**Republic of the Philippines**

**Region IX**

**Province of Zamboanga del Sur**

**Municipality of Lapuyan**

**CITIZEN’S CHARTER**

**Municipal Environment and Natural Resources Office**

**(MENRO)**

**Services Offered:**

1. Garbage/Solidwaste Collection
2. Responding to complaints related to Environmental Laws

**How to avail of the services**

1. **Garbage/Solid Waste Collection**

The MENR Office regularly collects garbage/solid waste in town center (Barangay Poblacion). Garbage to be collected are residuals and special waste from the Households, Market, Commercial establishments, Schools, Municipal Hall, Plaza and other public institutions.

Barangay have their schedules of collection and residual waste collected by the garbage collector of the Municipality.

|  |  |  |  |
| --- | --- | --- | --- |
| **COLLECTION AREA** | **SCHEDULE OF COLLECTION** | **FREQUENCY OF COLLECTION** | **TYPES OF WASTE** |
| **Note: Collection of waste will be done a day before if the scheduled day of collection declared as legal Holiday.** |
| POBLACION (Urban Barangay) | Monday | Twice a Week | Hard Plastics, Cellophanes |
| Friday | Twice a Week | Bottles & Metal Cans, Public Market Waste (Biodegradable) |
| **CLUSTERED BARANGAYS** |
| **Note: Only residual waste will be collected at the common collection center of the barangay.** |
| CLUSTER 1 | WEEKLY (Every Monday of the Week on Alternate Bases Morning) |
| SALAMBUYAN | \*1st Week | Weekly | Hard Plastics, Cellophanes |
| \*Following Week | Weekly | Bottles, Metal, Cans |
| TIPASAN | -do- | -do- | -do- |
| SAYOG | -do- | -do- | -do- |
| BULAWAN | -do- | -do- | -do- |
| MULOM | -do- | -do- | -do- |

**Collection Period- collection of waste shall be done according to the following schedule:**

|  |  |
| --- | --- |
| CLUSTER 2 | WEEKLY (Every Friday of the Week on Alternate Bases Morning) |
| PAMPANG  | \*1st Week | Weekly | Hard Plastics, Cellophanes |
| \*Following Week | Weekly | Bottles, Metal, Cans |
| PANTAD | -do- | -do- | -do- |
| DANGANAN | -do- | -do- | -do- |
| TININGHALANG | -do- | -do- | -do- |
|  |  |  |  |
| CLUSTER 3 | MONTHLY (Every 2nd Tuesday of the Month on Alternate Bases Morning) |
| TIGUHA  | \*1st Month |  | Hard Plastics, Cellophanes |
| \*Following Month | Monthly | Bottles, Metal, Cans |
| MARALAG | -do- | -do- | -do- |
| SAN JOSE | -do- | -do- | -do- |
| DUMARA | -do- | -do- | -do- |
| TALABOB | -do- | -do- | -do- |
|  |  |  |  |
| CLUSTER 4 | MONTHLY (Every 2nd Wednesday of the Month on Alternate Bases Afternoon) |
| CARPOC  | \*1st Month | Monthly | Hard Plastics, Cellophanes |
| \*Following Month | Monthly | Bottles, Metal, Cans |
| TUGAYA | -do- | -do- | -do- |
| MAHALINGEB | -do- | -do- | -do- |
| LUBUSAN | -do- | -do- | -do- |
| DANSAL | -do- | -do- | -do- |
|  |  |  |  |
| CLUSTER 5 | MONTHLY (Every 2nd Thursday of the Month on Alternate Bases Morning) |
| MARUING | \*1st Month | Monthly | Hard Plastics, Cellophanes |
| \*Following Month | Monthly | Bottles, Metal, Cans |
| MANDEG | -do- | -do- | -do- |
| TABON | -do- | -do- | -do- |
| PINGALAY | -do- | -do- | -do- |
| LUANAN | -do- | -do- | -do- |
| LENOK MADALUM | -do- | -do- | -do- |

1. **Responding to complaints related to Environmental Laws**

The Municipality Government receives complaints related to environmental laws. These are referred to the MENRO for immediate investigation and disposition.

**Service Schedule:** Monday to Friday (8:00 AM – 5:00 PM)

**Requirements:** Letter Request

**Fees: None**

|  |  |  |
| --- | --- | --- |
| **Steps of Process** | **Duration Processing Time** | **Staff-in-charge** |
| **Client** | **Service Provided** |
| Sign in client logbook and Present Request Letter |  | 5 minutes | Darwin L. Mangangot |
| Approach MENRO’s personnel for computers | Discuss the issued with complains | 30 minutes | Reymand D. Andales |
|  | Schedule date of inspection is dialogue with concerned parties | 5 minutes | Reymand D. Andales |

**Name: For. REYMAND D. ANDALES**

**Designation: OIC-MENRO**

**Contact #: 09061687385**