



**OFFICE OF THE CITY ENVIRONMENT  
AND NATURAL RESOURCES**



# **OFFICE OF THE CITY ENVIRONMENT AND NATURAL RESOURCES**

## **External Services**



## **Solid Waste Management**

### SECURING OF PERMIT TO DUMP:

The OCENR is implementing a timed and scheduled segregated collection services. Collection of waste from the established Materials Recovery Facility or Drop-Off-Center (MRDOC) of each barangay is done daily. The “No Segregation, No Collection” policy is strictly enforced by the city. From the Barangay MRDOC, waste will be transported to its intended destination, Composting Facility or Sanitary Landfill Facility. However, individuals and firms may directly dispose their garbage to the city’s designated facility on a case to case basis upon request.

<b>Office or Division:</b>	Office of the City Environment and Natural Resources (OCENR)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client prepares a letter of request (1 original copy, 1 photocopy)		Client		
Fill-in Permit to Dump Form		OCENR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client prepares a letter of request and present letter to the Desk Officer	1.1 Desk Officer review the letter of request, give client a request for permit to Dump Form to fill-up	None	5 minutes	<i>Administrative Personnel</i>
Client properly filled-up the request for permit to Dump form	2.1 Review the permit to Dump Form if properly filled-up	None	10 minutes	<i>Administrative Personnel</i>
	2.2 Client is interviewed and request is referred to technical personnel for ocular inspection of garbage for Disposal			



	2.3 Ocular Inspection of garbage	None	1 hr. (depends on location)	Administrative Personnel
	2.4 Report of Inspection/ Recommendation	None	20 minutes	Administrative Personnel
	2.5 Issuance of Permit to Dump (if request is acceptable)  2.6 City ENRO explains if declined	None	10 minutes	Administrative Personnel  City ENRO
	<b>Total</b>		<b>1 hr. &amp; 45 mins.</b>	

#### SECURING OF VISITORS ENTRY PASS TO THE CITY SANITARY LANDFILL FACILITY:

The construction of a Sanitary Landfill Facility is a mandate under RA 9003, otherwise known as the “Ecological Solid Waste Management Act of 2000”. This is to protect public health and the environment. To construct a SLF is quite costly that’s why only a few of the LGUs were able to establish a Sanitary Landfill Facility (SLF) as its final disposal of the collected waste from the households and one of them is the City of Legazpi. From construction up to the start of the operation and until now, the facility is frequently visited by LGUs from other cities/municipalities, students and even business entrepreneurs. Inside the SLF, the areas to be visited are classified into Yellow Zone (Safe Area) and Red Zone (Critical Area). Technical Assistance to the visitors are provided by the OCENR Staff

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<b>Who may avail:</b>	ALL	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Client prepares a letter of request (1 original copy, 1 photocopy)	Client	
Fill-up entry pass form	OCENR	



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client prepares a letter of request and present letter to the Desk Officer	1.1			
Client fill-up the SLF Visitors Entry Pass Form	2.1 Properly filled-up form is checked and client is asked if project orientation is needed	None	10 minutes	Special Operations Officer III/ Technical Staff
	2.2 If project orientation is asked to be conducted, City ENRO assigns a Technical Personnel	None	10 minutes	City ENRO
	2.3 Issuance Of SLF Entry Pass		5 mins	Special Operations Officer III/ Technical Staff
	1.1 Information Desk Officer refers the client to OCENR personnel project-in-charge	None	5 minutes	Administrative Personnel
	OCENR Personnel request the client to fill-up the SLF Visitors Entry Pass Form	None	10 minutes	Special Operations Officer III/ Administrative Personnel
	<b>Total</b>		<b>40 mins.</b>	

**SECURING OF ENVIRONMENTAL CERTIFICATE TO ECOLOGICAL SOLID WASTE MANAGEMENT SEMINAR TO BUSINESS ESTABLISHMENT (FACE TO FACE/VIRTUAL SEMINAR) FOR NEW BUSINESS AND FOR RENEWAL OF BUSINESS PERMIT:**

Per City Ordinance No. 0010-2008, all owners & operators of business & commercial establishments are required to undergo a seminar on Ecological Solid Waste Management prior to issuance of a business permit and license to operate. Seminar on ESWM is done by OCENR 5x a week (Monday to Friday afternoon) during the peak months of Business Permit Renewal and 2x a week (Tuesday & Thursday afternoon) during lean month:



