



Department of Environment and Natural Resources
ENVIRONMENTAL MANAGEMENT BUREAU

ANNEX B
Citizen's Charter Template

V. Service Matrix						
Service Applied For	Who may avail	Documentary Requirements	Detailed Steps and Duration	Maximum Processing Time	Processing Fee in Php	Person in Charge (Position, Unit, Division)
Facilitation, Evaluation, Updating, and Approval of Ten-year Solid Waste Management Plan	Local Government Units	Ten-year Solid Waste Management Plan (new &/or updated); Form 1 (Anotated Outline); Form 2 (Evaluation Checklist); Form 3 (Brief Information of the 10-year Plan); Form 4 (LGUs Template); NSWMC Resolution on the approval/disapproval/AI (additional information)	<p>Submit the final Plan including the filled-up evaluation forms to the EMB Central Office thru the Records Section (1 day)</p> <p>Forward the Plan, evaluation forms and presentation slides to SWMD for further evaluation (1 day)</p> <p>Final Review and evaluation of the submitted plans (10 days)</p> <p>Request additional information from the LGUs through the EMB ROs, if necessary (1 day)</p> <p>Upon submission of the final Plan, it will be endorsed to the Executive Committee for deliberation (1 day)</p> <p>After deliberation request additional information from the LGUs if found to be incomplete (4 days)</p> <p>If complete. the NSWMC-Execom will endorse to the NSWMC EnBanc for Approval (1 day)</p> <p>If approved SWMD will prepare a Resolution approving the plan for signature of the Undersecretary for Solid Waste Management and LGUs Concerned/NSWMC Chairman (1 day)</p>	(20) days upon receipt of the complete Plan	N/A	Undersecretary for Solid Waste Management and LGUs Concerns/NSWMC Chairman; NSWMC members; EMB Director; EMB Assistant Director; SWMD/ Technical Personnel of SWMD (SWM Plan Evaluators): Ma. Delia Crisitna M. Valdez, Belly C. Cabelo, Raquel A. Reyes, Joseph Revatoris, Rachel C. Pasion, Cynthia C. Evardone, Nelie A. Dimer, Joan France Flores , Jepp A. Farales, Homer delos Santos , Arniel P. Mallari, Giovanni Miñas, Rodette Antonio