

CITY ENVIRONMENTAL MANAGEMENT OFFICE

VISION

A city empowered to protect the finite natural resources, attuned to the pursuit of sustainable development for a clean and healthy environment that enhance the quality of life of the city's constituents in the present and future generations.

MISSION

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

FRONTLINE SERVICE	MATERIALS AND SUPPLIES DISTRIBUTION
	Provision of cleaning materials such as trash bags, broom sticks etc. to requesting barangays and schools.
STEP 1	Receive request letter from client/ requesting party.
SERVICE PROVIDER/S	RODOLFO B. SANTOS
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	-Request letter
STEP 2	Evaluate request letter for approval. Endorse approved request to the Supply Officer.
SERVICE PROVIDER/S	ZENAIDA S. BAAL
TIME FRAME	1 minute
STEP 3	Grant requested materials. Issue gate pass.
SERVICE PROVIDER/S	ARLENE P. NAZAR
TIME FRAME	5 to 10 minutes
REQUIRED FEES	None

FRONTLINE SERVICE	PAYMENT OF ANNUAL ENVIRONMENTAL INSPECTION FEE
STEP 1	Receive application document for assessment.
SERVICE PROVIDER/S	NOVA J. PEDREALBA
TIME FRAME	Less than 1 minute
REQUIRED DOCUMENT/S	Business Permit Assessment Form
STEP 2	Evaluate and assess application documents. Issue Order of Payment.
SERVICE PROVIDER/S	NOVA J. PEDREALBA
TIME FRAME	1 minute
STEP 3	Payment of CEMO Fee.
SERVICE PROVIDER/S	CASHIER - CITY TREASURER'S OFFICE (CTO)
TIME FRAME	Depending on the queuing time at the CTO
REQUIRED DOCUMENT/S	Order of Payment
REQUIRED FEES	Php500.00 – Php2,500.00 (as per Ordinance No. 0662 s. 2017)
STEP 4	Receive and verify Official Receipt.
SERVICE PROVIDER/S	NOVA J. PEDREALBA
TIME FRAME	Less than 1 minute
REQUIRED DOCUMENT/S	Official Receipt issued by CTO

FRONTLINE SERVICE	PAYMENT OF ANNUAL ENVIRONMENTAL INSPECTION FEE (cont.)
STEP 5	Issue Temporary Environmental Clearance.
SERVICE PROVIDER/S	NOVA J. PEDREALBA
TIME FRAME	1 minute
REQUIRED FEES	None

FRONTLINE SERVICE	<ul style="list-style-type: none"> - DECLOGGING OF CANALS AND SANITATION SERVICES - GRASS CUTTING ON SIDEWALKS - PAINTING OF CURBS, GUTTERS, SCHOOL/ BARANGAY PERIMETER FENCES
STEP 1	Receive request letter from client/ requesting party.
SERVICE PROVIDER/S	- ALEX M. DE GUZMAN - ESTRELLA O. PAGSINUHIN
TIME FRAME	Less than 1 minute
REQUIRED DOCUMENT/S	-Request letter
STEP 2	Refer request letter to the CEMO Head or his authorized representative for approval.
SERVICE PROVIDER/S	- ALEX M. DE GUZMAN - ESTRELLA O. PAGSINUHIN
TIME FRAME	1 minute
STEP 3	Approve/ disapprove request letter by the Office Head.
SERVICE PROVIDER/S	Engr. GILBERTO D. BERNARDO
TIME FRAME	5 minutes – 1 day depending on the request
STEP 4	Schedule and undertake requested services.
SERVICE PROVIDER/S	- JERRY M. MELANIO - SPECIAL OPERATION UNIT TEAM
TIME FRAME	Dependent on the service requested
REQUIRED FEES	None

FRONTLINE SERVICE	CONDUCT OF SOLID WASTE MANAGEMENT (SWM) AND PROPER WASTE SEGREGATION SEMINAR (Barangay/ School Officials shoulder the logistics needed for the seminar.)
STEP 1	Receive request letter from client/ requesting party.
SERVICE PROVIDER/S	MARILOU B. LAPITAN
TIME FRAME	Less than 1 minute
REQUIRED DOCUMENT/S	-Request letter
STEP 2	Refer request letter to the CEMO Head or his authorized representative for approval.
SERVICE PROVIDER/S	MARILOU B. LAPITAN
TIME FRAME	1 minute
STEP 3	Approve/ disapprove request letter by the Office Head.
SERVICE PROVIDER/S	Engr. GILBERTO D. BERNARDO
TIME FRAME	5 minutes – 1 day
STEP 4	Forward to the SWM Unit for schedule and disposition.
SERVICE PROVIDER/S	- MARILOU B. LAPITAN - SWM UNIT TEAM
TIME FRAME	5 - 10 minutes upon approval of request
REQUIRED FEES	None

FRONTLINE SERVICE	ACTIONS FOR COMPLAINTS/ REPORTS ON UNCOLLECTED GARBAGE
STEP 1	Obtain information (location) on the uncollected garbage. Record complaint in the logbook.
SERVICE PROVIDER/S	HELEN T. DE JESUS
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	Logbook of complaints
STEP 2	Forward complaint to the monitoring foreman of the area concerned.
SERVICE PROVIDER/S	HELEN T. DE JESUS
TIME FRAME	5 minutes
STEP 3	Forward complaint to the garbage contractor.
SERVICE PROVIDER/S	MONITORING FOREMAN ASSIGNED TO THE AREA OF CONCERN
TIME FRAME	5 minutes
STEP 4	Prepare report for service completion. Issue certification.
SERVICE PROVIDER/S	MONITORING FOREMAN ASSIGNED TO THE AREA OF CONCERN
TIME FRAME	Depending on the schedule
REQUIRED FEES	None

FRONTLINE SERVICE	– CANAL DE-CLOGGING – HAULING OF DEBRIS (Barangay/ School Officials shoulder the needed materials for the service.)
STEP 1	Receive request letter from client/ requesting party.
SERVICE PROVIDER/S	ALEX M. DE GUZMAN
TIME FRAME	Less than 1 minute
REQUIRED DOCUMENT/S	-Request letter
STEP 2	Refer request letter to the CEMO Head or his authorized representative for approval.
SERVICE PROVIDER/S	ALEX M. DE GUZMAN
TIME FRAME	1 minute
STEP 3	Approve/ disapprove request letter by the Office Head.
SERVICE PROVIDER/S	Engr. GILBERTO D. BERNARDO
TIME FRAME	5 minutes - 1 day
STEP 4	Forward to garbage/ service contractor for schedule of requested service.
SERVICE PROVIDER/S	MONITORING FOREMAN ASSIGNED TO THE AREA OF CONCERN
TIME FRAME	Depending on the service requested
REQUIRED FEES	None

FEEDBACK AND COMPLAINTS MECHANISM:

Accomplish the Feedback Form available in the office and drop in the designated Comment and Suggestion Box located at the Front Desk or send queries through any of the following form of correspondence:	
Email Address:	<i>caloocan.cemo@gmail.com</i>
Telephone Numbers:	(02) 310 – 6537 (02) 288 – 8811 loc. 2275