



**CITY ENVIRONMENT AND NATURAL
RESOURCES OFFICE
(CENRO)**

CITIZEN'S CHARTER

I. Mandate

R.A. 7160, S.P. Resolution No. 333, Series of 1995, the City Environment and Natural Resources office acts as the arm of the executive body in carrying our measures to ensure the delivery of basic services and provision of adequate facilities relative to environment and natural resources services as provided for under Section 17 of the Local Government Code of 1991.

- I. Develop plans and strategies on environment and natural resources programs and projects and implement them upon approval thereof by the governor or mayor, as the case may be;
- II. Establish, maintain, protect, and preserve communal forests, watersheds, tree parks, mangrove greenbelts, and similar forest projects and commercial forest, like industrial tree farms and agroforestry projects;
- III. Provide extension services to beneficiaries of forest development projects and technical, financial, and infrastructure assistance;
- IV. Manage and maintain seed banks and produce seedlings for forest and tree parks;
- V. Provide extension services to beneficiaries of forest development projects and render assistance to natural resources-related conservation and utilization activities consistent with ecological balance;
- VI. Promote small-scale mining and utilization of mineral resources, particularly mining of gold;
- VII. Coordinate with Government Agencies and NGOs in the implementation of measures to prevent and control land, air and water pollution with assistance of the DENR;
- VIII. Be in the frontline of the delivery of services concerning the environment and natural resources, particularly in the renewal and rehabilitation of the environment during and in the aftermath of man-made and natural calamities and disasters;
- IX. Recommend to the Sanggunian and advise the governor or mayor, as the case may be, on all matters relative to the protection, conservation, maximum utilization, application of appropriate technology, and other matters related to the environment and natural resources;
- X. Exercise such other power and perform such other duties and functions as may be prescribed by law or ordinance.



II. Vision

“A department that is highly passionate, competent, and hardworking towards environmental preservation and protection.”

III. Mission

“Provide excellent services and effectively implement responsive and appropriate PPA’s.”

IV. Service pledge

The City Quality Policy of General Santos City

“We the local government of general santos city, aspire to be globally competitive while enhancing the quality of life of our citizens towards a sustainable future.

We are committed to providing quality services to all members of our society.

We shall continually strive to improve our city, our people and our services while we foster the rule of law and equal opportunity for all”



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1. Collection of Rental Fee for Integrated Social Forestry (ISF) Areas.

An activity initiated in order to collect Rental Fees for the Integrated Social Forestry beneficiaries occupying public lands under LOI 1260.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	ISF beneficiaries holding Certificate of Stewardship Contract (CSC).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> •Certificate of Stewardship Contract (CSC) •Prescribed application form <p>*All requirements must be placed in a folder. 2 sets must be prepared by the proponent/requester. 1 set must be original copies for verification.</p>		<ul style="list-style-type: none"> •Applicant/ Proponent/ Requester •City ENR Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete prescribed requirements / documents in 2 sets of folders	1.1. Receiving of requirements, checking and encoding of requirements	none	10 minutes	<i>Administrative Assistant II</i> <i>City ENRO</i>
	1.2 Assigning of ISF area Evaluator	none	10 minutes	<i>Senior Environment Management Specialist</i>
2. Guide evaluators to the site for onsite verification and evaluation	2.1 Area verification, evaluation and submission of Technical Report	none	1 day	<i>Community Development Assistant I/ ISF In-charge, Staff</i> <i>City ENRO</i>

