



ENVIRONMENTAL MANAGEMENT BUREAU
Cordillera Administrative Region
(EMB-CAR)

CITIZEN'S CHARTER

2019



I. Mandate:

The EMB is the primary government agency under the Department of Environment and Natural Resources (DENR) mandated to formulate, integrate, coordinate, supervise and implement all policies, plans, programs, projects and activities relative to the prevention and control of pollution as well as management, enhancement and protection of the environment (EO 192).

Under EO No. 192 (Providing For the Reorganization of the Department of Environment, Energy and Natural Resources, Renaming It as the Department of Environment and Natural Resources, and For Other Purposes), s. 1987, as reiterated under EO No. 292 (Administrative Code of 1987), the EMB shall advise the Secretary on matters relating to environmental management, conservation, and

The EMB is a line bureau by virtue of Section 34 of the Philippine Clean Air Act of 1999 (RA 8749). The Bureau is mandated to strengthen the enforcement and implementation of and to ensure compliance to major environmental laws and it's implementing rules and regulations and other relevant issuances on a nationwide scale the six (6) important environmental laws, to wit:

- Pollution Control Law (Presidential Decree 984)
- Environmental Impact Assessment Law (PD 1586)
- Toxic Substances and Hazardous Waste Management Act (RA 6969)
- Clean Air Act Of 1999 (RA 8749)
- Ecological Solid Waste Management Act (RA 9003)
- Clean Water Act (RA 9275)
- Environmental Awareness and Education Act Of 2009 (RA 9512)

The EMB extends its technical support and expertise in the implementation of Republic Act 9729 (the Climate Change Act of 2009), the National Framework Strategy on Climate Change, the National Climate Change Action Plan (NCCAP), EO 174 (Institutionalizing the Philippine Greenhouse Gas Inventory and Management System), and the operationalization of climate-related international treaties and protocols.

II. Vision:

A nation empowered to protect our finite natural resources, attuned to the pursuit of sustainable development, for a clean and healthy environment that enhances the Filipino Quality of life for present and future generations.

III. Mission:

To protect, restore and enhance environmental quality towards good public health, environmental integrity and economic viability.

IV. Service Pledge:

We pledge to achieve quality environment and sustainable natural resources through good governance and high degree of professionalism, in consideration of our stakeholders and in accordance with pertinent laws, rules and regulations.

We pledge to attend to all applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break.



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REGIONAL OFFICES
External Services



19-001: ACTION ON POLLUTION COMPLAINT

Office or Division:	Office of the Regional Director			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
Who May Avail:	Anyone			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Files Complaint data personally or through mail/email	Receive and record in the logbook and forward to ORD		1 Day	Records Personnel
	Review and forward the complaint letter to the Regional Director			ORD Staff
	Verify the complaint and indorse to the division/PEMUs concerned			Regional Director
	Verify complaint and endorse to the section concerned for immediate action			Chief, EMED Chief, PEMUs
	Discuss the complaint to concerned Technical Staff for immediate investigation/inspection			EMED/PEMU Personnel
	Prepare documents relative to the conduct of inspection/investigation and coordinate with Laboratory staff for the sampling paraphernalia (if necessary)		1 Day	EMED/PEMU Personnel



	Coordinate with the complainants, respondents, witnesses, concerned LGU (if necessary) and conduct investigation and sampling (if necessary) and submit samples to the laboratory (if sampling was conducted)			EMED/PEMU Personnel
	Prepares Report together with Notice of Violation and invitations for technical conference and submit to Section Concerned for review and signature. <ul style="list-style-type: none"> • Spot Report together with Notice of Violation and invitations • Investigation Report awaiting for Results of Laboratory Analysis 		<p>Within 24 hours after investigation</p> <p>Within 6 days after investigation</p>	EMED/PEMU Personnel
	Review and signs report together with the Notice of Violation and invitations for technical conference and endorse to Chief, EMED/PEMUs			EMED Section Chiefs, / PEMU's Personnel
	Review and signs report, affixed initial to Notice of Violation and invitations for technical conference and endorse to ORD for signature and Approval		1 Day	Chief, EMED/ Chief, PEMUs
	Approves Report, signs Notice of Violation and invitations for technical conference and endorse to Legal Unit for Technical conference scheduling			Regional Director
	Received and records approved investigation		1 Day	ORD-Legal Personnel



	reports together with Notice of Violation & invitations for technical conference; indicate reference number to Notice of Violation and forward to Chief, Legal Unit			
	Perusal of approved investigation report together with Notice of Violation and invitations. Schedules date and time of technical conferences.		3 Days	Chief, Legal Unit
	Endorse approved Notice of Violation and Invitation Letter for technical conference to Records Unit for registered mailing/personal service/emails/appropriate and fast delivery service			ORD- Legal Personnel
	Records and release approved Notice of Violation and Invitation Letter for technical conference for mailing/personal service/ email/ appropriate and fast delivery service (JRS).		1 Day	Records Personnel
	Conduct Technical Conference with complainants, respondents, case handlers, PEMU and other stakeholders (if necessary)		1 Day	Regional Director/ Section Chiefs/ Legal Personnel/ Technical Personnel
	Commitments will be made to be concurred/signed by the Respondents and Endorsed to EMED/PEMU concerned for validation of compliance			Chief, Legal Unit



	Validates Compliance based on the concurred commitment sheet		(*Depends on the Turn Around Time)	EMED/PEMU Personnel
	After validation, prepares Order of Penalty/Decision and/or letter endorsement to government agencies concern (if appropriate)		1 Day	Legal Personnel
	Review and affix initials to the prepared Order of Penalty/Decision and/or letter endorsement to concerned government agencies/LGU for further appropriate action within their area of jurisdiction and endorsed to the ORD for approval		3 Days	Chief, Legal Unit
	Forwards to the Regional Director for signature of Order of Penalty/Decision			ORD Personnel
	Signs Order of Penalty/Decision and/or letter endorsement to government agencies concern		5 Days	Regional Director
	Records and Release Order of Penalty/Decision and/or letter endorsement to government agencies concern.			Records Personnel
Respondent, Complainant, and other stakeholders receives copy of Order of Penalty/Decision and/or letter endorsement to concerned government agencies/LGU				



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TOTAL			Approximately 20 Working Days	
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19-002: Certificate of Non-Coverage (Category-C)

Office or Division:	Clearance and Permitting Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
Who May Avail:	Proponents of Projects that Directly Enhances the Quality of the Environment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		To be prepared by the Applicant		
2. Duly accomplished CNC form		Form to be downloaded in the EMB website (www.emb.gov.ph)		
3. Vicinity Map with panoramic photos of project site		To be prepared by the Applicant		
4. Project Layout		To be prepared by the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the CNC Application (For Category C/Environmental Enhancement)	1.1. Require the client to make a letter request and attach other requirements		3 Days	CPD- EIAMS Staff
2. Client will submit application to EMB	2.1 Evaluation of submitted application 2.2 If incomplete, return application to client 2.3 If complete, prepare the payment of corresponding Revenue Monitoring Form			CPD- EIAMS Staff
3. Pay for the appropriate amount to the EMB cashier		PhP 1,040.00	2 Days	Cashier
4. Client will present to CPD Staff the OR of payment	4.1. Copy the OR no. and date of payment to the attached checklist of requirements 4.2. Let the client forward the application to Records Section			CPD- EIAMS Staff



<p>5. Client will submit the application to Records Section</p>	<p>5.1 Receive and record application and forward to ORD receiving clerk Staff will forward the application to cei receiving clerk and forward to CPD</p> <p>5.2 Chief CPD will endorse to Chief, EIAMS for assessment</p> <p>5.3 Chief, EIAMS will forward to EIAMS Staff for substantive review</p> <p>5.4 Initial substantive review of CNC application and preparation of CNC reply letter</p> <p>5.5 Final substantive review of Chief, EIAMS</p> <p>5.6 Chief, CPD recommends approval/ denial of CNC reply letter</p> <p>5.7 Regional Director approves/ denied CNC reply letter.</p>		<p>2 Days</p>	<p>Records/ ORD/ CPD Staff</p>
	<p>TOTAL:</p>	<p>PhP 1,040.00</p>	<p>7 Working Days</p>	

19-003: Certificate of Non-Coverage (Category D)

Projects are outside the purview of the Philippine Environmental Impact Statement System (PEISS) and within the threshold for issuance of CNC

Office or Division:	Clearance and Permitting Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
Who May Avail:	Proponent of Projects that has no Significant Effects to the Quality of the Environment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Site Development Plan or Project Layout duly signed/approved by registered professional		To be prepared by applicant		
2. Government ID		To be prepared by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the CNC Application	1.1 Discuss how to apply online			CPD- EIAMS Staff
	1.2 Applicant will log-on to www.emb.gov.ph			Applicant
2. Project description needs to be accomplished by the client together with a scanned copy of Site Development Plan/ Project Layout				Applicant
3. Upon submission online, an order of payment will be generated and the client will print the generated order of payment				Applicant
4. Payment of processing fee at any Land bank Branch Nationwide		PhP 1,140.00		Applicant
5. After seven (7) working days check the status of CNC application by using the Application Reference Number stated in the order of payment			7 working days	Applicant



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(If the CNC is approved, click the link to download and save then print)				
TOTAL:		PhP 1,140.00	7 working days	

19-004: Certificate of Non-Coverage (Category D/ Prior to 1982 Projects)

Office or Division:	Clearance and Permitting Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
Who May Avail:	Proponent of Projects that has no Significant Effects to the Quality of the Environment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		To be prepared by the Applicant		
2. Duly accomplished CNC form		Form to be downloaded in the EMB website (www.emb.gov.ph)		
3. Project Layout and Vicinity Map		To be prepared by the Applicant		
4. Any document/ proof that the project was established and continuously operated prior to year 1982.		To be prepared by the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the CNC Application (For Category D/Prior to 1982)	1.2 Require the client to make a letter request and attach other requirements		7 Days	CPD- EIAMS Staff
2. Client will submit application to EMB	2.1 Evaluation of submitted application 2.2 If incomplete, return application to client 2.3 If complete, prepare the payment of corresponding Revenue Monitoring Form			CPD- EIAMS Staff



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3. Client will present to CPD Staff the OR of payment	4.1 Copy the OR no. and date of payment to the attached checklist of requirements 4.2 Let the client forward the application to Records Section			CPD- EIAMS Staff
TOTAL:		PhP 1,220.00	7 Working Days	

19-005: Chemical Control Order (CCO) Importation Clearance

To prohibit, limit or regulate the use, manufacture, import, export, transport, processing, storage, possession and wholesale of those priority chemicals that DENR determined to be regulated, phased-out or banned because of a serious risks they pose to public health, workplace and environment, the issuance of CCO Importation Clearance to entities that imports chemical/s under CCO is required to meet the objectives of the law.

