CITY GOVERNMENT OF MEYCAUAYAN

CITIZEN'S CHARTER

2026 (2ND EDITION)



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OFFICE OF THE CITY ENVIRONMENT AND NATURAL RESOURCES OFFICER

External Services

1. Tree Trimming / Grass Cutting / Fogging Operation

This service is being provided to ensure the safety and rehabilitation of the request. Residential, Public, and Private may avail of the service.

Office or Division:	Office of the City Environment and Natural Resources Officer
Classification:	Simple
Type of Transaction:	G2C-Government to Client, G2B-Government to Business
Who may avail:	Residential, Commercial, and Institutional

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter request address to the City Mayor – 1 originally signed copy	To be provided by the client
2. Actual Photos of the Request	To be provided by the client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a letter request to the Office of the City Mayor	1.1 Receive the letter request with the routing slip from the Office of the City Administrator	None	10 minutes	City Environment and Natural Resources Officer Office of the City Environment and Natural Resources Officer Environmental Management Specialist I Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
	1.2 Prepare the schedule of Tree Trimming/Grass Cutting Operation	None	1 hour	City Environment and Natural Resources Officer Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
	1.3 Notify the client of the schedule via text message	None	1 hour	Admin Aide I Office of the City Environment and Natural Resources Officer
	1.4 Filing of documents	None	10 minutes	Admin Aide I Office of the City Environment and Natural Resources Officer
	TOTAL	**None**	**2 hours and 20 minutes**	

2. Certification of Cutting of Trees

This service is being provided to ensure the safety and rehabilitation of the request. Residential, Public, and Private Institutions may avail of the service.

Office or Division:	Office of the City Environment and Natural Resources Officer
Classification:	Simple
Type of Transaction:	G2C-Government to Client, G2B-Government to Business
Who may avail:	Residential, Commercial, and Institutional

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter request address to the City Mayor – 1 originally signed copy	To be provided by the client
2. Actual Photos of the Request	To be provided by the client
3. Certification of No Objection	Barangay Hall

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a letter request to the Office of the City Mayor	1.1 Receive the letter request with the routing slip from the Office of the City Administrator	None	10 minutes	City Environment and Natural Resources Officer Office of the City Environment and Natural Resources Officer Environmental Management Specialist I Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
	1.2 Prepare the schedule of Inspection	None	1 hour	Admin Aide I Office of the City Environment and Natural Resources Officer
	1.3 Notify the client of the inspection schedule via text message	None	10 minutes	Environmental Management Specialist I Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
2. Attend to the scheduled site inspection	2.1 Conduct site inspection and interview	None	2 hours	City Environment and Natural Resources Officer

				Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
	2.2 Inform the client of the release date of certification	None	15 minutes	Environmental Management Specialist I Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
	2.3 Prepare and print certification for signature	None	15 minutes	City Environment and Natural Resources Officer Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
3. Receive Certification	3.1 Release the Certification	None	10 minutes	City Environment and Natural Resources Officer Office of the City Environment and Natural Resources Officer Environmental Management Specialist I Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
	3.2 Filing of documents	None	10 minutes	Admin Aide I Office of the City Environment and Natural Resources Officer
	TOTAL		**4 hours and 10 minutes**	

3. Clean Up Operation

This service is being provided upon the requests of individuals, sectors, and barangays. This activity is composed of street sweeping, river/creek clean up, and garbage collection.

Office or Division:	Office of the City Environment and Natural Resources Office
Classification:	Simple
Type of Transaction:	G2C-Government to Client, G2G-Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter request address to the City Mayor – 1 originally signed copy	To be provided by the client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a letter request to the Office of the City Mayor	1.1 Receive the letter request with the routing slip from the Office of the City Administrator	None	1 day	City Environment and Natural Resources Officer Office of the City Environment and Natural Resources Officer Environmental Management Specialist I Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
	1.2 Prepare the schedule of Inspection	None	1 hour	Admin Aide I Office of the City Environment and Natural Resources Officer
	1.3 Notify the client of the inspection schedule via text message	None	10 minutes	Environmental Management Specialist I Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
2. Attend to the scheduled site inspection	2.1 Conduct site inspection	None	10 minutes	Admin Aide I Office of the City Environment and Natural Resources Officer

