

Carrascal, Ato ini!



Citizen's Charter

Office of the **MENRO**

**Quick Quality Services
to all Carrascalanons!**

Municipal Hall, Embarcadero
8318 Carrascal, Surigao del Sur

For more information
Please Contact:
Bernard Ardel C. Bobias
MENRO



AVAILING INFORMATION ON REFORESTATION PROJECT

SERVICE DESCRIPTION:

Provide technical assistance on Upland Development Program (UDP), Assisted Natural Regeneration (ANR)/Enrichment Planting (EP) and Agroforestry.

Coverage of Assistance : Babuyan and Panikian

REQUIREMENTS: NONE

FEES: NONE

• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Client approach MENRO for problem presentation.	5 - 10 minutes	Bernard Ardel C. Bobias <i>MENRO</i>
2. Client receives information needed & other materials (reforestation guidebook)	5 minutes	Bernard Ardel C. Bobias <i>MENRO</i>

AVAILING WASTE AND GARBAGE COLLECTION

SERVICE DESCRIPTION:

The MUNICIPAL Environment and Natural Resources Office (ENRO) regularly collects garbage from residences and commercial establishments.

However, individuals and firms may still make special requests for garbage collection.

This includes those who were not served by the regular garbage route. Requests

REQUIREMENTS: NONE

FEES: NONE

• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Go to the Municipal ENRO - Go to the Municipal ENRO and ask for any personnel regarding the request.	2 minutes	Bernard Ardel C. Bobias <i>MENRO</i>
2. Gather Information - Attending staff requests for the customer's name, exact address, and sketch of the exact location of the garbage to be collected.	10 minutes	Bernard Ardel C. Bobias <i>MENRO</i>
3. Scheduling and Preparation of Job Order - Schedules the request and prepares a Job Order. Garbage is, then, collected	10 minutes 3 hours	Bernard Ardel C. Bobias <i>MENRO</i>
4. Garbage Collection - ENRO responds to client request. Garbage is collected.	Within 24 hours	Bernard Ardel C. Bobias <i>MENRO</i>
5. Sign Job Order - Customer signs the Job Order after the service had been rendered.	5 minutes	Bernard Ardel C. Bobias <i>MENRO</i>

AVAILING OF INFORMATION IN SOLID WASTE MANAGEMENT

SERVICE DESCRIPTION:

Provide the discipline associated with the control of the generation, storage, collection, transfer and transport and disposal of solid waste.

Coverage of Assistance : 14 Barangays of Municipality of Carrascal

REQUIREMENTS: NONE

FEES: NONE

• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Client approach MENRO for problem presentation	5 minutes	Bernard Ardel C. Bobias <i>MENRO</i>
2. Client receives brochures & guide pack sheets on solid waste management	5 minutes	Bernard Ardel C. Bobias <i>MENRO</i>

RAVAILING OF INFORMATION ON COMMUNAL FOREST PROTECTION RECEIVING OF COMPUTER -GENERATED

SERVICE DESCRIPTION:

Provide maps indicating the communal boundary of Carrascal

Coverage of Assistance :
Adlay, Bon-ot, Gamuton, Panikian, Pantukan and Babuyan

REQUIREMENTS: NONE

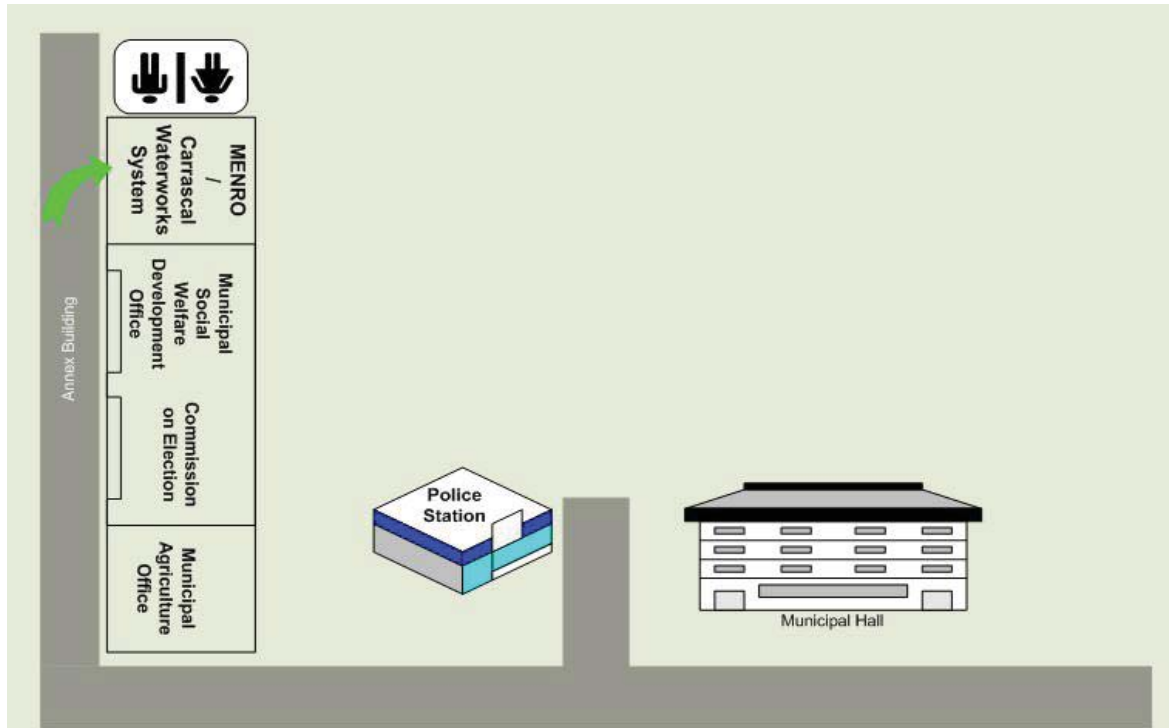
FEES: Colored Maps A4/Letter Size = P 100.00

• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Client Approach MENRO for problem presentation and requests for map needed - Conduct interview and assessment - Conduct physical survey (if needed)	5 - 10 minutes	Jean S. Gacang <i>MENRO Staff</i>
2. Person-in-charges informs client of the fees to be paid & give client direction to the MTO.	2 minutes	Jean S. Gacang <i>MENRO Staff</i>
3. Client presents Official Receipt to person-in-charge while the desired map is printed. - If map requested is not yet available, person-in-charge schedule physical survey	5 minutes	Billy Reyvitz A. Sotoniel <i>MENRO Staff</i>
4. Client then receives printed map if available - If needs physical survey, client is requested to claim map after conduct of physical survey	5 minutes 5 days	Jean S. Gacang <i>MENRO Staff</i> Bernard Ardel C. Bobias <i>MENRO</i>

SKETCH MAP

Office of the MENRO



SKETCH MAP

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