



CITIZEN'S CHARTER

1. Issuance of Ecological Solid Waste Management Certificate

The ESWM Certification is a requirement for business permit applications (new and renewal). It ensures that businesses comply with the provisions of Municipal Ordinance 115-2018 on Ecological Solid Waste Management.

Office or Division:	MENRO/Solid Waste Management Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity/ies			
Who may avail:	All business owners applying for new or renewal of business permits in San Francisco, Agusan del Sur.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Duly accomplished Business Permit Application Form (1 Copy) Orientation on ESWM 		BPLO MENRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Logbook	1.1 Provide logbook to the client	None	2 minutes	<i>Document Controller/Clerk</i> Admin Division
	1.2 Interview Clients for the basic information for use to fill in certificate	None	5 minutes	<i>Document Controller/Clerk</i> Admin Division
2. Attend Orientation on Solid Waste Management Ordinances	2.1 Conduct Orientation on Solid Waste Management Ordinances	None	15 minutes	<i>SWM IEC Provider</i> SWM Division
	2.2. Encode and Print certificate	None	5 minutes	<i>Document Controller/Clerk</i> Admin Division
	5. Sign Certificate	None	1 minute	<i>OIC, MENRO</i> MENRO
	6. If approved, Release Certificate	None	1 minute	<i>Document Controller/Clerk</i> Admin Division

CITIZEN'S CHARTER



TOTAL:	None	29 minutes	
---------------	------	------------	--

2. Endorsement of new/renewal of Sand and Gravel Permit application to the ENRC

The endorsement to the Environment and Natural Resources Council (ENRC) is a prerequisite for securing the Mayor's Certification. This applies to applicants for new or renewal of Sand and Gravel (SAG)/Quarry Permits.

Office or Division:	MENRO
Classification:	Complex
Type of Transaction:	G2B - Government to Business Entity/ies
Who may avail:	Applicants for new or renewal of Sand and Gravel (SAG)/Quarry Permits within the municipality of San Francisco, Agusan del Sur.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Letter of Intent addressed to the Municipal Mayor thru MENRO (1 copy) • Certification from PTO of total volume extracted (1 copy) • Previous Sand & Gravel/Quarry Permit (1 copy) • Tree planting certification from the concerned barangay (1 copy) • Barangay Certification interposing No Objection relative to application/renewal (1 copy) • Notarized Adjacent landowner consent (1 copy) • Billboard (.5M X 1M) indicating the name of proponent, area, location, date granted, ECC # (subject for site inspection) • Inspection/Verification report by the MENRO personnel 	Client PTO Client Barangay Local Government Unit Barangay Local Government Unit Adjacent landowner Client MENRO/Forest Management and Utilization Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Logbook and submit documents required for the application	1.1 Provide logbook to the client and receive documents	None	3 minutes	<i>Document Controller/Clerk</i> Admin Division

CITIZEN'S CHARTER



	1.2 Validate submitted documents	None	5 minutes	<i>Forest Ranger</i> Forest Management and Utilization Division
	1.3 In case of incomplete requirements, provide a copy and discuss the list of requirements to the clients	None	10 minutes	<i>Forest Ranger</i> Forest Management and Utilization Division
2. If incomplete, provide lacking documents and submit to MENRO office	2.1 Validate the provided lacking documents	None	5 minutes	<i>Forest Ranger</i> Forest Management and Utilization Division
	2.2 If completed, Schedule date of area verification with the clients	None	10 minutes	<i>Forest Ranger</i>
	2.3 Conduct Area verification with clients	None	1 day	Forest Management and Utilization Division
	2.4 Encode, print & sign Area Verification report	None	10 minutes	<i>Forest Ranger</i> Forest Management and Utilization Division
	2.5 Review & Sign Area Verification Report	None	3 minutes	<i>OIC, MENRO</i> MENRO
	2.6 Encode & print Letter of endorsement addressed to ENRC Chair and attach the required documents	None	10 minutes	<i>Technical Staff</i> Forest Management and Utilization Division
	2.7 Review attached required documents	None	10 minutes	<i>OIC, MENRO</i> MENRO
	2.8 If completed, Sign Endorsement letter addressed to ENRC Chair	None	1 minute	<i>OIC, MENRO</i> MENRO
	2.9 Submit endorsement letter to ENRC Chair together with the required documents	None	10 minutes	<i>Document Controller/Clerk</i> Admin Division



CITIZEN'S CHARTER

TOTAL:	None	1 day, 1 hour and 17m	
---------------	------	-----------------------	--

3. Request for garbage collection

Facilitates the request for garbage collection services to ensure proper waste disposal in compliance with the municipality's Ecological Solid Waste Management (ESWM) program.

Office or Division:	MENRO/Solid Waste Management Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	BLGUs within San Francisco, Agusan del Sur.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter request (1 copy) 		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Logbook and submit request letter	1.1 Provide logbook to the client and receive request letter	None	3 minutes	<i>Document Controller/Clerk Admin Division</i>
	1.2 Interview Clients	None	10 minutes	<i>SWM Focal SWM Division</i>
	1.3 If approved, Conduct Inspection of waste at the site	None	1 hour	<i>SWM Focal SWM Division</i>
	1.4 If sacked and properly segregated, Schedule date of Garbage Collection with Clients	None	1 minute	<i>SWM Focal SWM Division</i>
	1.5 Collect Garbage	None	1 hour	<i>Garbage Collectors SWM Division</i>
TOTAL:		None	2 hours and 14 minutes	



CITIZEN'S CHARTER

4. Ecobrick-Rice Exchange

Through the "Gulatin Mo Sila, Basura Na, Maging Bigas Pa" program of the Municipal Mayor, individuals can exchange ecobricks for rice. An ecobrick is made by filling PET bottles with cut plastic cellophane. Specific weight standards must be met to qualify for the exchange.

