



DEPARTMENT OF ENVIRONMENT AND
NATURAL RESOURCES (DENR)

Region 11

REGION 11 HARMONIZED
CITIZEN'S CHARTER

2023

(1st Edition)

I. MANDATE (E.O. 192, s. 1987)

The Department is the primary agency responsible for the conservation, management, development, and proper use of the country's environment and natural resources, specifically forest and grazing lands, mineral resources, including those in reservation and watershed areas, and lands of the public domain, as well as the licensing and regulation of all natural resources as may be provided for by law in order to ensure equitable sharing of the benefits derived therefrom for the welfare of the present and future generations of Filipinos.

To accomplish this mandate, the Department shall be guided by the following objectives:

1. Assure the availability and sustainability of the country's natural resources through judicious use and systematic restoration or replacement, whenever possible;
2. Increase the productivity of natural resources in order to meet the demands for forest, mineral, and land resources if a growing population;
3. Enhance the contribution of natural resources for achieving national economic and social development;
4. Promote equitable access to natural resources by the different sectors of the population; and
5. Conserve specific terrestrial and marine areas representative of the Philippine natural and cultural heritage for present and future generations.

II. VISION

A nation enjoying and sustaining its natural resources and a clean and healthy environment.

III. MISSION

To mobilize our citizenry in protecting, conserving, and managing the environment and natural resources for the present and future generations.

IV. SERVICE PLEDGE

We, the Officials and employees of the Department of Environment and Natural Resources, hereby pledge our commitment to:

- **Provide efficient, prompt, and corrupt-free services** tantamount to the **protection, conservation, management of the environment and natural resources**;
- **Ensure strict compliance to laws, rules and regulations and high degree of professionalism** in the conduct of the DENR business and non-business processes; and
- **Attend to all applicants or requesting parties who are within the premises of the office** prior to end of official working hours and during lunch break.

V. LIST OF SERVICES

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¹ Implementing PENR Offices assumes the function of a CENR Office

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DENR CENR, PENR AND REGIONAL OFFICES

**Admin and Finance Sector
(Internal and External Services)**



CITIZEN'S CHARTER NO. RO-AF-01. ISSUANCE OF CERTIFICATION OF NO RECORDS/APPEAL/MOTION FOR RECONSIDERATION, ETC.

This Certification is made upon request of DENR personnel, official or external party of No Records/Appeal/Motion for Reconsideration, etc. being filed in the DENR. The purpose for the request is included in the Certification.

Office or Division:	Records Unit/Section, DENR CENR, PENR and Regional Offices			
Classification:	Simple to Complex			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Internal: Regular Employee of DENR, including its Bureaus and Attached Agencies External: Contract of Service Personnel, LGU and other government agencies or instrumentalities and private individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished customer request form (1 original)		Public Assistance Desk, Receiving Area or Records Unit/Section		
2. Government issued ID (present 1 original)		Requesting Party		
Additional if from the Government Sector				
3. Official Letter Request (1 original)		Requesting Party		
Additional if Requesting Party is a representative				
4. SPA for representative (1 original, notarized)		Requesting Party, Private Lawyer or Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE



1. Accomplish request form and forward to Receiving/ Releasing Clerk	1. Receive, and check the completeness of submitted requirements, stamp the date and time on documents and forward to all documents to action officer	None	5 min.	Karla Andrea Elcano/ Mary Rose T. Pagaran/ Marcelino D. De Guzman, Jr. <i>Receiving Clerk</i> RO Records Section
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	1.1. Verify all requirements and indicate amount to be paid in the Request Form	None	5 min.	Edmundo C. Baba <i>Records Officer</i> RO Records Unit/Section
	1.2. Approve and sign Request Form	None	5 min.	Edmundo C. Baba <i>Records Officer</i> RO Records Unit/Section
	1.3. Prepare/Approve Order of Payment	None	5 min.	<i>Records Officer</i> CENRO Records Unit/Section John Jefferson Sabay <i>Accounting Personnel</i> Accounting Unit/Section Regional Office



2. Pay to the Cashier the Certification Fee	2. Accept payment and issue Official Receipt	<p>Php 50.00 (for reference purposes)</p> <p>Php 100.00 (for loan purposes)</p> <p>except when covered by Official Letter Request</p>	5 min.	<p>Lilibeth L. Catog Collecting Officer Credit Officer Cashier Unit/Section Regional Office</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	2.1. Check the Official Receipt. Verify, prepare and initial the Certification	None	<p>25 min. (Simple)</p> <p>3 hours (Complex)</p>	<p>Edmundo C. Baba Records Officer Records Unit/Section</p>
	2.2. Initial the Certification	None	5 min.	<p>Edmundo C. Baba Chief Concerned Unit/Section</p>



	2.3. Determine accuracy of the Certification and affix signature	None	5 min.	<p><i>CENR Officer or Records Officer (CENR Office)</i></p> <p><i>Chief, MSD or TSD or PENR Officer (PENR Office)</i></p> <p>Atty. Ma. Mercedes V. Dumagan <i>RED</i> Regional Office</p>
	2.4. Release the approved Certification to the customer and forward the received Customer Request Form to Action Officer	None	10 min.	<p>Joan M. Borrromeo Halley Joseph A. Hipolito Laila L. Tambilawan <i>Releasing Clerk</i> RO Records Section</p>
3. Received the approved Certification	3. File the Customer Request Form	None	5 min.	<p>Joan M. Borrromeo Halley Joseph A. Hipolito Laila L. Tambilawan <i>Releasing Clerk</i> RO Records Section</p>
TOTAL:		Php 50.00-100.00	1 hour & 15 min. - 3 hours & 50 min.	



CITIZEN'S CHARTER NO. RO-AF-02. DOCUMENT AUTHENTICATION FOR GENERAL CIRCULATION DOCUMENTS*

Document Authentication is made by a requesting party for a certified true copy of a record issued by the DENR. The purpose for the request is included in the Request Form.

Office or Division:	Records Unit/Section, DENR CENR, PENR and Regional Offices			
Classification:	Simple to Complex			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Internal: Regular Employee of DENR, including its Bureaus and Attached Agencies External: Contract of Service Personnel, LGU and other government agencies or instrumentalities and private individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original)		Public Assistance Desk, Receiving Area or Records Unit/Section		
2. Government issued ID (present 1 original)		Requesting Party		
Additional if from the Government Sector				
3. Official Letter Request (1 original)		Requesting Party		
Additional if Requesting Party is a representative				
4. SPA for representative (1 original, notarized)		Requesting Party, Private Lawyer, Public Attorney's Office (PAO) or Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE



1. Accomplish request form and forward to Receiving/ Releasing Clerk.	1. Receive, check, and stamp date and time on document. Upload the document to Document Tracking System. Forward document to the	None	15 min.	KARLA ANDREA C. ELCANO Administrative Aide Receiving Clerk MARRY ROSE T. PAGARAN Administrative Aide Receiving Clerk
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	concerned Action Officer			
	1.1. Check the availability of records. Process the request (photocopy and stamp " <i>Certified True Copy</i> ") and sign the certification or documents.	None	30 min. (Simple) 3 hours (Complex)	JO-ANN M. BORRAMEO Administrative Officer II Records Staff EDMUNDO C. BABA Administrative Officer III Chief, Records Unit



	Indicate amount to be paid in the Request Form/Order of Payment.			JOHN JEFFERSON SABAY <i>Accountant II</i> <i>OIC, Chief, Accounting Section</i>
2. Pay to the Cashier the Certification Fee.	2. Accept payment and issue Official Receipt.	Php 50.00 Per set + Php 5.00 per page except those with Official Letter Request	10 min.	LELIBETH L. CATOG <i>Administrative Officer V</i> <i>Chief, Cashier Section</i>
	2.1. Check the Official Receipt and photocopy for filing.	None	5 min.	JO-ANN M. BORROMELO <i>Administrative Officer II</i> <i>Records Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3.2. Release the approved Authentication to the customer and forward the received Customer Request Form to Action Officer.	None	5 min.	KARLA ANDREA C. ELCANO <i>Administrative Aide Receiving Clerk</i> MARRY ROSE T. PAGARAN <i>Administrative Aide Receiving Clerk</i>
3. Receive the approved Certification.	4. File the Customer Request Form and attachments.	None	5 min.	JO-ANN M. BORRAMEO <i>Administrative Officer II Records Staff</i>
TOTAL:		Php 50.00 Per set + Php 5.00 per page	1 hour & 10 min. - 3 hours & 40 min.	

*Confidential and Top Secret Documents are subject for approval of the Secretary.



CITIZEN'S CHARTER NO. RO-AF-03. SALE OF BIDDING DOCUMENTS

The Sale of Bidding Documents are documents issued to prospective bidders of certain goods or services. The Bidders may be asked to pay a fee to recover the cost for the preparation and development of the Bidding Documents pursuant to the Guidelines on the Sale of the Bidding Documents. The BAC shall issue the bidding documents to the prospective bidders upon payment of the corresponding cost thereof.

Office or Division :	Bids and Awards Committee (BAC) Secretariat, Procurement Services, DENR PENR and Regional Offices			
Classification :	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail :	Prospective Bidder/s			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of intent (1 original)		Requesting Party		
2. Present One (1) Valid Company Identification Card		Prospective Bidder Company		
3. Official Receipt (1 original)		Cashier Unit/Section, DENR PENR or Regional Office		
Additional if client is a representative				
4. SPA for representative (1 original, notarized)		Requesting Party, Private Lawyer or Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter of intent, present original and submit copy of Official Receipt as proof of payment as indicated in the invitation to bid (ITB) for the Bidding Documents.	1. Issue Copy of the Bidding Documents.	Php 500.00 – 75,000.00*	15 minutes	Jean C. De Guzman Karla S. Amacio Lilia C. Patayon BAC Secretariat Procurement Services





2. Register in the logbook and acknowledge receipt of Bidding Documents.	2. Maintain registry of Bidders who purchased the Bidding Documents.		15 minutes	Jean C. De Guzman Karla S. Amacio Lilia C. Patayon <i>BAC Secretariat</i> <i>Procurement Services</i>
	TOTAL :	Php 500.00 – 75,000.00	30 min.	

**Fees of Bidding Documents based on Section 5.0, Appendix 8 of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.*

Approved Budget for the Contract (Php)	Maximum Cost of Bidding Documents (Php)
500, 000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00

CITIZEN'S CHARTER NO. RO-AF-04. PROCESSING AS TO AVAILABILITY OF FUNDS OF PURCHASE ORDER, JOB ORDER, CONTRACT OF SERVICE AND OTHER CONTRACTS



This service serves as a proof whether there is/are fund/s available for the purpose.

Office or Division:	Accounting Unit/Section and Budget Unit/Section, Finance Section/Division, DENR PENR and Regional Offices
Classification:	Complex
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	Internal: Permanent Personnel External: Personnel under Contract of Service, Service Provider and Supplier
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
If Initial Contract of Communication/Telephone and Gasoline	
a. Contract (3 original)	Service Provider or Requesting Party
b. Annual Procurement Plan (APP) (1 certified copy)	Procurement Unit or Section
If Supplier/Contractor/Service Provider	
a. Purchase Order (P.O.)	
☐ Purchase Order (3 original)	Procurement Unit or Section
☐ Purchase Request (3 original)	Requesting Party
☐ BAC Resolution (1 original, 2 photocopies)	Bids and Awards Committee (BAC) Secretariat
☐ Abstract of Quotations (2 original)	Requesting Party & BAC Secretariat
☐ Quotations (3 original per supplier)	Service Provider
☐ Special Order, if applicable (1 photocopy)	Requesting Party, Regional Office or Central Office
b. P.O. Through Direct Contracting	
☐ Purchase Request (3 original)	Requesting Party

<input type="checkbox"/> BAC Resolution (1 original, 2 photocopies)	BAC Secretariat
<input type="checkbox"/> Quotations (3 original per supplier)	Service Provider



<input type="checkbox"/> Distributor Certificate or Sworn Certificate of Guarantee Exclusive Distributorship Agreement (if applicable) (1 photocopy)	Service Provider or BAC Secretariat
If Job Order (J.O.)	
a. Repair of Vehicle/Equipment/Facilities	
<input type="checkbox"/> Purchase Request (3 original)	Requesting Party
<input type="checkbox"/> Request for Repair (3 original)	Requesting Party
<input type="checkbox"/> Pre-Repair Inspection Report (1 original, 2 photocopies)	Inspection Committee
<input type="checkbox"/> BAC Resolution (1 original, 2 photocopies)	BAC Secretariat
<input type="checkbox"/> Abstract of Quotations (2 original)	Requesting Party & BAC Secretariat
<input type="checkbox"/> Quotations (3 original per supplier)	Service Provider
b. Printing	
<input type="checkbox"/> Purchase Request (3 original)	Requesting Party
<input type="checkbox"/> Layout or e-copy of document to be printed (1 original, digital copy)	Requesting Party
<input type="checkbox"/> BAC Resolution (1 original, 2 photocopies)	BAC Secretariat
<input type="checkbox"/> Abstract of Quotations (2 original)	Requesting Party & BAC Secretariat
<input type="checkbox"/> Quotations (3 original per supplier)	Service Provider
If Agency Procurement Request (APR)	
<input type="checkbox"/> a. Purchase Request (3 original)	Requesting Party
If Contract	
<input type="checkbox"/> a. Notarized Contract (3 original)	Requesting Party, BAC Secretariat or Service Provider
<input type="checkbox"/> b. Purchase Request (3 original)	Requesting Party



c. TOR (3 original)	Requesting Party
d. Letter Intent/Proposal (3 original)	Service Provider
e. Curriculum Vitae (3 original)	Service Provider
f. MCLE Certification, if lawyer (1 original, 2 photocopies)	Service Provider

g. Written Concurrence from COA, if lawyer (1 original, 2 photocopies)	Commission on Audit (COA)
h. Deputation of OSG, if lawyer (1 original, 2 photocopies)	Office of the Solicitor General (OSG)

If Salaries of Contract of Service				
a. Notarized Contract (3 original)			Requesting Party, BAC Secretariat or Service Provider	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit PO, JO or contract with complete supporting documents to Budget Unit or Section.	1. Receive, record in logbook and forward the PO, JO or Contract with supporting documents to concerned Budget Officer.	None	20 min.	John Erlls T. Daliba <i>Receiving/Releasing Clerk</i> Budget Unit/Section



	1.1. Receive and review the completeness of documents, initial on the PO, JO or contract, and forward to Accounting Unit or Section.	None	1 hour	Rosario L. Roslinda <i>Budget Officer</i> Budget Unit/Section
	1.2. Receive, review and certify Certificate of Availability (CAF) for PO, JO or contract.	None	1 hour	John Jefferson Sabay <i>Chief Accountant</i> Accounting Unit/Section
	1.3. Release, record and forward to concerned Division / Section / Unit.	None	1 hour	Florife N. Quimson <i>Receiving/Releasing Clerk</i> Accounting Unit/Section

TOTAL:	None	3 hours & 20 min.
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CITIZEN'S CHARTER NO. RO-AF-05. PROCESSING OF OBLIGATION REQUEST AND STATUS (ORS) FOR ALL DISBURSEMENT VOUCHERS, CONTRACTS AND OTHER TRANSACTIONS

ORS is document showing the allotment availability for the purpose. This form shall be used by the requesting/originating offices in the utilization of their approved budget allocation.

Office or Division:	Budget Unit/Section, Finance Section/Division, DENR PENR and Regional Office
Classification:	Complex
Type of Transaction	G2B - Government to Business, G2C - Government to Citizen, G2G - Government to Government



Who may avail:	Internal: Permanent Personnel External: Personnel under Contract of Service, Service Provider and Supplier	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirement		
Obligation Request and Status (3 original)		End-user
If Initial Contract of Communication/Telephone and Gasoline		
a. Contract (3 original)		Service Provider or End-user
b. Annual Procurement Plan (APP) (1 certified copy)		Procurement Unit or Section
If Supplier/Contractor/Service Provider		
a. Purchase Order (P.O.)		
☐ Purchase Order (3 original)		Procurement Unit or Section
☐ Purchase Request (3 original)		End-user
☐ BAC Resolution (1 original, 2 photocopies)		Bids and Awards Committee (BAC) Secretariat
☐ Abstract of Quotations (2 original)		End-user & BAC Secretariat
☐ Quotations (3 original per supplier)		Service Provider

☐ Special Order, if applicable (1 photocopy)	End-user, Regional Office or Central Office
b. P.O. Through Direct Contracting	
☐ Purchase Request (3 original)	End-user
☐ BAC Resolution (1 original, 2 photocopies)	BAC Secretariat
☐ Quotations (3 original per supplier)	Service Provider



<input type="checkbox"/> Distributor Certificate or Sworn Certificate of Guarantee Exclusive Distributorship Agreement (if applicable) (1 photocopy)	Service Provider or BAC Secretariat
If Job Order (J.O.)	
a. Repair of Vehicle/Equipment/Facilities	
<input type="checkbox"/> Purchase Request (3 original)	End-user
<input type="checkbox"/> Request for Repair (3 original)	End-user
<input type="checkbox"/> Pre-Repair Inspection Report (1 original, 2 photocopies)	Inspection Committee
<input type="checkbox"/> BAC Resolution (1 original, 2 photocopies)	BAC Secretariat
<input type="checkbox"/> Abstract of Quotations (2 original)	End-user & BAC Secretariat
<input type="checkbox"/> Quotations (3 original per supplier)	Service Provider
b. Printing	
<input type="checkbox"/> Purchase Request (3 original)	End-user
<input type="checkbox"/> Layout or e-copy of document to be printed (1 original, digital copy)	End-user
<input type="checkbox"/> BAC Resolution (1 original, 2 photocopies)	BAC Secretariat
<input type="checkbox"/> Abstract of Quotations (2 original)	End-user & BAC Secretariat
<input type="checkbox"/> Quotations (3 original per supplier)	Service Provider
If Agency Procurement Request (APR)	
a. Purchase Request (3 original)	End-user
If Contract	
a. Notarized Contract (3 original)	End-user, BAC Secretariat or Service



	Provider
b. Purchase Request (3 original)	End-user
c. TOR (3 original)	End-user
d. Letter Intent/Proposal (3 original)	Service Provider
e. Curriculum Vitae (3 original)	Service Provider
f. MCLE Certification, if lawyer (1 original, 2 photocopies)	Service Provider
g. Written Concurrence from COA, if lawyer (1 original, 2 photocopies)	Commission on Audit (COA)
h. Deputation of OSG, if lawyer (1 original, 2 photocopies)	Office of the Solicitor General (OSG)
If Salaries of Contract of Service	
b. Notarized Contract (3 original)	End-user, BAC Secretariat or Service Provider
If Mandatory Expenses	
A. Water and Electricity	
☐ Billing Statement (1 original, 2 photocopies)	Service Provider
B. Communication/Telephone	
☐ Billing/Statement of Account (1 original, 2 photocopies)	Service Provider
☐ Certification that Phone calls are Official in Nature (1 original, 2 photocopies)	End-user
C. Gasoline	
☐ Billing/Statement of Account (1 original, 2 photocopies)	Service Provider
☐ Vehicle Trip Ticket (1 original, 2 photocopies)	Driver in duty
☐ Fuel/Lubricants Requisition and Issue Slip (1 original, 2 photocopies)	End-user
If Government Share for Mandatory Deductions	



a. List of Personnel with Corresponding amount of government share (1 original, 2 photocopies)	Personnel Section/Unit-Administrative Division/Section or Accounting Unit/Section-Finance Section/Division
If TEV (Local)	

a. Approved Travel Order (1 original, 2 photocopies)	End-user and CENR Officer, PENR Officer or Regional Executive Director (RED)
b. Itinerary (1 original, 2 photocopies)	End-user
c. Special Order, if applicable (3 photocopies)	CENR Officer, PENR Officer, RED, USec or Secretary
d. (Additional Requirement for Reimbursement) Travel Report, Certificate of Travel Completed, Certificate of Appearance, Tickets, RER, Boarding Pass, Terminal Fee Ticket/Stub (1 original, 2 photocopies)	End-user, Service Provider or Destination Office

If Cash Advances				
a. Special Order of SDO/Allotment Letter (3 photocopies)			PENR Officer or RED	
b. Certificate of No Unliquidated Cash Advance (1 original, 2 photocopies)			Accounting Unit/Section, Finance Section/Division	
If Replenishment of Cash Advances				
a. See COA Circular No. 2012-001 (1 original, 2 photocopies)			End-user or Concerned Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE



1. Submit ORS with complete supporting documents to Budget Unit/Section	1. Receive and record in Logbook all transactions needing Obligations and forward documents to the concerned Processor	None	20 min.	<i>John Erlls T. Daliba</i> <i>Clerk</i>
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	1.1. Review, check fund availability and allotment, record and assign number in the ORS Control Book, and initial ORS	None	1 hour	Gloria S. Pastor Teresa Nimfa B. Macarayo Erickson G. Tabiolo Kimberly Dagcuta Marivic M. Asunsion <i>Budget Staff</i>
	1.2. Review and sign Box B of ORS	None	30 min.	Rosario L. Roslinda <i>Chief Budget Officer</i> <i>Budget Unit/Section</i>
	1.3. Record and forward the documents to Accounting Unit/Section	None	30 min.	John Erlls T. Daliba <i>Receiving/Releasing Clerk</i> <i>Budget Unit/Section</i>
TOTAL:		None	2 hours & 20 min.	

CITIZEN'S CHARTER NO. RO-AF-06. PROCESSING OF DISBURSEMENT VOUCHER (DV)

Disbursement Voucher (DV) is used to pay an obligation to employees, individuals, agencies or creditors for goods purchased and services rendered.

