



Environment and Natural Resources Office



ENVIRONMENT and NATURAL RESOURCES OFFICE

Mandate : To render environmental public service

Vision : a) As globally recognized component City in the CALABARZON Region, Batangas City is an epitome of good governance and leadership in the protection of the environment and the General welfare of its constituents. Its development path includes environmental and natural resource management, sustainable ecotourism and resource – based livelihood, industrial and socio- cultural endeavours.

b) Batangas City is progressive community which provides quality education for youth, a peaceful and clean environment and a God-fearing community with high value for the environment.

c) Batangas City firmly believes that these objectives can be achieved through a united action among its people in the protection and conservation of the city’s environment units and other sectors with similar goals and principles.

Mission : Protect the environment of Batangas City and the general welfare of its constituents through the development, sustenance and management of natural resources, eco-tourism, resource based livelihood and industrial and socio-cultural endeavours; Ensure a balance between reasonable use and protection of the City’s natural resources for the benefit of all, and Implement the Environment Code of the City.



1. Delivery Clearance for hauling/trucking services				
Description of the Service - Issuance of Clearance				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2C/ G2B			
Who may avail:	Owners/ Representative of companies engaged in trucking and hauling services			
Checklist of Requirements		Where to Secure		
Materials Safety Data Sheet (MSDS), Company Profile, Official Receipt/Certificate of Registration, Clients Certificate, Accreditation to Haul, BFP Clearance		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits requirements	1.1 Receives and verifies the requirement 1.2 Issues order of payment 1.3 Advises the applicant to proceed and pay at the BOSS (pay & claim)	None	5 mins	Environment Safety and Permits Division (ESPED) - City ENRO
2. Proceeds to Business One Stop Shop (pay & claim) and pays the appropriate fee	Accepts Payment and issues OR	Php 150.00	8 mins	City Treasurer's Office
3. Returns to City ENRO and Presents receipt of payment	3.1 Accepts and checks receipt of payment 3.2 Encode OR No. and amount of payment 3.3 Issues delivery certificate 3.4 Advises the applicant to check the data on the certificate		5 mins	Environment Safety and Permits Division (ESPED) - City ENRO
Total:		Php 150.00	18 mins.	



2. Authorization to Haul				
Description of the Service – Issuance of Certificate				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2B/G2C			
Who may avail:	Owners/Representatives engage in hauling business in Batangas City			
Checklist of Requirements			Where to Secure	
Request Letter/ Company Profile, Registration of Truck(s)			Environment and Natural Resources Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits accomplished requirements	1.1 Accepts and check the requirement presented 1.2 Issues order of payment 1.3 Advises the applicant to proceed and pay at the BOSS (pay & claim)	None	5 mins	Environmental Safety and Permits Division (ESPED) - City ENRO
2. Proceeds to Business One Stop Shop (pay and claim) and pays the appropriate fee	Accepts payment and issues OR	Php 150.00	8 mins	City Treasurer's Office
3. Presents receipt of payment to ENRO Personnel at BPOSS	3.1 Accepts and checks the receipt of payment 3.2 Encodes Or No. and amount of payment 3.3 Issues authorization certificate 3.4 Advises the applicant to check the data on the certificate	None	6 mins	Environmental Safety and Permits Division (ESPED) - City ENRO
Total		Php 150.00	19 mins.	
3. Payment for Tipping Fee				
Description of the Service – Issuance of Order of Payment				



Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2B			
Who may avail:	Owners/Representatives engage business in Batangas City			
Checklist of Requirements		Where to Secure		
Company Name, Name of Driver, OR/CR of Vehicle, Type of Waste		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures order of payment	Interviews the application for data's to fill in the order of payment	None	5 mins	Environmental Safety and Permits Division (ESPED) - City ENRO
2.Provides Data	2.1 Issues order of payment 2.2 Advises the applicant to proceed and pay at the BOSS (pay & claim)	None	5 mins	Environmental Safety and Permits Division (ESPED) - City ENRO
3. Proceeds to Business One Stop Shop (pay & claim) and pay appropriate fee	Accepts payment and issue OR	Php100.00/cu.m		City Treasurer's Office
4. Returns to City ENRO and presents official receipt of payment	4.1 Accepts and checks receipt of payment 4.2 Log OR No. and amount of payment 4.3 Advises the client to sign in the logbook	None		Environmental Safety and Permits Division (ESPED) - City ENRO



