



PROVINCIAL ENVIRONMENT AND NATURAL RESOURCES
OFFICE

CITIZEN'S CHARTER

2021 (1st Edition)



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I. Quality Policy:

The **Provincial Government of Sorsogon** is committed to provide quality, effective and efficient local government structure and services to ensure the satisfaction of, and be responsive to the needs of its constituents and stakeholders in the areas of healthcare, environment and education, agriculture, rural advancement, tourism promotion, social welfare and other administrative services. It shall encompass all the functional areas of the Provincial Government, thereby making Sorsogon and Sorsoganons truly First.

To uphold this commitment, we shall:

- Formulate Quality Objectives on all functional areas aligned with the National Government standards, thrusts and programs;
- Strongly comply with the provisions set forth by RA 7160 and other applicable statutory and regulatory requirements;
- Develop human resources in order for them to achieve their full potentials and ensure their active participation through innovative approaches;
- Uphold client focused and output-oriented services at all levels of the Organization through effective communication, collaboration, and values-laden environment thereby achieving client satisfaction as well as that of other stakeholders.

All employees, including those outsourced processes, are enjoined to know the importance of the Quality Management System and their responsibility to ensure the effectiveness and responsiveness of the Organization to anyone who may ask for our help, assistance and guidance.

The **Provincial Government of Sorsogon** shall demonstrate strong leadership and management in the establishment, implementation and continual improvement of the Quality Management System aligned to ISO 9001:2015 across all levels.



LIST OF SERVICES

PROVINCIAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

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Internal Services



PROVINCIAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

Internal and External Services

1. Issuance of Permit for Sand and Gravel, Quarry and Small-Scale Mining

Article II, Section 3 of Provincial Ordinance No. 19-2019 stated that the extraction of sand, gravel, earth and ordinary stones both from public or private lands within the territorial jurisdiction of the province shall be allowed only under a permit issued by the Governor. All persons engaged in extraction of sand, gravel and other quarry resources under the said ordinance shall secure a permit before commencing operation.

Office or Division:	PENRO – Mineral Resources Management Section (MRMS)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	SAG, Quarry and SSMP applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Application				
✓ Letter of application addressed to the Governor				
✓ Filled-up application form				
✓ Bio-data with 2x2 picture of applicant				
✓ Survey plan/location map				
✓ Clearance from concerned LGUs	Barangay and Municipality/City			
✓ Work Program/Project Description				
✓ Environmental Compliance Certificate (ECC)	DENR- Environment Management Bureau			
✓ Area Status/Clearance	DENR – Mines and Geosciences Bureau			
✓ Proof of Technical Competence				
✓ Proof of Financial Capability (Bank Certificate)	Financial Institution/Bank			
✓ Business Name from DTI or SEC Registration	Department of Trade and Industry (DTI)/ Securities and Exchange Commission (SEC)			
✓ Certification from DPWH/NIA (if needed)	Department of Public Works and Highways (DPWH)/ National Irrigation Authority (NIA)			
✓ Certification of Non-CARP Coverage	Department of Agrarian Reform (DAR)			
✓ Certified Photocopy of TCT/OCT				
✓ Letter of Authorization, duly notarized (for applicant's representative)				
✓ Payment of Fees/Charges				
✓ Other documents that may be required by the Governor				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE

1. Submits application letter to the Office of the Governor	<p>1. Receives and records application letter</p> <p>1.1. Forwards request to PENRO</p> <p>1.2. Receives, records application and forwards same to PGDH</p> <p>1.3. Forwards application to MRMS</p> <p>1.4. Provides checklist of documents to client for submission to PMRB</p>	None	15 minutes	<p>Officer of the Day (Office of the Governor)</p> <p>Officer of the Day (PENRO)</p> <p>PGDH/PGADH</p> <p>MRMS/Admin Staff</p>
<p>2. Submits documents to the MRMS</p> <p>2.1. Prepares lacking documents</p>	<p>2. Screens the completeness of application</p> <p>2.1. If incomplete documents: Returns Application</p> <p>2.2. If complete documents: Prepares Order of Payment and endorses for payment of Filing, Processing, Posting and Field Verification Fee</p>	Please refer to the table of fees below	40 minutes	MRMS Staff
3. Pays indicated amount in the Order of Payment	3. Receives payment and issues Official Receipt	None		Collecting Officer (PTO)
4. Presents the Official Receipt to the MRMS after payment	4. Receives and records payment	None	10 minutes	MRMS/Admin Staff
5. Submits	5. Conducts	Please	14 days, 1	MRMS Staff