**I - FOR ENVIRONMENTAL SEMINAR:**

**FOR NON-COMPLIANT BUSINESS ESTABLISHMENTS/ESTABLISHMENTS WITH EXPIRED CERTIFICATE OF ATTENDANCE. NON-COMPLIANT BUSINESS ESTABLISHMENTS ARE OPERATIONAL BUSINESSES IN THE CITY THAT HAVE NO RECORD OF ATTENDANCE TO THE ESWM/EBDS.**

<b>Office or Division:</b>	Office of the City Environment and Natural Resources (OCENR)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client accomplishes the Environmental Baseline Data Sheet (to be filled-up via Google Forms)		Link can be found at OCENR's Facebook Page		
Attendance to the Virtual Environmental Webinar		OCENR will send the details of the virtual seminar via Zoom to the applicants' email address or mobile number		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client accomplishes the Environmental Baseline Data Sheet (to be filled-up via Google Forms)	1.1 Review the form and sends the details of the virtual seminar via Zoom to the applicant's email address a. <i>Applicants with expired Certificate of Attendance will be cleared from the negative list after the submission of environmental Baseline Data Sheet (EBDS)</i>	50.00 <i>a. For business establishment with Mayor's Permit-payment is included in the 1 time assessment</i> <i>b. For micro enterprises, such as sari-sari stores/</i>	15 minutes	<i>Administrative Personnel</i>
Applicant attends the Environmental Webinar	<i>b. Applicants tagged as non-compliant will be cleared from the negative list after attending the virtual seminar</i> 2.1 OCENR conducts the Environmental Webinar 2.2 Prepares the Environmental	<i>ambulant vendors), a a payment slip will be issued to the client for payment to the CTO)</i>	2.5 hrs  10 minutes per certificate	<i>Webinar Team</i>  <i>Administrative Staff</i>



	<p>Certificate after the webinar</p> <p>a. Prepares and print the EC for release to the client</p> <p>b. Sends the e-copy of the EC to the applicant's via email, if requested</p>			
	<b>Total</b>		<b>2 hours &amp; 50 mins.</b>	

**II - FOR NEW APPLICATION/RENEWAL OF ENVIRONMENTAL CERTIFICATE BUSINESS ESTABLISHMENTS.**

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<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
New applications for business permit/renewal wherein the validity period of the environmental certificate (EC) is not yet expired, they will be processed upon application of a new/renewal business permit to BPLO				
Attendance to the Environmental Seminar		OCENR will send the details of the environmental seminar to the applicants email address or mobile number		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1 .OCENR checks the information of the clients in the data base provided by BPLO	50.00 <i>a. For business establishment with Mayor's Permit-</i>	10 minutes	<i>Administrative Staff</i>



Applicant attends the Environmental Webinar	2. Review the form and sends the details of the environmental seminar to the applicant's email address or mobile number 3. Conducts the Environmental Seminar (venue to be announced) 4. Prepares the Environmental Certificates after the seminar a. Prepares and print the	<i>payment is included in the 1 time assessment</i> <i>b. For micro enterprises, such as sari-sari stores/ ambulant vendors), a payment slip will be issued to the client for payment to the CTO)</i>	2.5 hrs            10 minutes per certificate	Seminar Team            Administrative Staff
	<b>Total</b>		<b>2 hours &amp; 50 mins.</b>	

**NOTE:** The Environmental Certificate (EC) is valid only for three (3) years after its issuance. After the validity period, business establishments will have to renew their EC by attending another ESWM/Environmental seminar for updates/developments on Environmental Program and Policies of the City.

### SECURING OF A CERTIFICATE OF NO OBJECTION TO CUT TREE

Individuals, schools, firms and other entities who wish to cut down trees within or outside their property or within the project site required to secure a Permit to Cut Tree from the Department of Environment and Natural Resources (DENR). However, as a requirement by the DENR, a certification of no objection shall be secured from the LGU concerned. In the City of Legazpi, the certification may be secured from the Office of the City Environment and Natural Resources:

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<b>Type of Transaction:</b>	G2C, G2B, G2G
<b>Who may avail:</b>	ALL
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<u>Two (2) original copies</u> 1. Client prepares a letter of request addressed to the City Mayor, Attn: Mr. Cicero T. Caño, City ENRO	Client





