



DEPARTMENT OF ENVIRONMENT AND  
NATURAL RESOURCES (DENR)

**REGION VII  
CENTRAL VISAYAS**

REGIONAL CITIZEN'S CHARTER  
2024 1<sup>st</sup> 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.



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### DENR CENR, PENR AND REGIONAL OFFICE

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**DENR CENR, PENR AND REGIONAL OFFICE**  
**Administrative and Finance**  
**(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.

<b>Office or Division:</b>	Records Unit/Section, DENR CENR, Implementing PENR, PENR and Regional Offices	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
<b>Who may avail:</b>	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	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly accomplished customer FOI request form (1 original)		Public Assistance Desk, Receiving Area or Records Unit/Section
2. Government issued ID (present 1 original)		Requesting Party
<b>Additional if from other Government Sector</b>		
3. Official Letter Request (1 original)		Requesting Party
<b>Additional if Requesting Party is a representative</b>		
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 accomplished request form and <b>complete</b> requirements to Receiving/ Releasing Clerk	1. Receive, and check the completeness of submitted requirements, stamp the date and time on documents and forward all documents to action officer	None	5 min.	Receiving/Releasing Clerk Records Unit/Section
1.1. None	1.1. Verify all requirements and indicate amount to be paid in the Request Form	None	5 min.	Records Officer Records Unit/Section
1.2. None	1.2. Approve and sign Request Form	None	5 min.	Records Officer/Alternate Officer Records Unit/Section
1.3. None	1.3. Prepare Order of Payment	None	15 min.	Records Officer/Credit Officer CENRO Records Unit/Section Accounting Personnel PENRO/Regional Office Accounting Unit/Section MSD Chief



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.4. None	1.4. Approve Order of Payment	None	5min.	PENRO/Regional Office Accountant /CENR Officer or designated representative
2. Pay to the Cashier the Certification Fee	2. Accept payment and issue Official Receipt	Php 25.00 <b>Certification Fees***</b>	5 min.	Collecting Officer Credit Officer Cashier Unit/Section
2.1. None	2.1 Check the Official Receipt. Verify, prepare and affix initial the Certification  <b>* Regional Office</b> Legal Division to verify record prepare and affix initial on the Certification (if applicable)	None	4 hours  1 day	Records Officer Records Unit/Section  Chief Legal/ Designated staff
2.2. None	<b>2.2. ** PENRO/CENRO</b>  Review and affix Initial on the Certification	None	10 min.	Chief Concerned Unit/Section



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2.3None	2.3. Determine accuracy of the Certification and affix signature	None	5 min.	Head of Office or Records Officer or Designated Representative
3. Receive the approved Certification	3. Release the approved Certification to the client	None	10 min.	Receiving/Releasing Clerk Records Unit/Section
<b>TOTAL:</b>		<b>Php 25.00 Certification Fees***</b>	<b>Simple</b>	<b>CENRO/PENRO 5 hours &amp; 5 min. <i>Regional Office 1 day &amp; 55 min.</i></b>

\*If transaction is in the Regional Office

\*\*If transaction is in the CENR, Implementing PENR, and PENR Offices

\*\*\*Except when covered by Official Letter Request



## CITIZEN'S CHARTER NO. RO-AF-02. AUTHENTICATION OF RECORD/S\*

Authentication of record/s is made by a requesting party (DENR personnel, official or external clientele) for a certified true copy of a record/s issued by the DENR and being filed in the Records Unit/Section. The purpose for the request is included in the Request Form.

<b>Office or Division:</b>	Records Unit/Section, DENR CENR, Implementing PENR, PENR and Regional Offices	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
<b>Who may avail:</b>	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	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. FOI Request Form (1 original)		Public Assistance Desk, Receiving Area or Records Unit/Section
2. Government issued ID (present 1 original)		Requesting Party
<b>Additional if from the Government Sector</b>		
3. Official Letter Request (1 original)		Requesting Party
<b>Additional if Requesting Party is a representative</b>		
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. Submit accomplished request form and <b>complete</b> requirements 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 concerned Action Officer	None	15 min.	Receiving/Releasing Clerk Records Unit/Section
1.1. None	1.1. Check the availability of records.  Process the request (photocopy and stamp " <i>Certified True Copy</i> ") and sign the certification or documents.  Indicate amount to be paid in the Request Form/Order of Payment.  <b>**Regional Office Authentication of Documents</b> Legal Division – Land Claims and Conflicts	None	3 hours          1 day	Records Officer Records Unit/Section          PENRO/Regional Office Accountant /CENR Officer or designated representative  Legal Staff Regional Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Pay to the Cashier the Authentication Fee.	2. Accept payment and issue Official Receipt.	Php 50.00 <b>Authentication Fee***</b> per set +  Php 5.00 per page  <i>(Internal Clients are free of Charge)</i>	10 min.	Collecting Officer Credit Officer Cashier Unit/Section
2.1. None	2.1 Check the Official Receipt and photocopy for filing.	None	5 min.	Records Officer Records Unit/Section
3. Receive Authenticated document/s	3.1 Release the approved Authenticated document/s to the Clients	None	5 min.	Receiving/Releasing Clerk Records Unit/Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>TOTAL:</b>	Php 50.00 <b>Authentication Fee***</b> per set +  Php 5.00 per page	<b>CENRO/PENRO:            3 hours &amp; 35 min.</b>  If Land Claims and Conflicts documents in the <b>Regional Office:</b> <b>1 day &amp; 35 min.</b>	

\*Confidential and Top Secret Documents are subject for approval of the Secretary and is not included in this process.

\*\*If transaction is in the Regional Office

\*\*\*Except those with Official Letter Request



## CITIZEN'S CHARTER NO. RO-AF-05-06-07. PROCESSING OF PAYMENT OF CLAIMS

This process includes processing of Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS) and Disbursement Voucher (DV), and preparation, processing and issuance of Checks/LDDAP-ADA and corresponding Advices. This process is used to pay an obligation to DENR employees, individuals, agencies or creditors for goods purchased and services rendered. *The documentary requirements may be subject to change should there be subsequent issuance/s on budgeting, accounting and auditing laws, rules and regulations by governing bodies.*

<b>Office or Division:</b>	Accounting, Budget and Cashier Units/Sections, Finance and Administrative Section/Division, DENR PENR and Regional Offices
<b>Classification:</b>	Complex
	Highly Technical
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
<b>Who may avail:</b>	Internal: Officers and Employees External: Personnel under Contract of Service, Job Order, Service Provider and Supplier

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirement	
<ul style="list-style-type: none"> <li>Disbursement Voucher (1 original, 2 duplicate copies)</li> </ul>	Requesting Party or Originating Office
<ul style="list-style-type: none"> <li>Obligation Request and Status/Budget Utilization Request and Status (1 Original, 2 duplicate copies)</li> </ul>	Requesting Party or Originating Office or Budget Section/ Unit
<ul style="list-style-type: none"> <li>All supporting documents (1 original, 1 duplicate copy)</li> </ul>	Requesting Party or Originating Office





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>1.0 Cash Advances</b>	
<b>1.1 Granting of Cash Advances</b>	
<u>For all types of cash advances except for travel cash advances</u>	Personnel Section/Unit or Office Concerned
<ul style="list-style-type: none"> <li>• Authority of the accountable officer issued by the Regional Executive Director indicating the maximum accountability and purpose of cash advance (for initial cash advance)</li> </ul>	Regional Executive Director
<ul style="list-style-type: none"> <li>• Certification from the Chief Accountant that previous cash advances have been fully liquidated and accounted for in the books</li> </ul>	Accounting Section/Unit
<ul style="list-style-type: none"> <li>• Approved application for bond and/or Fidelity Bond for the year for cash accountability of P5,001 above or other minimum amount that may be prescribed by the Bureau of the Treasury (upon set-up of new/renewed accountability)</li> </ul>	Bureau of Treasury
<u>Additional Documentary Requirements for Specific Transactions</u>	
<b>1.1.1 Payroll Funds for Salaries, Allowances, Honoraria and Other Similar Expenses</b>	
<ul style="list-style-type: none"> <li>• Approved payroll or list of payees indicating their net pay</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>• Approved authority (presidential directive or legislative enactment) or legal basis to pay allowances/salaries/honoraria/fringe benefits</li> </ul>	Personnel Section/Unit or Office Concerned
<b>1.1.2 Petty Cash Fund (PCF)</b>	
<ul style="list-style-type: none"> <li>• Approved estimate of petty expenses for one month (initial set-up)</li> </ul>	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>1.1.3 Field/Activity Current Operating Expenses (COE)/ Special Cash Advances</b>	
<ul style="list-style-type: none"> <li>Approved Budget for COE/ Special Cash Advances of the agency field office or agency activity in the field</li> </ul>	Requesting Party or Office Concerned
<b>1.1.4 Traveling Expenses</b>	
<b>1.1.4.1 Local Travel</b>	
<ul style="list-style-type: none"> <li>Duly approved Office Order/Travel Order</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Duly approved Itinerary of Travel</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Certification from the Chief Accountant that previous cash advances have been fully liquidated and accounted for in the books</li> </ul>	Accounting Section/Unit
<ul style="list-style-type: none"> <li>Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Letter of invitation of the host/sponsoring agency/organization</li> </ul>	Requesting Party or Office Concerned
<b>1.1.4.2 Foreign Travel</b>	
<ul style="list-style-type: none"> <li>Duly approved Office Order/Travel Order/Travel Authority</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Duly approved Itinerary of Travel</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Certification from the Chief Accountant that previous cash advances have been fully liquidated and accounted for in the books</li> </ul>	Accounting Section/Unit
<ul style="list-style-type: none"> <li>Letter of invitation of the host/sponsoring country/agency/ organization</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Flight itinerary issued by the airline ticketing office/travel agency</li> </ul>	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Where applicable, authority to claim representation expenses</li> </ul>	Requesting Party or Office Concerned
<p><i>In case of seminar/training:</i></p>	
<ul style="list-style-type: none"> <li>Acceptance of nominee/s as participant/s (issued by the host country)</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Programme Agenda and Logistics Information</li> </ul>	Requesting Party or Office Concerned
<p><b>1.2 Replenishment of Petty Cash Fund</b></p>	
<ul style="list-style-type: none"> <li>Report on Paid Petty Cash Vouchers (RPPCV)</li> </ul>	Petty Cash Custodian
<ul style="list-style-type: none"> <li>Petty Cash Vouchers (PCVs) duly accomplished, signed and approved</li> </ul>	Petty Cash Custodian
<ul style="list-style-type: none"> <li>Approved purchase request with certificate of Emergency Purchase, if necessary</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Bills, receipts, sales invoices</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Certification of Expense not Requiring Receipt (CERR) (for expenses amounting to P300 or less) or Reimbursement Expense Receipts (RER) (for expenses amounting to more than P300 but not exceeding P1,000), pursuant to COA Circular No. 2017-001 dated June 19, 2017, as amended by COA Circular No. 2021-001 dated June 24, 2021, or other amount that may be prescribed in the future</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Inspection and Acceptance Report (IAR) or Certificate of Inspection and Acceptance</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Pre-/Post-Repair Inspection Report</li> </ul>	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Waste Materials Report (WMR) in case of replacement/repair</li> </ul>	Property Officer/General Services Section
<ul style="list-style-type: none"> <li>Approved trip ticket, for gasoline/fuel expenses, together with parking and toll fee receipts, if any (applicable for government vehicles only)</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Canvass from at least three suppliers for purchases as prescribed (involving P2,000 and above or other amount that may be prescribed in the future), except for purchases made while on official travel</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Summary/Abstract of Canvass</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Inventory Custodian Slip (ICS) for semi-expendable items</li> </ul>	Requesting Party or Office Concerned
For meals and snacks charged to PCF:	
<ul style="list-style-type: none"> <li>Notice of meeting with agenda/meeting's purpose</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Minutes of Meeting</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Attendance Sheet</li> </ul>	Requesting Party or Office Concerned
<b>1.3 Reimbursement of Traveling Expenses</b>	
<ul style="list-style-type: none"> <li>Duly approved Office Order/Travel Order</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Duly approved Itinerary of Travel</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Letter of invitation of the host/sponsoring agency/organization</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Approved Certificate of Travel Completed</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Approved Revised Itinerary of Travel, if the previously approved itinerary was not followed</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Copy of previously approved Itinerary of travel</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Copy of Office Order and the Supplemental Office / Order or any proof supporting the change of schedule</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>Certificate of Appearance or Attendance or in the absence thereof, photocopy of the received copy of Memo Transmittal of Back to Office Report/Narrative</li> </ul>	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Report on trip undertaken/Report on Participation addressed to the Head of Office. The report, duly noted by the Head of Office or his authorized representative, shall contain, among others, the following information:</p> <ul style="list-style-type: none"> <li>• Highlights of the training/activity;</li> <li>• Pictures preferably dated;</li> <li>• Plan of action for knowledge sharing; and</li> <li>• Recommendations</li> </ul>	
<ul style="list-style-type: none"> <li>• Liquidation Report (if actual expenses exceed the cash advance granted)</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>• Certification from the Head of the Agency or any authorized approving official that: (a) the official missions/tasks cannot be performed by/or assigned to any other regular/permanent official and/or employee; and (b) the tasks/activities are necessary to fulfill the obligations as contained in his/her contract of service. The same certification shall also be required in official foreign travel as allowed in highly meritorious cases as specified in the general guidelines.(for Job Order/Contract of Service per COA Resolution 2021-044)</li> </ul>	Requesting Party or Office Concerned
<i>Additional Documentary Requirements</i>	
<b>1.3.1 Local Travel</b>	
<ul style="list-style-type: none"> <li>• Paper/electronic plane, boat or bus/train tickets, terminal fee receipts, paper/electronic boarding passes or a passenger manifest certified by the concerned airline or shipping company</li> </ul>	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Certification by the Head of Office as to the absolute necessity of the expenses together with the corresponding bills or receipts, <b>if the expenses incurred for the official travel exceeded the prescribed rate per day</b> (certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts)</li> </ul>	Head of Office/ Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>• OR/eOR or CERR (for expenses amounting to P300 or less) or RER (for expenses amounting to more than P300 but not exceeding P1,000), pursuant to COA Circular No. 2017-001 dated June 19, 2017, as amended by COA Circular No. 2021-001 dated June 24, 2021, or other amount that may be prescribed in the future. In case of payment of toll fees, the CERR/RER shall be supported with the toll fee rates</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>• Hotel room/lodging bills with official receipts in the case of official travel to places within 50-kilometer radius from the Permanent Official Station, if the travel allowances being claimed include hotel room/lodging</li> </ul>	Requesting Party or Office Concerned
<b>1.3.2 Foreign Travel</b>	
<ul style="list-style-type: none"> <li>• Paper/electronic plane, boat or bus/train tickets, terminal fee receipts, paper/electronic boarding passes or a passenger manifest certified by the concerned airline or shipping company. In the absence thereof other documents such as, but not limited to, a certified true copy of the passport showing the dates of entry and exit, duly stamped by the Immigration Office of the country of destination</li> </ul>	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
as indicated in the approved travel authority and itinerary of travel; or a passenger manifest certified by the concerned airline or shipping company	
<ul style="list-style-type: none"> <li>• For reimbursement of actual travel expenses in excess of the prescribed rate:               <ul style="list-style-type: none"> <li>• Approval by the President</li> <li>• Certification from the Head of the Agency that it is absolutely necessary</li> <li>• Hotel room with official receipts (certification or affidavit of loss shall not be considered as an appropriate replacement for the required bills and receipts)</li> <li>• Bills/receipts for non-commutable representation expenses approved by the President or authorized officials</li> </ul> </li> </ul>	Requesting Party or Office Concerned
<b>2.0 Fund Transfers to Non-Government Organization/People's Organizations/ Civil Society Organizations (NGOs/POs/CSOs) except NGP</b>	
<b>2.1 Transfer of Funds</b>	
<ul style="list-style-type: none"> <li>• Duly approved Schedule of Fund Release to NGO/PO/CSO</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>• Approved Summary of Budgetary Requirements detailing the items of expenditure/ disbursement to be incurred in the program/project</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>• Performance security for infrastructure project</li> </ul>	Implementing Partner or Office
<ul style="list-style-type: none"> <li>• Copy of signed Memorandum of Agreement (MOA) executed by and between the Government Agency and the NGO/PO/CSO</li> </ul>	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>● Certificate of Registration with the concerned government agencies, i.e. SEC, CDA or DOLE</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>● Document showing that the NGO/PO/CSO has equity equivalent to 20% of the total project cost, which shall be in the form of labor, land for the project site, facilities, equipment and the like, to be used in the project</li> </ul>	Implementing Partner or Office
<ul style="list-style-type: none"> <li>● Copy of the OR/eOR/AR or equivalent issued by the NGOs/POs/CSOs to the Source Agency acknowledging receipt of funds transferred</li> </ul>	Implementing Partner or Office
<ul style="list-style-type: none"> <li>● Certification from the Accountant of the source agency that the previous fund transfer had been liquidated and accounted for in the books (staggered release)</li> </ul>	Accounting Section/Unit
<ul style="list-style-type: none"> <li>● NGO/PO proposal or application for funding accompanied by:             <ul style="list-style-type: none"> <li>- Authenticated copy of the latest Article of Incorporation or Articles of Cooperation as the case may be, showing the original incorporators/organizers and the Secretary's certificate for incumbent officers, together with the Certificate of Filing with the SEC/Certificate of Approval by the CDA</li> <li>- Audited financial reports for the past three years preceding the date of project implementation. For NGO/PO which has been in operation for less than three years, financial reports for the years in operation and proof of previous implementation of similar projects</li> <li>- Disclosure of other related business if any</li> </ul> </li> </ul>	Implementing Partner or Office





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>- Work and Financial Plan (WFP), and sources and Details of Proponent's Equity Participation in the Project</li> <li>- Complete project proposal approved/signed by officers</li> <li>- List and/or photographs of similar projects previously completed, if any, indicating the source of funds for implementation</li> <li>- Sworn affidavit of the secretary of the NGO/PO that none of its incorporators, organizers, directors or officers is an agent of or related by consanguinity or affinity up to the fourth degree to the official of the agency authorized to process and/or approve propose MOA, and release funds</li> </ul>	
<b>3.0 Fund Transfers to Implementing Agency</b>	
<b>3.1 Transfer of Fund</b>	
Source Agency	
<ul style="list-style-type: none"> <li>● Copy of duly signed MOA/Trust Agreement or its equivalent</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>● Copy of Approved Program of Work (for infrastructure project)</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>● Approved Project Expenditures or Estimated Expenses indicating the project objective and expected output (for projects other than infrastructure)</li> </ul>	Requesting Party or Office Concerned
<ul style="list-style-type: none"> <li>● For GCs/GFIs, Board Resolution ratifying the MOA or its equivalent in case of transfers not incorporated in the Corporate Operating Budget and/or beyond the signing authority of the Agency Head</li> </ul>	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Certification by the Chief Accountant that funds previously transferred to the Implementing Agency (IA) have been liquidated and accounted for in the books</li> </ul>	Accounting Section/Unit
<ul style="list-style-type: none"> <li>• Copy of the OR/eOR/AR or equivalent issued by the IA to the Source Agency acknowledging receipt of funds transferred (for post-audit activities)</li> </ul>	Implementing Partner or Office
<ul style="list-style-type: none"> <li>• OR/eOR/AR or equivalent from IA, if transfer of funds is thru List of Due and Demandable Accounts Payable Advice to it Accounts (LDDAPADA)</li> </ul>	Implementing Partner or Office
<ul style="list-style-type: none"> <li>• Acknowledgement Receipt for those recipients of research fund</li> </ul>	Implementing Partner or Office
<ul style="list-style-type: none"> <li>• Copy of the OCT/TCT of the land where the project will be built and a certification from the implementing agency that the site is clear from impediments, e.g. informal settlers, legal claims of property ownership by other claimants, mountain obstruction, right of way</li> </ul>	Implementing Partner or Office
<b>3.3 From Trust Fund to the Bureau of treasury/Source Agency for unspent balance/excess amount</b>	
Implementing Agency	
<ul style="list-style-type: none"> <li>• Report of Receipt, Disbursement and Fund Balance certified by the Chief Accountant and approved by the Head of the Office</li> </ul>	Accounting Section/Unit
<ul style="list-style-type: none"> <li>• Contract, which may be a MOA, Trust Agreement or Memorandum of Understanding (MoU) governing the utilization of funds and disposition of any balance thereof after completion of the purpose the funds transferred</li> </ul>	Office Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Letter of IA to Source Agency to transfer the unexpended balance to the Bureau of treasury/Source Agency duly approved by the Source Agency, <b>if the disposition thereof has not been provided in the MOA, Trust Agreement or MoU</b></li> </ul>	Office Concerned
<b>4.0 Salary</b>	
<b>4.1 Individual Claims</b>	
<b>4.1.1 First Salary</b>	
For Regular Employees	
<ul style="list-style-type: none"> <li>Certificate of Appointment duly attested by the Civil Service Commission (CSC) or its equivalent</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>Assignment/Re-Assignment order, if applicable</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>Certified copy of Oath of Office</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>Certificate of Assumption</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>Statement of Assets, Liabilities and Net Worth</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>Approved Daily Time Record (DTR)</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>TIN/Bureau of Internal Revenue (BIR) withholding certificate</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>Payroll Information on New Employee (PINE) or any equivalent document</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>Authority from the claimant and identification documents, if claimed by person other than the payee</li> </ul>	Claimant
<u>Additional Requirements for transferee (from one government agency to another)</u>	
<ul style="list-style-type: none"> <li>Clearance from money, property and legal accountabilities from the previous office</li> </ul>	Personnel Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Certified copy of paid disbursement voucher of last salary received and/or Certification by the Chief Accountant for the breakdown of last salary received and remittance of statutory deductions from previous office</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>• Certificate of leave credits</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>• Service Records</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>• BIR Certificate of Compensation Payment/Tax Withheld</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>• Approved/paid Home Development Mutual Fund (HDMF) and PhilHealth Forms</li> </ul>	Personnel Concerned
<p>For Contract of Service and Job Order Workers</p>	
<ul style="list-style-type: none"> <li>• Approved Contract for Contract of Service and Job Order Workers</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>• Certificate of Assumption</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>• Approved DTR</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>• BIR withholding certificate</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>• Accomplishment Report</li> </ul>	Personnel Concerned
<p><b>4.1.2 Salary (if Deleted from the Payroll)</b></p>	
<ul style="list-style-type: none"> <li>• Approved DTR</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>• Notice of Assumption</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>• Approved Application for Leave, and Medical Certificate if on sick leave for five days or more and clearance if on leave for 30 days or more</li> </ul>	Personnel Concerned
<p><b>4.1.3 Salary of Casual/Contractual Personnel, Charged to Personnel Services</b></p>	
<ul style="list-style-type: none"> <li>• For accredited agencies by the CSC (for first claim)</li> <li>• Certified copy of the pertinent contract/appointment</li> </ul>	Personnel Section/Unit



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Copy of the Report of Personnel Action (ROPA) of the pertinent contract/appointment marked received by the CSC</li> </ul>	
<ul style="list-style-type: none"> <li>• For other agencies (for first claim)</li> <li>• Certified copy of the pertinent contract/appointment marked received by the CSC</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>• Duly Approved Accomplishment Report</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>• Approved DTR</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>• Certificate of Assumption of Duty for the first salary</li> </ul>	Personnel Concerned
<b>4.1.4 Salary Differentials due to Promotion and/or Step Increment</b>	
<ul style="list-style-type: none"> <li>• Due to Promotion:</li> <li>• Certified copy of Approved Appointment</li> <li>• Certificate of Assumption</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>• Notice of Salary Adjustment (NOSA) for step increment/salary increase</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>• Approved DTR or certification that the employee has not incurred leave without pay</li> </ul>	Personnel Section/Unit
<b>4.1.5 Last Salary</b>	
<ul style="list-style-type: none"> <li>• Clearance from money, property and legal accountabilities</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>• Approved DTR</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>• Authority to deduct accountabilities, if any</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>• Certification of available leave credits</li> </ul>	Personnel Section/Unit
<b>4.1.6 Salary due to Heirs of Deceased Employee</b>	
<ul style="list-style-type: none"> <li>• Death Certificate issued by the Philippine Statistics Authority (PSA) or Court Declaration in case of</li> </ul>	Claimant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
presumptive death or any evidence of circumstances of death, whichever is applicable.	
<ul style="list-style-type: none"> <li>• Marriage Certificate issued by PSA, if applicable</li> </ul>	Claimant
<ul style="list-style-type: none"> <li>• Birth Certificate of surviving legal heirs issued by PSA</li> </ul>	Claimant
<ul style="list-style-type: none"> <li>• Waiver of right of children 18 years and above, if applicable</li> </ul>	Claimant
<ul style="list-style-type: none"> <li>• Designation of next-of-kin –</li> <li>• Affidavit of two disinterested parties that the deceased is survived by legitimate and illegitimate children (if any), natural, adopted or children of prior marriage</li> </ul>	Claimant
<b>4.1.7 Salary during Maternity Leave</b>	
<ul style="list-style-type: none"> <li>• Certified copy of approved Application for Maternity Leave</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>• Certified copy of Maternity Leave Clearance</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>• Medical Certificate for Maternity Leave</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>• Certification as Solo Parent (for additional 15 days paid leave)</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>• Certificate of Assumption</li> </ul>	Personnel Concerned
<b>4.2 General claims through the Automated Teller Machine (ATM)</b>	
<ul style="list-style-type: none"> <li>• Approved Salary Payroll</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>• Approved Payroll Register (hard and soft copy)</li> </ul>	Cashier Section/Unit
<ul style="list-style-type: none"> <li>• Letter to the bank to credit employees' account of their salaries or other claims stamped "Received" by the bank</li> </ul>	Cashier Section/Unit
<ul style="list-style-type: none"> <li>• Validated deposits slips/LDDAP-ADA, if applicable</li> </ul>	Cashier Section/Unit



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>5.0 Allowances, Honoraria and Other Forms of Compensations</b>	
<b>5.1 Clothing/Uniform Allowance</b>	
For Individual Claims	
<ul style="list-style-type: none"> <li>• Certificate of Assumption (for new employee and those on leave without pay)</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>• Certificate of Non-payment from previous agency, for transferees</li> </ul>	Personnel Concerned
For General Claims	
<ul style="list-style-type: none"> <li>• Approved Clothing/Uniform Allowance Payroll</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>• Approved Payroll Register (hard and soft copy)</li> </ul>	Cashier Section/Unit
<ul style="list-style-type: none"> <li>• Letter to the bank to credit employees' account of their allowance</li> </ul>	Cashier Section/Unit
<ul style="list-style-type: none"> <li>• Validated deposit slips/LDDAP-ADA, if applicable</li> </ul>	Cashier Section/Unit
<b>5.2 Collective Negotiation Agreement (CNA) Incentive</b>	
<ul style="list-style-type: none"> <li>• Resolution signed by both parties incorporating the guidelines/criteria for granting CNA incentive</li> </ul>	DENREU/DENREA
<ul style="list-style-type: none"> <li>• Copy of CNA</li> </ul>	K4/DENREU/DENREA
<ul style="list-style-type: none"> <li>• Comparative statement of DBM approved level of operating expenses and actual operating expenses</li> </ul>	Budget Section/Unit
<ul style="list-style-type: none"> <li>• Certification issued by the Head of Office on the total amount of unencumbered savings generated from the cost-cutting measures identified in the CNA which resulted from the joint efforts of labor and management and systems/productivity/income improvement</li> </ul>	Budget Section/Unit
<ul style="list-style-type: none"> <li>• Proof that the planned programs/activities/projects have been implemented and completed in accordance with targets for the year</li> </ul>	Planning and Management Division/Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>5.3 Honoraria</b>	
<b>5.3.1 Government Personnel Involved in Government Procurement</b>	
<ul style="list-style-type: none"> <li>Office Order creating and designating the BAC compositions and authorizing the members to collect honoraria</li> </ul>	BAC Secretariat
<ul style="list-style-type: none"> <li>Minutes of BAC meetings</li> </ul>	BAC Secretariat
<ul style="list-style-type: none"> <li>Notices of Award to the winning bidders of procurement activity being claimed</li> </ul>	BAC Secretariat
<ul style="list-style-type: none"> <li>Certification that the procurement involves competitive bidding</li> </ul>	BAC Secretariat
<ul style="list-style-type: none"> <li>Attendance sheet listing the names of attendees to the BAC meetings</li> </ul>	BAC Secretariat
<ul style="list-style-type: none"> <li>Certification issued by the Chief Accountant that the amounts received by the recipient/s do not exceed 25% of the annual basic salaries pursuant to DBM Budget Circular No. 2004-5A dated October 7, 2005 and any future amendments thereof</li> </ul>	Accounting Section/Unit
<b>5.3.2 Resource Person/Coordinator/Facilitator</b>	
<ul style="list-style-type: none"> <li>Office Order for their designation with authority to collect honorarium</li> </ul>	Human Resource Development Section
<ul style="list-style-type: none"> <li>Authority to Conduct the Training/Seminar and the participants</li> </ul>	Human Resource Development Section
<ul style="list-style-type: none"> <li>Course Outline/Program</li> </ul>	Human Resource Development Section
<ul style="list-style-type: none"> <li>Copy of the Letter/Invitation to Guest Resource Speaker/Persons (as accepted/conformed)</li> </ul>	Human Resource Development Section
<ul style="list-style-type: none"> <li>Certification issued by the Chief Accountant that the amounts received by the recipient/s do not exceed the limits pursuant to DBM BC No. 2007-001 dated April 23, 2007 and any future amendments thereof</li> </ul>	Accounting Section/Unit





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>5.3.2 Special Projects</b>	
<ul style="list-style-type: none"> <li>Office Order for the creation of the Special Project Team</li> </ul>	Office Concerned
<ul style="list-style-type: none"> <li>Special Project Plan</li> </ul>	Office Concerned
<ul style="list-style-type: none"> <li>Terms of Reference</li> </ul>	Office Concerned
<ul style="list-style-type: none"> <li>Accomplishment Report/Certificate of Completion of project deliverables</li> </ul>	Office Concerned
<ul style="list-style-type: none"> <li>Certificate of acceptance by the Head of Office of the deliverables per project component</li> </ul>	Office Concerned
<ul style="list-style-type: none"> <li>Certification issued by the Chief Accountant that the amounts received by the recipient/s do not exceed 25% of the annual basic salaries pursuant to DBM BC No. 2007-2 dated October 1, 2007 and any future amendments thereof</li> </ul>	Accounting Section/Unit
<b>5.5 Longevity Pay</b>	
<ul style="list-style-type: none"> <li>Service Record</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>Certification issued by the Personnel Officer that the claimant has not incurred more than 15 days of vacation leave without pay</li> </ul>	Personnel Section/Unit
<b>5.6 Loyalty Cash Award/Incentive/Service Recognition Award</b>	
For Individual Claims	
<ul style="list-style-type: none"> <li>Service Record</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>Certificate of non-payment from previous office (for transferee)</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>Certificate from HRO/U that the claimant has not incurred more than 50 days leave without pay within the preceding 5-year period, as the case may be, or proof of eligibility to receive incentive/service recognition</li> </ul>	Personnel Section/Unit



