



## CITIZEN'S CHARTER

### ACTION ON POLLUTION COMPLAINT

<b>Office or Division:</b>	Office of the Regional Director			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
<b>Who May Avail:</b>	Anyone			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Files Complaint data personally or through mail/email	Receives and record in the logbook and forwards to ORD		1 Day	Records Personnel
	Reviews and forwards the complaint letter to the Regional Director			ORD Staff
	Verifies the complaint and endorses to the division/PEMUs concerned			Regional Director
	Discusses the complaint to concerned Technical Staff for immediate investigation/inspection			EMED/Legal/PEMU Personnel
	Prepares documents relative to the conduct of inspection/investigation and coordinate with Laboratory staff for the sampling paraphernalia (if necessary)		1 Day	EMED/Legal/PEMU Personnel



	Coordinates with the complainants, respondents, witnesses, concerned LGU (if necessary) and conducts investigation and sampling (if necessary) and submit samples to the laboratory (if sampling was conducted)			EMED/Legal/PEMU Personnel
	Prepares Report together with Notice of Violation and invitations for technical conference and submits to Section Concerned for review and signature.		Within 7 days after investigation	EMED/Legal/PEMU Personnel
	Approves Report, signs Notice of Violation and invitations for technical conference and endorses to Legal Unit for Technical conference scheduling		1 Day	Regional Director
	Schedules date and time of technical conferences.			Chief, Legal Unit
	Endorses approved Notice of Violation and Invitation Letter for technical conference to Records Unit for registered mailing/personal service/emails/appropriate and fast delivery service		2 Days	ORD- Legal Personnel
	Records and releases approved Notice of Violation and Invitation		2 Days	Records Personnel



	Letter for technical conference for mailing/personal service/ email/ appropriate and fast delivery service (JRS).			
	Conducts Technical Conference with complainants, respondents, case handlers, PEMU and other stakeholders (if necessary)		1 Day	Regional Director/ Legal Personnel/ Technical Personnel
	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)		3 Days	Legal Personnel
	Signs Order of Penalty/Decision and/or letter endorsement to government agencies concern		3 Days	Regional Director
	Records and Release Order of Penalty/Decision and/or letter endorsement to government agencies concern.			Records Personnel
<b>TOTAL</b>			<b>Approximately 20 Working Days</b>	



**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

<b>Office or Division:</b>	Clearance and Permitting Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen
<b>Who May Avail:</b>	Proponent of Projects that has no Significant Effects to the Quality of the Environment

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires for the CNC Application	1.1 Discusses how to apply online			CPD-EIAS Staff
	1.2 Applicant will log-on to <a href="http://www.emb.gov.ph">www.emb.gov.ph</a>			Applicant
2. Accomplishes Project Description, attaches a scanned copy of Site Development Plan/ Project Layout and submits online.				Applicant
3. Upon submission online, an order of payment will be generated which the client must print.				Applicant
4. Pays processing fee at any Land bank Branch Nationwide.		PhP 1,140.00		Applicant
5. Uploads application and scanned copy of receipt.	5.1. Evaluates completeness of online CNC application and forwards Assessment Report and draft CNC to		3 Days	CPD-EIAS staff/Case handler



	Section Chief for review.			
	5.2 Reviews Assessment Report and draft CNC and forwards to CPD Chief for endorsement to Regional Director.		2 Days	C, CPD-EIAS
	5.3. Recommends to the Regional Director for approval.		1 Day	C, CPD
	5.4. Approves or denies CNC application.		1 Day	Regional Director
6. Checks status of online application after seven (7) working days by using the Application Reference Number stated in the order of payment. If the CNC is approved, click the link to download and save then print				Applicant
<b>TOTAL:</b>		<b>PhP 1,140.00</b>	<b>7 working days</b>	



