



## Environmental and Natural Resources Services

### Mandate:

1. Enforce / Implement laws and ordinances regulating the emission/discharge of harmful substances to the atmosphere, and water systems, solid waste management policies and directives, and recommend for the apprehension of violators and abatement of pollution;
2. Manage the ecological and natural resources of the municipality, primarily promoting sustainability of local resources, such as but not limited to forest, watersheds, rivers and creeks;
3. Implement programs for the protection and preservation of the environment, as well as rehabilitation of areas critically affected by Natural calamities, result of man-made activities and others;
4. Facilitate capacity building for local adaptation planning implementation and monitoring of climate change initiatives in vulnerable communities and areas;

### VISION:

A committed office that will promote economic well-being of communities; assists barangays, develop manage and protect their forest and watersheds; assists in the implementation of solid waste management, tourism programs, and friendly quarrying activities thru participatory mechanism involving stakeholders; linkaging and networking with other government and non-government organization.

### MISSION:

1. Have an operational MENR office; conduct sustained educational campaigns; develop, implement and strengthen activities against all forms of forest destruction and illegal fishing, quarrying and hunting; strengthen ISF and CBMFM programs and develop other alternative programs.
2. Implement skills development and advocacy training of MENRO and stakeholders; propose ordinances and resolutions for consideration of Mayor and SB; and institutionalize partnership with DENR, ENRO and other sectors.

## 1. Responding to Illegal Forest Related Activities

MENRO personnel personally discovered illegal forest related activity and/or a private citizen reported it. Examples are clearing inside a naturally forested area, timber poaching or forest fire. After the acceptance of the report, planning follows for the validation of the reported case.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office (MENRO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen/ G2G - Government to Government			
<b>Who may avail:</b>	General public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Photo documentation and/or just verbal report and/or phone call or text message		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report 1.1. text message/ phone call/ verbal	1.1. Acceptance of report, brief interview and taking down notes about the report	None	15 Minutes	<i>Esthie Olli, MENR Officer, MENRO Maria Eva S. Budong, EMS II, MENRO Roger L. Dulnuan, Admin Aide I, MENRO</i>
1.2. Log in to logbook (if reporter have appeared personally in the office)	1.2. Give/instruct client to login to logbook	None	3 Minutes	
	2. Confer with other staffs and schedule validation	None	30 Minutes	<i>Esthie Olli, MENR Officer, MENRO Maria Eva S. Budong, EMS II, MENRO</i>
	3. Consult/ set schedule with concerned barangay officials through phone call. In some cases, with PNP and DENR	None	1 Hour	<i>Esthie Olli, MENR Officer, MENRO Maria Eva S. Budong, EMS II, MENRO Roger L. Dulnuan, Admin Aide I, MENRO</i>
	4. Validation (investigation)	None	1 Day	<i>Esthie Olli, MENR Officer, MENRO</i>

				<i>Maria Eva S. Budong, EMS II, MENRO Roger L. Dulnuan, Admin Aide I, MENRO</i>
	5. Prepare validation report	None	3 Hours	<i>Maria Eva S. Budong, EMS II, MENRO</i>
	6. Furnish report to DENR-CENRO Records Section (if DENR is absent during the validation)	None	4 Hours	<i>Esthie Olli, MENR Officer, MENRO Maria Eva S. Budong, EMS II, MENRO Roger L. Dulnuan, Admin Aide I, MENRO</i>
	7. Assist DENR if needed further investigation	None	1 Day	<i>Esthie Olli, MENR Officer, MENRO Maria Eva S. Budong, EMS II, MENRO Roger L. Dulnuan, Admin Aide I, MENRO</i>
	8. Prepare additional report of further DENR investigation	None	4 Hours	<i>Maria Eva S. Budong, EMS II, MENRO</i>
	<b>Total</b>	<b>None</b>	<b>3 Days, 4 Hours, 48 Minutes</b>	

