










SECSIME NO. R4A-EMED-08. ENVIRONMENTAL IMPACT ASSESSMENT – COMPLIANCE MONITORING SECTION (EIA-CMS)- ACTION ON POLLUTION COMPLAINT

Office or Division:	Environmental Management Bureau CALABARZON Region - Environmental Monitoring and Enforcement Division (EMED) – Environmental Impact Assessment – Compliance Monitoring Section (EIA-CMS)			
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. Files Complaint data personally or through mail/email	1. Receive complaints thru phone calls, 8888, emails, and news (Endorse complaint to OIC, EIA-CMS)	None	30 minutes	<i>Records Section, FAD</i>  MARIFE G. PENANO Records Officer




	2. Review and route the complaint to Technical Staff for immediate investigation/inspection	None	30 minutes	OIC, EIA-CMS Majore V. Rendorio 
	3. Coordinate with the complainants, respondents concerned LGU. (if necessary) and conduct investigation	None	Three (3) Days	EIA-CMS Staff EIA-CMS 
	4. Preparation of Investigation Report, draft Notice of Violation (if non-compliant), and draft invitations for Technical Conference (TC).	None	Two (2) Days	
	5. Review of the Investigation Report, draft invitations for Technical Conference, and draft Notice of Violation (if non-compliant)	None	Two (2) Days	OIC, EIA-CMS Majore V. Rendorio 



	6. Recommending Approval of Investigation Report	None	Two (2) Days	<p><i>Division Chief</i> Environmental Monitoring and Enforcement Division (EMED)</p>  <p>ENGR. JESSIE A CONDE</p>
	7. Approval of Investigation Report	None	Two (2) Days	<p>OIC, Regional Director Environmental Management Bureau CALABARZON Noemi A. Paranada</p> 



	8. Review and approval of drafted invitations for Technical Conference (TC) and Notice of Violation (NOV) for the Regional Director's approval	None	One (1) day	OIC, Legal Division Office of the Regional Director Atty. Ayagil Dela Cruz 
TOTAL:		N/A	13 Days	Highly Technical