

4. REQUESTS AND COMPLAINTS

Office or Division:	City Environment and Natural Resources Office			
Classification:	Complex			
Type of Transaction:	Government to citizen			
Who may avail:	Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Special hauling of garbage				
Letter of request indicating exact address of the site				
Photo of garbage/debris to be hauled				
B. Trimming of trees				
Letter of request indicating exact address of site				
Photo of the tree to be trimmed				
Sketch of the property				
C. Conduct environmental seminar				
Letter of request to conduct e-seminar indicating the date, venue, and no. of participants				
D. Other telephone / other department request				
E. Complaints				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request/complaint to CENRO	Receive letter Log in the record book Endorse to Department Head <i>(Advice client to ff-up after 24 hours)</i>		1 min	Receiving clerk
	Assign respective personnel to act on the request / complaint: A. (complaint for uncollected garbage) Hauling of garbage B. (Request for trimming) Conduct site inspection <i>(If branches intertwined with Meralco wires, advice client to proceed to Meralco for their request)</i>		1 min	Department Head
			Within 24 hours	Dispatcher / Mopping team
			Within 24 hours	Environmental Inspector/ Clearing Team
	Schedule the trimming of tree		5 minutes	Technical Officer/ Environmental

	<p><i>If needed, request manlifter from Engineering Department to assist in the trimming of tree</i></p> <p>Trimming of tree</p> <p>C. (Request for seminar) Coordinate with the client and scheduling of seminar</p> <p>conduct environmental seminar</p> <p>D. (Other concerns) Coordinate with the concerned personnel / team on various requests to take action</p>		<p>1 hour</p> <p>15 minutes</p> <p>4 hours</p> <p>Within 24 hours</p>	<p>Clearing Team</p> <p>Education Team</p> <p>Education team</p> <p>Technical Officer/ Concerned personnel</p>
	<p>E. (for other complaints) Refer the complaint to technical officer to conduct an investigation</p> <p>Conduct investigation and verification and report (written and oral) to the Department Head</p> <p>Prepare response letter</p> <p>Send response letter to the complainant</p>		<p>1 min</p> <p>Within 24 hours</p> <p>1 hour</p> <p>15 – 30 mins</p>	<p>Department Head</p> <p>Technical Officer</p> <p>Department Head</p> <p>Messenger</p>

END OF TRANSACTION