



BACOLOD ENVIRONMENT & NATURAL RESOURCES OFFICE
Bacolod City

EXTERNAL SERVICES

The Bacolod Environment & Natural Resources Office (BENRO) is in charge of the implementation of the city’s Environmental Management, Solid Waste Management and its mandate . In addition, it also assists in the implementation of Clean and Green Program.

1. Request for Garbage Collection

Garbage collection is being done by a private contractor under the supervision and monitoring of the Bacolod Environment & Natural Resources Office. It serves door to door collection for areas with road access for collection trucks; roadside side collections for identified and authorized garbage pick-up points and container bin system for communities and barangays that opt for this type of collection and for areas with no access road for garbage trucks. The implementation is based on the established Zonal Collection Schedules and Routes. Also, through Street-Cleaning Services, it maintains the cleanliness and sanitation along main city streets. Bacolod Central Business Area is divided into four (4) sections for Street Cleaning Services: The Central, North, South and NGC Sections. Each section has a monitoring team to check/inspect the area of responsibility per shift (4AM-8AM, 10AM-2PM, 4PM-8PM). In addition, it also assists in the maintenance of cleanliness during special events and upon request of event organizers.

Office or Division:	BENRO-Solid Waste Division			
Classification:	<input checked="" type="checkbox"/> Simple	<input type="checkbox"/> Complex	<input type="checkbox"/> Highly Technical	
Type of Transaction:	<input checked="" type="checkbox"/> G2C – Government to Citizen <input checked="" type="checkbox"/> G2B – Government to Business Entity <input type="checkbox"/> G2G – Government to Government			
Who may avail:	<ul style="list-style-type: none"> • City Residents • Business and Commercial Establishment Owners 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Request Form		QR Code from Albee Benitez Page, Visit tinyurl.com/isugidkaymayor or Visit BENRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/OFFICE RESPONSIBLE
1. Call, Message or Visit BENRO for	1.1 Attending staff record/log clients name,	None	10 minutes	Garbage Action Center Staff BENRO

garbage complaints	address and the exact location of the areas left unattended/un cleaned including its contact numbers, if any, for follow-ups.			
	1.2 Inform private contractor and provide information in line with the complaints/requests	None	10 minutes	Garbage Action Center Staff BENRO
	1.3 Private contractor will collect garbage at the exact location identified at the soonest time possible	None	2 days	Garbage Contractor
2. Client/s get informed of Actions Taken	2. Follow-up or inform clients and record the action taken by the Private Contractor	None	5 minutes	Garbage Action Center Staff BENRO
Total		None	2 days and 25 minutes	

2. Request for Dumping of Garbage at Bacolod Sanitary Landfill

Client/s who would like to personally dump their garbage at Bacolod Sanitary Landfill shall secure a permit from the office for approval of dumping. All kinds of residuals are accepted for disposal except biowastes, paper, plastics, metals and other recyclable residuals.

Office or Division:	BENRO-Solid Waste Division		
Classification:	<input checked="" type="checkbox"/> Simple	<input type="checkbox"/> Complex	<input type="checkbox"/> Highly Technical

Type of Transaction:	<input checked="" type="checkbox"/> G2C – Government to Citizen <input checked="" type="checkbox"/> G2B – Government to Business Entity <input type="checkbox"/> G2G – Government to Government			
Who may avail:	<ul style="list-style-type: none"> • City Residents • Business and Commercial Establishment Owners 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original copy and 1 receiving copy)		BENRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/OFFICE RESPONSIBLE
1. Send letter request to BENRO	1.1. Attending staff receives, logs and assess letter requests for Dumping at SLF	None	15 minutes	Front-liner / Receiving Officer
	1.2. Head of office approves/decline the request	None	10 minutes	OIC – BENRO/CGADH-II
2. Client/s get informed of Actions Taken	2. Attending Staff inform clients of action taken	None	5 minutes	Frontliner / Receiving Officer
Total		None	30 minutes	

3. Request for Information, Education & Communication Campaign

This program covers the information dissemination about proper waste disposal through education and communication campaigns in schools, barangays, private and public establishments.