Office or Division:	Accounting Unit/Section, Finance Section/Division, DENR PENR and Regional Offices
Classification:	Complex to Highly Technical



Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	Internal: Permanent Personnel External: Personnel under Contract of Service, Service Provider and Supplier
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirement	

Disbursement Voucher (1 original, 3 duplicate)	Requesting Party
Approved Obligation Request and Status (2 original) as applicable	Requesting Party and Budget Unit/Section
If Supplier/Contractor/Service Provider	
a. Purchase Order (P.O.)	
☐ Purchase Order (1 original, 2 photocopies)	Procurement Unit/Section
☐ Purchase Request (1 original, 2 photocopies)	Requesting Party
☐ BAC Resolution (1 original, 2 photocopies)	Bids and Awards Committee (BAC) Secretariat
☐ Abstract of Quotations (1 original, 2 photocopies)	Requesting Party and BAC Secretariat
☐ Quotations (1 original per supplier, 2 photocopies)	Service Provider
☐ Special Order, if applicable (1 photocopy)	Requesting Party, Regional Office or Central Office
☐ Inspection and Acceptance Report (1 original, 2 photocopies)	Inspection and Acceptance Committee (IAC)
☐ Sales Invoice/Delivery Receipt/Official Receipt (1 original, 2 photocopies)	Service Provider
☐ Certificate of Acceptance (1 original, 2 photocopies)	Requesting Party



b. P.O. Through Direct Contracting	
☐ Purchase Request (1 original, 2 photocopies)	Requesting Party
☐ BAC Resolution (1 original, 2 photocopies)	BAC Secretariat
☐ Quotations (1 original per supplier, 2 photocopies)	Service Provider
☐ Distributor Certificate or Sworn Certificate of Guarantee Exclusive Distributorship Agreement (if applicable) (1 photocopy)	Service Provider or BAC Secretariat
☐ Inspection Report (1 original, 2 photocopies)	Inspection and Acceptance Committee (IAC)
☐ Certificate of Acceptance (1 original, 2 photocopies)	Requesting Party
If Job Order (J.O.)	
a. Repair of Vehicle/Equipment/Facilities	

☐ Purchase Request (1 original per supplier, 2 photocopies)	Requesting Party
☐ Request for Repair (1 original per supplier, 2 photocopies)	Requesting Party
☐ Pre-Repair Inspection Report (1 original, 2 photocopies)	Inspection Committee
☐ BAC Resolution (1 original, 2 photocopies)	BAC Secretariat
☐ Abstract of Quotations (2 original)	Requesting Party & BAC Secretariat
☐ Quotations (3 original per supplier)	Service Provider
☐ Post Repair Inspection Report (1 original, 2 photocopies)	Property Unit/Section, General Services Section



photocopies)	(GSS)
☐ Certificate of Acceptance (1 original, 2 photocopies)	Requesting Party
b. Printing	
☐ Purchase Request (3 original)	Requesting Party
☐ Layout or e-copy of document to be printed (1 original, digital copy)	Requesting Party
☐ BAC Resolution (1 original, 2 photocopies)	BAC Secretariat
☐ Abstract of Quotations (2 original)	Requesting Party & BAC Secretariat
☐ Quotations (3 original per supplier)	Service Provider
☐ Inspection Report (1 original, 2 photocopies)	Inspection and Acceptance Committee (IAC)
☐ Certificate of Acceptance (1 original, 2 photocopies)	Requesting Party

If Agency Procurement Request (APR)	
a. Purchase Request (3 original)	Requesting Party
If Contract	
a. Notarized Contract (3 original)	Requesting Party, BAC Secretariat or Service Provider
b. Purchase Request (3 original)	Requesting Party
c. TOR (3 original)	Requesting Party

d. Letter Intent/Proposal (3 original)	Service Provider
e. Curriculum Vitae (3 original)	Service Provider
f. MCLE Certification, if lawyer (1 original, 2 photocopies)	Service Provider
g. Written Concurrence from COA, if lawyer (1 original, 2 photocopies)	Commission on Audit (COA)



h. Deputation of OSG, if lawyer (1 original, 2 photocopies)	Office of the Solicitor General (OSG)
i. Letter Request for Payment (for Resource Person, Documentor, or Facilitator) (1 original, 2 photocopies)	Service Provider
j. Evaluation Report (for Resource Person, Documentor or Facilitator) (1 original, 2 photocopies)	Requesting Party
k. Certificate of Acceptance (1 original, 2 photocopies)	Requesting Party
If Salaries of Contract of Service	
a. Notarized Contract (3 original)	Requesting Party, BAC Secretariat or Service Provider
b. Duly Accomplished Daily Time Record (DTR) (1 original, 2 photocopies)	Personnel Unit/Section
c. Accomplishment Report (1 original, 2 photocopies)	Requesting Party
d. S.O, if applicable (1 original, 2 photocopies)	DENR Central, Regional, PENR and/or CENR Office
If Mandatory Expenses	
A. Water and Electricity	
☐ Billing Statement (1 original, 2 photocopies)	Service Provider
B. Communication/Telephone	
☐ Billing/Statement of Account (1 original, 2 photocopies)	Service Provider
☐ Certification that Phone calls are Official in Nature (1 original, 2 photocopies)	Requesting Party
☐ Contract (1 original for first payment only)	Service Provider or Requesting Party
C. Gasoline	
☐ Billing/Statement of Account (1 original, 2 photocopies)	Service Provider
☐ Vehicle Trip Ticket (1 original, 2 photocopies)	Driver in duty



☐ Fuel/Lubricants Requisition and Issue Slip (1 original, 2 photocopies)	Requesting Party
☐ Contract (1 original for first payment only)	Service Provider or Requesting Party
☐ Annual Procurement Plan (APP) (1 certified copy)	Procurement Unit or Section
If Government Share for Mandatory Deductions	
a. List of Personnel with Corresponding amount of government share (1 original, 2 photocopies)	Personnel Section/Unit-Administrative Division/Section or Accounting Unit/Section-Finance Section/Division
If TEV (Local)	
a. Approved Travel Order (1 original, 2 photocopies)	Requesting Party and CENR Officer, PENR Officer or Regional Executive Director (RED)
b. Itinerary (1 original, 2 photocopies)	Requesting Party
c. Special Order, if applicable (3 photocopies)	CENR Officer, PENR Officer, RED, USec or Secretary
d. (Additional Requirement for Reimbursement) Travel Report, Certificate of Travel Completed, Certificate of Appearance, Tickets, RER, Boarding Pass, Terminal Fee Ticket/Stub (1 original, 2 photocopies)	Requesting Party, Service Provider or Destination Office
If Cash Advances	
a. Special Order of SDO/Allotment Letter (3 photocopies)	PENR Officer or RED
b. Certificate of No Unliquidated Cash Advance (1 original, 2 photocopies)	Accounting Unit/Section, Finance Section/Division
If Replenishment of Cash Advances	
a. See COA Circular No. 2012-001 (1 original, 2 photocopies)	Requesting Party or Concerned Office



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit DV (with signed or approved Box A) with complete supporting documents to Accounting Unit/Section.	1. Receive, record in Logbook, assign DV number and forward DV with complete supporting documents to concerned Accounting Staff	None	30 min.	<i>Florife N. Quimson</i> <i>Receiving/Releasing Clerk</i> Accounting Unit/Section



	<p>1.1. Process DV as to completeness of supporting documents, validity and correctness of claims.</p> <p>Compute and deduct applicable taxes.</p> <p>Prepare Certificate of Tax Withheld and record particulars of DV in Individual Index Card.</p> <p>Prepare Journal Entry (Box B) and affix initial in DV.</p> <p>Forward to Chief Accountant for review and approval.</p>	None	<p>3 hours (complex)</p> <p>3 hours (highly technical)</p>	<p>Angelica D. Tonggoron</p> <p><i>Accounting Staff</i> Accounting Unit/Section</p>



	1.2. Review DV and sign Box C of DV, and forward to Receiving/Releasing Clerk.	None	2 hours	John Jefferson Sabay Chief Accountant Accounting Unit/Section
	1.3. Release DV and other documents to approving authority based on Manual of Authorities.	None	1 hour	Engr. Maribel P. Alicer Assistant Regional Director (ARD) for Management Services (MS) Atty. Ma. Mercedes V. Dumagan OIC, Regional Executive Director (RED) (Regional Office)
TOTAL:		None	6 hours & 30 min. - 7 hours & 30 min.	



CITIZEN'S CHARTER NO. RO-AF-07. PREPARATION, PROCESSING AND ISSUANCE OF CHECKS/ADA

This service is used to pay for the service provider for the goods purchased or services rendered, salaries and other emoluments of regular DENR employees and officials.

Office or Division:	Cashier Unit/Section and Accounting Unit/Section, DENR PENR and Regional Offices			
Classification:	Complex			
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Internal: Permanent Personnel External: Personnel under Contract of Service, Service Provider and Supplier			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. DV with complete supporting documents (1 original, 2 photocopies)			Approving Authority Based on Manual of Authority	
2. Bank account of service provider (for LDDAP-ADA) (1 photocopy)			Service Provider	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit approved DV and supporting documents to the Cashier or Accounting Section/Unit from the Approving Authority based on Manual of Authority	1. Receive DV and other supporting documents, review and record in logbook and forward to concerned Cashier Staff (Checks) or Accounting Staff (LDDAP-ADA)	None	30 min.	<i>Isabel G. Galido</i> Receiving/Releasing Clerk Cashier Section/Unit



	<p>(For LDDAP-ADA, refer to 1.1-1.6)</p> <p>1.1. Batch-up DVs into batch/folder</p>	None	1 hour	<p>Isabel G. Galido Receiving/Releasing Clerk Cashier Section/Unit</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	1.2. Prepare LDDAP-ADA.	None	1 hour	<p>Lelibeth L. Catog Chief, Cashier's Unit</p> <p>Isabel G. Galido Clerk</p> <p>Norma T. Parreño Clerk</p>
	1.3. Sign Box No. 1 of LDDAP	None	15 min.	<p>John Jefferson Sabay Chief Accountant Accounting Unit/Section</p> <p>Lelibeth L. Catog Chief, Cashier's Unit</p>



	1.4. Forward to approving authority based on Manual of Authority	None	15 min.	Florife N. Quimson Receiving/Releasing Clerk Accounting Unit/Section
	1.5. Sign LLDAP-ADA	None	15 min.	Engr. Maribel P. Alicer ARD for Management Services Atty. Ma. Mercedes V. Dumagan OIC, Regional Executive Director
	1.6. Forward to Cashier	None	15 min.	Cherry Beth P. Nuena Receiving/Releasing Clerk Isabel G. Galido Clerk



	<i>(Both for LDDAP-ADA and Checks)</i> 1.7. Receive and check the balance of Notice of Cash Allocation (NCA) against the total amount of the DV processed	None	15 min.	<i>Isabel G. Galido</i> <i>Clerk</i>
	<i>(For Checks)</i> 1.8. Prepare Check	None	10 min.	<i>Isabel G. Galido</i> <i>Clerk</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<i>(Both for LDDAP-ADA and Checks, refer to 1.9 onwards)</i> 1.9. Record all details in the Index Card.	None	5 min.	<i>Isabel G. Galido</i> <i>Clerk</i>
	1.10. Record particulars in Report of Checks Issued and Canceled (RCIC)/Report of ADA Issued (RADAI).	None	1 hour & 30 min.	<i>Isabel G. Galido</i> <i>Clerk</i>
	1.11. Review and sign Check.	None	5 min.	<i>Lelibeth L. Catog</i> <i>Chief, Cashier's Unit</i>



	1.12. Record and forward Check to Approving Authority based on Manual of Authorities	None	10 min.	Isabel G. Galido Clerk
	1.13. Receive Check, DV and other supporting documents from Cashier Section	None	5 min.	Engr. Maribel P. Alicer ARD for Management Services Atty. Ma. Mercedes V. Dumagan OIC, Regional Executive Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	1.14. Countersign Check and ACIC based on Manual of Authorities. Forward to Cashier.	None	5 min.	Engr. Maribel P. Alicer ARD for Management Services Atty. Ma. Mercedes V. Dumagan



				<i>OIC, Regional Executive Director</i>
	1.15. Record receipt of Check/ADA and forward to cashier staff	None	5 min.	Isabel G. Galido <i>Clerk</i> <i>Receiving/Releasing Clerk</i> <i>Cashier Section/Unit</i>
	1.16. Record Check/ADA particulars in the Check Register. Inform the clientele if the check is ready for pick-up, or the ADA was already prepared for them to issue OR upon crediting payment to their account.	None	15 min.	Lelibeth L. Catog <i>Chief, Cashier's Unit</i>
	1.17. Release Check/ADA to customer/bank with tax certificate (supplier)	None	15 min.	Lelibeth L. Catog <i>Chief, Cashier's Unit</i>
2. Service Provider to issue Official Receipt and sign in Cash Book and Box E of DV		None		



TOTAL:	None	6 hours & 20 min. (LDDAP-ADA), or 3 hours & 30 min. (Check) + 24-hour waiting time of the Servicing Bank
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CITIZEN'S CHARTER NO. RO-AF-08. ISSUANCE OF A CERTIFICATION OF NO PENDING CASE OVER A PARCEL OF LAND

This Certification is made upon request of DENR personnel, official or external party of No Pending Case over a Parcel of Land being filed in the DENR. The purpose for the request is included in the Certification.

Office or Division:	Legal Division, DENR, Regional Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen

	G2G - Government to Government
Who may avail:	Internal: Permanent Employees of DENR -Regional Office, External: External Clientele who are authorized party or representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished customer request form (1 original)	Receiving Area, Legal Division, 2 nd Floor DENR-Regional Office, Km. 7, Lanang Davao City
2. Government issued ID (present 1 original)	Requesting Party
ADDITIONAL IF FROM THE GOVERNMENT SECTOR	
3. Official Letter Request (1 original)	Requesting Party
4. SPA for representative (1 original, notarized)	Requesting Party, Private Lawyer or Notary Public



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	DOCUMENTARY REQUIREMENTS	PERSONS RESPONSIBLE
1.Fill up the prescribed form after showing any government issued ID and satisfying requirements	Receive, and check the completeness of submitted requirements, forward all documents to action officer. Verify all requirements and indicate amount in the Order of Payment Form.	NONE	1 hour/ title	-Government issued ID -Document showing the identity of the land (e.g. lot number, survey card, tax declaration, etc.) -(if already titled) Original Copy or Certified Photocopy of the Certificate of Title covering the lot -If the title is not in the name of the customer, photocopy of the Deed of Sale or any document	Receiving Personnel
				proving transfer or conveyance should be presented If the customer is neither the registered owner or the transferee of the lot, Special Power of Attorney (SPA)	



				should be presented	
	Prepare/Approve Order of Payment	NONE			Receiving Personnel Judy Anne A. Baluran <i>Legal Assistant II</i> Ulaysa D. Dimaculangan <i>Administrative Assistant I</i> Elsa N. Rico <i>Admin Aide VI</i> Ezra Jane N. Rico <i>Admin Aide V</i> Clints Jims Dalumpines <i>Admin Aide V</i>
2.Pay to the Cashier the Certification Fee	Pay to the Cashier the Certification Fee	Php 25.00			Lelibeth L. Catog <i>Chief, Cashier's Unit</i>



3.Proceed to Legal Division and present official receipt	Check the Official Receipt and	NONE			Receiving Personnel Judy Anne A. Baluran <i>Legal Assistant II</i> Ulaysa D. Dimaculangan <i>Administrative Assistant I</i> Elsa N. Rico <i>Admin Aide VI</i> Ezra Jane N. Rico <i>Admin Aide V</i> Clints Jims Dalumpines <i>Admin Aide V</i>
	Review and initial the Certification, Affix signature,	NONE			Action Officer Judy Anne A. Baluran <i>Legal Assistant II</i> Ulaysa D. Dimaculangan <i>Administrative Assistant I</i> Elsa N. Rico <i>Admin Aide VI</i>



	stamp dry seal /and/or attach barcode				Atty. Jenika Elman Iñigo Chief, Legal Division
4.Receive the approved Certification	File the Customer Request Form				Judy Anne A. Baluran <i>Legal Assistant II</i> Ulaysa D. Dimaculangan <i>Administrative Assistant I</i> Ezra Jane N. Rico <i>Admin Aide V</i>
		Php 25.00	More or less than an hour		

- Number processing days/time may increase depending on the availability of the signatories, unexpected issues that may arise from the application.



DENR CENR, PENR AND REGIONAL OFFICES
Forestry Sector
(External
Services)

CITIZEN'S CHARTER NO. RO-F-01. ISSUANCE OF CERTIFICATE OF TREE PLANTATION OWNERSHIP (CTPO)

This Certificate shows the ownership of plantations or planted trees within private, titled lands or tax declared alienable and disposable lands. The issuance of CTPO does not require a 100% inventory but just an ocular inspection in the area. Tree inventory for permits (e.g. TCP or PLTP) is a process conducted separately from the inspection for CTPO per existing DENR policies, rules and regulations.

Office/Division:	DENR Community Environment and Natural Resources Offices (CENRO)			
Classification:	Complex to Highly Technical			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen			
Who may Avail of the Service:	Any Person, Government and Private Corporations, and Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original, 1 photocopy)		Requesting Party		
2. Title or Tax Declaration (1 photocopy)		Requesting Party, Assessor's Office, Registry of Deeds (ROD), NCIP, DAR		
Additional if the applicant is a representative				
3. Special Power of Attorney (SPA) (1 original)		Requesting Party, Private Lawyer, or Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

1. Submit letter request and supporting documents to CENRO.	1. Check completeness, receive, record, and forward the request to CENR Officer.	None	1 hour	<i>Chief/Technical Staff</i> Regulation and Permitting Section (RPS) <i>Receiving/Releasing Clerk,</i> CENRO Records Unit
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	1.1. Receive application and forward to the Chief, Regulation and Permitting Section (RPS).	None	2 hours	<i>CENR Officer</i>
	1.2. Receive documents, prepare Order of Payment, and assign personnel to inspect/verify the request.	None	30 min.	<i>Chief RPS</i>
2. Receive Order of Payment and pay corresponding fee to the CENRO Cashier.	2. Accept payment and issue Official Receipt to the client.	Php 50.00 Special Certification Fee	30 min.	<i>Bill Collector Cashier</i>
3. Receive OR.	3. Conduct ocular field inspection, and prepare and sign report. Forward to Chief, RPS.	None	4 days (complex) 4 days (highly technical)	<i>Inspection Team</i>
	3.1. Evaluate and review report. And forward to Forest Utilization Unit (FUU).	None	4 hours	<i>Chief RPS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3.2. Receive and review report. Prepare two (2) copies of CTPO and initial on the file copy, and forward to Chief, RPS.	None	3 hours	Chief FUU
	3.3. Receive and review report. Initial file copy and forward to CENR Officer.	None	1 hour	Chief RPS
	3.4. Receive and review report. Approve and sign CTPO.	None	1 hour	CENR Officer
	3.5. Release the CTPO to the client and retain file copy.	None	30 min.	Receiving/Releasing Clerk CENRO Records Unit
4. Receive approved CTPO		None		
TOTAL:		Php 50.00	5 days, 5 hours & 30 min. – 6 days, 5 hours & 30 min.	

CITIZEN'S CHARTER NO. RO-F-02. ISSUANCE OF SELF-MONITORING FORM (SMF)

SMF is a legal document required to accompany the transport of harvested timber from tree plantations with Certificate of Private Tree Plantation Ownership (CTPO).

Office or Division:	DENR Community Environment and Natural Resources Offices (CENRO)			
Classification:	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	Any CTPO holder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from the proponent for issuance of SMF (1 original, 1 photocopy)		Requesting Party		
2. CTPO (1 photocopy)		Requesting Party or CENRO concerned		
Additional if applicant is not the owner of forest products				
3. Special Power of Attorney (1 original, 1 photocopy)		Requesting Party, Private Lawyer, or Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request with supporting documents.	1. Check completeness of request and supporting documents, and forward the application to DMO IV/Deputy CENRO. Prepare Order of Payment and forward the same to the client.	None	30 min.	<i>Chief/Technical Staff</i> Regulation and Permitting Section (RPS) <i>Receiving/Releasing Clerk,</i> CENRO Records Unit

2. Pay the corresponding fee.	2. Accept fees and issue Official Receipt.	Php 50.00/ truck load Certification Fee	30 min.	<i>Credit Officer</i>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	2.1. Receive and review the application, and forward Chief, RPS.	None	30 min.	<i>Deputy CENR Officer/ CENR Officer</i>
	2.2. Receive application. Assign personnel to conduct inspection and scaling.	None	15 min.	<i>Chief, RPS</i>
3. Accompany/guide the verifying team to the site.	3. Conduct field verification, inspection and scaling. Prepare and submit a pre-loading report.	None	2 days	<i>Inspecting Officer RPS</i>
	3.1. Prepare SMF and affix signature of verifying officer.	None	1 hour	<i>Chief/Staff RPS</i>
	3.2. Subscribe the duly prepared SMF for CENRO's signature.	None	30 min.	<i>Deputy CENR Officer/ CENR Officer/ Any chief assigned</i>
	3.3. Review and approve SMF.	None	1 hour	<i>CENR Officer</i>
	3.4. Release duly SMF.	None	15 min.	<i>Receiving/Releasing Clerk, CENRO Records Unit</i>

4. Receive Copy of the SMF.				
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TOTAL:	P 50.00	2 days, 4 hours & 30 min.
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CITIZEN'S CHARTER NO. RO-F-03. ISSUANCE OF CERTIFICATE OF VERIFICATION (COV) FOR THE TRANSPORT OF PLANTED AND NON-PREMIUM TREES WITHIN PRIVATE LAND, NON-TIMBER FOREST PRODUCTS EXCEPT RATTAN, AND WOOD PROCESSING PLANT (WPP) TO OTHER WPP

COV is a document to be presented when transporting non-timber forest products, planted and/or non-premium trees within private land, and semi-finished forest products from a WPP to another WPP.

Office or Division:	DENR Community Environment and Natural Resources Offices (CENRO)		
Classification:	Complex		
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
Who may avail:	Concerned Public Individual, Schools and Universities (Public and Private), ERDB, FPRDI and other Government Office, Wood Processing Plants (WPPs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request letter (1 original, 1 photocopy)		Requesting Party	
2. Tax Declaration or Land Title (1 photocopy)		Requesting Party, Assessor’s Office, Registry of Deeds (ROD), NCIP, DAR	
3. Certification that the forest products are harvested within the area of the owner (for non-timber) (1 original)		Barangay LGU	
4. Approved Tree Cutting Permit, if applicable (1 photocopy)		Requesting Party or concerned DENR Office	
If WPP to another WPP			
5. Supply Contract or Invoice Receipt (1 photocopy)		Requesting WPP	

Additional if applicant is not the land owner	
6. Special Power of Attorney (SPA) (1 original)	Requesting Party, Private Lawyer or Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request letter and	1. Check completeness of request and supporting documents, receive	None	30 min.	<i>Receiving/Releasing Clerk</i> CENRO Records Unit

supporting documents	application and forward to CENR Officer/Deputy CENR Officer			
	1.1. Receive and review application. Forward to Chief, RPS	None	30 min.	<i>Deputy CENR Officer/ CENR Officer</i>
	1.2. Receive, review/evaluate request, and assign a team to conduct verification. Prepare Order of Payment	None	1 hour	<i>Chief RPS</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment and issue Official Receipt to the client	Php 50.00/ truck load Certificate of Verification Fee Php 36.00 Oath Fee	30 min.	<i>Bill Collector</i> Cashier

3. Receive OR	3. Inspect the forest products in the area, and prepare Inspection Report, and draft Certificate of Verification (COV) and initial duplicate copy of COV.	None	1 day	<i>Inspection Officer</i>
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CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3.1. Review inspection report and affix initial on the duplicate copy of COV. Forward to CENR Officer for approval.	None	1 hour	<i>Chief RPS</i>
	3.2. Receive and review report. Sign and approve COV.	None	1 hour	<i>CENR Officer</i>
	3.3. Release COV.	None	15 min.	<i>Receiving/Releasing Clerk</i> CENRO Records Unit
4. Receive COV.		None		
TOTAL		Php 86.00	1 day, 4 hours & 45 min.	

CITIZEN'S CHARTER NO. RO-F-04. APPLICATION FOR PERMIT TO SELL/RE-SELL/TRANSFER/DISTRIBUTE/DISPOSE OF CHAINSAW

This Registration serves as a legal proof of ownership, use and possession of chainsaw in the Philippines. The DENR shall issue different permits or certifications for the purchase or import, manufacture, selling, re-selling, disposal, distribution, transfer of ownership, lease, rental or lending of chainsaws.