documents to the MRMS	<p>substantial review and evaluation of application</p> <p>5.1. If Non-substantial: Notify client to comply with the mandatory requirements</p> <p>5.2. If substantial: Conducts Field Verification of the applied area and prepares corresponding report</p> <p>5.3 Schedules, prepares and distributes notice of PMRB Meeting</p> <p>5.4. Deliberates and evaluates application for permits</p> <p>5.5. If disapproved, the PMRB thru the Secretariat notifies the applicant</p> <p>5.6. If approved, the PMRB thru the Secretariat prepares a Resolution recommending for approval of permit by the Governor</p> <p>5.7. Prepares permit for approval of the Governor</p> <p>5.8. Issues Order of Payment to the applicant to be paid at PTO</p>	refer to the table of fees below	hour and 10 minutes	<p>PMRB Secretariat</p> <p>PMRB Members</p> <p>PMRB Secretariat</p> <p>PMRB Secretariat</p> <p>MRMS Staff</p> <p>MRMS Staff</p>
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6. Pays indicated amount in the Order of Payment	6. Receives payment and issues Official Receipt	None		Collecting Officer (PTO)
7. Presents the Official Receipt to the MRMS	7. Receives and records payment	None	10 minutes	MRMS/Admin Staff
8. Receives copy of the Permit and Delivery Receipts	8. Releases Permit and Delivery Receipts	None	30 minutes	MRMS/Admin Staff
TOTAL:		Please refer to the Table of Fees below	14 days, 2 hours and 55 minutes	

KINDS OF PERMIT	TYPE OF PAYMENT		
	Gov. Permit Fee	Filing Fee	Verification Fee
1. Commercial Sand and Gravel Permit	₱ 20,000.00	₱ 3,000.00	₱ 5,000.00
2. Communal Extraction Permit	2,500.00	500.00	2,000.00
3. Industrial Sand and Gravel Permit	30,000.00	5,000.00	8,000.00
4. Gratuitous (Public and Private) Permit	2,000.00	500.00	2,000.00
5. Special Permit	2,000.00	500.00	2,000.00
6. Earth Moving With Commercial Disposition	20,000.00	2,000.00	4,000.00
7. Desilting/Dredging Permit With Commercial Disposition	20,000.00	2,000.00	4,000.00
8. Desilting/Dredging Permit Without Commercial Disposition	5,000.00	1,000.00	4,000.00
9. Batching/Crushing/Screening/ Processing Plant	20,000.00	2,000.00	5,000.00
10. Quarry Permit	25,000.00	4,000.00	6,000.00
8. Exclusive Sand and Gravel Permit	2,000.00	500.00	2,000.00
9. Small Scale Mining Permit	50,000.00	500.00/ha	10,000.00

2. Processing of Ore Transport Permit (OTP)

Article II, Section 16 of Provincial Ordinance No. 19-2019 states that the transport of all sand, gravel and other quarry resources outside of the territorial jurisdiction of the province must be supported with corresponding ENRO DR and or PR and or Ore Transport Permit (OTP) issued for the hauling of said materials whichever is applicable. An OTP shall be required for domestic inter-island shipping or hauling of quarry and mineral resources, either raw or processed.

Office or Division:	PENRO – Mineral Resources Management Section (MRMS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	SAG, Quarry and Small-Scale Mining Permit Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Letter of application addressed to the Governor				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Submits application letter for OTP to the Office of the Governor	1. Receives and records application for OTP	₱ 2,000.00 (Non-Metallic Minerals)	50 minutes	Officer of the Day (Office of the Governor)
	1.1. Forwards request to PENRO			
	1.2. Receives, records application and forwards same to PGDH	₱ 5,000.00 (Metallic Minerals)		Officer of the Day (PENRO)
	1.3. Forwards request and instruct the Chief, MRMS on the conduct of Stockpile Verification (if applicable) of the minerals to be transported			PGDH/PGADH
	1.4. Prepares Order of Payment for Stockpile Verification Fee			MRMS/Admin Staff
2. Pays indicated amount in the Order	2. Receives and issues Official	None		Collecting Officer (PTO)

of Payment	Receipt			
3. Presents Official Receipt to the MRMS after payment	3. Receives and records payment 3.1. Conducts Stockpile Verification of minerals/mineral products to be transported and prepares corresponding report 3.2 Prepares Ore Transport Permit 3.3. Reviews Stockpile Verification Report and Ore Transport Permit and forwards the same to the Office of the Governor for approval 3.4. Receives and records Ore Transport Permit for approval of the Governor	None	2 days, 9 hours and 15 minutes	MRMS/Admin Staff MRMS Staff MRMS Staff PGDH/PGADH Officer of the Day (Office of the Governor)
4. Receives Ore Transport Permit	4. Conducts inspection of the records of the hauling operation prior to the issuance of Ore Transport Permit 4.1. Releases Ore Transport Permit once the Bill of Lading from the PPA is available and the recorded volume of loaded materials is the same from the records of ARASTRE and	None	1 day	MRMS Staff

