

City Environment & Natural Resources Office (CENRO)

Office or Division:	City Environment & Natural Resources Office (CENRO)
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Service Description

Service Provided:	Addressing Environmental Complaints
Simple, Complex, or Highly Technical	Simple
Internal or External	External
Who may avail of Service	Citizens, Private & Public Entities, Authorized Representatives

CITIZEN'S CHARTER

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form	City Environment & Natural Resources Office (CENRO)
Complaint Letter with contact details	Proponent
Proof of identity [1 Original, 1 Photocopy]	Proponent
MOV [Mode of Verification - Photo, Video]	Proponent

Client Steps (List Of Transactions to Get Service)	Fees To Be Paid	Maximum Processing Time	Person Responsible
1. Submission of the required documents to CENRO personnel	N/A	10 Minutes	Inspection Desk Officer Maria Christel Zamora Liberty Joy Bernabe
	N/A	10 Minutes	Inspection Desk Officer Maria Christel Zamora Liberty Joy Bernabe
	N/A	1 Day	Inspection Desk Officer Maria Christel Zamora Liberty Joy Bernabe
2. Received a copy of the Inspection Report from CENRO personnel	N/A	10 Minutes	Inspection Desk Officer Maria Christel Zamora Liberty Joy Bernabe
	N/A	10 Minutes	Inspection Desk Officer Maria Christel Zamora Liberty Joy Bernabe
	N/A	10 Minutes	Inspection Desk Officer Maria Christel Zamora Liberty Joy Bernabe
	N/A	10 Minutes	Inspection Desk Officer Maria Christel Zamora Liberty Joy Bernabe