Office or Division:	Regulation and Permitting Section, DENR Implementing PENR/CENR Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
CHECKLIST OF REQUIREMENTS	WHERE/WHOM TO SECURE
1. Official Receipt of Chainsaw Purchase (1 certified copy and 1 original for verification) or Affidavit of Ownership in case the original copy is lost.	Requesting Party, Store or Dealer
2. SPA if the applicant is not the owner of the chainsaw	Requesting Party
3. Stencil Serial Number of Chainsaw	Requesting Party
4. Duly accomplished Application Form together with the number & specifications of chainsaws to be sold	Implementing PENR/CENR Office thru RPS and LPU
5. Detailed Specification of Chainsaw (e.g. brand, model, engine capacity, etc.)	Requesting Party, Store or Dealer
6. Notarized Deed of Absolute Sale, if transfer of ownership (1 original)	Requesting party, Private Lawyer or Notary Public Office
7. Proof of ownership of Chainsaw (Sales invoice, Deed of Sale)	Requesting Party
8. Business Registration from DTI	
9. Original copy of Chainsaw Registration issued by the CENRO concerned	Requesting Party
10. (1 photo copy) of Business Permit)	Local Gov't Unit

Additional if Registered as Private Tree Plantation Owner	
11. Certificate of Registration	Requesting Party
Additional if the applicant shows satisfactory proof that the possession and/or use of a chainsaw is for a legal purpose	
Additional if licensed Wood Processor	
12. Wood processing plant permit (1 photocopy)	Requesting Party
Additional if government, and GOCC	
13. Certification from the Head of Office or his/her authorized representative that chainsaws are owned/possessed by the office and use for legal purposes (specify)	Requesting Party
14. Business Permit from LGU or affidavit that the chainsaw is needed in applicants/profession/work and will be used for legal purpose (1 photocopy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit application form and supporting documents to the Implementing PENR/CENR Office.	1. Check completeness of application and supporting documents, and receive, record (including scanning) and forward the application to PENR/CENR Officer/Deputy CENR Officer. Provide Requesting Party an acknowledgement receipt of the documents.	None	30 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i> <i>Technical Staff RPS/TSD</i>
1.1. None	1.1. Receive and review application. Prepare and sign the Order of Payment. Forward application to Technical Staff.	None	1 hour	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Receive Order of Payment and pay corresponding fee.	1. Receive payment and issue Official Receipt (OR).	Php 500.00 Registration Fee *	30 min.	<i>Bill Collector Cashier</i>
2. Receive OR.	3. Receive application. Conduct verification of supporting documents and inspection of chainsaw. Prepare Certification and initial on the duplicate copy.	None	1 day	<i>Technical Staff RPS/TSD</i>
3.1. None	3.1. Receive and review application. Affix initial on the duplicate copy. Forward to the PENR/CENR Officer for approval.	None	2 hours	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>
3.2. None	3.2. Receive, review and approve Permit to Sell	None	1 day	<i>Implementing PENR/CENR Officer</i>
3.3. None	3.3. Record, assign control number and release Permit to sell	None	30 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
4. Receive Permit to Sell		None		
TOTAL		Php 500.00	2 days, 4 hours & 30 min.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
		Registration Fee	<i>TAT does not include waiting time and is the minimum processing time up to three (3) working days</i>	

*Fees and charges are based on DAO 2004-16

CITIZEN'S CHARTER NO. RO-F-05. ISSUANCE OF TREE CUTTING AND/OR EARTH BALLING PERMIT FOR DPWH PROJECTS*

This Permit serves as proof of authorization for the removal/cutting and/or relocation of trees affected by DPWH projects.

Office or Division:	DENR Community Environment and Natural Resources Offices (CENRO)	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Department of Public Works and Highways (DPWH) Regional or District Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application letter (1 original)		DPWH Regional or District Office
2. LGU endorsement/Certification of No Objection <i>from Sanggunian</i> (1 original)		Barangay or Municipal LGU
3. Approved Land Tenurial Instrument (LTI)/Special Land Use Permit (SLUP), if within Timberland (1 photocopy)		DPWH or concerned DENR Office
4. Approved Site Development Plan/Infrastructure Plan with tree		DPWH Regional or District Office

charting (1 original)	
5. Appropriate Certificate of Non-Coverage or Environmental Compliance Certificate (CNC/ECC) (1 photocopy)	Environmental Management Bureau (EMB) Regional Office

6. Free, Prior and Informed Consent (FPIC), if applicable			Indigenous Community and NCIP	
7. Waiver/Consent of owner/s, if titled property (1 original)			Concerned lot owner	
8. PAMB Clearance/Resolution, if within Protected Area (1 original)			PAMB	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the request/application with complete supporting documents to CENR Office.	1. Check completeness of application, and forward to Deputy CENR Officer/CENR Officer.	None	30 min.	<i>Receiving/Releasing Clerk, CENRO Records Unit</i> <i>Technical Staff RPS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	1.1. Review and refer the application to Chief, RPS.	None	1 hour	<i>Deputy CENR Officer/ CENR Officer</i>
	1.2. Receive and review application. Forward application and instruct Chief of concerned Unit/Section to process permit.	None	1 hour	<i>Chief RPS</i>

	1.3. Conduct field validation, inventory and scaling. Prepare, sign and submit a report.	None	2 days	<i>Inspection Team</i> Concerned Unit/Section
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	1.4. Review report. Prepare cutting permit, initial and forward to the Chief, RPS for review and initial.	None	2 hours	<i>Chief/Technical Staff Concerned Unit/Section</i>
	1.5. Review, initial and forward the cutting permit to the Deputy CENR Officer/CENR Officer.	None	1 hour	<i>Chief RPS</i>
	1.6. Review and sign/approve the Tree Cutting Permit (TCP).	None	1 hour	<i>Deputy CENR Officer/ CENR Officer</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	1.7. Record and release the approved TCP.	None	30 min.	<i>Receiving/Releasing Clerk, CENRO Records Unit</i>
2. Receive TCP.		None		
TOTAL:		None	2 days & 7 hours	

*Prior to the application, DPWH shall submit their proposal/requirements to the CENR Office.

CITIZEN’S CHARTER NO. RO-F-06. ISSUANCE OF TREE CUTTING PERMIT FOR PLANTED TREES (TENURED FORESTLAND OR PRIVATE LAND), OR TREES (PLANTED OR NATURALLY GROWN) THAT POSE THREAT TO HUMAN LIVES AND PROPERTIES

This Permit serves as proof of authorization for the removal/cutting of trees in public and private places that pose danger to the human lives and/or properties as evaluated by DENR, or trees that are planted within tenured forestland or private land.

Office or Division:	DENR CENRO to Regional Office		
Classification:	Highly Technical (Multi-Stage Processing)		
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business		
Who may avail:	Any Filipino citizen, private corporations, holders of tenurial instruments, Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application Letter (1 original)		Requesting Party	
2. LGU Endorsement/Certification of No Objection (1 original)		Concerned LGU (City/Municipal/Barangay)	
Additional if Private Property			
3. OCT/TCT (1 certified copy or 1 photocopy with accompanying owner's copy)		Requesting Party or Registry of Deeds (ROD)	
Additional if School/Organization			
4. PTA Resolution or Resolution from any organize group of No Objection and Reason for Cutting (1 original)		Requesting Party, School PTA, or Organization	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit letter request and supporting documents	1. Check completeness of application and supporting documents, and receive and forward the application to Deputy CENR Officer/CENR Officer.	None	30 min.	<i>Technical Staff Regulation and Permitting Section (RPS)</i>

	Prepare Order of Payment.			<i>Receiving/Releasing Clerk CENRO Records Unit</i>
2. Pay certification and oath fee	2. Accept payment and issue Official Receipt (OR).	Php 50.00/ certification Certification Fee Php 36.00/ application Oath Fee	30 min.	<i>Credit Officer</i>
3. Receive OR.	3. Receive, review and refer the application to Chief, RPS.	None	1 hour	<i>Deputy CENR Officer/ CENR Officer</i>

	3.1. Receive and review the application, and assign an inspection team to conduct site inspection.	None	30 min.	<i>Chief</i> RPS
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4. Guide/accompany the inventory team to the site.	4. Conduct inspection of the area and prepare a report with attachments (map, geo-tagged photos and tally sheets) and endorsement to PENR Office. Forward to Chief, RPS.	None	10 days or less depending on the location of the area*	<i>Inspection Team</i>
	4.1. Review the inspection report and submit recommendations to CENRO.	None	1 hour	<i>Chief RPS</i>
	4.2. Receive and review the application and inspection report. Approve recommendation. Sign the endorsement to the PENR Office.	None	1 hour	<i>CENR Officer</i>
	4.3. Record and release the application, supporting documents and endorsement to PENR Office.	None	3 days or less depending on the location of PENR Office	<i>Receiving/Releasing Clerk CENRO Records Unit</i>
PENRO				
	4.4. Receive documents and forward to Chief, Technical Services Division (TSD)	None	1 hour	<i>Receiving/Releasing Clerk PENRO Records Section</i>

	4.5. Review, evaluate application and prepare memorandum endorsement to Regional Office through Chief, TSD for countersigning.	None	2 hours	<i>Chief/Staff Concerned Unit/Section</i> <i>Chief TSD</i>
	4.6. Review and sign the memorandum endorsement for the Regional Executive Director (RED).	None	1 hour	<i>PENR Officer</i>
	4.7. Record and release the application and supporting documents.	None	3 days or less depending on the location of Regional Office	<i>Receiving/Releasing Clerk PENRO Records Section</i>
REGIONAL OFFICE (RO)				
	4.8. Receive documents and forward to Forest Utilization Section (FUS)	None	1 hour	Karla Andrea Elcano/ Mary Rose T. Pagaran/ Marcelino D. De Guzman, Jr. <i>Receiving Clerk RO Records Section</i>
	4.9. Receive and record application and forward to Chief, FUS.	None	30 min.	Genele Braza <i>FUS Receiving Clerk Regional Office</i>

	4.10. Conduct detailed review/evaluation of application.	None	1 day	German Urbiztondo <i>Chief, FUS</i> Elton Jay Amila / Zarah Mae Moraga <i>Staff, FUS,</i> Regional Office
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	4.11. Prepare the Tree Cutting Permit (TCP) and Memorandum Instruction to concerned CENRO to supervise the cutting.	None	4 hours	German Urbiztondo <i>Chief, FUS</i> Elton Jay Amila / Zarah Mae Moraga <i>Staff, FUS,</i> Regional Office
	4.12. Review/initial and forward the permit and memorandum to Assistant Regional Director for Technical Services (ARD, TS)	None	2 hours	Catherine E. Orellan <i>Chief, LPDD,</i> Regional Office
	4.13. Review/initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature	None	2 hours	For. Victor T. Billones <i>ARD-TS</i> Regional Office
	4.14. Sign/approve the permit and memorandum instruction	None	1 day	Atty. Ma. Mercedes V. Dumagan <i>RED,</i> Regional Office
	4.15. Record and release approved Tree Cutting Permit to applicant, copy furnished to PENRO and CENRO	None	30 min.	Joan M. Borromeo Halley Joseph A. Hipolito Laila L. Tambilawan <i>Releasing Clerk</i> RO Records Section

5. Receive the approved Tree Cutting Permit		None		
<i>CENRO SUB-TOTAL</i>		<i>Php 86.00</i>	<i>13 days, 4 hours & 30 min.</i>	
<i>PENRO SUB-TOTAL</i>		<i>None</i>	<i>3 days & 4 hours</i>	

<i>REGIONAL OFFICE SUB-TOTAL</i>	<i>None</i>	<i>3 days & 2 hours</i>
TOTAL	Php 86.00	20 days, 2 hours & 30 min.

**Number of processing days may increase depending on the location, unexpected issues that may arise from the application, availability of manpower, peace and security situation, and weather condition in the area.*

CITIZEN'S CHARTER NO. RO-F-07. ISSUANCE OF PRIVATE LAND TIMBER PERMIT (PLTP) FOR NON-PREMIUM SPECIES, OR SPECIAL PLTP (SPLTP) FOR PREMIUM/NATURALLY-GROWN TREES WITHIN PRIVATE/TITLED LANDS

PLTP or SPLTP serves as the official authority to cut naturally grown trees within private or titled lands.

Office or Division:	DENR CENRO to Central Office			
Classification:	Highly Technical (Multi-Stage Processing)			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Concerned Public Individual, Administrator of Schools and Other Public Places			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter (1 original)		Requesting Party		
2. LGU Endorsement/Certification of No Objection (1 original)		Concerned LGU (City/Municipal/Barangay)		
Additional if Private Property				
3. OCT/TCT (1 certified copy or 1 photocopy with accompanying owner's copy)		Requesting Party or Registry of Deeds (ROD)		
Additional if School/Organization				
4. PTA Resolution or Resolution from any organize group of No Objection and Reason for Cutting (1 original)		Requesting Party, School PTA, or Organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit letter request and supporting documents.	1. Check completeness of application and supporting documents, and receive and forward the application to Deputy CENR Officer/CENR Officer.	None	30 min.	<i>Technical Staff Regulation and Permitting Section (RPS) Receiving/Releasing Clerk</i>

	Prepare Order of Payment.		CENRO Records Unit
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2. Pay certification and oath fee.	2. Accept payment and issue Official Receipt (OR).	Php 50.00/ certification Certification Fee Php 36.00/ application Oath Fee	30 min.	<i>Credit Officer</i>
3. Receive OR.	3. Receive, review and refer the application to Chief, RPS.	None	1 hour	<i>Deputy CENR Officer/ CENR Officer</i>
	3.1. Receive and review the application, and assign inspection team to conduct site inspection.	None	30 min.	<i>Chief RPS</i>
4. Guide/accompany the inventory team to the site.	4. Conduct inspection of the area and prepare a report with attachments (map, geo-tagged photos and tally sheets) and endorsement to PENR Office. Forward to Chief, RPS.	None	10 days or less depending on the location of the area*	<i>Inspection Team CENR Office</i>

	4.1. Review the inspection report and submit recommendations to CENRO.	None	3 hours	<i>Chief</i> RPS
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	4.2. Receive and review the application and inspection report. Approve recommendation. Sign the endorsement to the PENR Office.	None	2 hours	<i>CENR Officer</i>
	4.3. Record and release the application, supporting documents and endorsement to the PENR Office.	None	3 days or less depending on the location of PENR Office	<i>Receiving/Releasing Clerk CENRO Records Unit</i>

PENRO				
	4.4. Receive documents and forward to Chief, Technical Services Division (TSD)	None	1 hour	<i>Receiving/Releasing Clerk PENRO Records Section</i>
	4.5. Review, evaluate application and prepare memorandum endorsement to Regional Office through Chief, TSD for countersigning.	None	2 hours	<i>Chief/Staff Concerned Unit/Section Chief TSD</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	4.6. Review and sign the memorandum endorsement for the Regional Executive Director (RED).	None	2 hours	<i>PENR Officer</i>
	4.7. Record and release the application and supporting documents.	None	3 days or less depending on the location of Regional Office	<i>Receiving/Releasing Clerk</i> PENRO Records Section
REGIONAL OFFICE (RO)				
	4.8. Receive documents and forward to Forest Utilization Section (FUS)	None	1 hour	Karla Andrea Elcano/ Mary Rose T. Pagarán/ Marcelino D. De Guzman, Jr. <i>Receiving Clerk</i> RO Records Section
	4.9. Receive and record application and forward to Chief, FUS.	None	30 min.	Genele Braza <i>FUS Receiving Clerk</i> Regional Office
	4.10. Conduct detailed review/evaluation of application.	None	2 days	German Urbiztondo <i>Chief, FUS</i> Elton Jay Amila / Zarah Mae Moraga

				<i>Staff, FUS, Regional Office</i>
	4.11. Prepare the Memorandum endorsement for Director, FMB.	None	4 hours	German Urbiztondo <i>Chief, FUS</i> Elton Jay Amila / Zarah Mae Moraga <i>Staff, FUS, Regional Office</i>
	4.12. Review/initial and forward the permit and memorandum to Assistant Regional	None	2 hours	Catherine E. Orellan <i>Chief, LPDD, Regional Office</i>

	Director for Technical Services (ARD, TS)			
	4.13. Review/initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature	None	2 hours	For. Victor T. Billones <i>ARD-TS</i> Regional Office
	4.14. Sign/approve the permit and memorandum instruction	None	1 day	Atty. Ma. Mercedes V. Dumagan <i>RED,</i> Regional Office
	4.15. Record and release Memorandum for FMB.	None	3 days or less	Joan M. Borromeo Halley Joseph A. Hipolito Laila L. Tambilawan <i>Releasing Clerk</i> RO Records Section
FOREST MANAGEMENT BUREAU (FMB)				
	4.16. Receive and record the PLTP/SPLTP application papers and documentary requirements referred to FMB Director for appropriate action.	None	15 min.	<i>Unit Chief</i> Records Unit – FMB
	4.17. Receive and			

	record the same for the Director's instruction to the Chief of Forest Resources Management Division (FRMD).	None	1 hour	<i>Director</i> FMB
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	4.18. Receive and assign the documents to Forest Resource-Use and Assessment Section for	None	1 hour	<i>Division Chief</i> Forest Resources Management Division (FRMD) – FMB
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	review and CSW formulation.			
	4.19. Receive and record the documents. Assign the documents and provides instruction to the concerned Action Officer of the Section.	None	1 hour	<i>Section Chief</i> Forest Resource-Use and Assessment Section (FR-UAS) – FRMD, FMB
	4.20. Review and evaluate the PLTP/SPLTP application and its attached documentary requirements and drafts corresponding action documents (i.e. CSW, draft PLTP/SPLTP) for approval of the Undersecretary for Field Operations.	None	7 days	<i>Action Officer</i> FMB
	4.21. Review the draft action documents and affix initial if found in order.	None	1 hour	<i>Section Chief</i> FR-UAS – FRMD, FMB

	4.22. Review the draft action documents and affix initial if found in order.	None	1 hour	<i>Division Chief</i> FRMD – FMB
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	4.23. Review the draft action documents and affix initial if found in order.	None	1 hour	<i>Assistant Director</i> FMB
	4.24. Review and affix signature on the Memorandum endorse	None	1 hour	<i>Director</i> FMB

	the PLTP/SPLTP for approval.			
	4.25. Record the documents and forward to the Receiving Unit, Records Management Division, DENR Central Office.	None	15 min.	<i>Chief</i> Records Unit, FMB
CENTRAL OFFICE				
	4.26. Receive documents from Records Management Division (RMD), DENR Central Office, record in logbook and DATS, and forward to the Undersecretary for Field Operations (Usec. FO)	None	1 hour	<i>Receiving/Releasing Clerk</i> Office of the Undersecretary for Field Operations (OUFO)

	4.27. Receive the Tree Cutting Permit /Track/Accept Document from Records Division and records the document in the logbook.	None	1 hour	<i>IEC Officer/ Messenger OUFO</i>
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	4.28. Review the Tree Cutting Permit.*	None	5 days	Chief of Staff OUFO
	4.29. Sign the Tree Cutting Permit	None		Undersecretary for FO

	4.30. Seal/date the Tree Cutting Permit and Track/Release the documents to FMB for releasing.	None		Messenger/ Technical Support Specialist OUFO
FOREST MANAGEMENT BUREAU (FMB)				
	4.31. Receive the approved permit from DENR Records Management Division for numbering and releases to the applicant /proponent. Original copy - Applicant Copy 1 - Regional Office Copy 2 - PENRO Copy 3 - CENRO	None	30 min. + 2 days travel time to Regional Office	Chief Records Unit, FMB
CENRO SUB-TOTAL		Php 86.00	13 days, 7 hours & 30 min.	
PENRO SUB-TOTAL		None	3 days & 5 hours	

<i>REGIONAL OFFICE SUB-TOTAL</i>	<i>None</i>	<i>7 days & 1 hour & 30 min.</i>
<i>FMB SUB-TOTAL</i>	<i>None</i>	<i>10 days</i>

CENTRAL OFFICE SUB-TOTAL	<i>None</i>	<i>5 days & 2 hours</i>
TOTAL	Php 86.00	40 days

**The approval of the Tree Cutting Permit may take longer than the expected processing time if complex issues were identified in the course of the processing. The Undersecretary for Field Operations, Assistant Secretaries for Field Operations and/or the Forest Management Bureau may, from time to time, conduct inquiries, research or consultations in relation to the application/request.*

CITIZEN'S CHARTER NO. RO-F-08. ISSUANCE OF EXPORT AUTHORITY FOR FOREST PRODUCTS

This Permit serves as an authorization to export finished and semi-finished forest products.

