



Office of the City Environment and Natural Resources

External Service



MANDATE

As a realization of the contemporary vision to make Cotabato City an environment-friendly city, the City Environment and Natural Resources Office (CENRO) was officially established thru Ordinance no. 4417, Series of 2016. Protection and preservation of the City’s environment and natural resources are but one of the many priorities of CENRO. This includes the implementation of the provisions of Republic Act 9003, an Act providing for an Ecological Solid Waste Management Program, enforcement of local ordinances that seek to preserve and protect the city’s natural resources and environment, establishment of Septage Management Facility, and formulations of environmental plans.

VISION

A healthy environment for Cotabato City to sustain the need of the present and succeeding generations through reduction of waste generation and increase resource recovery.

MISSION

To pursue with vigor sustainable programs and projects related to the environment and natural resources.

SERVICE PLEDGE

To provide efficient, prompt, and free services tantamount to the protection, preservation, conservation and management of the City’s natural resources and environment and ensure compliance to laws, rules and regulations and high degree of professionalism in the delivery of CENRO services and processes.

SERVICES AND HOW TO AVAIL THEM

ADMINISTRATIVE DIVISION

1. Request to needed services

Office/Division	OFFICE OF THE CITY ENVIRONMENT & NATURAL RESOURCES
Classification	Simple to Complex
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group
Who may avail:	ALL



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Letter of request			✓ Concerned Individual	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client Proceed to Administrative Record/Receiving Officer and submit letter request.	Receiving Officer acknowledges receipt of request by writing/ printing clearly thereon his/her name, unit, time and date of receipt.	None	3 minutes	Client
	Review and assess client's documents to promote expeditious action on request Record to Communication's Logbook.	None	3 minutes	Administrative Personnel
Receives the duplicate copy of the letter request with receive stamped from CENRO	Provide the client received copy with CENRO stamp mark thereon and a short briefing on the service provided.	None	2 minutes	Client
	Prepare routing slip numbered with date and time received and review before submission to CENRO affixed with initials.	None	3 minutes	Administrative Personnel
	CENRO approve/disapprove letter request. Client to proceed to concern Division for the status.	None	3 minutes	City Environment & Natural Resources Officer
	For approved	None	3 minutes	Administrative



	documents, endorse to concern Division for immediate action. For disapproved documents, return endorsement to client with explanation in writing.			Officer/Division Head Concern
Client received return endorsement with explanation		None	3 minutes	Client
Client can consult with public assistance or may drop complaints/ suggestions/ comments by phone or other medium of communication available.		None	3 minutes	Client
	TOTAL	None	23 minutes	

2. Barrowing of office equipment / item

Office/Division	OFFICE OF THE CITY ENVIRONMENT & NATURAL RESOURCES			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Borrower’s Slip			✓ CENRO Admin. Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Admin-record and request permission	Receiving Officer assesses the availability of the equipment/ item.	None	3 minutes	Administrative Personnel



to borrow office equipment/ item.	<i>If available:</i> Borrower fill-up borrower slip clearly with his/her name, description of equipment /item to be borrowed, borrowing office, date and time borrowed & affix signature. <i>If unavailable:</i> Advice borrower that equipment /item is/are unavailable		10 minutes 3 minutes	Client Administrative Personnel
	Receiving Officer routes borrower slip to concern division	None	3 minutes	Administrative Personnel
	Concerned Division Head recommends for the approval of the City Environment & Natural Resources Officer.	None	3 minutes	Concerned Division Head
	If found in order, City Environment & Natural Resources Officer approves the request and Admin. Personnel release the equipment/item.	None	7 minutes	City Environment & Natural Resources Officer
	UPON RETURN OF OFFICE EQUIPMENT/ ITEM Receiving Officer inspect the borrowed equipment/item's condition <i>If no damage</i>	None	15 minutes	Administrative Personnel



	<i>found:</i> Receiving Officer accepts borrowed equipment/ item & retrieve borrower’s slip annotating that item is in good condition, date and time of return.			
	<i>If found out that item/ equipment incurred damage,</i> advice borrower that the equipment/item has incurred damaged.	None	3 minutes	Administrative Officer
Advise the City Environment & Natural Resources Officer that the equipment/item has incurred damage.	City Environment & Natural Resources Officer will recommend what action has to be done.	None	15 minutes	Administrative Officer IV
City Environment & Natural Resources Officer will recommend what action has to be done.				City Environment & Natural Resources Officer
TOTAL		None	1 hour and 2 minutes	

