



DEPARTMENT OF ENVIRONMENT AND
NATURAL RESOURCES (DENR)

REGION VII CENTRAL VISAYAS

REGIONAL CITIZEN'S CHARTER
2023 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 of 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 OFFICES

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DENR CENR, PENR AND REGIONAL OFFICES
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.

Office or Division:	Records Unit/Section, DENR CENR, Implementing PENR, PENR and Regional Offices		
Classification:	Simple		
Type of Transaction:	G2B- Government to Business G2C – Government to Citizen G2G- Government to Government		
Who may avail:	Internal: Regular Employee of DENR, including its Bureaus and Attached Agencies External: Contract of Service Personnel, LGU and other government agencies or instrumentalities and private individuals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished customer FOI request form(1original)		Public Assistance Desk, Receiving Area or Records Unit/Section	
2. Government issued ID (present1 original)		Requesting Party	
Additional if from other Government Sector			
3. Official Letter Request(1 original)		Requesting Party	
Additional if Requesting Party is a representative			
4. SPA for representative (1 original, notarized)		Requesting Party, Private Lawyer or Notary Public	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit accomplished request form and complete 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	5min.	<i>Receiving/Releasing Clerk</i> Records Unit/Section
1.1. None	1.1. Verify all requirements and indicate amount to be paid in the Request Form	None	5min.	<i>Records Officer</i> Records Unit/Section
1.2. None	1.2. Approve and sign Request Form	None	5min.	<i>Records Officer/Alternate Officer</i> Records Unit/Section
1.3. None	1.3. Prepare Order of Payment	None	15min.	<i>Records Officer/Credit Officer</i> CENRO Records Unit/Section <i>Accounting Personnel</i> 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	Php25.00 Certification Fees***	5min.	<i>Collecting Officer</i> <i>Credit Officer</i> Cashier Unit/Section
2.1.None	2.1 Check the Official Receipt. Verify, prepare and initial the Certification * Regional Office Legal Division to verify record Prepare and affix initial on the Certification (if applicable)	None	4hrs 1 day	<i>Records Officer</i> Records Unit/Section Chief Legal/Designated staff
2.2.None	2.2.** PENRO/CENRO Review and affix Initial on the Certification	None	10min.	<i>Chief</i> Concerned Unit/Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2.3None	2.3. Determine accuracy of the Certification and affix signature	None	5min.	<i>Head of Office or Records Officer or Designated Representative</i>
3.Receive the approved Certification	3. Release the approved Certification to the client	None	10min.	<i>Receiving/Releasing Clerk</i> Records Unit/Section
TOTAL:		Php 25.00 Certification Fees***	Simple	CENRO/PENRO 5hours& 5min. Regional Office 1day&55min.
			<i>TAT does not include waiting time and is the minimum processing time up to three (3) working days</i>	

*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.

Office or Division:	Records Unit/Section, DENR CENR, Implementing PENR, PENR and Regional Offices	
Classification:	Simple	
Type of Transaction:	G2B- Government to Business G2C – Government to Citizen G2G- Government to Government	
Who may avail:	Internal: Regular Employee of DENR, including its Bureaus and Attached Agencies External: Contract of Service Personnel, LGU and other government agencies or instrumentalities and private individuals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. FOI Request Form(1original)		Public Assistance Desk, Receiving Area or Records Unit/Section
2. Government issued ID (present1 original)		Requesting Party
Additional if from the Government Sector		
3. Official Letter Request (1 original)		Requesting Party
Additional if Requesting Party is a representative		
4. SPA for representative (1 original, notarized)		Requesting Party, Private Lawyer, Public Attorney's Office (PAO) or Notary Public



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit accomplished request form and complete 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	15min.	<i>Receiving/Releasing Clerk</i> Records Unit/Section
1.4.None	<p>1.1. Check the availability of records.</p> <p>Process the request (photocopy and stamp "Certified True Copy") and sign the certification or documents.</p> <p>Indicate amount to be paid in the Request Form/Order of Payment.</p> <p>**Regional Office Authentication of Documents Legal Division–Land Claims And Conflicts</p>	None	30min. to 3 hours	<p>Records Officer Records Unit/Section</p> <p>PENRO/Regional Office Accountant /CENR Officer or designated representative</p> <p>Legal Staff Regional Office</p>