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Classification:	<input checked="" type="checkbox"/> Simple	<input type="checkbox"/> Complex	<input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C – Government to Citizen <input checked="" type="checkbox"/> G2B – Government to Business Entity <input checked="" type="checkbox"/> G2G – Government to Government		
Who may avail:	<ul style="list-style-type: none"> • City Residents • Business and Commercial Establishment Owners 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter Request (1 original copy and 1 receiving copy)		BENRO	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/OFFICE RESPONSIBLE
1. Call, Visit or write a letter request for IEC or Resource Persons to conduct Orientation for Solid Waste Management Programs/activities	1.1 Attending staff received, logged and assess letter requests for IEC Orientation	None	15 minutes	IEC Staff
	1.2 Attending IEC Staff approves/reschedule request for IEC Orientation	None	10 minutes	Head of Office
2. Client Receives Approved Schedule	2.1. Inform client of approved schedule	None	5 minutes	IEC Staff
	2.2. Conducted scheduled IEC	None	As scheduled	IEC Staff
TOTAL		None	20 minutes	

4. Request for a Certificate of Emission Test (CET) is issued by the BENRO after the owner's vehicle passes the test for opacity.

In compliance with the City Ordinance No. 106, vehicles like PUJs, Trucks and Taxi's are to secure a Certificate of Emission Test for opacity.

Office or Division :	Environmental & Management Services Section		
Classification :	<input checked="" type="checkbox"/> Simple	<input type="checkbox"/> Complex	<input type="checkbox"/> High Technical
Type of Transaction :	<input checked="" type="checkbox"/> G2C – Government to Citizen <input checked="" type="checkbox"/> G2B – Government to Business Entity <input type="checkbox"/> G2G – Government to Government		
Who may avail :	All business clients / all vehicle owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> Previous year's OR/CR from LTO - 1 original & 1 Xerox copy 		LTO CTO	

<ul style="list-style-type: none"> Present original copy of OR for payment 				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ENRO and submit required documents for evaluation.	1.1 ENRO accepts the documents and evaluates	None	15 minutes	ECES Staff
	1.1.A. If diesel powered, inform client to pay to CTO-Cashier Voluntary Emission Test Fee	None	10minutes	ECES Staff
2. Client pays Voluntary Emission Testing Fee as per C.O. 90 & 106 series of 1993 & submits O.R. to BENRO	2. Process payment and issue Official receipt	Php100.00/vehicle	15 minutes	Cashier City Treasurer's Office (Windows 1-3)
3. Client receives CET	3. ENRO authorized personnel to record and release the CET	None	10 minutes	ECES Staff
TOTAL		None	50 minutes	

5. Complaints for Noise, Air and Water Pollution

Citizen's watch for complaints about Noise, Air and Water Pollution to prevent or at least mitigate the pollution of our natural resources.

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Classification:	<input checked="" type="checkbox"/> Simple	<input type="checkbox"/> Complex	<input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C – Government to Citizen <input checked="" type="checkbox"/> G2B – Government to Business Entity <input checked="" type="checkbox"/> G2G – Government to Government		
Who may avail:	<ul style="list-style-type: none"> City Residents Business and Commercial Establishment Owners 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of Complaint (1 Original Copy & 1 Receiving Copy)		QR Code from Albee Benitez Page, Visit tinyurl.com/isugidkaymayor or Visit BENRO	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call, Message or Visit BENRO for Noise, Air & Water Pollution complaints	1.1. Attending staff record/log clients name, address and the exact location of the areas left unattended/uncleaned including its contact numbers, if any, for follow-ups.	None	15 minutes	ECES Staff
	1.2. Conduct Visitation and on the spot inspection /If validated, issues notice of violation and notify violators to appear to city legal office	None	1 day	ECES Staff
	1.3 BENRO Enforcement Personnel Submit copy of Notice of Violation to BENRO for its referral to City Legal Office	None	15minutes	ECES Staff
2. Actions Taken	2. BENRO Monitor Violator's Compliance		1 day	BENRO Enforcement
TOTAL		None	2 days & 30minutes	