3. RETRIEVAL OF OFFICE RECORDS FOR REFERENCE

Office/Division	OFFICE OF THE CITY ENVIRONMENT & NATURAL RESOURCES	
Classification	Simple to Complex	
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group	
Who may avail:	ALL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Verbal Request or Letter of Request		✓ Concerned Individual



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visits the office and ask for concerned personnel regarding the request.	Preparation of Request	None	5 minutes	Administrative Personnel
None	Attending Staff searches and prepares the record/s.	None	10 minutes	Administrative Personnel
Client received requested communication stamped with Certified True Copy.	None	None	2 minutes	Administrative Personnel
	TOTAL	None	23 minutes	

PUBLIC SERVICES DIVISION

1. BURIAL REQUEST

Office/Division	OFFICE OF THE CITY ENVIRONMENT & NATURAL RESOURCES			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Burial Permit		✓ City Civil Registry Office.		
✓ Death Certificate		✓ City Civil Registry Office		
✓ Consent or approval letter		✓ Office of the Secretary to the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client Proceed to Admin/Receiving Officer and submit letter request	None	None	3 minutes	Administrative Personnel
None	Endorse letter to the Public Services Division particularly the Parks and Plaza Section.	None	10 minutes	Administrative Personnel
Payment of Burial	None	100.00	5 minutes	Administrative



fee to the City Treasurer's Office Cashier.				Personnel
None	Attending staff prepares the request. Present the approved papers to the cemetery caretaker to accommodate the client.	None	7 minutes	Public Services Officer II
	Public Services Division Head recommends for the approval of the City Environment & Natural Resources Officer	None	3 minutes	Public Services Officer IV
	If found in order, City Environment & Natural Resources Officer approves the request.	None	15 minutes	City Environment & Natural Resources Officer
	TOTAL	None	48 minutes	

2. SPECIAL COLLECTION FOR SPECIAL GARBAGE

Office/Division	OFFICE OF THE CITY ENVIRONMENT & NATURAL RESOURCES			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Letter Request/Request Form for Special Collection of Garbage.			✓ Concerned Individual	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client Proceed to the Admin/Receiving Officer and submit	None	None	5 minutes	Clerk



letter request. If no letter presented, Client is required to fill-up Request Form for Special Collection of Garbage.				Administrative Personnel
None	Endorse letter/filled-up form for Special Collection of Garbage to the Public Services Division.	None	2 minutes	Administrative Officer IV
None	Attending staff requests for the customer's name, exact address, and sketch of the exact location of the garbage to be collected. Public Service Division Head directs Garbage.	None	30 minutes	Garbage Foreman
None	Foreman to inspect & determine type & volume of garbage, number of trips and the schedule of collection.	None	15 minutes	Public Services Officer IV
None	After Special garbage was inspected and evaluated, Public Services Division Head recommends to the City Environment & Natural Resources	None	15 minutes 15 minutes	Public Services Officer IV City Environment & Natural Resources



	Officer for: a. City Environment & Natural Resources Officers approves/disapproves request for Collection of Special Garbage.			Officer
	Request client for Payment of fees to the City Treasurer's Office Cashier	None	15 minutes	Treasury-Cashier
	Scheduling and Preparation of Job Order.	None	5 minutes	Public Services Division Personnel
	Garbage Collection: CENRO responds to client's request.	None	15 minutes	Public Services Division Personnel
Signs the Job Order after the service had been rendered.				Client
	If Disapproved, prepare return endorsement to client with explanation in writing.	None	10 minutes	Public Services Officer IV
TOTAL		None	1 hour and 40 minutes	



3. ORDER OF PAYMENT FOR VIOLATION UNDER CITY ORDINANCE NO. 4203

Office/Division	OFFICE OF THE CITY ENVIRONMENT & NATURAL RESOURCES			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Citation Ticket for Violation under City Ordinance No. 4203. ✓ Order of payment slip			✓ CENROPublic Services Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Admin-Record/ Receiving Officer and submit Citation Ticket		None	3 minutes	Client/Violator
	Endorse Violating Client to the Public Services Division	None	3 minutes	Administrative Personnel
	Public Services Division Head acts and reprimands Clients violating City Ordinance 4203 and impose penalty to the violator. Recommends order of payment for the approval of the City Environment & Natural Resources Officer	None	7 minutes	Public Services Officer IV
	City Environment & Natural Resources Officer approves the request/order of payment.	None	3 minutes	City Environment & Natural Resources Officer
	Payment of fees to the City	*Please see schedule of	5 minutes	Cashier