Office or Division:	Clearance and Permitting Division – Hazardous Wastes and Chemicals Permitting Section			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business			
Who May Avail:	Importers of Chemicals under CCO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official letter request		To be prepared by the applicant		
2. Notarized Registration Form		To be prepared by the applicant		
3. Business Permit		LGU		
4. CCO Registration		EMB RO		
5. Material Safety Data Sheet (GHS Format)		Supplier of the applied chemical/s		
6. Wastewater Discharge Permit		EMB RO		
7. Permit to Operate for APSI/APCD		EMB RO		
8. Summary of Importation Data, <i>if applicable</i>		To be prepared by the applicant		
9. List of Users/Customers with corresponding projected/required volume. (for importers/distributors)		To be prepared by the applicant		
10. Self-Monitoring Report (for users/manufacturers)		To be prepared by the applicant		
11. Bill of Lading of all shipment per year (for importers)		BOC or Shipping Line		
12. Other requirements as required from pervious permit				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register online and Submit required documents at opms.emb.gov.ph	1. HWCPS Staff to check if application is complete. If complete, instruct to print the order of payment. If incomplete, inform the applicant of the deficiency.		1 Day	HWCPS Staff



2. Pay the required fee to the Cashier of EMB RO or EMB CO	2. Accept payment	Registration Fee: 1,700.00 Legal Research Fee: 1% of Registration Fee Doc. Stamp Tax: 30.00	1 Day	Cashier
3. Log-in at opms.emb.gov.ph and upload scanned copy of official receipt	3.1 Evaluate submitted documents and forward to Chief, HWCPS for review		3 days	HWCPS Staff
	3.2 Review evaluation and forward to Chief, CPD for endorsement to RD		5 days	C, HWCPS
	3.3 Review and endorse to RD		4 days	C, CPD
	3.4 Review and approve		5 days	Regional Director
4. Print CCO Registration Certificate			1 Day	
TOTAL:		PhP 1,747.00	20 working days	

11. Application for Philippine Inventory of Chemicals and Chemical Substances (PICCS)

Office or Division:	CLEARANCE AND PERMITTING DIVISION			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	Business establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application form		to be prepared by the proponent		
2. Letter of request for PICCS Certification stating reasons for such request		to be prepared by the proponent		
3. Material Safety Data Sheet (in ISO Format)		to be prepared by the proponent		
4. Chemical Name (IUPAC Nomenclature)		to be prepared by the proponent		
5. Claims for confidentiality can be included		to be prepared by the proponent		
2. Proof of Payment / Official Receipt		EMB Cashier Unit (Field or Regional Office)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the application form	Assists the client to CPD		1 Day	EMB Staff
2. Client proceeds for Initial Screening of application for PICCS	Review completeness of documents. If found incomplete the same will not be accepted, otherwise, order of payment will be prepared			OIC, Chemicals and Hazardous Waste Permits Section
3. Client proceeds to the Cashier/ Disbursing Officer	Issues Official Receipt	Application Fee = PhP600.00/ Chemical		Cashier
4. Client submits PICCS application	4.1 Receives and records the			Records



	application in the DTS/Logbook and forwards application to CPD Chief			
	4.2 Forwards application to the OIC, Chemicals and Hazardous Waste Clearance and Permits Section		1 day	OIC, CPD
	4.3 Evaluates completeness of documents and prepares draft certificate. Then endorses to the OIC, CPD for the approval of PICCS		2 days	OIC, Chemicals and Hazardous Waste Clearance and Permits Section
	4.4 Reviews the completeness of documents, affixes her initial on the PICCS and recommends for the approval of the Regional Director		2 days	OIC, CPD
	4.5 Receives the application and forwards it to the Regional Director		6 days	ORD Staff
	4.6 Reviews the completeness of documents and approves the PICCS			Regional Director
	4.7 Affixes barcode and forwards PICCS to PISMU for scanning		1 day	ORD Staff



	4.8 Scans the PICCS and forwards it to the Records		1 day	PISMU Support Staff
Receives approved Hazardous Waste Registration	<p>Records and releases PICCS (<i>valid ID will be required in claiming the registration, if authorized representative, authorization letter or SPA , valid ID of the representative and valid ID of the applicant will be required</i>)</p> <p>Requires the Client to sign on the Logbook as proof of receipt.</p>		1 day	Records
TOTAL		PhP600.00/ Chemical	15 working days (applications received at Regional Office)	

12. Application for Application for Chemical Control Order(CCO)- Polychlorinated Biphenyl (PCB) - Online Application

Office or Division:	CLEARANCE AND PERMITTING DIVISION			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	Business establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completely filled up CCO-PCB profile		to be prepared by the proponent		
2. Proof of Payment / Official Receipt		EMB Cashier Unit (Field or Regional Office)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the Cashier/ Disbursing Officer	Issues Official Receipt	Application Fee = PhP2,250.00	1 day	Cashier
2. Client filled-up and submit thouru online registration of CCO-PCB	2.1 Reviews completeness of documents. If found complete, print and forwards to Records Section for tracking			1 day
	2.2 Receives and records the application in the DTS/Logbook and forwards application to OIC, CPD		Records	
	2.3 Forwards application to the OIC, Chemicals and Hazardous Waste Clearance and Permitting Section		OIC, CPD	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



	2.4 Evaluates the completeness of documents and prepares draft CCO-PCB. Then endorses to the OIC, CPD for the approval of CCO-PCB documents, affixes her initial on the SQI Clearance and recommends for the approval of the Regional Director		4 days	OIC, CPD
	2.5. Receives the application and forwards it to the Regional Director		6 days	ORD Staff
	2.6 Reviews the completeness of documents and approves the SQI Clearance			Regional Director
	2.7 Affixes barcode and forwards SQI Clearance to PISMU for scanning		1 day	ORD Staff
	2.8 Scans the Hazardous Waste Registration Certificate and forwards it to the Records Unit		1 day	PISMU Support Staff
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receives approved Hazardous Waste Registration	Releases the approved SQI Clearance (<i>valid ID</i>)		1 day	Records



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	<p><i>will be required in claiming the registration, if authorized representative, authorization letter or SPA , valid ID of the representative and valid ID of the applicant will be required)</i> Requires the Client to sign on the Logbook as proof of receipt.</p>			
TOTAL	PhP500.00/ Chemical		15 working days	

19-006: Chemical Control Order (CCO) Registration for Mercury, Cyanide, Asbestos, ODS, and PCB's

To prohibit, limit or regulate the use, manufacture, import, export, transport, processing, storage, possession and wholesale of those priority chemicals that DENR determined to be regulated, phased-out or banned because of a serious risks they pose to public health, workplace and environment, the issuance of CCO Importation Clearance to entities that imports chemical/s under CCO is required to meet the objectives of the law.

Office or Division:	Clearance and Permitting Division – Hazardous Wastes and Chemicals Permitting Section	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government, G2B – Government to Business	
Who May Avail:	Users, Importers, Distributors, Manufacturers of Chemicals under CCO	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Official letter request	To be prepared by the applicant	
2. Notarized Registration Form	To be prepared by the applicant	
3. SEC/DTI Registration	SEC or DTI	
4. Business Permit	LGU	
5. Material Safety Data Sheet (GHS Format)	Supplier of the applied chemical/s	
6. Hazardous Waste Generator Registration	EMB RO	
7. Environmental Compliance Certificate	EMB RO or EMB CO	
8. Wastewater Discharge Permit	EMB RO	
9. Permit to Operate for APSI/APCD	EMB RO	
10. Summary of Importation Data (<i>for importers, if applicable</i>)	To be prepared by the applicant	
11. Chemical Management Plan (includes storage, handling, disposal, transport, safety and health requirements and environmental controls at the workplace)	To be prepared by the applicant	
12. Management Operation Flow Chart (Process flow on the usage of the chemical)	To be prepared by the applicant	
13. Contingency/Emergency Plan (includes response procedure on spills, contact, inhalation, ingestion, transport, fire, etc.)	To be prepared by the applicant	
14. List of Users/Customers with corresponding projected/required volume. (for importers/distributors)	To be prepared by the applicant	
15. Self-Monitoring Report (for users/manufacturers)	To be prepared by the applicant	
16. Photos of the storage facility/warehouse (photo showing the chemical container and chemical labelling, view of the interior of the storage area, safety equipment, if any)	To be prepared by the applicant	
17. Basic knowledge posed by the use and release of the chemical (e.g. photocopy of training certificate of PCO related to Chemicals, Safety,	Accredited Training Institution	



Environment and/or training attendance of employees relating to chemical management, safety and environment.)				
18. Bill of Lading of all shipment per year (for importers)		BOC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register online and Submit required documents at opms.emb.gov.ph	1. HWCPS Staff to check if application is complete. If complete, instruct to print the order of payment. If incomplete, inform the applicant of the deficiency.		1 Day	HWCPS Staff
2. Pay the required fee to the Cashier of EMB RO or EMB CO	2. Accept payment	Registration Fee: PhP 2,800.00 Legal Research Fee: 1% of Registration Fee Doc. Stamp Tax: 30.00	1 Day	Cashier
3. Log-in at opms.emb.gov.ph and upload scanned copy of official receipt	3.1 Evaluate submitted documents and forward to Chief, HWCPS for review		5 days	HWCPS Staff
	3.2 Review evaluation and forward to Chief, CPD for endorsement to RD		5 days	C, HWCPS
	3.3 Review and endorse to RD		3 days	C, CPD
	3.4 Review and approve		5 days	Regional Director
4. Print CCO Registration Certificate				
TOTAL:		PhP 2,858.00	20 working days	

19-007: Environmental Compliance Certificate (Category B) IEE CHECKLIST (Online)

This transaction pertains to projects which have significant adverse environmental, health, safety, and security impacts.

Office or Division:	Clearance and Permitting Division		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen		
Who May Avail:	Proponent of Projects that Significantly Affects the Quality of the Environment		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Government/ Company ID	To be prepared by the Applicant		
2. Authorization Letter from the Proponent (if necessary)	To be prepared by the Applicant		
3. SEC or DTI, as applicable.	To be prepared by the Applicant		
4. Project Description	Downloadable in the ECC online account (www.emb.gov.ph) upon online registration of the applicant/ proponent		
5. Project Components & Operation Information	Downloadable in the ECC online account (www.emb.gov.ph) upon online registration of the applicant/ proponent		
6. Environmental Impact and Management Plan	Downloadable in the ECC online account (www.emb.gov.ph) upon online registration of the applicant/ proponent		
7. Abandonment/ Decommissioning/ Rehabilitation Information	Downloadable in the ECC online account (www.emb.gov.ph) upon online registration of the applicant/ proponent		
8. Geo-tagged Photographs of Project Site (taken for last 30 days) with Geographic Coordinates	To be prepared by the Applicant		
9. Topographic Map of Impact/ Affected Areas (at least 1 km from the Project Boundaries)	To be prepared by the Applicant		
10. Certification from LGU on the Compatibility of Project with Existing Land Use Plan/ Zoning	To be prepared by the Applicant		
11. Site Development Plan and/or Vicinity Map by registered professionals	To be prepared by the Applicant		
12. Project/ Plant Layout signed by registered professionals	To be prepared by the Applicant		
13. Schematic Diagram of Wastewater Treatment Facility	To be prepared by the Applicant		
14. Schematic Diagram of Air Pollution Control Facility	To be prepared by the Applicant		
15. Organizational Chart of the Company or Establishment	To be prepared by the Applicant		



16. Proof of Authority over the Project Site (Land Title, Lease Contract, Deed of Absolute Sale, etc.)		To be prepared by the Applicant		
17. Duly Notarized Accountability Statement of Project Proponent		Downloadable in the ECC online account (www.emb.gov.ph) upon online registration of the applicant/ proponent		
18. Affidavit of No Complaint executed by the applicant, or Barangay Certification that there is No Complaint		To be prepared by the Applicant		
19. Project Environmental Monitoring and Audit Prioritization Scheme (PEMAPS)		Downloadable in the ECC online account (www.emb.gov.ph) upon online registration of the applicant/ proponent		
20. Bank Receipt for Payment/ Order of Payment		Downloadable in the ECC online account (www.emb.gov.ph) upon substantive review of EMB Handler/ Reviewer		
21. PAB Clearance, if applicable		Secured from the Pollution Adjudication Board		
22. Other documents which may be required, depending on the project.		To be prepared by the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online account registration (www.emb.gov.ph) 1.1. The account is automatically logged in once the registration is finished. The client may download all the fillable forms				Applicant
2. Submission/ uploading of all requirements in pdf format	2.1. If incomplete, application will be returned to the applicant's ECC online account 2.2. If complete, the application will be accepted by the system and an order of payment for the application will be generated and send		3 days	Applicant



	to the applicant's ECC online account			
3. Order of payment can be paid at any Landbank branch nationwide		PhP 5,070.00	1 Day	Applicant
Applicant shall upload a copy of payment slip in their ECC online account	<p>3.1. Generate evaluation report and endorsed to Chief, EIAMS for comments</p> <p>3.2. Chief, of EIAMS recommends for drafting of ECC or additional information</p> <p>3.3. Draft of ECC by CPD Staff will be forwarded to Chief, EIAMS for corrections</p> <p>3.4. Drafted ECC will then be forwarded to Chief, CPD for recommendation to the Regional Director</p> <p>3.5. Chief, CPD will forward the draft of ECC to the Regional Director for recommendation of approval/ denial of application</p> <p>3.6. Regional Director approves/denies ECC application</p>		15 days	
4. Applicant shall have the approved ECC signed and notarized			1 Day	Applicant
a. Notarized ECC shall be uploaded in the applicant's ECC online account				
TOTAL:		PhP 5,070.00	20 Working Days	