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.	Php50.00 Authentication Fee*** per set+ Php5.00per page <i>(Internal Clients are free of Charge)</i>	10min.	<i>Collecting Officer</i> <i>Credit Officer</i> Cashier Unit/Section
2.1. None	2.1Check the Official Receipt and Photocopy for filing.	None	5min.	<i>Records Officer</i> Records Unit/Section
3.Receive Authenticated document/s	3.1Releasetheapproved Authenticated document/s to the customer	None	5min.	<i>Receiving/Releasing Clerk</i> Records Unit/Section



TOTAL:	Php50.00 Authentication Fee*** per set+	CENRO/PENRO: 3 hours&35min. If Land Claims and Conflicts Documents in the Regional Office: 1day&35min.
	Php5.00per page	<i>TAT does not include waiting time and is the minimum processing time up to three(3) working days</i>

*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) 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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirement	
• Disbursement Voucher (1 original, 3 duplicate)	Requesting Party or Originating Office
• Obligation Request and Status (1 Original, 2 duplicate copies)	Requesting Party or Originating Office
If Initial Contract of Communication/Telephone and Gasoline	
• Contract (3 original)	Service Provider, Requesting Party or Originating Office
• Annual Procurement Plan (APP), and any amendment thereto (1 certified Copy), or Certification from the Procurement Office that the items procured are already included in the APP (1 original)	Procurement Unit Or Section
If Supplier/Contractor/Service Provider	
A. Purchase Order (P.O.)	Complex
• Purchase Order/Contract Agreement (1 Original, 3 duplicate copies)	Procurement Unit Or Section
• Purchase Request (1 Original, 2 duplicate copies)	Requesting Party or Originating Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ● BAC Resolution(1original, 2 Photocopies) ● PHILGEPS Posting (if above 50K) (1 original, 2 Photocopies) ● PhilGeps Registration and/or Certification from Procurement- that legal document from GPPB Reso No.21-2017 dated 5/30/2017 are submitted and duly verified (1 original, 2 Photocopies) ● Agency Procurement Request/APR Form No. 02 (for supplies), In case supplies are not available at DBM, there must be a certificate of Non-availability of stock from PS-DBM (1 original, 2 Photocopies) ● Annual Procurement Plan (APP), and any amendment thereto (1 Certified Copy), or Certification from the Procurement Office (and/or BAC Secretariat) that the items procured are already included in the APP (1 original) ● Abstract of Quotations (2 Original) ● Quotations with Certification from Procurement Office that Supplier has Submitted Updated Eligibility Documents/Legal Documents (Alternative Method of Procurement), if shopping (3 Original Per Supplier) ● At least 1 Filled-Up Quotation, with Proof of Receipt of Quotation (1 original, 2 photocopies) ● Certificate of Posting in 3 Conspicuous Places (1 original, 2 photocopies) ● Request for Quotations (1 original Per Supplier) ● Special Order, if Applicable (1 Photocopy) ● Inspection and Acceptance Report (1 original, 2 Photocopies) ● Sales Invoice/Delivery Receipt/Official Receipt (1 original, 2 Photocopies) 	<p>Bids And Awards Committee (BAC) Secretariat</p> <p>Bids And Awards Committee (BAC) Secretariat Bids And Awards Committee (BAC) Secretariat</p> <p>Procurement section</p> <p>Requesting Party/Procurement Section/BAC Secretariat</p> <p>Requesting Party or Originating Office & BAC Secretariat Service Provider</p> <p>Service Provider</p> <p>BAC Secretariat</p> <p>Service Provider Requesting Party or Originating Office, Regional Office Or Central Office Inspection and Acceptance Committee (IAC) Service Provider</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Certificate Of Acceptance (1 original, 2 Photocopies) 	Requesting Party
B. P.O. Through Direct Contracting <ul style="list-style-type: none"> • Purchase Request with Certification from the Procurement Office that the items procured are already included in the APP (1 Original, 3 duplicate copies) 	Requesting Party or Originating Office and Procurement Office
<ul style="list-style-type: none"> • BAC Resolution (1 Original, 3 duplicate copies) 	BAC Secretariat
<ul style="list-style-type: none"> • Quotations (1 Original, 3 duplicate copies) • Distributor Certificate or Sworn Certificate of Guarantee Exclusive Distributorship Agreement (If Applicable) (2 photocopies) 	Service Provider Service Provider Or Bac Secretariat
<ul style="list-style-type: none"> • Inspection and Acceptance Report (1 Original, 2 duplicate copies) • Certificate of Acceptance(1 Original, 3duplicatecopies) 	Inspection And Acceptance Committee (IAC) Requesting Party
If Meals and Snacks For Seminar/Training <ul style="list-style-type: none"> • Special Order or Notice of Meeting (1 original, 2 photocopies) • Purchase Request with Certification from the Procurement Office that the items procured are already included in the APP (1 Original, 2 photocopies) 	Requesting Party or Originating Office, Regional Office Or Central Office Requesting Party or Originating Office
<ul style="list-style-type: none"> • RESO (1 original, 2 photocopies) 	BAC Secretariat