	SHIPPER * If the recorded volume of loaded materials from the PPA does not match with the records of ARASTRE and SHIPPER, the Ore Transport Permit will not be issued to the permittee and the shipment of materials will not be allowed. 4.2. Prepares Inspection Report			
TOTAL:		₱ 2,000.00 (Non-Metallic Minerals)	3 days, 10 hours and 5 minutes	
		₱ 5,000.00 (Metallic Minerals)		

3. Issuance of Accreditation/Sticker for Vehicles Hauling Sand and Gravel, Quarry Materials and Other Mineral Resources and for Heavy Equipment Used in the extraction, hauling and processing of Hauling Sand and Gravel, Quarry Materials and Other Mineral Resources

Provincial Ordinance No. 19-2019 provides that a quarry permittee shall not allow entry of vehicles without Provincial Hauling and Loading Stickers signifying payment of taxes and fees due to the government. A quarry operator is duty bound to advice non-compliant truck owners to settle their obligations to the Provincial Government. Likewise, motor vehicles without plate numbers are deemed technically impounded and should not be allowed to load, haul, or transport quarry materials.

Office or Division:	PENRO – Mineral Resources Management Section (MRMS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Haulers of Sand and Gravel, Quarry Materials and Other Mineral Resources			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Copy of Official Receipt (OR) and Certificate of Registration (CR) of the vehicle/equipment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Submits copy of OR and CR of the vehicle/equipment	1. Receives the copy of OR and CR of the vehicle/equipment 1.1. Prepares Order of Payment for Accreditation/Sticker Fee and have it signed by the PGDH 1.2. Issues Order of Payment to the client	₱ 2,000.00/ vehicle ₱ 5,000.00/ heavy equipment	10 minutes	MRMS/Admin Staff PGDH
2. Pays indicated amount in the Order of Payment and receives Accreditation/Sticker	2. Receives payment and issues Official Receipt 2.1. Issues Accreditation/Sticker	None		Collecting Officer (PTO)
3. Presents the Official Receipt to the MRMS after payment	3. Receives and records payment	None	10 minutes	MRMS/Admin Staff
TOTAL:		₱ 2,000.00/ vehicle ₱ 5,000.00/ heavy equipment	20 minutes	

4. Payment of Sand and Gravel Tax

Tax imposed on extracted sand, gravel and other quarry resources from public lands, or from beds of seas, lakes, rivers, streams, creeks and other public waters within the territorial jurisdiction of the Province of Sorsogon which is 10% of the fair market value in the locality per cubic meter of ordinary stones, earth/soil or filling materials, sand and gravel, boulders including processed aggregates and other quarry resources.

Office or Division:	PENRO – Mineral Resources Management Section (MRMS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Contractors and Permit Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Certified True Copy of Program of Works (POW)		Implementing Agency of the Government Project		
✓ Certified True Copy of Summary of Work Accomplishment (SWA)		Implementing Agency of the Government Project		
✓ Original and Photocopy of Delivery Receipts, if any (issued within the duration of the project)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Submits copy of Program of Works, Summary of Work Accomplishment and Delivery Receipts	1. Receives and computes the total volume of SAG Tax to be paid (deducting the total volume indicated in the Delivery Receipt, if applicable) 1.1. Prepares Order of Payment for the SAG Tax and have it signed by the PGDH 1.2. Issues Order of Payment to the client	10% of the Current Fair Market Value in the locality per cubic meter	1 hour	MRMS/Admin Staff PGDH
2. Pays indicated amount in the Order of Payment	2. Receives payment and issues Official Receipt	None		Collecting Officer (PTO)
3. Submits copy of the Order of Payment	3. Receives and records payment	None	10 minutes	MRMS/Admin Staff

and presents the Official Receipt to the MRMS Section				
TOTAL:		10% of the Current Fair Market Value in the locality per cubic meter	1 hour and 10 minutes	

Fair Market Value per QUARRY-TWC Resolution No. 01-2019

1. Sand - ₱ 500.00 per cubic meter
2. Gravel - ₱ 600.00 per cubic meter
3. Boulders - ₱ 600.00 per cubic meter
4. Earthfill - ₱ 300.00 per cubic meter
5. Armor Rocks - ₱ 700.00 per cubic meter
6. Pumice (river) - ₱ 300.00 per cubic meter
7. Pumice - ₱ 600.00 per cubic meter