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For General Claims	
<ul style="list-style-type: none"> <li>Loyalty Cash Award/ Incentive/Service Recognition Award Payroll</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>Certificate from HRO/U that the claimants have not incurred more than 50 days leave without pay within the preceding 5-year period, as the case may be, or proof of eligibility to receive incentive/service recognition</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>Payroll Register (hard and soft copy)</li> </ul>	Cashier Section/Unit
<ul style="list-style-type: none"> <li>Letter to the bank requesting to credit employees' account of their PIB claims</li> </ul>	Cashier Section/Unit
<ul style="list-style-type: none"> <li>Validated Deposit Slips/LDDAP-ADA, if applicable</li> </ul>	Cashier Section/Unit
<b>5.7 Mid-Year/Year-End Bonus (YEB) and Cash Gift (CG)</b>	
For Individual Claims	
<ul style="list-style-type: none"> <li>Clearance from money, property and legal accountabilities (retiree)</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>Certificate of Assumption to Office (for new employee/transferee)</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>Certification of no -payment from previous agency (for transferee)</li> </ul>	Personnel Concerned
For General Claims	
<ul style="list-style-type: none"> <li>Bonus and/or CG Payroll</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>Payroll Register (Hard and soft copy)</li> </ul>	Cashier Section/Unit
<ul style="list-style-type: none"> <li>Letter to the bank to credit employees account of their Bonus and/or CG claims</li> </ul>	Cashier Section/Unit
<ul style="list-style-type: none"> <li>Validated Deposit slips/LDDAP-ADA, if applicable</li> </ul>	Cashier Section/Unit
<b>5.8 Monetization of Leave Credits</b>	
<ul style="list-style-type: none"> <li>Approved leave application with leave credit balance certified by the Human Resources Officer</li> </ul>	Personnel Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Request for monetization of leave covering more than ten days duly approved by the Head of Office</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>For monetization of 50 percent or more:               <ul style="list-style-type: none"> <li>Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs</li> <li>Barangay Certification in case of need for financial assistance brought by calamities, typhoons, fire, etc.</li> <li>Justification on financial needs for the education of employee or children</li> </ul> </li> </ul>	Personnel Concerned
<b>5.9 Overtime Pay</b>	
<ul style="list-style-type: none"> <li>Overtime authority stating the necessity and urgency of the work to be done, names of personnel, the purpose of expected outputs, specific period of such services and the manner of compensating the same i.e. Compensatory Time Off or paid in cash</li> </ul>	Office Concerned
<ul style="list-style-type: none"> <li>Overtime Work Program</li> </ul>	Office Concerned
<ul style="list-style-type: none"> <li>Quantified Overtime Accomplishment duly signed by the employee and supervisor</li> </ul>	Office Concerned
<ul style="list-style-type: none"> <li>Certificate of service or duly approved DTR</li> </ul>	Office Concerned
<b>5.10 Personnel Economic Relief Allowance (PERA)</b>	
<ul style="list-style-type: none"> <li>Same requirements as those for payment of salaries (4.1.1, 4.1.2, 4.1.5-7 &amp; 4.2)</li> </ul>	Personnel Section/Unit
<b>5.11 Program on Awards and Incentives for Service Excellence (PRAISE)</b>	
<ul style="list-style-type: none"> <li>Proof of eligibility to receive PRAISE award in accordance with CSC Memorandum Circular (MC)</li> </ul>	Personnel Section/Unit



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
No. 01-2001 dated January 26, 2001 and any future amendments thereof	
<ul style="list-style-type: none"> <li>Approved payroll</li> </ul>	Personnel Section/Unit
<b>5.12 Productivity Enhancement Incentive (PEI)</b>	
For Individual Claims	
<ul style="list-style-type: none"> <li>Certification that the performance ratings for two semesters given to the personnel of the concerned division/office are at least satisfactory</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>Certification from the Legal Office that the employee has no administrative charge</li> </ul>	Legal Division
For General Claims	
<ul style="list-style-type: none"> <li>PEI Payroll</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>List of personnel dismissed within the year</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>List of personnel on absent without official leave (AWOL)</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office are at least satisfactory</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>Payroll register (hard and soft copy)</li> </ul>	Cashier Section/Unit
<ul style="list-style-type: none"> <li>Letter to the bank to credit employees' account of their PEI claims</li> </ul>	Cashier Section/Unit
<ul style="list-style-type: none"> <li>Validated deposit slips/LDDAP-ADA, if applicable</li> </ul>	Cashier Section/Unit
<b>5.13 Representation and Transportation Allowance (RATA)</b>	
For Individual Claims	
<ul style="list-style-type: none"> <li>Copy of Appointment/Office Order (1st payment)</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>Certificate of Assumption (1st payment)</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>Certificate or evidence of service rendered or Approved DTR</li> </ul>	Personnel Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Certification that the official/employee did not use government vehicle</li> </ul>	General Services Section
<ul style="list-style-type: none"> <li>• Certification on the Actual incurrence of RATA (for those with authorized monthly commutable representation and transportation allowance)</li> </ul>	Personnel Concerned
For General Claims	
<ul style="list-style-type: none"> <li>• Approved RATA payroll</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>• Approved Payroll Register (hard and soft copy)</li> </ul>	Cashier Section/Unit
<ul style="list-style-type: none"> <li>• Letter to the bank to credit employees' account of their RATA claims, if applicable stamped "Received" by the bank</li> </ul>	Cashier Section/Unit
<ul style="list-style-type: none"> <li>• Validated Deposit Slip/LDDAP-ADA, if applicable</li> </ul>	Cashier Section/Unit
<b>5.17 Special Counsel Allowance</b>	
<ul style="list-style-type: none"> <li>• Deputation by the Office of the Solicitor General (OSG) or Authority by the head of agency to assist the OSG, prosecutors, or provide legal representation to the agency or its personnel as its counsel, as the case may be</li> </ul>	Office of the Solicitor General/Head of Agency
<ul style="list-style-type: none"> <li>• Certificate of Appearance issued by the Clerk of Court</li> </ul>	Lower Courts
<ul style="list-style-type: none"> <li>• Certification that the cases to be attended by the lawyer personnel are directly related to the nature/function of the particular office represented</li> </ul>	Office Concerned
<ul style="list-style-type: none"> <li>• Certification issued by the Chief Accountant that the amount being claimed is still within the limitation under the General Provisions of General Appropriations Act (GAA) of the amount per month</li> </ul>	Accounting Section/Unit
<b>5.18 Terminal Leave Benefits</b>	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Office Clearance from money, property and legal accountability from the Central Office and/or from the Regional Office of last assignment</li> </ul>	Personnel Section
<ul style="list-style-type: none"> <li>Ombudsman Clearance/ Certificate</li> </ul>	Office of the Ombudsman
<ul style="list-style-type: none"> <li>Certified photocopy of employees leave card with computed leave credits as at last date of service by the Personnel Section/Unit</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>Approved leave application</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>Complete service record</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>Statement of Assets, Liabilities and Net Worth (SALN)</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>Certified photocopy of appointment/NOSA showing the highest salary received if the salary under the last appointment is not the highest</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>Computation of terminal benefits duly signed /certified by the Chief Accountant</li> </ul>	Accounting Section/Unit
<ul style="list-style-type: none"> <li>Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer</li> </ul>	Personnel Concerned
<ul style="list-style-type: none"> <li>In case of resignation, employee's letter of resignation duly accepted by the Head of the Office.</li> </ul>	Personnel Section/Unit
<ul style="list-style-type: none"> <li>GSIS Clearance</li> </ul>	Personnel Concerned
<i>Additional requirements in case of death</i>	
<ul style="list-style-type: none"> <li>Death certificate issued by PSA</li> </ul>	Claimant
<ul style="list-style-type: none"> <li>Marriage Certificate issued by PSA</li> </ul>	Claimant
<ul style="list-style-type: none"> <li>Birth certificate of all surviving legal heirs issued by PSA</li> </ul>	Claimant
<ul style="list-style-type: none"> <li>Designation of next-of-kin</li> </ul>	Claimant
<ul style="list-style-type: none"> <li>Waiver of rights of children 18 years old and above, if applicable</li> </ul>	Claimant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>6.0 Other Expenditures</b>	
<b>6.1 Utility Expenses</b>	
<ul style="list-style-type: none"> <li>• Statement of Account/Bill</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>• Invoice/Official Receipt or machine validated statement of account/bill</li> </ul>	Service Provider
<b>6.2 Telephone/Communication Expenses</b>	
<ul style="list-style-type: none"> <li>• Statement of Account/Bill</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>• Invoice/Official Receipt or machine validated statement of account/bill or collection and acknowledgement receipts.</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>• Certification by Head of Office or his authorized representatives that all National Direct Dial (NDD), National Operator Assisted Calls and International Operator Assisted Calls are official calls</li> </ul>	General Services Section
<ul style="list-style-type: none"> <li>• Authority from the Head of Office for entitlement to Mobile phone allowance</li> </ul>	Personnel Section/ Personnel Concerned
<ul style="list-style-type: none"> <li>• Certification from the Chief Accountant and Property Officer that the employee was not issued a postpaid plan for mobile phone.</li> </ul>	Account Section/Unit and General Service Section
<b>7.0 Extraordinary and Miscellaneous Expenses</b>	
<ul style="list-style-type: none"> <li>• Certification executed by the official concerned that the amount claimed was spent for the purpose and in the amount not exceeding the limit indicated in the general provisions of the GAA</li> </ul>	Regional Executive Director
<ul style="list-style-type: none"> <li>• Relevant Invoices/Receipts, if the amount claimed was spent for the purpose and in the amount exceeding the limit indicated in the general provisions of the GAA</li> </ul>	Regional Executive Director
<ul style="list-style-type: none"> <li>• Minutes of the meeting if used for the purpose of meetings, seminars and conferences</li> </ul>	Regional Executive Director
<ul style="list-style-type: none"> <li>• Attendance Sheet</li> </ul>	Regional Executive Director



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>8.0 Procurement of Goods, Consulting Services and Infrastructure Projects (Regardless of Mode of Procurement)</b>	
For all types of procurement	
<ul style="list-style-type: none"> <li>• Certified copy of the page of the approved Annual Procurement Plan (APP) or Supplemental APP where the particular Goods, Consulting Services and/or Infrastructure Projects subject of payment is indicated.</li> </ul>	BAC Secretariat
<ul style="list-style-type: none"> <li>• Purchase Requisition (PR)</li> </ul>	Requesting Party/Office Concerned
<ul style="list-style-type: none"> <li>• Certified copy of the submitted Contract or Purchase Order stamped "Received" by COA of the documentary requirements required by COA Circular No. 2009-001 dated February 12, 2009 and COA Memorandum No. 2005-027 dated February 28, 2005 (Annex A-T) and any future amendments thereof</li> </ul>	Procurement Section/Administrative Unit
<ul style="list-style-type: none"> <li>• Letter request for payment from contractor/supplier</li> </ul>	Contractor/Supplier/Service Provider
<ul style="list-style-type: none"> <li>• Copy of Transmittal of Bidding Documents stamped received by COA</li> </ul>	BAC Secretariat
<b>8.1 Infrastructure Projects</b>	
<i>Additional Documentary Requirements</i>	
<b>8.1.1 Advance Payment for Mobilization Cost</b>	
<ul style="list-style-type: none"> <li>• Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee</li> </ul>	Contractor
<b>8.1.2 Progress Payments</b>	
<ul style="list-style-type: none"> <li>• Statement of Work Accomplished (SWA)</li> </ul>	Contractor
<ul style="list-style-type: none"> <li>• Progress Billing Statement</li> </ul>	Contractor
<ul style="list-style-type: none"> <li>• Inspection Report by the Office Authorized Engineer/ Inspectorate Team</li> </ul>	Office Authorized Engineer /Inspectorate Team
<ul style="list-style-type: none"> <li>• Results of Test Analysis, if applicable</li> </ul>	Contractor





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Contractor's Affidavit on payment of laborers and materials</li> </ul>	Contractor
<ul style="list-style-type: none"> <li>Pictures/Geotagged Photos, before, during and after construction of items of work especially the embedded items</li> </ul>	Office Authorized Engineer /Inspectorate Team
<ul style="list-style-type: none"> <li>Certificate of Percentage of completion</li> </ul>	Office Authorized Engineer /Inspectorate Team
<b>8.1.3 Final Payment</b>	
<ul style="list-style-type: none"> <li>As-Built Plans</li> </ul>	Contractor
<ul style="list-style-type: none"> <li>Final SWA</li> </ul>	Contractor
<ul style="list-style-type: none"> <li>Warranty Security</li> </ul>	Contractor
<ul style="list-style-type: none"> <li>Certificate of Completion</li> </ul>	Office Authorized Engineer /Inspectorate Team
<ul style="list-style-type: none"> <li>Copy of turn-over documents/transfer of project and facilities such as motor vehicles, laptops, and other equipment and furniture included in the contract to concerned government agency</li> </ul>	Contractor
<ul style="list-style-type: none"> <li>Certificate of Acceptance by the Office</li> </ul>	Head of Office
<ul style="list-style-type: none"> <li>Final Inspection Report of the Office authorized Engineers and/or Inspectorate Team</li> </ul>	Office Authorized Engineer /Inspectorate Team
<ul style="list-style-type: none"> <li>Statement of Time Elapsed</li> </ul>	Office Authorized Engineer /Inspectorate Team
<ul style="list-style-type: none"> <li>Pictures/Geotagged Photos before, during and after construction of items of work especially the embedded items</li> </ul>	Office Authorized Engineer /Inspectorate Team
<b>8.1.4 Release of Retention Money</b>	
<ul style="list-style-type: none"> <li>Warranty security in form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand</li> </ul>	Contractor
<ul style="list-style-type: none"> <li>Certification from the end-user that the project is completed, inspected and accepted.</li> </ul>	Head of Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>8.2 Consulting Services</b>	
<i>Additional Documentary Requirements</i>	
<ul style="list-style-type: none"> <li>• Copy of curriculum vitae of the consultant</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>• Copy of the Terms of Reference or Contract (for first payment)</li> </ul>	End User
<ul style="list-style-type: none"> <li>• Approved consultancy Progress/Final Reports, and/or output required under the contract</li> </ul>	End User
<ul style="list-style-type: none"> <li>• Progress/Final Billing</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>• Contract of Infrastructure Projects subject of Project Management Consulting Services</li> </ul>	End User
<b>8.3 Goods</b>	
<i>Additional Documentary Requirements</i>	
<b>8.3.1 Supplies, Materials, Equipment and Motor Vehicles</b>	
<ul style="list-style-type: none"> <li>• Original copy of Dealers/Suppliers' Invoices showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his authorized representative</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>• Results of Test Analysis, if applicable</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>• Tax receipts from the Bureau of Customs or the BIR indicating the exact specifications and/or serial number of the equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government (if applicable)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>• Delivery receipt duly received.</li> </ul>	General Service Section/ Administrative Unit
<ul style="list-style-type: none"> <li>• Inspection and Acceptance Report prepared by the Office inspector and signed by the Head of Office or his authorized representative</li> </ul>	Inspectorate Team



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>● Property Acknowledgement Receipt (PAR) for equipment, Inventory Custodian Slip (ICS) for semi-expendables</li> </ul>	General Service Section/ Property Unit
<ul style="list-style-type: none"> <li>● Warranty Security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of semi-/non-expendable supplies, after acceptance by the procuring entity of the delivered supplies (optional for emergency cases and small value procurement)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>● Authority to purchase, in case of motor vehicles</li> </ul>	DBM
<ul style="list-style-type: none"> <li>● For Procurement of drugs and medicines               <ul style="list-style-type: none"> <li>- Certificate of product registration from Food and Drug Administration (FDA)</li> <li>- Certificate of good manufacturing practices from FDA</li> <li>- Batch release certificate from FDA</li> <li>- If the supplier is not the manufacturer, certification from the manufacturer that the supplier is an authorized distributor/dealer of the product/items</li> <li>- License to Operate from FDA with List of Sources (whether it is a manufacturer, importer, seller or distributor)</li> <li>- Certification by the Medical Officer that medicines and drugs requisitioned is included in the PNDF Current Edition</li> <li>- Delivery Receipt/Invoice bearing Lot Nos. and Expiry Dates of the drugs and medicines</li> </ul> </li> </ul>	Supplier



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>8.3.2 For Procurements of Fuel, Oil, and Lubricants</b>	
- Billing/Statement of Account	Service Provider
- Vehicle Trip Ticket	Driver on Duty
- Fuel/Lubricants Requisition and Issue Slip	Requesting Party or Originating Office
- Fuel Consumption Report, if applicable	General Services Section/Administrative Unit
- Monthly Report of Official Travels, if applicable	General Services Section/ Administrative Unit /Drivers
<b>8.3.3 For Procurement of Meals, Snacks, Accommodations for Meeting/Seminar/ Training/Workshop/Orientation</b>	
- Special Order with Activity Design or Notice of Meeting	Requesting Party or Originating Office, Regional Office
- BAC Resolution	BAC Secretariat
- PHILGEPS Bids Notice Abstract – RFQ (above 50k)	BAC Secretariat
- 3 Quotations	Service Provider
- Abstract of Quotation	BAC Secretariat
- Billing or Statement of Account	Service Provider, Requesting Party or Originating Office
- Attendance	Requesting Party or Originating Office
- Activity report / minutes of meeting with photo documentation	Requesting Party or Originating Office
- Inspection and Acceptance Report	Inspectorate Team
<b>8.3.4 General Support Services (janitorial, security maintenance, garbage collection and disposal and similar services)</b>	
● Performance Appraisal Report	End User
● Statement of Account or Contractor's Bill	Service Provider
● Record of Attendance/Service	Service Provider



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Proof of remittance to concerned government agencies [BIR/Social Security System (SSS)/ECC/Pag-ibig/PhilHealth]</li> </ul>	Service Provider
<b>8.3.5 Rental Contracts for Property</b>	
<ul style="list-style-type: none"> <li>• List of prevailing comparable property within the vicinity (for first claim)</li> </ul>	Administrative Division/Management Services Division
<ul style="list-style-type: none"> <li>• Vicinity map (for first claim)</li> </ul>	Administrative Division/Management Services Division
<ul style="list-style-type: none"> <li>• Cost benefits analysis</li> </ul>	End user/ Unit concerned
<ul style="list-style-type: none"> <li>• Market study (for new contracts)</li> </ul>	End user/ Unit concerned
<ul style="list-style-type: none"> <li>• Bills/Invoices</li> </ul>	Contractor
<ul style="list-style-type: none"> <li>• Certificate of Occupancy (space/building) (for first claim)</li> </ul>	Administrative Division/Management Services Division
<b>8.3.6 Repair and Maintenance of Aircrafts, Watercrafts, Equipment and Motor Vehicles</b>	
<ul style="list-style-type: none"> <li>• Bills/Invoices</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>• Pre-Repair Inspection Report</li> </ul>	Inspectorate Team
<ul style="list-style-type: none"> <li>• Post-Repair Inspection Report</li> </ul>	Inspectorate Team
<ul style="list-style-type: none"> <li>• Repair History of Property</li> </ul>	General Service Section/Administrative Unit
<ul style="list-style-type: none"> <li>• Waste Materials Report</li> </ul>	General Service Section/Property Unit
<ul style="list-style-type: none"> <li>• Warranty Certificate</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>• Certificate of Acceptance</li> </ul>	End User
<b>8.3.7 Advertising Expenses</b>	
<ul style="list-style-type: none"> <li>• Bill/Statement of Account</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>• Copy of newspaper clippings evidencing publication and/or CD/DVD in case of TV/Radio commercial</li> </ul>	Requesting Party
<ul style="list-style-type: none"> <li>• Copy of Approved Office Media Plan, if any</li> </ul>	Requesting Party
<b>9.0 Cultural and Athletic Activities</b>	
<ul style="list-style-type: none"> <li>• Budget estimates approved by the Head of Office</li> </ul>	Office Concerned
<ul style="list-style-type: none"> <li>• Office Order</li> </ul>	Regional Executive Director



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Same requirements under procurement depending on the nature of expense and the mode of procurement adopted</li> </ul>	
<b>10.0 Human Resource Development and Training Program</b>	
<ul style="list-style-type: none"> <li>• Budget Estimates Approved by the Head of Office</li> </ul>	Office Concerned
<ul style="list-style-type: none"> <li>• Schedule of Training Approved by the Head of Office</li> </ul>	Office Concerned
<ul style="list-style-type: none"> <li>• Training Design</li> </ul>	Office Concerned
<ul style="list-style-type: none"> <li>• Statements of Account/Bills/Invoices</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>• Official Receipts</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>• Office Order/Terms of Reference</li> </ul>	Office Concerned
<ul style="list-style-type: none"> <li>• Training Report with photo documentation</li> </ul>	Office Concerned

**If eNGP/CBFM Contracts**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. Obligation of eNGP/CBFM Contract</b>	
General Requirements	
<ul style="list-style-type: none"> <li>• Certified Copy of Annual Procurement Plan (APP)</li> </ul>	Procurement Section/Administrative Unit
<ul style="list-style-type: none"> <li>• Notarized MOA/Contract with WFP, Mode of Payment &amp; GIS Map</li> </ul>	Concerned Office/Requesting Party
<ul style="list-style-type: none"> <li>• Site Development Plan</li> </ul>	Concerned Office/Requesting Party
<ul style="list-style-type: none"> <li>• Purchase Request</li> </ul>	Concerned Office/Requesting Party
<ul style="list-style-type: none"> <li>• Notice of Award received by Service Provider</li> </ul>	Procurement Section/Administrative Unit
<ul style="list-style-type: none"> <li>• Notice to Proceed received by Service Provider</li> </ul>	Procurement Section/Administrative Unit
<ul style="list-style-type: none"> <li>• Philgeps Posting of Award/Contract/Proceed</li> </ul>	BAC Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Performance Security</li> </ul>	Peoples Organization/Requesting Party
<i>Additional Documentary Requirements</i>	
<b><i>For Public Bidding</i></b>	
<ul style="list-style-type: none"> <li>BAC Resolution – Mode of Procurement (if there's a change in mode of procurement)</li> </ul>	BAC Secretariat
<ul style="list-style-type: none"> <li>Copy of Transmittal of Bidding Documents stamped received by COA</li> </ul>	BAC Secretariat
<b><i>For Community Participation</i></b>	
<ul style="list-style-type: none"> <li>Endorsement Memorandum for payment from CENRO/Implementing PENRO</li> </ul>	Concerned Office/Requesting Party
<ul style="list-style-type: none"> <li>Letter of Intent</li> </ul>	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> <li>Proof of Posting of RFQ at 3 conspicuous places</li> </ul>	BAC Secretariat
<ul style="list-style-type: none"> <li>Quotations</li> </ul>	Procurement Section/Administrative Unit
<ul style="list-style-type: none"> <li>Abstract of Quotations</li> </ul>	Procurement Section/Administrative Unit
<ul style="list-style-type: none"> <li>LEGAL REQUIREMENTS Certificate of Registration from SEC/CDA/DOLE               <ol style="list-style-type: none"> <li>Certification from the service provider that none of its incorporators, organizers, directors or officials is an agent or related by consanguinity or affinity up to the fourth civil degree to the HOPE, members of BAC or other authorized officials Disclosure of related business, if any and extent of ownership therein</li> </ol> </li> </ul>	BAC Secretariat
<ul style="list-style-type: none"> <li>TECHNICAL REQUIREMENTS               <ol style="list-style-type: none"> <li>List of completed contracts similar to the procurement</li> </ol> </li> </ul>	BAC Secretariat
<ul style="list-style-type: none"> <li>FINANCIAL REQUIREMENTS               <ol style="list-style-type: none"> <li>Certificate that the service provider has an existing bank account / photocopy of Bank Book</li> </ol> </li> </ul>	BAC Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
b. Updated Audited Financial Statements Certification that it has financial management system that maintains sets of book of accounts	
<b>B. Payment of 15% Mobilization Fee</b>	
<ul style="list-style-type: none"> <li>• Letter Request for release of 15% Mobilization fee</li> </ul>	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> <li>• Copy of MOA/Contract with WFP</li> </ul>	Concerned Office/Requesting Party
<ul style="list-style-type: none"> <li>• Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee</li> </ul>	Peoples Organization/Requesting Party
<b>C. Progress Billing</b>	
<ul style="list-style-type: none"> <li>• PO Request for Inspection/Validation and payment</li> </ul>	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> <li>• Statement of Work Accomplished</li> </ul>	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> <li>• Endorsement/Memorandum for payment from CENRO/Implementing PENRO</li> </ul>	Concerned Office
<ul style="list-style-type: none"> <li>• Letter Request to the COA Resident Auditor for the validation of the accomplishment</li> </ul>	Concerned Office (Technical-eNGP)
<ul style="list-style-type: none"> <li>• List of Beneficiaries</li> </ul>	Concerned Office (NGP Coordinator/Site Team Leader)
<ul style="list-style-type: none"> <li>• Parceliarized Plantation Map</li> </ul>	Concerned Office (GIS Team/eNGP Unit)
<ul style="list-style-type: none"> <li>• Certificate of Completion</li> </ul>	Concerned Office
<ul style="list-style-type: none"> <li>• Copy of MOA/Contract with WFP</li> </ul>	Concerned Office/Requesting Party
<ul style="list-style-type: none"> <li>• Inspection Report with Geotagged Photos</li> </ul>	Inspectorate Team
<b>D. Final Payment</b>	
<ul style="list-style-type: none"> <li>• Request for Inspection and Final Payment</li> </ul>	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> <li>• Final Statement of Work Accomplished</li> </ul>	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> <li>• Endorsement/Memorandum for payment from CENRO/Implementing PENRO</li> </ul>	Concerned Office
<ul style="list-style-type: none"> <li>• Letter Request to the COA Resident Auditor for the validation of the accomplishment</li> </ul>	Concerned Office (Technical-eNGP)
<ul style="list-style-type: none"> <li>• List of Beneficiaries</li> </ul>	Concerned Office (NGP Coordinator/Site Team Leader)





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Parceliarized Plantation Map</li> </ul>	Concerned Office (GIS Team/eNGP Unit)
<ul style="list-style-type: none"> <li>Certificate of Completion and Acceptance</li> </ul>	Concerned Office
<ul style="list-style-type: none"> <li>Copy of MOA/Contract with WFP</li> </ul>	Concerned Office/Requesting Party
<ul style="list-style-type: none"> <li>Final Inspection Report with Geotagged Photos</li> </ul>	Inspectorate Team
<b>E. Release of Retention fee</b>	
<ul style="list-style-type: none"> <li>Letter Request for Release of Retention Fee</li> </ul>	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> <li>Endorsement/Memorandum for payment from CENRO/Implementing PENRO</li> </ul>	Concerned Office
<ul style="list-style-type: none"> <li>Evaluation Report that the PO Plantation attained at least 85% Survival Rate</li> </ul>	Concerned Office
<ul style="list-style-type: none"> <li>Certificate of Final Acceptance</li> </ul>	Head of Procuring Entity
<ul style="list-style-type: none"> <li>Affidavit of Completion</li> </ul>	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> <li>Project Completion Report</li> </ul>	Concerned Office (Technical-eNGP)
<ul style="list-style-type: none"> <li>Letter of Final Turn Over (after 3<sup>rd</sup> year Protection and Maintenance of Established Plantation (PMEP))</li> </ul>	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> <li>Certificate of Site Development</li> </ul>	Concerned Office (Technical-eNGP)
<b>F. Progress Payment for Seedling Production (non-Comprehensive Site Development (CSD))</b>	
<ul style="list-style-type: none"> <li>PO Request for Inspection/Validation and payment</li> </ul>	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> <li>Endorsement/Memorandum for payment from CENRO/Implementing PENRO</li> </ul>	Concerned Office (Technical-eNGP)
<ul style="list-style-type: none"> <li>Statement of Work Accomplishment</li> </ul>	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> <li>Letter Request to the COA Resident Auditor for the validation of the accomplishment</li> </ul>	Concerned Office (Technical-eNGP)
<ul style="list-style-type: none"> <li>Inspection Report with Nursery Tally Sheet and Geotagged Photos</li> </ul>	Composite Inspection Team
<ul style="list-style-type: none"> <li>Copy of MOA/Contract with WFP</li> </ul>	Concerned Office (Technical-eNGP)
<ul style="list-style-type: none"> <li>Same requirements under procurement depending on the nature of expense and the mode of procurement adopted</li> </ul>	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>G. Additional Requirements for seedling procurement (non-CSD)</b>	
<ul style="list-style-type: none"> <li>• Delivery Receipt /Seedlings Acknowledgement Receipt</li> </ul>	Seedling Supplier
<ul style="list-style-type: none"> <li>• Same requirements under procurement depending on the nature of expense and the mode of procurement adopted</li> </ul>	