	2.2 Reviewing and recommending for approval	None	5 minutes	<i>Supervising Environment Management Specialist</i>
	2.3 Approving of recommendations	None	3 minutes	<i>City Government Department Head II</i>
	2.4 Prepare Order of Payment for the issuance of clearance for ISF area rental fee	none	10 minutes	<i>Community Development Assistant I/ ISF In-charge, Staff City ENRO</i>
3. Proceed to City Treasurer's Office (CTO) for Payment	3.1 Receiving of Payment & Issuance of OR	PhP 20.00 (per ha)	30 minutes	<i>Revenue Collection Clerk III</i>
	3.2 Receiving of Proof of Payments and encoding in the data base	none	5 minutes	<i>Community Development Assistant I/ ISF In-charge, Staff City ENRO</i>
	3.3 Encoding of proof of payment in the data base.	none	5 minutes	<i>Community Development Assistant I/ ISF In-charge, Staff</i>
	3.4 Releasing of Certification of Payment for ISF area rental fee	None	3 minutes	<i>Administrative Assistant II</i>
TOTAL		PhP 20.00 (per ha)	1 day, 1 hour and 33 minutes	
END OF TRANSACTION				

2. Conduct of On-site Investigation/Inspection of Community and Stakeholder Complaints

The Air and Wastewater Management Division of City Environment and Natural Resources Office facilitates and conduct on-site inspection to complaints raised by the constituents of the city.

Office or Division:	Air and Wastewater Management Division			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	All constituents and Business Permittees of General Santos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Complaint/ fill-up transaction form		1. Concern constituents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of complaint/ duly fill-up transaction form	1. Check and receive complaint letter/ fill- up transaction form and give instruction to complainant.	NONE	10 minutes	Administrative Aide V/ Public Information Desk In-charge
	2. Endorse Routing Slip to Department Head/Assistant Department Head including the document containing the details of the complaint	NONE	5 minutes	Administrative Aide V/ Public Information Desk In-charge
	DH to approve for accommodation of complaint and endorse to concerned unit.	NONE	10 minutes	Department Head
	7. PACD Officer to forward the routing slip with instruction from DH/ADH to the concerned unit.	NONE	10 minutes	Administrative Aide V/ Public Services Officer III
	5. Concerned unit to coordinate with the complainant for the schedule of On-site Inspection.	NONE	10 minutes	Public Services Inspector I/ Laborer II/ Administrative Aide V
6. Attend to findings of inspection	6. Inform Complainant regarding the status of inspection and further action to be taken.	NONE	30 minutes	Public Services Inspection I/Laborer II/Administrative Aide V
	TOTAL	NONE	1 hour and 15 minutes	
END OF TRANSACTION				

3. Conduct of On-site Smoke Emission Testing

The Air and Wastewater Management Division of City Environment and Natural Resources Office accepts and facilitates request for on-site smoke emission testing from stakeholders.

Office or Division:	Air and Wastewater Management Division			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	All Business Permittees of General Santos City using diesel-fed vehicles in the operation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ü Letter of Intent/ Duly fill-up transaction form address to City Environment & Natural Resources Officer ü Photocopy of current Business Permit 		- Business Permit and Licensing Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent/ duly fill-up transaction form and photocopy of current business permit	1. Check and receive the request letter, and give instruction to requesting party	NONE	10 minutes	Administrative Aide / Public Information Desk In-charge
	2. Endorse tracer slip to Department Head	NONE	5 minutes	Administrative Aide / Public Information Desk In-charge
	1. Approve for accommodation of request and endorse to concern unit	NONE	10 minutes	Department Head
2. Attend to inquiries by the Motor Vehicle Pollution Control Unit (MVCPU) Team Leader	1. 4. Contact the requesting party to validate the nature of transaction; Schedule the time & date of Onsite smoke emission	NONE	10 minutes	Public Services Inspector I/ Laborer II / Team Leader
	TOTAL	NONE	35 minutes	
END OF TRANSACTION				

4. Issuance of Certificate of Appearance.

The Issuance of Certificate of Appearance refers to the provision of an official document certifying that an individual has personally appeared before the concerned office for a specific purpose. This certificate serves as proof of attendance, compliance, coordination, meeting participation, inspection, verification, or other official transactions conducted with the office