6. Issuance of ENRO Clearance for Mayor's Permit

Clearance is issued after submitting the documents which required by the BENRO

Office or Division :	Environmental & Management Services Section
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Classification :	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> High Technical
Type of Transaction :	<input checked="" type="checkbox"/> G2C – Government to Citizen <input checked="" type="checkbox"/> G2B – Government to Business Entity <input type="checkbox"/> G2G – Government to Government
Who may avail :	All business clients / all vehicle owners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Banks: <ol style="list-style-type: none"> 1. Permit to Operate for Generating Set (if needed)- R.A. 8749 • Laboratories/Hospitals/Maternity Clinic: <ol style="list-style-type: none"> 1. Baciwa Certification for Water Source (If Deepweel-Water Permit from NWRB 2. Discharge Permit for Wastewater –R.A. 9275 3. Permit to Operate for Generating Set – R.A. 8749 4. ECC for Hazardous Waste Disposal Facility/MOA with Accredited Hazardous Waste Transporter 5. Hazardous Waste Generator Registration- R.A. 6969 • Boarding House <ol style="list-style-type: none"> 1. Baciwa Certification for Water Source (If Deepweel-Water Permit from NWRB • Pension House/Dormitories/Apartments: <ol style="list-style-type: none"> 1. Baciwa Certification for Water Source (If Deepweel-Water Permit from NWRB 2. Discharge Permit for Wastewater- R.A. 9275 3. Permit to Operate for Generating Set- R.A.8749 • Hardware/Construction Supply w/ Sand and Gravel: <ol style="list-style-type: none"> 1. Certificate of Accreditation as Dealer/ Trader And/or Retailer of Sand & Gravel- R.A. 7942 • Restaurant/Carenderia/Eatery/Bakeries/Rest o Bar/Canteen: 	<p style="text-align: center;">DENR-EMB</p> <p style="text-align: center;">BACIWA-Prime Water/DENR</p> <p style="text-align: center;">DENR-EMB DENR-EMB DENR-EMB DENR-EMB</p> <p style="text-align: center;">BACIWA-Prime Water/DENR</p> <p style="text-align: center;">DENR-EMB DENR-EMB DENR-EMB</p> <p style="text-align: center;">DENR-MGB</p> <p style="text-align: center;">Mines & Geoscience Bureau (MGB) Iloilo City</p> <p style="text-align: center;">BACIWA-Prime Water/DENR</p>