	2.2 Inform the client of the scheduled cleanup operation	None	10 minutes	Admin Aide I Office of the City Environment and Natural Resources Officer
3. Documentation	3.1 Filing of documents	None	10 minutes	Admin Aide I Office of the City Environment and Natural Resources Officer
	TOTAL	**None**	**1 day, 1 hour and 40 minutes**	

4. Environmental Management Clearance

The Environmental Management Clearance (EMC) is issued to ensure compliance with applicable environmental laws, rules, and regulations by commercial, industrial, and institutional establishments.

For Businesses Under Categories A, B, C, and D of the Revised Guidelines for Coverage Screening and Standardized Requirements Under the Philippine Environmental Impact Statement System (PEISS) EMB Memorandum Circular 005 July 2014

Office or Division:	Office of the City Environment and Natural Resources Officer
Classification:	Simple
Type of Transaction:	G2C-Government to Client, G2B-Government to Business
Who may avail:	Commercial / Industrial / Factory

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Business Permit Application Form – 1 photocopy	Business Permit and Licensing Office
2. Certificate of Non-Coverage – 1 Photocopy	Department of Environment and Natural Resources – If Applicable
3. Environmental Compliance Certificate – 1 Photocopy	Department of Environment and Natural Resources – If Applicable

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a photocopy of the application form to the Office of the City Environment and Natural	1.1 Receive the application form	None	30 minutes	City Environment and Natural Resources Officer Environmental Management Specialist I Office of the City Environment and Natural Resources Officer

				Admin Aide I Office of the City Environment and Natural Resources Officer
	1.2 Prepare the schedule of Inspection	None	1 hour	Admin Aide I Office of the City Environment and Natural Resources Officer
	1.3 Inform the client through text or message	None	10 minutes	Admin Aide I Office of the City Environment and Natural Resources Officer
2. Attend to the scheduled site inspection	2.1 Conduct site inspection and interview, and inform the client of the release of clearance	None	2 days	City Environment and Natural Resources Officer Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
	2.2 Prepare and print EMC for signature	None	15 minutes	Environmental Management Specialist I Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
3. Receive EMC	3.1 Release the EMC	None	5 minutes	Environmental Management Specialist I Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
	3.2 Filing of documents	None	10 minutes	Admin Aide I Office of the City Environment and Natural Resources Officer
	TOTAL		**2 days, 2 hours, and 10 minutes**	

For Other Businesses

Office or Division:	Office of the City Environment and Natural Resources Officer			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client, G2B-Government to Business			
Who may avail:	Commercial / Industrial / Factory			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Business Permit Application Form – 1 Photocopy		Business Permit and Licensing Office		
2. Printed Photos of the Business Establishment		To be provided by the client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a photocopy of the application form to the Office of the City Environment and Natural	1.1 Receive the application form	None	20 minutes	City Environment and Natural Resources Officer Environmental Management Specialist I Admin Aide I Office of the City Environment and Natural Resources Officer
	1.2 Review the application form and the submitted photos.	None	2 hours	Admin Aide I Office of the City Environment and Natural Resources Officer
	1.3 Sign the Business Permit Application Form, CENRO section		10 minutes	Environmental Management Specialist I Admin Aide I Office of the City Environment and Natural Resources Officer
	2.2 Prepare and print EMC for signature	None	20 minutes	Environmental Management Specialist I Admin Aide I Office of the City Environment and Natural Resources Officer
3. Receive EMC	3.1 Release the EMC	None	10 minutes	Environmental Management Specialist I Admin Aide I Office of the City Environment and Natural Resources Officer
	3.2 Filing of documents	None	10 minutes	Admin Aide I Office of the City Environment and Natural Resources Officer
	TOTAL		**3 hours and 10 minutes**	