## 2. Information Education Campaign on Forestry and Environmental and Forestry Laws per request

MENRO conducts information education campaign on environmental and related laws/ordinances/policies.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C – Government to Citizen/ G2G - Government to Government				
<b>Who may avail:</b>	General public				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Invitation letter			Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	

1. Log in to logbook	1. Give/instruct client to login to logbook	None	3 Minutes	<i>Lizbeth Y. Nungulat, Admin Aide VI, MENRO</i>
2. Submit invitation letter	2. Accept invitation letter, brief discussion regarding the arrangements and schedule	None	15 Minutes	<i>Esthie Olli, MENR Officer, MENRO Maria Eva S. Budong, EMS II, MENRO Walter G. Kimayong, EMS I, MENRO</i>
	3. Confer with other staffs regarding schedule	None	30 Minutes	<i>Maria Eva S. Budong, EMS II, MENRO Esthie Olli, MENR Officer, MENRO Walter G. Kimayong, EMS I, MENRO</i>
3. Attend IEC	4. Conduct of IEC	None	1 Day	<i>Esthie Olli, MENR Officer, MENRO Walter G. Kimayong, EMS I, MENRO Maria Eva S. Budong, EMS II, MENRO</i>
<b>Total</b>		<b>None</b>	<b>1 Day, 48 Minutes</b>	

### 3. Assist in tree planting activity

MENRO conducts and/or assist in tree planting and/or other related activities like brushing, weeding or fertilizer application.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C and G2G – Government to Citizen / Government to Government			
<b>Who may avail:</b>	General public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to logbook	1. Give/instruct client to log-in to	None	3 Minutes	<i>Lizbeth Y. Nungulat, Admin Aide VI,</i>

	logbook			MENRO
2. Submit request letter	2. Acceptance of request letter, brief discussion regarding logistics	None	30 Minutes	<i>Maria Eva S. Budong, EMS II, MENRO Esthie Olli, MENR Officer, MENRO</i>
3. Conduct tree planting activity	3. Conduct/assist tree planting	None	1 Day	<i>Maria Eva S. Budong, EMS II, MENRO Roger L. Dulnuan, Admin Aide I, MENRO</i>
	4. Prepare report about the activity	None	1 Hour	<i>Maria Eva S. Budong, EMS II, MENRO</i>
<b>Total</b>		<b>None</b>	<b>1 Day, 1 Hour, 33 Minutes</b>	

#### 4. Seedling Assistance

MENRO conducts seedling production for watershed rehabilitation and assist barangays, organizations and other government agencies in their tree planting activities.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office (MENRO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C and G2G – Government to Citizen / Government to Government			
<b>Who may avail:</b>	General public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in to logbook	1. Give/instruct client to login to logbook	None	3 Minutes	<i>Lizbeth Y. Nungulat, Admin Aide VI, MENRO</i>
2. Submit request letter	2. Accept request, brief interview and scheduling for pick-up	None	20 Minutes	<i>Roger L. Dulnuan, Admin Aide I, MENRO Maria Eva S. Budong, EMS II, MENRO Esthie Olli, MENR Officer, MENRO</i>

3. Receive seedlings	3. Turn over seedlings	None	1 Hour	<i>Roger L. Dulnuan</i> , Admin Aide I, MENRO
<b>Total</b>		<b>None</b>	<b>1 Hour, 23 Minutes</b>	

## 5. Garbage collection

The LGU-Kasibu continues to implement the policy on segregation at source; MENRO caters all barangays in the collection of waste in accordance to Republic Act 9003.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office (MENRO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Barangay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		BLGU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in to logbook	1. Give the logbook to the client	None	3 Minutes	<i>Lizabeth Y. Nungulat</i> , Admin Aide VI, MENRO
2. Submit request	2. Receive and review the request	None	10 Minutes	<i>Walter G. Kimayong</i> , EMS I, MENRO <i>Esthie B. Olli</i> , MENR Officer, MENRO
3. Receive schedule	3. Inform/ give the schedule	None	30 Minutes	<i>Walter G. Kimayong</i> , EMS I, MENRO
	3. Haul garbage from the barangay Material Recovery Facility to Sanitary Landfill	None	1 Day	<i>Walter G. Kimayong</i> , EMS -I, MENRO
<b>Total</b>		<b>None</b>	<b>1 Day, 43 Minutes</b>	

