













SECSIME NO. R4A-EMED-06. SOLID WASTE MANAGEMENT ACTION ON ENVIRONMENTAL POLLUTION COMPLAINT

Office or Division:	Environmental Management Bureau CALABARZON Region - Environmental Monitoring and Enforcement Division (EMED) – Solid Waste Management Section			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may Avail:	External: Industrial Firms (Public or Private) Concerned and Affected Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. N/A		N/A		
Additional if from the Government Sector				
2. N/A		N/A		
Additional if Requesting Party is a representative				
3. N/A		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. None	1.1 Receive complaints thru phone calls, 8888, emails, and news (Endorse complaint to Chemicals and Hazardous Waste Monitoring Section) Forward to Chief, EMED for information and action	None	15 minutes	<i>Records Section, FAD</i>  MARIFE G. PEÑANO Records Officer 







				Josef Mae Amonelo SWM Staff
	1.2 Receive and Forward to Section Chief, SWM for action		30 minutes	<i>Division Chief (EMED)</i>  Engr. Jessie A. Conde
	1.3 Forward to SWM Staff for action		15 minutes	Chief, SWMS Corazon C. Gasapos 
	1.4 a. Prepare Memorandum -instruction to concerned PEMU and Letter to concerned LGU		1 hour	SWM Staff  Josef Mae Amonelo
	1.4.a.1 Forward to Chief, SWM Section		15 minutes	SWM Staff  Josef Mae Amonelo







	1.4.a.2 Receive and Affix initial signature of Chief, SWM		30 minutes	Chief, SWMS Corazon C. Gasapos 
	1.4.a.3 Forward to Chief, EMED for initial signature		15 minutes	Chief, SWMS Corazon C. Gasapos 
	1.4.a.4 Receive and Affix signature to the Memorandum-instruction and letter to LGU concerned		30 minutes	<i>Division Chief (EMED)</i>  Engr. Jessie A. Conde
	1.4.a.5 Forward the Memorandum-indorsement/ letter to concerned LGU to RD for signature		15 minutes	<i>Division Chief (EMED)</i>  Engr. Jessie A. Conde







	1.4.a.7 Affix signature on the Memorandum – indorsement/letter to LGU concerned		4 hours	REGIONAL DIRECTOR Noemi A. Paranada 
	1.4.a.8 Forward to Records for barcode		15 minutes	ORD Staff  Laila S. Tomaro
	1.4.a.9 Barcode and release the Memorandum-indorsement to PEMU and letter to LGU concerned copy furnished SWM Section		30 minutes	<i>Records Section, FAD</i>  MARIFE G. PEÑANO Personnel Officer
	1.4.b Conducts verification of complaint		8 hours	SWM Staff  Ruby Sarmiento







				 Lexter Sandoval
				 Mark Fungo
				 Zara Aday SWM Staff
	1.4.b.1 Preparation of draft report and endorsement to RD and Central Office		8 hours	 Ruby Sarmiento







				 Lexter Sandoval  Mark Fungo  Zara Aday
	1.4.b.2 Report Forwarded to Chief, SWM for review and further instruction		30 minutes	SWM Staff  Ruby Sarmiento






				 <p>Lexter Sandoval</p>  <p>Mark Fungo</p>  <p>Zara Aday</p>
	1.4.b.3 Report review		30 minutes	Chief, SWMS Corazon C. Gasapos 





	1.4.b.3.a Report with comments and instructions return to Monitoring team		15 minutes	Chief, SWMS Corazon C. Gasapos 
	1.4.b.3.b1 Revise report as per review / recommendation of Chief, SWM		4 hours	SWM Staff  Ruby Sarmiento  Lexter Sandoval  Mark Fungo







				 Zara Aday
	1.4.b.3.b2 Prepare letter to the complainant of the findings/result of investigation with corresponding recommendations		1 hour	SWM Staff  Josel Mae Amonelo
	1.4.b.3.b3 Prepare Notices of Technical Conference to the concerned (if needed)		1 hour	SWM Staff  Josel Mae Amonelo
	1.4.b.3.b4 Receive and Forward Notices of TC to RD		20 minutes	Atty. Ayagil dela Cruz
	1.4.b.4.b5 Receive and Affix signature to the Notices		30 minutes	RD Noemi A. Paranada






	1.4.b.4.b.6 Forward Notices of TC to Legal Section		30 minutes	RD Noemi A. Paranada
	1.4.b.4.b.7 Receive and Schedule date of Technical Conference		30 minutes	Atty. Ayagil dela Cruz
	1.4.b.5.b.8 Forward Notices of TC to Records Section		15 minutes	Atty. Ayagil dela Cruz
	1.4.b.5.b.9 Receive and Release Notices of TC to concerned individuals/ parties		1 hour	Marife S. Penano
	1.4.b.5.b.10 Conduct Technical Conference and Prepare Commitment / Agreement to resolve the issue		8 hours	Atty. Ayagil dela Cruz
	1.4.b.3.c Report and letter with additional information forwarded to Chief, SWM		15 minutes	SWM Staff  Ruby Sarmiento 





				<p>Lexter Sandoval</p>  <p>Mark Fungo</p>  <p>Zara Aday</p>
	1.4.b.4 Report and letter review and affixes signature to the report		30 minutes	<p>Chief, SWMS Corazon C. Gasapos</p> 
	1.4.b.5 Forward to Chief, EMED for information and affixes signature to the report and letter		15 minutes	<p>Chief, SWMS Corazon C. Gasapos</p> 



	1.4.b.6 Review and affix signature to the report, indorsement, and letter		30 minutes	<i>Division Chief (EMED)</i>  Engr. Jessie A. Conde
	1.4.b.7 Forwards to REA the report with endorsement to RD and CO and letter to complainant		15 minutes	<i>Division Chief (EMED)</i>  Engr. Jessie A. Conde
	1.6.b.8 Review and affixes initial signature on the report, letter to complainant and endorsement to CO		1 hour	REA Faina C. Ifurung
	1.6.b.9 Forward the report, letter to complainant and endorsement to RD		15 minutes	REA Faina C. Ifurung
	1.4.b.10 Review and affixes signature on the report, letter to complainant and endorsement to CO		4 hours	REGIONAL DIRECTOR Noemi A. Paranada 



	1.4.b.11 Forward to Records for barcode		30 minutes	ORD Staff  Laila S. Tomaro
	1.4.b.12 Barcode and release the letter and indorsement to CO copy furnished SWM Section		30 minutes	<i>Records Section, FAD</i>  MARIFE G. PEÑANO Personnel Officer
2. LGU receives the letter with the action taken / result of investigation				
TOTAL:		N/A	6 days, 3 hours and 50 minutes	Complex Transaction