

## ENRO CITIZEN'S CHARTER

**Frontline Service** : **TREE SEEDLINGS DISPERSAL**  
**Schedule of Availability of service** : MONDAY – FRIDAY  
 8:00AM – 5:00PM without noon break  
**Who may avail of the Service** : **All Households with available area**  
**What are the Requirements** : Barangay Captain's Certification of Area to be planted.  
**Duration** : 1 Day and 25 minutes

### HOW TO AVAIL OF TH SERVICE:

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Fill up request form with Brgy. Captain's Certification	<ul style="list-style-type: none"> <li>➤ Receive documents and verify area if suitable for planting</li> <li>➤ Advise client to return the following day</li> </ul>	1 Day	Admin. Officer Nita S. Gordo	None	ENRO Request Form
2	Follow up result of request	If area is suitable for planting: a. Endorse request form to PGO for approval If not suitable for planting: a. Advise client to prepare first the area	20 mins.	Admin. Officer Nita S. Gordo	None	
3	Receive the release slip and proceed to MOEDR	Prepare seedling release slip, give to client and advise to proceed to MOEDRC	5 mins.	Admin. Officer Nita S. Gordo	None	Seedling Release Slip
<b>END OF TRANSACTION</b>						

**Frontline Service** : **ISSUANCE OF SAND AND GRAVEL QUARRY PERMIT (NEW)**  
**Schedule of Availability of service** : MONDAY – FRIDAY  
 8:00AM – 5:00PM without noon break  
**Who may avail of the Service** : All interested concessionaires  
**What are the Requirements** : Environmental Compliance Certificate  
**Duration** : 2 months, 2 days and 1 hr.

**HOW TO AVAIL OF THE SERVICE:**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Submit letter request for ocular inspection to Provincial Governor's office	<ul style="list-style-type: none"> <li>➤ Receive letter request</li> <li>➤ Set schedule with the Multipartite Team</li> <li>➤ Inform client thru text</li> </ul>	1 min.	Dennis Leopoldo Meriam Betito Nita Gordo Sem Dumpa		Letter request
2	Joint conduct of area inspection	<ul style="list-style-type: none"> <li>➤ Conduct area inspection with the Multipartite Team</li> <li>➤ Prepare and finalize findings and recommendations</li> <li>➤ Facilitate signing by the Multipartite Team</li> <li>➤ Submit findings and recommendations to Governor for approval</li> </ul>	1 day  30 mins.  2 hrs.  5 mins.	Dennis Leopoldo Meriam Betito Sem Dumpa  Meriam Betito Sem Dumpa  Meriam Betito Sem Dumpa  Meriam Betito Sem Dumpa		Report
3	Prepare letter request to DENR-MGB 10, CDO for area survey	<ul style="list-style-type: none"> <li>➤ Fax the letter request and facilitate the schedule of the said activity by the survey team of DENR-MGB 10, CDO</li> </ul>	10 mins.	Meriam Betito Julius Suganob Sr. Sem Dumpa		Letter
4	Facilitate the conduct of area survey (to be conducted by DENR-MGB personnel)	<ul style="list-style-type: none"> <li>➤ Joint conduct of the said activity</li> </ul>	1 day	Sem Dumpa	P 8,000.00 (DENR-MGB 10,CDO)	

5	If Sketch Plan from DENR-MGB 10, Cagayan de Oro City is available, submit to ENRO a copy of Sketch Plan	<ul style="list-style-type: none"> <li>➤ Receive copy of Sketch Plan</li> <li>➤ Prepare letter request to DENR-MGB 10 for issuance of area clearance</li> <li>➤ Fax the letter request</li> </ul>	30 mins.	Meriam Betito		Sketch Plan Letter request
6	<ul style="list-style-type: none"> <li>• Wait until Area clearance from DENR-MGB is available</li> <li>• Facilitate and submit ECC requirements to DENR-EMB Region 10</li> <li>• Facilitate the signing of the adjoining lot owners agreement</li> <li>• Secure social acceptability from the Municipal Mayor and Barangay Chairman where the area is located</li> <li>• Apply ECC to DENR-EMB, 10</li> </ul>	<ul style="list-style-type: none"> <li>➤ Wait for the approval of ECC</li> </ul>	2 months			Certification
7	Submit copy of the approved ECC and other required documents to ENRO	<ul style="list-style-type: none"> <li>➤ Receive approved ECC and other required documents</li> <li>➤ Verify/examine the submitted documents and issue notice of payment and advise client to proceed to PTO for payment.</li> </ul>	2 mins.	Meriam Betito		Approved ECC
8	Pay the taxes and licenses at PTO	Wait while the client is paying at the PTO	10 mins		Filing fee - P 100.00 Verification Fee – P3,000 Governor's Permit- P 4,000.00 SAG Tax – P 9.00 per cu.m. Add. per P.D. 1856 as	