Office or Division:	MENRO/Solid Waste Management Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	Residents of San Francisco, Agusan del Sur			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Ecobricks • Valid ID (1 copy) 			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Logbook	1. Provide logbook to the client	None	3 minutes	<i>Document Controller/Clerk</i> Solid Waste Management Division
2. Submit the Ecobricks	2.1 Weigh submitted Client's Ecobricks	None	10 minutes	<i>Document Controller/Clerk</i> Solid Waste Management Division
	2.2 In case the ecobrick does not meet the required weight standard, the person in charge will return it to the client and request compliance with the standard weight	None	1 minute	<i>Document Controller/Clerk</i> Solid Waste Management Division
	2.3 If passed, Record details	None	10 minutes	<i>Document Controller/Clerk</i> Solid Waste Management Division

CITIZEN'S CHARTER



	2.4 Release rice to clients	None	10 minutes	<i>Document Controller/Clerk</i> Solid Waste Management Division
TOTAL:		None	34 minutes	

5. Issuance of order of payment of planted species

The issuance of the Order of Payment for planted species is in compliance with the Provincial Ordinance, which requires a verification and inventory fee for all kinds of planted species of trees being cut, gathered, or transported for commercial purposes from privately owned lands, timber/public lands, and agro-industrial areas within the municipality. The fee is fixed at ₱50.00 per cubic meter, regardless of whether the timber is peelable or non-peelable.

Office or Division:	MENRO/ Forest Management and Utilization Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies			
Who may avail:	Individuals or entities cutting, harvesting, or transporting planted species for commercial purposes.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay Certification (1 copy) 		Barangay Local Government Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Logbook	1. Provide logbook to the client	None	2 minutes	<i>Document Controller/Clerk</i> Admin Division
2. Provide information and barangay certification	2. Interview Clients, check barangay certificate and Fill up Order of Payment (Name, Address, Location, Purpose, Type of species, Plate # and Volume)	None	10 minutes	<i>Clerk</i> Admin Division



CITIZEN'S CHARTER

3. Pay the corresponding fee at the Municipal Treasurers Office	3. Receive payment and issue OR	Php 50.00/cu.m	5 minutes	Collector MTO
4. Return to MENRO to present the OR	4.1 Record OR number and photocopy OR & OP	None	5 minutes	Clerk Admin Division
	4.2 Release Order of Payment	None	-	Clerk Admin Division
TOTAL:		Php 50.00/cu.m	22 minutes	

6. Provision of seedlings

The provision of seedlings is a service offered to groups and organizations for planting activities in support of the municipality's greening and reforestation programs.

Office or Division:	MENRO/ Forest Management and Utilization Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	Groups, organizations, schools, barangays, and other institutions within San Francisco, Agusan del Sur.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter request (1 copy) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Logbook	1.1 Provide logbook to the client	None	2 minutes	Document Controller/Clerk Admin Division

CITIZEN'S CHARTER



	1.2 Validate request and Interview Clients	None	10 minutes	<i>Forest Ranger</i> Forest Management and Utilization Division
	1.3 If approved, Release Seedlings to Clients	None	1 hour	<i>Forest Ranger</i> Forest Management and Utilization Division
TOTAL:		None	1 hour & 12 minutes	

7. Issuance of Gate Pass as entry permit to the Municipal Eco-Park

This service provides visitors with a gate pass, which serves as an official entry permit to the Municipal Eco-Park. The gate pass helps in managing visitor access, ensuring security, and monitoring the use of facilities.

Office or Division:	MENRO/Solid Waste Management Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	Individuals who need to enter for official or urgent purposes Owners of vehicles under the custody of the Philippine National Police (PNP) who need access for purposes such as retrieval, inspection, or other authorized activities related to their vehicle.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vehicle Owners under PNP Custody – PNP Certification (1 Copy Valid ID (1 copy)		PNP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Logbook	1. Provide logbook to the client	None	2 minutes	<i>Document Controller/Clerk</i> Admin Division



CITIZEN'S CHARTER

2. Provide information and submit necessary documents (certification)	2.1 Interview Clients and fill in Gate Pass Slip	None	10 minutes	<i>Document Controller/Clerk Admin Division</i>
	2.2 Review & Sign Gate Pass Slip (Approval/Disapproval)	None	3 minutes	<i>OIC, MENRO MENRO</i>
	2.3 If approved, Release Gate Pass Slip	None	---	<i>Document Controller/Clerk Admin Division</i>
TOTAL:		None	1 day, 1 hour and 17m	2 minutes

8. REQUEST FOR AREA ALLOCATION FOR TREE-GROWING ACTIVITY

This service provides assistance in identifying and allocating an appropriate area for tree-growing activities as requested by individuals, organizations, or businesses. It aims to support reforestation, urban greening, or agro-industrial tree cultivation initiatives in line with local environmental policies and sustainable land use practices.

Office or Division:	MENRO/ Forest Management and Utilization Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter request (1 copy) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Logbook and present letter request	1. Provide logbook to the client and receive documents	None	2 minutes	<i>Document Controller/Clerk Admin Division</i>
2. Provide information and submit necessary documents (certification)	2.1 Validate request and Interview Clients	None	10 minutes	<i>Forest Ranger Forest Management and Utilization Division</i>

CITIZEN'S CHARTER



	2.2 Schedule date for site inspection with clients	None	10 minutes	<i>Forest Ranger</i> Forest Management and Utilization Division
	2.3 Site inspection with client	None	1 day	<i>Forest Ranger</i> Forest Management and Utilization Division
3. Area preparation	3. Instruct client for the area preparation	None	10 minutes	<i>Forest Ranger</i> Forest Management and Utilization Division
TOTAL:		None	22 minutes	