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit ORS/BURS with DV and complete supporting documents to Budget Unit/Section.	1. Review completeness of documents, receive and record in Logbook/electronic tracking system the ORS/BURS, and forward documents to the concerned Processor.	None	30 min.	Receiving/Releasing Clerk Budget Unit/Section
1.1. None	1.1. Review, check fund availability and allotment, record and assign number in the ORS/BURS Control Book/RAOD, and affix initial on ORS/BURS. Forward to Chief Budget Officer.	None	2 hours (Complex)  4 hours (Highly technical)	Budget Staff Budget Unit/Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.2. None	1.2. Review documents and sign Box B of ORS/BURS.	None	2 hours (Complex) 4 hours (Highly technical)	Chief Budget Officer Budget Unit/Section or Designated OIC
1.3. None	1.3. Update record in Logbook/ electronic tracking and forward the documents to Accounting Unit/Section/ Concerned Office.	None	1 hour	Receiving/Releasing Clerk Budget Unit/Section
1.4. None	1.4. Check completeness of supporting documents, receive, record in Logbook / electronic tracking system, assign DV number and forward to concerned Accounting Staff.	None	1 hour.	Receiving/Releasing Clerk Accounting Unit/Section
1.5. None	1.5. Process DV as to completeness of supporting documents, cash availability, and	None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>amount claimed proper.</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>		<p>1 day 4 hours (Complex)</p> <p>3 days (Highly technical)</p>	<p>Accounting Staff</p> <p>Accounting Unit/Section</p>
1.6. None	1.6. Review DV and sign Box C of DV, and forward to Receiving/Releasing Clerk.	None	<p>1 day (Complex)</p> <p>2 days (Highly technical)</p>	<p>Accountant III or Accountant II or Accountant I or Designated OIC</p>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.7. None	1.7. Release DV and other documents to approving authority based on Manual of Authorities.	None	1 hour	Receiving/Releasing Clerk Accounting Unit/Section
1.8. None	1.8. Receive and batch up ORS/BURS, DV and supporting documents. Sign Box D of the DV. Forward to Receiving/Releasing Clerk.	None	1 day	
	<b>Regional Office</b> <i>Personnel Services</i>			<i>DC FD or ARD MS or RED or ARD TS or Designated OIC</i>
	<i>MOOE and CO</i> <i>Up to P500k and PS</i> <i>Remittances regardless of amount</i>			<i>DC FD or DC AD or Designated OIC</i>
	<i>MOOE</i> <i>Remittances regardless of amount</i>			<i>DC FD or ARD MS or ARD TS or Designated OIC</i>
	<i>MOOE and CO</i> <i>Up to P 5M</i>			<i>ARD MS or RED or ARD TS or Designated OIC</i>
	<i>MOOE and CO</i> <i>Above P 5M</i>			<i>RED or ARD MS or ARD TS or Designated OIC</i>
	<b>PENRO</b> <i>Personnel Services,</i> <i>MOOE and CO</i>			<i>DC MSD or DC TSD or PENRO or Designated OIC</i>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<i>PS and MOOE Remittances</i>			<i>DC MSD or PENRO or Designated OIC</i>
1.9. None	1.9. Receive documents and forward to Cashier or Accounting Unit/Section	None	30 min.	Receiving/Releasing Clerk <i>Office of Approving Authority</i>
1.10. None	1.10. Receive DV, ORS/BURS and other supporting documents, review and record in logbook/ Electronic tracking system	None	30 min.	<i>Receiving/Releasing Clerk Cashier Section/Unit</i>  <i>Receiving/Releasing Clerk Accounting Section/Unit</i>
1.11. None	1.11. Batch-up DVs into batch/folder. Forward to assigned/concerned staff.	None	1 hour	<i>Receiving/Releasing Clerk Cashier Section/Unit</i>  <i>Receiving/Releasing Clerk Accounting Section/Unit</i>
1.12. None	1.12. Prepare Checks, ACIC or LDDAP-ADA. Forward to Chief Accountant or Head of Cashier.	None	4 hours	Accounting Staff Accounting Unit/Section  Cashier Staff Cashier Section/Uni



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.13. None	<p>1.13 Check completeness of signature on DV and the amount on the check and ACIC and/or LDDAP-ADA.</p> <p>Sign/Certify/Counter sign/Approve check and ACIC and /or LDDAP-ADA.</p> <p><i>(The signing, certifying, countersigning, and approving authority in the Regional and PENR Officer may sign simultaneously to ensure timely payment of transactions.)</i></p> <p><b>FOR SIGNING / CERTIFYING AUTHORITY</b></p> <hr/> <p><b>FOR CHECKS, ACIC AND ADA</b></p> <p>(PS, MOOE and CO – regardless of amount)</p> <p><u>REGIONAL OFFICE</u></p>	None	1 day	<p><i>Cashier III or Cashier II or Cashier I</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<u>PENR OFFICE</u>			<i>Cashier or Designated Cashier</i>
	<b>FOR LDDAP</b> (PS, MOOE and CO – regardless of amount) <u>REGIONAL OFFICE</u>			<i>Accountant III or Accountant II or Accountant I or Designated OIC</i>
	<u>PENR OFFICE</u>			<i>Accountant or Designated OIC</i>
	<b>FOR COUNTERSIGNING / APPROVING AUTHORITY</b>			
	<b>FOR CHECKS AND ADA</b> (PS– regardless of amount) <u>REGIONAL OFFICE</u>			<i>ARD MS or RED or Designated OIC</i>
	<u>PENR OFFICE</u>			<i>PENR Officer or Designated OIC</i>
	<b>FOR ACIC</b> <u>REGIONAL OFFICE</u>			<i>DC AD or ARD MS or Designated OIC</i>
	<u>PENR OFFICE</u>			<i>DC MSD or PENRO or Designated OIC</i>





CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	MOOE/CO - Up to Php5M <u>REGIONAL OFFICE</u>			<i>ARD MS or ARD TS or RED or Designated OIC</i>
	MOOE/CO – Above Php5M <u>REGIONAL OFFICE</u>			<i>RED or ARD MS or ARD TS or Designated OIC</i>
	MOOE/CO– regardless of amount <u>PENR OFFICE</u>			<i>PENR Officer or DC MSD or DC TSD or Designated OIC</i>
	<b>FOR LDDAP</b> (PS - regardless of amount) <u>REGIONAL OFFICE</u>			<i>DC FD or ARD MS or RED or Designated OIC</i>
	<u>PENR OFFICE</u>			<i>DC MSD or DC TSD or PENR Officer or Designated OIC</i>
	MOOE/CO - Up to Php5M <u>REGIONAL OFFICE</u>			<i>DC FD or ARD MS or RED or Designated OIC</i>
	MOOE/CO – Above Php5M <u>REGIONAL OFFICE</u>			<i>ARD MS or ARD TS or RED or Designated OIC</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	MOOE/CO – regardless of amount <u>PENR OFFICE</u>			<i>DC MSD or DC TSD or PENR Officer or Designated OIC</i>
1.14. None	1.14 Forward to Cashier.	None	15 min.	Receiving/Releasing Clerk Office of Approving Authorities
1.15. None	1.15 Receive and Record signed Check/ ADA and ACIC, and forward to cashier staff.	None	15 min.	Receiving/Releasing Clerk Cashier Section/Unit
1.16. None	1.16 Record particulars in Checks and Advices to Debit Account Disbursement Record, Report of Checks Issued and Cancelled (RCIC)/Report of ADA Issued (RADAI).  <i>Inform the clientele if the check is ready for pick-up, or the ADA was already prepared for them to issue OR upon crediting</i>	None	2 hours.	Cashier Staff Cashier Section/Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<i>payment to their account.</i>			
1.17. Proceed to Cashier Unit/Section and present necessary documents to claim the check and/or validated ADA and issue Official Receipt, if applicable	1.17 Release Check/ADA to customer/bank with tax certificate (supplier) if applicable.	None	30 min.	Cashier Cashier Section/Unit
<b>TOTAL:</b>		<b>None</b>	<b>Complex</b>	<b>6 days, 4 hours and 30 mins</b>
			<b>Highly Technical</b>	<b>9 days, 5 hours and 30 mins</b>

\*All documents are assumed to be from or submitted to the Administrative Division/Section/Unit considering that this process flow starts with the payment, and that the Administrative Division has its separate processes for procurement.



**CLASSIFICATION:**

<b>Complex</b>	<b>Highly Technical</b>
<ul style="list-style-type: none"><li>● Cash Advances</li><li>● Salary</li><li>● Allowances, Honoraria and Other Forms of Compensations</li><li>● Other expenditures</li><li>● Extraordinary and Miscellaneous Expenses</li><li>● Cultural and Athletic Activities</li><li>● Human Resource Development and Training Program</li></ul>	<ul style="list-style-type: none"><li>● Fund Transfers to Non-Government Organization/People's Organizations/ Civil Society Organizations (NGOs/POs/CSOs) except NGP</li><li>● Fund Transfers to Implementing Agency</li><li>● Procurement of Goods, Consulting Services and Infrastructure Projects (Regardless of Mode of Procurement)</li><li>● eNGP/CBFM Contracts</li></ul>

Rule VII, Section 2(b) of the Joint Memorandum Circular No. 2019-001 or the Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 11032 states that:

“xxx

*The Government office or agency shall not process deficient or incomplete applications or request, and shall only process an application or request if it is complete. In case the application or requests is deficient, the processing time as provided under the Act and these Rules shall only commence once the applicant or requesting party has rectified the deficiency.*

*For processes that involve several stages with corresponding prescribed requirements, the processing time for each stage commences on the date/time that the applicant has satisfactorily completed the requirements for the previous stage and has submitted all the requirements for the subsequent stage being applied for.”*



**DENR CENR, PENR AND REGIONAL OFFICE**  
**Administrative and Finance**  
**(External Services)**



## 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.

<b>Office or Division:</b>	Bids and Awards Committee (BAC) Secretariat, Procurement Section/Unit, DENR PENR and Regional Offices		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B - Government to Business		
<b>Who may avail:</b>	Prospective Bidder/s		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE	
1. Present One (1) Valid Company Identification Card		Prospective Bidder Company	
2. Official Receipt (1 original)		Cashier Unit/Section, DENR PENR or Regional Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit copy of Official Receipt as proof of payment as indicated in the invitation to bid (ITB) for the Bidding Documents.	1. Receive copy of Official Receipt and issue copy of the Bidding Documents.	Please refer to the table of fees below.	15 minutes	BAC Secretariat Procurement Section/Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Receive copy of Bidding Documents, register in the logbook and acknowledge receipt of Bidding Documents.	2. Release Bidding Documents and Maintain registry of Bidders who purchased the Bidding Documents.		15 minutes	BAC Secretariat Procurement Section/Unit
	<b>TOTAL:</b>	Please refer to the table of fees below.	<b>30 min.</b>	

*\*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



**DENR CENR, PENR AND REGIONAL OFFICE**  
**Forestry**  
**(External Services)**





## CITIZEN'S CHARTER NO. RO-F-01. ISSUANCE OF PRIVATE TREE PLANTATION REGISTRATION (PTPR)

This Certificate shows the ownership of plantations or planted trees within private, titled lands or tax declared alienable and disposable lands. The issuance of PTPR requires inventory and ocular inspection in the area. Tree inventory for permits (e.g. TCP or PLTP) is a process conducted separately from the inspection for PTPR per existing DENR policies, rules and regulations.

<b>Office/Division:</b>	Regulation and Permitting Section, DENR Implementing PENR/CENR Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen	
<b>Who may Avail of the Service:</b>	Filipino Citizen/ Individual or Sole Proprietorship; Private Corporation duly registered with the Securities and Exchange Commission (SEC); Partnership or Association duly registered with SEC; Owners and operators of existing wood processing plants, provided however, that they shall file individual applications for wood processing plants which are independently operated in separate locations; within Alienable and Disposable Lands (A&D)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Letter of Application (1 original, 1 photocopy)	Requesting Party	
2. OCT, TCT, Judicial Title, CLOA, Tax Declared Alienable and Disposable Lands (1 certified true copy)	Requesting Party, Assessor's Office, Registry of Deeds (ROD), NCIP, DAR	
3. Data on the number of seedlings planted, species and area planted	Requesting Party	
<b>4. Additional Requirement</b>		
<b>if the applicant is a representative</b>		
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 of application and supporting documents, and receive, record (including scanning) and forward the application to Deputy CENR / CENR Officer. Provide Requesting Party an acknowledgement receipt of the documents.	None	50 min.	Chief/Technical Staff Regulation and Permitting Section (RPS)  Receiving/Releasing Clerk, CENRO Records Unit
1.1. None	1.1. Receive and review the application, and assign inspection team to conduct site inspection.	None	30 min.	Chief RPS
2. Guide/accompany the inventory team to the site	2. Conduct inspection of the area (100% inventory of trees) and prepare report with attachments (map, geo-tagged photos and tally sheets). Forward to Chief, RPS.	None	15 working days	Inspection Team RPS
2.1. None	2.1. Evaluate and review the application. And forward to Forest Utilization Unit (FUU)/RPS.	None	4 hours	Chief RPS (CENRO)/ Chief TSD (Implementing PENRO)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2.2. None	2.2. Receive and review application. Prepare two (2) copies of PTPR and affix initial on the file copy, and forward to Chief, RPS.	None	4 hours	Chief FUU(CENRO) Chief RPS (Implementing PENRO)
2.3. None	2.3. Receive and review the application and inspection report and submit recommendation to CENRO/Implementing PENRO	None	1 hour	Chief RPS/TSD Implementing PENRO
2.4. None	2.4. Receive and review application. Approve and sign PTPR.	None	1 hour	CENR Officer CENRO / Implementing PENRO
3. Receive approved PTPR	4. Record and release approved PTPR to applicant	None	30 min.	Receiving/Releasing Clerk CENRO Records Unit
<b>TOTAL:</b>		None	<b>16 days, 3 hours and 50 min.</b>	



## CITIZEN'S CHARTER NO. RO-F-03a. ISSUANCE OF CERTIFICATE OF VERIFICATION (COV) FOR THE TRANSPORT OF PLANTED TREES WITHIN PRIVATE LAND, NON-TIMBER FOREST PRODUCTS EXCEPT RATTAN AND BAMBOO

COV is a document to be presented when transporting planted trees within private lands not registered under the Private Tree Plantation Registration and/or non-premium trees, non-timber forest products (except rattan and bamboo).

<b>Office or Division:</b>	Regulation and Permitting Section, DENR Implementing PENR/CENR Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
<b>Who may avail:</b>	Concerned Individual, Timber Dealers, Schools and Universities, ERDB, FPRDI and other Government Office, Wood Processing Plants (WPPs) permittee.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Request letter indicating the following: (1 original, 1 photocopy)	<ul style="list-style-type: none"> <li>a. Type of forest product</li> <li>b. Species</li> <li>c. Estimated volume/quantity</li> <li>d. Type of conveyance and plate number</li> <li>e. Name and address of the consignee/destination</li> <li>f. Date of transport</li> </ul>	
<ul style="list-style-type: none"> <li>a. Type of forest product</li> <li>b. Species</li> <li>c. Estimated volume/quantity</li> <li>d. Type of conveyance and plate number</li> <li>e. Name and address of the consignee/destination</li> <li>f. Date of transport</li> </ul>		
2. Certification that the forest products are harvested within the area of the owner (for non-timber) (1 original)	Barangay LGU	
3. Approved Tree Cutting Permit for timber (1 photocopy)	Requesting Party or concerned DENR Office	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. OR/CR of conveyance and Driver's License (1 photocopy)	Requesting Party
<b>5. Additional Requirement</b>	
<b>if the owner of the forest product is not the owner of the conveyance</b>	
Certificate of Transport Agreement (1 original)	Requesting Party
<b>if applicant is not the land owner</b>	
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 supporting documents	1. Check completeness of request and supporting documents, receive application and forward to PENR/CENR Officer/Deputy CENR Officer	None	30 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
1.1. None	1.1. Receive and review application. Forward to Chief RPS (CENRO)/Chief TSD (Implementing PENRO)	None	30 min.	<i>PENR/CENR Officer/ Deputy CENR Officer</i>
1.2. None	1.2. Receive, review/evaluate request, and assign a team to conduct verification.	None	1 hour	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.3 None	1.3. Prepare and approve Order of Payment	None	1 hour	<i>CENR Officer/Accountant for implementing PENRO</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment and issue Official Receipt to the client	<p>Php 50.00/ truck load Certificate of Verification Fee</p> <p>Php 36.00 Oath Fee per application</p> <p>Php 360.00 Inspection fee *</p>	30 min.	<i>Bill Collector/ Cashier for implementing PENRO</i>
3. Receive OR	3. Inspect the forest products in the area, and prepare Inspection Report, and Certificate of Verification (COV) and affix initial duplicate copy of COV.	None	5 days	<i>Inspection Officer CENRO/Implementing PENRO</i>
3.1. None	3.1. Review inspection report and affix initial on the duplicate copy of COV. Forward to the PENR/CENR Officer for approval.	None	1 hour	Chief RPS (CENRO)/Chief TSD (Implementing PENRO)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.2. None	3.2. Receive and review report. Sign and approve COV.	None	1 hour	<i>CENR/PENR Officer</i>
3.3. Receive COV.	3.3. Record and release approved COV.	None	15 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
<b>TOTAL:</b>		Php 50.00/ truck load Certificate of Verification Fee  Php 36.00 Oath Fee per application  Php 360.00 Inspection Fee  <b>Php 446.00 +</b>	<b>5 days, 5 hours &amp; 45 min.</b>	

\*Fees and charges are based on DAO 2004-16



**CITIZEN'S CHARTER NO. RO-F-03b. ISSUANCE OF CERTIFICATE OF TIMBER/LUMBER ORIGIN (CTO/CLO) FOR PROCESSED LOGS/LUMBER FROM WOOD PROCESSING PLANT (WPP) TO OTHER WPP OR DESIRED DESTINATION/S**

CTO/CLO is a document to secure/present when transporting processed logs or lumber from WPP to another WPP or desired destination

<b>Office or Division:</b>	Regulation and Permitting Section, DENR Implementing PENR/CENR Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen
<b>Who may avail:</b>	Concerned Individual, Wood Processing Plants (WPPs) permittee, Registered Lumber Dealers

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Request letter indicating the following: (1 original, 1 photocopy) <ul style="list-style-type: none"> <li>g. Species, Dimension (Lumber), Number of pieces/poles and volume</li> <li>h. Name and Place of loading/Lumber Origin</li> <li>i. Type of conveyance and plate number</li> <li>j. Date of transport</li> <li>k. Name and address of the consignee/destination</li> <li>l. Source of Forest Product (Permit/Agreement/Imported Product)</li> </ul>	Requesting Party
2. Approved WPP Permit or Certificate of Registration as Lumber/Timber Dealer (1 photocopy)	Requesting Party
3. Approved Log/Lumber Supply Contract or Invoice Receipt (1 photocopy)	Requesting Party





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>4. Additional Requirement</b>	
<b>if applicant is not the WPP owner</b>	
Special Power of Attorney (SPA) (1 original)	Requesting Party, Private Lawyer or Notary Public
<b>If the owner of the Lumber is not the owner of the Conveyance</b>	
Certificate of Transport Agreement (CTA) (1 original, 1 photocopy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request letter and supporting documents	1. Check completeness of request and supporting documents, receive application and forward to PENR/CENR Officer/Deputy CENR Officer	None	30 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
1.1. None	1.1. Receive and review application. Forward to Chief RPS (CENRO)/Chief TSD (Implementing PENRO)	None	30 min.	<i>PENR/CENR Officer/ Deputy CENR Officer</i>
1.2. None	1.2. Receive, review/evaluate request, and assign a team to conduct verification.	None	1 hour	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.3. None	1.3. Prepare and approve Order of Payment	None	1 hour	<i>CENRO/Accountant for implementing PENRO</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  Php 36.00 Oath Fee per application  Php 360.00 Scaling fee  *	30 min.	<i>Bill Collector/ Cashier for Implementing PENRO</i>
3. Receive OR	3. Inspect the forest products in the area, and prepare Inspection Report, and Certificate of Timber/Lumber Origin (CTO/CLO) and affix initial duplicate copy of CTO/CLO	None	5 days	<i>Inspection Officer CENRO/Implementing PENRO</i>
3.1. None	3.1. Review inspection report and affix initial on the duplicate copy of CTO/CLO. Forward to the PENR/CENR Officer for approval.	None	1 hour	Chief RPS (CENRO)/Chief TSD (Implementing PENRO)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.2. None	3.2. Receive and review report. Sign and approve CTO/CLO.	None	1 hour	<i>PENR/CENR Officer</i>
4. Receive CTO/ CLO	4. Record and release approved CTO/CLO.	None	15 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
<b>TOTAL:</b>		Php 50.00/ truck load  Php 36.00 Oath Fee per application  Php 360.00 Scaling Fee  <b>Php 446.00 +</b>	<b>5 days, 5 hours &amp; 45 min.</b>	

\*Fees and charges are based on DAO 2004-16



## CITIZEN'S CHARTER NO. RO-F-04. APPLICATION FOR CHAINSAW REGISTRATION

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.

<b>Office or Division:</b>	Regulation and Permitting Section, DENR Implementing PENR/CENR Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
<b>Who may avail:</b>	Holder of Timber License Agreement, Production Sharing Agreement, Co-production Sharing Agreement, or a Private Land Timber Permit/Special Private Land Timber Permit, CBFMA, IFMA, SIFMA, or other tenurial instruments; Orchard or tree farmer; Industrial tree farmer; Licensed wood processor and the chainsaw shall be used for the cutting of timber that has been legally sold to said applicant; Anyone who shows satisfactory proof that the possession and/or use of a chainsaw is for a legal purpose; and Agencies of the government, GOCCs that use chainsaws in some aspects of their functions (except for Palawan where the jurisdiction falls with PCSD); CTPO/PTPR holders.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Duly accomplished Application Form	Implementing PENR/CENR Office
2. 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
3. SPA if the applicant is not the owner of the chainsaw	Requesting Party
4. Detailed Specification of Chainsaw (brand, model, engine capacity, Serial Number.)	Requesting Party, Store or Dealer
5. Notarized Deed of Absolute Sale, if transfer of ownership (1 original)	Requesting party, Private Lawyer or Notary Public Office
6. Chainsaw to be registered	Requesting Party



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>8. Additional Requirements</b>	
<b>if Tenorial Instrument holder</b>	
Certified True Copy of Forest Tenure Agreement	Requesting Party
<b>if Business Owner</b>	
Business Permit (1 photocopy)	Requesting Party
<b>if Registered as Private Tree Plantation Owner</b>	
Certificate of Registration	Requesting Party
<b>if the applicant shows satisfactory proof that the possession and/or use of a chainsaw is for a legal purpose</b>	
Business Permit from LGU or affidavit that the chainsaw is needed in applicants/profession/work and will be used for legal purpose (1 photocopy)	Requesting Party
<b>if licensed Wood Processor</b>	
Wood processing plant permit (1 photocopy)	Requesting Party
<b>if government, and GOCC</b>	
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
<b>If renewal of registration</b>	
Latest Certificate of Chainsaw Registration (1 Photocopy)	Requesting Party

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	None	30 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit  Technical Staff RPS/TSD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	CENR Officer. Provide Requesting Party an acknowledgement receipt of the documents.			
1.1. None	1.1. Receive and review application. Forward application to Technical Staff. Prepare Order of Payment.	None	30 mins	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>
1.2 None	1.2. Approve Order of Payment.	None	30 mins	<i>CENR Officer/Accountant for Implementing PENRO</i>
2. Receive Order of Payment and pay corresponding fee.	2. Receive payment and issue Official Receipt (OR).	Php 500.00 Registration Fee *	30 min.	<i>Bill Collector/ Cashier</i>
3. 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>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.1. None	3.1. Receive and review application. Affix initial on the duplicate copy. Forward to 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 Certificate of Registration.	None	1 day	<i>PENR/CENR Officer</i>
4. Receive Certificate of Chainsaw Registration.	4. Record, assign control number and release Certification of Registration.	None	30 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
<b>TOTAL</b>		<b>Php 500.00 Registration Fee</b>	<b>2 days, 4 hours &amp; 30 min.</b>	

\*Fees and charges are based on DAO 2004-16



**CITIZEN'S CHARTER NO. RO-F-05. ISSUANCE OF SPECIAL/TREE CUTTING AND/OR EARTH BALLING PERMIT FOR TREES AFFECTED BY PROJECTS OF NATIONAL GOVERNMENT AGENCIES (DPWH, DOTr, DepEd, DA, DOH, CHED, DOE, and NIA)**

This Permit serves as proof of authorization for the removal/cutting and/or relocation of trees affected by projects of the National Government Agencies (DPWH, DOTr, DepEd, DA, DOH, CHED, DOE and NIA)

<b>Office or Division:</b>	Regulation and Permitting Section, Implementing PENR/CENR Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	National Government Agencies (DPWH, DOTr, DepEd, DA, DOH, CHED, DOE, and NIA)*	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Letter of Application (1 original)	Requesting Party	
2. LGU Endorsement/Certification of No Objection (1 original)	Concerned LGU (City/Municipal/Barangay)	
3. Approved Site Development Plan/Infrastructure Plan with tree charting indicating the geotagged location of individual trees affected by the project, to be numbered sequentially, as basis of validation by the DENR during actual cutting operations (1 Certified true Copy)	Requesting Party	
4. Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC), whichever is applicable. (1 certified copy)	Environmental Management Bureau (EMB) Regional Office	
5. NCIP Clearance (FPIC/CP/CNO, whichever is applicable)	NCIP	
6. Waiver/Consent of owner/s, if titled property, if applicable (1 original)	Concerned lot owner	
7. 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*	1. Check completeness of application and supporting documents, and receive, record and forward the application to PENR/CENR Officer/Deputy CENR Officer. Provide Requesting Party an acknowledgement receipt of the documents.	None	50 min.	<i>Receiving/Releasing Clerk, CENRO/Implementing PENRO Records Unit</i>
1.1. None	1.1. Review and refer the application to Chief, RPS/TSD.	None	1 hour	<i>PENR/CENR Officer/ Deputy CENR Officer</i>
1.2. None	1.2. Receive and review application, and assign inspection team to conduct site inspection.	None	30 mins.	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>
1.3. None	1.3. Prepare Order of Payment.	None	15 mins.	<i>Staff in-charge RPS/TSD</i>
1.4.	1.4 Approve Order of Payment	None	15 Mins	<i>CENR Officer/Accountant for Implementing PENRO</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Pay Application oath and/or Certification Fee	2. Accept payment and issue Official Receipt (OR)	Php 50.00/ Certification Fee  Php 36.00/ application Oath Fee **	30 mins.	<i>Credit Officer</i>
3. Receive and forward the OR to RPS.	3. Accept the OR and schedule the ocular inspection/ validation.	None	1 hour	<i>Staff in-charge/ Inspection Team RPS/TSD</i>
4. Guide/accompany the inventory team to the site.	4. Conduct ocular inspection/validation of the area and prepare endorsement to Implementing PENR/ CENR Officer.	None	2 days	<i>Inspection Team RPS/TSD</i>
4.1. None	4.1. Review the inspection report. Prepare cutting permit, initial and forward to the Chief, RPS/TSD for review and initial.	None	1 hour	<i>Chief/Technical Staff Concerned Unit/Section,</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4.2. None	4.2. Receive and Review, initial and forward the cutting permit to the Implementing PENR/ CENR Officer/Deputy CENR Officer.	None	1 hour	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>
4.3. None	4.3. Review and sign/approve the Tree Cutting Permit (TCP).	None	1 hour	<i>PENR/CENR Officer/ Deputy CENR Officer</i>
5. Receive approved TCP	5. Record and release, the approved TCP.		30 min.	<i>Receiving/Releasing Clerk, CENRO/Implementing PENRO Records Unit</i>
<b>TOTAL:</b>		<b>Php 50.00/ Certification Fee</b>  <b>Php 36.00/ application Oath Fee</b> **	<b>2 days, 7 hours &amp; 50 min.</b>	

\*Prior to the application, NGA shall submit their proposal/requirements to the CENR/Implementing PENR Office.

\*\*Forest charges may apply to all naturally growing trees

**Note: Seedling replacement shall be complied by the requesting agency after the cutting**



**CITIZEN'S CHARTER NO. RO-F-06. ISSUANCE OF TREE CUTTING PERMIT FOR PLANTED TREES AND NATURALLY GROWING TREES FOUND WITHIN PUBLIC PLACES (PLAZA, PUBLIC PARKS, SCHOOL PREMISES OR POLITICAL SUBDIVISIONS) FOR PURPOSES OF PUBLIC SAFETY**

This Permit serves as proof of authorization for the removal/cutting of trees in public places (Plaza, Public Parks, School Premises or Political Subdivisions for purposes of public safety).

<b>Office or Division:</b>	Regulation and Permitting Section, Implementing PENR/CENR Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business
<b>Who may avail:</b>	Any Filipino citizen, Local Government Units (LGUs), Schools, Homeowners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter (1 original)	Requesting Party
2. LGU Endorsement/Certification of No Objection/Resolution (1original)	Concerned LGU (City/Municipal/Barangay)
<b>3. Additional Requirements</b>	
<b>if within Subdivisions</b>	
Homeowner's Resolution (1 original/1 Certified True Copy)	Homeowner's Association
<b>if School/Organization</b>	
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
1. Submit letter and complete requirements	1. Check completeness of application and supporting documents, and receive, record (including scanning) and forward the application to Deputy CENR Officer/ CENR/PENR Officer. Provide Requesting Party an	None	50 min.	<i>Receiving/Releasing Clerk</i> Implementing PENRO/CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	acknowledgement receipt of the documents.			
1.1. None	1.1. Receive, review and refer the application to Chief, RPS.	None	1 hour	<i>Deputy CENR Officer/ CENR/PENR Officer</i>
1.2. None	1.2. Receive and review the application, and assign inspection team to conduct site inspection.	None	30 min.	<i>Chief RPS</i>
1.3. None	1.3. Prepare Order of Payment.	None	30 min.	<i>Staff in-charge RPS</i>
1.4. None	1.4. Approve Order of Payment and forward to Requesting Party.	None	10mins	<i>Accountant /CENR Officer or designated representative</i>
2. Pay certification and oath fee	2. Accept payment and issue Official Receipt (OR).	Php 50.00/ Certification Fee  Php 36.00/ application Oath Fee  Php 1,200.00/ha Inventory Fee* (for 1 ha and above)	30 min.	<i>Credit Officer</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
3. Receive and forward the OR to RPS.	3. Accept the OR. Schedule the inspection.	None	1 day	<i>Staff in-charge/ Inspection Team RPS</i>
4. Guide/accompany the inventory team to the site.	4. Conduct inspection of the area (100% inventory of trees) and prepare duly subscribed and sworn report with attachments (map, geo-tagged photos and tally sheets) and endorsement to PENR/CENR Office. Forward to Chief, RPS/TSD.  (Inspection in accordance to DMO No. 1991-08 and FMB Technical Bulletin No. 3)	None	15 days	<i>Inspection Team RPS</i>
4.1. None	m. Review the inspection report and submit recommendation to PENR/CENR Officer.	None	1 hour	<i>Chief RPS/TSD</i>
4.2. None	n. Receive and review the application and inspection report. Approve the Tree Cutting Permit (TCP)	None	1 hour	<i>PENR/CENR Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Receive the approved Tree Cutting Permit	5. Record and release approved Tree Cutting Permit to requesting party	None	30 min.	Receiving/Releasing Clerk Implementing PENRO/CENRO Records Unit
<b>TOTAL</b>		<b>Php 50.00/ Certification Fee</b>  <b>Php 36.00/ application Oath Fee</b>  <b>Php 1,200.00/ha Inventory Fee*(for 1 ha and above)</b>	<b>16 days &amp; 6 hours</b>	

\*Fees and charges are based on DAO 2004-16

Note: Forest charges shall be paid after the cutting of trees.