Office or Division:		City Environment and Natural Resources Office		
Classification:		simple		
Type of Transaction:		G2G		
Who may avail:		Any government employee who appeared and visit for a purpose		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-		Administrative Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office Appearance and inquire where to go for his/her purpose	1.1 Welcome visitors and assist them to concern staff	None	3 minutes	Administrative Aide III (CENRO)
	1.2 Concerned staff to accommodate and assist their needs	None	Depends on the discussion (estimate 2 hours)	Department Head/ Program Head
2. Request for Certificate of Appearance	2.1 Get information needed for the certificate	None	5 minutes	Admin Aide II /Admin staff (CENRO)
	2.2 Print certificate	None	2 minutes	Admin Aide II /Admin staff (CENRO)
	2.3 Sign Certificate	None	2minutes	City Government Department Head II
	2.4 Release Certificate to client	none	2 minutes	Admin Aide II /Admin staff
TOTAL			2 hour and 14 minutes	
END OF TRANSACTION				

5. Issuance of Endorsement for Commercial Sand and Gravel (CSAG), Industrial Sand and Gravel (ISAG), Earth fill Quarry Permit

Commercial Sand and Gravel (CSAG), Industrial Sand and Gravel (ISAG-Local), Earthfill Quarry Permit is granted to Individual or Corporate applicants having the financial capacity to operate for the purpose of providing quarry mineral resources for all construction activities.

Office or Division:	City Environment and Natural Resources Office	
Classification:	Highly Technical	
Type of Transaction:	G2G, G2C, G2B	
Who may avail:	Any constituent, civil society organization, agency or institution - qualified Quarry applicants, Business sector Individual or Corporate applicants having the financial capacity to operate.	
CHECKLIST OF REQUIREMENTS	- WHERE TO SECURE	
	(in 4 copies)	
•Letter of intent	•Applicant/ Proponent/ Requester	
•Land title/ Proof of ownership	•Applicant/ Proponent/ Requester	
•Sketch map (4 copies with at least 1 original blueprint)	•Duly signed by Licensed Geodetic Engineer	
•Location /Area Status Clearance	•Mines and Geo-Science Bureau RO XII	
•Barangay Resolution Interposing No Objection	•Host Barangay	
•NIA Clearance	•National Irrigation Administration RO XII	
•DPWH Clearance	•Department of Public Works & Highways	
•Environmental Compliance Certificate	•Environment Management Bureau RO XII	
•Quarry Application Form	•City ENR Office	

<ul style="list-style-type: none"> •Rehabilitation Commitment Report (tree planting/ growing) with inspection report and geo-tagged photos of the planted trees/ bamboo of 200 hills or certificate of plant donation. •Business Permit •Certificate of Non-overlap () •DTI Certificate/SEC Registration •Work Program •Barangay Clearance •Approve Quarry Permit prior to renewal <p>*All requirements must be placed in a folder. 4 sets must be prepared by the proponent/requester. 1 set must be original copies for verification.</p>		<ul style="list-style-type: none"> •City ENR Office •Business Permits and License Division •National Council for Indigenous People (NCIP) •Department of Trade and Industry (DTI)/Security Exchange Commission (SEC) •Prepared and signed by licensed Mining Engineer •Host Barangay •City Mayor's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of 4 folders with complete requirements/ documents to CENRO	Receive and check of completeness of documents lacking (if any)	None	1 day	Agri-Technician/ Quarry In-charge (CENRO)
2. Endorsement of application to CMO-BPLD for Issuance of Quarry Permit	Endorse to CMO-BPLD	None	1 hour	
TOTAL			1 day & 1 hour	
END OF TRANSACTION				