## 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.

<b>Office or Division:</b>	Clearance and Permitting Division – Hazardous Wastes and Chemicals Permitting Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business			
<b>Who May Avail:</b>	Importers of Chemicals under CCO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registers online and submits required documents at <a href="http://opms.emb.gov.ph">opms.emb.gov.ph</a>	1. HWCPS Staff checks completeness of application. If complete, instructs client to print the order of payment. If incomplete, inform the		1 Day	HWCPS Staff



	applicant of the deficiency.			
2. Pay the required fee at EMB R02 Cashier	2. Accepts payment	Registration Fee: 1,700.00 Legal Research Fee: 1% of Registration Fee Doc. Stamp Tax: 30.00	1 Day	Cashier
3. Logs-in at opms.emb.gov.ph and upload scanned copy of official receipt	3.1 Evaluates submitted documents and forward to Chief, HCPCS for review		5 days	HCPCS Staff
	3.2 Reviews evaluation and forwards to Chief, CPD for endorsement to Regional Director		3 days	C, HCPCS
	3.3 Reviews and endorses to Regional Director		3 days	C, CPD
	3.4 Reviews, requests clearance from EMB Central and approves		8 days	Regional Director
4. Print CCO Registration Certificate				
<b>TOTAL:</b>		<b>PhP 1,747.00</b>	<b>20 working days</b>	



**Environmental Compliance Certificate (Category B)  
IEE CHECKLIST (Online)**

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

<b>Office or Division:</b>	Clearance and Permitting Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen
<b>Who May Avail:</b>	Proponent of Projects that Significantly Affects the Quality of the Environment

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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 ( <a href="http://www.emb.gov.ph">www.emb.gov.ph</a> ) upon online registration of the applicant/ proponent
5. Project Components & Operation Information	Downloadable in the ECC online account ( <a href="http://www.emb.gov.ph">www.emb.gov.ph</a> ) upon online registration of the applicant/ proponent
6. Environmental Impact and Management Plan	Downloadable in the ECC online account ( <a href="http://www.emb.gov.ph">www.emb.gov.ph</a> ) upon online registration of the applicant/ proponent
7. Abandonment/ Decommissioning/ Rehabilitation Information	Downloadable in the ECC online account ( <a href="http://www.emb.gov.ph">www.emb.gov.ph</a> ) 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 ( <a href="http://www.emb.gov.ph">www.emb.gov.ph</a> ) 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 ( <a href="http://www.emb.gov.ph">www.emb.gov.ph</a> ) upon online registration of the applicant/ proponent		
20. Bank Receipt for Payment/ Order of Payment		Downloadable in the ECC online account ( <a href="http://www.emb.gov.ph">www.emb.gov.ph</a> ) 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. Creates/Registers an online account at <a href="http://www.emb.gov.ph">www.emb.gov.ph</a> 1.1. Downloads all the fillable forms.				Applicant
2. Submits/ uploads all requirements in pdf format	2.1. If incomplete, system will not accept application. 2.2. If complete, the application will be accepted by the system and an order of payment for the application will be generated and sent to the applicant's ECC online account			Applicant



3. Pays at any Landbank branch nationwide.		PhP 5,070.00		Applicant
4. Uploads a copy of payment slip in respective ECC online account.	4.1. Generates evaluation report and endorses to Chief, EIAS for comments		5 Days	CPD-EIAS staff
	4.2. Chief, EIAMS recommends for drafting of ECC or requests for additional information		2 Days	C, CPD-EIAS
	4.3. Forwards draft ECC for review		5 Days	CPD-EIAS staff
	4.4. Reviews draft ECC and forwards to C, CPD for endorsement to Regional Director		3 Days	C, CPD-EIAS
	4.5. Forwards Draft ECC to Regional Director for approval/ denial of application		2 Days	C, CPD
	4.6. Approves/denies ECC application		3 Days	Regional Director
5. Sign and cause the notarization of the approved ECC				Applicant
6. Uploads notarized ECC				Applicant
			<b>20 Working Days</b>	



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

<b>Office or Division:</b>	Solid Waste Management Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who May Avail:</b>	Respondents (LGUs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		to be prepared by the requesting party (LGU)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. LGUs submit their 10-Year SWM Plans for evaluation	1.1 Receives 10-Year SWM Plan and forwards to Office of the RD.		1 day	Records
	1.2 Forwards the 10-Year SWM Plan to C, EMED.			Office of the RD staff
	1.4 Forwards 10-Year SWM Plan to the Chief, SWMS			C, EMED
	1.5 Forwards submitted 10-Year SWM Plan to an Evaluator			C, SWMS
	1.6 Conducts evaluation of the 10-year SWM plan		10 days	SWMS staff
	1.7 If 10-year SWM plan is complete and fit for endorsement— prepares endorsement letter to EMB Central Office or if 10-year SWM Plan is incomplete and for		2 days	SWMS staff