Fair Market Value per QUARRY-TWC Resolution No. 01-2020

1. Clay - ₱ 600.00 per cubic meter
2. Perlite - ₱ 600.00 per cubic meter
3. Coal - ₱ 600.00 per cubic meter
4. Limestone - ₱ 600.00 per cubic meter

5. Sorsogon Task Force Kalikasan – Quarry Enforcement Operation

The task force created by the Provincial Government of Sorsogon and deputized by DENR-MGB RO5 which shall police illegal mining/quarrying activities within the province of Sorsogon and its component local government units.

Office or Division:	PENRO - SORSOGON TASK FORCE KALIKASAN - QUARRY		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Haulers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
✓ Accreditation/Sticker		PENRO	

✓ Original Copy of Delivery Receipt		Permit Holder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
<p>1. Presents the Accreditation/Sticker and Delivery Receipt</p> <p>1.1. Receives copy of Seizure/Apprehension Receipt</p>	<p>1. Checks if the truck has an Accreditation/Sticker and the Delivery Receipt conforms with the truck load</p> <p>1.1. If YES: The vehicle will be released</p> <p>1.2. If NO: Prepares and issues Seizure/Apprehension Receipt</p> <p>1.3. Proceeds to the nearest Barangay Hall or Police Station for the custody of the apprehended vehicle</p>	None	25 minutes	STFK-Quarry Member
<p>2. Presents their copy of Seizure/Apprehension Receipt</p>	<p>2. Prepares Order of Payment for fines and penalty and have it signed by the PGDH</p> <p>2.1. Issues Order of Payment to the client</p>	Please refer to the Table of Fees below	10 minutes	MRMS/Admin Staff PGDH
<p>3. Pays indicated amount in the Order of Payment</p>	<p>3. Receives payment and issues Official Receipt</p>	None		Collecting Officer (PTO)
<p>4. Submits copy of the Order of Payment and presents the Official Receipt to the MRMS Section</p>	<p>4.1. Receives and records payment</p> <p>4.2. Prepares Release Order and have it signed by the PGDH</p> <p>4.3. Issues Release Order to</p>	None	20 minutes	MRMS/Admin Staff PGDH Custodian

6. Complaints on Illegal Quarry

The Complaint Officer is assigned to handle all complaints received by PENRO. All complaints shall be referred to the Complaint Officer for investigation, resolution and any other appropriate action.

Office or Division:	PROVINCIAL ENVIRONMENT AND NATURAL RESOURCES OFFICE			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Quarry Clients, Private Individuals, LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Accreditation/Sticker		PENRO		
✓ Original Copy of Delivery Receipt		Permit Holder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Submits Letter of Complaint	1. Receives and records Letter of Complaint 1.1. Forwards Letter of Complaint to the PGDH for instruction 1.2. Forwards Letter of Complaint to the Complaint Officer (PGADH) for information and instruction to conduct investigation 1.3. Conducts field investigation and upon return to office, prepares and submits Investigation Report and Action Letter to the PGDH 1.4. Schedules and prepares a	None	5 days, 2 hours and 35 minutes	Officer of the Day PGDH Complaint Officer MRMS Staff STFK-Quarry Member

	communication letter for the Technical Meeting and have it received by the concerned parties 1.5. Conducts technical meeting and comes up with an agreement/resolution			
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7. Request of Mangrove/Bamboo Seedlings

In support to DENR National Greening Program and Reforestation Program of the Provincial Government of Sorsogon as well as to support the Provincial Ordinance 47-2019, this office propagates and purchased various seedlings (forest/fruit bearing/mangroves) to be distributed to all LGUs. Different stakeholders who are interested to plant and grow trees in their respective area of jurisdiction are likewise given per request.

Office or Division:	PENRO – Coastal Resources Management Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Private Individuals, LGUs, NGAs, schools, organizations and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Letter Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Submits Letter Request to the Office of the Governor	1. Receives and records Letter request 1.2. Forwards the same to PENRO 1.3. Receives and records letter request forwarded by the Office of the Governor 1.4. Forwards the letter request to PGDH for	None	15 minutes	Officer of the Day (Office of the Governor) Officer of the Day (PENRO) PGDH

	instruction 1.5. Releases letter request to CRMS			
2. Signs Requisition and Issuance Slip (RIS)	2. Prepares and fills up completely the RIS	None	10 minutes	CRMS Staff
3. Receives the requested seedlings on the agreed schedule of pick up	3. Distributes the requested seedlings to the client 3.1. Advises the client to submit report for monitoring purposes	None	30 minutes	CRMS Staff
TOTAL:		None	55 minutes	

8. Request of Forest/Agroforestry Seedlings

In support to DENR National Greening Program and Reforestation Program of the Provincial Government of Sorsogon as well as to support the Provincial Ordinance 47-2019, this office propagates and purchased various seedlings (forest/fruit bearing/mangroves) to be distributed to all LGUs. Different stakeholders who are interested to plant and grow trees in their respective area of jurisdiction are likewise given per request.

