



# CITY GOVERNMENT OF EL SALVADOR

## CITIZEN'S CHARTER 2020 (1<sup>st</sup> Edition)



**CITY LOCAL ENVIRONMENT & NATURAL  
RESOURCES OFFICE (CLENRO)**

**ISSUANCE OF ENVIRONMENTAL  
CLEARANCE, REGULATORY ACTIVITIES ON  
AIR, WATER AND SOLID WASTES  
(COMPLAINTS) & FACILITATE  
MANGROVE/TREE PLANTING**



CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE  
2<sup>nd</sup> Floor, Executive Building  
City Hall of El Salvador City

## 1. Service Name: Issuance of Environmental Clearance

Description of the Service:

<b>Office or Division:</b>	CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	BUSINESS ESTABLISHMENTS (EXCEPT SMALL SCALE LIKE SARI-SARI STORES) AND PROJECT PROPONENTS (AS PER PROJECT ACTIVITIES)			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
New:				
1. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC)	DENR-EMB 10			
2. Wastewater Discharge Permit (WDP)	DENR-EMB 10			
3. Permit to Operate (PTO) (if applicable)	DENR-EMB 10			
4. Zoning/Locational Clearance	City Planning & Development Office			
Renewal:				
1. Photocopy of ECC/CNC if not on file and if amended	Business Owner			
2. Photocopy of Wastewater Discharge Permit (WDP) Renewal	Business Owner			
3. Photocopy of Permit to Operate (PTO) Renewal (if applicable)	Business Owner			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	1.1 Check the submitted requirements as to completeness then receive the documents for processing. 1.2 Conduct the onsite inspection if necessary	None	1.1 Ten (10) minutes  1.2 One (1) day	LORELEI O. DACU Pollution Control Officer (Designate)-City Local Environment & Natural Resources Office  LILA F. SOQUILLO CLENRO (Designate)- City Local Environment & Natural Resources Office



2. Claim the Environmental Clearance Certificate	Release the Environmental Clearance Certificate.	None	10 minutes	LORELEI O. DACU Pollution Control Officer (Designate)-City Local Environment & Natural Resources Office

## 2. Service Name: FACILITATE MANGROVE/TREE PLANTING

*Provision of service particularly on Tree/Mangrove Planting and seedling dispersal is a prime mandate of CLENRO to ensure the effective and efficient management, protection and development of watershed connectivity and ecosystem-based adaptation to mitigate the impacts of climate change in collaboration with the stakeholders.*

Description of the Service:

<b>Office or Division:</b>	CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2B, G2C, G2G
<b>Who may avail:</b>	Peoples Organization, NGOs, Academe, Private Industries, Religious Groups, CSOs
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter of Intent	APPLICANT
2. Barangay Consent	Barangay where the Tree/Mangrove Planting will be conducted

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submit Letter of Intent with attached Barangay Consent	Facilitate and assess the client's concern	None	15 minutes	LORELEI O. DACU Pollution Control Officer (Designate)-City Local Environment & Natural Resources Office
2. Wait for advice on the schedule	Prepare location of the activity Inform client for the schedule	None	1 day	LILA F. SOQUILLO CLENRO (Designate)- City Local Environment & Natural Resources Office

### 3. Service Name: ASSIST IN MANGROVE/TREE PLANTING ACTIVITIES

*Should the applicant wished to be assisted in the mangrove/tree planting activities proper, the office can extend the services to be actively involved in the information and education campaign prior to the tree planting activities and supervise the whole activity.*

Description of the Service:

<b>Office or Division:</b>	CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2B,G2G, G2C			
<b>Who may avail:</b>	Peoples Organization, NGOs, Academe, Private Industries, Religious Groups, CSOs			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
1. Location and Schedule of the activity	CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE			
2. Bamboo sticks for lay-out and sticking	Applicant			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Assist on Information and Education Campaign and the tree/mangrove planting activity	Conduct the Information and Education Campaign to the participants of the activity	None	10 minutes	LORELEI O. DACU Pollution Control Officer (Designate)- City Local Environment &



2. Assist in facilitating the area and taking of individual attendance	Facilitate and guide the area and take the individual attendance	None	2-4 hrs.	Natural Resources Office  LILA F. SOQUILLO CLENRO (Designate)- City Local Environment & Natural Resources Office
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#### 4. Service Name: **REGULATORY ACTIVITIES ON AIR, WATER AND SOLID WASTES (COMPLAINTS)**

*Conduct regulatory activities on complaints received from concerned citizens on establishments with violations on environmental aspects with regards to air, water & solid waste management.*

Description of the Service:

<b>Office or Division:</b>		CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		Peoples Organization, NGOs, Any Private individuals		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complaint Letter		Complainant/s		
2. Accomplished Complaint Form		CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Requirements and wait for advice	Receive and validate complaints	None	15 minutes	LORELEI O. DACU Pollution Control Officer (Designate)-City Local Environment & Natural Resources Office
2. Wait for inspection/validation schedule	Schedule inspection/validation date <i>Note: Depending on the gravity/nature of complaint, CLENRO to coordinate with EMB-10 for technical</i>	None	30 minutes	LILA F. SOQUILLO CLENRO (Designate)-City Local Environment & Natural Resources Office



	<i>assistance</i>			
3. Assist inspectors	Conduct On-site Inspection	None	1 day	
4. Wait for advice on schedule of meeting or technical conference	Inform the Client (Complainant & respondents) for the schedule of meeting or Technical Conference deliberation	None	15 minutes	
5. Attend meeting or Technical Conference	Conduct the meeting Prepare Report for City Mayor or EMB-10 endorsement	None	3 hours	
6. Claim a copy of the Report	Release endorsement for appropriate sanction to EMB-10	None	5 minutes	

### **FEEDBACK AND COMPLAINTS MECHANISM**

How to send complaint/s	<ol style="list-style-type: none"> <li>1. Send your complaint/s through e-mail <a href="mailto:clenro.elsalvadorcity@gmail.com">clenro.elsalvadorcity@gmail.com</a></li> <li>2. Call us through cell phone #:</li> </ol>
How to file a complaint	<ol style="list-style-type: none"> <li>1. Accomplish our CUSTOMER SATISFACTION SURVEY FEEDBACK FORM available in the office;</li> <li>2. Put this in the SUGGESTION BOX at the INFORMATION DESK</li> </ol>
How complaints are processed	<ol style="list-style-type: none"> <li>1. Accomplish our CUSTOMER SATISFACTION SURVEY FEEDBACK FORM available in the office;</li> <li>2. Put this in the SUGGESTION BOX at the INFORMATION DESK</li> <li>3. Talk to the OFFICER OF THE DAY</li> </ol>