	revision—prepares endorsement letter to the LGU for the return and revision and forwards the same to C, SWMS for review			
	1.7. Reviews and forwards the evaluated 10-year SWM Plan with corresponding endorsement letter to C, EMED for review		2 Days	Chief, SWMS
	1.8 Reviews and forwards evaluated 10-year SWM Plan with corresponding endorsement letter to the Office of the Regional Director		2 Days	C, EMED
	1.9 Reviews evaluated SWM Plan and approves by signing the corresponding endorsement letter.		2 Days	Regional Director
	1.10 Forwards the evaluated SWM Plan and signed endorsement letter to Records for release.			ORD Staff
	1.11 Releases the letter of evaluation		1 Day	SWMS Staff
2. LGU receives the letter of evaluation				
			<b>Approximately 20 days</b>	



## Hazardous Waste Generator Registration

Registration of establishments that generate hazardous wastes.

<b>Office or Division:</b>	EMB Regional Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B - Government to Business	
<b>Who May Avail:</b>	Establishments that generate hazardous wastes	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Accomplished Application Form		EMB Regional Office - to be filled up by applicant
Notarized Affidavit		EMB Regional Office
Letter of Request		To be prepared by applicant
Hazardous Waste Management Plan		To be prepared by applicant
Contingency and Emergency Preparedness Plan		To be prepared by applicant
Photographs of the Facility showing hazardous wastes, processing areas and hazardous waste storage areas (Vicinity Map)		To be prepared by applicant



Pollution Control Officer accreditation certificate		EMB Regional Office		
3. PAB Clearance, if applicable		Secured from the Pollution Adjudication Board		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements to EMB Regional Office screening officer. **Make sure to secure the Order of Payment that will be issued	Checks 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 and forwards the same to CPD			Records Section
	Evaluates application documents, drafts HW Generator Registration certificate and forwards to C, HWPS.		2 Days	CPD –HWPS staff
	Reviews and forwards draft HW Generator Registration certificate to C, CPD for endorsement.		1 Day	C, HWPS



	Endorses draft HW Generator Registration certificate for approval.		1 Day	C, CPD
	Approves and signs HW Generator Registration certificate.		1 Day	Regional Director
	Forwards signed HW Generator Registration certificate to Records for release.			
3. Pays corresponding fee.	Issues Official Receipt	PhP 1,040.00 DST 30.00	1 Day	Cashier
4. Pick up HW Generator Registration Certificate	Checks proof of payment and releases registration certificate to applicant.			Records Section
<b>TOTAL:</b>		<b>PhP 1,070.00</b>	<b>7 Working days</b>	



**Hazardous Waste Transport Manifest Form (for lay out)**

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

<b>Office or Division:</b>	EMB Regional Office of HW Generator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who May Avail:</b>	Hazardous Waste Generators, HW Transporters or TSD Facilities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of Permit to Transport		EMB Regional Office of TSD Facility		
2. Copy of TSD Registration		EMB Regional Office of TSD Facility		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the valid Permit to Transport to EMB RO - CPD and state the number of HW Manifest forms needed.	1.1. Reviews Permit to Transport.		1 Day	CPD-HWPS Staff
2. Indicates the date of transport and quantity of hazardous wastes to be transported including the name of the driver.	2.1. Prepares and prints 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-HWPS Staff
3. Picks up Manifest Forms.	Releases to applicant			CPD-HWPS Staff
<b>TOTAL:</b>			<b>1 Day</b>	





**Permit to Operate Air Pollution Sources and Corresponding Air Pollution Control Facilities (New/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.