## 6. Issuance of eco-hollow blocks

LGU-Kasibu promotes best practices and innovation on Solid Waste Management to lessen the volume of residual waste generated and disposed at the sanitary landfill. One of the innovations of MENR Office is the Production and Distribution of free hollow blocks for tomb construction of departed loved ones of indigent citizens of the Municipality.

The requests are addressed to the Municipal Mayor and, upon approval, are picked up from Sitio Cappit by the recipients. Each is given 75 pieces, a number good enough for a standard-sized tomb. All in all, there are already 800 pieces of hollow blocks produced.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office (MENRO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Indigent families			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in to logbook	1. Give the logbook to the client	None	3 Minutes	<i>Lizbeth Y. Nungulat</i> , Admin Aide VI, MENRO
2. Present the request letter	2. Receive and record the request letter	none	5 Minutes	<i>Lizbeth Y. Nungulat</i> , Admin Aide I, MENRO
3. Wait until the request letter on process	3. Approval of the request letter	None	5 Minutes	<i>Esthie B. Olli</i> , MENR Officer, MENRO
4. Receive the hollow blocks	4. Turn over hollow blocks	None	20 Minutes	<i>Walter G. Kimayong</i> , EMS I, MENRO <i>Roger L. Dulnuan</i> , Admin Aid I, MENRO
<b>Total</b>		<b>None</b>	<b>33 Minutes</b>	

## 7. Distribution of African Night Crawler

MENRO is harvesting vermi compost and is utilized as soil enhancer and bioactive fertilizers in the Municipal Nursery. The application of vermicast to eco-garden has significantly improved the performance of the vegetables and seedlings planted. MENRO Office is distributing free African night crawlers to all households in the municipality for vermicomposting.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office (MENRO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government			
<b>Who may avail:</b>	General public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in to logbook	1. Give the logbook to the client	None	3 Minutes	<i>Lizbeth Y. Nungulat, Admin Aide VI, MENRO</i>
2. Present the request letter	2. Receive and record the request letter	None	5 Minutes	<i>Lizbeth Y. Nungulat, Admin Aide VI, , MENRO Walter G. Kimayong, EMS I, MENRO</i>
3. Wait until the request letter on process	3. Approval of the request letter	None	2 Minutes	<i>Walter G. Kimayong, EMS I, MENRO Esthie B. Olli, MENR Officer, MENRO</i>
	4. Collect African Night Crawler	None	15 Minutes	<i>Walter G. Kimayong, EMS I, MENRO Roger L. Dulnuan, Admin Aid I, MENRO</i>
4. Receive the African Night Crawler	5. Turn over African Night Crawler	None	5 Minutes	<i>Walter G. Kimayong, EMS I, MENRO Roger L. Dulnuan, Admin Aid I, MENRO</i>
<b>Total</b>		<b>None</b>	<b>30 Minutes</b>	