<ul style="list-style-type: none"> 1. Baciwa Certification for the source of water (if deepweel-Water Permit from NWRB) 2. Discharge Permit for Wastewater- R.A. 9275 3. Permit to Operate for Generating Set – R.A. 8749 (If needed) • Water Refilling Station: <ul style="list-style-type: none"> 1. Baciwa Certification for Water Source (If deepweel-Water Permit at NWRB) • Gasoline Station: <ul style="list-style-type: none"> 1. Baciwa Certification for the source of water (if deepweel-Water Permit from NWRB) 2. Discharge Permit for Waste Water (For washing & Greasing) – R.A. 9275 3. Permit to Operate for Generating Set- R.A. 8749 (If needed) 4. ECC/CNC • Junk Shop/Spare Parts/Second Hand; <ul style="list-style-type: none"> 1. Book of Stocks 2. Affidavit – ‘Not to engaged in buying of Used Lead Acid Batteries’ • Funeral Homes/Funeral Parlor:: <ul style="list-style-type: none"> 1. Baciwa Certification for Water Source (If Deepweel-Water Permit from NWRB) 2. Discharge Permit for Wastewater- R.A. 9275 3. Permit to Operate for Generating Set- R.A. 8749 4. ECC / CNC • Repair Shop (Aircon/Refrigeration Services): <ul style="list-style-type: none"> 1. DTI Certificate of Accreditation 2. TESDA Certificate for Technician – NCI or NCII • Charcoal Dealer/Supplier/Retailer: <ul style="list-style-type: none"> 1. Certificate of Verification (COV) 2. Certificate of Transport Agreement (CTA) 	<p style="text-align: center;">DENR-EMB DENR-EMB</p> <p style="text-align: center;">BACIWA-Prime Water/DENR</p> <p style="text-align: center;">BACIWA-Prime Water/DENR</p> <p style="text-align: center;">DENR-EMB</p> <p style="text-align: center;">DENR-EMB</p> <p style="text-align: center;">DENR-EMB</p> <p style="text-align: center;">Law Office</p> <p style="text-align: center;">BACIWA-Prime Water/DENR</p> <p style="text-align: center;">DENR-EMB DENR-EMB</p> <p style="text-align: center;">DENR-EMB</p> <p style="text-align: center;">DTI TESDA</p> <p style="text-align: center;">CENRO CENRO CENRO</p>
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<p>3. Certificate of Accreditation as Retailer/Supplier/ Dealer</p> <ul style="list-style-type: none"> • Cold Storage: <ol style="list-style-type: none"> 1. Baciwa Certification for the source of water (if deepweel-Water Permit from NWRB) 2. Discharge Permit for Wastewater- R.A. 9275 3. Permit to Operate for Generating Set- R.A. 8749 (If needed) 4. ECC/CNC • Ice Plant: <ol style="list-style-type: none"> 1. Baciwa Certification for the source of water (if deepweel-Water Permit from NWRB) 2. Discharge Permit for Wastewater- R.A. 9275 3. Permit to Operate for Generating Set- R.A. 8749 4. ECC/CNC • Emission Testing Center: <ol style="list-style-type: none"> 1. ECC / CNC • Lumber Yard: <ol style="list-style-type: none"> 1. Certificate of Registration as Lumber Dealer 2. Permit to Operate (Circular Saw, Ban Saw etc.- Air Pollution Source Installation-APSI)- R.A. 8749 • KTV/Videoke Bar: <ol style="list-style-type: none"> 1. Baciwa Certification for the source of water (If deepwell-Water Permit form NWRB) 2. Discharge Permit for Waste Water- R.A. 9275 <ul style="list-style-type: none"> - If there is a serving/cooking of foods inside the Establishment 3. Affidavit-“State to voluntarily tone down the volume 	<p>BACIWA-Prime Water/DENR</p> <p>DENR-EMB DENR-EMB</p> <p>DENR-EMB</p> <p>BACIWA-Prime Water/DENR</p> <p>DENR-EMB DENR/EMB</p> <p>DENR-EMB</p> <p>DENR-EMB</p> <p>CENRO DENR-EMB</p> <p>BACIWA-Prime Water/DENR</p> <p>DENR-EMB</p> <p>Law Office</p>
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<p>of the machine at 10:00 PM – C.O. NO. 356-04 or an Ordinance Regulating Noise Pollution in the City of Bacolod.</p> <ul style="list-style-type: none"> • Schools: <ol style="list-style-type: none"> 1. Baciwa Certification for the source of water (if deepweel-Water Permit from NWRB) 2. Discharge Permit for Wastewater –(If there is canteen) R.A. 9275 3. Permit to Operate for Generating Set- R.A. 8749 • Machine Shop w/ Transformer: <ol style="list-style-type: none"> 1. Polychlorinated Biphenyl Registration (PCB'S Registration)- R.A. 6969 2. Permit to Operate for Generating Set (Air Pollution Source) - R.A. 8749 • Laundry Shop: <ol style="list-style-type: none"> 1. Baciwa Certification for the source of water (if deepweel-Water Permit from NWRB) 2. Discharge Permit for Wastewater – R.A. 9275 • Malls/Markets: <ol style="list-style-type: none"> 1. Baciwa Certification for the source of water (if deepweel-Water Permit from NWRB) 2. Discharge Permit for Wastewater- R.A. 9275 3. Permit to Operate for Generating Set (Gen Set) 4. ECC/CNC • PUJ/Taxi/Trucking (For Diesel only): <ol style="list-style-type: none"> 1. OR/CR 2. O.R-Payment for Voluntary Emission 		<p>BACIWA-Prime Water/DENR DENR-EMB</p> <p>DENR-EMB</p> <p>DENR-EMB</p> <p>DENR-EMB</p> <p>BACIWA-Prime Water/DENR DENR-EMB</p> <p>BACIWA-Prime Water/DENR DENR-EMB DENR-EMB DENR-EMB</p> <p>LTO CTO</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ENRO and submit required documents for evaluation.	1.1 ENRO accepts documents, official receipts and evaluates the request	None	10 minutes	ECPS Staff

	1.2 For new businesses, ENRO will conduct an inspection of their business	None	1 day	ECPS Staff
2. Actions Taken	2. Inform client of their Mayor's Permit status	None	10minutes	ECPS
TOTAL		None	1 day and 20 minutes	

7. Quarry Permit Application

Quarry companies and operators shall secure a permit from BENRO in compliance with the City Ordinance No. 318, Series of 2002.