**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, gather and utilize naturally grown trees within private or titled lands. This shall not cover the trimming, pruning, cutting and removal of trees within power line corridors which no longer require to secure prior clearance or permit from, but with due notice to, the DENR Field Offices, pursuant to RA No. 11361, S. 2019. Further, the transport of logs derived therefrom shall require a transport permit consistent with existing rules and regulations.

All new applications and requests for extension of Tree Cutting and Earth-balling Permits for naturally growing trees shall be issued by the concerned DENR Regional Executive Director, **except cutting for public purposes of National Government Agencies which includes the DPWH, DOTr, DepEd, DA, DOH, CHED, DOE, and NIA** pursuant to DAO No. 2020-06, which shall be issued by the concerned Community Environment and Natural Resources Officer/implementing Provincial Environment and Natural Resources Officer (CENRO/Implementing PENRO). The issuance of these Permits for naturally growing trees shall be governed by existing laws, rules and regulations like E.O. No. 23 and other related guidelines.

<b>Office or Division:</b>	Regulation and Permitting Section, DENR CENR Office (or Implementing PENR Office) to PENR Office to Regional Office	
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)	
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen	
<b>Who may avail:</b>	Concerned Individual and Schools	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Application Letter (1 original)		Requesting Party
2. Endorsement/Certification from concerned LGU interposing no objection to the cutting of trees under the following conditions (1 original):		Concerned LGU (City/Municipal/Barangay)
a. <b>If the trees to be cut falls within one barangay</b> , an endorsement from the Barangay Captain shall be secured		Barangay LGU





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
b. <b>If the trees to be cut falls within more than one barangay</b> , endorsement shall be secured either from the Municipal/City Mayor or all the Barangay Captains concerned	Municipal/City LGU or all Barangay LGUs
c. <b>If the trees to be cut fall within more than one municipality/city</b> , endorsement shall be secured either from the Provincial Governor or all the Municipal/City Mayors concerned	Provincial LGU or all Municipal/City LGUs
3. Authenticated copy of Land Title/CLOA issued by LRA or Registry of Deeds, whichever is applicable	Land Registration Authority (LRA)/Registry of Deeds (ROD)
4. Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC), whichever is applicable. (1 certified copy)	EMB Regional Office
<b>5. Additional Requirements</b>	
<b>if application covers ten (10) hectares or larger</b>	
Utilization Plan with at least 50% of the area covered with forest trees (1 original)	Requesting Party
<b>if covered by CLOA</b>	
Endorsement by local agrarian reform officer interposing No Objection (1 original)	Municipal/City Agrarian Reform Office, Municipal/City Hall
<b>if School/Organization</b>	
PTA Resolution or Resolution from any organized 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
<b>CENRO</b>				
1. Submit letter request and supporting documents.	1 Check completeness of application and supporting documents, and receive, record (including scanning) and forward the application to	None	50 min.	<i>Receiving/Releasing Clerk</i> CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Deputy CENR Officer/ CENR Officer.			
1.1. None	1.1. Receive, review and refer the application to Chief, RPS.	None	1 hour	<i>Deputy CENR Officer/ CENR Officer CENRO</i>
1.2. None	1.2. Receive and review the application, and assign inspection team to conduct site inspection.	None	30 min.	<i>Chief RPS</i>
1.3. None	1.3. Prepare Order of Payment.	None	15 min.	<i>Staff in-charge RPS</i>
1.4. None	1.4. Approve Order of Payment	None	15 min.	<i>CENR Officer</i>
2. Pay certification and oath fee.	2. Accept payment and issue Official Receipt (OR).	Php 50.00/ Certification Fee  Php 36.00/ application Oath Fee  Php 1,200.00/ha Inventory Fee*	30 min.	<i>Credit Officer CENRO</i>
3. Receive OR.	3. Accept the OR. Schedule the inspection.	None	1 day	<i>Staff in-charge/ Inspection Team RPS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4. Guide/accompany the inventory team to the site.	<p>4. Conduct inspection of the area (100% inventory of trees to be cut) and prepare report duly subscribed and sworn with attachments (geo-tagged photos tally sheets and with approved sketch/GIS map of the area applied for) and endorsement to PENR Office. Forward to Chief, RPS.</p> <p>(Inspection in accordance to DMO No. 1991-08 and FMB Technical Bulletin No. 3)</p>	None	15 days	<i>Inspection Team</i> RPS
4.1. None	5.1. Review the inspection report and submit recommendation to CENRO.	None	1 hour	<i>Chief</i> RPS
4.2. None	5.2. Receive and review the application and inspection report. Approve recommendation. Sign the endorsement to PENR Office.	None	1 day	<i>CENR Officer</i>
4.3. None	5.3. Record and release the application, supporting documents and	None	3 days	<i>Receiving/Releasing Clerk</i> <i>CENRO Records Unit</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	endorsement to PENR Office.			
<b>PENRO</b>				
4.4. None	5.4. Receive documents and forward to PENRO	None	2 hours	<i>Receiving/Releasing Clerk PENRO Records Section</i>
4.5. None	5.5. Receive and assign documents.	None	2 hours	<i>PENR Officer</i>
4.6. None	5.6. Review, evaluate application and prepare memorandum endorsement to Regional Office through Chief, TSD for initial.	None	1 day	<i>Chief/Staff Concerned Unit/Section  Chief TSD</i>
4.7. None	5.7. Review and sign the memorandum endorsement for the Regional Executive Director (RED).	None	1 hour	<i>PENR Officer</i>
4.8. None	5.8. Record and release the application and supporting documents.	None	5 days	<i>Receiving/Releasing Clerk PENRO Records Section</i>
<b>REGIONAL OFFICE (RO)</b>				
4.9. None	5.9. Receive documents and forward to Regional Executive Director.	None	1 hour	<i>Receiving/Releasing Clerk RO Records Section</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4.10. None	5.10. Receive and assign/refer documents. Forward to ARD for Technical Services (ARD-TS).	None	3 hours	RED Regional Office
4.11. None	5.11. Receive and review documents. Forward to License, Patents and Deeds Division (LPDD).	None	2 hours	ARD for TS Regional Office
4.12. None	5.12. Receive and review documents. Forward to assigned Staff.	None	1 day	Chief, LPDD, Regional Office
4.13. None	5.13. Conduct detailed review/evaluation of application.	None	5 days	Chief/Staff, FUS, Regional Office
4.14. None	5.14. Prepare the PLTP/SPLTP with attachment (Memorandum Endorsement/ Instruction)	None	4 hours	
4.15. None	5.15. Receive and review documents. Affix initial to the duplicate permit, if in order. Forward to ARD-TS.	None	1 hour	Chief, LPDD, Regional Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4.16. None	5.16. Review and affix initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature	None	4 hours	ARD-TS, Regional Office
4.17. None	5.17. Approve the permit and sign memorandum	None	1 day	RED, Regional Office
5. Receive the approved PLTP/SPLTP	6. Record and release approved PLTP/SPLTP to applicant.	None	30 min.	Receiving/Releasing Clerk RO Records Section

<b>CENRO SUB-TOTAL</b>	<b>Php 86.00</b>	<b>20 days, 4 hrs &amp; 20 min.</b>
<b>PENRO SUB-TOTAL</b>	<b>None</b>	<b>6 days &amp; 5 hrs</b>
<b>IMPLEMENTING PENRO SUB-TOTAL</b>	<b>Php 86.00</b>	<b>27 days, 1 hr &amp; 20 min.</b>
<b>REGIONAL OFFICE SUB-TOTAL</b>	<b>None</b>	<b>8 days 7 hrs &amp; 30min.</b>



<b>TOTAL</b>	<b>Php 50.00/ certification Certification Fee</b>  <b>Php 36.00/ application Oath Fee</b>  <b>Php 1,200.00/ha Inventory Fee*</b> <b>**</b>	<b>36 days &amp; 50 min.</b>
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\*Fees and charges are based on DAO 2004-16

\*\*Forest charges shall be paid after the cutting of trees.

<b>Validity of Permit Upon Receipt of S/PLTP</b>			
<b>Volume</b>	<b>Validity</b>	<b>Volume</b>	<b>Validity</b>
1 - 50 cu.m.	50 days	501 - 650 cu.m.	7 months
51 - 70 cu.m.	60 days	651 - 750 cu.m.	8 months
71 - 100 cu.m.	90 days	751 - 850 cu.m.	9 months
101 - 200 cu.m.	120 days	851 - 950 cu.m.	10 months
201 - 300 cu.m.	150 days	951 - 1000 cu.m.	11 months
301 - 500 cu.m.	6 months	1001 - up cu.m.	1 year

Note: All naturally grown trees cut and harvested inside private and public/forest lands shall also be subjected to payment of forest charges pursuant to RA No. 7161 (Sec.



## CITIZEN'S CHARTER NO. RO-F-08. ISSUANCE OF PERMIT TO PURCHASE/ IMPORT CHAINSAW

This Permit is a document issued by the concerned DENR Regional Executive Director certifying that the entity indicated thereof is authorized to purchase/ import chainsaw into the country.

<b>Office /Division:</b>	Regional Office Licenses Patents and Deeds Division/CENRO, PENRO			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail of the Service:</b>	External: Private individuals or Corporation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished application form	Requesting Party			
2. Business name registration of applicant from DTI, SEC registration or CDA registration	Requesting Party DTI/ SEC			
3. if applicant is individual, Affidavit that he will use the chainsaw for legal purpose only.	Requesting Party			
4. Copy of purchase order	Requesting Party			
5. Permit fee – Php 500.00	Requesting Party			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
	<b>CENRO</b>			
1. Submit requirements and duly accomplished application form together with the following details: - Number of Chainsaw to be purchased/ imported with specifications. - Purpose for purchasing/ importing	1. Check completeness of request and supporting documents, receive application and forward to PENR/CENR	None	30 min	Receiving/Releasing Clerk  CENRO/Implementing PENRO Records Unit





<ul style="list-style-type: none"> <li>- Name and address of seller/supplier</li> <li>- Expected time of arrival at the port of entry and or release from the Bureau of Customs, if imported</li> <li>- Import Entry Declaration from Bangko Sentral ng Pilipinas</li> </ul>	Officer/Deputy CENR Officer			
1.1. None	1.1 Receive and review application. Forward to Chief RPS (CENRO)/Chief TSD (Implementing PENRO)	None	30 min	PENR/CENR Officer/ Deputy CENR Officer
1.2. None	1.2 Receive, review/evaluate application documents  Prepare Order of Payment	None	1 working day	Chief RPS (CENRO)/Chief TSD (Implementing PENRO)
2. Receive Order of Payment and pay corresponding fee	2.Receive payment and issue Official Receipt (O.R)	Permit fee – Php 500.00	30 min	Bill Collector Cashier
3. Receive OR	4. Accept the OR. Prepares Endorsement to PENRO to be signed by CENR Officer	None	1 hour	Chief RPS



4.1. None	3.1. Receive and review the application. Approve recommendation. Sign the endorsement to PENR Office	None	1 working day	CENR Officer CENRO
4.2. None	3.2 Record and release the application, supporting documents and endorsement to PENR Office.	None	3 working days or less depending on the location of PENR Office (calendar days if courier, plus batching up)	Receiving/Releasing Clerk CENRO Records Unit
	<b>PENRO</b>			
4.3. None	3.3 Receive documents and forward to PENRO	None	2 hours (batching up of documents)	Receiving/Releasing Clerk PENRO Records Section
3.4 None	3.4 Receive and review documents. Evaluate documents. Draft and sign the endorsement for Regional Office.	None	1 day (batching up documents)	PENR Officer Chief, TSD PENRO
3.5 None	2.5. Review, evaluate application and prepare memorandum endorsement to Regional Office through Chief, TSD for counter signing.	None	2 hours	Chief/Staff Concerned Unit/Section  Chief TSD



3.6 None	3.6 Review and sign the memorandum endorsement for the Regional Executive Director (RED).	None	1 hour	PENR Officer PENRO
3.7 None	3.7 Record and release the application and supporting documents.	None	3 working days or less depending on the location of Offices	Receiving/Releasing Clerk PENRO Records Section
	<b>RED</b>			
3.8. None	3.8. Receive documents and forward to Regional Executive Director.	None	1 hour	Receiving/ Releasing Clerk RO Records Section
3.9 None	3.9. Receive and review documents. Forward to ARD for Technical Services (ARD for TS).	None	1 working day (batching up of documents)	RED Regional Office
3.10 None	3.10. Receive and review documents. Forward to License, Patents and Deeds Division (LPDD).	None	4 hours (batching up of documents)	ARD for Technical Services
3.11. None	3.11 Receive and review documents.	None	1 hour	Chief, LPDD, Regional Office



	Forward to assigned Staff.		(batching up of documents)	
3.12. None	3.12 Conduct detailed review/evaluation of application. Prepare Permit to purchase/ Import Chainsaw	None	2 working days (or more depending on the bulk of permits received)	Chief/Staff, FUS, Regional Office
3.13. None	3.13. Receive and review documents. Affix initial to the duplicate of draft permit, if in order. Forward to ARD for TS.	None	1 hour (batching up of documents)	Chief, LPDD, Regional Office
3.14. None	3.14. Review/initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature	None	4 hours (batching up of documents)	ARD, TS, Regional Office
3.15. None	3.15. Sign/approve the permit and memorandum instruction	None	1 working day (batching up of documents)	RED, Regional Office
3.16. None	3.16. Record and release approved S/PLTP to applicant, copy furnished to PENRO and CENRO. Copy of S/PLTP may be forwarded through email	None	30 min	Receiving/Releasing Clerk RO Records Section



5. Receive the approved Permit to Purchase/ Import Chainsaw		None	
	<b>CENRO SUB- TOTAL</b>	Php 500.00	5 days, 3 hrs& 30 min.
	<b>PENRO SUB -TOTAL</b>	None	4 days, 5 hrs& 0 min.
	<b>REGIONAL OFFICE SUB-TOTAL</b>	None	4 days, 11 hrs& 30 min
	<b>TOTAL</b>	<b>Php 500.00</b>	<b>13 days, 19 hrs&amp; 0 min</b>
	<b>FMB</b>		
	<b>USEC FOR FIELD OPERATION</b>		
	<b>SECRETARY</b>		

*\*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 RO-F-09. ISSUANCE OF FOREST LAND USE AGREEMENT (FLAg)

A contract between government and a second party to temporarily occupy, manage and develop in consideration of a government share, any forestland of the public domain for specific use. Legal Basis: DAO 2004-59 dated August 31, 2004.

<b>Office /Division:</b>	DENR CENRO/PENRO/REGIONAL OFFICE
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen
<b>Who may Avail of the Service:</b>	Any Person, Government and Private Corporations, and Non-Government Organization
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
6. Letter Request (1 original, 1 photocopy);	Requesting Party
7. Map of the are applied for, with technical description (1 photocopy);	Requesting Party, DENR
8. Income Tax Receipts for the last two (2) years;	BIR
9. Proof of Financial Capability to manage and develop the area applied;	Requesting Party, Banks
10. Indicative Management Plan using the prescribed format;	Requesting Party
11. Performance bond;	Banks
12. Free and prior Inform Consent/NCIP Certificate/CNO;	NCIP
13. BIR Certification of Zonal Valuation of the nearest commercial zone of the Barangay/Municipality;	BIR Website
14. ECC/IEE from EMB;	EMB
15. LGU Endorsement ;	LGU's
16. Birth Certificate of the applicant/authorized signatory;	Requesting Party
<b>Additional if the applicant is a representative</b>	
17. Special Power of Attorney (SPA) (1 original)	Requesting party, Private Lawyer, or Notary Public
18. Government Share shall be paid within 30 days upon issuance of Permit and Performance Bond (PB).	



19. For an individual applicant, certified copy of birth certificate or, if applicant is naturalized Filipino citizen, a certified copy of his/her Certificate of Naturalization.	PSA
20. For an association, corporation, cooperative or partnership, certified copy of SEC registration certificate and Articles of Incorporation/partnership, and a 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.	SEC
21. For an association or partnership, certified copy of registration from the appropriate registering agency.	Appropriate registering agency
22. For cooperative, certified copy of certificate of registration with the Cooperative Development Authority (CDA).	CDA

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>CENRO</b>			
1. Submit letter request and supporting documents to CENRO.	1. Check completeness of FLAg application and supporting documents, and receive, records the application on the logbook, encode on rDATS and forward the application to Deputy CENR Officer/CENR Officer.  Prepare Order of Payment			Receiving Clerk Technical Staff Regulation and Permitting Section  CENRO Records Unit
2. Pay corresponding fee and receive OR	2. Accept payment and issue Official Receipt (OR)	P 500.00 application fee		Credit Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3. Receive, review and refer the application to Chief RPS	None		Deputy CENR Officer/ CENR Officer
	a) Receive and review the application and assign inspection team to conduct site	None		Chief RPS
3. Accompany/ guide the inspection/ verifying team to the site	4. Conduct Field investigation/ inspection depending on the extent of the area and conduct timber inventory on the areas with timber stand where structures or facilities will be constructed or established in coordination with the LGUs concerned. Inventory return and report duly sworn and subscribed (Joint survey with Regional Official optional).  And prepare report on the result of fieldwork with attachment (map, Geographically referenced map/print and shape file format, geo-tagged photos) and submits report to Chief, RPS	None		Action officer/Inspecting Team
	5. Review the inspection report and submit recommendation to CENRO and prepares endorsement for the RED thru PENRO	None		Chief RPS
	6. Receive, review and signs endorsement for RED and forward the same to the PENRO.	None		Deputy CENR Officer/ CENR Officer





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	7. Record and release FLAg application document and updates the rDATS.	None		Records Officer
	8. Endorses FLAg application for the RED thru PENRO	None		Deputy CENR Officer/ CENR Officer
	9. Record and release the FLAg application, supporting documents and endorsement to PENR Office	None		CENRO Records Officer
	<b>PENRO</b>			
	1. Receive FLAg application documents endorsed by CENRO.	None		Receiving/Releasing Clerk
	2. Record and forward application document to PENRO	None		PENRO Records Section
	3. PENR Officer refers the document to the Chief, Technical Services Division and subsequently to be referred to the Regulation and Permitting Division.	None		Chief, Technical Service
	4. Chief, Regulation and Permitting Division reviews the document and prepares endorsement memorandum to the Regional Office.	None		Chief RPD
	5. PENR Officer signs the endorsement memorandum.	None		PENRO



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	6. Record and release the FLAg application, supporting documents and endorsement to RED	None		PENRO Records officer
	<b>RED</b>			
	1. Receive the endorsed FLAg application documents	None		Regional Receiving/Releasing Clerk
	2. RED review application and refer application to ARD for Technical	None		RED
	3. Reviews and refer application to LPDD Chief.	None		ARD for Technical Services
	4. LPDD Chief review and refer application to Action Officer.	None		LPDD Chief
	5. LPDD Action Officer, review application documents and refer the map to GIS operator for mapping.	None		Action Officer
	6. LPDD Chief refers the map to the Surveys and Mapping Division (SMD) for Signature, projection and verification.	None		Action Officer
	7. SMD return the map with signature to LPDD	None		SMD Action Officer
	8. LPDD Action Officer prepares endorsement of FLAg with final map.			Action Officer
	9. LPDD Clerk arranges record and forwards the FLAg endorsement with map to LPDD Chief for countersign.	None		LPDD Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	10. Countersign the documents and forward to ARD for Technical Service.	None		LPDD Chief
	11. Review the FLaG application documents, countersign and forward documents to RED.	None		ARD for Technical Services
	12. Sign and approve endorsement of FLaG document and map for Central Office.	None		RED
	13. Return to LPDD, receives, records, forward the approved endorsement for FLaG application document to Record Section for release to the Office of Undersecretary for Field Operations.	None		Regional Record Officer
	<b>CENRO SUB- TOTAL</b>	Php 500.00		
	<b>PENRO SUB -TOTAL</b>	None		
	<b>REGIONAL OFFICE SUB-TOTAL</b>	None		
	<b>TOTAL</b>	<b>Php 500.00</b>		
	<b>FMB</b>			
	<b>USEC FOR FIELD OPERATIONS, LUZON-VISAYAS AND ENVIRONMENT</b>			
	<b>SECRETARY</b>			

*\*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 FOREST LAND USE AGREEMENT FOR TOURISM PURPOSES (FLAgT)

Forest Land Use Agreement for Tourism Purposes (FLAgT) is a contract between the DENR and a natural or juridical person, authorizing the later to occupy, manage & develop subject to government share, any forestland of the public domain for tourism purposes and to undertake any authorized activity therein for a period of 25 years and renewable for the same period upon mutual agreement of both parties. It shall include special land uses such as Bathing Establishment, Camp Site, Ecotourism Destination, Hotel Site (inclusive of related resort facilities) and Other Tourism Purposes. Legal Basis: DAO 2004-28 dated August 25, 2004.

<b>Office /Division:</b>	DENR CENRO/PENRO/REGIONAL OFFICE
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business G2G – Government to Government G2C – Government to Citizen
<b>Who may Avail of the Service:</b>	Any Person, Government and Private Corporations, and Non- Government Organization
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter Request (1 original, 1 photocopy);	Requesting Party
2. Map of the area applied for, with technical description (1 photocopy);	Requesting Party, DENR
3. Proof of Financial Capability to manage and develop the area applied;	Requesting Party, Bank
4. Duly approved Comprehensive Development and Management Plan (CDMP);	Requesting Party, DENR
5. Performance Bond & Government Share/Annual Rental ( <i>to be paid within 30 days upon the issuance of FLAgT</i> );	Requesting Party, Banks
6. Free, Prior, and Informed Consent (FPIC) /NCIP Certificate/CNO;	Requesting Party, NCIP
7. BIR Certification of Zonal Valuation of the nearest commercial zone of the Barangay/Municipality;	BIR Website
8. ECC/IEE from EMB ( <i>to be submitted after the issuance of FLAgT</i> );	Requesting Party, EMB



9. LGU Endorsement ;	Requesting Party, Concerned LGU (City/Municipal/Barangay)
10. Certification from the Department of Tourism (Tourism Development Plan (TDP) prepared by the Local Government Unit (LGU));	Requesting Party, Concerned LGU/DOT
11. Birth Certificate of the applicant/authorized signatory;	Requesting Party, PSA
<b>Additional if the applicant is a representative</b>	
12. Special Power of Attorney (SPA) (1 original);	Requesting party, Private Lawyer, or Notary Public
13. For an individual applicant, certified copy of birth certificate or, if applicant is naturalized Filipino citizen, a certified copy of his/her Certificate of Naturalization;	Requesting Party, PSA
14. For an association, corporation, cooperative or partnership, certified copy of SEC registration certificate and Articles of Incorporation/partnership, and a 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
15. For cooperative, certified copy of certificate of registration with the Cooperative Development Authority (CDA).	Requesting Party, CDA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>CENRO</b>			
1. Submit letter request and supporting documents to CENRO.	1. Check completeness of FLAgT application and supporting documents, and receive, records the application in the logbook, encode in RDATS and forward to CENR Officer.  Prepare Order of Payment		1 day	Receiving Clerk Technical Staff Regulation and Permitting Section  CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Pay corresponding fee and receive OR	2. Accept payment and issue Official Receipt (OR)	P 500.00 application fee	1 hour	Credit Officer
	3. Receive, review and refer the application to Chief RPS	None	1 day	CENR Officer
	a. Receive the application documents and refer to action officers, and assign inspection team to conduct site inspection.	None	1 day	Chief RPS
	b. Action Officer/s conducts review and evaluation of application documents.	None	10 days	Action officer
3. Accompany/ guide the inspection/ verifying team to the site	4. Conduct Field investigation/ inspection depending on the extent of the area and conduct timber inventory on the areas with timber stand where structures or facilities will be constructed or established in coordination with the LGUs concerned. Inventory return and report duly sworn and subscribed (Joint survey with Regional Official optional).  And prepare report on the result of fieldwork with attachment (map, Geographically	None	15 days	Action officer/Inspecting Team



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	referenced map/print and shape file format, geo-tagged photos) and submits report to Chief, RPS			
	5. Review the inspection report, and submit recommendation to CENRO and prepares endorsement for the RED thru PENRO.	None	2 days	Chief RPS
	6. Receive, review and signs endorsement for the RED thru PENRO and forward the same to the PENRO.	None	2 days	CENR Officer
	7. Record and release FLAgT application documents and update the RDATs.	None	1 hour	Records Officer
	<b>PENRO</b>			
	8. Receive FLAgT application documents endorsed by CENRO.	None	5 hours	Receiving/Releasing Clerk
	9. Record and forward application documents to PENRO.	None	5 hours	PENRO Records Section
	10. PENR Officer refers the document to the Chief, Technical Services Division and subsequently to be referred to the Regulation and Permitting Division.	None	1 day	Chief, Technical Services



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	11. Chief, Regulation and Permitting Division reviews the document and prepares endorsement memorandum to the Regional Office.	None	7 days	Chief RPD
	12. PENR Officer signs the endorsement memorandum.	None	1 day	PENRO
	13. Record and release the FLAgT application with supporting documents and endorsement to RED.	None	1 day	PENRO Records officer
	<b>RED</b>			
	14. Receive the endorsed FLAgT application documents and refer to the Office of the RED.	None	1 day	Regional Office Records Section Regional Receiving/Releasing Clerk
	15. RED review application and refer application to ARD for Technical Services.	None	1 day	RED
	16. Reviews and refer application to LPDD Chief.	None	1 day	ARD for Technical Services
	17. LPDD Chief review and refer application to Action Officer.	None	1 day	LPDD Chief
	18. LPDD Action Officer, review the application documents and	None	20 days	Action Officer





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	refer the map to GIS operator for mapping.			
	19. Conduct of CDMP Deliberation to be participated by LPDD Action Officer/s, Members of the Regional Review and Deliberation Committee (RRDC), and the applicant.	None	1 day	Action Officer/s, RRDC
	20. Preparation of the Minutes of the CDMP Deliberation and send Memorandum to CENRO with instruction to coordinate with the applicant to submit the final CDMP based on the comments/recommendations of the RRDC and subject for approval of the Regional Review and Deliberation Committee (RRDC).	None	3 days	Action Officer
	21. LPDD Chief refers the map to the Surveys and Mapping Division (SMD) for Signature, projection and verification.	None	1 day	Action Officer
	22. SMD Action Officers conducts projection and verification, and return the map signed by the SMD Chief to LPDD.	None	30 days	SMD Action Officer
	23. LPDD Action Officer prepares endorsement of FLAgT with final map.	None	2 days	Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	24. LPDD Clerk arranges record and forwards the FLAgT endorsement with map to LPDD Chief for countersign.	None	1 hour	LPDD Clerk
	25. Review and Countersign the documents, and forward to ARD for Technical Services.	None	1 day	LPDD Chief
	26. Review the FLAgT application documents, countersign and forward documents to RED.	None	2 days	ARD for Technical Services
	27. Sign and approve endorsement of FLAgT documents and map for Central Office.	None	3 days	RED
	28. Return to LPDD, receives, records, forward the approved endorsement for FLAgT application documents to Record Section for release to the Office of Undersecretary for Field Operations.	None	2 days	Regional Record Officer
	<b>CENRO SUB- TOTAL</b>	Php 500.00	<b>32 days and 2 hours</b>	
	<b>PENRO SUB -TOTAL</b>	None	<b>10 days and 10 hours</b>	
	<b>REGIONAL OFFICE SUB-TOTAL</b>	None	<b>69 days and 1 hour</b>	
	<b>TOTAL</b>	<b>Php 500.00</b>	<b>111 days and 13 hours</b>	
	<b>FMB</b>			
	<b>USEC FOR FIELD OPERATIONS, LUZON-VISAYAS AND ENVIRONMENT</b>			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	SECRETARY			

*\*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.*

**Note: Number of processing days may increase depending on the compliance/submission of the applicant of the corrected/final Comprehensive Development and Management Plan (CDMP), subject to approval of the Regional Review/Deliberation Committee (RRDC).**



## CITIZEN'S CHARTER NO. RO-F-11 ISSUANCE OF INTEGRATED FOREST MANAGEMENT AGREEMENT (IFMA)

Integrated Forest Management Agreement is a production sharing contract entered into by and between the DENR and a qualified applicant wherein the DENR grants to the latter the inclusive right to develop, develop, protect and utilize a specified area of forest land and forest resources therein for a period of 25 years and maybe renewed for another 25- year period, consistent with the principle of sustainable development and in accordance with a approved Comprehensive Development and Management Plan (CDMP) and under which both parties share in its produce. (DENR Administrative Oder No. 99-53)

<b>Office /Division:</b>	DENR CENRO/PENRO/REGIONAL OFFICE
<b>Classification:53</b>	Complex to Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen
<b>Who may Avail of the Service:</b>	Any Person, Government and Private Corporations, and Non-Government Organization
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter of Intent to apply for IFMA (1 original, 1 photocopy);	Requesting Party
2. Application fee shall be in the following amounts: ₱12,000 for areas larger than 500 hectares up to 2,000 ha. ₱14,000 for areas larger than 2,000 hectares up to 5,000 ha. ₱15,000 for areas larger than 5,000 hectares up to 10,000 ha. ₱20,000 for areas larger than 10,000 hectares up to 15,000 ha. ₱25,000 for areas larger than 15,000 hectares up to 20,000 ha.	Requesting Party



3. PO resolution authorizing the PO President to apply for IFMA	Requesting Party, DENR
4. Certificate of PO Registration (SEC/DOLE/CDA)	Requesting Party, SEC, DOLE and CDA
5. List of Officers and Members duly signed by the President/Chairman and the Secretary;	Requesting Party
6. Organizational Structure;	Requesting Party
7. GIS Map of the proposed IFMA area signed by the CENRO/PENRO/ RD	Requesting Party, CENRO
8. LGU Resolution endorsing the IFMA application (Barangay and Municipal)	LGUs
9. Certificate of Non-Overlap (CNO)	Requesting Party, CENRO
<b>Additional if the applicant is a representative</b>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>CENRO</b>			
1. Submit letter request and supporting documents to CENRO.	1. Check completeness of IFMA application and supporting documents, and receive, records the application on the logbook, encode on RDATS and forward the application to Deputy CENR Officer/CENR Officer.	None	1 day	Receiving Clerk Technical Staff Regulation and Permitting Section
2. Pay corresponding fee and receive O.R.	2. Accept payment and issue Official Receipt (O.R.)	Depending on the size of the area applied	1 hour	Credit Officer
	2.1 Receive, review and refer the application to Chief RPS	None	1 day	Deputy CENR Officer/ CENR Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	2.2 Receive the application documents and refer to action officers, assign inspection team to conduct site inspection	None	1 day	Chief RPS
	2.3 Action Officer/s conduct review and evaluation of application and assign inspection team to conduct site delineation	None	12 days	Chief LPDU
3. Accompany/ guide the inspection/ verifying team to the site	3. Conduct evaluates the completeness and correctness of submitted requirements based on the checklist of requirements. Conduct inspection, evaluation and prepare report with attachment (map, geo-tagged photos) and submit reports to Chief LPDU.	None	15 working days depending on location and coverage of the area	Action officer/Inspecting Team
	3.1 Review the inspection report and submit recommendation to CENRO and prepares endorsement for the RED thru PENRO	None	2 days	Chief RPS
	3.2 Receive, review and signs endorsement for RED and forward the same to the PENRO.	None	2 days	Deputy CENR Officer/ CENR Officer
	3.3 Record and release endorsement of IFMA application document and updates the RDATs	None	1 day	Records Officer
	<b>PENRO</b>			
	1. Receive IFMA application documents endorsed by CENRO	None	4 hours	Receiving/Releasing Clerk
	2. Record and forward application document to PENRO	None	4 hours	PENRO Records Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3. PENR Officer Review and refer to Chief Technical Services	None	1 day	PENRO Officer
	4. Review and refer to Action Team and GIS for verification.	None	1 day	Chief, Technical Service
Accompany/ guide the inspection/ verifying team to the site	5. Conduct inspection and verification, make report, map and recommendation.	None	7 days	PENRO Action Team and GIS
	6. Review report and make endorsement to RED	None	1 hour	Chief Technical Service
	7. Review and endorse IFMA application document to RED	None	1 hour	PENR Officer
	8. Record and release the IFMA application, supporting documents and endorse to RED	None	5 working days (batching up of documents)	PENRO Records officer
	<b>RED</b>			
	1. LPDD Receiving Clerk receives applications documents and draft IFMA Agreement as endorsed by PENRO.	None	1 day	Regional Receiving/Releasing Clerk
	2. RED review application and refer application to ARD for Technical Services.	None	1 day	RED
	3. Reviews and refer application to LPDD Chief.	None	1 day	ARD for Technical Services
	4. LPDD Chief review and refer application to Action Officer.	None	1 day	LPDD Chief
	5. LPDD Action Officer, review the application documents and refer the map to GIS operator for mapping.	None	20 days	Action Officer
	6. LPDD Chief refers the map to the Surveys and Mapping Division (SMD) for	None	1 day	Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	projection and verification, and signature of the SMD Chief.			
	7. SMD Action Officers conducts projection and verification, and return the map signed by the SMD Chief to LPDD.	None	30 days	SMD Action Officer
	8. LPDD Action Officer prepares endorsement of IFMA with final map.		2 days	Action Officer
	9. LPDD Clerk arranges record and forwards the IFMA endorsement with map to LPDD Chief for countersign.	None	1 hour	LPDD Clerk
	10. Review and Countersign the documents, and forward to ARD for Technical Services.	None	1 day	LPDD Chief
	11. Review the SIFMA application documents, countersign and forward documents to RED.	None	2 days	ARD for Technical Services
	12. Sign and approve endorsement of IFMA documents and map for Central Office.	None	3 days	RED
	<b>CENRO SUB- TOTAL</b>	None	<b>41 days &amp; 1 hr</b>	
	<b>PENRO SUB -TOTAL</b>	None	<b>14 days &amp; 10 hrs</b>	
	<b>REGIONAL OFFICE SUB-TOTAL</b>	None	<b>65 days &amp; 1 hr</b>	
	<b>TOTAL</b>	<b>None</b>	<b>120 days &amp; 12 hrs</b>	
	<b>FMB</b>			
	<b>USEC FOR FIELD OPERATION</b>			
	<b>SECRETARY</b>			

*\*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-12. ISSUANCE OF SOCIALIZED INTEGRATED FOREST MANAGEMENT AGREEMENT (SIFMA)

A Socialized Integrated Forest Management Agreement (SIFMA) is an agreement entered into by and between a natural or juridical person and the DENR wherein the latter grants to the former the right to develop, utilize and manage a small tract of forest land, consistent with the principles of sustainable development.