15. Evaluation of Ten (10)- Year Solid Waste Management Plan

Office or Division:	Solid Waste Management Section			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Respondents (LGUs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		to be prepared by the requesting party (LGU)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. LGUs submit their 10-Year SWM Plans for evaluation	1.1 Endorses the 10-Year SWM Plan for submission to EMB Regional Office		1 day	PEMU's
	1.2 Receives 10-Year SWM Plan. Forwards submitted plans to EMED		1 hour	Records
	1.3 Receives the submitted 10-Year SWM Plan and forwards it to OIC, EMED for instructions		30 minutes	EMED Staff
	1.4 Forwards 10-Year SWM Plan to the Chief, SWMS		1 day	OIC, EMED
	1.5 Forwards submitted 10-Year SWM Plan to an Evaluator		2 hours	Chief, SWMS
	1.6 Conducts evaluation of the 10-year SWM plan by EMB Personnel		15 days	Evaluators
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



	<p>1.6A If 10-year SWM plan is evaluated to be complete and fit for endorsement for approval of the National Solid Waste Management Commission (NSWMC); preparation for endorsement letter to EMB Central Office</p> <p>1.6B If 10-year SWM Plan is evaluated to be incomplete and for revision; preparation of endorsement letter to the LGU for the return and revision of the submitted 10-year SWM plan</p>		1 hour	Evaluators
	1.7 Reviews and affixes signature on the evaluated 10-year SWM Plan and initial on the attached endorsement letter		2 hours	Chief, SWMS
	1.8 Forwards the evaluated 10-year SWM Plan with corresponding endorsement letter to OIC, EMED		30 minutes	EMED Staff
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 Reviews and affixes signature on the evaluated 10-year SWM Plan		1 day	OIC, EMED



	and initial on the attached endorsement letter			
	1.10 Forwards evaluated 10-year SWM Plan with corresponding endorsement letter to the Office of the Regional Director		30 minutes	EMED Staff
	1.11 Receives evaluated 10-year SWM with corresponding endorsement letter to the Office of the Regional Director		1 hour	ORD Staff
	1.10 Reviews evaluated plan and affixes signature on the corresponding endorsement		2 days	Regional Director
	1.11 Barcodes and stamps date signed to the evaluated 10-year SWM Plan with its endorsement letter for the LGU and forwards them to Solid Waste Management Section of EMED		2 hours	ORD Staff
	1.12A Scans the signed and barcoded letter by the section concerned for records		1 hour	SWMS Staff
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.12B Forwards letter to the Records Unit for releasing		1 hour	SWMS Staff
	1.13 Releases the letter of evaluation		30 minutes	Records



EMB

2. LGU receives the letter of evaluation				
	TOTAL		20 days	



19-008: Hazardous Waste Generator Registration

Registration of establishments that generate hazardous wastes.

Office or Division:	EMB Regional Office
Classification:	Complex
Type of Transaction:	G2B - Government to Business
Who May Avail:	Establishments that generate hazardous wastes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application Form	EMB Regional Office - to be filled up by applicant
2. Photographs of the Facility showing hazardous wastes, processing areas and hazardous waste storage areas	To be prepared by applicant
3. Pollution Control Officer accreditation certificate	EMB Regional Office
4. PAB Clearance, if applicable	Secured from the Pollution Adjudication Board

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to EMB Regional Office screening officer. **Make sure to secure the Order of Payment that will be issued	Screening officer to check if application is complete. If complete, note completeness for acceptance by Records Section and issue an Order of Payment to the applicant. If incomplete, inform the applicant of the deficiency.		1 Day	Screening Officer
2. Submit application to Records Section.	Accepts the application			Records Section



	Routing to CPD			Records Section
	Review application documents. Prepare HW Generator Registration certificate.		2 Days	CPD - CHWMS
	Review and sign.		1 Day	CPD
	Review and sign.		2 Days	Regional Director
3. Payment of Fees for new applicants. For those with old HW Generator Registration, no payment is needed.	Issuance of Official Receipt	PhP 1,000.00	1 Day	Cashier
4. Pick up HW Generator Registration Certificate	Check proof of payment and release registration to applicant.			Records Section
TOTAL:		PhP 1,000.00	7 Working days	



19-009: Hazardous Waste Transport Manifest Form

Printing of Hazardous Waste Transport Manifest Forms for the transport of hazardous wastes with valid Permit to Transport.

Office or Division:	EMB Regional Office of HW Generator			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who May Avail:	Hazardous Waste Generators, HW Transporters or TSD Facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Permit to Transport		EMB Regional Office of TSD Facility		
2. Copy of TSD Registration		EMB Regional Office of TSD Facility		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid Permit to Transport to EMB RO - CPD and state the number of HW Manifest forms needed.	1.1. CPD staff to review the Permit to Transport.		1 Day	CPD Staff
	1.2. Prepare and print the required number of manifest forms. The date and quantity of wastes shall be left blank as these are to be accomplished by the HW generator, HW Transporter(s) and TSD Facility.			CPD Staff
2. Pick up Manifest Forms.	Release to applicant			CPD Staff
TOTAL:			1 Day	

19-010: ISSUANCE OF ORDER OF PAYMENT AND OFFICIAL RECEIPT

Office or Division:	Finance and Admin Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
Who May Avail:	FIRMS, INDUSTRIES, PROJECT PROPONENT AND OTHER STAKEHOLDERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Revenue Monitoring Form (Billing Statement)		To be prepared by the CPD Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Order of Payment	1.Receives and controls billing statement and prepared Order of payment		5 minutes	Accounting Staff
	2.Review and signs the order of payment		5 minutes	Accounting Staff
	3. Record and releases the order of Payment to the client		5 minutes	Accounting Staff
2.Received and submit filled up and approved order of payment from the Accounting Section and pays the corresponding amount	4. Verify order of Payment and receive payment		5 minutes	Cashier
	5. Prepares and sign Official Receipt		3 minutes	Cashier
	6. Released the official receipt to the client.			Cashier
3.Receive Official Receipt				Client
	Prepares and signs official Receipt		5 Minutes	Special Receiving Officer
	Release the official receipt to the client and records official receipt to the log book		3 Minutes	Special Receiving Officer
Receive Official Receipt				Client
TOTAL			1 Working Day	

19-027: LABORATORY PROCESS

Request for Laboratory Analyses, Receiving and Analyses of Samples, and Release of Report of Laboratory Analyses for External Clients

Office or Division:	DENR – ENVIRONMENTAL MANAGEMENT BUREAU V			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
Who May Avail:	EXTERNAL CLIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LETTER OF REQUEST FOR ANALYSIS		External Clients		
REPLY LETTER OF APPROVAL		EMB RO		
APPROVED FORM OF REQUEST FOR ANALYSIS		EMB RO		
REVENUE MONITORING FOR M		EMB RO		
OFFICIAL RECEIPT		EMB RO		
COMPLETELY FILLED UP FIELD DATA AND SAMPLE SUBMITTAL FORM		External Clients		
RESULTS OF LABORATORY ANALYSIS		EMB RO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
WRITE LETTER REQUEST FOR ANALYSIS	CHECK LABORATORY CAPABILITY AND CAPACITY AND REPLY LETTER OF APPROVAL OR DISAPPROVAL		3 WORKING DAYS	EMB RO LABORATORY STAFF, SECTION AND DIVISION CHIEF AND REGIONAL DIRECTOR
PRESENT REPLY LETTER OF APPROVAL	COORDINATE REGARDING SCHEDULE OF ANALYSIS, NO. OF SAMPLES AND PARAMETERS		1 Day	EMB RO LABORATORY STAFF



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILL UP REQUEST FOR ANALYSIS FORM	REQUEST FOR ANALYSIS FORM WILL BE FORWARDED TO THE EMED CHIEF AND REGIONAL DIRECTOR FOR APPROVAL		1 Day	EMB RO LABORATORY STAFF, SECTION AND DIVISION CHIEF AND REGIONAL DIRECTOR
SUBMISSION OF SAMPLES AND FIELD DATA WITH SAMPLE SUBMITTAL FORM	CHECK SAMPLES IF CONFORMS WITH HOLDING TIME, CONTAINER & PRESERVATION IF YES, SAMPLES ARE ACCEPTED, IF NOT, REJECTED			EMB RO LABORATORY STAFF
FILL UP NAME AND ADDRESS ON REVENUE MONITORING FORM	PREPARATION OF REVENUE MONITORING FORM			EMB RO LABORATORY STAFF & SECTION CHIEF
PAY FEES BASED ON DAO 2016-28	ISSUE OFFICIAL RECEIPT	DEPENDS ON THE NO.OF SAMPLES, PARAMETER & DAO 2016-28		EMB RO LABORATORY AND FAD STAFF
	ANALYSIS OF SAMPLES		20 WORKING DAYS*	EMB RO LABORATORY STAFF
	COMPUTATION AND RECORDING OF RESULTS		2 WORKING DAYS	
	IF QC PASSED, RESULTS OF LABORATORY ANALYSES WILL BE RELEASED BUT IF NOT, INVESTIGATE & REPEAT ANALYSIS AND/ OR RESAMPLING			



	PREPARE RESULTS OF LABORATORY ANALYSIS		2 WORKING DAYS	EMB RO LABORATORY STAFF, SECTION AND DIVISION CHIEF AND REGIONAL DIRECTOR
CLAIM RESULTS OF LABORATORY ANALYSIS	RELEASE RESULTS OF LABORATORY ANALYSIS		1 Day	EMB RO LABORATORY STAFF
TOTAL:		BASED ON DAO 2016-28	Approximately 30 Working Days <i>(*may vary depending on the requested sample and data)</i>	

19-011: Notice to Proceed for Dismantling of Asbestos

DAO 2000-02 (Chemical Control Order for Asbestos) requires that the EMB must be notified prior to the dismantling of asbestos containing materials (ACMs). The Notice to Proceed is issued by the EMB Regional Office as a response.

Office or Division:	EMB Regional Office - Clearance and Permitting Division			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who May Avail:	Hazardous Waste Generators, Transporters and TSD Facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Letter of Intention (Notice to Dismantle Asbestos) containing the following information:</p> <ol style="list-style-type: none"> Name, address, and telephone number of: <ul style="list-style-type: none"> -Premises owner; -Premises operator; -Renovation, removal or demolition contractor; and -Location of the premises to be demolished or renovated. The transporter and the disposal facility to be used for the removed, renovated or demolished material. Estimated quantity of asbestos-containing materials Schedule of start and completion date for the removal, demolition, or renovation activity. Description of the planned work to be performed and methods to be employed, including any controls and measures to be used to comply with this Order. 		To be prepared by applicant		
Photographs of the Asbestos-Containing Materials				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit complete requirements to EMB Regional Office screening officer.	1. Screening officer to check if application is complete. If incomplete, inform the applicant of the deficiency.		1 Day	Screening Officer
2. Submit application to Records Section.	2. Accepts application.			Records
	2.1. Routing to CHWMS.			Records
	2.2. Evaluates the application and prepares Notice to Proceed.		5 Days	CHWMS
	2.3. Review and sign NTP.		3 days	CPD
	2.4. Approves the application by signing the NTP.		5 days	Regional Director
	2.5. Forward NTP to Records section for releasing.			
4. Pick up Notice to Proceed at Records Section and review the permit including all conditions.	4. Issue Notice to Proceed to applicant.		1 Day	Records
TOTAL:			15 working days	

19-012: Permit to Operate Air Pollution Sources and Corresponding Air Pollution Control Facilities (New)

Pursuant to DENR Administrative Order No. 2000-81, otherwise known as the Implementing Rules and Regulations of the Philippine Clean Air Act of 1999, all sources of air pollution subject to the guidelines shall have a Permit to Operate issued by the Director. The permits shall cover emission limitations for the regulated air pollutants to help attain and maintain the ambient air quality standards.