Office or Division:	DENR CENRO to Regional Office	
Classification:	Highly Technical (Multi-Stage Processing)	
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
Who may avail:	Any Filipino citizen, private corporations, partnership or association	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Sales invoice of lumber were bought		Requesting Party
1. Copy of sawmill permit if exporter is the holder thereof		Requesting Party
2. Auxiliary invoice		Requesting Party

Office or Division:		DENR CENRO to Regional Office		
Classification:		Highly Technical (Multi-Stage Processing)		
3. Certificate of Lumber Origin (for natural grown)/Certificate of Verification Clearance (planted)		CENRO concerned		
4. Certificate of Registration as Lumber Dealer if exporter is the holder thereof		Requesting Party		
5. Certification with geotagged photos of the loading of forest products in its corresponding container vans		CENRO concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit application form and supporting documents	1. Check completeness of application and supporting documents, and receive and forward the application to Deputy CENR Officer/CENR Officer. Prepare Order of Payment.	None	30 min.	<i>Technical Staff</i> Regulation and Permitting Section (RPS) <i>Receiving/Releasing Clerk</i> CENRO Records Unit
2. Pay certification fee	2. Accept payment and issue Official Receipt (OR).	Php 50.00/ application Certification Fee	30 min.	<i>Credit Officer</i>

Office or Division:		DENR CENRO to Regional Office		
Classification:		Highly Technical (Multi-Stage Processing)		
3. Receive OR.	3. Receive, review and refer the application to Chief, RPS.	None	1 hour	<i>Deputy CENR Officer/ CENR Officer</i>
	3.1. Receive and review the application, and assign an inspection team to conduct site inspection and inventory.	None	30 min.	<i>Chief RPS</i>
4. Guide/accompany the technical staff to the site.	4. Conduct inspection/inventory and prepare a report with Certificate of Verification (CVC) and endorsement to PENR Office. Forward to Chief, RPS.	None	4 days or less depending on the location of the area*	<i>Technical Staff Regulation and Permitting Section (RPS)</i>
	4.1. Review the inspection report and CVC and submit recommendations to CENRO.	None	1 hour	<i>Chief RPS</i>
	4.2. Receive and review the application and inspection report. Approve CVC. Sign the endorsement to the PENR Office.	None	1 hour	<i>CENR Officer</i>

Office or Division:		DENR CENRO to Regional Office		
Classification:		Highly Technical (Multi-Stage Processing)		
	4.3. Record and release the application, supporting documents and endorsement to the PENR Office.	None	3 days or less depending on the location of PENR Office	<i>Receiving/Releasing Clerk CENRO Records Unit</i>
PENRO				
	4.4. Receive documents and forward to Chief, Technical Services Division (TSD)	None	1 hour	<i>Receiving/Releasing Clerk PENRO Records Section</i>
	4.5. Review, evaluate application and prepare memorandum endorsement to Regional Office through Chief, TSD for countersigning.	None	2 hours	<i>Chief/Staff Concerned Unit/Section Chief TSD</i>
	4.6. Review and sign the memorandum endorsement for the Regional Executive Director (RED).	None	1 hour	<i>PENR Officer</i>

	4.7. Record and release the application and supporting documents.	None	3 days or less depending on the	<i>Receiving/Releasing Clerk</i> PENRO Records Section
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Office or Division:		DENR CENRO to Regional Office		
Classification:		Highly Technical (Multi-Stage Processing)		
			location of Regional Office	
REGIONAL OFFICE (RO)				
	4.8. Receive documents and forward to Office of the Assistant Regional Director for Technical Services	None	1 hour	Karla Andrea Elcano/ Mary Rose T. Pagaran/ Marcelino D. De Guzman, Jr. <i>Receiving Clerk RO Records Section</i>
	4.9. Receive documents and forward to Forest Utilization Section (FUS)	None	1 hour	Marie Shane Enopeña <i>Receiving/Releasing Clerk Office of The ARED for Technical Services</i>
	4.10. Receive and record application and forward to Chief, FUS.	None	30 min.	Genele Braza <i>FUS Receiving Clerk, LPDD Regional Office</i>
	4.11. Conduct detailed review/evaluation of application.	None	3 days	German Urbiztondo <i>Chief, FUS</i> Elton Jay Amila / Zarah Mae Moraga <i>Staff, FUS Regional Office</i>

	4.12. Prepare the Export Authority	None	4 hours	German Urbiztondo <i>Chief, FUS</i> Elton Jay Amila / Zarah Mae Moraga <i>Staff, FUS</i> Regional Office
	4.13. Review/initial and forward the permit to Assistant Regional	None	2 hours	Catherine E. Orellan <i>Chief, LPDD</i> Regional Office

Office or Division:		DENR CENRO to Regional Office		
Classification:		Highly Technical (Multi-Stage Processing)		
	Director for Technical Services (ARD, TS)			
	4.14. Review/initial and forward the permit for the Regional Executive Director (RED)'s signature	None	2 hours	For. Victor T. Billones ARD-TS Regional Office
	4.15. Sign/approve the permit	None	1 day	Atty. Ma. Mercedes V. Dumagan RED Regional Office
	4.16. Record and release approved Export Authority to applicant, copy furnished to PENRO and CENRO	None	30 min.	Joan M. Borromeo Halley Joseph A. Hipolito Laila L. Tambilawan Releasing Clerk RO Records Section
5. Receive the approved Tree Cutting Permit		None		
<i>CENRO SUB-TOTAL</i>		<i>Php 50.00</i>	<i>7 days, 4 hours & 30 min.</i>	
<i>PENRO SUB-TOTAL</i>		<i>None</i>	<i>3 days & 4 hours</i>	
<i>REGIONAL OFFICE SUB-TOTAL</i>		<i>None</i>	<i>4 days & 10 hours & 30 min.</i>	
TOTAL		Php 50.00	14 days & 19 hours	

**Number of processing days may increase depending on the location, unexpected issues that may arise from the application,*

availability of manpower, peace and security situation, and weather condition in the area.

CITIZEN'S CHARTER NO. RO-F-09. ISSUANCE OF CERTIFICATE OF REGISTRATION AS LUMBER DEALER

This Permit serves as Certificate of registration as Lumber Dealer to applicants engaged in the trade of finished forest products.

Office or Division:	DENR CENRO to Regional Office	
Classification:	Highly Technical (Multi-Stage Processing)	
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
Who may avail:	Any Filipino citizen, private corporations, partnership or association	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
2. Duly accomplished application form (1 original)		Requesting Party
3. Lumber Supply Contract entered into by the applicant with a registered sawmill/mini-sawmill operators/lumber dealers (1 original)		Requesting Party
4. Annual Business Plan		Requesting Party
5. Mayor's Permit or Business Permit updated		LGU concerned
6. Copy of his income tax return (if for renewal)		BIR
7. Monthly report on Lumber purchases and disposal (export and local lumber) duly attested by CENRO concerned (if for renewal)		Requesting Party
8. Two (2) copies of pictures of business establishment including lumber yard		Requesting Party
9. If the applicant is a corporation, partnership or association, a copy of the latest Articles of Incorporation, partnership as the case maybe, duly certified by the SEC		SEC
10. In case of single proprietorship, a copy of CR with the Department of Trade and Industry		DTI

11. Authorization/Board Resolution issued by the Corp., Partnership, Association or Proprietor in favor of the person signing the application	Requesting Party
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12. If the applicant is a holder of WPP/Regular/Mini-sawmill permit, present copy of approved WPP permit		Requesting Party		
13. Latest passport size colored picture (3.5x4.5 cm) of the applicant		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
2. Submit application form and supporting documents	5. Check completeness of application and supporting documents, and receive and forward the application to Deputy CENR Officer/CENR Officer. Prepare Order of Payment.	None	30 min.	<i>Technical Staff</i> Regulation and Permitting Section (RPS) <i>Receiving/Releasing Clerk</i> CENRO Records Unit
6. Pay application, registration, oath fee and cash bond cash bond (DAO 2004-16)	4. Accept payment and issue Official Receipt (OR).	Php 600.00/ application Application Fee Php 480.00/ application Registration Fee Php 36.00/ application Oath Fee Php 1,000.00/ application Cash bond	30 min.	<i>Credit Officer</i>
5. Receive OR.	7. Receive, review and refer the application to Chief, RPS.	None	1 hour	<i>Deputy CENR Officer/ CENR Officer</i>

	5.1. Receive and review the application, and assign an inspection team to conduct site inspection.	None	30 min.	<i>Chief RPS</i>
8. Guide/accompany the technical staff to the site.	6. Conduct inspection of the area and prepare report with attachments (map, geo-tagged photos) and endorsement to the PENR Office. Forward to Chief, RPS.	None	10 days or less depending on the location of the area*	<i>Technical Staff Regulation and Permitting Section (RPS)</i>
	6.1. Review the inspection report and submit recommendations to CENRO.	None	1 hour	<i>Chief RPS</i>
	6.2. Receive and review the application and inspection report. Approve recommendation. Sign the endorsement to the PENR Office.	None	1 hour	<i>CENR Officer</i>
	6.3. Record and release the application, supporting documents and endorsement to the PENR Office.	None	3 days or less depending on the location of PENR Office	<i>Receiving/Releasing Clerk CENRO Records Unit</i>
PENRO				

	6.5. Receive documents and forward to Chief, Technical Services Division (TSD)	None	1 hour	<i>Receiving/Releasing Clerk</i> PENRO Records Section
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	6.6. Review, evaluate application and prepare memorandum endorsement to Regional Office through Chief, TSD for countersigning.	None	2 hours	<i>Chief/Staff Concerned Unit/Section Chief TSD</i>
	6.7. Review and sign the memorandum endorsement for the Regional Executive Director (RED).	None	1 hour	<i>PENR Officer</i>
	6.8. Record and release the application and supporting documents.	None	3 days or less depending on the location of Regional Office	<i>Receiving/Releasing Clerk PENRO Records Section</i>
REGIONAL OFFICE (RO)				
	6.9. Receive documents and forward to Office of the Assistant Regional Director for Technical Services	None	1 hour	Karla Andrea Elcano/ Mary Rose T. Pagaran/ Marcelino D. De Guzman, Jr. <i>Receiving Clerk RO Records Section</i>
	6.10. Receive documents and forward to Forest Utilization Section (FUS)	None	1 hour	Marie Shane Enopeña <i>Receiving/Releasing Clerk Office of The ARD for Technical Services</i>
	6.11. Receive and record application and forward to Chief, FUS.	None	30 min.	Genele Braza <i>FUS Receiving Clerk Regional Office</i>

	6.12. Conduct detailed review/evaluation of application.	None	3 days	German Urbiztondo <i>Chief, FUS</i> Elton Jay Amila / Zarah Mae Moraga <i>Staff, FUS</i> Regional Office
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	6.13. Prepare the Certificate of registration as Lumber Dealer together with its terms and conditions	None	4 hours	German Urbiztondo <i>Chief, FUS</i> Elton Jay Amila / Zarah Mae Moraga <i>Staff, FUS</i> Regional Office
	6.14. Review/initial and forward the permit to Assistant Regional Director for Technical Services (ARD, TS)	None	2 hours	Catherine E. Orellan <i>Chief, LPDD</i> Regional Office
	6.15. Review/initial and forward the permit for the Regional Executive Director (RED)'s signature	None	2 hours	For. Victor T. Billones <i>ARD-TS</i> Regional Office
	6.16. Sign/approve the permit and memorandum instruction	None	1 day	Atty. Ma. Mercedes V. Dumagan <i>RED</i> Regional Office
	6.17. Record and release approved Certificate of Registration as Lumber Dealer to applicant, copy furnished to PENRO and CENRO	None	30 min.	Joan M. Borromeo Halley Joseph A. Hipolito Laila L. Tambilawan <i>Releasing Clerk</i> RO Records Section
7. Receive the approved Tree Cutting Permit		None		
CENRO SUB-TOTAL		Php 2,116.00	13 days, 4 hours & 30 min.	
PENRO SUB-TOTAL		None	3 days & 4 hours	
REGIONAL OFFICE SUB-TOTAL		None	4 days & 10 hours & 30 min.	
TOTAL		Php 2,116.00	20 days & 19 hours	

**Number of processing days may increase depending on the location, unexpected issues that may arise from the application, availability of manpower, peace and security situation, and weather condition in the area.*

CITIZEN'S CHARTER NO. RO-F-10. ISSUANCE OF SPECIAL LAND USE PERMIT

This Permit serves as an authorization to temporarily occupy, possess and manage any public forest land for a specific use or purpose.

Office or Division:	DENR CENRO to Regional Office	
Classification:	Highly Technical (Multi-Stage Processing)	
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
Who may avail:	Any Filipino citizen, private corporations, partnership or association	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
14.	Duly accomplished application form (1 original)	Requesting Party
15.	Map of the applied area; including the technical description, longitude and latitude coordinates, and tie point from the nearest landmark	Requesting Party
16.	Pertinent documents showing proof that the applicant is a legitimate entity qualified to be a holder of a forestland Tenorial Instrument or Agreement	Requesting Party
17.	For an individual applicant, certified copy of Birth Certificate or, certified copy of Certificate of Naturalization	PSA

18. For an association, corporation, cooperative or partnership; certified copy of Securities & Exchange Commission (SEC) Registration Certificate, Articles of Incorporation/Partnership, and Resolution of the corporate governing body (Board of Directors, Board of Trustees, etc.) designating the authorized representative of said corporation, association or partnership to apply/sign documents for and in behalf of the company		Requesting Party/SEC		
19. For cooperative, certified copy of Certificate of Registration with the Cooperative Development Authority (CDA)		CDA		
20. Environmental Compliance Certificate (ECC), issued by the Environmental Management Bureau of DENR		EMB		
21. Appropriate clearance from the National Commission on Indigenous Peoples (NCIP)		NCIP		
22. Proof of Financial Capability to develop and manage the applied area		Requesting Party		
23. Authorization/Board Resolution issued by the Corp., Partnership, Association or Proprietor in favor of the person signing the application		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
3. Submit application form and supporting documents	9. Check completeness of application and supporting documents, and receive and forward the application to Deputy CENR Officer/CENR Officer. Prepare Order of Payment.	None	30 min.	<i>Technical Staff</i> Regulation and Permitting Section (RPS) <i>Receiving/Releasing Clerk</i> CENRO Records Unit

10. Pay application fee, annual rental fee, 1% of the total cost of improvement and performance bond	6. Accept payment and issue Official Receipt (OR).	Php 500.00/ application Application Fee based on the recent BIR zonal value of the nearest commercial	30 min.	<i>Credit Officer</i>
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		<p>zone of the barangay/municipality/ city or province whichever is higher</p> <p>Annual rental Fee</p> <p>twice the annual rental or user fee, as the case maybe, but not less than P10,000.00 provided, that 50% of the computed bond deposit shall be posted in cash and the balance in the form of Surety bond co-terminus to a permit provided further that the face value of the surety bond shall be increased by 25%</p> <p>Cash bond</p> <p>1% of the total cost of improvement</p>		
7. Receive OR.	11. Receive, review and refer the application to Chief, RPS.	None	1 hour	<i>Deputy CENR Officer/ CENR Officer</i>
	7.1. Receive and review the application, and assign an inspection team to conduct site inspection.	None	30 min.	<i>Chief RPS</i>

12. Guide/accompany the technical staff to the site.	8. Conduct inspection of the area and prepare report with attachments (map, geo-tagged photos) and	None	10 days or less	<i>Technical Staff</i> Regulation and Permitting Section (RPS)
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	endorsement to the PENR Office. Forward to Chief, RPS.		depending on the location of the area*	
	8.1. Review the inspection report and submit recommendations to CENRO.	None	1 hour	<i>Chief RPS</i>
	8.2. Receive and review the application and inspection report. Approve recommendation. Sign the endorsement to the PENR Office.	None	1 hour	<i>CENR Officer</i>
	8.3. Record and release the application, supporting documents and endorsement to the PENR Office.	None	3 days or less depending on the location of PENR Office	<i>Receiving/Releasing Clerk CENRO Records Unit</i>
PENRO				
	8.5. Receive documents and forward to Chief, Technical Services Division (TSD)	None	1 hour	<i>Receiving/Releasing Clerk PENRO Records Section</i>
	8.6. Review, evaluate application and prepare memorandum endorsement to Regional Office through Chief, TSD for countersigning.	None	2 hours	<i>Chief/Staff Concerned Unit/Section Chief TSD</i>

	8.7. Review and sign the memorandum endorsement for the Regional Executive Director (RED).	None	1 hour	<i>PENR Officer</i>
	8.8. Record and release the application and supporting documents.	None	3 days or less depending on the location of Regional Office	<i>Receiving/Releasing Clerk PENRO Records Section</i>
REGIONAL OFFICE (RO)				
	8.9. Receive documents and forward to Office of the Assistant Regional Director for Technical Services	None	1 hour	Karla Andrea Elcano/ Mary Rose T. Pagaran/ Marcelino D. De Guzman, Jr. <i>Receiving Clerk RO Records Section</i>
	8.10. Receive documents and forward to Forest Utilization Section (FUS)	None	1 hour	Marie Shane Enopeña <i>Receiving/ Releasing Clerk Office of The ARED for Technical Services</i>
	8.11. Receive and record application and forward to Chief, FUS.	None	30 min.	Genele Braza <i>FUS Receiving Clerk Regional Office</i>
	8.12. Conduct detailed review/evaluation of application.	None	4 days	German Urbiztondo <i>Chief, FUS</i> Elton Jay Amila / Zarah Mae Moraga <i>Staff, FUS Regional Office</i>

	8.13. Prepare the Special Land Use Permit with its terms and conditions	None	4 hours	German Urbiztondo <i>Chief, FUS</i> Elton Jay Amila / Zarah Mae Moraga <i>Staff, FUS</i> Regional Office

	8.14. Review/initial and forward the permit to Assistant Regional Director for Technical Services (ARD, TS)	None	2 hours	Catherine E. Orellan <i>Chief, LPDD</i> Regional Office
	8.15. Review/initial and forward the permit for the Regional Executive Director (RED)'s signature	None	2 hours	For. Victor T. Billones <i>ARD-TS</i> Regional Office
	8.16. Sign/approve the permit and memorandum instruction	None	1 day	Atty. Ma. Mercedes V. Dumagan <i>RED</i> Regional Office
	8.17. Record and release approved Special Land Use Permit to applicant, copy furnished to PENRO and CENRO	None	30 min.	Joan M. Borromeo Halley Joseph A. Hipolito Laila L. Tambilawan <i>Releasing Clerk</i> <i>RO Records Section</i>
9. Receive the approved Tree Cutting Permit		None		
CENRO SUB-TOTAL		Php 2,116.00	13 days, 4 hours & 30 min.	
PENRO SUB-TOTAL		None	3 days & 4 hours	
REGIONAL OFFICE SUB-TOTAL		None	4 days & 10 hours & 30 min.	
TOTAL		Php 2,116.00	21 days & 19 hours	

**Number of processing days may increase depending on the location, unexpected issues that may arise from the application, availability of manpower, peace and security situation, and weather condition in the area.*

CITIZEN'S CHARTER NO. RO-F-11. ISSUANCE OF WOOD PROCESSING PLANT PERMITS

This Permit serves as proof of authorization to enterprises or individuals to operate a Wood Processing Plant (mini-sawmill, veneering, wood treatment)

Office or Division:	DENR CENRO to Regional Office	
Classification:	Highly Technical (Multi-Stage Processing)	
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
Who may avail:	Any Filipino citizen, private corporations, partnership or association	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
24.	Duly accomplished application form (1 original)	Requesting Party
25.	Log Supply Contract for five (5) years per EO no. 23 s. 2011	Requesting Party
26.	Annual Business Plan	Requesting Party
27.	Project Feasibility Study of the proposed mill (new application)	Requesting Party
28.	Mayor's Permit or Business Permit updated	LGU concerned
29.	Copy of his income tax return (if for renewal)	BIR
30.	Audited financial statement certified by a reputable accounting firm	Requesting Party
31.	Location Clearance approved by appropriate Local Government Units	LGU concerned
32.	Permit to Operate from the Environment Management Bureau of the DENR (renewable)	EMB

33. Environmental Clearance Certificate (ECC) for new application	EMB
34. Report of production monthly indicating the volume and logs purchased and processed and disposition of production to be prepared by the concerned permittee, checked by the scaler and attested by the CENRO concerned	Requesting Party
35. If the applicant is a corporation, partnership or association, a copy of the latest Articles of Incorporation, partnership as the case maybe, duly certified by the SEC	SEC
36. In case of single proprietorship, a copy of CR with the Department of Trade and Industry	DTI
37. For individual persons, document reflecting proof of Filipino citizenship such as Birth Certificate or Certificate of Naturalization	Requesting Party
38. Authorization/Board Resolution issued by the Corp., Partnership, Association or Proprietor in favor of the person signing the application	Requesting Party
39. Proof of ownership of machineries. If machinery's are second hand a copy of the deed of sale in favor of the applicant with the sales invoice from the original owner	Requesting Party
40. List of personnel and/or employees indicating their positions, SSS Nos. if any	Requesting Party
41. 2x2 picture of the applicant (2 pcs.) and xerox copy of Identification Card	Requesting Party
42. GIS-generated map with a scale of 1:10,000 Re: location for hotspot areas of the subject wood processing plant facilities (Memorandum dated 10 July 2018 of Atty. Juan Miguel Cuna, USEC for field Operations)	CENRO concerned

43. Certificate of Good Standing to be executed by the concerned CENRO stating among others that the subject WPPs are compliant to forestry laws, rules and regulations and has never been involved in any illegal activities		CENRO concerned		
44. Completed Staff Work		CENRO concerned		
45. Authenticated/certified xerox copies of supporting documents for wood processing plant permit per Memorandum dated 05 August 2018 of Nonito M. Tamayo, FMB Director)		Requesting Party		
46. Certification issued by CENRO concerned re: Installation of CCTV within the premises of the applicant/permittee		CENRO concerned		
47. Geotagged photos of the establishment per Memorandum dated July 10, 2018 of Atty. Angelica Go, ASEC Mindanao		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
4. Submit application form and supporting documents	13. Check completeness of application and supporting documents, and receive and forward the application to Deputy CENR Officer/CENR Officer. Prepare Order of Payment.	None	30 min.	<i>Technical Staff</i> Regulation and Permitting Section (RPS) <i>Receiving/Releasing Clerk</i> CENRO Records Unit
14. Pay application, registration, oath fee	8. Accept payment and issue Official Receipt (OR).	Php 600.00/ application	30 min.	<i>Credit Officer</i>

and cash bond cash bond (DAO 2004-16)		Application Fee Php 36.00/ application Oath Fee Depends on its DRC(minimum of 2,200.00) Annual Permit Fee 720.00/cu.m but not less than 6,000.00 Performance bond		
9. Receive OR.	15. Receive, review and refer the application to Chief, RPS.	None	1 hour	<i>Deputy CENR Officer/ CENR Officer</i>

	9.1. Receive and review the application, and assign an inspection team to conduct site inspection.	None	30 min.	<i>Chief RPS</i>
16. Guide/accompany the technical staff to the site.	10. Conduct inspection of the area and prepare a report with attachments (map, geo-tagged photos) and endorsement to the PENR Office. Forward to Chief, RPS.	None	10 days or less depending on the location of the area*	<i>Technical Staff Regulation and Permitting Section (RPS)</i>
	10.1. Review the inspection report and submit recommendations to CENRO.	None	1 hour	<i>Chief RPS</i>
	10.2. Receive and review the application and inspection report. Approve recommendation. Sign the endorsement to the PENR Office.	None	1 hour	<i>CENR Officer</i>
	10.3. Record and release the application, supporting documents and endorsement to the PENR Office.	None	3 days or less depending on the location of PENR Office	<i>Receiving/Releasing Clerk CENRO Records Unit</i>
PENRO				

	10.5. Receive documents and forward to Chief, Technical Services Division (TSD)	None	1 hour	<i>Receiving/Releasing Clerk</i> PENRO Records Section
	10.6. Review, evaluate application and prepare memorandum endorsement to Regional Office through Chief, TSD for countersigning.	None	2 hours	<i>Chief/Staff</i> Concerned Unit/Section <i>Chief</i> TSD
	10.7. Review and sign the memorandum endorsement for the Regional Executive Director (RED).	None	1 hour	<i>PENR Officer</i>
	10.8. Record and release the application and supporting documents.	None	3 days or less depending on the location of Regional Office	<i>Receiving/Releasing Clerk</i> PENRO Records Section
REGIONAL OFFICE (RO)				
	10.9. Receive documents and forward to Office of the Assistant Regional Director for Technical Services	None	1 hour	Karla Andrea Elcano/ Mary Rose T. Pagaran/ Marcelino D. De Guzman, Jr. <i>Receiving Clerk</i> RO Records Section

	10.10. Receive documents and forward to Forest Utilization Section (FUS)	None	1 hour	Marie Shane Enopeña <i>Receiving/Releasing Clerk</i> Office of The ARED for Technical Services
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	10.11. Receive and record application and forward to Chief, FUS.	None	30 min.	Genele Braza <i>FUS Receiving Clerk</i> Regional Office
	10.12. Conduct detailed review/evaluation of application.	None	3 days	German Urbiztondo <i>Chief, FUS</i> Elton Jay Amila / Zarah Mae Moraga <i>Staff, FUS</i> Regional Office
	10.13. Prepare the endorsement for the approval of the application to the USEC for Field Operations	None	4 hours	German Urbiztondo <i>Chief, FUS</i> Elton Jay Amila / Zarah Mae Moraga <i>Staff, FUS</i> Regional Office
	10.14. Review/initial and forward the endorsement to the Assistant Regional Director for Technical Services (ARD, TS)	None	2 hours	Catherine E. Orellan <i>Chief, LPDD</i> Regional Office
	10.15. Review/initial and forward the endorsement for the Regional Executive Director (RED)'s signature	None	2 hours	For. Victor T. Billones <i>ARD-TS</i> Regional Office
	10.16. Sign the endorsement for approval of the WPP application	None	1 day	Atty. Ma. Mercedes V. Dumagan <i>RED</i> Regional Office

	10.17. Record and release the endorsement to the Office of the USEC for Field Operations	None	1day	Joan M. Borromeo Halley Joseph A. Hipolito Laila L. Tambilawan <i>Releasing Clerk</i> RO Records Section
11. Receive the approved Tree Cutting Permit		None		
<i>CENRO SUB-TOTAL</i>		<i>Php 8,836.00</i>	<i>13 days, 4 hours & 30 min.</i>	
<i>PENRO SUB-TOTAL</i>		<i>None</i>	<i>3 days & 4 hours</i>	
<i>REGIONAL OFFICE SUB-TOTAL</i>		<i>None</i>	<i>5 days & 10 hours & 30 min.</i>	
TOTAL		Php 2,116.00	21 days & 19 hours	

**Number of processing days may increase depending on the location, unexpected issues that may arise from the application, availability of manpower, peace and security situation, and weather condition in the area.*

DENR CENR, PENR AND REGIONAL OFFICES
Lands Sector

**(External
Services)**

CITIZEN'S CHARTER NO. RO-L-01. ISSUANCE OF CERTIFICATION OF LAND STATUS AND/OR CERTIFICATION OF SURVEY CLAIMANT

This Certification is being issued based from the land records/status and projection in the land classification map for alienability or disposability of the land being applied for. The requesting party may also request for the Certification of Survey Claimant for additional fee. This Certification does not construe ownership and is for reference only.