<b>Office or Division:</b>	Clearance and Permitting Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G - Government to Government, G2B - Government to Business, and/or G2C - Government to Citizen	
<b>Who May Avail:</b>	Business Operators that which Operates Air Pollution Source Equipment/Air Pollution Control Facility	
<b>CHECKLIST OF REQUIREMENTS (NEW)</b>	<b>WHERE TO SECURE</b>	
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: <ol style="list-style-type: none"> <li>1. Process of the plant covering its operations and descriptions</li> <li>2. Process Flow of APSE/APCF</li> <li>3. List of APSE &amp; corresponding APCF [including its capacity and usage</li> <li>4. Specific Fuel Consumption (L/kw-hr) for generator set and boilers; Raw Material Capacity (ricemills, etc)</li> <li>5. Plant Machinery Layout/Manual of Equipment/Technical Drawing</li> <li>6. Pictures of APSE/APCF(Colored)</li> </ol> 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) (if applicable)	EMB Regional Office	
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													
<b>CHECKLIST OF REQUIREMENTS (RENEWAL)</b>	<b>WHERE TO SECURE</b>													
Application Letter	EMB Regional Office													
Application Form duly accomplished/notarized	EMB Regional Office													
Photocopy of ECC / CNC (if applicable)	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 Estimates for small sources or 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													
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>										
1. Inquires for the POA or Permit to Operate Application (New/Renewal)	Provides the application form and checklist of requirements	Filing Fee - 600.00 DST - 30.00 PD 1856 - 10.00 Permit Fee – (DAO 2016-28 : Providing for New Fees and Charges for Various Services of the Environmental Management Bureau)  <b>PERMIT FEE</b>  VII. STEAM BOILERS AND OIL HEATERS <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> </tbody> </table>	Rated Horsepower	Permit Fee	Up to 100	280.00	200	380.00	300	560.00	400	750.00	1 Day	CPD-AWPS Staff
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Up to 1	380.00																							
5	560.00																							
10	750.00																							
Over 10	1,130.00																							
2. Submission of Permit to Operate – Air application and supporting documents	<p>Checks the completeness of the requirements</p> <ul style="list-style-type: none"> <li>- <b><i>If incomplete, return the application to the client.</i></b></li> <li>- <b><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></b></li> </ul>		1 Day	CPD-AWPS Staff/Screening Officer																				
3. Pays the appropriate amount to the cashier.	Copies the OR # to the attached checklist of requirements.		1 Day	CPD-AWPS Staff																				



4.Submits screened application and required documents to the Records Section.	4.1.Receives and forwards the application and supporting documents to Chief, CPD		1 Day	Records Officer
	4.2. Forwards to C, AWPS or case handler for data-basing/ recording and processing of documents.		1 Day	C, CPD
	4.3.Receives, records and evaluates the POA application.  4.4.Check the submitted/ attached SMR's (Renewal Applications); and  Conduct facility inspection and validation of APSE/APCF (if necessary)		5 Days	CPD-AWPS Staff
	4.5. Prepares Draft Permit to Operate and forwards to C, AWPS		2 Days	CPD-AWPS Staff
	4.6.Conducts substantive review/evaluation of the documents and affixes initials to the Permit to Operate – Air (POA), forwards the same to C,		2 Days	Chief, AWPS



	CPD for review and signature.			
	4.7. Reviews and recommends approval of the Permit to Operate – Air (POA) to Regional Director.		2 Days	Chief, CPD
	Approves or denies the Permit to Operate and forward to Record Unit for release.		3 Days	Regional Director
Receives the approved Permit to Operate.	Records and releases the approved permit to the client.		1 Day	Records Officer
<b>TOTAL:</b>				
		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)	<b>Approximately 20 Working Days</b>	



**Pollution Control Officer (PCO) Accreditation (New/Renewal)**

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Letter of Application	To be provided by applicant
Appointment/Designation as PCO	To be provided by applicant
Curriculum Vitae with ID Picture	To be provided by applicant
Notarized Affidavit of Joint undertaking of the PCO and the Managing Head	EMED Pro Forma
Proof of Qualification (If applicable) <ul style="list-style-type: none"> <li>❖ Diploma</li> <li>❖ PRC License</li> <li>❖ Transcript of Records</li> </ul>	To be attached/ provided by the Applicant.
Proof of Trainings attended <ul style="list-style-type: none"> <li>❖ 40 Hours Basic Training</li> <li>❖ 8 Hours Managing Head Training</li> </ul>	To be attached/ provided by the Applicant.
Application Form for PCO Accreditation	EMED Pro Forma