<ul style="list-style-type: none"> • PHILGEPS BNA –RFQ (1 original, 2 photocopies) 	BAC Secretariat
<ul style="list-style-type: none"> • 3 Quotations (1 original Per Supplier, 2 photocopies) 	Service Provider
<ul style="list-style-type: none"> • APQ (1 original, 2 photocopies) • Certification from Procurement that legal document from GPPB Reso No.21-2017 dated 5/30/2017 are submitted and duly verified (1 original), if applicable 	BAC Secretariat Procurement Section, Administrative Division
<ul style="list-style-type: none"> • Contract(1Original, 2 photocopies) 	Service Provider, Requesting Party or Originating Office
<ul style="list-style-type: none"> • Billing or Statement of Account(1original, 2photocopies) 	Service Provider, Requesting Party or Originating Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Menu (1 original, 2 photocopies) if applicable 	Service Provider, Requesting Party or Originating Office
<ul style="list-style-type: none"> Attendance (1 original, 2 photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Activity Report with Pictures (1 original, 2 photocopies) 	Requesting Party or Originating Office
If Job Order (J.O.)	
A. Repair of Vehicle/Equipment/Facilities	
<ul style="list-style-type: none"> Purchase Request with notation that it is included in the APP (1 original, 2 photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Pre-Repair Inspection Report (1 original, 2 Photocopies) 	Inspection Committee
<ul style="list-style-type: none"> BAC Resolution for Major Repairs (1 original, 2 Photocopies) 	BAC Secretariat
<ul style="list-style-type: none"> Abstract of Quotations (1 original, 2 Photocopies) 	Requesting Party or Originating Office & BAC Secretariat
<ul style="list-style-type: none"> Quotations (1 original Per Supplier, 2 Photocopies) 	Service Provider
<ul style="list-style-type: none"> Post Repair Inspection Report (1 original, 2 Photocopies) 	Property Unit/Section, General Services Section (GSS)
<ul style="list-style-type: none"> Certificate of Acceptance (1 original, 2 Photocopies) 	Requesting Party
<ul style="list-style-type: none"> PHILGEPS Posting (above 50K) (1 original, 2 photocopies) 	Procurement Section
<ul style="list-style-type: none"> Certificate of Posting of Award (1 original, 2 photocopies) 	Procurement Section
<ul style="list-style-type: none"> Certification from Procurement that legal document from GPPB Reso No.21-2017 dated 5/30/2017 are submitted and duly verified (1 original) 	Procurement Section
<ul style="list-style-type: none"> Waste Materials Report (1 original, 2 Photocopies) 	
<ul style="list-style-type: none"> Certificate of Availability of Funds (1 original, 2 photocopies) 	Budget and Accounting Section
B. Printing	
<ul style="list-style-type: none"> Purchase Request with notation that it is included in the APP (1 original, 2 photocopies) 	Requesting Party or Originating Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Layout, E-Copy of Document to be Printed, or Source of Layout (1 original, Digital Copy) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> BAC Resolution (1 original, 2 Photocopies) 	BAC Secretariat
<ul style="list-style-type: none"> Abstract of Quotations (1 original, 2 Photocopies) 	Requesting Party or Originating Office & BAC Secretariat
<ul style="list-style-type: none"> PHILGEPS Posting (above 50K) (1 original, 2 photocopies) 	Procurement Section
<ul style="list-style-type: none"> Certificate of Posting of Award (1 original, 2 photocopies) 	Procurement Section
<ul style="list-style-type: none"> Certification from Procurement that legal document from GPPB Reso No.21-2017 dated 5/30/2017 are submitted and duly verified (1 original), if applicable 	Procurement Section
<ul style="list-style-type: none"> Quotations (1 original Per Supplier, 2 Photocopies) 	Service Provider
<ul style="list-style-type: none"> Inspection Report (1 original, 2 Photocopies) 	Inspection And Acceptance Committee (IAC)
<ul style="list-style-type: none"> Certificate of Acceptance (1 original, 2 Photocopies) 	Requesting Party
If Agency Procurement Request (APR)	
<ul style="list-style-type: none"> Purchase Request (1 original, 2 photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Certificate of Availability of Funds (1 original, 2 photocopies) 	Budget and Accounting Section
If Contract	
<ul style="list-style-type: none"> Notarized Contract (1 original, 2 photocopies) 	Requesting Party or Originating Office, BAC Secretariat or Service Provider
<ul style="list-style-type: none"> Purchase Request (1 original, 2 photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> PHILGEPS Posting (50K and above) (1 original, 2 photocopies) 	Procurement Section
<ul style="list-style-type: none"> Certificate of Posting of Award (1 original, 2 photocopies) 	Procurement Section
<ul style="list-style-type: none"> Certification from Procurement that legal document from GPPB Reso No.21-2017 dated 5/30/2017 are submitted and duly verified (1 original), if applicable 	Procurement Section
<ul style="list-style-type: none"> TOR (1 original, 2 photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Letter Intent/Proposal (1 original, 2 photocopies) 	Service Provider