## 8. Avail inspection services of compliance to contractors' tree planting ordinance

The Provincial Government of Nueva Vizcaya issued an ordinance requiring all contractors operating in the Province to plant trees at designated areas in the project site (Provincial Ordinance No. 99-013). Municipalities are then enjoined to monitor and inspect the compliance of these contractors operating in their area of responsibility.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office (MENRO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Business			
<b>Who may avail:</b>	Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Program of work of the project			Client	
2. Planted seedlings in the planting site			Client	
3. Guide or escort to the site of planted seedlings			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in to logbook	1. Give the logbook to the client	None	3 Minutes	<i>Maria Eva S. Budong, EMS II, MENRO</i>
2. Present program of work & discuss about how, when, where to conduct tree planting & inspection	2. Accept documents & discuss about how, when, where to conduct tree planting & when is the inspection	None	10 Minutes	<i>Esthie B. Olli, MENR Officer, MENRO Roger Dulnuan, Admin Aid, MENRO Maria Eva S. Budong, EMS II, MENRO</i>
3. Serve as guide to inspectors	3. Site inspection	None	4 Hours	<i>Roger Dulnuan, Admin Aid, MENRO Maria Eva S. Budong, EMS II, MENRO</i>
4. Receive inspection card	4. Issue inspection card	None	5 Minutes	<i>Esthie B. Olli, MENR Officer, MENRO Roger Dulnuan, Admin Aid, MENRO Maria Eva S. Budong, EMS II, MENRO</i>
<b>Total</b>		<b>None</b>	<b>4 Hours, 18 Minutes</b>	

## 9. Avail inspection services of furniture shop / livestock and poultry/ rice mill / stock pile/ motor repair to RA 9003 and EO 23 Compliance

Republic Act 9003 (Solid Waste Management Act) requires all establishment to properly segregate and provide labelled waste bins (Nabubulok, Di-nabubulok, Nabebenta, Special Waste). Waste water should not be directly drained into water bodies; establishment should not produce too much noise and smelly odor that would negatively affect passers-by and neighbors.; Executive Order 23 (Declaring a Moratorium on the Cutting and Harvesting of Timber in the Natural and Residual Forests and Creating Anti-Illegal Logging Task Force) only allows planted trees like Gmelina, Mahogany, Acasia and the likes as raw materials for furniture making. MENRO conducts pre-inspection on the last quarter of the preceeding year in anticipation of processing of business permits by business owners.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office (MENRO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Business			
<b>Who may avail:</b>	Furniture shop owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Presence of owner or his/her representative during inspection		Client		
2. Presence of four labeled waste bins, with stand and the contents are properly segregated		Client		
3. Source of raw materials are planted trees like Gmelina, Acasia, Mahogany (for furniture shop only)		Client		
4. Covered plastic drum for the used oil (for motor repair, rice mill and furniture shop only)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
For new furniture or livestock/poultry or rice mill or stock pile or motor repair businesses only				

(old busnisses start at step 3): 1. Log in to logbook	1. Give the logbook to the client	None	3 Minutes	<i>Lizbeth Y. Nungulat</i> , Admin Aide VI, MENRO
2. Inform Municipal Environment and Natural Resources Office ( or barangay or Mayors Office)	2. Include the client's name in the list	None	5 Minutes	<i>Maria Eva S. Budong</i> , EMS II, MENRO <i>Walter G. Kimayong</i> , EMS 1, MENRO
3. Attend inspection	3. Conduct inspection	None	1 Hour	<i>Maria Eva S. Budong</i> , EMS II, MENRO <i>Walter G. Kimayong</i> , EMS I, MENRO
4. Receive inspection card	4. Issue inspection card	None	3 Minutes	<i>Esthie B. Olli</i> , MENR Officer, MENRO
<b>Total</b>		<b>None</b>	<b>1 Hour, 11 Minutes</b>	

## 10. Issuance of Tree Planting Compliance Certificate to Contractors

Provincial Ordinance No. 99-013 also known as “The Contractors Tree Planting Ordinance of Nueva Vizcaya” requires contractors with project inside the Municipality to plant trees and MENRO issues certification after verification of their tree planting activity.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office (MENRO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	General public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Official receipt (Certification fee receipt)			Municipal Treasury Office	
2. Inspection card of tree planting (See separate process for inspection)			MENRO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>