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Inquires for PCO Accreditation	EMED-IEC Technical Staff discusses how to apply and provides the checklist of requirements	Fee – 500.00 DST – 30.00	1 Day	EMED-IEC Staff
Submits requirements for screening.	Checks completeness of documents. (If complete, applicant is advised to pay corresponding fee.  If incomplete, applicant is informed of the deficiency).		1 Day	EMED-IEC Staff/Screening Officer
Requests for the Order of Payment	Prepares and signs Order of Payment		1 Day	EMED-IEC Staff



Pays the appropriate amount to the Cashier.	Receives payment and issues Official Receipt			Cashier
Submits the requirements including receipt of payment to Records Unit.	Accepts application and forwards to C, EMED		1 Day	Records
	Forwards to C, EMED-IEC for action		1 Day	C, EMED
	Reviews and evaluates application.  <i>(If incomplete, return the application to the client for additional information)</i> <i>(If complete, evaluation report will be accomplished by the case handler)</i>		7 Days	EMED-IEC Staff
	Conducts substantive review of the PCO Accreditation and forwards the same to C, EMED for further review.		3 Days	C, EMED-IEC Unit
	Reviews and recommends approval or denial of the PCO Accreditation		1 Day	C, EMED
	Approves/denies the PCO Accreditation.  <i>(If approved, the client can now claim the approved PCO)</i>		3 Days	Regional Director
Receives approved Accrediation Certificate or denial letter.			1 Day	Applicant
<b>TOTAL:</b>		<b>Filing Fee (PhP 530.00)</b>	<b>Approximately 15-20 Working Days</b>	





**Request for Information, Official Record/Documents**

<b>Office or Division:</b>	Finance and Administrative Division (Records Unit)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government, G2B - Government to Business, and/or G2C - Government to Citizen			
<b>Who May Avail:</b>	LGUs, Students, Other Government Agencies, NGOs, Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
Requests official records/ documents	Provides Freedom of Information (FOI) request form and provides assistance to accomplish same.  Receives and records in the logbook, provides requesting party copy of the receipt FOI form.  Forwards FOI Request to ORD		1 Day	Records Officer
	Evaluates request and endorses to Chief, FAD/EMED/CPD as the case may be.		2 Days	Regional Director



	<p><b>If granted:</b> Informs the requesting party that the information is available for release, prepares the requested documents and Order of Payment indicating the amount of fees to be paid.</p> <p><b>If denied:</b> Prepares communication to the requesting party that request is denied.</p>	<p><b>PhP 200.00</b> Certification of any documents or information based on records</p> <p><b>PhP 5.00</b> Copy fee for every page/sheet of official records or documents</p>	2 Days	<p>Chief, FAD</p> <p>Chief, CPD</p> <p>Chief, EMED</p> <p>Records Officer</p>
	Approves reply to requesting party.		1 Day	Regional Director
Pays corresponding fee.	Issues Official Receipt upon payment of fees.		1 Day	Cashier
Receives letter reply and/or the requested documents.	Releases reply/documents to the clients/requesting party			Records Officer
<b>TOTAL:</b>		<p><b>PhP 200.00</b> Certification of any documents or information based on records</p> <p><b>PhP 5.00</b> Copy fee for every page/sheet of official records or documents</p>	<b>7 Working Days</b>	



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

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



	2.4 Evaluates the completeness of documents and prepares draft CCO-PCB; endorses to the C, CPD-HWCPS for review		5 days	HWCPS staff
	2.5. Reviews application and draft CCO-PCB and forwards to C, CPD for recommendation to the Regional Director		5 days	ORD Staff
	2.6 Recommends to the Regional Director for approval			Regional Director
	2.7 Approves or denies CCO-PCB.		3 days	ORD Staff
3. Receives approved Hazardous Waste Registration				
<b>TOTAL</b>		<b>PhP500.00/ Chemical</b>	<b>15-20 working days</b>	



**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.

<b>Office or Division:</b>	Environmental Monitoring and Enforcement Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B - Government to Business; G2G – Government to Government	
<b>Who May Avail:</b>	All firms requiring the services of Accredited Pollution Control Officers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. SMR</b>		
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>B. CMR</b>		
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	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and notarized SMR and CMR to EMED staff.	Checks if submission is complete. If complete, note completeness and accept SMR/CMR. If incomplete, return to client to complete incomplete and or rectify erroneous SMR/CMR.		1 Day	EMED staff
	Conducts substantive evaluation and prepares Evaluation Report.  If found insufficient, prepares Notice of Deficiency (NOD) and forwards to Chief, WAMS within 15 days upon receipt of the SMR/CMR, otherwise, evaluation report will be signed and approved by Chief, WAMS.		Within 15 days	EMED staff
	Reviews and signs the Evaluation Reports and affix initial in NOD if there is any and forwards to C, EMED for approval.		1 Day	Chief, WAMS