<b>Office /Division:</b>	DENR CENRO/PENRO/REGIONAL OFFICE	
<b>Classification:</b>	Complex to Highly Technical	
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen	
<b>Who may Avail of the Service:</b>	Any Person, Government and Private Corporations, and Non-Government Organization	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly accomplished application form;		Requesting Party
2. Location and Sketch map of the area applied		Requesting Party, DENR
3. A non-refundable application fee in the amount of ₱1.00 per hectare or fraction thereof, which, in case, shall not be lower than TWO HUNDRED AND FIFTY PESO (₱250.00)		Requesting Party, SEC, DOLE and CDA
4. For individual/family unit (Community Tax Certificate, Certified copy of birth certificate		Requesting Party
5. For Cooperative/Association ( Certified copy of Certificate of Registration with Cooperative Development Authority / Security Exchange Committee (CDA/SEC)		Requesting Party
6. Indicative Development Plan hereof shall be jointly prepared by the applicant and DENR Staff, the latter to be designated by the PENRO or CENRO.		Requesting Party, DENR
7. GIS Map of the proposed SIFMA area signed by the CENRO/PENRO/ RD		Requesting Party, CENRO



8. LGU Resolution endorsing the SIFMA application (Barangay and Municipal)	BLGU/ LGUs
1. Certificate of Non-Overlap (CNO)	Requesting Party, CENRO
<b>Additional if the applicant is a representative</b>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>CENRO</b>			
1. Submit letter request and supporting documents to CENRO.	1. Check completeness of SIFMA application and supporting documents, and receive, records the application on the logbook, encode on RDATS and forward the application to Deputy CENR Officer/CENR Officer.	None	1 day	Receiving Clerk Technical Staff Regulation and Permitting Section
2. Pay corresponding fee and receive O.R.	2. Accept payment and issue Official Receipt (O.R.)	₱250.00	1 hour	Credit Officer
	2.1 Receive, review and refer the application to Chief RPS	None	1 day	Deputy CENR Officer/ CENR Officer
	2.2 Receive the application documents and refer to action officers, assign inspection team to conduct site inspection	None	1 day	Chief RPS
	2.3 Action Officer/s conduct review and evaluation of application and assign inspection team to conduct site delineation	None	10 days	Chief LPDU
3. Accompany/ guide the inspection/	3. Conduct evaluates the completeness and correctness of submitted requirements based on the checklist of requirements.	None	10 working days depending on location and	Action officer/Inspecting Team



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
verifying team to the site	Conduct inspection, evaluation and prepare report with attachment (map, geo-tagged photos) and submit reports to Chief LPDU.		coverage of the area	
	3.1 Review the inspection report and submit recommendation to CENRO and prepares endorsement for the RED thru PENRO	None	2 days	Chief RPS
	3.2 Receive, review and signs endorsement for RED and forward the same to the PENRO.	None	2 days	Deputy CENR Officer/ CENR Officer
	3.3 Record and release endorsement of SIFMA application document and updates the RDATs	None	1 day	Records Officer
	3.4 Endorsed SIFMA application for the RED thru PENRO	None	1 day	Deputy CENR Officer/ CENR Officer
	3.5 Record and release the endorsement SIFMA application, supporting documents to PENR Office	None	5 working days (batching up of documents)	CENRO Records Officer
	<b>PENRO</b>			
	1. Receive SIFMA application documents endorsed by CENRO	None	4 hours	Receiving/Releasing Clerk
	2. Record and forward application document to PENRO	None	4 hours	PENRO Records Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3. PENR Officer Review and refer to Chief Technical Services	None	1 day	PENRO Officer
	4. Review and refer to Action Team and GIS for verification.	None	1 day	Chief, Technical Service
Accompany/ guide the inspection/ verifying team to the site	5. Conduct inspection and verification, make report, map and recommendation.	None	7 days	PENRO Action Team and GIS
	6. Review report and make endorsement to RED	None	1 hour	Chief Technical Service
	7. Review and endorse SIFMA application document to RED	None	1 hour	PENR Officer
	8. Record and release the SIFMA application, supporting documents and endorse to RED	None	5 working days (batching up of documents)	PENRO Records officer
	<b>RED</b>			
	1. LPDD Receiving Clerk receives applications documents and draft SIFMA Agreement as endorsed by PENRO.	None	1 day	Regional Receiving/Releasing Clerk
	2. RED review application and refer application to ARD for Technical Services.	None	1 day	RED
	3. Reviews and refer application to LPDD Chief.	None	1 day	ARD for Technical Services
	4. LPDD Chief review and refer application to Action Officer.	None	1 day	LPDD Chief
	5. LPDD Action Officer, review the application documents and refer the map to GIS operator for mapping.	None	20 days	Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	6. LPDD Chief refers the map to the Surveys and Mapping Division (SMD) for projection and verification, and signature of the SMD Chief.	None	1 day	Action Officer
	7. SMD Action Officers conducts projection and verification, and return the map signed by the SMD Chief to LPDD.	None	30 days	SMD Action Officer
	8. LPDD Action Officer prepares endorsement of SIFMA with final map.		2 days	Action Officer
	9. LPDD Clerk arranges record and forwards the SIFMA endorsement with map to LPDD Chief for countersign.	None	1 hour	LPDD Clerk
	10. Review and Countersign the documents, and forward to ARD for Technical Services.	None	1 day	LPDD Chief
	11. Review the SIFMA application documents, countersign and forward documents to RED.	None	2 days	ARD for Technical Services
	12. Sign and approve endorsement of SIFMA documents and map for Central Office.	None	3 days	RED
	13. Return to LPDD, receives, records, forward the approved endorsement for SIFMA application documents to Record Section for	None	2 days	Regional Record Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	release to the Office of Undersecretary for Field Operations.			
	<b>CENRO SUB- TOTAL</b>	None	34 days & 1 hr	
	<b>PENRO SUB -TOTAL</b>	None	14 days & 10 hrs	
	<b>REGIONAL OFFICE SUB-TOTAL</b>	None	65 days & 1 hr	
	<b>TOTAL</b>	<b>None</b>	<b>113 days &amp; 12 hrs</b>	
	<b>FMB</b>			
	<b>USEC FOR FIELD OPERATION</b>			
	<b>SECRETARY</b>			

*\*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-13. ISSUANCE OF SPECIAL LAND USE PERMIT (SLUP)

Special Land Use Agreement (SLUP) is a privilege granted by the State to a person to occupy, possess and manage in consideration of specified return, any public forest lands for a specific use or purpose. (FAO 1962-8, as amended). DAO 2004-59 "Rules and Regulations Governing the Special Uses of Forest Lands".

<b>Office /Division:</b>	DENR CENRO/PENRO/REGIONAL OFFICE
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business G2G – Government to Government G2C – Government to Citizen
<b>Who may Avail of the Service:</b>	Any Person, Government and Private Corporations, and Non- Government Organization
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter Request (1 original, 1 photocopy);	Requesting Party
2. Map of the area applied for, with technical description (1 photocopy);	Requesting Party, DENR
3. Proof of Financial Capability to manage and develop the area applied;	Requesting Party, Bank
4. Indicative Management Plan using the prescribed format;	Requesting Party
5. Performance Bond & Government Share/Annual <i>Rental (to be paid within 30 days upon the issuance of SLUP)</i> ;	Requesting Party, Banks
6. Free, Prior, and Informed Consent (FPIC) /NCIP Certificate/CNO;	Requesting Party, NCIP
7. BIR Certification of Zonal Valuation of the nearest commercial zone of the Barangay/Municipality;	BIR Website
8. ECC/IEE/CNC from EMB <i>(to be submitted after the issuance of SLUP)</i> ;	Requesting Party, EMB
9. LGU Endorsement ;	Requesting Party, Concerned LGU (City/Municipal/Barangay)
10. Birth Certificate of the applicant/authorized signatory;	Requesting Party, PSA



<b>Additional if the applicant is a representative</b>	
11. Special Power of Attorney (SPA) (1 original);	Requesting party, Private Lawyer, or Notary Public
12. For an individual applicant, certified copy of birth certificate or, if applicant is naturalized Filipino citizen, a certified copy of his/her Certificate of Naturalization;	Requesting Party, PSA
13. For an association, corporation, cooperative or partnership, certified copy of SEC registration certificate and Articles of Incorporation/partnership, and a 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
14. For cooperative, certified copy of certificate of registration with the Cooperative Development Authority (CDA).	Requesting Party, CDA

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
	<b>CENRO</b>			
1. Submit letter request and supporting documents to CENRO.	1. Check completeness of SLUP application and supporting documents, and receive, records the application in the logbook, encode in RDATS and forward to CENR Officer.  Prepare Order of Payment.		1 day	Receiving Clerk Technical Staff Regulation and Permitting Section  CENRO Records Unit
2. Pay corresponding fee and receive OR.	2. Accept payment and issue Official Receipt (OR).	P 500.00 application fee	1 hour	Credit Officer





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3. Receive, review and refer the application to Chief RPS	None	1 day	CENR Officer
	a. Receive the application documents and refer to action officers, and assign inspection team to conduct site inspection.	None	1 day	Chief RPS
	b. Action Officer/s conducts review and evaluation of application documents.	None	10 days	Action officer
3. Accompany/ guide the inspection/ verifying team to the site	4. Conduct Field investigation/ inspection depending on the extent of the area and conduct timber inventory on the areas with timber stand where structures or facilities will be constructed or established in coordination with the LGUs concerned. Inventory return and report duly sworn and subscribed (Joint survey with Regional Official optional).	None	15 days	Action officer/Inspecting Team



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	And prepare report on the result of fieldwork with attachment (map, Geographically referenced map/print and shape file format, geo-tagged photos) and submits report to Chief, RPS			
	5. Review the inspection report, and submit recommendation to CENRO and prepares endorsement for the RED thru PENRO.	None	2 days	Chief RPS
	6. Receive, review and signs endorsement for the RED thru PENRO and forward the same to the PENRO.	None	2 days	CENR Officer
	7. Record and release SLUP application documents and update the RDATs.	None	1 hour	Records Officer
	<b>PENRO</b>			
	8. Receive the SLUP application documents endorsed by CENRO.	None	5 hours	Receiving/Releasing Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	9. Record and forward application documents to PENRO.	None	5 hours	PENRO Records Section
	10. PENR Officer refers the document to the Chief, Technical Services Division and subsequently to be referred to the Regulation and Permitting Division.	None	1 day	Chief, Technical Services
	11. Chief, Regulation and Permitting Division reviews the document and prepares endorsement memorandum to the Regional Office.	None	7 days	Chief RPD
	12. PENR Officer signs the endorsement memorandum.	None	1 day	PENRO
	13. Record and release the SLUP application with supporting documents and endorsement to RED.	None	1 day	PENRO Records officer
	<b>RED</b>			
	14. Receive the endorsed SLUP application	None	1 day	Regional Office Records Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	documents and refer to the Office of the RED.			Receiving/Releasing Clerk
	15. RED review application and refer application to ARD for Technical Services.	None	1 day	RED
	16. Reviews and refer application to LPDD Chief.	None	1 day	ARD for Technical Services
	17. LPDD Chief review and refer application to Action Officer.	None	1 day	LPDD Chief
	18. LPDD Action Officer, review the application documents and refer the map to GIS operator for mapping.	None	20 days	Action Officer
	19. LPDD Chief refers the map to the Surveys and Mapping Division (SMD) for projection and verification, and signature of the SMD Chief.	None	1 day	Action Officer
	20. SMD Action Officers conducts projection and verification, and return the map signed by the SMD Chief to LPDD.	None	30 days	SMD Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	21. LPDD Action Officer prepares endorsement of SLUP with final map.		2 days	Action Officer
	22. LPDD Clerk arranges record and forwards the SLUP endorsement with map to LPDD Chief for countersign.	None	1 hour	LPDD Clerk
	23. Review and Countersign the documents, and forward to ARD for Technical Services.	None	1 day	LPDD Chief
	24. Review the SLUP application documents, countersign and forward documents to RED.	None	2 days	ARD for Technical Services
	25. Sign and approve endorsement of SLUP documents and map for Central Office.	None	3 days	RED
	26. Return to LPDD, receives, records, forward the approved endorsement for SLUP application documents to Record Section for release to the Office of Undersecretary for Field Operations.	None	2 days	Regional Record Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>CENRO SUB-TOTAL</b>	Php 500.00	<b>32 days and 2 hours</b>	
	<b>PENRO SUB -TOTAL</b>	None	<b>10 days and 10 hours</b>	
	<b>REGIONAL OFFICE SUB-TOTAL</b>	None	<b>65 days and 1 hour</b>	
	<b>TOTAL</b>	<b>Php 500.00</b>	<b>107 days and 13 hours</b>	
	<b>FMB</b>			
	<b>USEC FOR FIELD OPERATIONS, VISAYAS AND ENVIRONMENT SECRETARY</b>			

*\*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.*

*\*Tenure in timberland requires series of ground survey / investigation / verification from CENRO level and Licenses, Patents and Deeds Division.*

*\*Subjected for final projection and verification of the different sections / units of the Surveys and Mapping Division, most of which have different findings resulting to several weeks of processing time at SMD alone, before returning back to LPDD for preparation of the 25-year agreement.*



**CITIZEN'S CHARTER NO. RO-F-14. ISSUANCE OF WOOD PROCESSING PLANT PERMIT (WPPP) NEW APPLICATION/RENEWAL**

This Permit is a document issued by the concerned DENR Regional Executive Director certifying that the entity indicated thereof is authorized to purchase/ import chainsaw into the country.

<b>Office /Division:</b>	Regional Office Licenses Patents and Deeds Division/CENRO, PENRO
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may Avail of the Service:</b>	External: Private individuals or Corporation
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
10. Duly accomplished application form	Requesting Party
2. Application fee/permit fee (Official Receipt as proof of payment) Application fee =Php 600.00 Annual Permit fee Daily Rated Capacity (DRC) Below 24 cu m P 900.00 =24 m <sup>3</sup> - 47 cu m above 47 cu m 1,080.00 1,200.0 Performance bond = Php 720.00/ cu.m based on daily rated capacity but not less than Php 6,000.00	Requesting Party
3. Authorization issued by the Corporation, Partnership or Association in favor of the person signing the application;	Requesting Party
4. Business Plan;	Requesting Party
5. Business Permit issued by the Municipal/City Mayor;	Requesting Party



6. Copy of the Original ECC issued by EMB and all pertinent permits and requirements stipulated therein	Requesting Party
7. For individual persons, document reflecting proof of Filipino citizenship such as Birth Certificate or Certificate of Neutralization	Requesting Party
8. Evidence of ownership of machines	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>CENRO</b>			
2. Submit requirements and duly accomplished application form	1. CENRO Receiving Clerk receives the application documents from the applicant and records the application. This shall be forwarded to the CENR Officer.	None	30 min	Receiving/Releasing Clerk  CENRO/Implementing PENRO Records Unit
5.1. None	1.1 CENR Officer refers the application document to the Chief, Licenses, Patents and Deeds Unit (LPDU) for action.	None	30 min	PENR/CENR Officer/ Deputy CENR Officer
1.2. None	1.2 LPDU Chief reviews the application document	None	1 hour	Chief RPS (CENRO)/Chief TSD





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	and assigns this to an Action Officer.			(Implementing PENRO)
1.3. None	<p>1.3 Action Officer carefully and thoroughly evaluates the completeness and correctness of submitted requirements based on the checklist of requirements.</p> <p>a. If the submitted application is incomplete, the action officer prepares and sends a memorandum to the applicant, requesting to comply with the deficiencies.</p> <p>b. To ensure awareness of applicants of the</p>	None	2 hours	Chief RPS (CENRO)/Chief TSD (Implementing PENRO)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	requirements for Wood Processing Plant Permit (WPPP)			
1.4. None	1.4 Action Officer conducts a field inspection/evaluation on the establishment of wppp where located.	None	2 working days	Chief RPS (CENRO)/Chief TSD (Implementing PENRO)
6. Receive Order of Payment and pay corresponding fee	2. Receive payment and issue Official Receipt (O.R)	Application fee =Php 600.00 Annual Permit fee Daily Rated Capacity (DRC) Below 24 cu m P 900.00 =24 m3 - 47 cu m above 47 cu m 1,080.00 1,200.0 Performance bond = Php 720.00/ cu.m based	30 min	Bill Collector Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
		on daily rated capacity but not less than Php 6,000.00		
2.1. None	2.1. Accept the O.R. Prepares Endorsement to PENRO to be signed by CENR Officer	None	1 hour	Chief RPS
2.2. None	2.2. Receive and review the application. Approve recommendation. Sign the endorsement to PENR Office	None	1 working day	CENR Officer CENRO
2.3. None	2.3 Record and release the application, supporting documents and endorsement to PENR Office.	None	5 working day (batching up of documents)	Receiving/Releasing Clerk CENRO Records Unit
<b>PENRO</b>				
3. Documents receive from CENRO	3. PENRO Receiving Clerk receives and records the endorsed application	None	2 hours (batching up of documents)	Receiving/Releasing Clerk PENRO Records Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	documents and forwards the same to the PENR Officer.			
3.1 None	3.1 PENR Officer refers the document to the Chief, Technical Services Division and subsequently to be referred to the Chief, Licenses, Patents and Deeds Section who will review the document and prepares endorsement memorandum to the regional office. PENR Officer signs the endorsement memorandum.	None	5 working day (batching up documents)	PENR Officer Chief, TSD PENRO
3.2 None	3.2 PENR Officer to issue Certification that the area of WPPP is outside hot areas and prepare memorandum endorsement to Regional Office through LPDD Chief.	None	30 min	PENR Officer PENRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.3 None	3.3 Review and sign the memorandum endorsement for the Regional Executive Director (RED).	None	1 hour	PENR Officer PENRO
3.4 None	3.4 Record and release the application and supporting documents.	None	1 hour	Receiving/Releasing Clerk PENRO Records Section
<b>RED</b>				
4. None	4. Receive documents and forward to Regional Executive Director.	None	1 hour	Receiving/ Releasing Clerk RO Records Section
4.1 None	4.1. Receive and review documents. Forward to ARD for Technical Services	None	1 hour (batching up of documents)	RED Regional Office
4.2 None	4.2. Receive and review documents. Forward to License, Patents and Deeds Division (LPDD).	None	2 hours (batching up of documents)	ARD for Technical Services
4.3 None	4.3. Receive and review documents.	None	1 hour	Chief, LPDD, Regional Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Forward to assigned Staff.			
4.4 None	4.4. Action Officer review/evaluate document, draft Wood Processing Plant Permit/Endorsement to USEC for Field Operations and return to LPDD Chief for review and correction.	None	2 hours	Chief/Staff, FUS, Regional Office
4.5 None	4.5. LPDD Chief review the draft Wood Processing Plant Permit/ Endorsement to USEC for Field Operations and return to Action Officer for preparation of final Wood Processing Plant Permit/ Endorsement to USEC for Field Operations	None	1 hour	Chief, LPDD, Regional Office
4.6 None	4.6. LPDD Chief countersign Wood Processing Plant	None	1 hour	ARD, TS, Regional Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Permit/ Endorsement to USEC for Field Operations			
4.7 None	4.7. Clerk record the document on the logbook and forward to Assistant Regional Director for Technical Services for counter signature.	None	30 min.	ARD, TS, Regional Office
4.8 None	4.8. Clerk of Assistant of Regional Director for Technical Services forward the document to Office of Regional Director.	None	30 min.	Receiving/Releasing Clerk Office of the RO
4.9 None	4.9. Regional Director approve/sign Wood Processing Plant Permit/ Endorsement to USEC for Field Operations	None	30 min	Receiving/Releasing Clerk RO Records Section
4.10 None	4.10. Clerk from Office of Regional Director return the approved Wood Processing Plant Permit/ Endorsement	None	30 min	Receiving/Releasing Clerk RO Records Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	to USEC for Field Operations to LPDD.			
4.11 None	4.11. LPDD Clerk receives and records the approved Wood Processing Plant Permit/ Endorsement to USEC for Field Operations and forward to Record Section for releasing to permittee/ to be forwarded to USEC for Field Operations.	None	30 min	Receiving/Releasing Clerk RO Records Section
	<b>CENRO SUB-TOTAL</b>	Php 7,500.00	<i>8 days, 6hrs&amp;30 min.</i>	
	<b>PENRO SUB - TOTAL</b>	None	<i>5 days, 4hrs&amp;30 min.</i>	
	<b>REGIONAL OFFICE SUB-TOTAL</b>	None	<i>11hrs&amp;30 min</i>	
	<b>TOTAL</b>	Php 7,500.00	<b>13 days, 22hrs&amp;30min</b>	
	<b>FMB</b>			
	<b>USEC FOR FIELD OPERATION</b>			
	<b>SECRETARY</b>			

*\*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-15. ISSUANCE OF COMMUNITY BASED FOREST MANAGEMENT AGREEMENT (CBFMA)

Community Based Management Agreement is a production sharing agreement between DENR and participating people's organization (POs) for twenty-five (25) years renewable for another twenty-five (25) years and shall provide tenurial security and incentives to develop, utilize and managed specific portion of forest lands (DENR Administrative Order 96-29).

<b>Office /Division:</b>	DENR CENRO/PENRO/REGIONAL OFFICE
<b>Classification:</b>	Complex to Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen
<b>Who may Avail of the Service:</b>	People's Organization (POs)
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Letter of Intent to apply for CBFMA (1 original, 1 photocopy);	Requesting Party
2. PO resolution authorizing the PO President to apply for CBFMA;	Requesting Party, DENR
3. Certificate of PO Registration (SEC/DOLE/CDA)	Requesting Party, SEC, DOLE and CDA
4. List of Officers and Members duly signed by the President/Chairman and the Secretary;	Requesting Party
5. List of Members and their complete address duly signed by the president and secretary	Requesting Party
6. Organizational Structure	Requesting Party
11. Attendance sheet and Minutes of the CBFM Orientation	Requesting Party
12. GIS Map of the proposed CBFM area signed by the CENRO/PENRO/ RD	Requesting Party, CENRO
13. LGU Resolution endorsing the CBFMA application (Barangay and Municipal)	LGUs



14. Certificate of Non-Overlap (CNO) issued by National Commission of Indigenous People (NCIP)	NCIP
15. Constitution and By-Laws	Requesting Party
16. Prepared CBFMA Agreement duly signed by the applicant	Concern CENR Office
17. Final Map of the proposed CBFM area	SMD (GIS)
18. E-copy of Shapefiles of the applied area in CD	Concern CENR Office
<b>Additional if the applicant is a representative</b>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>CENRO</b>			
1. Submit letter request and supporting documents to CENRO.	1. Check completeness of CBFMA application and supporting documents, and receive, records the application on the logbook, encode on RDATS and forward the application to Deputy CENR Officer/CENR Officer.	None	1 day	Receiving Clerk Technical Staff Regulation and Permitting Section
2. Pay corresponding fee and receive O.R.	2. Accept payment and issue Official Receipt (O.R.)	Depending on the size of the area applied	1 hour	Credit Officer
	2.1 Receive, review and refer the application to Chief RPS	None	1 day	Deputy CENR Officer/ CENR Officer
	2.2 Receive the application documents and refer to action	None	1 day	Chief RPS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	officers, assign inspection team to conduct site inspection			
	2.3 Action Officer/s conduct review and evaluation of application and assign inspection team to conduct site delineation	None	12 days	Chief LPDU
3. Accompany/ guide the inspection/ verifying team to the site	3. Conduct evaluates the completeness and correctness of submitted requirements based on the checklist of requirements. Conduct inspection, evaluation and prepare report with attachment (map, geo-tagged photos) and submit reports to Chief LPDU.	None	15 working days depending on location and coverage of the area	Action officer/Inspecting Team
	3.1 Review the inspection report and submit recommendation to CENRO and prepares endorsement for the RED thru PENRO	None	2 days	Chief RPS
	3.2 Receive, review and signs endorsement for RED and forward the same to the PENRO.	None	2 days	Deputy CENR Officer/ CENR Officer
	3.3 Record and release endorsement of CBFMA application document and updates the RDATs	None	1 day	Records Officer
	<b>PENRO</b>			
	1. Receive CBFMA application documents endorsed by CENRO	None	4 hours	Receiving/Releasing Clerk
	2. Record and forward application document to PENRO	None	4 hours	PENRO Records Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3. PENR Officer Review and refer to Chief Technical Services	None	1 day	PENRO Officer
	4. Review and refer to Action Team and GIS for verification.	None	1 day	Chief, Technical Service
Accompany/ guide the inspection/ verifying team to the site	5. Conduct inspection and verification, make report, map and recommendation.	None	7 days	PENRO Action Team and GIS
	6. Review report and make endorsement to RED	None	1 hour	Chief Technical Service
	7. Review and endorse CBFMA application document to RED	None	1 hour	PENR Officer
	8. Record and release the CBFMA application, supporting documents and endorse to RED	None	5 working days (batching up of documents)	PENRO Records officer
	<b>RED</b>			
	1. LPDD Receiving Clerk receives applications documents and draft CBFMA Agreement as endorsed by PENRO.	None	1 day	Regional Receiving/Releasing Clerk
	2. RED review application and refer application to ARD for Technical Services.	None	1 day	RED
	3. Reviews and refer application to LPDD Chief.	None	1 day	ARD for Technical Services
	4. LPDD Chief review and refer application to Action Officer.	None	1 day	LPDD Chief
	5. LPDD Action Officer, review the application documents and refer the map to GIS operator for mapping.	None	20 days	Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	6. LPDD Chief refers the map to the Surveys and Mapping Division (SMD) for projection and verification, and signature of the SMD Chief.	None	1 day	Action Officer
	7. SMD Action Officers conducts projection and verification, and return the map signed by the SMD Chief to LPDD.	None	30 days	SMD Action Officer
	8. LPDD Action Officer prepares endorsement of CBFMA with final map.		2 days	Action Officer
	9. LPDD Clerk arranges record and forwards the CBFMA endorsement with map to LPDD Chief for countersign.	None	1 hour	LPDD Clerk
	10. Review and Countersign the documents, and forward to ARD for Technical Services.	None	1 day	LPDD Chief
	11. Review the CBFMA application documents, countersign and forward documents to RED.	None	2 days	ARD for Technical Services
	12. Sign and approve endorsement of CBFMA documents and map for Central Office.	None	3 days	RED
	<b>CENRO SUB- TOTAL</b>	None	<i>35 days &amp; 1 hr</i>	
	<b>PENRO SUB -TOTAL</b>	None	<i>14 days &amp; 10 hrs</i>	
	<b>REGIONAL OFFICE SUB-TOTAL</b>	None	<i>63 days &amp; 1 hr</i>	
	<b>TOTAL</b>	<b>None</b>	<b>112 days &amp; 12 hrs</b>	
	<b>FMB</b>			
	<b>USEC FOR FIELD OPERATION</b>			
	<b>SECRETARY</b>			



*\*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-16. ISSUANCE OF CERTIFICATE OF REGISTRATION AS LOGS, LUMBER, VENEER, PLYWOOD, AND OTHER WOOD-BASED PANELS, POOLS AND PILES, PULPWOODS AND WOODCHIPS IMPORTER**

This Certification is a document issued by the concerned DENR Regional Executive Director certifying that the entity indicated thereof is authorized to import foreign wood materials into the country.