		<b>BE PAID</b>	<b>TIME</b>	
1. Login to logbook	1. Give/instruct client to login to logbook	None	3 Minutes	<i>Lizbeth Y. Nungulat, Admin Aide VI, MENRO</i>
2. Submission of inspection card – see separate step on availing inspection services	2. Accept and assess	None	2 Minutes	<i>Esthie Olli, MENR Officer, MENRO Maria Eva S. Budong, EMS II, MENRO Roger L. Dulnuan, Admin Aide I, MENRO</i>
3. Pay certification fee	3. Issue Original Receipt (certification fee)	PHP 50	10 Minutes	<i>Roger L. Cumila, Mun. Treasurer, Municipal Treasury Office</i>
4. Receive compliance certification	4. Preparation and issuance of compliance certificate	None	10 Minutes	<i>Esthie Olli, MENR Officer, MENRO Maria Eva S. Budong, EMS II, MENRO</i>
<b>Total</b>		<b>PHP 50</b>	<b>25 Minutes</b>	

### **11. Issuance of compliance certificate to furniture shops, livestock and poultry businesses, rice mills, gravel and sand stock pile and motor repair shops**

MENR office issues compliance certification to business owners of furniture shops, livestock and poultry businesses, rice mills, gravel and sand stock pile and motor repair shops as requirement in the processing of their business permits.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office (MENRO)				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2B – Government to Business				
<b>Who may avail:</b>	Business owners				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Barangay business clearance			Client		
2. Original Receipt (certification fee)			Municipal Treasury Office		
3. Inspection card (see separate step on availing inspection services)			MENRO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>	

		<b>BE PAID</b>	<b>TIME</b>	
1. Log in to logbook	1. Give/instruct client to login to logbook	None	3 Minutes	<i>Lizbeth Y. Nungulat, Admin Aide VI, MENRO</i>
2. Presentation of Barangay Business clearance & inspection card	2. Acceptance of papers and assessment and check business inspection card	None	10 Minutes	<i>Maria Eva S. Budong, EMS II, MENRO Walter G. Kimayong, EMS I, MENRO</i>
3. Pay certification fee to treasury	3. Issue Original Receipt	PHP 50	10 Minutes	<i>Roger L. Cumila, Mun. Treasurer, Municipal Treasury Office</i>
4. Receive certificate	4. Prepare and issue certificate	None	10 Minutes	<i>Esthie Olli, MENR Officer, MENRO Maria Eva S. Budong, EMS II, MENRO Walter G. Kimayong, EMS I, MENRO</i>
<b>Total</b>		<b>PHP 50</b>	<b>33 Minutes</b>	

## FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>Answer the client feedback form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p><b>Contact info:</b>          Public Assistance and Complaints Desk: 0975-565-8265          HRMO: 0915-251-3852          Administrative Officer: 0997-325-8807          Email: mlgukasibu@gmail.com</p>
<p>How feedbacks are processed?</p>	<p>Every Friday, the Designated Personnel manning the Public Assistance and Complaint Desk opens the dropbox and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p><b>For inquiries and follow-ups, the client may contact the following:</b>          Public Assistance and Complaints Desk: 0975-565-8265          HRMO: 0915-251-3852          Administrative Officer: 0997-325-8807          Email: mlgukasibu@gmail.com</p>
<p>How to complain?</p>	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p>Complaints can be also filed via telephone. Make sure to provide the following information:          Name of person being complained</p>

	<p>Incident Evidence <b>For inquiries and follow-ups client may contact the following:</b> Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
How complaints are processed	<p>The Designated Personnel manning the Public Assistance and Complaint Desk opens the complaint drop box on the daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will give feedback to the client.</p> <p><b>For inquiries and follow-ups, the client may contact the following:</b> Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>Contact Information: <b>Public Assistance and Complaints Desk:</b> <b>Human Resource Management Office:</b> <b>Office of the Municipal Mayor:</b></p>	<p>0975-565-8265 0916-831-4804 0997-325-8807</p>

***Anti Red Tape Authority (ARTA):***  
***Presidential Complaints Center (PCC):***  
***CSC Contact Center ng Bayan:***

(02) 8478-5091 / (02) 8478-5093 / (02) 8478-5099  
8-2498310 / 8-736-8645 / 8-736-8603 / 8-736-8606 / 8-736-8629 / 8-736-8621  
09088816565 / 1-6565\*