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Curriculum Vitae with Personal Data Sheet (1 original, 2 photocopies) 	Service Provider
<ul style="list-style-type: none"> Letter Request for Payment (For Resource Person, Documentor, or Facilitator) (1 original, 2 Photocopies) 	Service Provider
<ul style="list-style-type: none"> Evaluation Report (for Resource Person, Documentor or Facilitator)(1 original,2 Photocopies) 	Requesting Party
<ul style="list-style-type: none"> Certificate of Acceptance (1 original, 2 Photocopies) 	Requesting Party
<ul style="list-style-type: none"> Certificate of Availability of Funds (1 original, 2 photocopies) 	Budget and Accounting Section
<ul style="list-style-type: none"> Actual Output (3 photocopies, if applicable) 	Service Provider
If Salaries of Contract of Service	
<ul style="list-style-type: none"> Notarized Contract (1 original or certified true copy and 2 photocopies for the first payment only) 	Requesting Party or Originating Office, BAC Secretariat or Service Provider
<ul style="list-style-type: none"> Duly Accomplished Daily Time Record (DTR) (1 original, 2 Photocopies) 	Personnel Unit/Section
<ul style="list-style-type: none"> Travel Order, if applicable (3 photocopies) 	Requesting Party
<ul style="list-style-type: none"> Accomplishment Report (1 original, 2 Photocopies) 	Requesting Party
<ul style="list-style-type: none"> S.O, if Applicable (1 original, 2 Photocopies) 	DENR Central, Regional, PENR and/or CENR Office
<ul style="list-style-type: none"> MCLE Certification, if Lawyer (1 original, 2 Photocopies) 	Service Provider
<ul style="list-style-type: none"> Written Concurrence from COA, if Lawyer (1original, 2 Photocopies), if applicable (based on COA Circular 2021-003 dated 	Commission On Audit (COA)
<ul style="list-style-type: none"> Deputation of OSG, if Lawyer (1 original, 2Photocopies) 	Office of the Solicitor General (OSG)
<ul style="list-style-type: none"> Acquiescence from OSG, if Lawyer (3 Photocopies) 	Office of the Solicitor General (OSG)
If Mandatory Expenses	
A. Water and Electricity	
<ul style="list-style-type: none"> Billing Statement (1 original, 2 Photocopies) 	Service Provider
B. Communication/Telephone	
<ul style="list-style-type: none"> Billing/Statement of Account (1 original, 2 Photocopies) 	Service Provider