<p><i>(indicate in the letter the mobile number of the focal person from the requesting party to facilitate in addressing the request.)</i></p>	
2. Barangay Certificate of No Objection to Cut Trees	Barangay
3. Land Title/Tax Declaration (for private lot)	Client
4. Map/Diagram showing the exact location of all trees requested to be cut bearing its individual geographical coordinates and tree species	Client
5. Individual pictures of trees to be cut with corresponding geographical coordinates	Client
6. Tabulated Inventory list of trees to be cut reflecting the tree species and its number/quantity and tree circumference at breast height	Client
7. Site Development Plan showing the details of the project	Client
8. Authorization letter with duly attached ID of landowner (if the requesting/transacting party is not the property owner)	Client
9. Identification card of the landowner/transacting party	Client
10. Barangay Resolution/minutes of the barangay consultation meeting (for selected government projects)	Barangay
11. Environmental Compliance Certificate together with its Annexes or Certificate on Non Coverage (ECC/CNC) from EMB V (for development projects/undertaking requiring ECC/CNC)	DENR-EMB
12. Zoning Certification (for development projects requiring ECC/CNC per City Ordinance No. 14-0011-2019, if applicable)	City Planning & Development Office
13. Locational Clearance (City Ordinance No. 14-0011-2019), if applicable	City Planning & Development Office
14. Duly accomplished Tree Replacement Undertaking	City Planning & Development Office
15. Ocular visit/inspection upon submission of complete requirements	OCENR
<p><i>Note: Additional documents may be requested when complex situation requires as it may arise upon complete evaluation of the submitted requirements and actual inspection.</i></p>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client prepares a letter of request and have it received at the City Mayor's Office (Original Copy) with complete required documents and provide a duplicate copy at OCENR, to the Desk Officer	1.1 Information Desk Officer received and records the letter and forwarded it to the City ENRO	None	5 minutes	<i>Administrative Personnel</i>
	2.1 City ENRO, conducts initial evaluation of the letter request and provide instruction to the concerned personnel for appropriate action	None	15 minutes	<i>City ENRO</i>
	3.1 The personnel in-charge conducts evaluation of the documents and schedule the date of the actual inspection	None	1-3 days (depending on the complexity of the request, number of days may be shortened)	<i>Project Development Officer III/ Technical Personnel</i>
	4.1 Conduct ocular inspection to validate the request, make appropriate recommendation, and prepares the necessary certification for signature by the City ENRO	None	5 days (depending on the complexity of the request. number of days may be shortened)	<i>Project Development Officer III/ Technical Personnel</i>
	5.1 The City ENRO checks and reviews the Certificate of No Objection and if found valid, the certification is signed	None	20 minutes	<i>City ENRO</i>



	6.1 OCENR Information Desk Officer receives and records the duly signed certification for release to the requesting client to support his/her request for a Permit to Cut Tree with the DENR Field Office	None	10 minutes	Administrative Personnel
	<b>Total</b>		<b>8 hours &amp; 50 mins.</b>	

### SECURING OF A CERTIFICATION FOR THE APPLICATION FOR THE REGISTRATION OF CHAINSAW

Individuals, firms and other entities who wanted to register the chainsaw being used in cutting-down trees are required to apply for the Registration of Chainsaw from the Department of Environment and Natural Resources (DENR). However, as a requirement by the DENR, a certification shall be secured from the LGU concerned. In the City of Legazpi, the certification may be secured from the Office of the City Environment and Natural Resources (OCENR):

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<b>Type of Transaction:</b>	G2C, G2B, G2G		
<b>Who may avail:</b>	ALL		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<u>Two (2) original copies</u> 1. Client prepares a letter of request addressed to the City Mayor, Attn: Engr. Linno Benju Q. Calleja, OIC-City ENRO/SOO III ( <i>kindly indicate in the letter the mobile number of the person to facilitate coordination</i> ) 2. Certificate of registration issued by DENR (copy of the expired registration subject for renewal) 3. Identification card of the owner 4. Official receipt/sales invoice for the purchase of the unit or duly notarized Affidavit of Ownership		Client   DENR   Client Client	



<p>5. Barangay Certification of chainsaw ownership</p> <p>6. Picture of the chainsaw with following photo capture:</p> <p style="margin-left: 20px;">a. Whole unit</p> <p style="margin-left: 20px;">b. Serial number of the unit</p> <p>7. Stencil of the serial number of the unit</p> <p><i>Note: Additional documents maybe requested when situation requires as it may arise upon complete evaluation of the submitted requirements</i></p>	<p>Barangay</p> <p>Client</p> <p>Client</p>
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<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client prepares a letter of request and have it received at the City Mayor's Office (Original Copy) with complete required documents and provide a duplicate copy at OCENR, to the Desk Officer	1.1 Information Desk Officer received and records the letter and forwarded it to the City ENRO	None	15 minutes	<i>Administrative Personnel OCENR</i>
	2.1 City ENRO conducts initial evaluation of the letter request and provide Instruction to the concerned personnel for the appropriate action and forwards the communication to the OCENR Desk Officer for proper routing.	None	20 minutes	<i>City ENRO OCENR</i>
	3.1 The OCENR Desk Officer refers the documents to the personnel-in-charge for immediate action.	None	10 minutes	<i>Administrative Personnel OCENR</i>
		None	1 day	<i>Project Development</i>