Office or Division :	Environmental & Management Services Section		
Classification :	<input checked="" type="checkbox"/> Simple	<input type="checkbox"/> Complex	<input type="checkbox"/> High Technical
Type of Transaction :	<input checked="" type="checkbox"/> G2C – Government to Citizen <input checked="" type="checkbox"/> G2B – Government to Business Entity <input type="checkbox"/> G2G – Government to Government		
Who may avail :	All business clients / all vehicle owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> • Location Map / Sketch Plan of the Proposed Permit Area showing its geographic coordinate/meridional block(s) and boundaries in relation to major environmental features and other projects using NAMRIA topographic map in a scale of 150,000 duly prepared, signed and sealed by deputized Geodetic Engineer • Area Clearance from the concerned government agencies/LGU that may be affected by the permit application or written permission form the landowner(s) and surface owner(s) of the area applied for • Environmental Compliance Certificate prior to extraction, removal and/or disposition and 		Geodetic Engineer City Assessor's Office ECC BIR	

<p>environmental protection and enhancement program</p> <ul style="list-style-type: none"> • Proof of Financial Capability to undertake the activity pursuant to work program and program environmental protection and enhancement program such as the following; <ul style="list-style-type: none"> ❖ For Individual – Statements of assets/ liabilities and duly sworn in accordance with existing laws, credit line/s and income tax return/s for the preceding three (3) years ❖ For Corporation, Partnership, Associations or Corporations – Latest Audited Financial Statement and where applicable, annual report for the preceding year, credit lines, bank guarantees and/or similar negotiable instruments • Photocopy of Articles of Incorporation/Partnership/Association, By-Laws and Certificate of Registration duly certified by the SEC or concerned authorized government agency(ies), the corporations, partnerships, associations or cooperatives • Other supporting papers as the CMRB or the Mayor may require or those which the applicant may submit 	<p>Securities and Exchange Commission</p> <p>CMRB or City Mayor’s Office</p>
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CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ENRO and submit required documents for evaluation.	1.1 ENRO accepts the documents and evaluates	None	10 minutes	ECES Staff
1.1.A. Client pays Voluntary Emission Testing	1.2. Process payment and issue Official receipt	Php100.00/vehicle	15mins	Cashier City Treasurer’s Office (Windows 1-3)

Fee as per C.O. 90 & 106 series of 1993 & submits O.R. to BENRO				
2. Client receives CET	2. ENRO authorized personnel to record and release the CET	None	10 minutes	ECES Staff
TOTAL		P100.00/v ehicle	35 minutes	

8. Request for Tree & Mangrove-Planting, Coastal Clean-up and Clean-up Drives

Private and public companies, schools, barangays, NGOs and other CSOs can send their request/s for Tree & Mangrove-Planting, Coastal Clean-up/s and Clean-up Drive/s for assistance from the office.

Office or Division:	Special Program: Clean & Green			
Classification:	✓ Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical			
Type of Transaction:	✓ G2C – Government to Citizen ✓ G2B – Government to Business Entity ✓ G2B – Government to Government			
Who may avail:	<ul style="list-style-type: none"> • City Residents • Business and Commercial Establishment Owners 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		BENRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Clean and Green Service Request Form and/ or Call the office to arrange a schedule	1.1 Accept, record, and assess request form	None	10 minutes	Frontliner
	1.2. Approve/Deny/ Reschedule of Request	None	20 minutes	Clean & Green Supervisors & OIC - BENRO
2. Actions taken	2. Inform clients of action taken	None	10 minutes	Frontliner / Receiving Officer
TOTAL		None	40 minutes	