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Certification that Phone Calls are official in nature (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> • Contract (1 original for first payment only) 	Service Provider Or Requesting Party
C. Gasoline	
<ul style="list-style-type: none"> • Billing/Statement of Account (1 original, 2 Photocopies) 	Service Provider
<ul style="list-style-type: none"> • Vehicle Trip Ticket (1 original, 2 Photocopies) 	Driver In Duty
<ul style="list-style-type: none"> • Contract (1 original for first payment only) 	Service Provider Or Requesting Party
<ul style="list-style-type: none"> • Fuel/Lubricants Requisition and Issue Slip (1 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> • Fuel Consumption Report, if applicable 	General Services Section/Supply Officer
<ul style="list-style-type: none"> • Monthly Report of Official Travels, if applicable • List of Personnel with Corresponding Amount of Government 	General Services Section/Supply Officer/Drivers
If Government Share For Mandatory Deductions	
Share (1original, 2 Photocopies)	Personnel Section/Unit-Administrative Division/Section or Accounting Unit/Section-Finance Section/Division
If TEV (Local)	
A. Approved Travel Order (1 original, 2 Photocopies)	Requesting Party or Originating Office and CENR Officer, PENR Officer or Regional Executive Director (RED)
B. Itinerary (1 original, 2 Photocopies)	Requesting Party or Originating Office
C.Special Order, if Applicable (3 Photocopies)	CENR Officer, PENR Officer, RED,Usec or Secretary
D. Additional Requirement For Reimbursement	
<ul style="list-style-type: none"> • Travel Report (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> • Certificate of Travel Completed (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> • Certificate of Appearance(1 original, 2 Photocopies) 	Destination Office
<ul style="list-style-type: none"> • Tickets (1 original, 2 Photocopies) 	Airline Company
<ul style="list-style-type: none"> • PAL/CebuPacific oranyother Airline TO (1 original. 2 Photocopies) 	Requesting Party or Originating Office, and RED



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Terminal Fee Ticket/Stub(1original, 2Photocopies) 	Airline Company
<ul style="list-style-type: none"> Certificate of Expenses not Requiring Receipt (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Receipt from Accommodation, if applicable (1 original, 2 Photocopies) 	Accommodation Provider
If Cash Advances	
<ul style="list-style-type: none"> Special Order of SDO/Allotment Letter (3 Photocopies) 	PENR Officer or RED
<ul style="list-style-type: none"> Certificate of No Unliquidated Cash Advance (1 original, 2 Photocopies) 	Accounting Unit/Section, Finance Section/Division
<ul style="list-style-type: none"> Authority from the Head of Office to Grant the Cash Advance, if applicable 	Head Of Office
<ul style="list-style-type: none"> Activity Design and Budgetary Requirements/Budget Estimates, if applicable 	End-user/s
If Replenishment of Petty Cash Fund	
<ul style="list-style-type: none"> Report on Paid Petty Cash Vouchers (1 original, 2 photocopies) 	Petty Cash Custodian
<ul style="list-style-type: none"> Petty Cash Vouchers (1 original, 2 photocopies) 	Petty Cash Custodian
<ul style="list-style-type: none"> Special Order, if First Payment (1 original, 2 photocopies) 	Records Section/Unit
<ul style="list-style-type: none"> Official Receipts/Sales Invoices(1 original, 2 photocopies) 	Supplier
<ul style="list-style-type: none"> Petty Cash Replenishment Report (1original, 2photocopies) 	Concerned Special Disbursing Officer (SDO)
<ul style="list-style-type: none"> Approved Purchase Request (1 original, 2 photocopies) 	Requesting Party/Concerned Office
<ul style="list-style-type: none"> Certificate of Emergency Purchase (1 original, 2 photocopies) 	Requesting Party/Concerned Office
<ul style="list-style-type: none"> Certificate of Inspection and Acceptance (1 original, 2 photocopies) 	Inspection & Pre-Acceptance Committee(IPC)
<ul style="list-style-type: none"> Report of Waste Materials, in case of repair (1 original, 2 photocopies) 	GSS
<ul style="list-style-type: none"> Approved Trip Ticket for Gasoline Expenses (1 original, 2 photocopies) 	GSS
<ul style="list-style-type: none"> Three (3) Quotations from Suppliers (1 original, 2 photocopies) if Php1,000 above-single transaction 	Suppliers
<ul style="list-style-type: none"> Abstract of Quotations (1 original, 2photocopies) 	Requesting Party/Concerned Office