					amended – P 10.00	
9	Present O.R to ENRO (wait until 3 days for permit approval by the Governor	<ul style="list-style-type: none"> <li>➤ Receive the O.R</li> <li>➤ Prepare the undertaking, approval application and sand and gravel permit</li> <li>➤ Facilitate the signing of the permit</li> <li>➤ Inform the client thru text message that permit is already approved</li> <li>➤ Return to applicant the signed documents</li> </ul>	<p>1 min.</p> <p>10 mins.</p> <p>10 mins.</p> <p>1 min.</p> <p>1 min.</p>	Meriam Betito		Official receipt
10	Receive copy of the approved permit	<ul style="list-style-type: none"> <li>➤ Furnish copy to permittee, Barangay captain and PTO</li> <li>➤ Keep remaining copy for filing</li> </ul>	1 hr.	Meriam Betito, Sem Dumpa		Sand and gravel extraction permit
<b>END OF TANSACTION</b>						

**Frontline Service** : **ISSUANCE OF SAND AND GRAVEL QUARRY PERMIT (RENEWAL)**  
**Schedule of Availability of service** : MONDAY – FRIDAY  
 8:00AM – 5:00PM without noon break  
**Who may avail of the Service** : **All Licensed Concessionaires**  
**What are the Requirements** : Clearances from Barangay and City/Municipal Mayor  
**Duration** : 46 mins.

**HOW MAY AVAIL OF THE SERVICE:**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Submit the required documents to ENRO: <ul style="list-style-type: none"> <li>• Certification from Brgy. Capt and Municipal Mayor interposes no objection of his quarry operation</li> <li>• Business Permit</li> </ul>	<ul style="list-style-type: none"> <li>➤ Verify/Examine the submitted documents</li> <li>➤ Issue Notice of payment to client and advise him/her to proceed to PTO for payment.</li> </ul>	10 mins.  1 min.	Meriam Betito  Meriam Betito		
2	Pay the required amount to Provincial Treasury	Wait while client is paying at PTO	10 mins		Filing fee - P 100.00 Verification Fee – P3,000 Governor’s Permit- P 4,000.00 SAG Tax – P 9.00 per cu.m. Add. per P.D. 1856 as amended – P 10.00	

3	<ul style="list-style-type: none"> <li>• Photocopy the OR, present the original and give the copy to ENRO</li> <li>• Sign the undertaking</li> </ul>	<ul style="list-style-type: none"> <li>➤ Get the photo copy of the O.R.</li> <li>➤ Prepare undertaking, SAG application for approval and Sand and gravel extraction permit</li> <li>➤ Facilitate the signing of the permit</li> </ul>	30 mins.	Meriam Betito		O.R.
4	Wait until 3 days for permit approval	Inform the client thru text message that permit is already approved	3 days	Meriam Betito		
5	Get the permit	<ul style="list-style-type: none"> <li>➤ Furnish copy to the permittee and also for the Barangay Captain</li> <li>➤ Distribute copy of said documents to PTO</li> <li>➤ Keep the remaining copy of the permit</li> </ul>	5 mins.	Meiam Betito		Sand & Gravel Extraction Permit
<b>END OF TRANSACTION</b>						

**Frontline Service** : **ISSUANCE OF NOTICE OF PAYMENT (DELIVERY RECEIPTS)**  
**Schedule of Availability of service** : MONDAY – FRIDAY  
 8:00AM – 5:00PM without noon break  
**Who may avail of the Service** : **All Licensed Concessionaires**  
**What are the Requirements** : Sand and Gravel Monthly Extraction Report  
**Duration** : 5 minutes

**HOW TO AVAIL OF THE SERVICE:**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	<ul style="list-style-type: none"> <li>• Submit Monthly Sand and Gravel Extraction Report</li> <li>• Secure Notice of Payment</li> </ul>	<ul style="list-style-type: none"> <li>➤ Receive and examine the submitted extraction report</li> <li>➤ Issue Notice of payment and advise client to proceed to PTO for payment</li> </ul>	1 min.	Meriam Betito		Sand and Gravel Monthly Extraction Report
2	Pay to PTO and present the OR back to ENRO	Check the OR and record the control no. Of the issued delivery receipt.	3 mins.	Meriam Betito	P 50.00 per stub	
3	Receive the OR and Delivery Receipts after controlling	Release the Delivery Receipt and OR to the client	1 min	Meriam Betito		

**END OF TRANSACTION**