

## 5. Request for Inspection on Environmental Complaints (Minor)

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.

These complaints may arise from various sources, including individuals, community groups, or local authorities, and can encompass a wide range of concerns related to environmental nuisances, disturbances, or inconveniences.

Minor environmental complaints may include:

1. Littering and Illegal Dumping: Complaints about littering, improper disposal of waste, or illegal dumping of trash in public spaces, parks, waterways, or vacant lots.
2. Noise Pollution: Concerns regarding excessive noise from construction activities, industrial operations, loud parties, or other sources of noise pollution that disrupt peace and tranquility in residential areas.
3. Air Quality: Complaints about open burning that may affect air quality and cause nuisance to residents.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office			
<b>Classification:</b>	Simple			
<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>		
Environmental Complaint Letter (1 Original Copy)		Client		
Text Messages/Online Messages/Call Complaint		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Make a complaint letter addressed to MENR Office and/or call the MENRO Hotline or 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	1 hour	<i>Municipal Environment and Natural Resource Officer</i> Municipal Environment and Natural Resource Office
	3. Conduct ocular inspection.	None	2 hours	<i>Municipal Environment and Natural Resource Officer</i> Municipal Environment and Natural Resource Office
	4. Provide appropriate action.	None	2 hours	<i>Municipal Environment and Natural Resource Officer</i> Municipal Environment and Natural Resource Office
	5. Make an incident/inspection/narrative report.	None	1 hour	<i>Municipal Environment and Natural Resource Officer</i> Municipal Environment and Natural Resource Office
2. Accomplish the CSS form and drop it in the feedback box.	1. 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	6 hours & 20 minutes	