	Treasurer’s Office.	<i>finest/penalties – 4203 Fee</i>		
	Client returns to CENRO for documentation/recording of the payment of fees.	None	5 minutes	Record Section
	TOTAL	None	26 minutes	

4. REGULAR GARBAGE COLLECTION SCHEDULE

MORNING SHIFT

Public Services Foreman: One (1) Skilled Foreman

AREA 1 Personnel: Collection Schedule: Area Covered:	One (1) Driver Four (4) Loaders DAILY: 4:00 A.M. – 10:00 A.M. Mega Market
AREA 2 Personnel: Collection Schedule: Area Covered:	One (1) Driver Four (4) Loaders DAILY: 4:00 A.M. – 10:00 A.M. Sinsuat Ave. from Esteros to DXMS Macapagal Subd. - Tuesdays, Thursdays & Saturdays Bañas - Mondays
AREA 3 Personnel: Collection Schedule: Area Covered:	One (1) Driver Four (4) Loaders DAILY: 4:00 A.M. – 10:00 A.M. Sinsuat Ave. from Tantawan to City Hall Gov. Gutierrez Ave. from Sardonyx to BARMM Gate CDRRMO - Fridays
AREA 4 Personnel: Collection Schedule: Area Covered:	One (1) Driver Five (5) Loaders DAILY : 4:00 A.M. – 10:00 A.M. ND Ave., De Mazenod, Tantawan Flower Shop, Pantalan
AREA 5 Personnel: Collection Schedule: Area Covered:	One (1) Driver Five (5) Loaders DAILY : 4:00 A.M. – 10:00 A.M. Bagua 3, TV Juliano Ave. (Spring), Sousa St., Rojas HS, Lumibao St., MY Enterprises (Back-up).
AREA 6 Personnel: Collection Schedule: Area Covered:	One (1) Driver Five (5) Loaders DAILY : 4:00 A.M. – 10:00 A.M. RH13 Pick-up Point, Bagua I
AREA 7 Personnel: Collection Schedule:	One (1) Driver Five (5) Loaders



Area Covered:	DAILY: 4:00 A.M. – 10:00 A.M. Quezon Ave., SK Pendatun Ave., Don Rufino Alonzo Ave., Japal Guiani St., Jose Lim Sr. St., Fruit Stand, Bonifacio St., Mabini St., Old City Hall.
AREA 8 Personnel: Collection Schedule: Area Covered:	One (1) Driver Five (5) Loaders DAILY: 4:00 A.M. – 10:00 A.M. Pob. 6 Pick-up Point fronting MY Enterprises, Bagua Mother Pick-up Point (Tanghal Bridge), RH 7 Pick-up Point (Gonzalo Javier St.), CCCPES – Wednesdays & Fridays
AREA 9 Personnel: Collection Schedule: Area Covered:	One (1) Driver Four (4) Loaders DAILY: 4:00 A.M. – 10:00 A.M Bormaheco Drive, RH 11 Pick-up Point, CRMC, NDH, Canizares
<u>SPECIAL TRIP 1</u> Personnel: Area Covered:	One (1) Driver Establishment Loaders City Mall – Mondays to Fridays
<u>SPECIAL TRIP 2</u> Personnel: Area Covered:	One (1) Driver Establishment & Loaders from the Barangay Tamontaka Mother Brgy. – Mondays, Wednesdays & Fridays EM Manor – Tuesdays, Thursdays & Sundays Kalanganan 2 - Saturdays Cynthia Village – upon request ERO's Hospital – upon request
<u>SPECIAL TRIP 3</u> Personnel: Area Covered:	One (1) Driver Loaders from the Barangay Pob. 1 – Mondays & Thursdays Pob. 7 – Tuesdays & Fridays CSU - Wednesdays
<u>SPECIAL TRIP 4</u> Personnel: Area Covered:	One (1) Driver Loaders from the establishment Al Nor & Robinsons – Mondays to Fridays
<u>SPECIAL TRIP 5</u> Personnel: Area Covered:	One (1) Driver Loaders from the Barangay RH 5 – Wednesdays
<u>SPECIAL TRIP 6</u> Personnel: Area Covered:	One (1) Driver Loaders from the Barangay RH 5 – Saturdays
<u>SPECIAL TRIP 7</u> Personnel: Area Covered:	One (1) Driver Loaders from the Barangay Bagua II – Tuesdays, Thursdays & Sundays