Office or Division:	Clearance and Permitting Division	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government, G2B - Government to Business, and/or G2C - Government to Citizen	
Who May Avail:	Business Operators that which Operates Air Pollution Source Equipment/Air Pollution Control Facility	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Application Letter	EMB Regional Office	
Application Form duly accomplished/Notarized	EMB Regional Office	
Engineer's Report duly signed by a registered Engineer covering the ff: <ul style="list-style-type: none"> 1. Process of the plant covering its operations and descriptions 2. Process Flow of APSE/APCF 3. List of APSE & corresponding APCF [including its capacity and usage 4. Specific Fuel Consumption (L/kw-hr) for generator set and boilers; Raw Material Capacity (ricemills, etc) 5. Plant Machinery Layout/Manual of Equipment/Technical Drawing 6. Pictures of APSE/APCF(Colored) Environmental Management Plan (Air Pollution Management) 	To be prepared by applicant	
Vicinity Map/Sketch Map	To be prepared by applicant	
Accredited Pollution Control Officer	EMB Regional Office	
Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC)	EMB Regional Office	
Certificate of Zoning Clearance/Location Clearance	To be secured by applicant at Local Government Unit	
DTI or SEC or Cooperative Registration Certificate	To be secured by applicant at DTI/SEC	
Mayor's Business Permit/Brgy. Business Permit	To be secured by applicant at Local Government Unit	



PAB Clearance, if applicable.		Secured from Pollution Adjudication Board																												
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE																										
Inquire for the POA or Permit to Operate Application (New/Renewal)	Provide the application form and checklist of requirements	<p>Filing Fee - 600.00 Documentary Stamp Tax – 30.00 Permit Fee – (DAO 2016-28 : Providing for New Fees and Charges for Various Services of the Environmental Management Bureau)</p> <p>PERMIT FEE</p> <p>VII. STEAM BOILERS AND OIL HEATERS</p> <table border="1"> <thead> <tr> <th>Rated Horsepower</th> <th>Permit Fee</th> </tr> </thead> <tbody> <tr> <td>Up to 100</td> <td>280.00</td> </tr> <tr> <td>200</td> <td>380.00</td> </tr> <tr> <td>300</td> <td>560.00</td> </tr> <tr> <td>400</td> <td>750.00</td> </tr> <tr> <td>500</td> <td>940.00</td> </tr> <tr> <td>Over 500</td> <td>1,130.00</td> </tr> </tbody> </table> <p>VIII. OTHER FUEL BURNING INSTALLATION</p> <table border="1"> <thead> <tr> <th>Rated Surface Area, Sq. M.</th> <th>Permit Fee</th> </tr> </thead> <tbody> <tr> <td>Up to 0.9</td> <td>280.00</td> </tr> <tr> <td>1.8</td> <td>380.00</td> </tr> <tr> <td>2.7</td> <td>560.00</td> </tr> <tr> <td>3.5</td> <td>750.00</td> </tr> <tr> <td>4.6</td> <td>940.00</td> </tr> </tbody> </table>	Rated Horsepower	Permit Fee	Up to 100	280.00	200	380.00	300	560.00	400	750.00	500	940.00	Over 500	1,130.00	Rated Surface Area, Sq. M.	Permit Fee	Up to 0.9	280.00	1.8	380.00	2.7	560.00	3.5	750.00	4.6	940.00	1 Day	CPD Staff
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		<p>XI. AIR POLLUTION CONTROL INSTALLATION</p> <table border="1"> <thead> <tr> <th>Capacity, cu./min.</th> <th>Permit Fee</th> </tr> </thead> <tbody> <tr> <td>Up to 100</td> <td>280.00</td> </tr> <tr> <td>101-500</td> <td>380.00</td> </tr> <tr> <td>501-1000</td> <td>560.00</td> </tr> <tr> <td>1001-3000</td> <td>750.00</td> </tr> <tr> <td>3001-4500</td> <td>940.00</td> </tr> <tr> <td>Over 4500</td> <td>1,130.00</td> </tr> </tbody> </table>	Capacity, cu./min.	Permit Fee	Up to 100	280.00	101-500	380.00	501-1000	560.00	1001-3000	750.00	3001-4500	940.00	Over 4500	1,130.00		
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		<p>8.PROCESS EQUIPMENT For other materials:</p> <table border="1"> <thead> <tr> <th>Rated Capacity, MT/hr/equipment</th> <th>Permit Fee</th> </tr> </thead> <tbody> <tr> <td>Up to 1</td> <td>380.00</td> </tr> </tbody> </table>	Rated Capacity, MT/hr/equipment	Permit Fee	Up to 1	380.00												
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Submission of Permit to Operate – Air and supporting documents	<p>Check for the completeness of the requirements</p> <ul style="list-style-type: none"> - <i>If incomplete, return the application to the client.</i> - <i>If complete, prepare the payment of permit fee/ Revenue Monitoring Form (DPPOS), Order of Payment (Accounting Section) and let the client pay the corresponding fee (Cashier).</i> 		1 Day	CPD Staff																
Pay for the appropriate amount to the cashier.	Copy the OR # to the attached		1 Day	CPD Staff																



	<p>checklist of requirements.</p> <p>Let the client forward the application to the Records Section)</p>			
<p>The client will submit the application and required documents to the Records Section.</p>	<p>Receive and forward the application and supporting documents to the Office of the Chief, CPD</p>		<p>1 Day</p>	<p>Records Officer</p>
	<p>CPD Clerk records and forwards the application for Permit to Operate to the Chief, DPPOS</p>		<p>1 Day</p>	<p>CPD Clerk</p>
	<p>Chief, DPPOS forwards to CPD Clerk and case handler for data-basing/ recording and processing of documents.</p>			<p>C, DPPOS</p>
	<p>Receive, record and evaluate the POA application.</p> <p>Check the submitted/ attached SMR's (Renewal Applications); and</p> <p>Conduct facility inspection and validation of APSE/APCF if necessary and prepares the report.</p> <p>- If found with derogatory findings, the case handler prepares a Letter Directive</p>		<p>3 Days</p>	<p>CPD Staff</p>



	<i>If in accordance with the submitted documents, the case handler prepares the Permit to Operate)</i>			
The client receives and comply the requirements stipulated in the issued Letter Directive.	The case handler verifies the correctness/ completeness of the compliance and prepares Permit to Operate and forward to the Chief, DPPOS		1 Day	CPD Staff
	CPD Clerk records and forwards to the Chief, DPPOS for review and evaluation.		1 Day	Clerk
	Conducts substantive review/evaluation of the documents and affix initials to the Permit to Operate – Air (POA).		3 Days	Chief, DPPOS
	CPD Clerk records and forwards the POA to the Chief, Clearance and Permitting Division for signature and recommends approval.		1 Day	Clerk
	Signs and Recommends approval of the Permit to Operate – Air (POA).			Chief, CPD



	CPD Clerk records and forwards the Permit to Operate to the Office of the Regional Director for approval.		5 Days	Clerk
	Approves the Permit to Operate and forward to CPD staff for release.			OIC, RD
	ORD staff records and forward the approved WDP to CPD Clerk.		1 Day	ORD Staff
	CPD Clerk forwards to the case handler for recording/ data base.			CPD Staff
	Records and releases through mail the approved permit to the client.			Records Officer
Receives the approved Permit to Operate.				
TOTAL:		Filing Fee - 600.00 Documentary Stamp Tax – 30.00 Permit Fee – (DAO 2016-28 : Providing for New Fees and Charges for Various Services of the Environmental Management Bureau)	20 Working Days	

19-013: Permit to Operate Air Pollution Sources and Corresponding Air Pollution Control Facilities (Renewal)

Pursuant to DENR Administrative Order No. 2000-81, otherwise known as the Implementing Rules and Regulations of the Philippine Clean Air Act of 1999, all sources of air pollution subject to the guidelines shall have a Permit to Operate issued by the Director. The permits shall cover emission limitations for the regulated air pollutants to help attain and maintain the ambient air quality standards.

Office or Division:	Clearance and Permitting Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
Who May Avail:	Business Operators that which Operates Air Pollution Source Equipment/Air Pollution Control Facility			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter		EMB Regional Office		
Application Form duly accomplished/ notarized		EMB Regional Office		
Photocopy of ECC / CNC		To be attached by applicant		
Self-Monitoring Report		To be attached by applicant		
Photocopy of Latest Permit to Operate (POA)		To be attached by applicant		
Emission Test Result –rated capacities 300 KW and above; 50 HP and above; & 10 tonnes and above per year emission of an air pollutant regulated under CAA		To be attached by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire for the POA or Permit to Operate Application (New/Renewal)	Provide the application form and checklist of requirements	Filing Fee - 600.00 Documentary Stamp Tax – 30.00 Permit Fee – (DAO 2016-28 : Providing for New Fees and Charges for Various Services of the Environmental	1 Day	CPD Staff



		<p>Management Bureau)</p> <p>PERMIT FEE</p> <p>XV. STEAM BOILERS AND OIL HEATERS</p> <table border="1"> <thead> <tr> <th>Rated Horsepower</th> <th>Permit Fee</th> </tr> </thead> <tbody> <tr> <td>Up to 100</td> <td>280.00</td> </tr> <tr> <td>200</td> <td>380.00</td> </tr> <tr> <td>300</td> <td>560.00</td> </tr> <tr> <td>400</td> <td>750.00</td> </tr> <tr> <td>500</td> <td>940.00</td> </tr> <tr> <td>Over 500</td> <td>1,130.00</td> </tr> </tbody> </table> <p>XVI. OTHER FUEL BURNING INSTALLATION</p> <table border="1"> <thead> <tr> <th>Rated Surface Area, Sq. M.</th> <th>Permit Fee</th> </tr> </thead> <tbody> <tr> <td>Up to 0.9</td> <td>280.00</td> </tr> <tr> <td>1.8</td> <td>380.00</td> </tr> <tr> <td>2.7</td> <td>560.00</td> </tr> <tr> <td>3.5</td> <td>750.00</td> </tr> <tr> <td>4.6</td> <td>940.00</td> </tr> <tr> <td>Over 4.6</td> <td>1,130.00</td> </tr> </tbody> </table> <p>XVII. ELECTRIC FURNACES AND OVENS</p> <table border="1"> <thead> <tr> <th>Per Kilowatt</th> <th>Permit Fee</th> </tr> </thead> <tbody> <tr> <td>Up to 75</td> <td>280.00</td> </tr> <tr> <td>125</td> <td>380.00</td> </tr> <tr> <td>175</td> <td>560.00</td> </tr> <tr> <td>225</td> <td>750.00</td> </tr> <tr> <td>325</td> <td>940.00</td> </tr> <tr> <td>Over 325</td> <td>1,130.00</td> </tr> </tbody> </table>	Rated Horsepower	Permit Fee	Up to 100	280.00	200	380.00	300	560.00	400	750.00	500	940.00	Over 500	1,130.00	Rated Surface Area, Sq. M.	Permit Fee	Up to 0.9	280.00	1.8	380.00	2.7	560.00	3.5	750.00	4.6	940.00	Over 4.6	1,130.00	Per Kilowatt	Permit Fee	Up to 75	280.00	125	380.00	175	560.00	225	750.00	325	940.00	Over 325	1,130.00		
Rated Horsepower	Permit Fee																																													
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XVIII. WASTE
DESTRUCTION
FACILITIES

