

# CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

*The City Environment and Natural Resources Office (CENRO) is the primary department of the city responsible in protecting the environment, strict enforcement of all existing laws pertaining to the environment, and consistently embark on a platform of government that will conserve and manage the natural resources and balancing the ecology for sustainable development.*

*Your Environment and friendly staff is ready to serve you 24/7  
from Mondays to Sundays  
with Contact details: 09288388085/ (046) 481-4128  
facebook account : [www.facebook.com/BacoorCityENRO](http://www.facebook.com/BacoorCityENRO)  
Email Address: [cenrobacoorcity@gmail.com](mailto:cenrobacoorcity@gmail.com)  
2<sup>nd</sup> floor Bacoor Government Center, Bacoor Boulevard  
Barangay Bayanan, City of Bacoor, Cavite Province*



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*CENR Officer*



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*Technical Staff, Sanitary Engineer*



**GRACE F. GANADORES**  
*Technical Staff, Sanitary Engineer*



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*Consultant*



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*Office Staff*



**THELMA O. TUMALIAN**  
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**MYLEEN E. BARRON**  
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Team Coordinator*



**JANE B. AURELLANA**  
*D2 Special Operations  
Team Coordinator*



**LOVE EMMERY A. NISPEROS**  
*Office Staff*



**JOSEPH C. ROBIN**  
*Office Staff*



**JENNIFER A. BUTALID**  
*Office Staff*



**RONALD P. DIÑO**  
*Office Staff*



**CESAR V. AREVALO**  
*Eco-Enforcer &  
Garbage Truck Coordinator*



**RAYMUNDO A. BOYLES**  
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**SAMMY B. CHUA**  
*Eco-Enforcer &  
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**CESAR B. CASTRO**  
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**OLIVER C. OCAMPO**  
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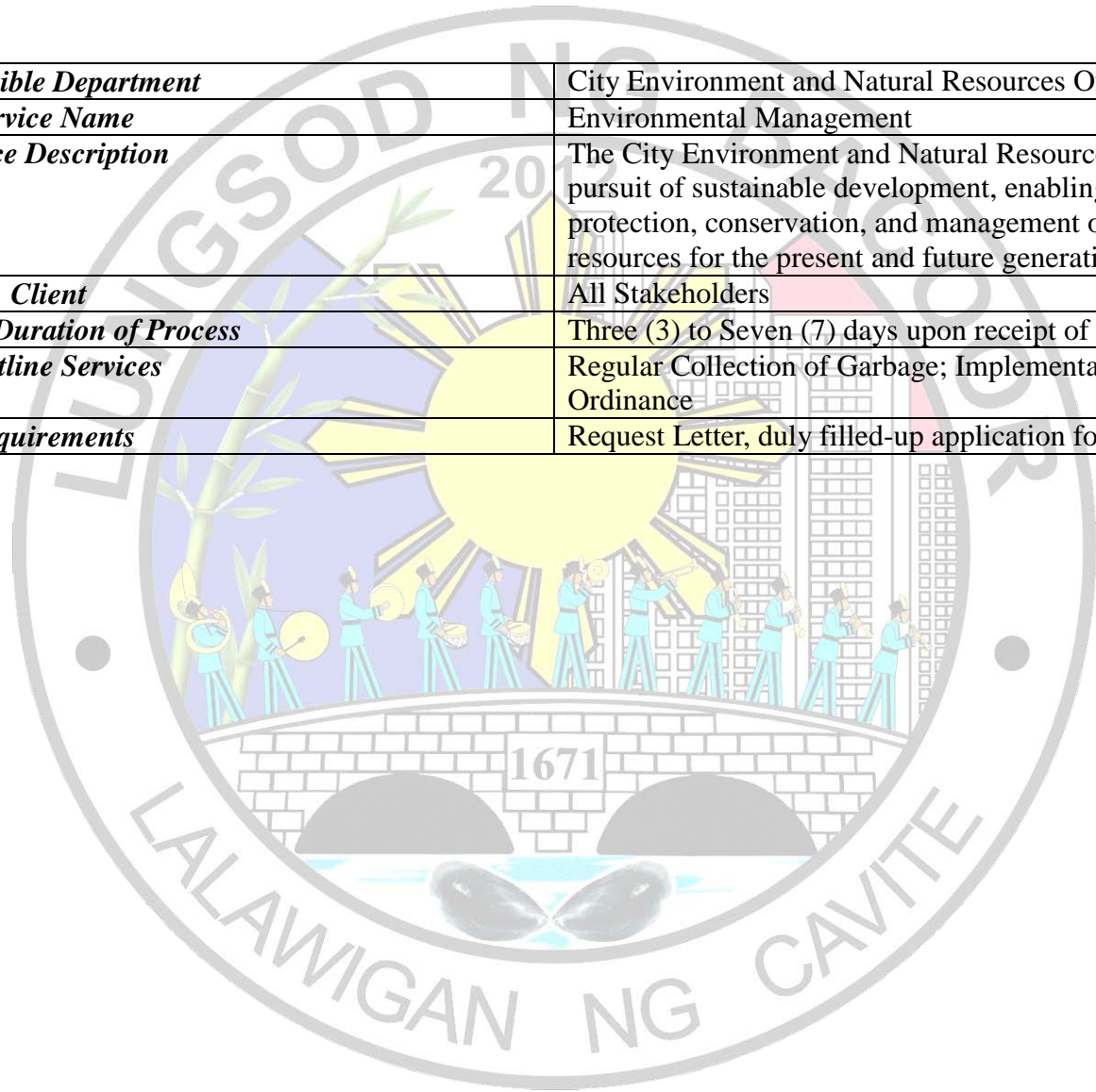
**LIEZL G. REYES**  
*Eco-Enforcer &  
D1 Eco-Aide Coordinator*



