



## CITIZENS CHARTER

OTHERWISE KNOWN AS

### " ANTI-RED TAPE ACT OF 2007 "

REPUBLIC ACT NO. 9485



AN ACT TO IMPROVE EFFICIENCY IN THE DELIVERY OF GOVERNMENT SERVICE TO THE PUBLIC REDUCING BUREAUCRATIC RED TAPE, PREVENTING GRAFT AND CORRUPTION, AND PROVIDING PENALTIES THEREFORE.

## OFFICE ON ECOSYSTEMS, ENVIRONMENT AND NATURAL RESOURCES

### FRONTLINE SERVICE : PROVISION FOR THE ISSUANCE OF WASTE SEGREGATION CLEARANCE

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Makes request for waste segregation clearance	Interviews client requesting for Waste Clearance  Reviews documents presented	a) Barangay Clearance b) Barangay Indigency c) Voter's ID d) Referral from Mayor	NONE	2 mins.	Marylanda R. Greogorio Ernan B. Dela Rosa	EENR Office 2nd Floor, Lingkod-Bayan Bldg. Rosario, Cavite
2. Receives Waste Segregation Clearance	Issues Waste Segregation Clearance					

### FRONTLINE SERVICE : PROVISION FOR ANTI-RABIES VACCINE OF PETS

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Inquires for pet vaccination	Interviews client for the necessary information	Voter's ID	NONE	3 mins.	Maria Lorben N. Convento Ernan B. Dela Rosa	EENR Office 2nd Floor, Lingkod-Bayan Bldg. Rosario, Cavite
2. Fills-up the treatment logbook	Evaluates pet's medical history & gives schedule for vaccination			3 mins.	Elmer V. Dela Cruz Luis Q. Enriquez	
3. Brings the pet for vaccination and assists the vaccination in vaccinating the pet	Vaccinates the pet and inform the client for yearly vaccination			1 min.	Elmer V. Dela Cruz Luis Q. Enriquez	

**FRONTLINE SERVICE : ISSUANCE OF MOTORIZED BANCA REGISTRATION LICENSE**

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Inquires for registration of motor banca	Provides checklist of requirements for registration and gives instruction		NONE	2 mins.	Elmer V. Dela Cruz Luis Q. Enriquez	EENR Office 2nd Floor, Lingkod-Bayan Bldg. Rosario, Cavite
2. Applies & submits documents	Evaluates and verifies documents and schedule for C.I.  Prepares motorized banca registration license	1. Barangay Clearance 2. Voter's ID of owner 3. Picture of Motorized Banca 4. One (1) 2X2 photo of owner/ operator 5. Community Tax Certificate (Cedula) 6. Boat R form for new registration/ Previous Registration for renewal 7. PNP Maritime Clearance	NONE	5 mins.  Following day after submission of complete documents	Elmer V. Dela Cruz Luis Q. Enriquez	
3. Makes payment and wait for the release of license	Computes fees and prepares Order of Payment  Endorses unsigned motor banca registration license to EENR Office	Unsigned motorized banca registration license	a. P 250.00 (New) b. P 250.00 + 25% penalty for expired Registration (Renewal)	3 mins.	Maurene B. Abutin Erman B. Dela Rosa	EENR Office 2nd Floor, Lingkod-Bayan Bldg. Rosario, Cavite
	Signs motorized banca registration license		NONE	2 mins.  2 mins.	Engr. Marconi F. Austria <i>Mun. Gov't. Dept. Head I - EENRO</i>  Ms. Joanne Michelle B. Gonzales <i>Municipal Administrator</i>	EENR Office 2nd Floor, Lingkod-Bayan Bldg. Rosario, Cavite  Office of the Mun. Administrator Rosario Town Plaza, Poblacion, Rosario, Cavite
4. Receives motorized banca registration license	Releases motorized banca registraton license	Official Receipt	NONE	1 min.	Maurene B. Abutin Erman B. Dela Rosa	EENR Office 2nd Floor, Lingkod-Bayan Bldg. Rosario, Cavite