Grate Surface Area, Sq. M.	Per mit Fee
Up to 75	280. 00
125	380. 00
175	560. 00
225	750. 00
325	940. 00
Over 325	1,13 0.00

XIX. AIR
POLLUTION
CONTROL
INSTALLATION

Capacity, cu./min.	Per mit Fee
Up to 100	280. 00
101-500	380. 00
501-1000	560. 00
1001- 3000	750. 00
3001- 4500	940. 00
Over 4500	1,13 0.00

XX. PROCESS
EQUIPMENT

For other
materials
:

Rated Capacity, MT/hr/equi pment	Per mit Fee
Up to 1	380. 00
5	560. 00
10	750. 00
Over 10	1,13 0.00



		<p>XXI. FOR ODOROUS RAW MATERIALS</p> <table border="1"> <thead> <tr> <th>Rated Capacity, kg/hr</th> <th>Per mit Fee</th> </tr> </thead> <tbody> <tr> <td>Up to 100</td> <td>400.00</td> </tr> <tr> <td>500</td> <td>600.00</td> </tr> <tr> <td>1000</td> <td>750.00</td> </tr> <tr> <td>Over 1000</td> <td>1,200.00</td> </tr> </tbody> </table> <p>XXII. OTHER SOURCES OF AIR POLLUTION WHICH DO NOT FALL UNDER ANY OF THE ABOVE SCHEDULE</p> <p style="text-align: center;">Permit Fee = 500.00</p> <p>XXIII. Rental for other sampling/testing equipment For Ambient (per sampling) = 10,000.00 For Stack (per sampling) = 10,000.00</p>	Rated Capacity, kg/hr	Per mit Fee	Up to 100	400.00	500	600.00	1000	750.00	Over 1000	1,200.00		
Rated Capacity, kg/hr	Per mit Fee													
Up to 100	400.00													
500	600.00													
1000	750.00													
Over 1000	1,200.00													
Submission of Permit to Operate – Air and supporting documents	<p>Check for the completeness of the requirements</p> <ul style="list-style-type: none"> - <i>If incomplete, return the application to the client .</i> - <i>If complete, prepare the payment of permit fee/ Revenue Monitoring Form (DPPOS), Order of Payment (Accounting Section) and let the client pay the corresponding fee (Cashier).</i> 		1 Day	CPD Staff										
Pay for the appropriate amount to the cashier.	<p>Copy the OR # to the attached checklist of requirements.</p> <p>Let the client forward the application to the Records Section)</p>		1 Day	CPD Staff SEMS										
The client will submit	<p>Receive and forward the application and supporting documents to the Office of the</p>		1 Day	Records Officer										



the application and required documents to the Records Section.	Chief, Clearance and Permitting Division (CPD)			
	CPD Clerk records and forwards the application for Permit to Operate to the Chief, Discharge Permit and Permit to Operate Section (DPPOS).			Clerk
	Chief, DPPOS forwards to CPD Clerk and case handler for data-basing/ recording and processing of documents.			C, DPPOS
	<p>Receive, record and evaluate the POA application.</p> <p>Check the submitted/ attached SMR's (Renewal Applications); and</p> <p>Conduct facility inspection and validation of APSE/APCF if necessary and prepares the report.</p> <p>- <i>If found with derogatory findings, the case handler prepares a Letter Directive</i></p> <p><i>If in accordance with the submitted documents, the case handler prepares the Permit to Operate)</i></p>		3 Days	CPD Staff
The client receives and comply the requirements	The case handler verifies the correctness/ completeness of the		1 hour	CPD Staff



stipulated in the issued Letter Directive.	compliance and prepares Permit to Operate and forward to the Chief, Discharge Permit and Permit to Operate Section (DPPOS).			
	CPD Clerk records and forwards to the Chief, DPPOS for review and evaluation.		1 Day	Clerk
	Conducts substantive review/evaluation of the documents and affix initials to the Permit Permit – Air (POA).		3 Days	C, DPPOS
	CPD Clerk records and forwards the POA to the Chief, Clearance and Permitting Division for signature and recommends approval.		1 Day	Clerk
	Signs and Recommends approval of the Permit to Operate – Air (POA).			C, CPD
	CPD Clerk records and forwards the Permit to Operate to the Office of the Regional Director for approval.		5 Days	Clerk
	Review and forward to the Regional Director for approval/ denial/ revision.			ORD HEA
	Approves the Permit to Operate and forward to CPD staff for release.			OIC, RD



	ORD staff records and forward the approved WDP to CPD Clerk.		1 Day	ORD Staff
	CPD Clerk forwards to the case handler for recording/ data base.			CPD Staff
	Records and releases through mail the approved permit to the client.			Records Officer
Receives the approved Permit to Operate.			1 Day	
TOTAL:		Filing Fee - 600.00 Documentary Stamp Tax – 30.00 Permit Fee – (DAO 2016-28 : Providing for New Fees and Charges for Various Services of the Environmental Management Bureau)	20 Working Days	

19-014: Permit to Transport

This permit is required prior to any transport of hazardous wastes. It contains the HW Generator, HW Transporter(s), TSD Facility, Type and Quantity of Wastes, validity period and other conditions.

Office or Division:	EMB Regional Office - Clearance and Permitting Division			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who May Avail:	Hazardous Waste Generators, Transporters and TSD Facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cover Letter		To be prepared by applicant		
2. Application Form		EMB website? or EMB Regional Office		
3. HW Generator's Registration Certificate		From HW Generator		
4. Transporter Registration Certificate		From HW Transporter		
5. TSD Registration Certificate		From TSD Facility		
6. Memorandum of Agreement or Joint Undertaking between Generator, Transporter and TSD Facility		To be prepared by applicant		
7. Transport Management Plan including Route and Contingency Plan		To be prepared by applicant		
8. PAB Clearance, if applicable.		Secured from the Pollution Adjudication Board		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to EMB Regional Office screening officer. **Make sure to secure the Order of Payment that will be issued	1. Screening officer to check if application is complete. If complete, issue an Order of Payment to the applicant. If incomplete, inform the applicant of the deficiency.		1 Day	Screening Officer
2. Submit application and present proof of payment to Records Section.	2. Accepts application.		1 Day	Records



	2.1. Routing to CHWMS.			Records
	2.2. Evaluates the application and prepares Permit to Transport.		8 days	CHWMS
	2.3. Recommends approval.		3 days	CPD
	2.4. Approves the application by signing the Permit to Transport.		5 days	Regional Director
	2.5. Forward PTT to Records section for releasing.		1 Day	
3. Payment of Fees at Cashier window.	3. Issuance of Official Receipt indicating the Tracking Number of the application.	PhP 1,000.00	1 Day	Cashier
4. Pick up Permit to Transport at Records Section and review the permit including all conditions.	4. Issue Permit to Transport to applicant.			Records
TOTAL:		PhP 1,000.00	20 working days	

20. Document Authentication

Office or Division:	FINANCE AND ADMINISTRATIVE DIVISION			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
Who May Avail:	External Customers (Government and Private) Internal Customers (DENR Employees and Contractual Personnel)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished FOI request form		EMB MIMAROPA Website(Downloadable)		
2. Letter request indicating purpose of authentication		to be prepared by Requesting Party		
3. Government issued ID		to be prepared by Requesting Party		
4. SPA for representative (Private)		to be prepared by Requesting Party		
5. Official Receipt		EMB – MIMAROPA Cashier’s Unit (Regional or Field Office)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the prescribed form after showing any government issued ID and satisfying specific requirements	1.1 Receives and checks the completeness of submitted requirements. Verify all requirements and indicate amount to be paid in the Request Form or indicate if request pertains to restricted documents		30 minutes	Records
	1.2 Approves and signs Request Form for General Circulation documents and prepares Order of Payment for approval		1 day	Records Head



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>Forwards request to the Decision Maker for approval if request pertains to documents for Limited Circulation or Restricted Documents.</i></p> <p><i>Forwards request to the DENR Secretary through the Regional Director for approval of Confidential and Top Secret Documents.</i></p>			
2. Client proceeds to the Cashiering Unit for the payment of applicable fees	Accept payments and issue Official Receipt	PhP 25.00 per document	10 minutes	Cashier
3. Client proceeds to the Records Management Unit	3.1 Checks the Official Receipt and prepares the requested Authentication		5 minutes	Records
	3.2 Reproduces and stamps certified copy on requested documents		a. 1 – 20 pages: 30 minutes b. 21 – 50 pages: 1 hour c. 51 – 100 pages: 2 hours	Records
	3.3 Determines accuracy of Authentication approves document for release		1 hour	Records Head



EMB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.4 Releases the approved Authentication to the customer and forwards the received Customer Request Form to Action Officer		30 minutes	Records
4. Client receives the authenticated document.	Files the Customer Request Form		15 minutes	Records
TOTAL		PhP 25.00/doc	2 days	

19-015: Pollution Control Officer (PCO) Accreditation (New)

Office or Division:	Clearance and Permitting Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government, G2B - Government to Business, and/or G2C - Government to Citizen			
Who May Avail:	Business Operators which Operates Wastewater Treatment Facility and Discharges Generated Wastewater			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Application		CPD-DPPOS Pro Forma		
Appointment/Designation as PCO		CPD-DPPOS Pro Forma		
Curriculum Vitae with ID Picture		CPD-DPPOS Pro Forma		
Notarized Affidavit of Joint undertaking of the PCO and the Managing Head		CPD-DPPOS Pro Forma		
Proof of Qualification (If applicable) ❖ Diploma ❖ PRC License ❖ Transcript of Records		To be attached/ provided by the Applicant.		
Proof of Trainings attended ❖ 40 Hours Basic Training ❖ 8 Hours Managing Head Training		To be attached/ provided by the Applicant.		
Application Form for PCO Accreditation		CPD-DPPOS Pro Forma		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant Inquires for PCO Accreditation	DPPOS Technical Staff shall Discuss how to apply and provide the checklist of requirements	Fee – 500.00 DST – 30.00	1 Day	CPD Staff
The client shall ask for the Order of Payment to Accounting Unit	Accounting Clerk receives and controls billing statement, prepares and signs Order of Payment		1 Day	Accounting Clerk
The proponent pays the appropriate amount to the Cashier.				Accountant III



	Cashier receives payment and issue Official Receipt			Cashier
The proponent submits the requirements				Applicant
	<p>Documents submitted will then be reviewed by case handler of EMB Regional Office</p> <p><i>(If incomplete, return online the application to the client for additional information)</i> <i>(If complete, evaluation report will be accomplished by the Applicant)</i></p> <p>DPPOS Staff shall have a substantive review of application and the preparation of evaluation report</p>		5 Days	CPD Staff
	Chief, DPPOS shall have a substantive review of the PCO Accreditation		1 Day	C, DPPOS
	Chief, CPD recommends approval or denial of the PCO Accreditation		1 Day	C, CPD
	<p>Regional Director approves/denies the PCO Accreditation</p> <p><i>(If approved, the client can now claim the approved PCO)</i></p>		5 Days	Regional Director
The client will receive the approved denial letter. <i>(If denied, send denial letter to the client)</i>			1 Day	Applicant
	TOTAL:	Filing Fee (Php 530.00)	15 Working Days, as per DAO 2014-02	

19-016 Pollution Control Officer (PCO) Accreditation (Renewal)

