

Republic of the Philippines Province of Bohol Municipality of Loon	Doc. Code:
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Document Title	CITIZEN'S CHARTER
Office/Department	MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE



Vision : A socioeconomically developed town with empowered people who nurture their heritage and sustainably manage their resources through shared and service-oriented governance
Mission: To create a socioeconomically developed environment through sustainable management of resources and enhancement of people's capabilities for inclusive growth

MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

Frontline Service 1: Request for Ocular Inspection re: Cutting Down of Trees

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MENRO					
1	<ul style="list-style-type: none"> Present verbal request for inspection 	<ul style="list-style-type: none"> Ask for proof of ownership of the tree 	1 min	Land Title or Tax Declaration Barangay Certificate/Clearance		S. Caresosa	MENRO
2	<ul style="list-style-type: none"> Wait at the barangay site 	<ul style="list-style-type: none"> Prepare trip tickets 	15 min	Verbal request		Support Staff	MENRO
3	<ul style="list-style-type: none"> Wait at the barangay site 	<ul style="list-style-type: none"> Assign personnel to inspect 	2 hr	Vehicle		Support Staff	On-site
4	<ul style="list-style-type: none"> Receive copy of inspection report 	<ul style="list-style-type: none"> Get copy of inspection report 	2 min	Inspection documents		S. Caresosa	MENRO
5	<ul style="list-style-type: none"> Wait until the cutting certificate is already finish 	<ul style="list-style-type: none"> Prepare cutting certification 	3 min	Certificate of Compliance issued by Municipal Agriculture Office MTO-issued OR		J. Longjas	MENRO
			2 hr, 18 min				

Frontline Service 2: Request for Ocular Inspection re: Compliance with the Municipal Revenue Code in Regard to the 20-meter Salvage Zone Setback

Municipality of Loon Controlled Document



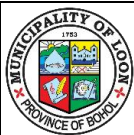
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STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MENRO					
1	<ul style="list-style-type: none"> ▪ Verbal request for inspection 	<ul style="list-style-type: none"> ▪ Ask for proof of land ownership 	1 min	Land Title or Tax Declaration Barangay Certification/Clearance		S. Caresosa	MENRO
2	<ul style="list-style-type: none"> ▪ Wait on-site 	<ul style="list-style-type: none"> ▪ Prepare trip ticket 	15 min	Verbal request		Support Staff	MENRO
3	<ul style="list-style-type: none"> ▪ Wait on-site 	<ul style="list-style-type: none"> ▪ Assign personnel to inspect 	3 hr	Vehicle		J. Longjas	On-site
4	<ul style="list-style-type: none"> ▪ Receive copy of inspection report ▪ Submit report 	<ul style="list-style-type: none"> ▪ Get a copy of inspection report ▪ Issue Certificate of Compliance 	5 min	Inspection documents	* P300	MTO Staff	MTO
			10 hr, 20 min				

* The payment of P300 is charged if the bill of materials in the total project cost is P100,000.00 and above.

Frontline Service 3: Request for Ocular Inspection re: Alleged Illegal Quarrying

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MENRO					
1	<ul style="list-style-type: none"> ▪ Express request 	<ul style="list-style-type: none"> ▪ Take note of details, i.e., location, persons allegedly involved, etc. 	5 min			S. Caresosa	MENRO
2	<ul style="list-style-type: none"> ▪ Wait on-site 	<ul style="list-style-type: none"> ▪ Prepare trip ticket 	15 min			J. Longjas	MENRO
3	<ul style="list-style-type: none"> ▪ Wait on-site 	<ul style="list-style-type: none"> ▪ Inspect site 	2 hr	Vehicle		J. Longjas	On-site
4	<ul style="list-style-type: none"> ▪ Receive copy of inspection report 	<ul style="list-style-type: none"> ▪ Prepare inspection report ▪ Provide report to client ▪ Submit report to DENR 	1 day	Transportation		S. Caresosa J. Longjas	DENR
			10 hr, 20 min				



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Frontline Service 4: Request for Annual Maintenance of Supplies, Materials and Paraphernalia for Marine Protected Areas

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MENRO					
1	<ul style="list-style-type: none"> ▪ Present PO resolution 	<ul style="list-style-type: none"> ▪ Accept PO Resolution 	1 wk	PO Resolution		PO President S. Caresosa	MENRO
2	<ul style="list-style-type: none"> ▪ Submit Program of Works 	<ul style="list-style-type: none"> ▪ Review POW 	1 wk	List of requested materials, supplies or paraphernalia		S. Caresosa	MENRO
3	<ul style="list-style-type: none"> ▪ Wait for delivery of requested items 	<ul style="list-style-type: none"> ▪ Assign personnel to follow SOP, as follows: <ul style="list-style-type: none"> a. Purchase Request b. COA Submission c. Request for Quotation d. Serving of the Quotation e. Schedule of bidding f. Awarding g. Purchase Order issuance h. Delivery of supplies 	60 days	Compliance with BAC guidelines		S. Caresosa J. Longjas BAC Personnel	MENRO
			2.5 mo				