Office or Division:	DENR Community Environment and Natural Resources Offices (CENRO)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Banks, Corporations, Private Associations e.g. Surveying Firms; Realtors'/Developers' Corporations, Land Owners, LGUs, DPWH, Philippine Port Authority, Department of Tourism, DepEd and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 original, 1 duplicate copy)		CENRO Records Office or Public Assistance Desk		
2. Any document showing the identity of the lot (1 photocopy)		End-user or Assessor's Office		
3. Sketch Plan with Complete Technical Description (1 original)		Geodetic Engineer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

1. File application with complete supporting documents to the CENRO Receiving Area/Records Unit.	1. Receive the request, record in logbook and/or Document Tracking System, and forward to Records Unit.	None	15 min.	<i>Receiving/Releasing Clerk</i> CENRO Records Unit
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	1.1. Receive documents, and check the lot status in the Land Administration and Management System (LAMS), allocation book or index card. Forward to Technical Staff.	None	15 min.	<i>Records Officer</i> CENRO Records Unit
	1.2. Receive request and prepare Order of Payment and forward the same to client.	None	15 min.	<i>Technical Staff</i> Regulation and Permitting Section (RPS)

2. Receive Order of Payment and pay corresponding fee. Pay additional fee if the request includes Certification of Survey Claimant.	2. Receive payment and issue and photocopy Official Receipt.	<p>Php 20.00/lot + Php 10.00/ additional lot Certification Fee of Status</p> <p>Php 30.00 Documentary Stamp</p> <p>Additional if for Certificate of Survey Claimant:</p> <p>Php 20.00/lot + Php 10.00/ additional lot</p>	30 min.	<i>Bill Collector</i> Cashier
		Certification Fee of Survey Claimant		

3. Receive Official Receipt and forward the same to Technical Staff, RPS.	<p>3. Receive copy of official receipt.</p> <p>Verify and project the lot, and prepare and sign the Certification.</p> <p>(*If area falls within boundary line of Timberland and A&D, near rivers, creeks and shoreline, and other special cases).</p> <p>Conduct actual ground verification, plot coordinates in map, and prepare and sign report.</p> <p>Forward the Certification and supporting documents, if any, to the Chief, RPS.</p>	None	<p>1 day (without issue)</p> <p>4 days (if with issue*)</p>	<i>Technical Staff</i> RPS
	3.1. Receive, review and sign the Certification and forward to CENR Officer.	None	30 min.	<i>Chief</i> RPS

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3.2. Receive, review, sign and approve the Certification.	None	1 hour	<i>CENR Officer</i>
	3.3. Record and release documents.	None	20 min.	<i>Receiving/Releasing Clerk</i> CENRO Records Unit
4. Receive the Certification.				
TOTAL:		Php 50.00+ depending on the number of lot/s and kind of Certification	1 day, 3 hours & 5 min. – 4 days, 3 hours & 5 min.	

- **CITIZEN’S CHARTER NO. RO-L-02. ISSUANCE OF SURVEY AUTHORITY**

This document is an authority given to private Geodetic Engineers (GEs) for the survey of public lands.

Office or Division:	Regulation and Permitting Section, DENR CENRO	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen	
Who may avail:	Private Geodetic Engineers and Land owners	
CHECKLIST OF REQUIREMENTS*		WHERE TO SECURE
1a. Duly accomplished Letter-Request Form from the land owner requesting for survey authority and authorizing certain private GE to conduct the survey (1 original) <i>or</i>		Land Owner/Geodetic Engineer
1b. Duly accomplished Letter-Request Form from the GE on behalf of his/her client (1 original)		Land Owner/Geodetic Engineer

2. Any proof of claim or acquisition of the property	Land Owner/LGU
<ul style="list-style-type: none"> • Latest, Updated Tax declaration for the last year (1 certified copy) 	Assessor's Office
<ul style="list-style-type: none"> • Deed of Sale (1 photocopy with accompanying Original Copy) 	Land Owner
<ul style="list-style-type: none"> • Extra Judicial Settlement (1 original) 	Land Owner, Private Lawyer, Public Attorney's Office, or LGU
<ul style="list-style-type: none"> • Waiver of Rights (1 original) 	Land Owner
<ul style="list-style-type: none"> • Other documents 	Land Owner
<i>*Note: DENR may request for additional documents or combination of documents mentioned above depending on the situation of the application/request</i>	
3. Survey Authority <u>form</u> duly signed by the applicant and private Geodetic Engineer (1 original, 1 duplicate copy)	Concerned Implementing PENR/CENR Office
4. Certification of Land Status 20	DENR Regional Office-SMD, Bangkal. Davao City
5. Scheme of subdivision from GE (1 photocopy)	Geodetic Engineer
6. Certification from the Regional Trial Court concerned that there is no pending land registration case involving the parcel being applied for (1 original)	Regional Trial Court having Jurisdiction
7. Certification from barangay that there is no record of claims and conflict (1 original, 1 duplicate)	Office of the Barangay Captain having Jurisdiction
8. Copy of Approved Survey Plan with Technical Description (if	Geodetic Engineer, Land Owner, or Concerned

with previously approved surveys) (1 blueprint copy-certified signed)		DENR Regional Office		
9. Certification of status of land from LRA (if the municipality is under cadastral proceedings or if there is an old survey) (Private Survey) (1 original, 1 duplicate copy)		Land Registration Authority (LRA) Central Office, Quezon City/ ROD Davao del Norte		
10. Lot Status (whether titled or not) (1 original)		Concerned CENR Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Letter Request to the CENR Office with complete supporting requirements	1. Check completeness of supporting documents based on the checklist, and receive and enter into the record book. Forward to RPS	None	1 hour	Receiving/ Releasing Clerk
1.1. None	1.1. Receive documents check and verify the lot status in the LAMS allocation book or index card whether covered by any public land application or not	None	2 hours	Receiving/ Releasing Clerk
1.2. None	1.2. Receive request. Prepare Order of Payment	None	30 min.	Regulation and Permitting Section (RPS)

1.3. None	1.3 Approve Order of Payment and forward the same to client	None	10 min.	<i>Chief RPS</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	>Php 200.00 Field Inspection Deposit*	30 min.	<i>Cashier Staff</i>
3.3. None	3.5. Receive and review request, report, and affix signature in the Survey Authority, and forward to CENRO	None	30 min.	<i>Chief RPS</i>
3.4. None	3.4. Review documents/ reports, and approve and sign Survey Authority	None	30 min.	<i>CENR Officer</i>
3.5. None	3.5. Assign control number on Survey Authority and enters into the record book	None	30 min.	<i>Records Officer</i>

3.6. None	3.6. Release Survey Authority to client/GE	None	15 min.	<i>Records Officer</i>
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4. Receive Survey Authority, sign in the duplicate copy, and forward the same to the Records Officer for filing.		None		
TOTAL:		>Php 200.00 Field Inspection Deporsit	4 days, 6 hours & 55min. or more depending on the location and size of the area	
			TAT does not include waiting time and is the minimum processing time up to twenty (20) working days	

Note: 1. Excluding provinces covered by DMC No. 2019-10

2. Additional documents may be required for Baguio City per DMC 2007-11

Computation:

$$\text{*Field Inspection Deposit} = (11 \times H) + (1 \times K) + 110$$

where

H = area in hectares per survey plan; a fraction of a hectare is considered one hectare

K = road network distance in kilometers of the survey site from the provincial district office or the official station of inspector

CITIZEN'S CHARTER NO. RO-L-03. APPLICATION FOR FREE PATENT (AGRICULTURAL)

Free Patent Application is a mode of acquiring ownership of a certain parcel of alienable and disposable land.

Office or Division:	DENR CENR Offices to PENR Offices	
Classification:	Highly Technical (Multi-Stage Processing)	
Type of Transaction	G2C - Government to Citizen	
Who may avail:	All natural born Filipino and with dual citizenship Filipino	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Free Patent Application and prescribed forms (1 original)		Concerned CENR Office
2. Any document showing identity of land and claims of ownership		Land Owner/LGU
☐ Tax declaration (1 certified copy)		Assessor's Office
☐ Deed of Sale (1 photocopy, present original copy)		Land Owner, Notary Public, or LGU
☐ Extra Judicial Settlement (1 photocopy)		Land Owner, Notary Public, or LGU
☐ Waiver of Rights (1 photocopy)		Land Owner, Notary Public, or LGU
3. Certification from the Municipal Circuit/Regional Trial Court (MCTC/RTC) concerned that there is no pending land registration case involving the parcel being applied for (1 original, 1 photocopy)		Land Owner, or Municipal Circuit/Regional Trial Court (MCTC/RTC) having Jurisdiction
4. Approved Survey Plan with Technical Description/Form V37 (if covered with isolated survey) (1 certified copy)		Concerned CENR Office
5. Certification of status of land from LRA, if the municipality is under cadastral proceedings or if there is an old survey (Private and Original Survey) (1 photocopy)		Land Registration Authority (LRA) Central Office, Quezon City
6. Certification that the land applied for is alienable and disposable (1 original, 1 photocopy)		Concerned CENR Office
7. Documentary Stamp (4 pieces)		BIR, Post Office, DENR

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				

1. Submit accomplished Application Form	1. Check completeness of application. If found in order, register, allocate,	None	3 hours	<i>LMO / RPS</i>
to the CENR Office with complete supporting requirements	index and assign application number. Scan, encode and upload records in LAMS.			<i>Staff</i> CENRO Records Unit
	1.1. Prepare Order of Payment and forward the same to client	None	30 min.	<i>Staff</i> CENRO Records Unit
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	Php 50.00 Application Fee	30 min.	Bill collector Cashier
3. Receive (OR) and forward the same to Records Unit/Section	3. Accept OR, indicate OR number, amount paid, and date in the application form and forward the application to Chief, RPS	None	1 hour	<i>Staff</i> CENRO Records Unit
	3.1. Review application. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for	None	3 hours	<i>Chief</i> RPS

	inspection/investigation			
	3.2. Prepare posting of notices at the barangay, municipal, or provincial hall where the property is situated.	None	2 days	<i>LMI/DPLI CENR Officer</i>
	3.3. Travel to the barangay, municipality or province.	None	2 days	<i>LMI/DPLI</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3.4. Posting of Notices in the Barangay Hall. Simultaneously <u>conduct an investigation</u> on the land being applied for.	None	30 days posting of Notices (including investigation)	<i>LMI/DPLI</i>
	3.5. Get the signed proof of posting from the Barangay fifteen (15) days after posting, and prepare, sign and submit investigation report, and forward to LMO I	None	5 days	<i>DPLI/LMI</i>
	3.6. Screen the carpeta and prepare V37/certified lot data computation, Order of Award, and Judicial Form, and forward to Geodetic Engineer (GE).	None	10 days	<i>LMO I/Cartographer/ Encoder whoever is available RPS</i>

	3.7. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	5 days	<i>GE RPS</i>
	3.8. Do final screening of carpeta and forward to	None	5 days	<i>Chief RPS</i>

	CENRO for recommendation.			
	3.9. Review and initial file copy of Patent and Sign Indorsement to PENRO for approval.	None	3 days	<i>CENR Officer</i>
	3.10. Transmit carpeta to PENRO	None	3 days or less depending on the location of the PENR Office	<i>Records Officer CENRO Records Unit</i>
PENRO				
	3.11. Receive the carpeta and forward to Chief, RPS. Update data in LAMS, if applicable.	None	4 hours	<i>Records Officer PENRO Records Section</i>
	3.12. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD).	None	1 day	<i>Chief RPS</i>

	3.13. Do the final review of carpeta, initial file copy of Free Patent, and forward to PENRO for approval of application and issuance of Patent.	None	1 day & 4 hours	<i>Chief TSD</i>
	3.14. Sign Order of Approval and Free Patent. Forward to PENRO Records for numbering.	None	2 days	<i>PENR Officer</i>

	3.15. Assign Patent Number/ Indexing, prepare transmittal letter and forward to PENRO for signature.	None	2 days	<i>Records Officer/Staff PENRO Records Section</i>
	3.16. Sign transmittal letter and forward to PENRO records for transmittal to Registry of Deeds (ROD).			<i>PENR Officer</i>

	<p>3.17. Scan the order of Approval, signed Free Patent and transmittal letter.</p> <p>Upload to Land Administration and Management System (LAMS).</p> <p>Transmit documents to ROD, and copy furnish the client.</p>	None	5 days	<i>Liaison Officer</i> PENRO Records Section
CENRO SUB-TOTAL		<i>Php 50.00</i>	<i>66 days (+ up to 32 additional processing days due extreme case where corrections or revisions on the details of the patentee needs to be done or when the signatories are suddenly replaced which will result into further review)</i>	
PENRO SUB-TOTAL		<i>None</i>	<i>12 days</i>	
TOTAL:		Php 50.00	110 days maximum	

Note:

+ Transfer fee of Php 10.00 per hectare but not less than Php 100.00, if applicable

- *Transfer fee shall be paid when the lot is transferred during the processing of the application. The fee shall be paid based on where the application is being processed during the transfer i.e. CENR or PENR Office.*

This service is under the following laws:

- *Commonwealth Act No. 141 or the “Public Land Act” (1936)*
- *Republic Act No. 782 or the “An Act to Grant Free Patents to Occupants of Public Agricultural Land since or*

prior to July Fourth, Nineteen Hundred and Forty-Five” (1952)

- *Republic Act No. 11231 or the “Agricultural Free Patent Reform Act” (2018)*

****Processing time is aligned with the realities in the field as considered in the 125 processing days for Residential Free patent***

CITIZEN'S CHARTER NO. RO-L-04. APPLICATION FOR FREE PATENT (RESIDENTIAL)

Free Patent Application is a mode of acquiring ownership of a certain parcel of alienable and disposable land.

Office or Division:	DENR CENR Offices to PENR Offices	
Classification:	Highly Technical (Multi-Stage Processing)	
Type of Transaction	G2C - Government to Citizen	
Who may avail:	All natural born and naturalized Filipino	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
8. Duly accomplished Free Patent Application and prescribed forms (1 original)		Concerned CENR Office
9. Any document showing identity of land and claims of ownership		Land Owner/LGU
☐ Tax declaration (1 certified copy)		Assessor's Office
☐ Deed of Sale (1 photocopy, present original copy)		Land Owner, Notary Public, or LGU
☐ Extra Judicial Settlement (1 photocopy)		Land Owner, Notary Public, or LGU
☐ Waiver of Rights (1 photocopy)		Land Owner, Notary Public, or LGU
10. Certification from the Municipal Circuit/Regional Trial Court (MCTC/RTC) concerned that there is no pending land registration case involving the parcel being applied for (1 original, 1 photocopy)		Land Owner, or Municipal Circuit/Regional Trial Court (MCTC/RTC) having Jurisdiction
11. Approved Survey Plan with Technical Description/Form V37 (if covered with isolated survey) (1 certified copy)		Concerned CENR Office
12. Certification of status of land from LRA, if the municipality is under cadastral proceedings or if there is an old survey (Private and Original Survey) (1 photocopy)		Land Registration Authority (LRA) Central Office, Quezon City
13. Certification that the land applied for is alienable and disposable (1 original, 1 photocopy)		Concerned CENR Office

14. Documentary Stamp (4 pieces)	BIR, Post Office, DENR
15. Certification from LGU that the area applied for is zoned as Residential (1 original), or approved CLUP, if applicable (1 photocopy)	LGU
16. Latest photograph of land and house (preferably geo-tagged)	Land owner



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
2. Submit accomplished Application Form to the CENR Office with complete supporting requirements	4. Check completeness of application. If found in order, register, allocate, index and assign application number. Scan, encode and upload records in LAMS.	None	3 hours	<i>LMO / RPS</i> <i>Staff</i> CENRO Records Unit
	1.2. Prepare Order of Payment and forward the same to client	None	30 min.	<i>Staff</i> CENRO Records Unit
5. Receive Order of Payment and pay corresponding fees	4. Accept payment, issue Official Receipt (OR) to the applicant	Php 50.00 Application Fee	30 min.	Bill collector Cashier
6. Receive (OR) and forward the same to Records Unit/Section	5. Accept OR, indicate OR number, amount paid, and date in the application form and forward the application to Chief, RPS	None	1 hour	<i>Staff</i> CENRO Records Unit
	5.1. Review application. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for	None	3 hours	<i>Chief</i> RPS



	inspection/investigation			
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	5.2. Prepare posting of notices at the barangay, municipal,	None	1 day	<i>LMI/DPLI CENR Officer</i>
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	or provincial hall where the property is situated.			
	5.3. Travel to the barangay, municipality or province.	None	2 days	<i>LMI/DPLI</i>
	5.4. Posting of Notices in the Barangay Hall.	None	20 days	<i>LMI/DPLI</i>
	5.5. Get the signed proof of posting from the Barangay fifteen (15) days after posting.	None	3 days	<i>DPLI/LMI</i>
	5.6. Conduct investigation on the land being applied for. Prepare, sign and submit investigation report, and forward to LMO I.	None	30 days	<i>LMI/DPLI</i>



	5.7. Screen the carpeta and prepare V37/certified lot data computation, Order of Award, and Judicial Form, and forward to Geodetic Engineer (GE).	None	10 days	<i>LMO I/Cartographer/Encoder whoever is available RPS</i>
	5.8. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	5 days	<i>GE RPS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	5.9. Do final screening of carpeta and forward to CENRO for recommendation.	None	5 days	<i>Chief RPS</i>
	5.10. Review and initial file copy of Patent and Sign Indorsement to PENRO for approval.	None	3 days	<i>CENR Officer</i>
	5.11. Transmit carpeta to PENRO	None	3 days or less depending on the location of the PENR Office	<i>Records Officer CENRO Records Unit</i>
PENRO				



	5.12. Receive the carpeta and forward to Chief, RPS. Update data in LAMS, if applicable.	None	2 hours	<i>Records Officer</i> PENRO Records Section
	5.13. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD).	None	2 hours	<i>Chief</i> RPS

	5.14. Do the final review of carpeta, initial file copy of Free Patent, and forward to PENRO for approval of application and issuance of Patent.	None	2 days	<i>Chief</i> TSD
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	5.15. Review and sign Order of Approval and Free Patent. Forward to PENRO Records for numbering.	None	2 days	<i>PENR Officer</i>



	5.16. Assign Patent Number/ Indexing, prepare transmittal letter and forward to PENRO for signature.	None	2 hours	<i>Records Officer/Staff</i> PENRO Records Section
	5.17. Sign transmittal letter and forward to PENRO records for transmittal to Registry of Deeds (ROD).			<i>PENR Officer</i>



	<p>5.18. Scan the order of Approval, signed Free Patent and transmittal letter.</p> <p>Upload to Land Administration and Management System (LAMS).</p> <p>Transmit documents to ROD, and copy furnish the client.</p>	None	5 days	<i>Liaison Officer</i> PENRO Records Section
<i>CENRO SUB-TOTAL</i>		<i>Php 50.00</i>	<i>83 days (+ up to 32 additional processing days due extreme case were corrections or revisions on the details of the patentee)</i>	

		<i>needs to be done or when the signatories are suddenly replaced which will result into further review)</i>
<i>PENRO SUB-TOTAL</i>	<i>None</i>	<i>10 working days</i>
TOTAL:	<p>Php 50.00</p> <p>+ Transfer fee of Php 1,000.00 for lands not exceeding 1,000 sq. m., if applicable</p>	125 days maximum



This service is under the following laws:

- ☐ *Republic Act No. 10023 or “An Act Authorizing the Issuance of Free Patents to Residential Lands” (2009)*



Notes:

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Transfer fee shall be paid when the lot is transferred during the processing of the application. The fee shall be paid based on where the application is being processed during the transfer i.e. CENR or PENR Office.

One (1) application per applicant for Residential Free Patent.

The maximum area for the application of Residential Free Patent is:

- o 200 sq. m. for highly urbanized cities*
- o 500 sq. m. for other cities*
- o 750 sq. m. for first to second class municipalities*
- o 1,000 sq. m. for third and below/all others.*

*Per RA No. 10023, the **CENR Office is allowed a maximum of 120 calendar days** to process the application of RFPA, while the **PENR Officer is allowed a maximum of five (5) working days** to do the same.*



CITIZEN'S CHARTER NO. RO-L-05. APPLICATION FOR FORESHORE/ MISCELLANEOUS LEASE APPLICATION (FLA/MLA) – APPROVAL OF ORDER OF AWARD AND LEASE AGREEMENT

Foreshore/Miscellaneous Lease Application is the type of application used in foreshore land.