6. Issuance of Endorsement for Government Gratuitous Permits

Government entities may be granted gratuitous permits to extract quarry materials from areas up to two hectares for state-financed infrastructure. These materials must be used exclusively for public projects; any commercial disposal is prohibited and subject to legal prosecution. While usually limited to one site, additional permits may be granted based on project scale and material requirements. Whenever possible, the concerned agency should use its own equipment for extraction and hauling, ensuring all transport is covered by official delivery receipts.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Highly Technical			
Type of Transaction:	G2G, G2C			
Who may avail:	Any government entity/instrumentality in need of materials for infrastructure projects.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> •Letter of Intent •Application Form •Sketch Map •Project proposal where the materials to be taken shall be used and the estimated volume needed; <p>*All requirements must be placed in a folder. 4 sets must be prepared by the proponent/requester. 1 set must be original copies</p>		<ul style="list-style-type: none"> •Applicant/ Proponent / Requester •City ENR Office •Geodetic engineer duly accredited by Mines and Geo-Sciences Bureau •Applicant/ Proponent/ Requester 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of 4 folders with complete requirements / documents to CENRO	1.1. Receive and check of completeness of documents needed	None	5 minutes	Agri-Technician/ Quarry In-charge (CENRO)
	1.2 Schedule and Convene TWG for the conduct of the onsite verification. (to be conducted the day after/ next day)		4 hours	Agri-Technician/ Secretariat / Quarry In charge

	<p>1.3 Technical Working Group (TWG) members conduct Field Verification and Investigation (FVI) or onsite verification.</p> <p>Note: 5 sites per day</p>	none	1 day	<p>TWG – composite team from MGB, EMB, CENRO, DPWH, NIA, CDRRMO, CTO</p>
	<p>1.4 TWG members brain storm and provide Technical Report with recommendation to CMRB for approval or dis-approval of the application based on the verification.</p>	none	20 days	<p>TWG – composite team from MGB, EMB, CENRO, DPWH, NIA, CDRRMO, CTO</p>
<p>Note: Technical Report is drafted by the MGB personnel for 20 working days per Permit holder application.</p>				
	<p>1.5 Send invitation to City Mining Regulatory Board to convene for the enactment of a Resolution approving of dis- approving Gratuitous Permit application. (response will depend on the availability of the CMRB Board Members)</p>	None	1 day	<p>Agri-Technician/ Quarry In-charge, Staff (CENRO)</p>
	<p>1.6 CMRB members convene thru teleconference (Zoom) or face to face conversation to discuss the findings & recommendations base on the onsite verification report of the TWG. Decide</p>	None	4 hours	<p>City Mining Regulatory Board Members and Technical Working Group (CENRO)</p>

	with or to approve or disapprove application. (conducted the day after the receipt of invitation to convene)			
	1.7 Exit conference will be conducted to discuss the result of the Field Verification and Investigation (conducted at least 20 working days after the Field Verification and Investigation (FVI))	none	1 day	City Mining Regulatory Board Members and Technical Working Group (CENRO)
	1.8 Approved applications in 4 folders will be endorsed to the City Mayor's Office Business Permits and Licensing Division for the issuance of Permits.	none	4 hours	Agri-Technician/ Quarry In-charge, Staff (CENRO)
	1.8.1 Disapproved applications / applicants will be notified to comply the Boards' recommendations.	none	1 day	Agri-Technician/ Quarry In-charge (CENRO)

	1.8.2 After completion the Secretariat will prepare endorsement to the City Mayor's Office Business Permit and Licensing Division. (endorsement will be process depending on the applicants completion of the requirements	none	30 minutes	Agri-Technician/ Quarry In-charge (CENRO)
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2. Applications from BPLD with attached approved Permit from the City Mayors		none	1 day	CMO In-charge, Staff
3. City ENRO release approved Permit to the applicants		none	5 minutes	Agri-Technician/ Quarry In-charge (CENRO)
4. Submit monthly report to City Environment and Natural Resources Office (CENRO) in the prescribed form, copy furnished the City Mayor and the City Treasurers' Office.		none		Permit Holder
TOTAL			25 days, 12 hours and 40 minutes	
END OF TRANSACTION				

7. Issuance of Endorsement /Clearance for Tree Cutting, Trimming, Pruning, and Earth-balling

Processing of requirements on securing endorsement/clearance to cut/trim/prune trees.