NIGHT SHIFT

Public Services Foreman: One (1) Skilled Foreman

AREA 1 Personnel: Collection Schedule: Area Covered:	One (1) Driver Five (5) Loaders DAILY: 9:00 P.M. – 3:00 A.M. Cathedral, El Manuel Compound, Emergency Hospital, SK Pendatun Ave., Southseas Mall, Pob.5 Pick-up Point (Pantalan)
AREA 2 Personnel: Collection Schedule: Area Covered:	One (1) Driver Five (5) Loaders DAILY: 9:00 P.M. – 3:00 A.M. Sinsuat Ave. from Red Ribbon to Central Bank, Maternity Hospital, City Arcade, Pob. 6 Pick-up Point fronting Elena V. Co Enterprises
AREA 3 Personnel: Collection Schedule: Area Covered:	One (1) Driver Five (5) Loaders DAILY: 9:00 PM – 3:00 AM Sinsuat Ave. from DXMC to Fiesta Mall
AREA 4 Personnel: Collection Schedule: Area Covered:	One (1) Driver Five (5) Loaders DAILY: 9:00 PM – 3:00 AM KFC, McDonalds, Jollibee Plaza, RH 2 Pick-up Point (Dapdap), UDH, NDU, Superama Main
AREA 5 Personnel: Collection Schedule: Area Covered:	One (1) Driver Five (5) Loaders DAILY: 9:00 PM – 3:00 AM Sero Central School, Gov. Gutierrez Ave. from Sardonyx to BARM Gate, St. Benedict College, ND Village Pob. 8 Pick-up Point
AREA 6 Personnel: Collection Schedule: Area Covered:	One (1) Driver Six (6) Loaders DAILY: 9:00 PM – 3:00 AM De Mazenod RH 3 Pick-up Point Pob.2 Pick-up Point Capocal – Tuesdays, Thursdays & Sundays
AREA 7 Personnel: Collection Schedule: Area Covered:	One (1) Driver Mega Market Garbage Collectors DAILY: 9:00 PM – 3:00 AM Mega Market



5. UTILIZATION OF PARKS AND PLAZA

REGULAR SWEEPING SERVICES

Area of Assignment	Person Responsible	Status
<u>SINSUAT AVENUE</u> 1. From DXMS to Gen. Luna St. (Right Side) 2. From DXMS to Gen. Luna St. (Left Side) 3. From Cor. Gen. Lune to Cor. Santos St. (Left Side) 4. From Cor. Gen. Lune to Cor. Santos St. (Right Side) 5. From Cor. Santos St. to Cor. ORC (Right Side) 6. From Cor. Santos St. to Cor. ORC (Left Side) 7. From Cor. ORC to New City Hall (Right Side) 8. From Cor. ORC to New City Hall (Left Side)	Laborer II Laborer II Laborer II Metro Aide II Metro Aide II Metro Aide II Metro Aide II Metro Aide II	Regular Contractual Regular Regular Contractual Contractual Regular Regular
<u>SINSUAT AVENUE EXTENSION</u> 9. From Central Bank to Cor. Tabunaway St. (Right Side) 10. From Central Bank to Cor. Tabunaway St. (Left Side)	 Metro Aide II Metro Aide I	 Contractual Contractual
<u>SK PENDATUN AVENUE</u> 11. From Cor. Makakua St. to Cor. Quezon Ave. (Both Side) 12. From Cor. Makakua St. to Cor. Mabini St. (Both Side)	 Metro Aide I Metro Aide I	 Contractual Regular
<u>MAKAKUA STREET</u> 13. From Cor. Quezon Ave. to Cor. Tabunaway St. (Right Side) 14. From Cor. Quezon Ave. to Cor. Tabunaway St. (Left Side)	 Metro Aide I Metro Aide I	 Contractual Contractual
<u>DON RUFINO ALONZO STREET</u> 15. From Maguindanao Creek to Cor. Bonifacio St. (Right Side) 16. From Maguindanao Creek to Cor. Bonifacio St. (Left Side) 17. From Maguindanao Creek to Cor. Quezon Ave.	 Metro Aide I Metro Aide I Metro Aide I	 Regular Contractual Contractual