Office or Division:	PENRO – Forest Management Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Private Individuals, LGUs, NGAs, schools, organizations and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Letter Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Submits Letter Request to the Office of the Governor	1. Receives and records Letter request 1.2. Forwards the same to PENRO 1.3. Receives and records letter request forwarded	None	15 minutes	Officer of the Day (Office of the Governor) Officer of the Day (PENRO) PGDH

	by the Office of the Governor 1.4. Forwards the letter request to PGDH for instruction 1.5. Releases letter request to CRMS			
2. Signs Requisition and Issuance Slip (RIS)	2. Prepares and fills up completely the RIS	None	10 minutes	FMS Staff
3. Receives the requested seedlings on the agreed schedule of pick up	3. Distributes the requested seedlings to the client 3.1. Advises the client to submit report for monitoring purposes	None	30 minutes	FMS Staff
TOTAL:		None	55 minutes	

9. Provision of Technical Assistance to Various Organizations, Councils, Governing Board and Technical Working Committees

PENRO provides technical assistance to various organizations, councils, governing board and technical working committees on environment and natural resources management related concerns.

Office or Division:	PENRO – Environment Management Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Local Government Units, National Government Agencies, Organizations and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Letter Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Submits Letter Request	1. Receives and records Letter request	None	15 minutes	Officer of the Day (PENRO) PGDH

	1.4. Forwards the letter request to PGDH for instruction 1.5. Releases letter request to EMS			
2. Provides schedule of the technical assistance needed	2. Coordinates with the client their request for technical assistance 2.1. Prepares presentation , if needed 2.2. Renders technical assistance	None	2 days	EMS Staff
TOTAL:		None	2 days and 15 minutes	

10. Request for Information, Education and Communication (IEC)

Different stakeholders may request for IEC concerning Ecological Solid Waste Management (ESWM) and Climate Change Adaptation and Mitigation.

Office or Division:	PENRO – Environment Management Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Local Government Units, National Government Agencies, Organizations and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Letter Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Submits Letter Request	1. Receives and records Letter request 1.4. Forwards the letter request to PGDH for instruction 1.5. Releases letter request to	None	15 minutes	Officer of the Day (PENRO) PGDH

	EMS			
2. Provides schedule of the technical assistance needed	2. Coordinates with the client their request for technical assistance 2.1. Prepares presentation , if needed 2.2. Conducts IEC as scheduled	None	2 days	EMS Staff
TOTAL:		None	2 days and 15 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Thru External Client Satisfaction Monitoring form (ECSM) or Internal Client Satisfaction Monitoring form (ICSM)
How feedbacks are processed	ECSM and ICSM are being evaluated and rated per month and submitted to Provincial DICO
How to file a complaint	Complaint could be address to the Governor-copy furnish PHRMO
How complaints are processed	<ol style="list-style-type: none"> 1. Complaints should be address to the Governor, and furnished the PHRMO as chairman of Grievance Committee under Administrative Order No. 18-A-2019. 2. The Grievance Committee will convene to discuss the complaints filed together with the complainant and the office person being complained. The Provincial Legal Officer will represent the Governor during deliberation, being the hearing officer of Administrative Cases under Rules on Administrative Cases in the Civil Service (RACCS). 3. Copies of Resolution after the hearing be furnished the Office of the Governor, PHRMO, complainant and the office/person being complained. 4. If the complainant is not satisfied

	<p>with the action taken by the Grievance Committee, the complainant may elevate the complain to the Civil Service Commission (CSC) Sorsogon Field Office for proper disposition.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>It shall also include the following hotline:</p> <ul style="list-style-type: none"> • 8888 – Presidential Complaints Center • 0908-881-6565 – CSC Contact Center ng Bayan • 478-5093 – Anti-Red Tape Authority



**PROVINCIAL ENVIRONMENT AND
NATURAL RESOURCES OFFICE**

Office	Address	Contact Information
PENRO	Capitol Building, Capitol Compound, Brgy. Burabod, Sorsogon City	09474984842