Office or Division:	City Environment and Natural Resources Office	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Business	
Who may avail:	Any person, company, agency, or institution	
Requirement/s	Copy Type	Where to Secure
<ul style="list-style-type: none"> • Request Letter • Sketch Map (showing location of the tree/s) • Pictures of Subject Tree/s (colored) • Barangay Certificate interposing no objection • Proof of Ownership (if within private property) <ul style="list-style-type: none"> ○ Land Title ○ Tax Declaration ○ Authorization Letter (if not landowner) • Clearance or Letter from Homeowners Association (if within subdivision) • PTA Resolution / Letter from SPTA / School Division Superintendent Resolution (if within school premises) • Barangay Resolution (if requested by Barangay) • Environmental Compliance Certificate (ECC), if required, and Minutes of public consultation concerning tree removal • Approved Building Plan or Project Design (for roads, bridges, flood control projects, and similar projects) 	<ul style="list-style-type: none"> 2 Copies (Original) 1 Copy (Original) 1 Copy (Colored Print) 1 Copy (Original) 1 Copy (Photocopy) 1 Copy (Photocopy) 1 Copy (Original) 1 Copy (Original) 1 Copy (Original) 1 Copy (Original) 1 Copy (Photocopy of ECC + Original Minutes) 1 Copy (Photocopy) 	<ul style="list-style-type: none"> Proponent Proponent Proponent Concerned Barangay Land Registry Authority Local Assessor's Office Landowner / Proponent Concerned Homeowners Association Concerned School Authority Concerned Barangay DENR-EMB / Concerned Agency Office of the Building Official / City Engineer's

					Office / DPWH
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit complete requirements	1.1 Check the completeness of submitted documents based on the checklist. <ul style="list-style-type: none"> • If complete, accept for processing and record. • If incomplete, return to the client for compliance. 	None	5 minutes	PACD Officer / Program Technical Staff City ENRO	
2. Wait for evaluation	2.1 Record application 2.2 Forward to Division Head / Officer-in-Charge for review and action. 2.3 Department Head (DH)/Assistant Department Head (ADH) take action and forward to the Program Head.	None	20 minutes 5 minutes 20 minutes	Admin Aide V / Public Assistance and Complaint Desk (PACD) Officer DH/ADH City ENRO	
3. Allow site inspection	3.1 Schedule and conduct inspection of tree/s. 3.2 Prepare inspection report and recommendation.	None	Up to 14 days (depending on schedule and location)	Program Head / Environmental Management Officer / Technical Staff	
4. Receive Order of Payment and settle fees	4.1 Assess applicable forest charges and issue Order of Payment. 4.2 Accept seedlings (if turned over to City ENRO) and issue Acknowledgment Receipt.	Cutting: Forest charge (as assessed) and seedling replacement based on tree diameter. <ul style="list-style-type: none"> • If included in Order of Payment → Pay ₱25.00 per hill 	50 minutes	Program Technical Staff / Nursery In-Charge / City Treasurer's Office	

		<p>at the City Treasurer's Office</p> <ul style="list-style-type: none"> If not included → Purchase and turn over seedlings to City ENRO. Trimming / Pruning / Earth-balling: ₱200.00 and ₱500.00 on Cutting as forest charge. 		
5. Submit a Photocopy of the Official Receipt to City ENRO	5.1 Record payment details and attach the receipt to the client's application.	None	15 minutes	PACD Officer / Admin Aide V / Program Technical Staff City ENRO
6. Claim clearance	<p>6.1 Review compliance and prepare clearance for approval.</p> <p>6.2 Release approved clearance:</p> <ul style="list-style-type: none"> • Tree Cutting Clearance (non-premium species) • Trimming / Pruning / Earth-balling Clearance • Endorsement to DENR (for premium species) 	None	30 minutes	Program Head / Environmental Management Officer / Program Technical Staff

	Output: Clearance or Endorsement to DENR			
Total Processing Time			15 working days	
END OF TRANSACTION				