	4.1 The personnel in-charge conducts	None	10 minutes	Officer III/Technical Personnel  City ENRO
	5.1 OCENR Information Desk Officer receives & records the duly signed certification for release to the requesting client to support his/her request for registration of chainsaw	None	5 minutes	Administrative Personnel
	<b>Total</b>		<b>2 hours</b>	

### REQUEST FOR TREE SEEDLING

Organizations, schools, firms and other entities who wish to request for seedling for their tree planting activities may send letter request to the Office of the City Environment and Natural Resources (OCENR). The Office is responsible for the seedling production and distributing tree seedlings for tree planting activities:

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<b>Classification:</b>	simple	
<b>Type of Transaction:</b>	G2C, G2B, G2G	
<b>Who may avail:</b>	ALL	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Client prepares a letter of request addressed to the City Mayor, Attn:Engr. Linno Benju Q. Calleja, OIC-City ENRO/ SOO III ( <i>indicate in the letter the mobile number of the person to facilitate coordination</i> )		Client
2. Promissory of Undertaking reflects the conditions that the client has comply with the OCENR		OCENR



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Client prepares a letter of request and have it received at the City Mayor's Office (Original Copy) and provide a duplicate copy at OCENR, to the Desk Officer</p>	<p>1.1 Information Desk Officer received and records the letter and forwarded it to the City ENRO</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Personnel</i> OCENR</p>
	<p>2.1 City ENRO, conducts initial evaluation of the letter request and provide instruction to the concerned personnel for appropriate action and forward the communication to the OCENR Desk Officer for proper routing</p>	<p>None</p>	<p>20 minutes</p>	<p><i>City ENRO</i> OCENR</p>
	<p>3.1 The personnel in-charge evaluates the letter and checks the availability of the seedlings at the nursery. If seedlings are available, pertinent documents (seedlings withdrawal slip and promissory of undertaking) are prepared prior to the release of the seedlings.</p>	<p>None</p>	<p>2 days</p>	



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.1 City ENRO approves the seedlings withdrawal slip.			
	5.1 Clients signs the promissory of undertaking.			
	6.1 OCENR Desk Information Officer releases the duly signed withdrawal to the client.			
	7.1 Client presents the seedling withdrawal slip at the nursery to secure the seedlings.			
		None	10 minutes	City ENRO OCENR
		None	5 minutes	Client  Administrative Personnel OCENR
		None	2 minutes	Client
		None	Depending on the clients availability	



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	8.1 OCENR nursery personnel facilitates the hauling of the seedlings and records the details of the request.	None	<i>½ day (depending on the quantity of seedlings requested and the location of the nursery, number of days may be extended)</i>	<i>Nursery Personnel OCENR/Client</i>





## REQUEST FOR THE CONDUCT OF INFORMATION, EDUCATION AND COMMUNICATION (IEC) CAMPAIGN

INFORMATION, EDUCATION AND COMMUNICATION (IEC) CAMPAIGN is used for generating awareness. Organizations, schools, establishments and other entities who wish to request for a conduct of Information, Education & Communication (IEC) may send letter request to the Office of the City Environment and Natural Resources (OCENR):

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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Client prepares a letter of request addressed to the City Mayor, Attn: Engr. Linno Benju Q. Calleja, OIC-City ENRO/SOO III ( <i>indicate in the letter the mobile number of the person to facilitate coordination</i> )		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client prepares a letter of request and have it received at the City Mayor's Office (Original Copy) and provide a duplicate copy at OCENR, to the Desk Officer	1.1 Information Desk Officer received and records the letter and forwarded it to the City ENRO	None	10 minutes	<i>Administrative Personnel</i> OCENR
	2.1 City ENRO checks his availability, if not: a: informed other Senior Staff about the letter for immediate action.	None	15 minutes	<i>City ENRO</i> OCENR
	3.1 Coordinate and confirmed with the requesting party the available	None	15 minutes	<i>Resource Speaker</i> OCENR



	schedule and speaker.			
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## REQUEST FOR SERVICES DESLUDGING/SYPHONING OF SEPTIC TANKS