<b>Office /Division:</b>	Regional Office Licenses Patents and Deeds Division/CENRO, PENRO
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may Avail of the Service:</b>	External: Private individuals or Corporation
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
19. Duly accomplished application form	Requesting Party
20. An authenticated photo static copy of registration as single proprietorship, partnership or corporation from the Department of Trade and Industry (DTI) and/or Securities and Exchange Commission (SEC); (New Applicant)	Requesting Party DTI/ SEC
21. Electronic copy of Purchase Order between the foreign supplier and the agent, contractor or dealer for the procurement, sell or supply wood materials to be imported	Requesting Party
22. List of specific species of wood and its scientific names for imported products belonging to AHTN Code No. 44.03 and 44.07	Requesting Party
23. Monthly Report on Wood Importation and Disposition (renewal)	Requesting Party
24. Regulatory fees Application/ Registration fee – Php 3,000.00	Requesting Party



Performance bond - Php 12,000.00, in case of Surety Bond, the cash bond shall be doubled) (New applicant)	
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CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>CENRO</b>			
1. The applicant should go to the DENR Region 7 website <a href="https://143.44.162.131/fmi/webd/FS_Applications">https://143.44.162.131/fmi/webd/FS_Applications</a> and upload his/her application and requirements to :”DENR-7 Online Application (Frontline Services)”	3. View the application submitted through the Frontline Services Transaction at Regional Documents Transaction System (RDATS)	None	30 min	Action officer
6.1. None	1.1. Evaluate/ review the uploaded requirements of the applicants in case complete requirements PRINT the application	None	1 hour	Action officer





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	together with the requirements then forward to RDATS receiving officer at Records Section for Acceptance and Printing of routing slip. (Note: present the Application Number to RDATS officer)			
1.2. None	1.2 In case incomplete requirements the action officer should inform the applicant about the discrepancy through email then "select" REJECT the application in the system.	None	1 hour	Action officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.3. None	1.3. Receive/ Accept/ Scan and Upload application documents to RDATS then print routing slip for CENRO referral	None	50 min	Receiving/Releasing Clerk CENRO Records Unit
1.4. None	1.4 Receive, review and refer the application to Chief RPS.	None	1 hour	Deputy CENR Officer/ CENR Officer CENRO
1.5. None	1.5. Receive and review the application, and assign inspection team to conduct site inspection.	None	30 min	Chief RPS
2. Guide/ accompany the inventory team	2. Conduct inspection in coordination with the applicant	None	5 working days or less depending on the location and size of the area	Inspection Team RPS
2.1. None	2.1. Prepare Inspection Report (Complete Staff Work)	None	1 hour	Inspecting Officer/ Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2.2. None	2.2. Prepare Order of Payment then inform the applicant for the payment fee	None	30 min	Inspecting Officer/ Action Officer
3. Receive Order of Payment and pay corresponding fee	3. Receive payment and issue Official Receipt (O.R)	Application/ Registration fee – Php 3,000.00 Performance bond - Php 12,000.00, in case of Surety Bond, the cash bond shall be doubled) (New applicant)	30 min	Credit Officer CENRO
3.1. None	3.1.Prepare Endorsement to PENRO to be signed by CENR Officer	None	1 hour	Inspecting Officer/ Action Officer
3.2. None	3.2 Receive and review the application and inspection report.	None	1 working day	CENR Officer CENRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Approve recommendation. Sign the endorsement to PENR Office.			
3.3. None	3.3. Scan and upload the whole attachments of Inspection Report and Endorsement to RDATS then "select" FORWARD to concerned PENRO the application documents and finally coordinate to RDATS Action Officer at PENRO Records Section for checking the successful delivery of transactions in the System.	None	1 working day	Receiving/Releasing Clerk CENRO Records Unit
	<b>PENRO</b>			
3.4. None	3.4. View and print the application documents	None	1 working day	Receiving/Releasing Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	forwarded by CENRO to PENRO in Regional Documents Transaction System (RDATS) and forward whole application documents to PENR Officer			PENRO Records Unit
3.5 None	3.5. Receive and review documents. Refer to TSD	None	1 day (batching up documents)	PENR Officer
3.6. None	3.6. Review, evaluate application and prepare memorandum endorsement to Regional Office through Chief, TSD for countersigning.	None	2 hours	Chief/Staff Concerned Unit/Section  Chief TSD
3.7 None	3.7. Review and sign the memorandum endorsement for	None	1 hour	PENR Officer PENRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	the Regional Executive Director (RED).			
3.8 None	3.8 Scan and upload the Endorsement to RDATS then "select" FORWARD to Regional Office the endorsement and coordinate to LPDD Action Officer at Regional Office for checking the successful delivery of transactions in the System.	None	1 hour	Receiving/Releasing Clerk PENRO Records Section
	<b>RED</b>			
3.9 None	3.9 View the application to Frontline Services Transaction – Online Process – Regional Office7 – R7 LPDD at Regional Documents Transaction	None	2 hours	LPDD Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	System (RDATS) - then PRINT the whole application documents and forward to RDATS receiving officer at RO Records Section for Acceptance and Printing of routing slip. (Note: present the Application Number to RDATS officer)			
3.10 None	3.10 Receive/Accept/Scan and Upload application documents, inspection report and endorsement of PENRO/CENRO to RDATS then print routing slip for RED referral.	None	30 min	Regional Record Officer
3.11 None	3.11. The document application will be	None	1 working day	RED/ ARD for Technical Services



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	refer by RED to ARD for Technical Services to Chief LPDD then to Action Officer for appropriate action.			
3.12	3.12 Evaluate/ review the application documents as follows: <ul style="list-style-type: none"> <li>- Application form and requirements</li> <li>- Inspection Report (CSW) with attachments</li> <li>- Endorsement of CENRO and PENRO</li> </ul> If documents submitted are complete Action Officer prepares	None	2 working day	LPDD Action Officer





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>CSW and Permit for RED's approval.</p> <p>In case of incomplete requirements the action officer prepares and sends a letter to applicant and copy furnished the concerned CENRO, requesting to comply with the deficiencies.</p>			
3.13 None	3.13. Signs/approves the Permit and returned to LPDD for segregation of documents.	None	1 day	RED
3.14. None	<p>3.14. RO Records Officer shall conduct the following:</p> <ul style="list-style-type: none"> <li>• Scan and upload the approved Permit and other</li> </ul>	None	4 hours	Regional Record Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	attachments to RDATS then “select” and CLOSE the transactions in the System. • Release the approved Certificate of Registration As Logs, Lumber, Veneer, Plywood, and Other Wood-based Panels, Pools and Piles, Pulpwoods and Woodchips Importer to the permittee.			
4. Receive the approved Certificate of Registration As Logs, Lumber, Veneer, Plywood, and Other Wood-based Panels, Pools and Piles, Pulpwoods and Woodchips Importer		None		
	<b>CENRO SUB-TOTAL</b>	Php 15,000.00	<i>7 days, 7 hrs&amp; 50 min.</i>	
	<b>PENRO SUB - TOTAL</b>	None	<i>2 days,4 hrs&amp; 0 min.</i>	



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>REGIONAL OFFICE SUB-TOTAL</b>	None	4 days, 6 hrs & 30 min	
	<b>TOTAL</b>	Application/Registration fee – Php 3,000.00 Performance bond - Php 12,000.00, in case of Surety Bond, the cash bond shall be doubled) (New applicant)	13 days, 18hrs & 20 min	
	<b>FMB</b>			
	<b>USEC FOR FIELD OPERATION</b>			
	<b>SECRETARY</b>			

*\*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-17 ISSUANCE OF CERTIFICATE OF REGISTRATION AS LUMBER DEALER NEW/RENEWAL

A certification/ document issued by the concerned DENR Regional Executive Director to a dealer of lumber, logs, poles or piles upon registration with the DENR. (Republic Act No. 1239, Series of 1955 and FAO 26, series of 1956, DAO 1994-08).

<b>Office /Division:</b>	Regional Office Licenses Patents and Deeds Division/CENRO, PENRO	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen	
<b>Who may Avail of the Service:</b>	External: Private individuals or Corporation	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly accomplished application form	Requesting Party	
2. An authenticated photostatic copy of registration as single proprietorship, partnership or corporation from the Department of Trade and Industry (DTI) and/or Securities and Exchange Commission (SEC); (for new application)	Requesting Party DTI/ SEC	
3. Copy of lumber supply contract between the applicant (as buyer) and the supplier duly approved by concerned RED	Requesting Party	
4. Updated Mayor's/Business Permit	Requesting Party	
5. Business and Management Plan (for new application)	Requesting Party	
6. Income Tax Return (for new application)	Requesting Party, BIR	
7. Regulatory fees Application fee – Php 600.00 Permit/ Registration fee – Php 480.00 Performance bond - Php 1,000.00 (for new applicant only)	Requesting Party	
8. Monthly report on Lumber Handled (for renewal)	Requesting Party	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>CENRO</b>			
1. The applicant should go to the DENR Region 7 website <a href="https://143.44.162.131/fmi/webd/FS_Applications">https://143.44.162.131/fmi/webd/FS_Applications</a> and upload his/her application and requirements to :”DENR-7 Online Application (Frontline Services)”	1. View the application submitted through the Frontline Services Transaction at Regional Documents Transaction System (RDATS)	None	1 hour	Action officer
1.1 None	1.1 Evaluate/ review the uploaded requirements of the applicants in case complete requirements PRNT the application together with the requirements then forward to RDATS receiving officer at Records Section for Acceptance and Printing of routing slip. (Note: present the Application Number to RDATS officer)	None	2hours	Action officer
1.2. None	1.2 In case of incomplete requirements the action officer should inform the applicant on the lacking requirement/ discrepancy through email then “select” REJECT the application in the system. If found in order,	None	1 hour	Action officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	the action officer will accept, scan and print the application documents.			
1.3. None	1.3 Receive/ Accept/ Scan and Upload application documents to RDATS then print routing slip for CENRO referral	None	1 hour	Receiving/Releasing Clerk
1.4 None	1.4 Receive, review and refer the application to Chief RPS.	None	1 hour	Deputy CENR Officer/ CENR Officer CENRO
1.5. None	1.5. Receive and review the application and assign inspection team to conduct site inspection.	None	1 hour	Chief RPS
2. Guide/ accompany the inventory team	2. Conduct inspection in coordination with the applicant	None	5 days or less depending on the location and size of the area	Inspection Team RPS
2.1. None	2.1. Prepare Inspection Report (Complete Staff Work)	None	1 day	Inspecting Officer/ Action Officer
2.2. None	2.2. Prepare Order of Payment then inform the applicant for the payment fee	None	30 mins	Inspecting Officer/ Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Receive Order of Payment and pay corresponding fee	3.Receive payment and issue Official Receipt (O.R)	Application fee – Php 600.00 Registration fee – Php 480.00 Performance bond - Php 1,000.00	30 mins	Credit Officer CENRO
3.1. None	3.1Prepares Endorsement to PENRO to be signed by CENR Officer	None	1 hour	Inspecting Officer/ Action Officer
3.2. None	3.2 Receive and review the application documents and inspection report. Approve and sign the endorsement to PENR Office.	None	1 day	CENR Officer
3.3. None	3.3. Scan and upload the entire attachments of Inspection Report and Endorsement to RDATS then “select” FORWARD to concerned PENRO the application documents and finally coordinate to RDATS Action Officer at PENRO Records Section for checking the successful delivery of transactions in the System, and the same is forwarded to PENRO	None	1 day	Receiving/Releasing Clerk CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	concerned for further endorsement to RO			
	<b>PENRO</b>			
3.4 None	3.4. View and print the application documents received from CENRO concerned in Regional Documents Transaction System (RDATS) and refer the entire application documents to the PENR Officer	None	2 hours	Receiving/Releasing Clerk PENRO Records Unit
3.5 None	3.5 Receive and review the entire application documents, and refer to the Chief, TSD	None	2 hours	PENR Officer
3.6 None	3.6. Review and evaluate the entire application documents and prepare memorandum endorsement to Regional Office through Chief, TSD for countersignature	None	1 day	Chief/Staff Concerned Unit/Section  Chief TSD
3.7 None	3.7 Review and sign the memorandum endorsement for the Regional Executive Director (RED).	None	2 hours	PENR Officer PENRO
3.8 None	3.8 Scan and upload the Endorsement to RDATS then "select" FORWARD to	None	2 hours	Receiving/Releasing





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Regional Office for endorsement and coordinate to LPDD Action Officer at Regional Office for checking the successful delivery of transactions in the System.			
	<b>RED</b>			
3.9 None	3.9 View the application to Frontline Services Transaction – Online Process – Regional Office7 – R7 LPDD at Regional Documents Transaction System (RDATS) - then PRINT the entire application documents and forward to RDATS receiving officer at RO Records Section for Acceptance and Printing of routing slip. (Note: present the Application Number to RDATS officer)	None	2 hours	LPDD Action Officer
3.10 None	3.10 Receive/Accept/Scan and Upload application documents, inspection report and endorsement of PENRO/CENRO to RDATS then print routing slip for RED referral.	None	30 mins	Regional Record Officer
3.11 None	3.11. The entire application documents will be referred	None	1 day	RED/ ARD for Technical Services



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	by RED thru ARD for Technical Services and forward to the Chief, LPDD, attention Action Officer for appropriate action.			
3.12 None	<p>3.12 Chief, LPDD, refers the entire application documents to the concerned Action Officer for review/evaluation.</p> <p>*If said documents are complete, the action officer prepares CSW and Permit for RED's approval.</p> <p>*In case of incomplete requirements/ deficiency, the action officer prepares and sends a memorandum to concerned PENRO/ CENRO for compliance copy furnished the applicant.</p>	None	3 days	LPDD Action Officer
3.13 None	3.13 The action officer forwards the CSW and permit to the Chief, LPDD for review and countersignature for endorsement to the ARD for Technical Services	None	1 day	Chief, LPDD, Action Officer
3.14 None	3.14 ARD For Technical Services receive,review,and sign the CSW and	None	1 day	ARD for Technical Services



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	countersign the permit, and forward documents to the RED			
3.15 None	3.15 Signs/approves the Permit and return to LPDD for segregation of documents.	None	1day and 2 hrs	RED
3.16 None	3.16. The action officer segregates and reproduce documents and forward to the Records Officer	None	2 hours	LPDD Action Officer
3.17. None	3.17. RO Records Officer shall conduct the following: <ul style="list-style-type: none"> <li>• Scan and upload the approved Permit and other attachments to RDATS then “select” and CLOSE the transactions in the System.</li> <li>• Release the Memorandum and approved Certificate of Registration as Lumber Dealer (original/hard copies) to the PENRO, attention CENRO concerned through courier</li> </ul>	None	1 day	Regional Record Officer
4. Receive the approved Certificate of Registration as Lumber Dealer	4.1. CENRO concerned will release the Certificate of Registration as Lumber Dealer to the permittee	None	30 mins.	CENRO Record Officer
	<b>CENRO SUB- TOTAL</b>	Php 2,080.00	<b>8days&amp; 9 hrs.</b>	
	<b>PENRO SUB -TOTAL</b>	None	<b>1 day&amp;8 hrs.</b>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>REGIONAL OFFICE SUB-TOTAL</b>	None	8days,4 hrs &30 mins.	
	<b>TOTAL</b>	Application fee – Php 600.00 Registration fee – Php 480.00 Performance bond - Php 1,000.00	<b>17 days &amp;24 hrs</b>	
	<b>FMB</b>			
	<b>USEC FOR FIELD OPERATION</b>			
	<b>SECRETARY</b>			

*\*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 OFFICE**  
**Wildlife**  
**(External Services)**



## CITIZEN'S CHARTER NO. RO-W-01. ISSUANCE OF CERTIFICATE OF WILDLIFE REGISTRATION (CWR)

Certificate of Wildlife Registration is an act of entering in the official records wildlife species and granting authority to persons, agencies or institutions to maintain said wildlife.

<b>Office or Division:</b>	Regional Office, Licenses Patents and Deeds Division/ CENRO, PENRO	
<b>Classification:</b>	Highly Technical – 7 Working days	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	External: Private individuals or Corporation	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly accomplished application form		Public Assistance Desk or Receiving Area
<ul style="list-style-type: none"> <li>• Legal acquisition of wildlife: Proof of Purchase (Official Receipt/Sales Invoice or Deed of Sale)</li> <li>• Deed of Donation with Notary</li> <li>• Local Transport Permit, (if applicable)</li> </ul>		Acquired/purchased from legal sources (facilities with Wildlife Farm Permit, Wildlife Collector's Permit, Certificate of Accreditation and Registration, Memorandum of Agreement or any DENR clearance/permit)
2. Documentary stamp		
3. Inventory list of wildlife		Requesting Party
4. Prior clearance of affected communities (Barangay Clearance)		Requesting Party, Barangay
5. Proof of capability to maintained the wildlife (Financial/Bank Statement)		Requesting Party
<b>Additional if the applicant is a representative</b>		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>CENRO</b>			
<p>The applicant should be advised to visit the DENR Region 7 website <a href="http://r7.denr.gov.ph">r7.denr.gov.ph</a> or <a href="http://143.44.162.131/fmi/webd/FS_Applications">http://143.44.162.131/fmi/webd/FS_Applications</a> and upload his/her application and requirements to DENR-7 Online Application (Frontline Services)</p>	<p>1. View the application submitted through the Frontline Services Transaction at Regional Documents Transaction System (RDATS)</p>			
	<p>2. Evaluate/review the uploaded requirements of the applicants in case when requirements are complete PRINT the application together with the requirements then forward to RDATS receiving officer at Records Section for Acceptance and</p>	None	1 hour	RPS/Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Printing of routing slip. (Note: present the Application Number to RDATS officer)			
	3. In case of incomplete requirements, the action officer should inform the applicant about the discrepancy through email then "select" REJECT the application in the system.	None	30 Minutes	RPS/Action Officer
	4. Receive/Accept and Print the application documents to RDATS then print routing slip for CENRO referral.	None	1 hour	RPS/Action Officer
	5. The document application will be	None	30 minutes	CENRO Officer/Chief RPS





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	referred by CENR Officer to RPS Action Officer for appropriate action.			
Accompany/ guide the Inspector Officer to the site	6. Conduct inspection in coordination with the applicant.	None	5 Days	Inspection Team/ Action officer
	7. Prepares Inspection Report (Complete Staff Work)	None	1 Day	Action officer
	8. Prepares Endorsement to PENRO to be signed by CENR Officer then forward to whole documents to Records Section for release.	None	1 hour	Inspection Team/Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	9. Scan and upload the whole attachments of Inspection Report and Endorsement to RDATS then “select” <b>FORWARD</b> to concerned PENRO the application documents and finally <b>coordinate to RDATS Action Officer at PENRO Records Section</b> for checking the successful delivery of transactions in the System.	None	1 hour	RDATS Action Officer
	<b>PENRO</b>			
	1. View and print the application documents forwarded by CENRO to PENRO in Regional	None	1 hour	RDATS Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Documents Transaction System (RDATS)			
	2. Print routing slip and forward whole application documents to PENR Officer.	None	10 Minutes	RDATS Action Officer
	3. The document application will be referred by PENR Officer to RPS Action Officer for appropriate action.	None	10 Minutes	PENR Officer
	4. Review and prepare endorsement to Regional Office to be signed by PENR Officer then forward endorsements to Records Section for release.	None	1 Day	Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	5. Scan and upload the Endorsement to RDATS then “select” <b>FORWARD</b> to Regional Office the endorsement and <b>coordinate to LPDD Action Officer at Regional Office</b> for checking the successful delivery of transactions in the System.	None	1 hour	RDATS Action Officer
<b>REGIONAL OFFICE</b>				
	1. LPDD Action Officer view the application to <b>Frontline Services Transaction – Online Process – Regional Office7 – R7 LPDD at Regional</b>	None	1 hour	LPDD action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>Documents Transaction System (RDATS) - then <b>PRINT</b> the whole application documents forwarded by PENRO and forward the application documents to RDATS receiving officer at RO Records Section for Acceptance and Printing of routing slip. (Note: present the Application Number to RDATS officer)</p>			
	<p>2. The document application with routing slip will be referred by RED to ARD for Technical Services then to</p>	None	1 day	Records and Clerk from (ORED, ARD Management, LPDD)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Chief LPDD for appropriate action.			
	3. LPDD Receive and record the application	None	45 min.	Receiving Officer
	4. Initial review of document and refer to Action Officer	None	5 min.	Chief, Licenses, Patents & Deeds Division
	5. Review /evaluate application document <b>Note:</b> If there's a lacking document, prepare letter to the proponent for compliance	None	1 day	Action Officer
	6. Prepare Order of Payment and inform the client on the payment fee	None	5 min.	Action Officer
2. Pay to the Cashier the Registration Fee	7. Received Approved Order of Payment, Accept payment and	<b>Registration fee:</b> 1-50 heads = ₱50.00 51-100 heads = ₱500.00	5 min.	Cashier Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Issue Official Receipt	101-200 heads = ₱750.00 201 and above = ₱1,000.00		
3. Present the Original copy of the Official Receipt to Action Officer	8. Received the original copy Official Receipt and prepare Certificate of Wildlife Registration (CWR) and Memorandum to Regional Executive Director.	None	4 hours	Action Officer
	9. Final review of documents and counter sign Certificate and Memorandum	None	1 hour	Chief, Licenses, Patents & Deeds Division
	10. Record documents and forward to ARD for Technical Services for	None	1 hour	Releasing Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	counter signature prior for the approval of the Regional Executive Director			
	11. ARD counter signed the CWR and endorsement and endorse to the Office of the RED	None	5 hours	ARD for Technical Services
	12. Signed the CWR and forward to LPDD for segregation of documents	None	1 day	Regional Executive Director
	13. LPDD Releasing officer release the approved permit to Records Section	None	1 hour	Releasing Officer
4. Receive Approved Application	14. Received application	None		Action Officer
	<b>CENRO SUB- TOTAL</b>		<b>6 days and 5 hours</b>	
	<b>PENRO SUB -TOTAL</b>		<b>1 day 2 hours and 20 minutes</b>	
	<b>REGIONAL OFFICE SUB-TOTAL</b>		<b>3 days and 14 hours</b>	
	<b>TOTAL</b>	<b>HIGHLY TECHNICAL</b>		





<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
	<b>FMB</b>			
	<b>USEC FOR FIELD OPERATION</b>			
	<b>SECRETARY</b>			

*\*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-W-02. ISSUANCE OF WILDLIFE FARM PERMIT (WFP)

Wildlife Farm Permit has been classify in two (2) types of permit, the Small Scale Farming (with capital of Php 1,500,000.00 and below) and Medium to Large Scale Farming (with capital of more than Php 1,500,000.00) which is both are allowed to undergo in commercial breeding or propagation of wildlife, these permits will have a validity of five (5) years, or when the project is terminated, and renewable for the same duration.

<b>Office or Division:</b>	Regional Office, Licenses Patents and Deeds Division, PENRO, CENRO	
<b>Classification:</b>	Highly Technical–20 working days	
<b>Type of Transaction:</b>	Government to Citizen, Corporation or LGU	
<b>Who may avail:</b>	External: Private individuals, Corporation or LGU	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• <b>SMALL-SCALE FARMING</b></li> </ul>		
6. Duly accomplished application form with two recent 2"x2" photo of applicant	Public Assistance Desk or Receiving Area	
7. Copy of Certificate of Registration from appropriate Government agencies: Security & Exchange Commission (SEC), Cooperative Dev. Authority (CDA), for individual applicant Certificate of Business Name Registration (DTI)	Authorized Government agencies	
8. Proof of scientific expertise (List of qualifications of manpower and Certification of Veterinarian)	Requesting Party and Registered Veterinarian	
9. Financial plan showing capability to go into breeding (Financial/Bank Statement or Cert. of Employment & latest Pay slip)	Requesting Party and authorized agencies	



10. Proposed facility design	Requesting Party
11. Prior clearance of affected communities (Barangay Clearance or PAMB Clearance)	LGU / PAMB
12. Legal acquisition of wildlife: <ul style="list-style-type: none"> <li>• <i>Proof of Purchase (Official Receipt/Sales Invoice or Deed of Sale)</i></li> <li>• <i>Deed of Donation with Notary</i></li> <li>• <i>Local Transport Permit, (if applicable)</i></li> </ul>	Acquired/purchased from legal sources (facilities with Wildlife Farm Permit, CITES/Non-CITES Import Permit, Wildlife Collector's Permit, Certificate of Accreditation and Registration, Memorandum of Agreement or any DENR clearance/permit)
13. Processing and Permit Fee	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
• <b>MEDIUM TO LARGE-SCALE FARMING</b>	
1. Duly accomplished application form with two recent 2"x2" photo of applicant;	Public Assistance Desk or Receiving Area
2. Management and breeding plan	Requesting Party
3. Proof of scientific expertise (List of qualifications of manpower and Certification of Veterinarian)	Requesting Party and Registered Veterinarian
4. Photocopy of land title or lease contract	Requesting Party
5. Proof of financial capability to go into breeding (Financial/Bank Statement)	Requesting Party and authorized agencies
6. Photocopy of Articles on Incorporation (if applicable)	Requesting Party and authorized agencies
7. Prior clearance from affected communities	LGU / PAMB
8. BIR Registration as exporter, if applicant will engage in export	BIR
14. Legal acquisition of wildlife: <ul style="list-style-type: none"> <li>• <i>Proof of Purchase (Official Receipt/Sales Invoice or Deed of Sale)</i></li> </ul>	Acquired/purchased from legal sources (facilities with Wildlife Farm Permit, CITES/Non-CITES Import Permit, Wildlife Collector's Permit, Certificate of Accreditation and Registration,



<ul style="list-style-type: none"> <li>• <i>Deed of Donation with Notary</i></li> <li>• <i>Local Transport Permit, (if applicable)</i></li> </ul>	Memorandum of Agreement or any DENR clearance/permit)
<b>15.</b> Processing and Permit Fee	
<b>ADDITIONAL REQUIREMENT</b>	
<b>16.</b> Environmental Compliance Certificate (ECC)	EMB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>CENRO</b>			
1. The applicant should advise to visit the DENR Region 7 website <a href="http://r7.denr.gov.ph">r7.denr.gov.ph</a> or <a href="http://143.44.162.131/fmi/w_ebd/FS_Applications">http://143.44.162.131/fmi/w_ebd/FS Applications</a> and upload his/her application and requirements to DENR-7 Online Application (Frontline Services)	1. View the application submitted through the Frontline Services Transaction at Regional Documents Transaction System (RDATS)			
	2. Evaluate/review the uploaded requirements of the applicants in case when requirements are complete PRINT the application together with the	None	1 hour	RPS/Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	requirements then forward to RDATS receiving officer at Records Section for Acceptance and Printing of routing slip. (Note: present the Application Number to RDATS officer)			
	3. In case of incomplete requirements, the action officer should inform the applicant about the discrepancy through email then "select" REJECT the application in the system.	None	30 Minutes	RPS/Action Officer
	4. Receive/Accept/Scan and Upload application documents to RDATS then print routing slip for CENRO referral.	None	1 hour	RPS/Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	5. The document application will be referred by CENR Officer to RPS Action Officer for appropriate action.	None	30 minutes	CENRO Officer/Chief RPS
2. Accompany/ guide the Inspector Officer to the site	6. Conduct inspection in coordination with the applicant.	None	5 Days	Inspection Team/ Action officer
	7. Prepares Inspection Report (Complete Staff Work)	None	1 Day	Action officer
	8. Prepares Endorsement to PENRO to be signed by CENR Officer then forward to whole documents to Records Section for release.	None	1 hour	Inspection Team/Action Officer
	9. Scan and upload the whole attachments of	None	1 hour	RDATS Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>Inspection Report and Endorsement to RDATS then “select” FORWARD to concerned PENRO the application documents and finally coordinate to RDATS Action Officer at PENRO Records Section for checking the successful delivery of transactions in the System.</p>			
	<b>PENRO</b>			
	<p>6. View and print the application documents forwarded by CENRO to PENRO in Regional Documents Transaction System (RDATS)</p>	None	1 hour	RDATS Action Officer
	<p>7. Print routing slip and forward whole</p>	None	10 Minutes	RDATS Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	application documents to PENR Officer.			
	8. The document application will be referred by PENR Officer to RPS Action Officer for appropriate action.	None	10 Minutes	PENR Officer
	9. Review and prepare endorsement to Regional Office to be signed by PENR Officer then forward endorsements to Records Section for release.	None	1 Day	Action Officer
	10. Scan and upload the Endorsement to RDATS then "select" <b>FORWARD</b> to Regional Office the endorsement and <b>coordinate to LPDD Action Officer at</b>	None	1 hour	RDATS Action Officer





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p><b>Regional Office</b> for checking the successful delivery of transactions in the System.</p>			
<b>REGIONAL OFFICE</b>				
	<p>1. LPDD Action Officer view the application to <b>Frontline Services Transaction – Online Process – Regional Office7 – R7 LPDD</b> at Regional Documents Transaction System (RDATS) - then <b>PRINT</b> the whole application documents forwarded by PENRO and forward the application documents to RDATS receiving officer at RO Records Section for Acceptance and Printing of routing slip. (Note: <i>present the</i></p>	None	1 hour	LPDD action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<i>Application Number to RDATS officer)</i>			
	2. The document application with routing slip will be referred by RED to ARD for Technical Services then to Chief LPDD for appropriate action	None	1 day	Records and Clerk from (ORED, ARD Management, LPDD)
	3. LPDD Receiving Officer Receive and record the application	None	45 min.	Receiving Officer
	4. Initial review of document and refer to Action Officer	None	5 min.	Chief, Licenses, Patents & Deeds Division
	5. Review /evaluate application document, if document complete schedule for actual inspection of the facility & wildlife (for Large-scale farming) <i>Note: If there's a lacking document, prepare letter to</i>	None	1 day	Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<i>the proponent for compliance</i>			
3. Accompany/ guide the Inspector Officer to the site	6. Conduct Inspection, evaluation of wildlife and facility and prepare report (CSW) with attachment (photo documentation & Wildlife Inventory List) and submit reports to Chief LPDD  - <i>If applicable for verification purposes</i>	none	1 day (Inspection)  5 hours (Preparation of Inspection Report)	Action Officer
	a. Final review of Inspection Report, signature for notification and refer to Action Officer with instruction to forward the application to the Chairman of RWMC	none	30 min.	Chief, Licenses, Patents & Deeds Division
	b. Final evaluation of application, prepare Endorsement with Recommendation of approval to Regional	none	Maximum of 15 days  DAO 2004-55 Sec. 5.1.2.C	Regional Wildlife Management Committee, Region 7



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Executive Director and returned application to LPDD for Payment and preparation of Permit			
	c. Prepare Order of Payment	None	5 min.	Action Officer
4. Pay to the Cashier the Payment Fee	7. Received Approved Order of Payment, Accept payment and Issue Official Receipt	Application & Processing Fee: P500.00 Permit fee: Large Scale = P5000.00 Small Scale = P2,500.00	5 min.	Cashier Officer
5. Present the Original copy of the Official Receipt to Action Officer	8. Received the original copy Official Receipt and prepare Wildlife Farm Permit (WFP) and Memorandum to Regional Executive Director. Refer back to Chief, LPDD	None	1 hour	Action Officer
	9. Final review of documents and counter	None	1 hour	Chief, Licenses, Patents & Deeds Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	sign Permit and Memorandum			
	10. Record documents and forward to ARD for Technical Services for counter signature prior to the approval of the Regional Executive Director	None	1 hour	Releasing Officer
	11. ARD counter signed the WFP and endorsement and endorse to the Office of the RED	None	5 hours	ARD for Technical Services
	Signed the WFP and forward to LPDD for segregation of documents	None	1 day	Regional Executive Director

	12. LPDD Releasing officer release the approved permit to Records Section	None	1 hour	Releasing Officer
6. Receive Approved Application	13. Received application	None		Action Officer
	<b>CENRO SUB- TOTAL</b>		<b>6 days and 5 hours</b>	
	<b>PENRO SUB -TOTAL</b>		<b>1 day 2 hours and 20 minutes</b>	
	<b>REGIONAL OFFICE SUB-TOTAL</b>		<b>19 days and 16 hours and 30 mins.</b>	



	<b>TOTAL</b>	<b>Highly Technical</b>	<b>26 DAYS</b>
	<b>FMB</b>		
	<b>USEC FOR FIELD OPERATION</b>		
	<b>SECRETARY</b>		



## CITIZEN'S CHARTER NO. RO-W-03. ISSUANCE OF WILDLIFE GRATUITOUS PERMIT (WGP)

Gratuitous Permit (GP) is a privilege given to an individual, academe, research institution or organization to capture/harvest and transport wildlife species from the natural habitat for scientific and other authorized purposes. It is a permit issued to any individual or entity engaged in noncommercial scientific or education undertaking to collect wildlife.