Office or Division:	DENR CENR Offices to Central Offices	
Classification:	Highly Technical (Multi-Stage Processing)	
Type of Transaction	G2C - Government to Citizen G2G –Government to Government G2B – Government to Business	
Who may avail:	Any Filipino citizen of legal age; and Corporations, Associations or Partnerships duly constituted and organized under the law of the Philippines; at least 60% of the Capital is owned by Filipino citizen	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Foreshore/Miscellaneous Lease Application on the prescribed forms (1 original); a. If the applicant is a naturalized Filipino citizen, attach a copy of Naturalization; b. In case of corporation, association, or partnership, attached the following; b.1 Articles of Incorporation and Certificate of Registration from the SEC; and b.2. Three (3) copies of the Board Resolution authorizing the President or any representative to apply for foreshore lease agreement c. If the applicant uses a name ,style or trade name, attach 3 copies of the Certificate of Registration of such name from DTI and SEC		Concerned CENR Office Proponent
2. Approved survey plan and technical description of the land applied for (1 certified copy)		Proponent to secure it from Surveys and Mapping Division / Geodetic Engineer



<p>3. Certification from the Regional Heads whenever applicable, of the following Agencies/Offices having jurisdiction over the area that the land applied for is not needed for public use;</p> <p>a. District/ City Engineer, DPWH with the concurrence of the Secretary (1 original, 1 photocopy)</p> <p>b. Local Port Authority concerned with the concurrence of the Philippine Port Authority (1 original, 1 photocopy)</p>	Concerned Agency/ies
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c. Department of Tourism (DOT) if for Beach purposes(1 original, 1 photocopy)				
4. Feasibility Study and Development Plan signed by a Civil Engineer (1 certified true copy or original copy)			Proponent signed by a Civil Engineer	
5. Cost Estimate of the proposed and or existing improvements			Proponent signed by a Civil Engineer	
6. Geo-tagged photo of the area/property			Proponent	
7. Certified true copy of Zonal Valuation from BIR for commercial industrial and certified true copy of the market value from the Assessors Office.			Proponent to secure from BIR/ Assessors Office	
8. Certified Copy of the Titled Property adjacent to foreshore land applied for			Proponent to secure from ROD/LRA	
			PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit accomplished Application Form to the CENR Office with complete supporting requirements	1. Check completeness of application. If found in order, register, allocate, index and assign application number. Scan, encode and upload records in LAMS.	None	1 day	LMO / RPS Staff CENRO Records Unit



	1.1. Prepare Order of Payment and forward the same to client	None	2 hours.	<i>Staff</i> CENRO Records Unit
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	Php 500.00 –individual Php 1,000 – Corporation/Association/Partnersh i p Application Fee	2 hours	Bill collector Cashier
3. Receive (OR) and forward the same to Records Unit/Section	3. Accept OR, indicate OR number, amount paid, and date in the application form and forward the application to Chief, RPS	None	2 hours	<i>Staff</i> CENRO Records Unit

	3.1. Review application. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for inspection/investigation	None	1 day	<i>Chief</i> RPS
	3.2. Conduct of preliminary investigation and submission of report by the investigator to the CENR Officer LMO I.	None	7 days	<i>LMI/DPLI</i>
	3.3. Conduct and submission of appraisal report by the Appraisal Committee to the PENRO/RED	None	10 days	<i>Appraisal Committee headed by the CENR Officer</i>



	3.4. Transmit carpeta/folder to PENRO for review	None	3 days or less depending on the location of the PENR Office	<i>Records Officer</i> CENRO Records Unit
PENRO				
	3.5. Receive the carpeta / folder and forward to Chief, RPS. Update data in LAMS, if applicable.	None	1 day	<i>Records Officer</i> PENRO Records Section
	3.6. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD).	None	5 days	<i>Chief</i> RPS
	3.7. Do the final review of carpeta/folder and	None	2 days	<i>Chief</i> TSD

	forward to PENRO for review			
	3.8. Review and transmit the folder/ carpeta to the RED.	None	2 days	<i>PENR Officer</i>
Regional Office				
	3.9. Receive the carpeta / folder and forward to LPDD for review.	None	2 days	Edmundo C. Baba Karla Andrea Elcano Mary Rose T. Tambilawan Marcelino O. De Guzman, Jr. <i>Records Officer/Staff</i>



	3.10. Receive the carpeta/folder and forward to Chief, PDS	None	1 day	Mila Apuya <i>LPDD Staff</i>
	3.11. Receive and review the carpeta and preparation of transmittal in CSW form and forward to Chief, LPDD	None	5 days	Marjorie P. Gecale <i>Chief, PDS</i>
	3.12. Do the final review of the carpeta/folder and forward to ARD TS	None	2 days	Catherine E. Orellan <i>Chief, LPDD</i>
	3.13. Review and forward the carpeta/folder to the Regional Executive Director for review	None	2 days	Victor T. Billones <i>ARD TS</i>
	3.14. Transmit documents to the Secretary thru LMB for review, evaluation and approval copy furnish the client. None 5 days RED	None	5 daysRED	Atty. Ma. Mercedes V. Dumagan <i>RED</i>
CENRO SUB-TOTAL		<i>Php 500.00 – individual</i>	<i>22 days and 6 hrs (+ up to 22 additional processing days due extreme case were corrections or</i>	



	<i>Php 1,000.00 – Corporation/Association / Partnership</i>	<i>revisions on the details of the application needs to be done or when the signatories are suddenly replaced which will result into further review)</i>
<i>PENRO SUB-TOTAL</i>	<i>None</i>	<i>10 working days</i>
<i>REGIONAL OFFICE</i>	<i>None</i>	<i>17 days (+ up to 15 d additional processing days due extreme case were corrections or revisions on the details of the application needs to be done or when the signatories are on official business outside the Region)</i>
TOTAL:	Php 500.00 – individual Php 1,000.00 – Corporation/Association/ Partnership	86 days maximum

This service is under the following laws:

- Republic Act No. CA 141, DAO 2004-24, DAO 98-20 and DAO 2010-16, Amendment to Paragraph 2 and 3, Section 3 of DAO 98-20.*



CITIZEN'S CHARTER NO. RO-L-05-A. APPLICATION FOR FORESHORE/ MISCELLANEOUS LEASE APPLICATION (FLA/MLA) – APPROVAL OF ORDER OF AWARD AND LEASE AGREEMENT

Foreshore/Miscellaneous Lease Application is the type of application used in foreshore land.

Office or Division:	DENR CENR Offices to Central Offices	
Classification:	Highly Technical (Multi-Stage Processing)	
Type of Transaction	G2C - Government to Citizen G2G –Government to Government G2B – Government to Business	
Who may avail:	Any Filipino citizen of legal age; and Corporations, Associations or Partnerships duly constituted and organized under the law of the Philippines; at least 60% of the Capital is owned by Filipino citizen	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
9. Approval of appraisal and grant of authority to lease the land		OSEC
10. Environmental Compliance Certificate (ECC)		Proponent to secure it from EMB
11. Proof of Payment of Publication Expenses.		Proponent to secure from the Newspaper who published the Notices.
12. Proofs of Posting and publication of the Notice of right to lease the land, Official Gazette, Newspaper of General Circulation, CENRO, Provl/Municipal/ City Hall Feasibility Study and Development Plan signed by a Civil Engineer (1 certified true copy or original copy)		From the Concerned Offices
13. Notices of Right to Lease the Land		CENRO
14. Report of Bidding		CENRO
15. Proof of Payment of annual rental		Proponent to secure the receipt from CENRO
16. Order of Award		CENRO
17. Draft Lease Contract		CENRO



18. Letter to Applicant for signature of the Lease Contract			CENRO	
19. Competent Evidence of Identity of applicant/representative			Proponent	
CLIENT STEPS			PROCESSING TIME	PERSONS RESPONSIBLE

CENRO				
2. Publication/ Posting of the Notice of Right to Lease the Land (Bidding)	4. Publication/ Posting of Notices of Right to Lease the Land. Publication for 6 consecutive weeks to Newspaper/ Barangay Hall/ Mun or City Hall/ CENRO/ PENRO	None	45 days	CENRO Staff- RPS and Proponent
5. Public Bidding and Submission of Report	4. Public Bidding and submission of Report of Bidding	None	3 days	CENRO Staff - RPS
6. Preparation of Award and Lease Contract	5. Preparation of Award and Lease Contract of the winning bidder	None	3 days	CENRO Staff - RPS
	5.1. Signing of the Contract/ Agreement by the awardee	None	5 days	Chief RPS
	5.2. Indorsement/ Transmittal of Order of Award and Lease Contract to PENRO	None	5 days	CENRO
PENRO				



	5.3. Receive the folder and forward to Chief, RPS.	None	2 days	<i>Records Officer</i> PENRO Records Section
	5.4. Receive and review the folder, and forward to Chief, Technical Services Division (TSD).	None	3 days	<i>Chief</i> RPS
	5.5. Do the final review of the folder and forward to PENRO for review	None	2 days	<i>Chief</i> TSD

	5.6. Review and transmit the folder to the RED.	None	3 days	<i>PENR Officer</i>
Regional Office				
	5.7. Receive the folder and forward to LPDD for review.	None	2 days	Edmundo C. Baba Karla Andrea Elcano Mary Rose T. Tambilawan Marcelino O. De Guzman, Jr. <i>Records Officer/Staff</i>
	5.8. Receive the folder and forward to Chief, PDS	None	1 day	Mila Apuya <i>LPDD Staff</i>
	5.9. Receive and review the folder and preparation of transmittal in CSW form and forward to Chief, LPDD	None	5 days	Marjorie P. Gecale <i>Chief, PDS</i>
	5.10. Do the final review of the folder and forward to ARD TS	None	2 days	Catherine E. Orellan



				Chief, LPDD
	5.11. Review and forward the folder to the Regional Executive Director for review and recommendation of approval to the Secretary	None	2 days	Victor T. Billones ARD TS
	5.12. Transmit documents to the Secretary thru LMB for review, evaluation and approval copy furnish the client.	None	5 days	Atty. Ma. Mercedes V. Dumagan RED
CENRO SUB-TOTAL			61 days (+ up to 10 additional processing days due extreme case were corrections or revisions on the details of the application needs to be done or when the signatories are	

		suddenly replaced which will result into further review)
PENRO SUB-TOTAL	None	10 working days
REGIONAL OFFICE	None	17 days (+ up to 10 additional processing days due extreme case were corrections or revisions on the details of the application needs to be done or when the signatories are on official business outside the Region)
TOTAL:		108 days maximum



This service is under the following laws:

- Republic Act No. CA 141, DAO 2004-24, DAO 98-20 and DAO 2010-16, Amendment to Paragraph 2 and 3, Section 3 of DAO 98-20.

CITIZEN'S CHARTER NO. RO-L-06 LAND RECORDS CERTIFICATION FOR GENERAL CIRCULATION DOCUMENTS

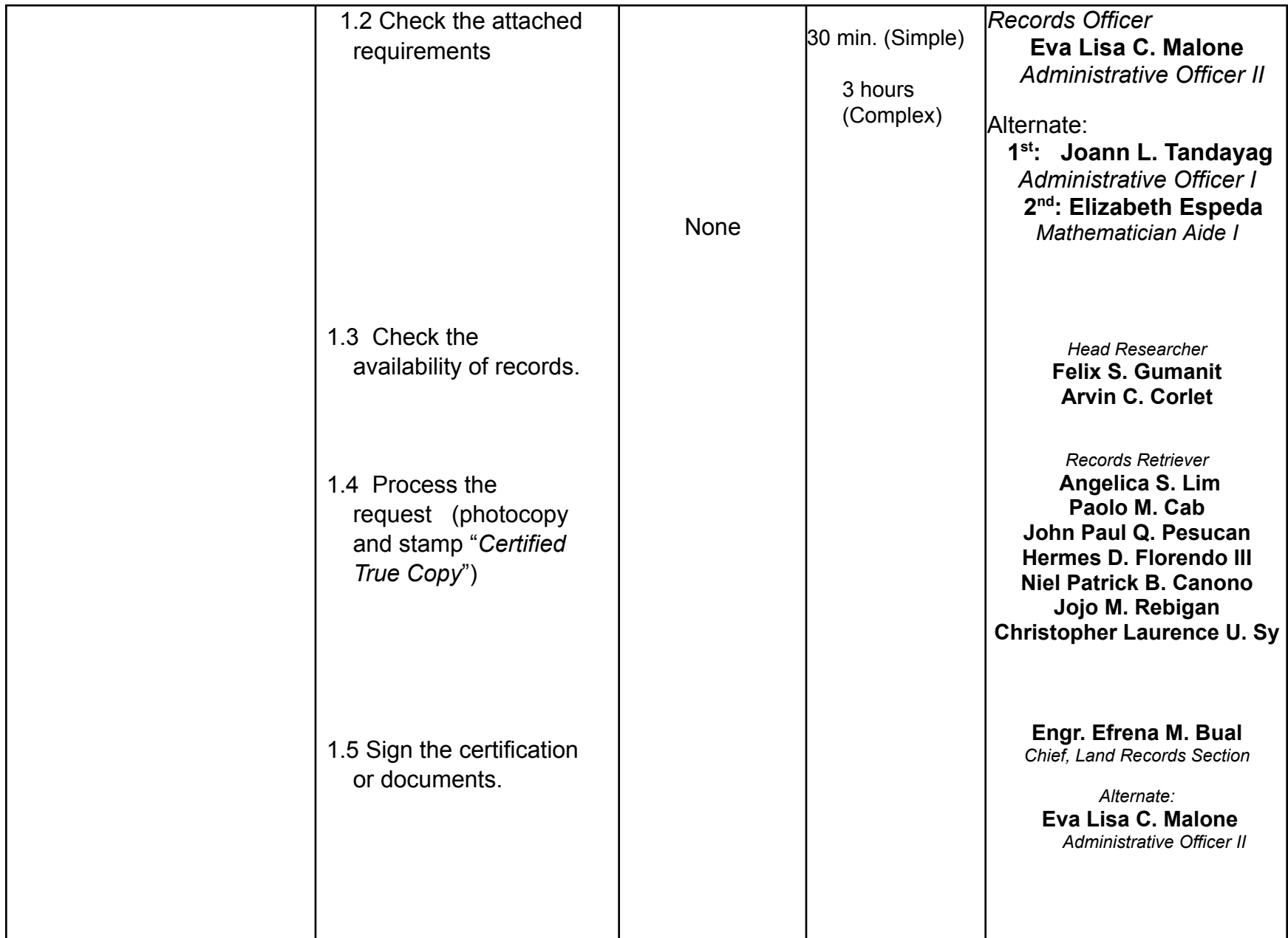
Document Authentication is made by a requesting party for a certified true copy of a record issued by the DENR. The purpose for the request is included in the Request Form.

Office or Division:	Records Section-Surveys and Mapping Division Regional Office -XI
Classification:	Simple to Complex
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	Internal: Regular Employee of DENR, including its Bureaus and Attached Agencies External: LGU and other government agencies or instrumentalities and private individuals
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

1. Letter Request indicate the contact number and email address of the Requesting Party (1 original)	Public Assistance Desk, Receiving Area or Records Section
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2. Government issued ID (present 1 original)		Requesting Party		
3. Title (attached 1 photocopy)		Registry of Deeds		
4. Sketch Map (attached 1 photocopy)		DENR XI-Surveys and Mapping Division		
5. Lot No. and Survey No (attached 1 photocopy)		DENR XI-Surveys and Mapping Division		
Additional if from the Government Sector				
3. Official Letter Request (1 original)		Requesting Party		
Additional if Requesting Party is a representative				
4. SPA for representative (1 original, notarized)		Requesting Party, Private Lawyer, Public Attorney's Office (PAO) or Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish request form and forward to Receiving/ Releasing Clerk.	1.1 Receive, check, and stamp date and time on document. Upload the document to the Document Tracking System. Forward document to the concerned Action Officer	None	15 min.	<i>Records Officer</i> Eva Lisa C. Malone <i>Administrative Officer II</i> Alternate: 1st: Joann L. Tandayag <i>Administrative Officer I</i> 2nd: Elizabeth Espeda <i>Mathematician Aide I</i>





	1.6 Indicate amount to be paid in the Request Form/Order of Payment.			Engr. Efrena M. Bual <i>Chief, Land Records Section</i> <i>Alternate:</i> Angelica S. Lim <i>Records Retriever</i>
2. Letter Request if from the Government Sector and forward to Receiving/Releasing Clerk.	2.1. Receive, check, and stamp date and time on document. Upload the document to the Document Tracking System. Forward document to the concerned Action Officer	None		<i>Records Officer</i> Eva Lisa C. Malone <i>Administrative Officer II</i> <i>Alternate:</i> 1st: Joann L. Tandayag <i>Administrative Officer I</i> 2nd: Elizabeth Espeda <i>Mathematician Aide I</i>



	<p>2.2. Check the attached requirements</p> <p>2.3. Check the availability of records.</p> <p>2.4. Process the request (photocopy and stamp "Certified True Copy")</p> <p>2.5. Sign the certification or documents.</p>	None	<p>30 min. (Simple)</p> <p>3 hours (Complex)</p>	<p><i>Records Officer</i> Eva Lisa C. Malone <i>Administrative Officer II</i></p> <p><i>Alternate:</i> 1st: Joann L. Tandayag <i>Administrative Officer I</i> 2nd: Elizabeth Espeda <i>Mathematician Aide I</i></p> <p><i>Head Researcher</i> Felix S. Gumanit Arvin C. Corlet</p> <p><i>Records Retriever</i> Angelica S. Lim Paolo M. Cab John Paul Q. Pesucan Hermes D. Florendo III Niel Patrick B. Canono Jojo M. Rebigan Christopher Laurence U. Sy</p> <p>Engr. Efrena M. Bual <i>Chief, Land Records Section</i></p> <p><i>Alternate:</i> Eva Lisa C. Malone <i>Administrative Officer II</i></p>
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	2.6. Indicate amount to be paid in the Request Form/Order of Payment.			Engr. Efrena M. Bual <i>Chief, Land Records Section</i> <i>Alternate:</i> Angelica S. Lim <i>Records Retriever</i>
3. Pay to the Cashier the Certification Fee.	3.1. Accept payment and issue Official Receipt.	Php 50.00 Authentication Fee/Plan Php 25.00 Research Fee/Plan	10 min.	<i>Collecting Officer, Cashier Section</i> Joyfe S. Mangmang <i>Cartographer I</i> Teotima Villegas <i>Tracer</i>
	3.1. Check the Official Receipt and photocopy for filing.	None	5 min.	<i>Records Officer</i> Eva Lisa C. Malone <i>Administrative Officer II</i> Angelica S. Lim <i>Records Retriever</i>



	3.2. Release the approved Authentication to the client/customer and forward the received Customer Request Form to Action Officer.	None	5 min.	<i>Releasing Clerk</i> Eva Lisa C. Malone Administrative Officer II Angelica S. Lim Records Retriever <i>Alternate:</i> 1st: Joann L. Tandayag Administrative Officer I 2nd: Elizabeth Espeda Mathematician Aide I
4. Receive the approved Certification.	File the Customer Request Form and attachments.	None	5 min.	<i>Records Officer</i> Eva Lisa C. Malone Administrative Officer II <i>Alternate:</i> 1st: Joann L. Tandayag Administrative Officer I 2nd: Elizabeth Espeda Mathematician Aide I
TOTAL:		Php 75.00	1 hour & 10 min. - 3 hours & 40 min.	



- **RO-L-02. ISSUANCE OF CERTIFICATION OF LAND CLASSIFICATION***

This Certification is being issued based from the land records/status and projection in the land classification map for alienability or disposability of the land being applied for. The requesting party may also request for the Certification of Survey Claimant for additional fee. This Certification does not construe ownership and is for reference only.

Office or Division:	Regulation and Permitting Section, DENR Implementing PENR/CENR Office	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
Who may avail:	Banks, Corporations, Private Associations e.g. Surveying Firms; Realtors'/Developers' Corporations, Land Owners, LGUs, DPWH, Philippine Port Authority, Department of Tourism, DepEd and other stakeholders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form (1 original, 1 duplicate copy)		Implementing PENRO/CENRO Records Office or Public Assistance Desk
2. Any document showing the identity of the lot (1 photocopy)		End-user or Assessor's Office
3a. Sketch Plan with Complete Technical Description (1 original) (if not surveyed/original lot); or		Geodetic Engineer



3b. Approved Survey Plan with Technical Description (if previously approved survey) (1 Blueprint)	Geodetic Engineer/DENR-Regional Office, Surveys and Mapping Division (SMD)
4. Land Status Plan (Projection)	DENR-Regional Office, Surveys and Mapping Division (SMD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. File application with complete supporting documents to the CENRO Receiving Area/Records Unit.	1. Check completeness of application and supporting documents and receive the request, record in logbook and/or Document Tracking System, and forward to RPS.	None	30 min.	Receiving/Releasing Clerk
1.1. None	1.1. Receive request and prepare Order of Payment	None	30 min.	<i>Technical Staff</i> Regulation and Permitting Section (RPS)



1.2. None	1. 2. Approve Order of Payment and forward the same to client.	None	10 min.	<i>Chief RPS</i>
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2. Receive Order of Payment and pay corresponding fee.	2. Receive payment and issue and photocopy Official Receipt.	Certification Fees Php 50.00	30 min.	<i>Bill Collector</i> <i>Cashier</i>

CITIZEN'S CHARTER NO. APPROVAL OF SURVEY RETURNS OF (T)-TITLED AND (U)-UNTITLED PROPERTY (SIMPLE SUBDIVISION SURVEY)

LAMS IVAS - Inspection, Verification and Approval of All Types of Survey Projects (IVAS). LAMS IVAS is a system designed to automate and track the verification and approval process of land surveys at the DENR, Surveys and Mapping Division. It has partial GIS functionalities to facilitate automated checks which aid in the automated verification process.