The City Government of Legazpi enacted an Ordinance No. 0025-2015 known as “Septage Management Code” of the City of Legazpi. This is to protect public health and the environment, it shall cover the entire territorial jurisdiction of the City and shall apply to all proposed, planned or existing buildings or structures, whether public or private, residential, commercial

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<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client prepares a letter of request		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Walk-in client proceeds to OCENR information Desk Officer	1.1 Information Desk Officer refers the client to the technical person in-charge of the Septage Management Program	None	2 minutes	<i>Administrative Personnel</i> OCENR
	2.1 Personnel interviews the client and fills-up the Survey Form	None	10 minutes	<i>Laborer I/ Surveyor/ Coordinator</i> OCENR
	3.1 Schedules the client for inspection of their septic tank (provided that the survey form is completely filled-out)	None	10 minutes	<i>Laborer I/ Coordinator</i> OCENR



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
After payment, present Official Receipt or Septage Fee at OCENR	4.1 Inspect septic tank	None	2 hrs.	<i>Laborer I/ Surveyor OCENR</i>
	5.1 Issuance of Payment Order Form (POF)	Septage Fee payment to City Treasurer's Office	5 minutes	<i>Laborer I/ Coordinator OCENR</i>
	6.1 Schedules clients for actual desludging service ( <i>depends on the availability of vacuum trucks</i> )	None	5 minutes	<i>Laborer I/ Coordinator OCENR</i>
	7.1 Provide lists of clients for desludging to the desludging service team	None	5 minutes	<i>Laborer I/ Coordinator OCENR</i>
	8.1 Actual Desludging operation ( <i>depends on the availability of vacuum trucks</i> )	None	1.5 hours per trip	<i>Laborer I/ Desludging Team OCENR</i>
	9.1 Prepares Manifest Form to be signed by client as conformity to the completion of the desludging operation	None	5 minutes	<i>Laborer I/ Vacuum Truck Unit Operator OCENR</i>



## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>Answer the Feedback Form located in the Frontline Desk of the OCENR , then place it inside the drop box or personally hand it over to the Officer of the Day (OD).</p> <p>OCENR Contact Number: 0946-599-0597</p>
How feedback is processed?	<p>The Administrative Division verifies the nature of the queries and feedback within one (1) working day. The same shall be referred to the concerned Division. Upon receipt of reply from the concerned Division, the Client will be informed via email, text or phone call.</p> <p>For follow-ups or inquiries, the contact information are as follows:</p> <p><a href="mailto:eswm_ocenrlegazpi@yahoo.com">eswm_ocenrlegazpi@yahoo.com</a> 0946-599-0597</p>
How to file complaint?	<p>To file a complaint against the OCENR, provide the following details through writing on the Complaint Form (CSC Form #3), or via e-mail:</p> <ul style="list-style-type: none"> <li>- Full name, address and contact information of the Complainant</li> <li>- Narrative of the Complaint</li> <li>- Evidences</li> <li>- Name of the Person being Complained</li> </ul> <p>Send all complaints against the OCENR, through writing on the COMPLAINT FORM (CSC Form #3) or to <a href="mailto:eswm_ocenrlegazpi@yahoo.com">eswm_ocenrlegazpi@yahoo.com</a></p> <p>For follow-ups or inquiries, the contact information is: 0946-599-0597</p>
How complaints are processed?	<p>All complaints received against the OCENR will be processed by the Administrative Division.</p> <p>The ADMIN reads (Complaint Form - CSC Form 3), browses, evaluates and determines the complaints received on a daily basis. The ADMIN shall coordinate with the concerned Division to answer the complaint and shall investigate, if necessary. After the concern has been addressed</p>



	<p>or after conduct of investigation, the ADMIN shall prepare an Incident Report and refer it to the Legal Office, for further review. Then the Legal Office shall forward its findings to the City Mayor, copy furnished the OCENR, for appropriate action &amp;/or final decision.</p> <p>The ADMIN shall give the feedback to the clients via email, or through writing.</p>
<p>Contact Information of OFFICE OF THE CITY ENVIRONMENT AND NATURAL RESOURCES (OCENR)</p>	<p><b>Engr. LINNO BENJU Q. CALLEJA</b> OIC - City ENRO/ SOO III</p> <p><b>Mr. RHODERIC M. ABACHE</b> Project Development Officer III</p> <p><b>Office Number:</b> 0946-599-0597</p> <p><b>Email Address:</b> <a href="mailto:eswm_ocenrlegazpi@yahoo.com">eswm_ocenrlegazpi@yahoo.com</a></p>