Total		Php 100.00/cu.m	10 mins.	
4. City Environmental Certificate (CEC)				
Description of the Service – Issuance of Certificate on businesses for compliance				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2C/ G2B			
Who may avail:	Owners/ Presidents/Managers/Representative of business establishments/ Service Provider			
Checklist of Requirements		Where to Secure		
DENR Environmental Compliance Certificate / Certificate of Non-Coverage, Social Acceptability, Discharge Permit, DENR Permit to Operate for Air Pollution Source & Control Installations, Manifest Form of Toxic/Hazardous Waste, Greening Plan, Wastewater Treatment Plan Layout, Accredited Hauler (Solid Waste and Toxic and Hazardous), updated EMP/SWMP/EMoP, BCWD Clearance DTI / SEC, Certification of Land-use, Certification of Septic Tank Compliance		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secure City Environmental Certificate (CEC)	1.1 Interviews the applicant 1.2 Issues order of payment 1.3 Advises the applicant to proceed and pay at BOSS (pay and claim) and to return to City ENRO	None	5 mins	Environment Safety and Permits Division (ESPED) - City ENRO
2. Proceeds to Business One Stop Shop (BOSS) (pay and claim) and pays the appropriate fee	Accepts Payment and issues OR	Php 150.00	3mins	City Treasurer's Office
3. Return to City ENRO	3.1 Accepts and checks the receipt. 3.2 Encodes OR number and amount of payment 3.3 Advises the	None	20 mins	Environment Safety and Permits Division



	applicant to return on the third day after filling the application.			(ESPED) - City ENRO
	Process the application		1 day	
4.Claim of CEC and Presenting receipt of payment	4.1 Issues CEC and advises the applicant to check the data on the certificate. 4.2 Explains to applicant the provisions included in the certificate. 4.3 Request the application to conform on the certificate. 4.4 Scan the certificate. *NOTE: If the applicant is not the signatory, advise the applicant to provide a conformed copy of the CEC.	None	10 mins	Environment Safety and Permits Division (ESPED) - City ENRO
Total		Php 150.00	1 day and 38 mins.	

5. Environmental Compliance Certificate (ECO)

Description of the Service – Issuance of Certificate/Accreditation

Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2C/G2B/G2G			
Who may avail:	Owners/Representatives/ DENR - Pollution Control Officer (PCO)			
Checklist of Requirements		Where to Secure		
DENR PCO Accreditation, Checklist with attached Managing Head Accreditation, Accomplished Form		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Submits accomplished application form to ENRO Personnel at BPOSS	1.1 Receives and verifies application form. 1.2 Issues order of payment 1.3 Advises applicant to proceed and pay at Business One Stop Shop (pay and claim)	None	5 mins	Environment Safety and Permits Division (ESPED) - City ENRO
2. Proceed to the Business One Stop Shop and pays the appropriate fee	Accepts payment and issues OR	(High Risk) - 500.00 (Other Establishments) - 200.00	3 mins	City Treasurer's Office
3. Present the Official Receipt to ENRO Personnel at BPOSS	3.1 Prepares the Environmental Compliance Certificate (ECO) 3.2 Issues the ECO and advises the applicant to check the data	None	5 mins	Environment Safety and Permits Division (ESPED) - City ENRO
Total		Php 500.00 (High Risk) Php 200.00 (Other Establishments)	13 mins.	

6. Certificate of Transport Agreement (CTA)

Description of the Service – Issuance of Certificate				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2C/G2B			
Who may avail:	Transporters of cut branches / twigs of tree(s), timber, logwoods			
Checklist of Requirements		Where to Secure		
Cutting permit, Official Receipt/Certificate of Registration (OR/CR) of vehicle		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Submits and presents complete requirements	1.1 Receives and checks requirements 1.2 Issues order of payment 1.3 Advises the applicant to proceed and pay at the BOSS (pay & claim)	None	5 mins	Forest and Natural Resources Management Division (FNRMD) - City ENRO
2. Proceeds to Business One Stop Shop (pay and claim) and pays the appropriate fee	Accepts payment and issues OR	Php 150.00	8 mins	City Treasurer's Office
3. Returns to the City ENRO and presents order of payment	3.1 Accepts and checks the receipt 3.2 Encodes Or No. and amount of payment 3.3 Issues Certificate of Transport Agreement (CTA) and advises the applicant to verify the data	None	5 mins	Forest and Natural Resources Management Division (FNRMD) - City ENRO
Total		Php 150.00	18 mins.	

