

**MUNICIPAL GOVERNMENT OF PAKIL, LAGUNA**  
**FRONTLINE SERVICES**  
**MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE/OFFICE OF THE MAYOR**

FRONTLINE SERVICES	PROCEDURES	TIME	RESPONSIBLE PERSON	REQUIREMENTS	OUTPUT
1) Garbage Collection	1. Daily collection of segregated solid waste from barangay pick-up station	5 hours daily from Monday to Friday or as per schedule	MRF/Dumptruck Personnel	Schedule of collection	Solid waste collected
2) Endorsement for Application of Tree Cutting Permit, Wildlife Transport Permit and Chainsaw Registration	1. Proceed to the MENRO and request for form to be accomplished 2. Accomplish the required form 3. Submit photocopy of letter request and filled-up application form	1-2 days	MENRO / Staff	Letter Request, Filled-up application form, Certificate of No Objection	Application for Tree cutting permit, wildlife transport permit and chainsaw registration endorsed to DENR
3) Issuance of Certificate of No Objection for Application for Tree Cutting Permit	1. Proceed to OMM/MENRO & Sign in the logbook 2. Request for Issuance of certificate 3. Provide information about the application for tree cutting permit 4. Wait for the schedule of field visit  5. Field visit  6. Release of certificate (if found eligible)	Nos. 1-4: 30 mins    No. 5: 1-3 days  No. 6: 1 day	MENRO/Staff and Applicant    MENRO/Staff and Applicant  MENRO/Staff	Letter request, picture of the tree	Issuance of Certificate of No Objection

<b>4) Responding to Complaints</b>	1. Proceed to OMM/MENRO & Sign in the Log Book 2. Provide information about the complaint 3. Act on the complaint	Nos. 1 & 2: 15 minutes No.3: 1-2 days	MENRO/Staff	Report, Letter or Other Information relating to complaint	Dialogue or endorsement to concerned agency/ies
<b>5) Other endorsements</b>	1. Proceed to OMM/MENRO & Sign in the Log Book 2. Provide information on request for endorsement	30 minutes	MENRO/Staff	Related document	Issuance of Endorsement

Prepared by:

**ARNEL A. IGLESIA**citizen's  
 A.O. I  
 Designated MENRO