**ENVIRONMENTAL MANAGEMENT BUREAU REGION 02**



	<p>Reviews the Evaluation Report and signs in the NOD.</p> <p>Forwards NOD to Record's Section for release/mailing.</p>		1 Day	EMED Chief
	<p>Updates data base of SMR/CMR and forwards files to Records Unit.</p>		1 Day	AWMS staff
	<p>Records and release/mail Notice of Deficiency (NOD)</p>		1 Day	Records Unit
<b>Maximum no. of days:</b>			<b>20 working days</b>	



**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.

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Duly accomplished/ notarized application form	Computer Generated (www.emb.gov.ph)
Engineer's Report	To be accomplished by the applicant.
Copy of ECC or CNC, as applicable	EMB website ( <a href="http://www.emb.gov.ph">www.emb.gov.ph</a> ) 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
<b>CHECKLIST OF REQUIREMENTS (RENEWAL)</b>	<b>WHERE TO SECURE</b>
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 or Certificate of Desludging/Siphoning, as the case may be		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		
Other documents which may be required relative to land application for irrigation purposes				
PAB Clearance, if applicable.		Secured from Pollution Adjudication Board		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Inquires for WDP Application (New/Renewal)	Discusses how to apply online and provides checklist of requirements all in pdf formats	PD 1856 - P10.00 DST – P30.00 Filing Fee— P55.00  WDF/ LBF (Computer Generated) *Zero Discharge- P2,000.00 *Below 10 m3/day- P2,200.00 (w/o heavy metals) P2, 600.00 (w/ heavy metals) *10-30 m3/day- P2,200.00 (w/o heavy metals) P2,800.00 (w/ heavy metals) *30-100 m3/day- P2,500.00 (w/o heavy metals) P3,100.00 (w/ heavy metals)	1 Day	CPD-AWPS Staff



		<p><b>*100-150 m3/day-</b>                  P2,700.00 (w/o heavy metals)                  P3,300.00 (w/ heavy metals)  <b>*&gt;150 m3/day</b>                  P3,300.00 (w/o heavy metals)                  P3,900.00 w/ heavy metals)</p>		
Registers online at <a href="http://www.opms.gov.ph">www.opms.gov.ph</a> (The account is automatically logged in once the registration is finished. The client may download all the fillable forms.) and uploads all documentary requirements.				Applicant
Downloads Order of Payment			1 Day	Applicant
Pays the appropriate amount to the Cashier.	Cashier receives payment and issue Official Receipt			Cashier
	<p>Receives Wastewater Discharge Permit (WDP) online application and routes to case handler</p> <p>Evaluates a Documents submitted and prepares Evaluation Report ad draft WDP, forwards to C, CPD-AWPS</p>		6 Days	CPD-AWPS Staff/Case handler



	<i>(If incomplete, returns online the application to the client for additional information) (If complete, generates evaluation report online and drafts Wastewater Discharge Permit)</i>			
	Conducts substantive review of the draft WDP and forwards to C, CPD for further recommendation to the Regional Director		4 Days	C, CPD-AWPS
	Reviews Evaluation Report and draft WDP and recommends approval to the Regional Director		3 Days	C, CPD
	Approves/denies the Wastewater Discharge Permit  <i>(If approved, the client can now download the approved WDP)</i>		5 Days	Regional Director
Receives online the approved WDP online for printing or denial letter.  <i>(If denied, denial letter is sent to the client through online)</i>			1 Day	Applicant
	<b>TOTAL:</b>	<b>Filing Fee (PhP 95.00) &amp; LBF</b>	<b>20 Working Days</b>	



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



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Contact Information of the Anti-Red Tape Authority (ARTA), the Presidential Complaints Center (PCC) and the Contact Center ng Bayan (CCB):	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 1-ARTA (2782) PCC: 8888 CCB: 0915-472-9982 (SMS) 0977-847-4664 (SMS)
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