7. Trimming / Pruning of Tree (s) Permit

Description of the Service – Issuance of Permit				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2C/G2B			
Who may avail:	Lot owners (Public and Private) / Authorized Representatives requesting for trimming / pruning of tree(s)			
Checklist of Requirements			Where to Secure	
Form to accomplish, Picture of tree(s), Special Power of Attorney (if not the owner)			Environment and Natural Resources Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Submits the accomplished request form and complete requirements	1.1 Receives and checks the accomplished request form and requirements. 1.2 Issues order of payment 1.3 Advises the application to proceed and pay at the BOSS (pay and claim)	None	5 mins	Forest and Natural Resources Management Division (FNRMD) - City ENRO
2. Proceeds to Business One Stop Shop (pay and claim) and pays the appropriate fee	Accepts Payment and Issues OR	Php 150.00	8 mins	City Treasurer's Office
3. Return to the City ENRO and present the Official Receipt of payment to FNRMD	3.1 Accepts and checks the receipt 3.2 Encodes Or No. and amount of payment 3.3 Release the approved certificate for trimming / pruning	None	3 working days	Forest and Natural Resources Management Division (FNRMD) - City ENRO
Total		Php 150.00	3 working days and 13 mins.	

8. Tree Cutting Permit (Approval Certificate)

Description of the Service – Issuance of Permit				
Office or Division: Environment and Natural Resources Office				
Classification: Simple				
Types of Transaction: G2C/G2B				
Who may avail: Lot owners (Public) / Authorized Representatives requesting for Cutting of tree/s				
Checklist of Requirements			Where to Secure	
Letter Request addressed to City ENRO, Picture of tree(s), Form to be accomplished			Environment and Natural Resources Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Submits the accomplished request form and complete requirements	Receives and checks the accomplished request form and requirements. Advises the client to return to City ENRO after 3 working days	None	5 mins	Forest and Natural Resources Management Division (FNRMD) - City ENRO
2. Return to the City ENRO	Release the approved tree cutting permit	None	5 mins.	Forest and Natural Resources Management Division (FNRMD) - City ENRO

9. Assistance on Tree Planting Activity

Description of the Service – Assistance on Tree Planting Activity				
Office or Division:	Environment and Natural Resources Office			
Classification :	Simple			
Types of Transaction:	G2C/G2B/G2G			
Who may avail:	Schools/Organizations/Industries/Institutions			
Checklist of Requirements		Where to Secure		
Request Letter		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits request letter	1.1 Receives request letter 1.2 Interviews the client 1.3 Process the request (Identify area for the planting, availability of seedlings and coordination to barangay)	None	5 mins 3 days	Forest and Natural Resources Management division (FNRMD) - City ENRO



2. Follow up	Inform the clients for the feedback	None	5 mins	Forest and Natural Resources Management division (FNRMD) - City ENRO
10. Endorsement Letter to DENR for Cutting of Trees				
Description of the Service - Issuance of Endorsement Letter to DENR				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2G			
Who may avail:	Private Lot Owners/Authorize Representative for the cutting of tree(s)			
Checklist of Requirements	Where to Secure			
Form to be accomplished (Clearance Certificate), Letter Request to DENR CENR Officer, Letter Request for issuance of Alienable and Disposable Certification, Picture of tree(s), Certified true copy ng OCT/TCT/Tax Declaration, Certificate from the barangay concerned interposing NO OBJECTION on the cutting of trees (with Official Seal, Logo, Heading of the Barangay), Certified photocopy of Special Power of Attorney (if not the owner), duly notarized authorizing to apply and secure tree cutting permit (a) if Corporation, submit Secretary’s Certificate (b) if Heirs submit S.P.A, Certification from OCVAS (for fruit bearing trees), Greening Plan, Site Development Plan,	Environment and Natural Resources Office			



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits the accomplished request form and complete requirements	1.1 Receives and checks the accomplished request form and requirement 1.2 Issues order of payment and Assessed value 1.3 Advises the applicant to proceed and pay at the BOSS (pay & claim)	Depending on the trees to be cut $\frac{C}{3.14} = \text{Diameter}$ *C - Circumference	5 mins	Forest and Natural Resources Management Division (FNRMD) - City ENRO
2. Proceeds to Business One Stop Shop (pay & claim) and pay the appropriate fee	Accept Payment and Issues OR	Php 150.00	8 mins	City Treasure's Office
3. Returns to City ENRO and presents receipt of payment to FNRMD	3.1 Accepts and checks receipt of payment 3.2 Log OR No. and amount of payment 3.3 Advises the client to sign in the logbook 3.4 Informs applicant that the tree cutting	None	5mins	Forest and Natural Resources Management Division (FNRMD) - City ENRO



	application will be forwarded to DENR - CENRO LIPA for the approval of permit.			
Total		Php 150.00	18 mins.	