(Left Side) 18. From Cor. Elena V. Co. to Admin. Mega Market (Front Side)	Metro Aide I	Contractual
<u>DOROTHEO STREET</u> 19. Sinsuat Ave. (Cor. Gen. Luna to Cor. Ortouste St.)	Metro Aide I	Contractual
<u>DON ROMAN VILO STREET</u> 20. From Cor. Almonte St. to Cor. Tabunaway St. (Both Side)	Metro Aide I	Regular
<u>TABUNAWAY STREET</u> 21. From Cor. Bonifacio St. to Fire Dept. (Both Side)	Metro Aide I	Regular
<u>JOSE LIM SR. STREET</u> 22. From Cor. Bonifacio St. to Cor. Makakua St. (Both Side)	Metro Aide I	Regular
<u>BONIFACIO STREET</u> 23. From Cor. Almonte St. to Cor. Tabunaway St. (Right Side) 24. From Cor. Almonte St. to Cor. Tabunaway St. (Left Side)	Metro Aide I Metro Aide I	Regular Regular

<u>MABINI STREET</u> 25. From Biruar Res. To Cor. Don Rufino Alonzo St. (Both Side)	Cemetery Caretaker	Regular
<u>PLAZA AND PARKS</u> 26. Right Side of the Stage 27. Left Side of the Stage 28. Right Side Rizal Monument 29. Stage Comfort Rooms (2 units both sides) Detailed to City Hall 30. Stage Plaza 31. Vegetation Control and Trimming of Trees	Metro Aide I Metro Aide I Metro Aide I Metro Aide I Metro Aide I Metro Aide I Laborer II	Regular Regular Regular Regular Contractual Contractual Regular



32. New City Hall	Metro Aide I	Regular
33. Malagapas Cemetery	Metro Aide I Cemetery Caretaker	Contractual Regular
34. New City Hall Ground Maintenance	Utility Workers	Contractual
35. Tantawan Park	Metro Aide	Contractual
36. Sigay Ka Garden	Metro Aide	Contractual
37. Children’s Park	Metro Aide	Contractual

ENVIRONMENT & NATURAL RESOURCES DIVISION

1. REQUEST FOR NEEDED SERVICES

Office/Division	OFFICE OF THE CITY ENVIRONMENT & NATURAL RESOURCES			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Letter request ✓ Letter of complaint		✓ Concerned individual/ client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for conduct of Environmental Activities such as tree planting, clean-up drive, water and air classification and etc.	None	None	3 minutes	Client
	Receive request letter	None	3 minutes	Administrative Personnel
	Routing Slip	None	3 minutes	Administrative Personnel
	Endorse to the concerned Program	None	15 minutes	Administrative Personnel



	Coordinator/Focal Person/Report Officer			
	Review Program for office/ personnel/ resources availability	None	30 minutes	Environmental Division Staff
	Schedule the program	None	3 minutes	Development Management Office IV
	Recommending Approval If found in order, the City Environment & Natural Resources Officer approves the request.	None	3 minutes	City Environment & Natural Resources Officer
Filing a formal complaint Client submits Letter of Complaint		None	3 minutes	Client
	Receive the complaint letter	None	3 minutes	Administrative Personnel
	Routing Slip & endorsement to concerned Program Coordinator /Focal Person/Report Officer	None	3 minutes	Administrative Personnel
	Interview and assess the seriousness of the complaint & schedule inspection on site of subject complain.	None	15 minutes	Environmental Division Staff
	Act and recommend to the City Environment & Natural Resources Officer	None	15 minutes	Development Management Officer IV



	on the propose action that will be taken on said complain.			
	City Environment & Natural Resources Officer acts on the recommendation thus orders to Admin Officer to prepare return endorsement to client with explanation in writing.	None	15 minutes	City Environment & Natural Resources Officer
TOTAL		None	1 hour and 14 minutes	



OFFICE OF THE CITY ENVIRONMENT AND NATURAL RESOURCES OFFICER
Organizational Structure



