





## SECSIME NO. R4A-ORD-01. IT TECHNICAL SUPPORT FOR CLIENTS OF EMB CALABARZON ONLINE SYSTEMS


The clients access the *emb.gov.ph* or *calabarzon.emb.gov.ph*, they will click the EMB Online system they want to apply.

<b>Office or Division:</b>	ORD - Planning and Information System Management Unit (PISMU)	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2B - Government to Business G2G - Government to Government	
<b>Who may avail:</b>	The client encountered technical issues	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
EMB Online Systems under the regional office support		EMB CALABARZON through Online System
Company Registration System (CRS)		EMB CALABARZON through Online System
Environmental Compliance Certificate (ECC)		EMB CALABARZON through Online System
Certificate of Non-Coverage (CNC)		EMB CALABARZON through Online System
Online Permitting and Monitoring System (OPMS) <ul style="list-style-type: none"> <li>• Chemical Control Order Registration (CCOR)</li> <li>• Chemical Control Order Importation (CCOI)</li> <li>• Small Quantity Importation (SQI)</li> <li>• Ozone Depleting Substance Dealer Registration (ODSDR)</li> <li>• Waste Water Discharge Permit (WWDP)</li> <li>• Permit To Operate (PTO)</li> </ul>		EMB CALABARZON through Online System
Compliance Monitoring Report (CMR)		EMB CALABARZON through Online System
Self-Monitoring Report (SMR)		EMB CALABARZON through Online System
PCB Online		EMB CALABARZON through Online System
Hazardous Waste Management System <ul style="list-style-type: none"> <li>• Generators ID</li> <li>• Transporter</li> <li>• Treatment Storage Disposal Facility</li> <li>• Permit to Transport</li> </ul>		EMB CALABARZON through Online System



<ul style="list-style-type: none"> <li>• Manifest</li> <li>• Transporter</li> <li>• Treatment Storage Disposal Manifest</li> </ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Clients access the EMB Online System		NONE		
Client encountered technical issues or has an inquiry regarding the system.	<p>EMB Regional PISMU technical support received the issues or inquiry thru <a href="mailto:r4asupport@emb.gov.ph">r4asupport@emb.gov.ph</a></p> <p>Thru phone Ask client to email the concern for documentation.</p>		5 Minutes	 <b>Rie E. Kibayashi</b> IT Support Specialist
Clients look for the contact details of the regional office found in the system, e-mail address and telephone no	EMB Regional PISMU technical support resolving the issue		1 Hour	 <b>Vrylle Samir Baldueza</b> IT Development Specialist
	<p><i>If the concern is outside the regional support scope</i></p> <p>Forward to EMB Central Office SISMS thru <a href="mailto:support@emb.gov.ph">support@emb.gov.ph</a></p>		5 Minutes	
	<i>If the concern is more on the content of the system (technical)</i>		5 Minutes	



	Forward to concerned unit/section thru their respective e-mail addresses		5 Minutes	 <b>Arnie L. Timoteo</b> ICT Coordinator
	Advise the client and request feedback if the issue is resolved		5 Minutes	
<b>TOTAL:</b>		<b>NONE</b>	<b>26 minutes</b>	<b>Simple Transaction</b>