Office or Division:	Clearance and Permitting Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government, G2B - Government to Business, and/or G2C - Government to Citizen			
Who May Avail:	Business Operators which Operates Wastewater Treatment Facility and Discharges Generated Wastewater			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Application		CPD-DPPOS Pro Forma		
Appointment/Designation as PCO		CPD-DPPOS Pro Forma		
Curriculum Vitae with ID Picture		CPD-DPPOS Pro Forma		
Notarized Affidavit of Joint undertaking of the PCO and the Managing Head		CPD-DPPOS Pro Forma		
Proof of Qualification (If applicable) ❖ Diploma ❖ PRC License ❖ Transcript of Records		To be attached/ provided by the Applicant.		
Proof of Trainings attended ❖ 40 Hours Advanced Training ❖ 8 Hours Managing Head Training		To be attached/ provided by the Applicant.		
Application Form for PCO Accreditation		CPD-DPPOS Pro Forma		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant Inquires for PCO Accreditation	DPPOS Technical Staff shall Discuss how to apply and provide the checklist of requirements	Fee – 500.00 DST – 30.00	1 Day	CPD Staff/DPPOS
The client shall ask for the Order of Payment to Accounting Unit	Accounting Clerk receives and controls billing statement, prepares and signs Order of Payment		1 Day	Accounting Clerk Accountant III
The proponent pays the appropriate amount to the Cashier.	Cashier receives payment and issue Official Receipt			Cashier

The proponent submits the requirements				Applicant
	<p>Documents submitted will then be reviewed by case handler of EMB Regional Office</p> <p><i>(If incomplete, return online the application to the client for additional information)</i> <i>(If complete, evaluation report will be accomplished by the Applicant)</i></p> <p>DPPOS Staff shall have a substantive review of application and the preparation of evaluation report</p>		5 Day	CPD Staff/DPPOS
	Chief, DPPOS shall have a substantive review of the PCO Accreditation		1 Day	C, DPPOS
	Chief, CPD recommends approval or denial of the PCO Accreditation		1 Day	C, CPD
	<p>Regional Director approves/denies the PCO Accreditation</p> <p><i>(If approved, the client can now claim the approved PCO)</i></p>		5 Days	Regional Director
The client will receive the approved denial letter. <i>(If denied, send denial letter to the client)</i>			1 Day	Applicant
	TOTAL:	Filing Fee (PhP 530.00)	15 Working Days	

19-018: Request for Information, Official Record/Documents

Office or Division:	Finance and Administrative Division (Records Unit)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government, G2B - Government to Business, and/or G2C - Government to Citizen			
Who May Avail:	LGUs, Students, Other Government Agencies, NGOs, Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Freedom of Information (FOI) Request Form		EMB Regional Office		
Special Power of Attorney (for representative)		To be attached by applicant		
Photocopy of ID		To be attached by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
Request official records/ documents	Provide Freedom of Information (FOI) request form and provide assistance to accomplish same. Receive and record in the logbook, provide requesting party copy of the receipt FOI form. Forward to ORD		1 Day	Records Officer
	Assess request and indorse to Chief, FAD/EMED/CPD		5 Days	OIC, Regional Director



	<p>If granted: Inform the requesting party that the information is available for release and prepare the requested documents and Revenue Monitoring Form indicating the amount of fees to be paid.</p> <p>If denied: Prepare communication to the requesting party that their request is denied.</p>	<p>PhP 240.00 Authentication of Official Record</p> <p>PhP 25.00 Certification of any documents or information based on records</p> <p>PhP 5.00 Copy fee for every page/sheet of official records or documents</p>	1 Day	<p>OIC, Chief FAD</p> <p>Chief, CPD</p> <p>Chief, EMED</p> <p>Records Officer</p> <p>CPD Staff</p> <p>EMED Staff</p>
	Prepare and approve Order of Payment and issue Official Receipt upon payment of fees.		1 Day	<p>Bookkeeper Accountant</p> <p>Special Collecting Officer</p>
	Approves reply		5 Days	OIC, Regional Director
	Forward reply to Records for release		1 Day	ORD Staff
	Release reply/documents to the clients/requesting party		1 Day	Records Officer
Received letter reply together with the requested documents				
TOTAL:		<p>PhP 240.00 Authentication of Official Record</p> <p>PhP 25.00 Certification of any documents or</p>	15 Working Days	



EMB

	information based on records		
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PhP 5.00

Copy fee for every page/sheet of official records or documents

19-019: Small Quantity Importation Clearance (SQI)

Issuance of Small Quantity Importation clearance to entities that imports pure chemical substance of less than 1,000 kg/yr which is not listed in the Philippine Inventory of Chemicals and Chemical Substances (PICCS)

Office or Division:	Clearance and Permitting Division – Hazardous Wastes and Chemicals Permitting Section
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government, G2B – Government to Business
Who May Avail:	Importers of pure chemical substance of less than 1,000 kg/yr which is not listed in the Philippine Inventory of Chemicals and Chemical Substances (PICCS)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official letter request	To be prepared by the applicant
2. Notarized Registration Form	To be prepared by the applicant
3. Concentration of the applied chemical in product or mixture	To be prepared by the applicant
4. Material Safety Data Sheet (GHS Format)	Supplier of the applied chemical/s
5. Summary of Importation/Distribution Data, <i>if applicable</i>	To be prepared by the applicant
6. Bill of Lading of all shipment per year (for importers)	BOC or Shipping Line

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register online and Submit required documents at opms.emb.gov.ph	1. HWCPS Staff to check if application is complete. If complete, instruct to print the order of payment. If incomplete, inform the applicant of the deficiency.		3 Days	HWCPS Staff
2. Pay the required fee to the Cashier of EMB RO or EMB CO	2. Accept payment	Registration Fee: 600.00/Chemical Legal Research Fee: 10.00 Doc. Stamp Tax: 30.00	1 Day	Cashier



EMB

3. Log-in at opms.emb.gov.ph and upload scanned copy of official receipt	3.1 Evaluate submitted documents and forward to Chief, HWCPS for review		5 days	HWCPS Staff
	3.2 Review evaluation and forward to Chief, CPD for endorsement to RD		3 days	C, HWCPS
	3.3 Review and endorse to RD		3 days	C, CPD
	3.4 Review and approve		5 days	Regional Director
4. Print CCO Registration Certificate				
TOTAL		Registration Fee: PhP 600.00/Chemical Legal Research Fee: 10.00 Doc. Stamp Tax: 30.00	20 Working Days	

19-020: Submission of Self-Monitoring Reports and Compliance Monitoring Reports

DAO 2003-27 (Self-Monitoring Report System) requires all firms satisfying the criteria as enunciated in Annex A (Industry Classification Requiring the Services of Accredited Pollution Control Officers) and Annex B (Firms that should have full-time Pollution Control Officers) of DAO 1992-26 are required to submit regular Self-Monitoring Report.

Office or Division:	EMB Regional Office	
Classification:	Complex	
Type of Transaction:	G2B - Government to Business; G2G – Government to Government	
Who May Avail:	All firms requiring the services of Accredited Pollution Control Officers	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	A. SMR	
	1. Module 0. General Information Sheet	To be prepared by PCO
	2. Module 1. General Information	To be prepared by PCO
	3. Module 2. RA 6969	To be prepared by PCO
	4. Module 3. RA 9275	To be prepared by PCO
	5. Module 4. RA 8749	To be prepared by PCO
	6. Module 5. PD 1586	To be prepared by PCO
	7. Module 6. Others	To be prepared by PCO
	B. CMR	
	1. Basic Project Information and Updates	To be prepared by PCO
	2. Executive Summary	To be prepared by PCO
	3. Results and Discussions	To be prepared by PCO
	4. Conclusions and Recommendations	To be prepared by PCO



5. Attachments		To be prepared by PCO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and notarized SMR and CMR to EMB Regional Office-EMED staff.	EMED staff to check if submission is complete. If complete, note completeness for acceptance by Records Section. If incomplete, return to client to rectify incomplete/erroneous SMR/CMR.		30 minutes	EMED staff
2. Submit SMR and CMR to Records Section.	Accepts SMR/CMR and routes to EMED-WAMSMS/ HWCMS.		5 minutes	Records Section
	Review the SMR/CMR and update database.		40 minutes	EMED-WAMSMS and HWCMS staff
	Conduct substantive review and prepares Evaluation Report. If found insufficient, Notice of Deficiency (NOD)/Letter Directive (LD) shall be prepared and forward to Chief, WAMSMS within 10 days upon receipt of the SMR/CMR, otherwise, evaluation report will be signed and approved by Chief, WAMSMS.		Within 10 days	EMED-WAMSMS and HWCMS staff
	Reviews and signs the Evaluation Reports and affix		1 hour	WAMSMS/ HWCMS Chief



	initial in NOD/LD if there is any.			
	Signs the Evaluation Report and affix initial in NOD/LD if any and endorse to the Office of the Regional Director for approval.		10 minutes	EMED Chief
	Review and recommends action on the evaluation report and NOD/LD.		10 minutes	HEA
	Approves/Signs the Evaluation Report and NOD/LD and forward to EMED for release.		5 minutes	Regional Director
	<p>Forwards NOD/LD to Record's Section for release/mailing and endorse the Evaluation Report to concerned sections for filing.</p> <p>Scans original copy of the Evaluation Report, SMR/CMR and NOD/LD, and files duplicate copy to WAMSMS</p> <p>Records and release original copy of the Evaluation Report, SMR/CMR and NOD/LD, for filing to Records Section</p>		20 minutes	EMED-WAMSMS and HWCMS staff
	Records and release/mail Notice of Deficiency (NOD)/Letter Directive ((LD).		15 minutes	Records Section
Maximum no. of days:			15 days	

19-021: Wastewater Discharge Permit (New)

Pursuant to Section 14, Article Two, Chapter 2 of Republic Act No. 9275, otherwise known as the Philippine Clean Water Act of 2004, all owners or operators of facilities that discharge regulated effluents shall secure a permit to discharge, which serves as the legal authorization granted by the Department to discharge wastewater, provided That the discharge permit shall specify among others, the quantity and quality of effluent that said facilities are allowed to discharge into a particular water body, compliance schedule and monitoring requirement.

Accordingly, through this permitting procedure, the Department shall encourage the adoption of waste minimization and waste treatment technologies when such technologies are deemed cost effective.

Office or Division:	Clearance and Permitting Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government, G2B - Government to Business, and/or G2C - Government to Citizen
Who May Avail:	Business Operators which Operates Wastewater Treatment Facility and Discharges Generated Wastewater

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished/ notarized application form	Computer Generated (www.emb.gov.ph)
Engineer's report, which must provide the following information: <ol style="list-style-type: none"> 1. Vicinity map identifying the street address, location or plant premise; 2. The nature of project or business; 3. Production capacity; quantity or volume and the generic name(s) of products(s); 4. The nature and character of the applicant's wastewater and its physical and chemical composition, laboratory analysis of effluent; 5. Total daily volume of discharge of raw wastewater; 6. Treatment process and estimated treatment efficiency; 7. The total daily volume of water consumption and discharge of final treated wastewater or effluent, proof attached water billing statement, NWRB, if applicable. 8. Pollution Prevention / Environmental Management System; 9. DENR ID Number as hazardous waste generator (if applicable). 	To be accomplished by the applicant.