Office or Division:	Surveys and Mapping Division
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen G2B-Government to Business G2G-Government to Government
Who may avail:	Internal: PENR/CENR Offices External: Private Practitioner Geodetic Engineers and LGU
CHECKLIST OF REQUIREMENTS	
1. Survey envelope with plastic cover (T)(U)	GEP or any dealer

2. Survey verification fee payment (T)(U)	Preliminary Verification Unit/SMD Cashier
3. Transmittal form of survey returns (T)(U)	GEP or any dealer
4. Original drafting film plan (indicate easements, improvements (lat/long) etc., if necessary) (T)(U)	GEP/Authorized printer
5. Copy of latest tax declaration (U)	Assessor's Office
6. Lot data computation (T)(U)	GEP or any dealer
7. Traverse computation (T)(U)	GEP or any dealer
8. Reference computation/plan (certified) (T)(U)	SMD Records Section
9. Boundary computation (certified if untitled) (T)(U)	SMD Records Section
10. Astronomical computation, as needed (T)(U)	GEP or any dealer
11. Field notes with cover duly notarized (T)(U)	GEP or any dealer
12. Survey Notification Letter (LMB Form no. GSD-E-3) (U)	GEP or any dealer



13. Documentary stamp on field notes (T)(U)	LGU Treasurer's Office
14. GE certificate form (LMB Form no. GSD-E-5) (Notarized) (U)	GEP or any dealer
15. Affidavit of private ownership (Notarized) (T)	Registered Owner/
16. Affidavit of Joint registration (if more than 1 lot) (Notarized) (U)	Registered Owner/
17. Certification fee (T)(U)	SMD Records Section
18. CENRO certification on LC status (U)	CENR Office concerned
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
19. CENRO survey authority with copy of inspection report (U)	DENR CENR Office concerned

20. CENRO endorsement (U)	DENR CENR Office concerned
21. DAR survey authority with copy of inspection report (T)	DAR Office concerned
22. MARO/PARO endorsement (T)	DAR Office concerned
23. CENRO certification on lot disposition status (U)	DENR CENR Office concerned
24. LRA certification that the lot is not or has not been subject of a land registration case (U)	Land Registration Authority
25. Request for issuance of advance plan stating purpose (U)	DENR ARED for Technical Services thru Office of the SMD
26. Payment of cadastral survey cost if cad lot and proportional survey cost for PLS if needed (U)	DENR CENR Office concerned
27. BFAR survey authority (Fishpond only) (U)	Bureau of Fishery and Aquatic Resources



28. BFAR endorsement letter (Fishpond only)	(U)	Bureau of Fishery and Aquatic Resources
29. Request for advance survey	(U)	DENR ARED for Technical Services thru Office of the SMD
30. DENR survey authority for advance and verification Survey	(U)	DENR CENR Office concerned
31. Certified extracted photocopy of computations (T)(U)		DENR SMD Records Section
32. Certified extracts of field notes cover	(T)(U)	DENR SMD Records Section
33. Payment fee for advance survey	(U)	DENR CENR Office concerned/SMD Cashier
34. Surrender of tracing plan or sepia plan copy	(T)	Owner/Geodetic Engineer
35. Certified Xerox copy of title by ROD (within 3months from submission)	(T)	Registry of Deeds

36. LGU approval of subdivision plan	(T)	LGU Office concerned
37. Affidavit of loss of plan for failure to surrender same (Notarized)	(T)	Registered Owner
38. Request for authority by the PEA (now PRA)	(U)	Philippine Reclamation Authority
39. Print copy of previous approved plan, as needed	(T)(U)	DENR SMD Records Section
40. PPA clearance certification when area surveyed is adjacent to sea/ocean (includes all original surveys adjacent to sea/ocean)	(U)	Philippine Ports Authority



41. DENR turnover of jurisdiction to DAR if lot surveyed per DAR/DENR M.C. 14, if not inside DAR resettlement area(U)		DENR CENR Office concerned		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
42. GE narrative report duly notarized, as needed (T)(U)		Geodetic Engineer		
43. Supporting documents (deed of sale, agreement, etc.) (T)		Registered owner		
44. Approved scheme of subdivision by LGU (T)		LGU Office concerned		
45. Resolution from SB (T)		Sangguniang Panlungsod/Sangguniang Bayan		
46. Development permit (T)		LGU concerned		
47. DAR clearance/PALC (T)		Department of Agrarian Reform/LGU concerned		
48. Secretary Certificate, as needed (T)(U)		Registered Owner/GE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit survey returns for verification and approval	1.1 Upload Digital Land Survey Data (DLSD)	None	None	Practicing Geodetic Engineer

	1.2 Examine/verify completeness of survey returns and requirements	None	30 minutes	Liza B. Canono Janboy D. Cabinian Richelle F. Cubero Stephanie Bustamante Gloria A. Consuegra <i>Preliminary Verification Unit</i>
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	1.3. Prepare and approve Order of Payment	None	15 minutes	Liza B. Canono Janboy D. Cabinian Ma. Kristine A. De Loyola Stephanie Bustamante Gloria A. Consuegra <i>Preliminary Verification Unit</i>
2. Pay the verification fee	2.1 Accept payment and issue Official Receipt	P20.00 minimum for Public land and P70.00 minimum for titled properties. <i>(Depending on the number of lots and corners)</i>	15 minutes	Joyfe S. Mangmang Teotima T. Villegas <i>Cashier</i>
	2.2 Record official receipt no., amount paid and date issued on the survey envelope and prepare Tracking of survey return to LAMS Database	None	20 minutes	Richelle F. Cubero Flora Mae G. Zapico Ma. Kristine A. De Loyola Stephanie Bustamante <i>Preliminary Verification Unit</i>
	2.3 Send SMS to the applicant that the transaction was received and in process.	None	Instantaneous	System generated



	2.4 Encode lot reference of survey returns and research data.	None	20 minutes	Luisito J. Guevara Noraleene S. Torres Francis June Empuerto <i>Reference Encoder</i>
	2.5 Projection and verify submitted plan.	None	60 minutes	Roy L. Clemena Gracel L. Abellanida Rozelle A. Mendoza Aurora F. Hipol Gabriel Kim Nayal Kirby Bryan P. Reconalla Edgar Paolo Hipol <i>Digital and Manual Projection</i>
	2.6 Survey returns verification and cartographic works.	None	4 hours	Florence C. Moscoso Melody C. Bulahan Rachel P. Baltazar Chelsea Raizah Noja Franchette Grace G. Panes Jo Ann R. Dasalla Delisa C. Digal Christine D. Cornelio John Paul V. Pino Gloria A. Consuegra Charlemagne Dumanon Alfred D. Apurada Eleazar Janiola Evelyn Q. Pesucan Primitivo Torres Jr



				Marilou P. Abuzo Warryn Dublas Luther L. Magdayao, Jr Lee S. Baylon Adelaida T. Ronco Enrique Bibera, Jr Juliana G. Lomuljo Wenholene Sevilla Antonina Parantar <i>Verifier and Cartographer</i>
	2.7 Final checking/review/countersign and recommend approval of survey returns to Assistant Chief, Surveys and Mapping Division.	None	60 minutes	Florence C. Moscoso <i>(Unit Head, CARP Verification)</i> <i>(DAR submittal)</i> Kay K. Hubahib <i>(Chief, Original and Other Survey Section)</i> <i>(Titled properties w/ less than 10 lots)</i> Clemente J. Nacorda <i>(Chief, Aggregate Survey & Correction Section)</i> <i>(Untitled properties)</i>
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	2.8 Recommend approval to Chief, Surveys and Mapping Division	None	60 minutes	Noel P. Apale <i>Assistant Chief, Surveys and Mapping Division</i>



	2.9 Sign and approve the survey plan.	None	60 minutes	Engr. Isidro P. Guarra <i>Chief, Surveys and Mapping Division</i>
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	2.9a Sign the Order of Cancellation/Rejection of Plan	None	60 minutes	For. Victor T. Billones <i>Assistant Regional Executive Director for Technical Services</i>
	2.10 Send SMS to applicant that survey plan has been approved.	None	Instantaneous	System generated
	2.11 Release approved survey plan.	None	5 minutes	Divina M. Marcos <i>Records Section In charge</i>
3. Pick up approved survey plan.				
	TOTAL:	P20.00 minimum for Public land and P70.00 minimum for titled properties.	10 hours & 45 min.	



CITIZEN'S CHARTER NO.

APPROVAL OF SURVEY RETURNS OF (T)-TITLED AND (U)-UNTITLED PROPERTY (COMPLEX SUBDIVISION SURVEY)

LAMS IVAS - Inspection, Verification and Approval of All Types of Survey Projects (IVAS). LAMS IVAS is a system designed to automate and track the verification and approval process of land surveys at the DENR, Surveys and Mapping Division. It has partial GIS functionalities to facilitate automated checks which aid in the automated verification process.

Office or Division:	Surveys and Mapping Division
Classification:	Complex to Highly Technical
Type of Transaction:	G2C-Government to Citizen

	G2B-Government to Business G2G-Government to Government	
Who may avail:	Internal: PENR/CENR Offices External: Private Practitioner Geodetic Engineers and LGU	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Survey envelope with plastic cover	(T)(U)	GEP or any dealer
2. Survey verification fee payment	(T)(U)	Preliminary Verification Unit/SMD Cashier
3. Transmittal letter of survey returns	(T)(U)	GEP or any dealer
4. Original drafting film plan/indicate easements, as needed	(T)(U)	GEP or any dealer
5. Copy of latest tax declaration	(U)	Assessor's Office
6. Lot data computation	(T)(U)	GEP or any dealer
7. Traverse computation, as needed	(T)(U)	GEP or any dealer
8. Reference computation (certified)	(T)(U)	SMD Records Section



9. Boundary computation	(T)(U)	SMD Records Section
10. Astronomical computation, as needed	(T)(U)	GEP or any dealer
11. Field notes with cover duly notarized	(T)(U)	GEP or any dealer
12. Survey Notification Letter (LMB Form no. GSD-E-3)	(U)	GEP or any dealer
13. Documentary stamp on field notes	(T)(U)	LGU Treasurer's Office
14. Affidavit of private ownership	(T)	Registered Owner/Notary Public
15. Duly notarized Joint Affidavit		Registered Owner

(if more than 1 lot and of different owners)	(T)	
16. Certification fee	(T)(U)	SMD Records Section
17. CENRO certification on LC status	(U)	CENR Office concerned
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
18. Survey authority/order with copy of inspection report	(U)	DENR CENR Office concerned
19. CENRO endorsement	(U)	DENR CENR Office concerned
20. CENRO certification on lot disposition status	(U)	DENR CENR Office concerned
21. Payment of cadastral survey cost if cad lot and proportional survey cost for PLS if needed	(U)	DENR CENR Office concerned
22. Certified extracts of computations, as needed	(T)(U)	DENR SMD Records Section
23. Certified extracts of field notes cover	(T)(U)	DENR SMD Records Section



24. Surrender of tracing plan/sepia plan copy (T)	Owner/Geodetic Engineer
25. Certified Xerox copy of title by ROD (within 3months from submission) (T)	Registry of Deeds
26. Affidavit of loss of plan for failure to surrender same (T)	Registered Owner/Notary Public
27. Print copy of previous approved plan (T)(U)	DENR SMD Records Section
28. DENR turnover of jurisdiction to DAR if lot surveyed per DAR/DENR M.C. 14, if not inside DAR resettlement area(U)	DENR CENR Office concerned
29. GE narrative report duly notarized, as needed (T)(U)	Geodetic Engineer
30. Supporting documents (deed of sale, agreement, etc.) (T)	Registered owner

31. Approved scheme of subdivision by LGU/HLURB	(T)	LGU/HLURB Office concerned		
32. Resolution from SB	(T)	Sangguniang Panlungsod/Sangguniang Bayan		
33. Development permit	(T)	LGU concerned		
34. DAR clearance/PALC	(T)	Department of Agrarian Reform/LGU concerned		
35. SPA/Secretary's Certificate/Board Resolution, as needed (T)(U)		Registered Owner/From the Board of a Corporation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE



1. Submit survey returns for verification and approval	1.1 Upload Digital Land Survey Data (DLSD)	None	None	Practicing Geodetic Engineer
	1.2 Examine/verify completeness of survey returns and requirements	None	45 minutes	Liza B. Canono Janboy D. Cabinian Richelle F. Cubero Stephanie Bustamante Gloria A. Consuegra <i>Preliminary Verification Unit</i>
	1.3. Prepare and approve Order of Payment	None	15 minutes	Liza B. Canono Janboy D. Cabinian Ma. Kristine A. De Loyola Stephanie Bustamante Gloria A. Consuegra <i>Preliminary Verification Unit</i>
2. 2. Pay the verification fee	2.1 Accept payment and issue Official Receipt	P20.00 minimum for Public land and P70.00 minimum for titled	15 minutes	Joyfe S. Mangmang Teotima T. Villegas <i>Cashier</i>

		properties. (Depending on the number of lots and corners)		
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	2.2 Record official receipt no., amount paid and date issued on the survey envelope and prepare Tracking of survey return to LAMS Database	None	20 minutes	Richelle F. Cubero Flora Mae G. Zapico Ma. Kristine A. De Loyola Stephanie Bustamante <i>Preliminary Verification Unit</i>
	2.3 Send SMS to the applicant that the transaction was received and in process.	None	Instantaneous	System generated
	2.4 Encode lot reference of survey returns and research data.	None	60 minutes	Luisito J. Guevara Noraleene S. Torres Francis June Empuerto <i>Reference Encoder</i>
	2.5 Projection and verify submitted plan.	None	60 minutes	Roy L. Clemena Gracel L. Abellanida Rozelle A. Mendoza Aurora F. Hipol Gabriel Kim Nayal Kirby Bryan P. Reconalla Edgar Paolo Hipol <i>Digital and Manual Projection</i>
	2.6 Survey returns verification and cartographic works.	None	15 days	Florence C. Moscoso Melody C. Bulahan Rachel P. Baltazar Chelsea Raizah Noja Franchette Grace G. Panes Jo Ann R. Dasalla Delisa C. Digal



				Christine D. Cornelio John Paul V. Pino Gloria A. Consuegra Charlemagne Dumanon Alfred D. Apurada Eleazar Janiola Evelyn Q. Pesucan Primitivo Torres Jr Marilou P. Abuzo Warryn Dublas Luther L. Magdayao, Jr Lee S. Baylon Adelaida T. Ronco Enrique Bibera, Jr Juliana G. Lomuljo Wenholene Sevilla Antonina Parantar <i>Verifier and Cartographer</i>
	2.7 Final checking/review/countersign and recommend approval of survey returns to Assistant Chief, Surveys and Mapping Division.	None	1 day	Clemente J. Nacorda <i>(Chief, Aggregate Survey & Correction Section)</i>

	2.8 Recommend approval to Chief, Surveys and Mapping Division	None	1 day	Noel P. Apale <i>Assistant Chief, Surveys and Mapping Division</i>



	2.9 Sign and approve the survey plan.	None	2 days	Engr. Isidro P. Guarra <i>Chief, Surveys and Mapping Division</i>
	2.9a Sign the Order of Cancellation/Rejection of Plan	None	2 days	For. Victor T. Billones <i>Assistant Regional Executive Director for Technical Services</i>
	2.10 Send SMS to applicant that survey plan has been approved.	None	Instantaneous	System generated
	2.11 Release approved survey plan.	None	5 minutes	Divina M. Marcos <i>Records Section In charge</i>
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Pick up approved survey plan.				
	TOTAL:	P20.00 minimum for Public land and P70.00 minimum for titled properties.	6 days, 3 hours & 55 min.	



DENR CENR, PENR AND REGIONAL OFFICES
BIODIVERSITY AND PROTECTED AREA SECTOR
(External Services)



CITIZEN'S CHARTER NO. RO-B-01. ISSUANCE OF WILDLIFE LOCAL TRANSPORT PERMIT

1. This process shall cover the local transport of wildlife species, wildlife by-products and/or derivatives. Transport of wildlife, wildlife by-products and/or derivatives intended for local and international trade, breeding, research and other purposes are not included from the coverage of this Order and shall continue to be governed by existing applicable policies, rules and regulations.

Office or Division:	Regulation and Permitting Section, DENR Implementing PENR/CENR Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
CHECKLIST OF REQUIREMENTS	WHERE/WHOM TO SECURE
Letter Request/Online Application	From the client/ DENR Portal for online frontline services
Approved Certificate of Wildlife Registration (CWR) or Wildlife Farm Permit Holder (WFP) or Wildlife Culture Permit Holder (WCP)	Concerned DENR Regional Office
Deed of Sale (For CWR holder)	Notary Public
Three (3) photos of wildlife to be transported (front, top and side angles)	Client
Proof of legal acquisition- Official Receipt (WFP and WCP Holders)	Concerned LGU



Valid ID	Client
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Inventory List (Updated quarterly)	Concerned DENR Regional Office
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2.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Open the DENR Portal for online application and upload supporting documents For walk in clients, submit application form with supporting documents to the Implementing PENRO/CENRO	Check completeness of application and supporting documents, and receive, record (including scanning) and forward the application to PENR/CENR Officer/Deputy CENR Officer. Provide Requesting Party an acknowledgement receipt of the documents.	None	30 min.	CENRO WLTP Focal Person
4. Receiving of application letter	Check completeness of the document and routing of the request to the concerned personnel	None	1 hour	Records Officer
5. Processing for payment	Prepares Order of Payment and issuance of Official Receipt (OR)	PhP 100.00	1 hour	Collecting Officer
6. Ocular inspection	Conduct inspection/verification and geotagging	None	1 day	CENRO WLTP Focal Person
7. Preparation of pertinent documents	Prepares Inspection report with photo documentation and Endorsement	None	1 day	CENRO WLTP Person



8. Checking of documents	Checks the veracity of the report and other attachments	None	1 hour	Chief, RPS
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
9. Endorsement to the CENRO for final checking	Checks all the documents endorsed	None	1 hour	CENR Officer
10. Upload documents to the portal for Permit Issuance	Upload documents in PDF format such as; received application letter, inspection report with geotag photos, Order of Payment and Official Receipt, Endorsement for CENRO and government issued ID Print Wildlife Local Transport Permit	None	1 hour	CENRO WLTP Focal Person
11. Approval of document	Approves the Wildlife Local Transport Permit	None	2 hours	CENR Officer
12. Releasing of Document	Stamps CENRO release and official dry seal for issuance of the final document to the client	None	1 hour	Records Officer
TOTAL		Php 100.00 Application Fee	2 days 8 hours and 30 mins	

13. *Fees and charges are based on DAO 2016-25

CITIZEN'S CHARTER NO. RO-B-02 APPLICATION FOR WILDLIFE SPECIAL LOCAL TRANSPORT PERMIT (WSLTP) OF WILDLIFE, BY-PRODUCTS AND DERIVATIVES

This process shall cover the local transport of wildlife species, wildlife by-products and/or derivatives primarily for shows, exhibitions and/or educational purposes. Transport of wildlife, wildlife by-products and/or derivatives intended for local and international trade, breeding, research and other purposes are not included from the coverage of this Order and shall continue to be governed by existing applicable policies, rules and regulations.

Office or Division:	Regulation and Permitting Section, DENR Implementing PENR/CENR Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
CHECKLIST OF REQUIREMENTS	WHERE/WHOM TO SECURE
Application letter	Client
Certified true copy of approved Wildlife Special Use Permit (WSUP)	Concerned DENR Regional Office
Copies of available invitation or engagement letters, contracts or written agreements indicating the date and venue of the show, exhibition or educational event	From the organizing institution
Phytosanitary certificate for live plants	Concerned Department of Agriculture Regional Office
Valid Veterinary Health Certificate for live animals	Concerned Department of Agriculture Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit application form with supporting documents to the Implementing PENRO/CENRO	Check completeness of application and supporting documents, and receive, record (including scanning) and forward the application to PENR/CENR Officer/Deputy CENR Officer. Provide Requesting Party an acknowledgement receipt of the documents.	None	30 mins	CENRO WLTP Focal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Receiving of application letter	Check completeness of the document and routing of the request to the concerned personnel	None	1 hour	Records Officer
2. Processing for payment	Prepares Order of Payment and issuance of Official Receipt (OR)	1,000	1 hour	Collecting Officer
3. Ocular inspection	Conduct inspection and verification, geotagging	None	1 day	CENRO WLTP Focal Person
4. Preparation of pertinent documents	Prepares Inspection report with photo documentation, Endorsement and Special Local Transport Permit (SLTP)	None	1 day	CENRO WLTP Person
5. Checking of documents	Checks the veracity of the report and other attachments	None	2 hours	Chief, RPS
6. Endorsement to the CENRO for approval	Checks all the documents endorsed	None	2 hours	CENR Officer
7. Approval of document	Approves the Special Local Transport Permit (SLTP)	None	1 hour	CENR Officer
8. Releasing of Document	Stamps CENRO release and official dry seal for issuance of the final document to the client	None	1 hour	Records Officer
TOTAL		Php 300.00 Application Fee Php 500 Inspection Fee Php 200.00 for 1 week or less validity period Php 250.00 for 2 weeks period Php 300.00	2 days 8 hours and 30 mins	

for 3 weeks

CLIENT STEPS	AGENCY ACTION	FEEs TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
		Php 500.00 for 1 month Php 750.00 for 2 months Php 1,000.0 0 for 3 months		

*Fees and charges are based on DAO 2016-25

CITIZEN'S CHARTER NO. RO-B-03. REQUEST FOR PAMB CLEARANCE FOR CONDUCT OF RESEARCH ON MARINE ECOSYSTEM/SPECIES DENSITY/SIGHTING

Office/Division:	Conservation and development Section, DENR Implementing PENR/CENR Office
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government G2C- Government to Citizen
Who may Avail of the Service:	Academe, student researchers, private researchers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (if academe, Duly noted by the DEAN/Program Head/Department Head of the school; if private individual, duly signed by the Project/research Head)	Requesting Party
2. Copy of the research proposal	Requesting Party

CLIENTS STEPS	AGENCY ACTION	FEEs TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
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1. Submit letter request and supporting documents to CENRO.	1. Check completeness of application and supporting documents, and receive, record (including scanning) and	none	5 min.	Receiving/Releasing Clerk Records unit/Section
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	forward the application to Deputy PASU/CENR Officer.			
2. None	2. Endorsement of the request to the concerned Technical Working Committee (TWC) (Committee on Biodiversity Conservation and Monitoring) of the Protected Area Management Board (PAMB).	none	7 days	Deputy PASU/CENR Officer
3. Receive the information letter	3. Inform the requesting party on the schedule of TWC meeting.	None	5 mins.	Receiving/Releasing Clerk Records unit/Section
4. Present the research proposal	4. Once scheduled, the TWC will review, scrutinize and deliberate whether to recommend/endorse to the PAMB for the issuance of clearance or deferment for clarification.	None	25 mins.	TWC of PAMB/ Staff in charge-CDS

5. Receive the informatio n letter	5. Once endorsed by the TWC to the PAMB, inform the requesting party on the schedule	none	7 days	Staff in charge- CDS Receiving/Releasing Clerk Records unit/Section
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	of the PAMB meeting.			
6. Present the research proposal	6. Once scheduled, review, evaluate and deliberate (approve/dispense) the request.	none	25 mins.	PAMB
7. None	7. Sign and approve the clearance (PAMB resolution).	none	10 mins.	PAMB
8. None	8. Release the clearance (PAMB resolution)	None	5 mins.	Receiving/releasing Clerk Implementing PENRO/CENRO Records Unit
9. Receive the clearance	9. None	None		
Total			15 days & 15 mins	
			TAT does not include waiting time for the scheduling of meeting/s and is the minimum processing time up to twenty (20) working days.	

CITIZEN'S CHARTER NO. RO-B-04 WILDLIFE SPECIAL USE PERMIT (WSUP) FOR ANIMAL/PLANT SHOWS/EXHIBITION USING WILDLIFE

A permit granted by the concerned DENR Regional Office authorizing the holder thereof to utilize legally possessed/acquired wildlife, or by-products and derivatives therefrom for local shows, exhibitions and educational purposes.

