

#### 4. Request for Inspection on Environmental Complaints (Major)

A frontline service that addresses the complaints from any individual. The complainant may report any form of nuisance caused from public and private entities pursuant to Environmental related local ordinances. Major environmental complaints typically involve significant issues that pose immediate or severe threats to public health, environmental quality, and ecosystem integrity. These complaints often require urgent attention and intervention to mitigate impacts, address underlying causes, and prevent further harm.

Major environmental complaints may include:

1. **Industrial Pollution:** Complaints related to industrial pollution may involve emissions of hazardous air pollutants, discharges of toxic chemicals into water bodies, or improper disposal of hazardous waste.
2. **Water Contamination:** Complaints about water contamination may arise from sources such as industrial spills, agricultural runoff, sewage discharges, or chemical contamination of drinking water supplies.
3. **Illegal Dumping and Waste Management:** Complaints about illegal dumping of waste, improper waste disposal practices, or inadequate waste management facilities can lead to environmental pollution, habitat degradation, and public health hazards.
4. **Deforestation and Habitat Destruction:** Complaints related to deforestation, habitat destruction, or land conversion for agricultural or urban development can lead to loss of biodiversity, habitat fragmentation, soil erosion, and disruption of ecosystem services.
5. **Natural Resource Extraction:** Complaints about natural resource extraction activities such as mining, logging, or quarrying may involve environmental degradation, habitat destruction, water pollution, and displacement of communities.
6. **Climate Change Impacts:** Complaints related to climate change impacts may include extreme weather events, sea-level rise, droughts, floods, wildfires, and other environmental disasters.
7. **Urban Pollution and Congestion:** Complaints about urban pollution and congestion may involve air pollution from vehicle emissions, industrial activities, or urban sprawl.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government

<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1 Original Copy)		Client		
Environmental Complaint Form (1 Original Copy)		LGU Tagoloan - Municipal Environment and Natural Resource Office (MENRO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Make a complaint letter addressed to MENR Office and/or call the MENRO Hotline and fill-up the environmental complaint form.	1. Receive the environmental complaint.	None	10 minutes	<i>Administrative Aide - 1</i> Municipal Environment and Natural Resource Office
	2. Verify the information and gather details.	None	4 hours	<i>Municipal Environment and Natural Resource Officer</i> Municipal Environment and Natural Resource Office
	3. Request for a Directive/Mission Order from Mayor's Office.	None	1 day	<i>Municipal Environment and Natural Resource Officer</i> Municipal Environment and Natural Resource Office
	4. Conduct ocular inspection regarding the complaint.	None	4 hours	<i>Municipal Environment and Natural Resource Officer</i> Municipal Environment and Natural Resource Office
	5. Recommend appropriate action.	None	2 hours	<i>Municipal Environment and Natural Resource Officer</i> Municipal Environment and Natural Resource Office
	6. Secure inspection report.	None	2 hours	<i>Municipal Environment and Natural Resource Officer</i> Municipal Environment and Natural Resource Office

	7. Submit to Mayor's Office for approval.	None	1 day	<i>Municipal Environment and Natural Resource Officer</i> Municipal Environment and Natural Resource Office
	8. Endorse to concerned National Agency for further action if any.	None	4 hours	<i>Municipal Environment and Natural Resource Officer</i> Municipal Environment and Natural Resource Office
4. Accomplish the CSS form and drop it in the feedback box.	2. Request Client to accomplish the Client's Satisfaction Survey (CSS)	None	10 min	Client will drop the Client's Satisfaction Survey (CSS) to the feedback box.
TOTAL:		None	3 days & 20 minutes	

Note: Service is covered under RA 9003, RA 8749, RA 9275, RA 6969, RA 1586, Forest Law, and Quarry Law.  
Note: Subject to the approval of ARTA.