10. Statement of the cost incurred in the installation and maintenance of wastewater treatment facility, if any. 11. Quality and quantity of abstracted water				
Copy of ECC or CNC, as applicable		EMB website (www.emb.gov.ph) or EMB Regional Office		
Plant and drainage layout indicating the sources of wastewater discharge and point of disposal		Sanitary Engineer/ Chemical Engineer (To be provided by the Applicant)		
Detailed plans, specifications, and elevations of each stages of treatment system in a standard format of 50 cm by 90 cm duly signed by sanitary or chemical engineer		Sanitary Engineer/ Chemical Engineer (To be provided by the Applicant)		
A copy of the Certificate of Accreditation of the Pollution Control Officer duly issued by the Department, or appointment/designation as such by the Managing Head		EMB Regional Office		
Payment of Fees – Computer Generated (Filing Fee and Load Based Fee)		EMB Regional Office		
PAB Clearance, if applicable.		Secured from Pollution Adjudication Board		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant Inquires for WDP Application (New)	<p>DPPOS Technical Staff shall Discuss how to apply online and provide the checklist of requirements all in pdf formats</p> <p>-Online account registration</p> <p>- The account is automatically logged in once the registration is finished. The client may download all the fillable forms and order of payment which can be paid at EMB V Office</p>	<p>PD 1856 - 10.00</p> <p>DST – 30.00</p> <p>WDF/ LBF (Computer Generated)</p>	1 Day	CPD Staff
The client shall ask for the Order of Payment to Accounting Unit	Accounting Clerk receives and controls billing			Accounting Clerk Accountant III



	statement, prepares and signs Order of Payment		1 Day	
The proponent pays the appropriate amount to the Cashier.	Cashier receives payment and issue Official Receipt			Special Collecting Officer
The proponent submits/uploads the requirements in pdf format			1 Day	Applicant
	<p>Documents submitted will then be reviewed by case handler of EMB Regional Office</p> <p><i>(If incomplete, return online the application to the client for additional information)</i> <i>(If complete, evaluation report will be generated online)</i></p> <p>DPPOS Staff shall have a substantive review of application and the preparation of evaluation report</p>		5 Days	CPD Staff
	Chief, DPPOS shall have a substantive review of the Wastewater Discharge Permit (WDP)		3 Days	C, DPPOS
	Chief, CPD recommends approval or denial of the Wastewater Discharge Permit (WDP)		3 Days	C, CPD
	Regional Director approves/denies the Wastewater Discharge Permit (WDP)		5 Days	Regional Director



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	<i>(If approved, the client can now download the approved WDP)</i>			
The client will receive online the approved denial letter/ WDP online for printing. <i>(If denied, send denial letter to the client through online)</i>			1 Day	Applicant
TOTAL:		Filing Fee (PhP 95.00) & LBF	20 Working Days	

19-022: Wastewater Discharge Permit (Renewal)

Pursuant to Section 14, Article Two, Chapter 2 of Republic Act No. 9275, otherwise known as the Philippine Clean Water Act of 2004, all owners or operators of facilities that discharge regulated effluents shall secure a permit to discharge, which serves as the legal authorization granted by the Department to discharge wastewater, provided That the discharge permit shall specify among others, the quantity and quality of effluent that said facilities are allowed to discharge into a particular water body, compliance schedule and monitoring requirement.

Accordingly, through this permitting procedure, the Department shall encourage the adoption of waste minimization and waste treatment technologies when such technologies are deemed cost effective.

Office or Division:	Clearance and Permitting Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government, G2B - Government to Business, and/or G2C - Government to Citizen			
Who May Avail:	Business Operators which Operates Wastewater Treatment Facility and Discharges Generated Wastewater			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished/ notarized application form		Computer Generated (www.emb.gov.ph)		
Copy of Valid PCO Accreditation & Letter Designation as PCO from the Managing Head		To be attached by the Applicant.		
Copy of Self-Monitoring Report		To be attached by the Applicant.		
Copy of ECC/ CNC (As Applicable)		To be attached by the Applicant.		
Copy of Results of Laboratory Analysis		To be attached by the Applicant.		
Copy of Latest Issued Wastewater Discharge Permit		To be attached by the Applicant.		
Payment of Fees – Computer Generated (Filing Fee and Load Based Fee)		EMB Regional Office		
Certificate of Desludging/Siphoning, if applicable.				
Other documents which may be required relative to land application for irrigation purposes				
PAB Clearance, if applicable.		Secured from Pollution Adjudication Board		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant Inquires for WDP Application (Renewal)	DPPOS Technical Staff shall Discuss how to apply online and provide the checklist of requirements all in pdf formats	PD 1856 - 10.00 DST – 30.00 WDF/ LBF	1 Day	CPD Staff



	<p>-Online account registration</p> <p>- The account is automatically logged in once the registration is finished. The client may download all the fillable forms and order of payment which can be paid at EMB Regional Office</p>	(Computer Generated)		
The client shall ask for the Order of Payment to Accounting Unit	Accounting Clerk receives and controls billing statement, prepares and signs Order of Payment		1 Day	Accounting Clerk Accountant III
The proponent pays the appropriate amount to the Cashier.	Cashier receives payment and issue Official Receipt	PD 1856 - 10.00 DST – 30.00 WDF/ LBF (Computer Generated)		Special Collecting Officer
The proponent submits/uploads the requirements in pdf format			1 Day	Applicant
	<p>Documents submitted will then be reviewed by case handler of EMB Regional Office</p> <p><i>(If incomplete, return online the application to the client for additional information)</i></p>		5 Days	CPD Staff/DPPOS



	<p><i>(If complete, evaluation report will be generated online)</i></p> <p>DPPOS Staff shall have a substantive review of application and the preparation of evaluation report</p>			
	<p>Chief, DPPOS shall have a substantive review of the Wastewater Discharge Permit (WDP)</p>		3 Days	C, DPPOS
	<p>Chief, CPD recommends approval or denial of the Wastewater Discharge Permit (WDP)</p>		3 Days	C, CPD
	<p>Regional Director approves/denies the Wastewater Discharge Permit (WDP)</p> <p><i>(If approved, the client can now download the approved WDP)</i></p>		5 Days	Regional Director
<p>The client will receive online the approved denial letter/ WDP online for printing.</p> <p><i>(If denied, send denial letter to the client through online)</i></p>			1 Day	Applicant
	TOTAL:	<p>Filing Fee (PhP 95.00) & LBF</p>	<p>20 Working Days</p>	



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Regional Offices
Internal Services

19-017: Procurement Process

Office or Division:	Finance and Administrative Division			
Classification:	Complex or Highly Technical			
Type of Transaction:	G2G – Government to Government, G2B and Government to Business			
Who May Avail:	Eligible prospective suppliers/bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PhilGEPS Certificate of Registration of Membership		To be submitted by the bidder/supplier		
2. Statement of all its ongoing government and private contracts, including contracts awarded but not yet started, if any		To be submitted by the bidder/supplier		
3. Statement of the Bidder's SLCC similar to the contract to be bid		To be submitted by the bidder/supplier		
4. NFCC computation		To be submitted by the bidder/supplier		
5. JVA, if applicable		To be submitted by the bidder/supplier		
6. Bid Security in the prescribed form, amount and validity period		To be submitted by the bidder/supplier		
7. Omnibus Sworn Statement		To be submitted by the bidder/supplier		
8. Bid Forms		To be submitted by the bidder/supplier		
9. Bid Prices and applicable Price Schedules		To be submitted by the bidder/supplier		
10. Additional Documents Required by EMB V – BAC		To be submitted by the bidder/supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Goods/Services	Receive approved Purchase/Job Request in accordance with the APP with Certificate of Availability of Fund		5 Minutes	Procurement Officer/Staff
	Review Documents and Preparation of BAC Resolution Resulting to Alternative Mode of Procurement and Request for Quotation (RFQ) in compliance to RA9184		30 Minutes	Procurement Officer/Staff



	Convene Bac Members, Secretariat and Procurement Unit every Monday for Review of Documents and signature of BAC Resolution by BAC Chairman and Members and Request for Quotation (RFQ)		2 Hours upon receipt	BAC
	Approved of the Head of Procuring Entity (HOPE)		15 Minutes	HOPE
	Advertisement/Posting of Invitation to Bid/Request for Expression of Interest		3 days posting	Procurement Officer
	Preparation of Canvass		1 Hour	Procurement Officer/Staff
	Review and Approval of Canvass		30 Minutes	BAC Chairman
	Distribution of Approved Canvass to Prospective Bidders/Suppliers		1 Hour	Canvassers
	Opening of Bids/Canvass Forms		1 Hour	BAC
	Preparation of Abstract of Bids, Notice of Award, Notice to Proceed, Contract		1 Hour	Procurement Officer/Staff
	Preparation of LCRB, HCRB, SCLB		1 Hour	BAC Secretariat
	Convene BAC Members for Review and Signature of Abstract of Bids and Resolution declaring LCRB, HCRB, SLCB by the Bac Chairman and Members; and Initial Notice of Award by the BAC Chairman		4 Hours	BAC
	Approval of the BAC Resolution and Notice of Award by the HOPE		15 Minutes	HOPE
	Preparation of Purchase/Letter Order		30 Minutes	Procurement Officer/Staff
TOTAL:			13 days	

19-025: ISSUANCE OF CERTIFICATE OF EMPLOYMENT

Office or Division:	Finance and Administrative Division (Human Resource Unit)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	Officials and Employees of EMB Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished request form		To be prepared by the requesting employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished request form	1.1 Receive & records request form 1.2 Verifies and prepares Certificate of Employment 1.3 Approves the Certificate of Employment 1.4 Records in the logbook, retain duplicate copy and release the original certificate to the employee		1 Day	FAD Staff FAD Staff Chief, FAD FAD Staff
	Total		1 Day	

19-026: ISSUANCE OF SERVICE RECORD

Office or Division:	Finance and Administrative Division (Human Resource Unit)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	Officials and Employees of EMB Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished request form		To be prepared by the requesting employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished request form	1.1 Receive & records request form 1.2 Verifies and prepares updated Service Record 1.3 Reviews the content of the Service Record and affix initial 1.4 Signs the Service Record 1.5 Record in the logbook, retain the duplicate copy and release the original to the employee		1 Day	FAD Staff FAD Staff Supervising Admin Officer Chief, FAD FAD Staff
	Total		1 Working Day	

19-028: LEAVE APPLICATION

Office or Division:	Finance and Administrative Division (Human Resource Unit)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	Officials and Employees of EMB 5			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Leave Application		To be prepared by the requesting employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application for leave with recommending approval by the immediate supervisor/Division Chief	1.1. Receive, verify and posting in the leave cards		5 minutes	FAD Staff
	1.2. Review and certify Leave Balances		1 minute	FAD Staff
	1.3. Record and forward to Head of Office for approval		1 minute	FAD Staff
	1.4. Signs/approve disapproves application for leave		1 minute	RD
	1.5. Furnish original copy of approved leave to the applicant		2 minutes	FAD Staff
	Total		10 minutes	

19-029: Processing and Issuance of Checks/ Preparation of: LDDAP-ADA

Office or Division:	FINANCE SECTION – CASH UNIT – FINANCE AND ADMINISTRATIVE DIVISION ENVIRONMENTAL MANAGEMENT BUREAU REGIONAL OFFICE			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
Who May Avail:	EXTERNAL CLIENTS (Contractors, Suppliers and Service Providers) INTERNAL CLIENTS (Officials and Employees of EMB V)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Disbursement Voucher and Supporting Documents		From the Accounting Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit approved DV and other supporting documents to Cashier Section	Receive and record in the Logbook approved DVs and other supporting documents from the Accounting Section		5 Minutes	Cashier Clerk
	Review completeness of DV, Check the balance of Notice of Cash Allocation (NCA) against amount of the DV, Prepare Check and Notice of Advice and Record particulars in the Report of Checks Issued and Cancelled (RCIC)		30 Minutes	Cashier II
	Accomplished and signs Box C of DV and Check Registry		15 Minutes	Cashier II



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<p>Receive Check/Copy of LDDAP received by the Bank</p>	<p>Notes: Release of check to Customer is made 24 hours after receipt of the EMB Servicing Bank of the approved Advise of Check Issued and Cancelled (ACIC) prepared by the Cashier Section and approved by the designated Officials based on Manual of Authorities Cut-off and submission of ACIC to the servicing bank 10:00 AM and 2:30 PM daily.</p>			
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**PROCESSING OF DISBURSEMENT VOUCHER (DV) AND OTHER TRANSACTION
(Claims; Goods; Services)**