8. Issuance of ENR Clearance (Post-Requirement for Business Permit)

The Air and Wastewater Management Division of City Environment and Natural Resources Office facilitates business permittees for issuance of ENR Clearance as post requirement for business permit.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	All Business Permittees of General Santos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Current Business Permit		City Mayor's Office-Business Permit and Licensing Division(CMO-BPLD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Current Business Permit	1. Receipt and Verification of Submitted Documents	NONE	5 minutes	Public Services Inspector I/ Administrative Aide
	2. Encode and print of ENR clearance from the Environmental Management System	NONE	10 minutes	Public Services Inspector I/ Administrative Aide
	3. Route the ENR Clearance to DH for signature and approval	NONE	10 minutes	Administrative Aide
	4. Orient client on the provision stipulated in the ENR Clearance	None	1 hour	Information Education Communication (IEC) Team

	5. Release ENR Clearance to the client	NONE	5 minutes	Administrative Aide
	TOTAL	NONE	1 hour and 30 minutes	
END OF TRANSACTION				

9. Issuance of Order of Payment (OP) and Delivery Receipt (DR)

The **Order of Payment (OP)** is issued to specify the billing charges corresponding to a quarry operator's extraction volume. Meanwhile, the **Delivery Receipt (DR)** serves as the primary regulatory document required for the legal transport and delivery of all extracted minerals.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Any person, company, agency or institution			
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE		
1. Quarry Permit (Original Copy)		1. City Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get computation (OP) and (DR) from City ENR Office	1. Computation of tax depending on the quarry materials to be extracted	None	5 mins	Agri Tech 1/ Quarry Incharge City Environment & Natural Resources Office

2. Request for Order of Payments (OP) Computation	2. Instruct Clients to proceed to City Treasurer's Office for Payment and release of Delivery Receipts (DR)	None	5 mins	Agri Tech 1/ Quarry Incharge City Environment & Natural Resources Office
3. Pay to City Treasurer's Office	-	-	-	-
	TOTAL	None	10 minutes/ transaction	
END OF TRANSACTION				

10. Provision of Technical Assistance and Distribution of Forest/Fruit Tree Seedlings

Provide technical assistance to any requesting entity and facilitate necessary actions before the conduct of tree growing activities.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Any person/Firm/Partnership/Corporation/Head of Government Agencies/Private Institution/Organization.			
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE		
<input type="checkbox"/> Request Letter (2 copies)		•Proponent/ Requester		
<input type="checkbox"/> Photos of location (1 copy of each angle available)		•Proponent/ Requester		
<input type="checkbox"/> Barangay Clearance (1 Original Copy)		•Concerned Barangay		
<input type="checkbox"/> Land Title if Private Property (1 Photocopy)		•Land Registration Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submission of Documents	1.1 Verify Documents, submitted. Acknowledged Receipt as to Checklist of Documents.	None	5 minutes	<i>PUBLIC ASSISTANCE AND COMPLAINT DESK (PACD) Officer/ Admin Aide V</i> <i>City ENRO</i>
	A. Once documents are complete and verified, receive the documents for processing;			
	B. If documents are not complete as per checklist, the PACD will notify the client to comply the requirements.			
	2.1 Forward documents to DH	None	10 minutes	<i>PACD Officer/ Admin Aide V</i> <i>City ENRO</i>
	2.3 Check inventory as to availability of seedlings and schedule of planting activity.	None	5 minutes	<i>Program Head/ Environmental Management Officer / Technical Staff</i>
	2.4 Schedule and/ or release seedlings to the client / requestor. There after, requisitioner shall sign in the requisition form.	None	5 minutes	<i>Program Head/ Environmental Management Officer / Technical Staff</i>
	TOTAL	None	40 minutes/ transaction	
END OF TRANSACTION				

11. Verification of Non-Metallic Mineral Stocks and Issuance of Ore Transport Permit (OTP)

A Permit granted for Sand and Gravel, Earth fill materials to Individual or Corporation applicants having the financial capacity to operate for the purpose of providing quarry mineral resources to be transported outside of the Region through the use of by-land and or water transport services for all construction activities.