**ARTEMIO V. LUZ, SR.**  
*Eco-Enforcer &  
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CITIZEN'S CHARTER SERVICES  
City of Bacoor, Cavite Province

<b>Responsible Department</b>	City Environment and Natural Resources Office
<b>Service Name</b>	Environmental Management
<b>Service Description</b>	The City Environment and Natural Resources Office is the driving force in the pursuit of sustainable development, enabling stakeholders' participation in the protection, conservation, and management of the environment and natural resources for the present and future generation.
<b>Client</b>	All Stakeholders
<b>Maximum Duration of Process</b>	Three (3) to Seven (7) days upon receipt of the requirements
<b>Frontline Services</b>	Regular Collection of Garbage; Implementation of Environmental Laws and Ordinance
<b>Requirements</b>	Request Letter, duly filled-up application form



How to Avail Service

Procedure/Client Shop	Office / Person Responsible	Location of the Office	Processing Time	Action Taken	Fees	Forms Use
REGULAR COLLECTION OF GARBAGE	Rolando R. Vocalan, <i>CENR Officer</i> Cesar V. Arevalo, <i>Garbage Truck Coordinator</i> Raymundo A. Boyles, <i>Garbage Truck Coordinator</i> Apolonio S. Dancel, <i>Garbage Truck Coordinator</i> Sammy B. Chua, <i>Garbage Truck Coordinator</i>	2/F Bacoor Government Center Barangay Bayanan City of Bacoor	24 hours. 7 days a week	Complete Efficiency of Collection	N/A	Log Books, Trip Tickets
CONDUCT OF ENVIRONMENTAL MANAGEMENT SEMINAR Step 1. Request letter from the applicant Step 2. Undergo a brief interview Step 3. Assign personnel sign the request letter indication the date and time of seminar Step 4. Issuance of Certificate of Attendance after Seminar Step 5. Seminar is from 9-12nn or 1-4pm from Weekdays and Week ends	Thelma O. Tumaliuan, <i>Office Staff</i> Love Emmery A. Nisperos, <i>Office Staff</i> Josephfe C. Robin, <i>Office Staff</i> Jennifer A. Butalid, <i>Office Staff</i> Rolando R. Vocalan, <i>CENR Officer</i> Theresa B. Calo, <i>SWM - Consultant</i>	2/F Bacoor Government Center Barangay Bayanan City of Bacoor	Nearest available date (Depends upon the date requested by the Client) 10 minutes	Releasing the approved request for seminar	None	CENRO IEC Schedule form
REQUEST FOR RESOURCE SPEAKER Step 1. Formal Letter of Request addressed to the CENRO Head, stating the purpose, date, venue, and target audience Step 2. Approval/Confirmation of Request	Thelma O. Tumaliuan, <i>Office Staff</i> Love Emmery A. Nisperos, <i>Office Staff</i> Josephfe C. Robin, <i>Office Staff</i> Jennifer A. Butalid, <i>Office Staff</i> Rolando R. Vocalan, <i>CENR Officer</i> Theresa B. Calo, <i>SWM - Consultant</i>	2/F Bacoor Government Center Barangay Bayanan City of Bacoor	45 mins Processing	Releasing the approved request	None	CENRO IEC Schedule form
LAKBAY ARAL/RESEARCH Step 1. Request Letter thru Personal Submission, Email, and Mail. Step 2. Approval Request Step 3. Confirmation of Request thru phone or email Step 4. On-site Visitation	Thelma O. Tumaliuan, <i>Office Staff</i> Maria Rina B. Millosa, <i>Office Staff</i> Rolando R. Vocalan, <i>CENR Officer</i> Theresa B. Calo, <i>SWM - Consultant</i>	2/F Bacoor Government Center Barangay Bayanan City of Bacoor	1 to 2 Days Processing	Releasing the approved request for / Lakbay aral / Research	None	CENRO Request form

