



Republic of the Philippines
Province of Ilocos Norte
MUNICIPALITY OF MARCOS

OFFICE OF THE MUNICIPAL ENVIRONMENTAL AND NATURAL RESOURCES

DESIGNATE: JOSE B. PACORSA - MENRO
STAFF: Oliver Basug – Environmental and Management Specialist
Contract of Services:
Driver
Garbage Personel

CITIZENS CHARTER

The office is responsible for serving the preservation, conservation, management and protection of the environment and natural resources of the municipality of Marcos.

FRONTLINE SERVICES:

F. Collection of garbage.

SCHEDULE OF SERVICES:

MONDAY to FRIDAY

8:00AM-12:00AM

1:00PM-5:00PM

A. Collection of garbage.

THE SERVICES:

This service provided in order to ensure the delivery of basic service at provision of facilities relative to environment and natural resources service through collection of garbage for proper disposal at the controlled dumpsite and material recovery facility (MRF).

REQUIREMENTS:

- Official receipt

FEES: - MUNICIPAL

- Payment of fee

P 150.00/ month(Business Owner)

P 100.00/ household (Lydia)
P 150.00/ (Fortuna, Valdez &

Daquioag)

Provincial fee as per Provincial Tax Code

The Client shall	The Service Provider shall	It will take	Responsible Person
1. Fill up the logbook	-Interview the client for further information. Conduct brief information on proper disposal and segregation and schedule of payment. -Issue order of payment and advise to pay at the treasury.	15 Minutes	- MENRO Designate - Environmental Management Specialist (EMS I)
2. Submit Official receipt	Record the official receipt at the logbook.	5 Minutes	- Environmental Management Specialist (EMS I)
Accomplish Client Feedback form and Drop at designated Drop box at the Municipal Hall			
TOTAL RESPONSE TIME: 20 Minutes			