Office or Division:	City Environment and Natural Resources Office		
Classification:	Highly Technical		
Type of Transaction:	G2G, G2C		
Who may avail:	CSAG and Earthfill Permit holders or Trader		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of intent	1. Applicant/ Proponent/ Requester		
2. Technical Report	2. TWG		
3. Application for Mineral Transport Permit	3. City ENRO		
4. Certificate of accreditation	4. MGB		
5. Memorandum of Agreement	5. Supplier		
6. Permit to Quarry or Traders Permit	6. CMO		
7. Approved ECC	7. EMB		
8. Ore Transport Permit	8. CMO		
9. Buying Agreement/Purchase Order	9. Buyer		
10. Order of Payment with receipt	10. City ENRO/ City		
11. PhP 7,500.00 Verification Fee	Treasurer's Office		
12. PhP 1,000.00 Application Fee	11. CTO		
13. Payment of excise tax, etc. (paid for the applied commodity tonnage)	12. CTO		
	13. CTO		
*All requirements must be placed in a folder. 4 sets must be prepared by the proponent/requester. 1 set must be original copies for verification.			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submission of 4 folders with complete requirements/ documents to CENRO	Receive and check of completeness of documents lacking (if any)	None	1 day	Agri-Technician/ Quarry In-charge (CENRO)
2. Endorsement of application to CMO-BPLD for Issuance of Quarry Permit	Endorse to CMO-BPLD	None	1 hour	
TOTAL			1 day & 1 hour	
END OF TRANSACTION				

FEEDBACK AND COMPLAINTS MECHANISMS

For your feedback, suggestions, appreciation, and complaints, please scan the following QR Codes:






ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



REPUBLIC OF THE PHILIPPINES
ANTI-RED TAPE AUTHORITY

CLIENT SATISFACTION MEASUREMENT SURVEY

Please scan the QR code for your feedback, suggestions, complaints and appreciation, or you may use this feedback box.




*ENDORSEMENT FOR
COMMERCIAL SAND AND
GRAVEL (CSAG), INDUSTRIAL
SAND AND GRAVEL (ISAG),
EARTHFILL QUARRY PERMIT






ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT


REPUBLIC OF THE PHILIPPINES
ANTI-RED TAPE AUTHORITY

CLIENT SATISFACTION MEASUREMENT SURVEY

Please scan the QR code for your feedback, suggestions, complaints and appreciation, or you may use this feedback box.




*MINERAL STOCK VERIFICATION (NON-METALLIC) AND ENDORSEMENT FOR THE ISSUANCE OF ORE TRANSPORT PERMIT (OTP).



ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT

REPUBLIC OF THE PHILIPPINES
ANTI-RED TAPE AUTHORITY

CLIENT SATISFACTION MEASUREMENT SURVEY

Please scan the QR code for your feedback, suggestions, complaints and appreciation, or you may use this feedback box.




*FACILITATION AND ASSISTANCE ON REQUEST FOR FRUIT/FOREST TREE SEEDLINGS FOR PLANTING/GROWING ACTIVITIES






ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT

REPUBLIC OF THE PHILIPPINES
ANTI-RED TAPE AUTHORITY

CLIENT SATISFACTION MEASUREMENT SURVEY

Please scan the QR code for your feedback, suggestions, complaints and appreciation, or you may use this feedback box.




*REQUEST FOR ON-SITE SMOKE EMISSION TESTING






ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT

REPUBLIC OF THE PHILIPPINES
ANTI-RED TAPE AUTHORITY

CLIENT SATISFACTION MEASUREMENT SURVEY

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*FACILITATION OF REQUEST FOR A PERMIT TO CUT/TRIM TREES



The banner features logos for the City of General Santos, the Office of the President, and ARTA (Anti-Red Tape Authority). The text reads: "CLIENT SATISFACTION MEASUREMENT SURVEY. Please scan the QR code for your feedback, suggestions, complaints and appreciation, or you may use this feedback box." It includes a yellow arrow pointing to a QR code and a note: "*ISSUANCE OF ENR CLEARANCE AS POST REQUIREMENT FOR BUSINESS PERMIT".

Contact Details:

-  Landline: (083) 554-5989
-  Official Facebook Page: <https://www.f>