<p>CLEAN-UP DRIVE OPERATION / GREENING AND BEAUTIFICATION</p> <p>Step 1. Request letter from the applicant</p> <p>Step 2. Assessment and verification</p> <p>Step 3. Approval and Implementation</p> <p>Step 4. Follow up</p>	<p>Maria Rina B. Millosa, <i>Office Staff</i></p> <p>Deolito B. Alagos Jr., <i>Technical Staff</i></p> <p>Ronald P. Diño, <i>Office Staff</i></p> <p>Myleen B. Barron, <i>D1 S.O. Coordinator</i></p> <p>Jane B. Aurellana <i>D2 S.O. Coordinator</i></p> <p>Rolando R. Vocalan, <i>CENR Officer</i></p>	<p>2/F Bacoor Government Center Barangay Bayanan City of Bacoor</p>	<p>Nearest available date Depends upon the request of the client</p> <p>8:00 am – 5:00pm</p> <p>Mondays – Fridays</p>	<p>Releasing the approved request</p>	<p>None</p>	<p>CENRO Request form</p>
<p>ENFORCEMENT</p> <p>Step 1. Issuance of Environmental Violation receipt</p> <p>Step 2. Requirement</p> <p>Present the original copy of EVR to the Treasurer's office</p> <p>Step 3. Pay fees at the cashier</p> <p>Step 4. Present Original Receipt and EVR to CENRO for claiming the Identification Card</p> <p>Step 5. Face to face interview with the client regarding the violation committed</p>	<p>All Eco-Enforcers</p> <p>Maria Rina B. Millosa, <i>Office Staff</i></p> <p>Jeffrey S. Miranda, <i>Technical Staff</i></p> <p>Brixton L. Paz, <i>Technical Staff</i></p> <p>Grace F. Ganadores, <i>Technical Staff</i></p> <p>Deolito B. Alagos, Jr., <i>Technical Staff</i></p> <p>Rolando R. Vocalan, <i>CENR Officer</i></p>	<p>Bacoor City Government Center</p>	<p>3 Days after the Issuance of EVR</p> <p>8:00 am – 5:00pm</p> <p>Mondays - Fridays</p>	<p>Releasing of clearance and signed commitment</p>	<p>Depends upon the Violation committed by the violator</p>	<p>Environmental Violation Receipt (EVR)</p>
<p>PERMITTING (Clearance, Permit to Operate)</p> <p>Step 1. Fill up application form from CENRO</p> <p>Step 2. Set up schedule for inspection</p> <p>Step 3. Actual Inspection</p> <p>Step 4. Issuance of Inspection Report</p> <p>Step 5. Recommending approval from CENRO</p> <p>Step 6. Issuance of Permit to Operate</p>	<p>Deolito B. Alagos Jr., <i>Technical Staff</i></p> <p>Grace F. Ganadores, <i>Technical Staff</i></p> <p>Jeffrey S. Miranda, <i>Technical Staff</i></p> <p>Brixton L. Paz, <i>Technical Staff</i></p> <p>Rolando R. Vocalan, <i>CENR Officer</i></p>	<p>2/F Bacoor Government Center Barangay Bayanan City of Bacoor and field operation</p>	<p>5 working days</p> <p>8:00 am – 5:00 pm</p> <p>Mondays - Fridays</p>	<p>Releasing of Permit to operate</p>	<p>None</p>	<p>Environmental Form application from CENRO</p>
<p>PROCEDURE OF REQUEST IN ISSUANCE OF CLEARANCE FOR TREE CUTTING PERMITTING FROM PENRO</p> <p>Step 1. Checklist form provided by CENRO Bacoor / with corresponding documentary requirement</p>	<p>Deolito B. Alagos Jr., <i>Technical Staff</i></p> <p>Jeffrey S. Miranda, <i>Technical Staff</i></p> <p>Brixton L. Paz, <i>Technical Staff</i></p> <p>Rolando R. Vocalan, <i>CENR Officer</i></p>	<p>Bacoor City Government Center</p>	<p>3 working days after checklist</p>	<p>Releasing of endorsement letter</p>	<p>None</p>	<p>Checklist Form from CENRO</p>

<p>Step 2. Schedule of assessment and verification by CENRO Bacoor</p> <p>Step 3. Issuance of Assessment Report</p> <p>Step 4. CENRO will provide endorsement letter to the client to be forwarded to PENRO Trece Martires for further inspection and approval</p>						
<p><b>PROCEDURE OF FILING COMPLAINTS/CONCERNS</b></p> <p>Step 1. Submit complaint letter with attached pictures (if any)</p> <p>Step 2. Evaluation of Complaint</p> <p>Step 3. Assessment and Verification</p> <p>Step 4. Inspection (if necessary)</p> <p>Step 5. Recommendation/Appropriate Action</p>	<p>Thelma O. Tumaliuan, <i>Office Staff</i></p> <p>Maria Rina B. Millosa, <i>Office Staff</i></p> <p>Jeffrey S. Miranda, <i>Technical Staff</i></p> <p>Brixton L. Paz, <i>Technical Staff</i></p> <p>Grace F. Ganadores, <i>Technical Staff</i></p> <p>Deolito B. Alagos Jr, <i>Technical Staff</i></p> <p>Rolando R. Vocalan, <i>CENR Officer</i></p>	<p>Bacoor City Government Center</p>	<p>3 working days upon receipt of Complaint Letter</p>	<p>Releasing of report action taken by CENRO</p>	<p>None</p>	<p>Complaint Form from CENRO</p>

Submitted by:

**ROLANDO R. VOCALAN**  
*CENR Officer*  
 City Government of Bacoor