<b>Office or Division:</b>	Regional Office, Licenses Patents and Deeds Division, PENRO, CENRO
<b>Classification:</b>	Complex – 7 working days (Study Areas outside PA) Highly Technical–20 working days (Within PA)
<b>Type of Transaction:</b>	Government to Students, Academe, NGO or Foreign Entity/Institution affiliated with Filipino
<b>Who may avail:</b>	External: Students, Academe, NGO or Foreign Entity/Institution affiliated with Filipino
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• <b>FOR A FOREIGN ENTITY/INSTITUTION/INDIVIDUAL OF A FILIPINO CITIZEN AFFILIATED WITH A FOREIGN INSTITUTION</b></li> </ul>	
1. Research/Project Proposal	Requesting Party
2. Institution's Profile, if applicable	Requesting Party
3. Endorsement from the Head of the Institution; or in the case of an individual researcher, from a recognized expert or a research institution or a conservation organization;	Requesting Party
4. Prior clearance of affected communities (concerned LGUs or recognized head of the indigenous people in accordance with RA 8371, or PAMB)	LGU / Protected Area Management Board (PAMB)
5. Processing and Permit Fee	
<b>ADDITIONAL REQUIREMENT</b>	
6. Additional Requirement (Letter request)	



<ul style="list-style-type: none"> <li>• For purposes of thesis of students affiliated with local academic institutions and other government initiated or implemented research or scientific projects</li> </ul>	
1. Research/Project Proposal	Requesting Party
2. Endorsement from the Head of the Institution; or in the case of an individual researcher, from a recognized expert or a research institution or a conservation organization;	Requesting Party
3. Prior clearance of affected communities (concerned LGUs or recognized head of the indigenous people in accordance with RA 8371, or PAMB)	LGU / Protected Area Management Board (PAMB)
4. Processing and Permit Fee	
<b>ADDITIONAL REQUIREMENT</b>	
5. Memorandum of Agreement if the if the study areas consist of 3 region	
7. Letter Request duly signed by the applicant	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>CENRO</b>			
1. The applicant should advised to visit the DENR Region 7 website <a href="http://r7.denr.gov.ph">r7.denr.gov.ph</a> or <a href="http://143.44.162.131/fmi/webd/FS_Applications">http://143.44.162.131/fmi/webd/FS_Applications</a> and upload his/her application and requirements to DENR-7 Online Application (Frontline Services)	1. View the application submitted through the Frontline Services Transaction at Regional Documents Transaction System (RDATS)			
	2. Evaluate/review the uploaded requirements of the applicants in case when requirements are complete PRINT the application	None	1 hour	RPS/Action Officer





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	together with the requirements then forward to RDATS receiving officer at Records Section for Acceptance and Printing of routing slip. (Note: present the Application Number to RDATS officer)			
	3. In case of incomplete requirements, the action officer should inform the applicant about the discrepancy through email then "select" REJECT the application in the system.	None	30 Minutes	RPS/Action Officer
	4. Receive/Accept/Scan and Upload application documents to RDATS then print routing slip for CENRO referral.	None	1 hour	RPS/Action Officer
	5. The document application will be referred by CENR Officer to RPS Action	None	30 minutes	CENRO Officer/Chief RPS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Officer for appropriate action.			
	6. Conduct inspection in coordination with the applicant.	None	5 Days	Inspection Team/ Action officer
	7. Prepares Inspection Report (Complete Staff Work)	None	1 Day	Action officer
	8. Prepares Endorsement to PENRO to be signed by CENR Officer then forward to whole documents to Records Section for release.	None	1 hour	Inspection Team/Action Officer
	9. Scan and upload the whole attachments of Inspection Report and Endorsement to RDATS then "select" FORWARD to concerned PENRO the application documents and finally coordinate to RDATS Action Officer at PENRO Records Section for checking the successful delivery of	None	1 hour	RDATS Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	transactions in the System.			
	<b>PENRO</b>			
	1. View and print the application documents forwarded by CENRO to PENRO in Regional Documents Transaction System (RDATS)	None	1 hour	RDATS Action Officer
	2. Print routing slip and forward whole application documents to PENR Officer.	None	10 Minutes	RDATS Action Officer
	3. The document application will be referred by PENR Officer to RPS Action Officer for appropriate action.	None	10 Minutes	PENR Officer
	4. Review and prepare endorsement to Regional Office to be signed by PENR Officer then forward endorsements to Records Section for release.	None	1 Day	Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	5. Scan and upload the Endorsement to RDATS then “select” <b>FORWARD</b> to Regional Office the endorsement and <b>coordinate to LPDD Action Officer at Regional Office</b> for checking the successful delivery of transactions in the System.	None	1 hour	RDATS Action Officer
<b>REGIONAL OFFICE</b>				
	1. LPDD Action Officer should view and evaluate/review the uploaded requirements of the applicants at Regional Documents Transaction System (RDATS). <b>PRINT</b> the application together with the requirements then forward to RDATS receiving officer at Records Section for Acceptance and Printing of routing	None	1 hour	LPDD action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>slip. (<i>Note: present the Application Number to RDATS officer</i>)</p>			
	<p>2. Receive/Accept/Scan and Upload application documents to RDATS then print routing slip for RED referral to ARDTS to LPDD then to Action Officer for appropriate action</p>	None	1 day	Records and Clerk from (ORED, ARD Management, LPDD)
	<p>3. Receive and record the application</p>	None	45 min.	Receiving Officer
	<p>4. Initial review of document and refer to Action Officer</p>	None	5 min.	Chief, Licenses, Patents & Deeds Division
	<p>5. Review /evaluate application document, if document complete prepare Order of Payment (if Study Areas outside PA); if within PA forward application to RWMC</p> <p><i>Note: If there's a lacking document, prepare letter to the proponent for compliance</i></p>	None	1 day	Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	6. Final evaluation of application, prepare Endorsement with Recommendation of approval to Regional Executive Director and returned application to LPDD for Payment and preparation of Permit	none	Maximum of 15 days DAO 2004-55 Sec. 5.1.2.C	Regional Wildlife Management Committee, Region 7
	7. Prepare Order of Payment	None	5 min.	Action Officer
2. Pay to the Cashier the Payment Fee	8. Approved Order of Payment, Accept payment and Issue Official Receipt	Application & Processing Fee: <b>P100.00</b>	5 min.	Cashier Officer
3. Present the Original copy of the Official Receipt to Action Officer	9. Received the original copy Official Receipt and prepare Wildlife Gratuitous Permit (WGP) and Memorandum to Regional Executive Director. Refer back to Chief, LPDD	None	2 hours	Action Officer
	10. Final review of documents and counter sign Permit and Memorandum	None	1 hour	Chief, Licenses, Patents & Deeds Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	11. Record documents and forward to ARD for Technical Services for counter signature prior to the approval of the Regional Executive Director	None	5 min.	Releasing Officer
	12. ARD counter signed the WFP and endorsement and endorse to the Office of the RED	None	5 hours	ARD for Technical Services
	13. Signed the WFP and forward to LPDD for segregation of documents	None	1 day	Regional Executive Director
	14. LPDD Releasing officer release the approved permit to Records Section	None	1 hour	Releasing Officer
Receive Approved Application	15. Received application	None		Action Officer
	<b>CENRO SUB- TOTAL</b>			<b>6 days and 5 hours</b>
	<b>PENRO SUB -TOTAL</b>			<b>1 day 2 hours and 20 minutes</b>



	<b>REGIONAL OFFICE SUB-TOTAL</b>	<b>Complex</b>		<b>7 days and 11 hours 5 min (Outside PA)</b>
		<b>Highly Technical</b>		<b>18 days and 11 hours and 5 min (Within PA)</b>
	<b>TOTAL</b>			
	<b>FMB</b>			
	<b>USEC FOR FIELD OPERATION</b>			
	<b>SECRETARY</b>			

*\*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-W-04. ISSUANCE OF NON-CITES IMPORT CERTIFICATION

Import Permit/Certification refers to a permit authorizing an individual to bring in wildlife from another country.

<b>Office or Division:</b>	Regional Office, Licenses Patents and Deeds Division
<b>Classification:</b>	Complex-7 working days
<b>Type of Transaction:</b>	G2C - Government to Citizen or Corporation
<b>Who may avail:</b>	External: Private individuals or Corporation
<b>CHECKLIST OF REQUIREMENTS</b>	
<ul style="list-style-type: none"> <li><b>IMPORT</b></li> </ul>	
9. Duly accomplished application form	Public Assistance Desk or Receiving Area
10. Export permit/ certification of origin from exporting country	Requesting Party
11. For live specimens, veterinary/ phytosanitary certificate issued by the authorized government agency of the country of origin	Requesting Party
12. Payment fee	
<b>WHERE TO SECURE</b>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>APPLICATION DIRECT REGIONAL OFFICE</b>			
1. The applicant should be advised to visit the DENR Region 7 website <a href="http://r7.denr.gov.ph">r7.denr.gov.ph</a> or <a href="http://143.44.162.131/fmi/webd/FS_Applications">http://143.44.162.131/fmi/webd/FS_Applications</a> and upload his/her application and requirements to DENR-	1. LPDD Action Officer should view and evaluate/review the uploaded requirements of the applicant at	None	1 hour	LPDD action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
7 Online Application (Frontline Services)	<p>Regional Documents Transaction System (RDATS), if complete requirements <b>PRINT</b> the application together with the requirements then forward to RDATS receiving officer at Records Section for Acceptance and Printing of routing slip. (<i>Note: present the Application Number to RDATS officer</i>)</p> <p><b>Note:</b> <i>In case of incomplete requirements, the LPDD Action Officer should inform the applicant about the discrepancy through email then “select” <b>REJECT</b> the application in the system</i></p>			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	6. Receive/Accept/ Scan and Upload application documents to RDATS then print routing slip for RED referral to ARDTS to LPDD then to Action Officer for appropriate action	None	1 day	Records and Clerk from (ORED, ARD Management, LPDD)
	7. Receive and record the application	None	45 min.	Receiving Officer
	8. Initial review of document and refer to Action Officer	None	5 min.	Chief, Licenses, Patents & Deeds Division
	9. Review /evaluate application document, if document complete schedule for actual inspection of the facility (Import – for live animals only)	None	1 day	Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p><i>Note: If there's a lacking document, prepare letter to the proponent for compliance</i></p>			
2. Accompany/ guide the Inspecting Officer to the site	10. Conduct Inspection of facility and wildlife and prepare report (CSW) with attachment (photo documentation & Wildlife Inventory List) and submit reports to Chief LPDD	none	5 days Inspection 4 hours (Preparation of Inspection Report)	Action Officer
	11. Final review of Inspection Report and signature for notification and refer to Action Officer	None	1 hour	Chief, Licenses, Patents & Deeds Division
	12. Prepare Order of Payment	None	5 min.	Action Officer



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
3. Pay to the Cashier the Payment Fee	13. Received Approved Order of Payment, Accept payment and Issue Official Receipt	Non-CITES IMPORT ₱ 350.00/per mit	5 min.	Cashier Officer
4. Present the Original copy of the Official Receipt to Action Officer	14. Received the original copy Official Receipt and prepare Non-CITES Import Certification and Memorandum to Regional Executive Director.	None	1 hour	Action Officer
	15. Final review of documents and counter sign Certification and Memorandum	None	30 min.	Chief, Licenses, Patents & Deeds Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	16. Record documents and forward to ARD for Technical Services for counter signature prior to the approval of the Regional Executive Director	None	1 hour	Releasing Officer
	17. ARD counter signed the WFP and endorsement and endorse to the Office of the RED	None	5 hours	ARD for Technical Services
	18. Signed the WFP and forward to LPDD for segregation of documents	None	1 day	Regional Executive Director
	19. LPDD Releasing officer release the approved permit to Records Section	None	1 hour	Releasing Officer
5. Receive Approved Application	20. Received application	None		Action Officer



	<b>REGIONAL OFFICE TOTAL</b>	<b>Complex</b>	<b>8 days and 15 hours and 30min</b>
	<b>FMB</b>		
	<b>USEC FOR FIELD OPERATION</b>		
	<b>SECRETARY</b>		

*\*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-W-05. ISSUANCE OF NON-CITES EXPORT/RE-EXPORT CERTIFICATION

Export Permit/Certification refers to a permit authorizing an individual to bring out wildlife from the Philippines to any other country while Re-export Permit/Certification refers to a permit authorizing an individual to bring out of the country a previously imported wildlife.

<b>Office or Division:</b>	Regional Office, Licenses Patents and Deeds Division
<b>Classification:</b>	Complex–7 working days
<b>Type of Transaction:</b>	G2C - Government to Citizen or Corporation
<b>Who may avail:</b>	External: Private individuals or Corporation
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• EXPORT</li> </ul>	
8. Duly accomplished application form	Public Assistance Desk or Receiving Area
9. Inspection of Wildlife by the DENR	DENR
10. Documents supporting the legal possession or acquisition of wildlife Example for animals: a) Copy of CWR, WFP with Quarterly & Monthly Report, & GP b) Proof of Purchase c) Deed of Donation Example for plants: a) CTPO, Lumber Dealer/Lumber Supply Contract/WPPP b) Proof of Purchase c) Deed of Donation	Requesting Party
11. Bank export declaration, if for commercial purposes	Requesting Party
12. Local Transport Permit, where applicable	Requesting Party and PENRO
13. Phytosanitary (for plants)/ Veterinary (for animals) Health Certificate	Requesting Party and BPI or BAI





14. Payment of fee	
• <b>RE-EXPORT</b>	
1. Duly accomplished application form	Public Assistance Desk or Receiving Area
2. Inspection of Wildlife by the DENR	DENR
3. CITES/ Non-CITES Import issued by the DENR or other documents supporting legal possession or acquisition of wildlife	Requesting Party
4. Bank export declaration, if for commercial purposes	Requesting Party
5. Local Transport Permit, where applicable	Requesting Party and PENRO
6. Phytosanitary/ Veterinary Health Certificate	Requesting Party and BPI or BAI
7. Payment fee	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>REGIONAL OFFICE</b>			
1. The applicant should advise to visit the DENR Region 7 website <a href="http://r7.denr.gov.ph">r7.denr.gov.ph</a> or <a href="http://143.44.162.131/fmi/web/FS_Applications">http://143.44.162.131/fmi/web/FS Applications</a> and upload his/her application and requirements to DENR-7 Online Application (Frontline Services)	1. LPDD Action Officer should view and evaluate/review the uploaded requirements of the applicants at Regional Documents Transaction System (RDATS), if complete requirements <b>PRINT</b> the application together with the requirements, then forward to RDATS receiving officer at Records Section for Acceptance and Printing of routing slip. ( <i>Note: present the Application Number to RDATS officer</i> ) <b>Note:</b> <i>In case of incomplete requirements the LPDD Action</i>	None	1 hour	LPDD action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<i>Officer should inform the applicant about the discrepancy through email then “select” <b>REJECT</b> the application in the system</i>			
	2. Receive/Accept/Scan and Upload application documents to RDATS then print routing slip for RED referral to ARDTS to LPDD then to Action Officer for appropriate action	None	1 day	Records and Clerk from (ORED, ARD Management, LPDD)
	3. Receive and record the application	None	45 min.	Receiving Officer
	4. Initial review of document and refer to Action Officer	None	5 min.	Chief, Licenses, Patents & Deeds Division
	5. Review /evaluate application document, if document complete schedule for actual inspection of wildlife (Export/Re-export) <b>Note:</b> <i>If there’s a lacking document, prepare letter to the proponent for compliance</i>	None	1 day	Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Accompany/ guide the Inspecting Officer to the site	6. Conduct Inspection of wildlife and prepare report (CSW) with attachment (photo documentation & Wildlife Inventory List) and submit reports to Chief LPDD	none	5 days Inspection  4 hours (Preparation of Inspection Report)	Action Officer
	7. Final review of Inspection Report and signature for notification and refer to Action Officer	None	1 hour	Chief, Licenses, Patents & Deeds Division
	15. Prepare Order of Payment	None	5 min.	Action Officer
3. Pay to the Cashier the Payment Fee	16. Received Approved Order of Payment, Accept payment and Issue Official Receipt	<b>Non-CITES EXPORT</b> <u>Commercial:</u> a. Fauna and its byproducts or derivatives Sales invoice X Exchange Rate X .03 + 300  b. Flora (propagated)	5 min.	Cashier Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
		<p>₱ 300.00 1st 50 pcs ₱ 2.00/pc for each additional</p> <p><b>Non-CITES RE-EXPORT</b> <u>Commercial:</u> a. Fauna and its byproducts or derivatives Sales invoice X Exchange Rate X .03 + 300 a. Flora (propagated)</p> <p>₱ 300.00 1st 50 pcs ₱ 2.00/pc for each additional</p> <p><u>Non- commercial:</u> 1-2 pairs of Pet, plants not exceeding 12 pcs.</p>		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
		P-150.00		
4. Present the Original copy of the Official Receipt to Action Officer	17. Received the original copy Official Receipt and prepare Non-CITES Export/Re-export Certification and Memorandum to Regional Executive Director.	None	1 hour	Action Officer
	18. Final review of documents and counter sign Certification and Memorandum	None	30 min.	Chief, Licenses, Patents & Deeds Division
	19. Record documents and forward to ARD for Technical Services for counter signature prior to the approval of the Regional Executive Director	None	1 hour	Releasing Officer
	20. ARD counter signed the WFP and endorsement and endorse to the Office of the RED	None	5 hours	ARD for Technical Services
	21. Signed the WFP and forward to LPDD for segregation of documents	None	1 day	Regional Executive Director



		22. LPDD Releasing officer release the approved permit to Records Section	None	1 hour	<b>Releasing Officer</b>
5. Receive Application	Approved	23. Received application	None		Action Officer
		<b>REGIONAL OFFICE TOTAL</b>		<b>Complex</b>	<b>8 days and 15 hours and 30min</b>

*\*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 OFFICE  
Protected Area  
(External Services)**



## CITIZEN'S CHARTER NO. RO-PA-01. ISSUANCE OF SPECIAL AGREEMENT FOR PROTECTED AREA (SAPA)

Special Use Agreement in Protected Areas (SAPA) is a binding instrument between the DENR through the PAMB as the first party, and a second party. Legal Basis: DAO-2007-17, DAO 2018-05, R.A. 11038 and DAO 2019-05.

<b>Office /Division:</b>	DENR CENRO/PENRO/REGIONAL OFFICE	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen	
<b>Who may Avail of the Service:</b>	Any Person, Government and Private Corporations, and Non-Government Organization	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Letter of Intent to apply for SAPA;	Requesting Party	
2. Duly accomplished application form;		
3. Income Tax Returns for the last five (5) years;		
4. Proof of Financial Capability to manage and develop the area applied for		
5. Comprehensive Development and Management Plan (CDMP);		
6. Administrative fee of Php 5000.00		
7. Performance Bond;		
8. Free and Prior Inform Consent/NCIP Certificate/CNO;		
9. ECC/IEE/ from EMB;		
10. LGU Endorsement;		
11. GIS generated map of the area applied (within MUZ) with technical description, coordinates and tie point from the nearest landmark;		





12. Birth Certificate of the applicant/authorized signatory (individual);	
13. Certification from CENRO is tenured migrant;	
14. Written permission from the Department Secretary or head of the agency if Government Official employee;	Requesting Party, DENR
15. For corporation, association or partnership, a copy of the SEC Registration, Articles of Incorporation and By-Laws and a resolution of the Governing Board designating their authorized representative; 16. PAMB Resolution;	Requesting Party, SEC, DOLE and CDA
17. Draft SAPA Agreement with terms and conditions including its computation of annual User's Fee.	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>SMU/PAMO</b>			
1. Proponent will submit a Letter of Intent to Site Management Unit / PAMO concerned to apply for SAPA and at the same time request for area inspection. SMU / PAMO concerned will	<ol style="list-style-type: none"> <li>SMU / PAMO will conduct site / area inspection using the Inspection Report template.</li> <li>If project area is within MUZ, proponent will now submit basic documentary requirements to SMU / PAMO concerned.</li> <li>SMU / PAMO concerned will conduct technical evaluation of the application</li> </ol>	None		SMU/PAMO personnel



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
receive the document.	documents using the SAPA evaluation sheet. <i>If documents are complete and in order, SMU / PAMO will accept all documents and calendar the application in the next SMU / ExeCom PAMB Meeting.</i>			
2. Paid the Administrative Fee	4. Prepare Order of Payment	Php5,000.00		SMU/PAMO Action Officer
	5. Project will be deliberated at the SMU level (in case of PAs with SMUs) for endorsement to PAMB ExeCom for issuance of PAMB Clearance for approval of SMU Chair. 6. Project will be deliberated at the Project Development Committee (PDC) level under the ExeCom of the PAMB (for PAs with PAMB ExeCom sub-committees). PDC Report will be subject for approval of the PDC Chair and members.	None		SMU/PDC Chair
	7. Project will be deliberated at the PAMB ExeCom for issuance of PAMB	None		PAMB



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Clearance ( <i>in a form of Resolution for approval of the RED</i> ).			
3. Proponent will now secure an Environmental Compliance Certificate (ECC) from EMB and draft its Comprehensive Development and Management Plan (CDMP) for submission to PAMO for screening.	8. PAMO will wait the ECC and the CDMP of the proponent.			EMB
	9. Project's CDMP and ECC will be presented and deliberated at the Project Development Committee (PDC) level under the ExeCom of the PAMB (for PAs with PAMB ExeCom sub-committees). PDC Report will be subject for approval of the PDC Chair and members.	None		SMU/PDC



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	10. Project's CDMP and ECC will be presented and deliberated at the PAMB ExeCom for approval and subsequent endorsement to the DENR Secretary ( <i>in a form of Resolution for approval of the RED</i> ). PDC report will just be read by the Secretariat since it was already deliberated at the Committee level. PAMB ExeCom may comment and recommend additional compliance to the proponent's CDMP.	None		PDC
	11. Once PAMB ExeCom Resolution is approved, PAMO will compile and groom all documents and finally draft the Complete Staff Work (CSW) of the application for submission to PENRO Cebu. ( <i>PAMO will also draft the Terms and Conditions including</i>	None		PAMO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<i>computation of Annual Fees).</i>			
	<b>PENRO</b>			
	1. PENRO Cebu SAPA Focal Person will do final checking and review of all documents before forwarding to the Regional Office thru the LPDD.	None		SAPA focal person
	2. Clerk records and releases the signed endorsement to RED.	None		Clerk
	<b>RED</b>			
	1. Receive the endorsed FLAgT application documents	None		Regional Receiving/Releasing Clerk
	2. RED review application and refer application to ARD for Technical	None		RED
	3. Reviews and refer application to LPDD Chief.	None		ARD for Technical Services
	4. LPDD Chief review and refer supplication to Action Officer.	None		LPDD Chief



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	5. LPDD Action Officer, review application documents and refer the map to GIS operator for mapping.	None		Action Officer
	6. LPDD Chief refers the map to the Surveys and Mapping Division (SMD) for Signature, projection and verification.	None		Action Officer
	7. SMD return the map with signature to LPDD	None		SMD Action Officer
	8. Action Officer prepares final endorsement of SAPA with final map and refer to LPDD Clerk	None		LPDD Action Officer
	9. Arrange, record and forward the SAPA application document with map to LPDD Chief for countersign.	None		LPDD Clerk
	10. Countersign the documents and forward to ARD for Technical Service.	None		LPDD Chief
	11. Review the SAPA application documents, countersign and forward documents to RED.	None		ARD for Technical Services



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	12. Sign and approve endorsement of SAPA document and map for Central Office.	None		RED
	13. Return to LPDD, receives, records, forward the approved endorsement for FLAgT application document to Record Section for release to the Office of Undersecretary for Field Operations.	None		Regional Record Officer
	<b>SMU/PAMO/PENRO SUB - TOTAL</b>	Php5,000.00		
	<b>REGIONAL OFFICE SUB-TOTAL</b>	None		
	<b>TOTAL</b>	<b>Php5,000.00</b>		
	<b>BMB</b>			
	<b>USEC FOR FIELD OPERATIONS LUZON-VISAYAS AND ENVIRONMENT</b>			
	<b>SECRETARY</b>			

*\*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-PA-02. ISSUANCE OF PROTECTED AREA COMMUNITY BASED RESOURCE MANAGEMENT AGREEMENT (PACBRMA)**

Protected Area Community Based Resource Management Agreement (PACBRMA) is an agreement entered into by and between the DENR and the organized migrant communities or interested indigenous peoples in protected areas and buffer zones which has a term of twenty-five (25) years and renewable for another twenty-five years.

<b>Office /Division:</b>	SMU/PAMO/PENRO /REGIONAL OFFICE
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may Avail of the Service:</b>	People’s Organization (POs)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter of Intent to apply for PACBRMA (1 original, 1 photocopy);	Requesting Party
2. Duly Accomplished application form;	Requesting Party
3. Certificate of Registration of the Peoples Organization;	CDA/SEC
4. List of Officers ;	Requesting Party, DENR
5. Certified List of Members, including address and complete name of spouse, if any, and certified by PAMB as qualified tenured migrants;	Requesting Party
6. Resolution from the members of the PO allowing its President or Head to file the PACBRMA application	Requesting Party
7. Organizational Structure;	Requesting Party
8. GIS-generated map of the applied area duly signed by PASu;	DENR/PASu
9. Certificate of Non-Overlap (CNO) issued by National Commission of Indigenous People (NCIP); and	NCIP
10. PAMB Endorsement	DENR/PASu





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>PENRO/PASu</b>			
1. Submit letter request and supporting documents to the PASu.	1. Check completeness of PACBRMA application and supporting documents, and receive, records the application on the logbook, encode on RDATS and forward the application to PASu.	None	1 day	Receiving Clerk Technical Staff of PASu.
	1.1 PASu receive, review and refer the application documents to the focal person.	None	1 day	PASu
	1.2 Receive the application documents and refer to action officers, assign inspection team to conduct site inspection.	None	1 day	PASu Focal Person
	1.3 Action Officer/s conducts review and evaluation of application and assign inspection team to conduct site delineation.	None	12 days	Action Officer
2. Accompany/ guide the inspection/ verifying team to the site.	2. Conducts evaluation on completeness and correctness of submitted requirements based on the checklist of requirements. Conduct inspection, evaluation and prepare report with attachment (map, geo-tagged photos) and submit report to PASu.	None	15 working days depending on location and coverage of the area	Action Officer/Inspecting Team



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	2.1 PASu reviews the inspection report and submit recommendation to PAMB for issuance of PAMB Endorsement to be signed by PAMB Chairperson.	None	3 days	PASu
3. Attend the PAMB session for the deliberation and issuance of PAMB Endorsement.	3. PAMB shall deliberate and explain to the PO the provision of PACBRMA.  3.1 Prepares endorsement for signature of PAMB Chairman.	None	30 days	PASu/PAMB Execom/Action Officer
4. Submit the signed PAMB endorsement to PASu	4. Receive, review, and prepare endorsement to the RED	None None	2 days	Receiving Clerk Technical Staff of PASu
	5. PASu and PACBRMA Focal Person will do final checking and review of all documents before forwarding to the Regional Office.	None	1 day	PASu and PACBRMA Focal Person
	6. Clerk records and releases the signed endorsement to RED.	None	1 day	Releasing Clerk
	<b>RED</b>			
	7. Receive the endorsed PACBRMA application documents and refer to the Office of the RED.	None	1 day	Regional Office Records Section Regional Receiving/Releasing Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	8. RED review the application documents and refer to the ARD for Technical Services.	None	1 day	RED
	9. Review and refer application documents to LPDD Chief.	None	1 day	ARD for Technical Services
	10. LPDD Chief review and refer application documents to Action Officer.	None	1 day	LPDD Chief
	11. LPDD Action Officer, review the application documents and refers the map to GIS operator for mapping.	None	20 days	Action Officer/s
	12. LPDD Chief refers the map to the Surveys and Mapping Division (SMD) for projection and verification, and signature of the SMD Chief.	None	1 day	LPDD Chief
	13. SMD Action Officers conducts projection and verification, and return the map signed by the SMD Chief to LPDD.	None	30 days	SMD Action Officer and SMD Chief
	14. Action Officer prepares final endorsement of PACBRMA with final map and refer to LPDD Clerk	None	2 days	LPDD Action Officer
	15. Arrange, record and forward the PACBRMA application documents with map to LPDD Chief for countersign.	None	1 hour	LPDD Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	16. Review and Countersign the documents, and forward to ARD for Technical Services.	None	1 day	LPDD Chief
	17. Review the PACBRMA application documents, countersign and forward documents to RED.	None	2 days	ARD for Technical Services
	18. Sign and approve endorsement of PACBRMA documents and map for the DENR Secretary.	None	3 days	RED
	19. Return to LPDD, receives, records, forward the approved endorsement for PACBRMA application document to Record Section for release to the DENR Secretary.	None	2 days	Regional Record Officer
	<b>SMU/PAMO/PENRO SUB -TOTAL</b>	None	67 days	
	<b>REGIONAL OFFICE SUB-TOTAL</b>	None	65 days and 1 hour	
	<b>TOTAL</b>		132 days and 1 hour	
	<b>BMB</b>			
	<b>USEC FOR FIELD OPERATIONS AND ENVIRONMENT</b>			
	<b>SECRETARY</b>			

*\*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 OFFICE**  
**Water Resource Use**  
**(External Services)**



**CITIZEN'S CHARTER NO. RO-WRU-01. ENDORSEMENT OF WATER PERMIT APPLICATION TO NATIONAL WATER RESOURCES BOARD (NWRB)**

Water Permit or Water Rights is the privilege granted by the government to appropriate and use of water pursuant to P.D. 1067 “*Water Code of the Philippines*” and shall be issued by National Water Resources Board (NWRB).