Office or Division:	Finance and Admin Division	
Classification:	Simple Transaction	
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen	
Who May Avail:	EXTERNAL CLIENT (Contractors, Suppliers and Service Providers) INTERNAL CLIENT (EMB V Employees and Contractual Personnel)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Purchases of Supplies, Materials and Services <ul style="list-style-type: none"> • Purchase Request/ Job Order • Certificate of Availability of Funds (CAF) • BAC Resolutions • Request for Quotations/proposals • Abstract of Bids • Notice of Award • Purchase Order/Letter Order • ORS/BURS • Sales Invoice/ Delivery Receipt/ Charge Invoice • Inspection and Acceptance Report • Unsigned Disbursement Voucher 	To be prepared by the Supply or Property Officer	
2. Reimbursements For emergency purchases: <ul style="list-style-type: none"> • Job Order/ Purchase Request • Official Receipt • Authority to Reimburse • Certificate to qualify as emergency purchase • Inspection and acceptance Report • ORS/BURS • Unsigned Disbursement Voucher For Travel: <ul style="list-style-type: none"> • Appendix A- Itinerary of Travel • Appendix B- Certificate of Travel Completed • Travel Order • Certificate of Appearance • Letter of Invitation/ Special Order • Tickets, RER, boarding pass, etc. • ORS/BURS • Unsigned Disbursement Voucher 	To be prepared by the End User	
3. Cash Advance For travel:	To be prepared by the End User	



<ul style="list-style-type: none">• Certification from the Chief Accountant• Appendix A- Itinerary of Travel• Letter of Invitation/ Special Order• ORS/BURS• Unsigned Disbursement Voucher <p>For Special Cash Advance:</p> <ul style="list-style-type: none">• Copy of bond application• Letter of Authorization for Cash Advance• Activity Proposal/Budget Proposal• ORS/BURS• Unsigned Disbursement Voucher	
<p>4. Salary</p> <p>Regular Employees</p> <p>For First Salary:</p> <ul style="list-style-type: none">• Certified true copy of duly approved appointment by appointing authority• Certified true copy of oath of office• Daily Time Record• Statement of Assets and Liabilities• Certificate/Notice of Assumption/ Certificate of First Day• Appearance, Mission Order, Special Order if applicable• ORS/BURS• Unsigned Disbursement Voucher <p>For Subsequent Salary:</p> <ul style="list-style-type: none">• General Payroll• Daily Time Record• Appearance, Mission Order, Special Order if applicable• ORS/BURS• Unsigned Disbursement Voucher <p>Contractual/ Job Orders:</p> <p>For First Salary:</p> <ul style="list-style-type: none">• Original Copy Of Contract• Accomplishment Report• Daily Time Record• Appearance, Mission Order, Special Order if applicable• ORS/BURS• Unsigned Disbursement Voucher <p>For Subsequent Salary:</p> <ul style="list-style-type: none">• General Payroll• Accomplishment Report• Daily Time Record• Others such as Certificate of• Appearance, Mission Order, Special Order if applicable• ORS/BURS	<p>To be prepared by the Personnel Unit</p>



<ul style="list-style-type: none"> • Unsigned Disbursement Voucher 				
5. Utilities <ul style="list-style-type: none"> • Billing Statement • Certificate for official use (Telephone Bills) • ORS/BURS • Unsigned Disbursement Voucher 		To be prepared by the Supply Unit		
CLIENTTEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to Accounting unit: <ol style="list-style-type: none"> 1. Personnel Section (Salary, Object 29) 2. GSS (Mandatory Expenses, Payment for Supplies, Payment for Contracts) 3. Budget (TEV, Miscellaneous and Extraordinary Expenses) 	1. Receive and Record in Logbook, assign DV number and forwards DV and Supporting Documents to Accounting Staff		10 minutes	Accounting staff
	2. Process as to completeness of Supporting Documents, validity and correctness of claims, Compute and Deduct taxes applicable, Initials in DV		1 Hour	Accounting staff
	3. Review and signs Box A of DV based on Manual of Authorities		5 Minutes	Accounting staff
	4. Forward DV and Supporting Documents to the Regional Director for approval of DV based on the Manual of Approval		5 Minutes	Accounting staff
	5. Approval of payment and forward documents to the ORD Staff for endorsement to Finance Section		15 Minutes	Accounting staff
	6. Record and forward documents to Accounting Unit.		5 Minutes	ORD Staff



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	7. Segregates and files copy of documents and forward approved DV and supporting documents to Cashier		15 Minutes	Accounting staff
Receives duly approved disbursement vouchers and other supporting documents.			5 Minutes	Cashier



19-024: Issuance of CAF and ORS

Office or Division:	FINANCE SECTION – BUDGET UNIT
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen
Who May Avail:	OFFICIALS AND EMPLOYEES OF EMB 5

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>For issuance of CAF:</p> <ul style="list-style-type: none"> • Approved Purchase Request/Job Order <p>For issuance of ORS or BURS:</p> <ol style="list-style-type: none"> 1. Purchases of Supplies, Materials and Services <ul style="list-style-type: none"> • Approved Purchase Request/ Job Order • Certificate of Availability of Funds(CAF) • Approved BAC Resolutions • Request for Quotations/proposals • Duly signed/approved Abstract of Bids • Approved Notice of Award • Approved Purchase Order/Letter Order 2. Reimbursements <ol style="list-style-type: none"> 2.1 For emergency purchases: <ul style="list-style-type: none"> • Approved Job Order/ Purchase Request • Inspected Official Receipt • Authority to Reimburse • Certificate to qualify as emergency purchase • Inspection and acceptance Report • Unsigned Disbursement Voucher 2.2 For Travel: <ul style="list-style-type: none"> • Appendix A- Itinerary of Travel • Appendix B- Certificate of Travel Completed • Travel Order • Certificate of Appearance • Letter of Invitation/ Special Order • Tickets, RER, boarding pass, etc. • Unsigned Disbursement Voucher 3. Cash Advance <ol style="list-style-type: none"> 3.1 For travel: <ul style="list-style-type: none"> • Certification from the Chief Accountant • Appendix A- Itinerary of Travel • Letter of Invitation/ Special Order 	<p>To be prepared by End User</p>



<ul style="list-style-type: none"> • Unsigned Disb. Voucher <p>3.2 For Special Cash Advance:</p> <ul style="list-style-type: none"> • Copy of bond application • Letter of Authorization for Cash Advance • Activity Proposal/Budget Proposal • Unsigned Disbursement Voucher <p>4. Salary</p> <p>Regular Employees</p> <p>For First Salary:</p> <ul style="list-style-type: none"> • Certified true copy of duly approved appointment by appointing authority • Certified true copy of oath of office • Daily Time Record w/ attached Cert. of Appearance and Travel Order, if applicable • Statement of Assets and Liabilities • Certificate/Notice of Assumption/ Certificate of First Day • Unsigned Disbursement Voucher <p>For Subsequent Salary:</p> <ul style="list-style-type: none"> • General Payroll • Daily Time Record w/ attached Cert. of Appearance, Mission Order/Travel Order/Special Order, if applicable • Unsigned Disbursement Voucher <p>Contractual/ Job Orders:</p> <p>For First Salary:</p> <ul style="list-style-type: none"> • Original Copy Of Contract • Accomplishment Report • Daily Time Record with attached Cert. of Appearance, Mission Order/Travel Order/Special Order, if applicable • Unsigned Disbursement Voucher <p>For Subsequent Salary:</p> <ul style="list-style-type: none"> • General Payroll • Accomplishment Report • Daily Time Record with attached Certificate of Appearance, Mission Order/Special Order if applicable • Unsigned Disbursement Voucher <p>5. Utilities</p> <ul style="list-style-type: none"> • Billing Statement • Certificate for official use (Telephone Bills) • Unsigned Disbursement Voucher 	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p>4.1. Submit documents to Budget Office for Funding purposes</p>	<p>Receive and record in Logbook</p>		<p>5min</p>	<p>budget assistant</p>
	<p>a. For purchase of goods and services, pre-process documents and prepares Certificate of Availability of Funds (CAF) b. For other claims, pre-process documents and prepares ORS/ BURS</p>		<p>20min</p>	<p>budget assistant</p>
	<p>a. Review and affix initial on the Certificate of Availability of Funds (CAF) Review and affix signature in the ORS or BURS</p>		<p>10min</p>	<p>Budget officer</p>
	<p>a. Forward CAF to Accountant for Approval b. Forward ORS/BURS to division concerned for approval</p>		<p>5min</p>	<p>Budget assistant</p>
	<p>Signs and forwards the CAF to Budget Assistant for endorsement to Procurement Officer</p>		<p>5min</p>	<p>Accountant</p>
	<p>Approves ORS/ BURS and return to Budget Assistant for endorsement to Accounting Unit together with other supporting documents for processing</p>		<p>5min</p>	<p>Division Chief</p>
				<p>Budget Assistant</p>



	<p>a. Releases the CAF and supporting documents to the Procurement Officer for procurement process</p> <p>b. Released Approved ORS/ BURS with approved supporting documents to Procurement Officer.</p>			
<p>a. Receives approved CAF and attached supporting documents for procurement process</p> <p>b. Receives the ORS or BURS and other supporting documents for submission to COA</p>				Procurement
Total			50min	



19- 023: FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<ol style="list-style-type: none"> 1. Feedback/Suggestion form provided by the Office (Client Satisfaction Survey form) 2. Letter/Commendation
How feedback is processed?	<ol style="list-style-type: none"> 1. Assessment of Feedback/Suggestion 2. Resolution and/or Action to be Implemented
How to file complaints?	<p>Complaints may be filed thru:</p> <ol style="list-style-type: none"> 1. Letter Complaint 2. 8888 3. Complaint form provided by the Office 4. Phone call, SMS, Social Media, Media
How complaints are processed?	<ol style="list-style-type: none"> 1. Assessment 2. Records validation 3. Actual/site validation/investigation/ Inspection 4. Technical Conference 5. Resolution/Recommendation 6. Follow-up validation if needed



Contact Information of the Anti-Red Tape Authority (ARTA), the Presidential Complaints Center (PCC) and the Contact Center ng Bayan (CCB):	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)
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LIST OF OFFICES

Office	Address	Contact Information
EMB Central Office	DENR Compound Visayas Avenue Diliman, Quezon City	(02)9284535
EMB Regional Offices		
National Capital Region (NCR)	National Ecology Center, East Avenue Quezon City	(02) 931-1331
Cordillera Administrative Region (CAR)	Cordillera Administrative Region DENR Compound, Gibraltar Baguio City	(074) 446-64-40
Region 1	EMB Office, DENR Building, Government Center Barangay Sevilla, City of San Fernando La Union	(072) 700-24-49
Region 2	20 Pagayaya Road, Regional Government Center, Carig Sur Tuguegarao City, Cagayan	(078) 396-0724
Region 3	Turquoise Street, Ramar Village, San Augustin City of San Fernando Pampanga	(045) 455-4340
Region 4A	6th Flr. DENR by the Bay Bldg., 1515 Roxas Blvd., Ermita, Manila	(02) 536-97-84
Region 4B	6th Flr. DENR by the Bay Bldg., 1515 Roxas Blvd., Ermita, Manila	(02) 536-97-86

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Region 5	Regional Center Officer, Rawis Legazpi City	(052) 742-28-24
Region 6	DENR-FMS Compound, Parola, Iloilo City	(033) 300 1135
Region 7	Greenplains Subdivision, Banilad Mandaue City Cebu	(032) 346-1647
Region 8	DENR Compound, Jones Street Tacloban City	(053) 832-1088
Region 9	Sitio Lantawan Barangay Pasonanca Zamboanga City	(062) 985-0428 (062) 985-0429 (062) 215- 4137
Region 10	DENR 10 Compound, Macabalan Cagayan de Oro City	(088)856-93-62 856- 93-63
Region 11	3rd Avenue corner V.Guzman St., Brgy. 27-C Davao City	(082) 234-0061 234- 3989
Region 12	Regional Government Center, Brgy. Carpenter Hill	(+63) 9067360664 (Globe) (+63) 9128134749 Tel. No.
Region 13	Purok 5, Barangay Ambago Butuan City	(085) 341-3826 342- 5332 342-1877 Fax: (085) 816-08-90