Office or Division:	Licenses, Patents and Deeds Division	
Classification:	Complex (Multi-Stage Processing)	
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
Who may avail:	Any Filipino Citizen	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished application form with recent 2" X 2" photo of applicant (ANNEX "C")		Wildlife Resource Permitting Section

2. In case of animal shows using wildlife, clearance from or the registration from the Animal Welfare Division of the Bureau of Animal Industry pursuant to Republic Act 8485 (Animal Welfare Act)	Bureau of Animal Industry
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3. In case of imported animals, no importation shall be permitted except upon deposit of a bond with PAWB in an amount equal to the transport cost of the animals back to the owner-country of origin. Import/re-export permits shall be secured in accordance with Section 8				
4. Issuance of Wildlife Special Use Permit for Animal/Plant Show by the concerned Regional Executive Director. However, for animals, coming from other countries, the BMB Director shall issue the WSUP				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Submit the necessary requirements	Received and records the WSUP application and forwards to Office of the Assistant Regional Executive Director for Technical Services (ARED TS)	None	1 Hour	Karla Andrea Elcano/ Mary Rose T. Pagan/ Marcelino D. De Guzman, Jr. <i>Receiving Clerk RO Records Section</i>
	Receives, reviews, and refers the application to Licenses, Patents and Deeds Division (LPDD)	None	1 Day (batching up of documents)	For. Victor T. Billones <i>ARD-TS Regional Office</i> Marie Shane Enopeña <i>ARED TS, Clerk OARED TS</i>
	Receives, reviews, and refers the application to the Wildlife Resources Permitting Section (WRPS)	None	1 Day (batching up of documents)	Catherine E. Orellan <i>Chief, LPDD Regional Office</i> Mila Apuya <i>Clerk LPDD</i>
	Review and evaluate the completeness and accuracy of the documents (<i>refers to IRR of RA 9147 for the criteria of acceptability</i>)	None	4 Hours	Efren Tagorda / Rey Coligado <i>Action Officers, WRPS Technical Personnel</i>

	Reviews the application, prepares, affix initial and forwards the Permit, to the LPDD Chief	None	4 Hours (batching up of documents)	Jose Lechoncito, Jr. <i>Chief, WRPS</i>
	Reviews and affix initial the permit and forwards to the ARED TS	None	1 Day (batching up of documents)	Catherine E. Orellan <i>Chief, LPDD</i> Regional Office
	Reviews and affix initial the permit and forwards to the Regional Executive Director	None	1 Day (batching up of	For. Victor T. Billones <i>ARD-TS</i> Regional Office

			documents)	
	Reviews and signs/approves the WSUP	None	1 Day (batching up of documents)	Atty. Ma. Mercedes V. Dumagan <i>RED</i> Regional Office
	Records and releases the approved WSUP	None	30 minutes	Joan M. Borromeo Halley Joseph A. Hipolito Laila L. Tambilawan <i>Releasing Clerk</i> RO Records Section
		NONE	6 Days, 1 Hour & 30 Minutes	

**Number of processing days may increase depending on the location, unexpected issues that may arise from the application, availability of manpower, peace and security situation, and weather condition in the area.*

CITIZEN'S CHARTER NO. RO-B-05 WILDLIFE FARM PERMIT (WFP) (SMALL SCALE FARMING)

A permit to develop, operate and maintain a wildlife breeding farm for conservation, trade and/or scientific purposes. Small Scale Farming refers to commercial breeding/propagation of wildlife with capital of Php1, 500,000.00 or less.

Office or Division:	Licenses, Patents and Deeds Division	
Classification:	Highly Technical (Multi-Stage Processing)	
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B – Government to Business	
Who may avail:	Any Individual For non-Filipino citizens, corporations, partnerships, associations or associations, a WFP shall only be issued if the parental stocks are either captive-bred or obtained through importation	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished application form (ANNEX “A”) with 2 recent 2x2 photo of the applicant		Wildlife Resources Permitting Section

<p>2. Copy of the Certificate of Registration from appropriate Government agencies such as the Security and Exchange Commission (SEC), Cooperative Development Authority (CDA), etc.</p>	<ul style="list-style-type: none">• Security and Exchange Commission (SEC) – Business name registration for corporations and partnerships• Department of Trade and Industry (DTI) – Business name registration for sole proprietorship• Cooperative Development Authority (CDA)• Office of the Barangay (clearance)/ City Hall (Business Permit)
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3. Proof of scientific expertise (list and qualifications of manpower)	Client
4. Financial Plan showing financial capability to go into breeding	Client
5. Proposed facility design	Client
6. In case of indigenous threatened species, letter of commitment to simultaneously undertake conservation breeding and propose measures on rehabilitation and/or protection of habitat, where appropriate, as may be determined by the RWMC <i>*Letter of commitment address to DENR Regional Executive Director</i>	Client
7. Prior clearance from affected communities, i.e. concerned LGUs, recognized head of the indigenous people in accordance with RA 8371, or PAMB	<ul style="list-style-type: none"> • Office of the Barangay • Office of the Indigenous People • Protected Area Management Bureau

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Submit the necessary requirements	Received and records the WFP application and forwards to Office of the Assistant Regional Executive Director for Technical Services (ARED TS)	None	1 Hour	Karla Andrea Elcano/ Mary Rose T. Pagaran/ Marcelino D. De Guzman, Jr. <i>Receiving Clerk RO Records Section</i>
	Receives, reviews, and refers the application to Licenses, Patents and Deeds Division (LPDD)	None	1 Day (batching up of documents)	For. Victor T. Billones <i>ARD-TS Regional Office</i> Marie Shane Enopeña <i>ARED TS, Clerk Office of the ARED-TS</i>
	Receives, reviews, and refers the application to the Wildlife Resources Permitting Section (WRPS)	None	1 Day (batching up of documents)	Catherine E. Orellan <i>Chief, LPDD Regional Office</i> Mila Apuya <i>Clerk LPDD</i>

	Review and evaluate the completeness and accuracy of the documents (<i>refers to IRR of RA 9147 for the criteria of acceptability</i>)	None	1 Day	Efren Tagorda / Rey Coligado <i>Action Officers, WRPS Technical Personnel</i>
Availability for inspection	Conduct of site inspection	None	2 Days	Efren Tagorda / Rey Coligado <i>Action Officers, WRPS Technical Personnel</i>
	Final evaluation of application by the Regional Wildlife Management Committee (RMWC)	None	15 Days	Atty. Ma. Mercedes V. Dumagan <i>RED</i> Head, Regional Wildlife Management Committee (RWMC)
Payment	Accepts payment, prepares Order of Payment, and issues Official Receipt	Application and Processing Fee – P500.00	1 hour	Charise Gaviola <i>WRPS Secretariat,</i> Lilibeth L. Catog <i>Cashier</i>

		Permit Fee – P2,500.00		
	Reviews the application, prepares, affix initial and forwards the Permit, to the LPDD Chief	None	4 Hours (batching up of documents)	Jose Lechoncito, Jr. <i>Chief, WRPS</i>
	Reviews and affix initial the permit and forwards to the ARED TS	None	1 Day (batching up of documents)	Catherine E. Orellan <i>Chief, LPDD</i>
	Reviews and affix initial the permit and forwards to the Regional Executive Director	None	1 Day (batching up of documents)	For. Victor T. Billones <i>ARD-TS Regional Office</i>
	Reviews and signs/approves the WFP	None	1 Day (batching up of documents)	Atty. Ma. Mercedes V. Dumagan <i>RED Regional Office</i>
	Records and releases the approved WFP	None	30 minutes	Joan M. Borromeo Halley Joseph A. Hipolito Laila L. Tambilawan <i>Releasing Clerk RO Records Section</i>
TOTAL		P3,000.00	23 Days, 6 Hours, and 30 Minutes	

**Number of processing days may increase depending on the location, unexpected issues that may arise from the application, availability of manpower, peace and security situation, and weather conditions in the area.*

CITIZEN'S CHARTER NO. RO-B-06 WILDLIFE FARM PERMIT (WFP) (MEDIUM/LARGE SCALE FARMING)

A permit to develop, operate and maintain a wildlife breeding farm for conservation, trade and/or scientific purposes. Medium/Large Scale Farming refers to commercial breeding/propagation of wildlife with capital of more than Php1,500,000.00.

Office or Division:	Licenses, Patents and Deeds Division
Classification:	Highly Technical (Multi-Stage Processing)
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B – Government to Business

Who may avail:	Any Individual For non-Filipino citizens, corporations, partnerships, associations or associations, a WFP shall only be issued if the parental stock are either captive-bred or obtained through importation
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Duly accomplished application form (ANNEX "A") with 2 recent 2x2 photo	Wildlife Resources Permitting Section
2. Management and breeding plan in accordance with attached outline	Client
3. Proof of scientific expertise (list and qualifications of manpower)	Client
4. Photo of the existing facility (for those converted to wildlife farm) or sketch/development plan of proposed facility	Client
5. In case of indigenous threatened species, letter of commitment to simultaneously undertake conservation breeding and propose measures on rehabilitation and/or protection of habitat, where appropriate, as may be determined by the RWMC <i>*Letter of commitment addressed to DENR Regional Executive Director</i>	Client
6. Prior clearance from affected communities, i.e. concerned LGUs, recognized head of the indigenous people in accordance with RA 8371, or PAMB	Office of the Barangay Office of the Indigenous People Protected Area Management Board
7. Certified copy of Land Title or Lease Contract for the facility	Client *Must be certified by Registry of Deeds
8. Financial plan showing financial capability to go into breeding	Client
9. Photocopy of Articles of Incorporation, in case corporation	Client
10. Copy of BIR registration as exporter, if applicant will engage in export	Bureau of Internal Revenue

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Submit the necessary requirements	Received and records the WFP application and forwards to Office of the Assistant Regional Executive Director for Technical Services (ARED TS)	None	1 Hour	Karla Andrea Elcano/ Mary Rose T. Pagaran/ Marcelino D. De Guzman, Jr. <i>Receiving Clerk RO Records Section</i>
	Receives, reviews, and refers the application to Licenses, Patents and Deeds Division	None	1 Day (batching up of	For. Victor T. Billones <i>ARD-TS Regional Office</i>

	(LPDD)		documents)	Marie Shane Enopeña <i>ARED TS, Clerk</i> Office of the ARED-TS
	Receives, reviews, and refers the application to the Wildlife Resources Permitting Section (WRPS)	None	1 Day (batching up of documents)	Catherine E. Orellan <i>Chief, LPDD</i> Regional Office Mila Apuya <i>Clerk</i> LPDD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Review and evaluate the completeness and accuracy of the documents (<i>refers to IRR of RA 9147 for the criteria of acceptability</i>)	None	1 Day	Efren Tagorda / Rey Coligado <i>Action Officers, WRPS</i> Technical Personnel
Availability for inspection	Conduct of site inspection	None	2 Days	Efren Tagorda / Rey Coligado <i>Action Officers, WRPS</i> Technical Personnel
	Final evaluation of application by the Regional Wildlife Management Committee (RMWC)	None	15 Days	Atty. Ma. Mercedes V. Dumagan <i>RED</i> Regional Office Head, Regional Wildlife Management Committee (RWMC)
Payment	Accepts payment, prepares Order of Payment, and issues Official Receipt	Application and Processing Fee – P500.00 Permit Fee – P5,000.00	1 hour	Charise Gaviola <i>WRPS Secretariat,</i> Lilibeth L. Catog <i>Cashier</i>
	Reviews the application, prepares, affix initial and forwards the Permit, to the LPDD Chief	None	4 Hours (batching up of documents)	Jose Lechoncito, Jr. <i>Chief, WRPS</i>
	Reviews and affix initial the permit and forwards to the ARED TS	None	1 Day (batching up of documents)	Catherine E. Orellan <i>Chief, LPDD</i> Regional Office
	Reviews and affix initial the permit and forwards to the Regional Executive Director	None	1 Day (batching up of documents)	For. Victor T. Billones <i>ARD-TS</i> Regional Office
	Reviews and signs/approves the WFP	None	1 Day (batching up of documents)	Atty. Ma. Mercedes V. Dumagan <i>RED</i> Regional Office
	Records and releases the approved WFP	None	30 minutes	Joan M. Borromeo Halley Joseph A. Hipolito Laila L. Tambilawan <i>Releasing Clerk</i> RO Records Section
TOTAL		P5,500.00	23 Days, 6 Hours, and 30 Minutes	

**Number of processing days may increase depending on the location, unexpected issues that may arise from the application, availability of manpower, peace and security situation, and weather condition in the area.*

**DENR CENR, PENR AND
REGIONAL
OFFICES
WATER SECTOR
(External Services)**

CITIZEN'S CHARTER NO. RO-WA-01. ACCEPTANCE AND VERIFICATION OF WATER PERMIT APPLICATION

As deputized offices of the NWRB since 2016, DENR Regional, PENRO and CENR Offices accept water right/permit applications and supporting documents for submission to NWRB and assists the applicants interpret the entries to the application requirements. Under the Water Code of the Philippines (RA 1067), all water users are required to secure a Water Permit for industrial, commercial, power, agricultural, irrigation, livestock, domestic and other kinds of utilization of water.

Office or Division:	DENR CENRO, PENRO, Regional Office to Central Office/National Water Resources Board (NWRB)
Classification:	Highly Technical (Multi-Stage Processing)
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government >> are government offices allowed to apply for water permits?
Who may avail:	All Water Users Appropriating/Utilizing Water Sources and Other Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Water Permit Application (WPA) form	NWRB, DENR Regional Office (LPDD-WRUS)
2. Water Application Notices for all Uses/Purposes (Municipal, Irrigation, Industrial, Livestock Raising, Fisheries, Power Generation, Recreational & Other Use) (12 copies; 1 original)	NWRB
3. Proof of Land Ownership where the source emanates (1 original, 1 photocopy)	Requesting Party/Applicant
4. Vicinity Map/Location Plan with scale 1:10,000 or 1:50,000 showing the exact location and coordinates of the point of diversion, or spacing of proposed drilling sites (in case of groundwater) (1 original, 1 duplicate)	Requesting Party/Applicant
5. Brief Description of Project (1 original, 1 photocopy)	Requesting Party/Applicant
6. Well Drilling Data (Deep Well) (1 original, 1 photocopy)	Requesting Party, Well Driller

7. Bacteriology Test/Physical & chemical Water Analysis (1 original, 1 photocopy)

Municipal Health Office, DOH, Water Laboratory (DOH Accredited), Physico-Chemical Water Analysis

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8. Certificate of Potability Test (For Recreation, Commercial, Refilling Stations, Municipal Use) (1 original, 1 photocopy)	Municipal Health Office, DOH, Water Laboratory (DOH Accredited), Physico-Chemical Water Analysis Center
9. Environmental Compliance Certificate (ECC) except for refilling stations, Level I, Level II and for irrigation service area of less than 300 ha., or Certificate of Exemption/Certificate of Non-Coverage (1 original, 1 photocopy)	DENR-EMB
10. Barangay Resolution/Sangguniang Bayan Resolution (for LGU Managed) (1 original, 1 photocopy)	BLGU/LGU having jurisdiction of the area where the water source is located
11. Pre-feasibility study with Hydrologic Study (for power generation only) (1 original, 1 photocopy)	Requesting Party
12. Hydro Power Service Contract/Certificate of Registration from DOE (for power generation only) (1 original, 1 photocopy)	DOE
13. Indorsement of the Project from DOE (for Power Generation Purposes) (1 original, 1 photocopy)	DOE
14. Clearance from existing dam/reservoir operated by NIA, NPC and other government entities (for fisheries located upstream not within said existing dam/reservoir) (1 original, 1 photocopy)	NIA, NPC, OGAs
15. Certificate of registration from the relevant agencies (1 original, 1 duplicate):	
a. <u>Certified</u> copy of birth certificate or, if applicant is naturalized Filipino citizen, a certified copy of his/her Certificate of Naturalization (Individual Applicant)	PSA
b. SEC Registration with articles of incorporation & By-Laws and certificate of latest Corporate Financial Structure issued by the Corporate Secretary (Corporation/Partnership)	SEC
c. Certificate of Registration from DTI (Single Proprietorship)	DTI
d. Certificate of Registration from CDA (Cooperative)	CDA
e. Certificate of conformance from LWUA(Water District)	LWUA
f. Certificate of Registration (Brgy. Waterworks Association)	Barangay LGU
g. Clearance from BFAD or any agency accredited from BFAD (for Bottled Water)	BFAD
16. Postal Money Order (Filling Fee)	Post Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
17. Special Power of Attorney, if applicant is not the owner of lot applied for (1 original, 1 photocopy)	Requesting Party, Private Lawyer, or Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
REGIONAL OFFICE				
None	3.1. Receive and record the documents. Forward to the Office of the Regional Executive Director (ORED) for routing.	None	30 min.	Karla Andrea Elcano Mary Rose T. Pagaran Marcelino D. De Guzman, Jr. <i>Receiving Clerk</i> <i>RO Records Section</i>
None	3.2. Forward to the Office of ARED for Technical Services for appropriate action.	None	30 min.	Mari Antoniette A. Andulana <i>Head Executive Assistant (HEA)</i> <i>ORED</i>
None	3.3. Forward to License, Patent and Deeds Division (LPDD).	None	30 min.	Marie Shane Enopeña <i>Receiving/ Releasing Clerk</i> <i>ARED TS</i>
None	3.4. Review documents and forward to the Water Resource Utilization Section (WRUS).	None	30 min.	Catherine E. Orellan <i>Chief, LPDD</i> <i>Regional Office</i>
None	3.5. Conduct detailed review and evaluation of the application;	None	1 day	Chona Gambong <i>Chief, WRUS</i>
	If the application is found in order, prepare the following; (1) Endorsement/Transmittal of the Water Permit Application to the National Water Resource Board thru its			

None	Extension Office, DENR Compound, Lanang, Davao City			
None	3.6 Initial the endorsement and			Chona Gambong <i>Chief, WRUS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	forward to LPDD Chief			
None	3.7. Review and initial the Endorsement/Transmittal and forward to ARED TS.	None	1 hour	Catherine E. Orellan <i>Chief, LPDD</i> Regional Office
None	3.8. Review and initial the endorsement/s and forward to the Records Unit.	None	4 hours	For. Victor T. Billones <i>ARD-TS</i> Regional Office
None	3.9. Forward endorsement/transmittal to NWRB Extension Office	None	1 hour	Joan M. Borromeo Halley Joseph A. Hipolito Laila L. Tambilawan <i>Releasing Clerk</i> RO Records Section
TOTAL		None		

*Filing Fee to be paid directly to NWRB's account (not DENR):			
1. Municipal		3. Power Generation	Php 7,200.00
▪ <i>Level I</i>	Php 500.00	4. Fisheries	Php 7,200.00
▪ <i>Level II</i>	Php 500.00	5. Livestock Raising	Php 7,200.00
▪ <i>Level III</i>	Php 7,200.00	6. Industrial	Php 7,200.00
2. Irrigation		7. Recreational	Php 7,200.00
▪ <i>Communal/Individual</i>	Php 550.00	8. Other Purposes	Php 7,200.00
▪ <i>National/Corporation</i>	Php 7,200.00		



VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<ol style="list-style-type: none">1. Get a copy of the Client Satisfaction Survey (CSR) Form.2. Answer the CSR Form.3. Check the Feedback and/or Commendation portion of the CSR Form.4. Drop it in the designated drop box in front of the Public Assistance Unit Office.
How is feedback processed?	<p>Every Friday, the Public Assistance Officer shall open the drop box, and compile and record all feedback submitted.</p> <p>Feedback requiring answers shall be forwarded to the relevant offices and where they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the concerned office shall be then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and email address: scis.smcrcd2019@gmail.com</p> <p>8926 5595</p> <p>Louise Andrea Gonzales (Public Assistance Unit)</p> <p>8927 6336 Julie Gorospe Iban Stakeholder Management and Conflict Resolution Division</p>

How to file complaints?	<ol style="list-style-type: none"> 1. Get a copy of the Client Satisfaction Survey (CSR) Form. 2. Answer the CSR Form. 3. Check the Complaint portion of the CSR Form. 4. Drop the CSR Form at the designated drop box in front of the Public Assistance Unit Office. 5. Complaints can also be filed via telephone. Make sure to provide the following information: <ul style="list-style-type: none">  Name of person being complained  Incident
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	<p>❓ Evidence</p>
How are complaints processed?	<p>The Public Assistance Officer (PAO) shall open the complaints drop box on a weekly basis and evaluate each complaint. The complaints shall be classified according to gravity:</p> <ul style="list-style-type: none"> ❓ Minor ❓ Moderate ❓ Very Grave <p>Upon evaluation, and approval of the SMCRD Chief, the PAO shall forward the complaint to the relevant office for their appropriate action. The minor complaint shall be submitted to SMCRD; moderate to Office of the Assistant Secretary for HRDS; and very grave complaint to the Office of the Secretary.</p>
Contact Information of Anti-Red Tape Authority (ARTA)	<p>Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City Hotline: 1-ARTA (1-2782) Contact No.: (02) 478-5091, 478-5099 Email: complaints@arta.gov.ph Web: http://arta.gov.ph/pages/complaintform.php</p>
Contact Information of Presidential Complaint Center (PCC)	<p>Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline: 8888 Contact No. (02) 736 8621, 736 8645, 736 8603, 736 8629, 736 8621 Email: pcc@malacanang.gov.ph Web: https://op-proper.gov.ph/presidential-action-center/</p>
Contact Information of Contact Center ng Bayan (CCB)	<p>Text: 0908 881 6565 Contact No.: 1-6565 (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: email@contactcenterngbayan.gov.ph Web: http://contactcenterngbayan.gov.ph/contact-us</p>

Contact Center of the Office of the Ombudsman (OMB)	Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City Contact No.: (02) 9262-OMB (662) Text Hotline: 0926 6994 703 Lifestyle Check: (02) 927-4102, 927-2404 Trunkline: (02) 479-7300 Email: pab@ombudsman.gov.ph
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VII. LIST OF OFFICES

OFFICE	OFFICE ADDRESS	CONTACT DETAILS
DENR Region XI	DENR, Region 11, Lanang, Davao City	(082) 233-2779; 234-5599; (FAX) 234-0811
PENRO Davao de Oro	Prk. 2, Brgy. Pob., Nabunturan, Comval	0935-984-5466
PENRO Davao Oriental	Brgy. Matiao, City of Mati, Davao Oriental	(087) 388-3275; (087) 811-4176
PENRO Davao del Norte	Km. 55, National Highway, Tagum City, Davao del Norte	(084) 216-6302
PENRO Davao del Sur	DENR Compound, Mabini Superhighway, Digos City	(082) 553-2009
PENRO Davao Occidental	Benjamin Bautista Sr., Training Center, Malita, Davao Occidental	0917-832-7384
CENRO Baganga	Lambajon, Baganga, Davao Oriental	0917-844-5402
CENRO Manay	San Ignacio, Manay, Davao Oriental	0921-721-3353
CENRO Mati	Magsaysay, Mati, Davao Oriental	(087) 388-3569
CENRO Lupon	Lupon, Davao Oriental	(087) 808-0132
CENRO Monkayo	Poblacion, Monkayo, Compostela Valley	0977-826-8193
CENRO Maco	Anislagan, Maco, Comval Province	0908-242-8899
CENRO New Corella	Brgy. Magdum, Tagum City	(084) 400-6348
CENRO Panabo	Brgy. Salvacion, Panabo City	(084) 823-2011
CENRO Davao City	DENR, Region XI, SPED Road, Bangkal, Davao City	082) 227-8143; 305-9473
CENRO Digos	Capitol Compound, Digos City	(082) 553-8758
CENRO Malalag	Malalag, Davao del Sur	(082) 272-0244