<b>Office /Division:</b>	DENR CENRO/PENRO/REGIONAL OFFICE
<b>Classification:</b>	Complex to Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen
<b>Who may Avail of the Service:</b>	Any Person, Government and Private Corporations, and Non-Government Organization
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Dully Accomplished Application form (Notarized);	Requesting Party
2. Proof of Land Ownership of legal title to, or right to use the property on which the water source is situated;	Requesting Party, DENR
3. Certificate of Registration (SEC/DOLE/CDA/DTI)	SEC, DOLE, DTI and CDA
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	Requesting Party
5. Brief Description of the project station among others, how water will be used, amount of water needed, etc (except for Municipal, Irrigation and Power Generation)	Requesting Party
6. Conditional Certificate of Conformance from LWUA (for Water District only)	LWUA
7. Well Drilling data (in case of existing groundwater source authenticated by the well driller), i.e. electric log, strata log, well design & pumping test or actual minimum mean discharge of the spring (for spring source)	Well Drillers



8. Certificate of potability from local health office including Physical and Chemical analysis of water (if water source is existing) (for Municipal use and Refilling station)	DOH/Accredited Water Laboratory/Local Health Office
9. Sanggunian Resolution/Endorsement (for LGU-managed water supply facilities)	LGU
10. General layout of the system, including delineation of area indicating hectarage for which water will be used and adjoining lands and their corresponding owners duly indicated relative to the point of diversion (for Irrigation use)	Requesting Party
11. Environmental Compliance Certificate (ECC) except for Irrigation less than 300 hectares, Municipal use level I & II and Refilling Station)	DENR-EMB
12. Pre-Feasibility Study with Hydrologic Study (for Power Generation)	Requesting Party
13. Hydropower Service Contract and/or Certificate of Registration from DOE (if already available) (for power Generation)	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)	NIA/NPC/Other Government entities
15. Filing Fee	Requesting Party thru Postal Money Order/ Personal cheque
16. Such Other Documents that may be required by the Board	Requesting Party
<b>Additional if the applicant is a representative</b>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>CENRO</b>			
1. Submit accomplished Water Permit Application Form with notarized and supporting documents to CENRO.	1. Check completeness of application and supporting documents, and receive, records the application on the logbook, encode on rDATS and forward the application to Deputy CENR Officer/CENR Officer.	None	50 min	Receiving Clerk Technical Staff Regulation and Permitting Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	2. Receive, review and refer the application to RPS Chief.	None	1 hour	Deputy CENR Officer/ CENR Officer
	3. Receive and review the application and assign inspection team to conduct inspection of the exact location of the water source	None	30 min	Chief RPS
	4. Conduct evaluates the completeness and correctness of submitted requirements based on the checklist of requirements. Conduct inspection, evaluation and prepare report with attachment (map, geo-tagged photos) and submit reports to Chief LPDU.	None	5 days or less depending on the location of the area and area coverage	Action officer/Inspecting Team
	5. Review the inspection report and submit recommendation to CENRO and prepares endorsement for PENRO	None	1 hour	Chief RPS
	6. Receive, review and signs endorsement for PENRO.	None	1 working day	Deputy CENR Officer/ CENR Officer
	7. Record and release the application, supporting documents and endorsement to PENR Office.	None	3 working days or less depending on the location of PENR Office (calendar days if courier, plus batching up)	Receiving/Releasing Clerk CENRO Records Unit





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>PENRO</b>			
	1. Receive WPA application documents endorsed by CENRO.	None	1 hour (batching up of documents)	Receiving/Releasing Clerk
	2. Record and forward application document to PENRO	None	1 hour	PENRO Records Section
	3. Review and refer to Chief Technical Services	None	1 day (batching up documents)	PENRO Officer
	4. Review report and make endorsement to RED	None	2 hours	Chief Technical Service
	5. Review and endorse WPA application document to RED	None	1 hour	PENR Officer
	6. Record and release the WPA application, supporting documents and endorse to RED	None	3 working days or less depending on the location of Offices  7 working days for islands (calendar days if courier, plus batching up)	Receiving/Releasing clerk PENRO Records officer
	<b>RED</b>			
	1. Receive the endorsed application documents	None	1 hour	Regional Receiving/Releasing Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	2. RED review application and refer application to ARD for Technical Services	None	1 working day (batching up of documents)	RED
	3. Reviews and refer application to LPDD Chief.	None	4 hours (batching up of documents)	ARD for Technical Services
	4. LPDD Chief review and refer application to Action Officer.	None	1 hour (batching up of documents)	LPDD Chief
Payment of the applicant	5. Action officer receive, review documents, if in order require the applicant the filing fee and forward to assigned staff.	Php 7,200 per application except for Municipal use Level 1&2 and Irrigation Communal/Individual with Php550.00 filing fee.	3 Working days (or more depending on the bulk of permits received)	Chief/ Staff, LPDD, Regional Office
	6. Prepare the endorsement of WPA to NWRB	None	4 hours	Chief/ Staff, LPDD, Regional Office
	7. Receive and review documents. Affix initial to the duplicate of draft endorsement, if in order. Forward to ARD for Technical Services	None	1 hour (batching up of documents)	Chief, LPDD, Regional Office
	8. Review/initial and forward the Water Permit Application endorsement for the Regional Executive Director (RED)'s signature	None	4 hours (batching up of documents)	ARD, TS, Regional Office
	9. Sign/Approve the endorsement to NWRB	None	1 working day (Batching up of documents)	RED, Regional Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	10. Record and release approved endorsement to National Water Resources Board (NWRB) copy furnished the applicant, PENRO and CENRO concerned. Copy of endorsement WPA may be furnished through email.	None	30 min.	Receiving/releasing Clerk RO Records Section
	<b>CENRO SUB- TOTAL</b>	None	<b>9 days, 3 hrs. &amp; 20 min.</b>	
	<b>PENRO SUB -TOTAL</b>	None	<b>11 days, 5 hours</b>	
	<b>REGIONAL OFFICE SUB-TOTAL</b>	Filing fee of Php 7,200 or Php 550.00 for Irrigation (Communal/Individual) and Municipal use Level 1 and 2.	<b>6 days, 7 hrs. &amp; 30 min</b>	
	<b>TOTAL</b>	<b>Php 7,200 or Php 550.00 depends on the above information</b>	<b>27 days, 7 hrs. &amp; 50 min</b>	
	<b>NWRB</b>			

*\*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 OFFICE  
Land  
(External Services)**



## CITIZEN'S CHARTER NO. RO-L-01. ISSUANCE OF CERTIFICATION OF LAND CLASSIFICATION STATUS\*

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. This Certification does not construe ownership and is for reference only.

<b>Office or Division:</b>	Regulation and Permitting Section, DENR Implementing PENR/CENR Office	
<b>Classification:</b>	Highly Technical **	
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
<b>Who may avail:</b>	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	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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	
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 Implementing PENRO/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.	<i>Receiving/Releasing Clerk</i>  Implementing PENRO/CENRO Records Unit
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	10min.	<i>Accountant</i>  <i>(Implementing PENRO)</i>  <i>CENRO or Designated Representative</i>
2. Receive Order of Payment and pay corresponding fee.	2. Receive payment and issue and photocopy Official Receipt.	<b>Certification Fees</b>  Php 25.00	30 min.	<i>Bill Collector</i>  Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Receive Official Receipt and forward the same to Technical Staff, RPS.	3. Receive copy of official receipt.  Verify and project the lot, and prepare and sign the Certification.  Forward the Certification and supporting documents, if any, to Chief, RPS/TSD.	None	4 days	<i>Technical Staff</i> RPS
3.1. None	3.1. Receive, review and sign the Certification and forward to PENR/CENR Officer.	None	30 min.	<i>Chief</i> RPS/TSD
3.2 None	3.2. Receive, review, sign and approve the Certification.	None	1 hour	<i>PENR/CENR Officer</i>
4. Receive the Certification.	4. Record and release documents.	None	15 min.	<i>Receiving/Releasing Clerk</i> PENRO/CENRO Records Unit
<b>TOTAL:</b>		<b>Certification Fees***:</b> Php 25.00	<b>4 days, 3 hours &amp; 25 min.</b>	

\* Except judicial titling

\*\* Sec 9.b.1 of R.A. 11032



## 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 for land titling.

<b>Office or Division:</b>	Regulation and Permitting Section, DENR Implementing PENRO, CENRO
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen
<b>Who may avail:</b>	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"> <li>• Latest, Updated Tax declaration for the last year (1 certified copy)</li> </ul>	Assessor's Office
<ul style="list-style-type: none"> <li>• Deed of Sale (1 photocopy with accompanying Original Copy)</li> </ul>	Land Owner
<ul style="list-style-type: none"> <li>• Extra Judicial Settlement (1 original)</li> </ul>	Land Owner, Private Lawyer, Public Attorney's Office, or LGU
<ul style="list-style-type: none"> <li>• Waiver of Rights (1 original)</li> </ul>	Land Owner
<ul style="list-style-type: none"> <li>• Other documents</li> </ul>	Land Owner/LGU





CHECKLIST OF REQUIREMENTS*	WHERE TO SECURE
<p><i>*Note: DENR may request for additional documents or combination of documents mentioned above depending on the situation of the application/request</i></p>	
<p>3. Survey Authority <u>form</u> duly signed by the applicant and private Geodetic Engineer (1 original, 1 duplicate copy)</p>	<p>Concerned Implementing PENR/CENR Office</p>
<p>4. Certification of Land Classification Status</p>	<p>Concerned Implementing PENR/CENR Office</p>
<p>5. Scheme of subdivision from GE (1 photocopy)</p>	<p>Geodetic Engineer</p>
<p>6. Certification from the Regional Trial Court concerned that there is no pending land registration case involving the parcel being applied for (1 original)</p>	<p>Regional Trial Court having Jurisdiction</p>
<p>7. Certification from barangay that there is no record of claims and conflict (1 original, 1 duplicate)</p>	<p>Office of the Barangay Captain having Jurisdiction</p>
<p>8. Copy of Approved Survey Plan with Technical Description (if with previously approved surveys) (1 blueprint copy)</p>	<p>Geodetic Engineer, Land Owner, or Concerned DENR Regional Office</p>
<p>9. Certification of Lot Status (whether titled or not) and land status from LRA (if the municipality is under cadastral proceedings or if there is an old survey) (Private Survey) (1 original, 1 duplicate copy)</p>	<p>Land Registration Authority (LRA) Central Office, Quezon City</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Letter Request to the Implementing PENR/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	<i>Records Officer</i> Implementing PENRO/ CENRO Records Unit
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	<i>Records Officer</i> Implementing PENRO/ CENRO Records Unit
1.2. None	1.2. Receive request. Prepare Order of Payment	None	30 min.	<i>Technical Staff</i> Regulation and Permitting Section (RPS)
1.3. None	1.3. Approve Order of Payment and forward the same to client.	None	10 min.	<i>Accountant</i>  (Implementing PENRO)  CENRO or Designated Representative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	>Php 200.00 <b>Field Inspection Deposit*</b>	30 min.	<i>Bill collector</i> Cashier
3. Receive OR	3. Photocopy and attach OR in the request, and record OR number in the Survey Authority form. Forward to Chief, RPS/TSD.	None	30 min.	<i>Technical Staff</i> RPS
3.1. None	3.1. Receive request, and assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI)	None	30 min.	<i>Chief</i> RPS/TSD
3.2. None	3.2. Conduct field investigation, prepare and submit Investigation report with recommendation, and forward the same to Chief, RPS/TSD	None	7 days	<i>LMI/DPLI</i> RPS/TSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.3. None	3.3. Receive and review request, report, and affix signature in the Survey Authority, and forward to PENR/CENR Officer	None	30 min.	<i>Chief RPS/TSD</i>
3.4. None	3.4. Review documents/reports, and approve and sign Survey Authority	None	30 min.	<i>PENR/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> Implementing PENRO/CENRO Records Unit
4. Receive Survey Authority, sign in the duplicate copy	4. Release Survey Authority to client/GE	None	15 min.	<i>Records Officer</i> Implementing PENRO/CENRO Records Unit
<b>TOTAL:</b>		<b>&gt;Php 200.00 Field Inspection Deposit</b>	<b>7 days, 6 hours &amp; 55min.</b>	

Note: 1. Excluding provinces covered by DMC No. 2019-10  
 2. Additional documents may be required for Baguio City per DMC 2007-11



**Computation:**

**\*Field Inspection Deposit = (11 x H) + (1 x 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.

<b>Office or Division:</b>	Regulation and Permitting Section, DENR CENRO to PENRO
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may avail:</b>	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/Implementing PENR Offices
1.1. Notarized SPA (in case the application is filed by a representative or by the heirs of the original applicant)	Land Owner/Notary Public
2. Tax declaration in the name of the applicant. If the tax declaration is in the name of the applicant's predecessor-in-interest, any of the following documents shall be presented: 2.1. Deed of Sale 2.2. Extra Judicial Settlement 2.3. Waiver of Rights 2.4. Deed of Donation or other form of monuments of ownership	Assessor's Office  Land Owner, Notary Public, or LGU
3. 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
4. Documentary Stamp (to be attached in the application form)	BIR or Post Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>DOCUMENTS TO BE SECURED BY THE CENRO / IMPLEMENTING PENRO</b>	
1. Copy of approved Survey Plan / Cadastral Map	Concerned Regional/CENR Office
2. Technical Description / V-37	Concerned CENR/Implementing PENR Offices
3. Certification that the land applied for is alienable and disposable (1 original, 1 photocopy)	Concerned CENR/Implementing PENR Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (CALENDAR DAYS)	PERSONS RESPONSIBLE
<b>CENRO</b>				
<p>1. Submit accomplished Application Form to the CENR Office with complete supporting requirements.</p> <p>Applicant may also submit the application through email or courier, where, applicable, the applicant may also apply online or through LMI/SI/DPLI.</p> <p>**</p>	<p>1. Check completeness of application. If found in order, register, allocate, index and assign application number. Scan, encode and upload records in LAMS.</p>	None	1 Day	<p><i>LMO / RPS</i></p> <p><i>Staff</i> CENRO Records Unit</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (CALENDAR DAYS)	PERSONS RESPONSIBLE
1.1. None	1.1. Prepare Order of Payment	None	2 hrs.	<i>Staff</i> CENRO Records Unit
1.2. None	1.2. Approve Order of Payment and forward the same to client.	None	2 hrs.	<i>CENRO or Designated Representative</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	Php 150.00 <b>Application Fee</b>	2 hrs.	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 hrs.	<i>Staff</i> CENRO Records Unit





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (CALENDAR DAYS)	PERSONS RESPONSIBLE
3.1. None	3.1. Review application. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for inspection/investigation	None	10 Days	<i>Chief RPS</i>
3.2. None	3.2. Prepare posting of notices at the barangay, municipal, or provincial hall where the property is situated.	None	5 Days	<i>LMI/DPLI CENR Officer CENRO</i>
3.3. None	3.3. Travel to the barangay, municipality or province.	None	2 days	<i>LMI/DPLI CENRO</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (CALENDAR DAYS)	PERSONS RESPONSIBLE
3.4. None	<p>3.4. Posting of Notices in the Barangay Hall and take geo-tagged photo.</p> <p>Simultaneously conduct investigation on the land being applied for.</p>	None	<p>15 days posting of Notices in the municipal bldg. hall &amp; in the brgy. hall where the land applied for is located. (Section 9.2.2.)</p> <p>Notice of posting may also be made in the website in the concerned LGU.</p>	LMI/DPLI CENRO
3.5. None	3.5. Prepare, sign and submit investigation report, and forward to LMO I (Annex E of IRR)	None	3 days	DPLI/LMI CENRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (CALENDAR DAYS)	PERSONS RESPONSIBLE
3.6. None	3.6. Screen the carpeta and prepare V-37/certified lot data computation, Order of Award, and Judicial Form, and forward to Geodetic Engineer (GE).	None	28 Days	<i>LMO I/Cartographer/ Encoder whoever is available RPS CENRO</i>
3.7. None	3.7. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	20 Days	<i>GE RPS</i>
3.8. None	3.8. Do final screening of carpeta and forward to CENRO for recommendation.	None	10 Days	<i>Chief RPS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (CALENDAR DAYS)	PERSONS RESPONSIBLE
3.9. None	3.9. Review and Affix initial file copy of Patent and Sign Indorsement to PENRO for approval.	None	20 Days	<i>CENR Officer</i> CENRO
3.10. None	3.10. Transmit carpeta to PENRO	None	5 days	<i>Records Officer</i> CENRO Records Unit
<b>PENRO</b>				
3.11. None	3.11. Receive the carpeta and forward to Chief, RPS. Update data in LAMS, if applicable.	None	1 day	<i>Records Officer</i> PENRO Records Section
3.12. None	3.12. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD).	None	1 day	<i>Chief</i> RPS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (CALENDAR DAYS)	PERSONS RESPONSIBLE
3.13. None	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	<i>Chief TSD</i>
3.14. None	3.14. Sign Order of Approval and Free Patent. Forward to PENRO Records for numbering.	None	1 day	<i>PENR Officer PENRO</i>
3.15. None	3.15. Assign Patent Number/ Indexing, prepare transmittal letter and forward to PENRO for signature.	None	1 day	<i>Records Officer/Staff PENRO Records Section</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (CALENDAR DAYS)	PERSONS RESPONSIBLE
3.16. None	3.16. Sign transmittal letter and forward to PENRO records for transmittal to Registry of Deeds (ROD).			<i>PENR Officer</i> PENRO
3.17. None	3.17. Scan the order of Approval, signed Free Patent and transmittal letter. Upload to Land Administration and Management System (LAMS). Transmit documents to ROD, and copy furnish the client.	None	5 days	<i>Liaison Officer</i> PENRO Records Section
<i>CENRO TOTAL</i>		<i>Php 150.00</i>	<i>120 Calendar days for the processing time of patent pursuant to R.A. 11573</i>	
<i>PENRO TOTAL</i>		<i>None</i>	<i>10 Calendar days as per DAO 2021-38 (IRR)</i>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (CALENDAR DAYS)	PERSONS RESPONSIBLE
<i>For Implementing PENRO*** TOTAL</i>		<i>Php 150.00</i>	<i>130 Calendar Days (120 Calendar Days Processing + 10 Calendar Days Review/Approval/Disapproval and Transmittal)</i>	
If the approving authority is the PENRO Processing of Patent – 120 calendar days Review, Approval/Disapproval of patent – 5 calendar days Transmittal to ROD – 5 calendar days				

*\*Application covers below 5 hectares*

*\*\*The filing of application may also be done in the Barangay where titling operation is on-going consistent with DAO No. 2019-08.*

*\*\*\*For Implementing PENRO, they shall absorb the function of the CENRO*

*Note:*

*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” (1945)*
- *Republic Act No. 11231 or the “Agricultural Free Patent Reform Act” (2018)*  
*- Republic Act No. 11573 (see title)*

*\*There is an existing MOA with the DENR and the LRA to resolve the difficulties in obtaining the certification.*

*Certification of status of land from LRA may be submitted by the applicant w/in 90 calendar days from the filing of application. Failure of the applicant to submit the Certification w/in the prescribed period shall cause the rejection of the application w/o prejudice to the refiling of the same.*

*In cases where the subject application is covered by a cadastral subdivision plan (CSD), the LRA Certification shall be waived provided that the applicant indicates in the application that no petition for judicial titling has been filed.*



## 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.

<b>Office or Division:</b>	Regulation and Permitting Section, DENR CENRO to PENRO
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may avail:</b>	All natural born and naturalized Filipino

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Free Patent Application and prescribed forms (1 original)	Concerned CENR/Implementing PENR Offices
2. Any of the following document showing identity of land and claims of ownership	Land Owner/LGU
<ul style="list-style-type: none"> <li>● Tax declaration if applicable (1 certified copy)</li> </ul>	Assessor's Office
<ul style="list-style-type: none"> <li>● Deed of Sale/Deed of donation/Deed of transfer (1 photocopy, present original copy) *if applicable</li> </ul>	Land Owner, Notary Public, or LGU
<ul style="list-style-type: none"> <li>● Extra Judicial Settlement (1 photocopy) *if applicable</li> </ul>	Land Owner, Notary Public, or LGU
<ul style="list-style-type: none"> <li>● Waiver of Rights, Barangay certification (1 photocopy) *if applicable</li> </ul>	Land Owner, Notary Public, or LGU
3. Affidavit of at least two (2) disinterested person residing in the area	Land Owner, Notary Public, or LGU
4. 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
5. Approved Survey Plan with Technical Description/Form V37 (if covered with isolated survey) (1 certified copy)	Concerned CENR/Implementing PENR Offices





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. 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
7. Certification that the land applied for is alienable and disposable (1 original, 1 photocopy)	Concerned CENR/Implementing PENR Offices
8. Documentary Stamp (4 pieces) (2-Affidavits, 1-Application Form, 1-Notice of Posting)	BIR or Post Office
9. Certification from LGU that the area applied for is zoned as Residential (1 original), or approved CLUP, if applicable (1 photocopy)	LGU
10. Latest photograph of land and house (preferably geo-tagged)	Land owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<b>CENRO</b>				
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	<i>LMO /</i> RPS  <i>Staff</i> CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Applicant may also submit the application through email or courier, where, applicable, the applicant may also apply online or through LMI/SI/DPLI.				
1.1. None	1.1. Prepare Order of Payment	None	2 hrs.	<i>Staff</i> CENRO Records Unit
1.2. None	1.2. Approve Order of Payment and forward the same to client.	None	2 hrs.	<i>CENRO or Designated Representative</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	Php 50.00 <b>Application Fee</b>	2 hrs.	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 hrs.	<i>Staff</i> CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.1. None	3.1. Review application. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for inspection/ investigation	None	1 day	<i>Chief RPS</i>
3.2. None	3.2. Prepare posting of notices at the barangay, municipal, or provincial hall where the property is situated.	None	1 day	<i>LMI/DPLI CENR Officer CENRO</i>
3.3. None	3.3. Travel to the barangay, municipality or province.	None	2 days	<i>LMI/DPLI CENRO</i>
3.4. None	3.4. Posting of Notices in the Barangay Hall and take geo-tagged photo.	None	15 days (per DAO 2010-12)	<i>LMI/DPLI CENRO</i>
3.5. None	3.5. Prepare Certification for the proof of posting and forward to the CENR Officer for Approval	None	2 days	<i>DPLI/LMI CENRO</i>
3.6. None	3.6. Approve Certification of proof of posting	None	1 day	<i>CENR Officer</i>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.7. None	3.7. 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 CENRO</i>
3.8. None	3.8. Screen the carpeta and prepare V37/certified lot data computation, Order of Award, and Judicial Form, and forward to Geodetic Engineer (GE).	None	21 days	<i>LMO I/Cartographer/ Encoder whoever is available RPS</i>
3.9. None	3.9. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	15 days	<i>GE RPS</i>
3.10. None	3.10. Do final screening of carpeta and forward to CENRO for recommendation.	None	10 days	<i>Chief RPS</i>
3.11. None	3.11. Review and affix initial on file copy of Patent and Sign Indorsement to PENRO for approval.	None	15 days	<i>CENR Officer CENRO</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.12. None	3.12. Transmit carpeta to PENRO	None	5 days	<i>Records Officer CENRO Records Unit</i>
<b>PENRO</b>				
3.13. None	3.13. Receive the carpeta and forward to Chief, RPS. Update data in LAMS, if applicable.	None	2 hours	<i>Records Officer PENRO Records Section</i>
3.14. None	3.14. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD).	None	2 hours	<i>Chief RPS</i>
3.15. None	3.15. 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 TSD</i>
3.16. None	3.16. Review and sign Order of Approval and Free Patent. Forward to PENRO Records for numbering.	None	2 days	<i>PENR Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.17. None	3.17. Assign Patent Number/ Indexing, prepare transmittal letter and forward to PENRO for signature.	None	2 hours	<i>Records Officer/Staff</i> PENRO Records Section
3.18. None	3.18. Sign transmittal letter and forward to PENRO records for transmittal to Registry of Deeds (ROD).			<i>PENR Officer</i>
3.19. None	3.19. Scan the order of Approval, signed Free Patent and transmittal letter.  Upload to Land Administration and Management System (LAMS).  Transmit documents to ROD, and copy furnish the client.	None	5 days	<i>Liaison Officer</i> PENRO Records Section
<i>CENRO SUB-TOTAL</i>		<i>Php 50.00</i>	<i>120 Calendar days for the processing time of patent pursuant to R.A. 10023</i>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<i>PENRO TOTAL</i>	<i>None</i>	<i>10 working days (5 working days for Review/Approval/Disapproval + 5 working days transmittal to ROD per DAO 2019-11)</i>	
	<i>For Implementing PENRO TOTAL</i>	<i>Php 50.00</i>	<i>120 Calendar Days Processing + 10 Working Days for Review/Approval/Disapproval and Transmittal to ROD</i>	

If the approving authority is the PENRO	
Processing of Patent	– 120 calendar days
Review, Approval/Disapproval of patent	– 5 working days
Transmittal to ROD	– 5 working days

*\*\*for Implementing PENRO, they shall absorb the function of the CENRO*

*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:*

- *One (1) application per applicant for Residential Free Patent.*
- *The maximum area for the application of Residential Free Patent is:*
  - *200 sq. m. for highly urbanized cities*
  - *500 sq. m. for other cities*
  - *750 sq. m. for first to second class municipalities*
  - *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*





## Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	<ol style="list-style-type: none"><li>1. Get a copy of the Client Satisfaction Survey (CSR) Form.</li><li>2. Answer the CSR Form.</li><li>3. Check the Feedback and/or Commendation portion of the CSR Form.</li><li>4. Drop it in the designated drop box in front of the Public Assistance Unit Office.</li></ol>
How feedback is processed?	<p>Every Friday, the Public Assistance Complaints Desk Officer (PACDO) shall open the dropbox, 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 concern 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:</p> <p>(032) 328-3322 / 316-8336 / 0917-8058741 <a href="mailto:denr7admndivision@gmail.com">denr7admndivision@gmail.com</a></p> <p>Emmelyn M. Dicdican</p> <p>Administrative Division</p>



<p>How to file complaints?</p>	<ol style="list-style-type: none"><li>1. Get a copy of the DENR Feedback Form.</li><li>2. Fill out the client information</li><li>3. Answer the <b>Complaint portion</b>.</li><li>4. Drop the accomplished DENR Feedback Form at the designated drop box in front of the Public Assistance Complaint Desk</li><li>5. Complaints can also be filed via telephone. Make sure to provide the following information:<ul style="list-style-type: none"><li>● Name of person being complained</li><li>● Position/Office</li><li>● Incident</li><li>● Evidence</li></ul></li></ol>
<p>How complaints are processed?</p>	<p>The Public Assistance Complaints Desk Officer (PACDO) shall open the DENR Feedback drop box on a weekly basis and evaluate each complaint. The complaints shall be classified according to gravity.</p> <p>Upon evaluation, and approval of the SCIS (for Central Office) and Regional Strategic Communication and Initiatives Group (for Regional Offices) the PACDO shall forward the complaint to the relevant office for their appropriate action.</p>



Contact Information of Anti-Red Tape Authority (ARTA)	4 <sup>th</sup> and 5 <sup>th</sup> Floor NFA Building, NFA Compound, Visayas Avenue, QC Hotline: 888 Contact No.: (02) 8478-5091, 8478-5093, 8478-5099 Email: <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a> and <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Web: <a href="http://arta.gov.ph/fileacomplaint/complaint-form/">http://arta.gov.ph/fileacomplaint/complaint-form/</a>
Contact Information of Presidential Complaint Center (PCC)	Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline:8888 Contact No. (02) 8736 8645, 8736 8603 Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> Web: <a href="https://osetc.gov.ph/agency/presidential-complain-center-pcc/">https://osetc.gov.ph/agency/presidential-complain-center-pcc/</a>
Contact Information of Contact Center ng Bayan (CCB)	Text: 0908 881 6565 Contact No.: 1-6565* (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a> <a href="https://www.facebook.com/civilservicegovph">www.facebook.com/civilservicegovph</a>
Contact Center of the Office of the Ombudsman (OMB)	Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City Contact No.: (02) 89262-OMB (662) Text Hotline: 0926 6994 703 Trunkline: (02) 8479-7300 Email: <a href="mailto:pab@ombudsman.gov.ph">pab@ombudsman.gov.ph</a>



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CENRO Cebu City	Arellano Blvd. cor. V. Sotto St., Pier 3 Area, Cebu City	(032) 253-6733	cenrocebu@denr.gov.ph
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