









**EMB IX SECSIME PROCESS NO. 3 . HANDLING OF COMPLAINTS IN RELATION TO RA 8749, RA 9275, RA 6969,
 AND PD 1586 FROM CONCERNED CITIZENS**








Service Information

Office or Division:	Environmental Monitoring and Enforcement Division, EMB IX			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	External Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files complaint Letter	1. Receives complaint letter / complaint form	N/A	Within five (5) minutes	 Riza E. Lim <i>ORD Secretary</i>
	2. Complaint letter forwarded to the Office of Regional Director	N/A		
	3. Routes the complaint letter for evaluation to the Chief, EMED	N/A	Within five (5) minutes	 Engr. Alex D. Jimenez <i>OIC, Regional Director</i>
	4. Transmits the document to the Chief, EMED.	N/A	Within five (5) minutes	






	<p>5. Routes complaint letter to Chief, WAMS or Chief, CHWMS for further action.</p>	<p>N/A</p>	<p>Within five (5) minutes</p>	 <p>Engr. Christopher N. Fernandez Chief, Environmental Monitoring & Enforcement Division</p>
	<p>6. Designates a technical staff to act on the complaint.</p> <p>7. Prepares memorandum to conduct investigation in case the site of the complaint is within the jurisdiction of the PEMU/CEMU</p>	<p>N/A</p>	<p>Within five (5) minutes</p>	 <p>Arlene A. Muñoz Chief, CHWMS, Air and Water</p>
	<p>8. PEMU/CEMU; Technical staff of the PEMU/CEMU conduct investigation and submits the investigation report and/or Compliance Evaluation Report to the CEMU and approved by the PEMU.</p>	<p>N/A</p>	<p>Within fifteen (15) days</p>	<p>Case Handler, CEMU, PEMU</p> <p><u>PEMU</u></p>  <p>Ryan I. Almadin Unit Chief, PEMU-ZDN</p>  <p>Karlo D. Dullin Chief, PEMU-ZDS</p>



				<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  Engr. Ben-Azer A. Abing <i>CEMU Chief</i> </div> <div style="text-align: center;">  Robert C. Orot <i>CEMU Chief</i> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="text-align: center;">  Franz Carl Noble <i>CEMU Chief</i> </div> <div style="text-align: center;">  Noel G. Mandabon <i>CEMU Chief</i> </div> </div> <div style="text-align: center; margin-top: 20px;">  David R. Rojas <i>PEMU Chief, ZSP</i> </div> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="text-align: center;">  Carlo Deo Bue <i>CEMU Chief</i> </div> <div style="text-align: center;">  Norman Erazo <i>CEMU Chief</i> </div> </div>
	<p>9. Reviews the investigation report, Compliance Evaluation Report (CER) or the letter. After the document/s is/are finalized by the case handler, the CEMU</p>	<p>N/A</p>	<p>Within one half (1/2) day</p>	<p>CEMU, PEMU</p>



	will review and forward to PEMU for approval and transmit the report to the Regional Director			
	10. Transmits the document/s to the Regional Director	N/A	Within five (5) minutes	 Riza E. Lim ORD Secretary
	11. Forwards the investigation report, CER to the concerned division.	N/A	within one (1) hour	 Engr. Alex D. Jimenez OIC, Regional Director
	12. Transmits the document/s to Legal Unit for further and appropriate legal actions.	N/A	Within five (5) minutes	 Riza E. Lim ORD Secretary