11. Submission of Complain				
Description of the Service – Verification of Complain				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2C			
Who may avail:	Concerned Citizens or residents of Batangas City			
Checklist of Requirements		Where to Secure		
Complaint Letter / Barangay Resolution		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits complaint letter or barangay resolution	1.1 Receives complaint letter or barangay resolution	None	1 min.	Pollution Control and Management division (PCMD) - City ENRO/ FNRMD, SWMD
	1.2 Interviews the complainant	None	5 mins.	
	1.3 Informs the complainant for feedback after two (2) days	None	5 mins.	
Total		None	11 mins.	
12. Assistance on Pollution Concerns				
Description of the Service – Client notification on pollution concern/s				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2C			
Who may avail:	Concerned Citizens or residents of Batangas City			
Checklist of Requirements		Where to Secure		
Complain Letter		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible



1.1 Calls	1.1 Interviews the client to verify the complaint and require to submit a complaint letter with complete details.	None	5 mins. (phone)	Pollution Control and Management Division (PCMD) – City ENRO
1.2 Letter (inform the office about the concerns)	1.2 Interviews the client and reviews submitted letter of complaint. Inform the client for possible onsite inspection to verify complaint.	None	5 mins.	Pollution Control and Management Division (PCMD) – City ENRO
	2.1 Inspection of the subject concern (if applicable).	None	1 to 2 days	Pollution Control and Management Division (PCMD) – City ENRO
	2.2 Endorsement to responsible office	None	2 days	Pollution Control and Management Division (PCMD) – City ENRO
2. Follow up	Informs the client for feedback of the actions or results of investigation.	None	5 mins.	Pollution Control and Management Division (PCMD) – City ENRO
	Follow up through phone call to the subject concern about their compliance on the agreed recommendations on the conducted inspection.	None	5 mins.	Pollution Control and Management Division (PCMD) – City ENRO
	Re-inspection of the subject concern (if applicable)	None		Pollution Control and Management Division



				(PCMD) – City ENRO
	Feedback the client for the final update	None	5 mins.	Pollution Control and Management Division (PCMD) – City ENRO
Total		None	4 days and 25 mins.	

13. Environmental Information and Education Campaign

Description of the Service – Granting of Approval for IEC/s request				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2C/G2B/G2G			
Who may avail:	Barangays/ Schools/Organizations/Industries/Institutions/ Business Establishment			
Checklist of Requirements		Where to Secure		
Request Letter		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits request letter	1.1 Receives and interviews the client 1.2 Informs the client for schedule of actual Information Education Campaign after two (2) days	None	5 mins	Environmental Education and Information, Research and Development Division (EEIRDD) - City ENRO
Total		None	5 mins.	



14. Information on Environmental Plans Programs, Activities, Issues and Concerns				
Description of the Service –Granting Environmental Information/PPAs				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2C/G2B/G2G			
Who may avail:	Barangays/ Schools/Organizations/Industries/Institutions/ Business Establishment			
Checklist of Requirements			Where to Secure	
Request Letter			Environment and Natural Resources Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits request letter	1.1 Receives and interviews the client 1.2 Accompanies the client to the interviewee (if available) 1.3 Informs the client for the schedule of actual interview 1.4 Provides information and needed documents	None	5 mins	Environmental Education and Information, Research and Development Division (EEIRDD) - City ENRO
Total		None	5 mins.	

15. IECs and Environmental Information of PPAs	
Description of the Service – Facilitation of Environmental Information/PPAs	
Office or Division:	Environment and Natural Resources Office
Classification:	Simple
Types of Transaction:	G2C/G2B/G2G
Who may avail:	Barangays/ Schools/Organizations/Industries/Institutions/ Business Establishment
Checklist of Requirements	Where to Secure



Approved Request Letter for IEC		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Provide venue, time and logistics	Conduct of IEC and Environmental PPPAs	None	As per indicated in the approved request letter	Environmental Education and Information, Research and Development Division (EEIRDD) - City ENRO and with assistance of other division of City ENRO
Total		None	As per indicated in the approved request letter	