If eNGP/CBFM Contracts

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Payment of 15% Mobilization Fee	
<ul style="list-style-type: none"> Endorsement Memorandum (1 original, 2 photocopies) 	Concerned CENRO/Requesting Party
<ul style="list-style-type: none"> Letter of Intent(1original, 2photocopies),if applicable 	PO's/Requesting Party
<ul style="list-style-type: none"> Annual Procurement Plan (APP) (1 Certified Copy) 	Procurement Unit or Section
<ul style="list-style-type: none"> Notarized MOA with WFP, Mode of Payment & GIS Map (1 original, 2 photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Site Development Plan 	Concerned CENRO
<ul style="list-style-type: none"> Purchase Request/Job Request (1 original, 2 photocopies), if applicable 	Requesting Party or Originating Office
<ul style="list-style-type: none"> BAC Resolution – Mode of Procurement (1 original, 2 Photocopies) 	BAC Secretariat
<ul style="list-style-type: none"> Proof of Posting of RFQ at 3 conspicuous places (1 original, 2 Photocopies), if applicable 	BAC Secretariat
<ul style="list-style-type: none"> Quotations (1 original Per Service Provider, 2 Photocopies) if applicable 	Service Provider
<ul style="list-style-type: none"> Abstract of Quotations (1 original, 2 Photocopies), if applicable 	Requesting Party or Originating Office & BAC Secretariat
<ul style="list-style-type: none"> BAC Resolution –Award approved by HOPE (1 original, 2 Photocopies) 	BAC Secretariat
<ul style="list-style-type: none"> Notice of Award received by Service Provider (1 original, 2 Photocopies) 	Requesting Party or Originating Office & BAC Secretariat
<ul style="list-style-type: none"> Notice to Proceed received by Service Provider (1 original, 2 Photocopies) 	Requesting Party or Originating Office & BAC Secretariat
<ul style="list-style-type: none"> Philgeps Posting of Award/Contract/Proceed (1 original, 2 Photocopies) 	BAC Secretariat
<ul style="list-style-type: none"> Request for release of 15% Mobilization fee (1 original, 2 Photocopies) 	PO's/Requesting Party



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Performance Security 	Service Provider
<ul style="list-style-type: none"> LEGAL REQUIREMENTS <ol style="list-style-type: none"> Based on the updated GPPB Issuance as of October 22, 2021 (GPPB Resolution No.18-2021) Certificate of Registration from SEC/CDA/DOLE (3 photocopies) Certification from the leader of the service provider that none fits 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 (1 original, 2 Photocopies) Disclosure of related business, if any and extent of ownership therein (1 original, 2 Photocopies) 	Service Provider/ ORIGINATING OFFICE/BAC SECRETARIAT
<ul style="list-style-type: none"> TECHNICAL REQUIREMENTS <ol style="list-style-type: none"> List of completed contracts similar to the procurement (1 original, 2 Photocopies) 	Service Provider
<ul style="list-style-type: none"> FINANCIAL REQUIREMENTS <ol style="list-style-type: none"> Certificate that the service provider has an existing bank account (1 original, 2 Photocopies)/3 photocopies of Bankbook Updated Audited Financial Statements (1 original, 2, Photocopies) Certification that it has financial management system that maintains sets of book of accounts (1 original, 2 Photocopies) 	Service Provider
B. Progress Billing	
<ul style="list-style-type: none"> Endorsement/Memorandum (1 original, 2 photocopies) 	Concerned CENRO
<ul style="list-style-type: none"> Letter Request to the Auditor for the validation of the accomplishment (1 original, 2 photocopies) 	Concerned CENRO & PENRO (Technical-eNGP)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Geotagged Photos of the validated Accomplishment of Activities(Per Beneficiary/Family) (1 original, 2 photocopies) 	Joint Validating Team of PENRO & CENRO, Concerned Site Team Leader and PO/Families
<ul style="list-style-type: none"> Statement of Account(1 original, 2 photocopies) 	Payee/Contractor
<ul style="list-style-type: none"> List of Beneficiaries (1original, 2 photocopies) 	CENRO (NGP Coordinator/Site Team Leader)
<ul style="list-style-type: none"> Parceliarized Plantation Map (Maintained & Protected) (1 original, 2 photocopies) 	GIS Team/eNGP Unit
<ul style="list-style-type: none"> Certificate of Completion and Acceptance (1original, 2 photocopies), if applicable 	Concerned CENRO
<ul style="list-style-type: none"> Approved Memorandum of Agreement (2 photocopies) 	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> Request for Inspection and Payment(1 original, 2 Photocopies) 	Service Provider
<ul style="list-style-type: none"> Statement of Work Accomplished(1original,2 Photocopies) 	Service Provider
<ul style="list-style-type: none"> Notarized Narrative Report and Notarized Inspection and Acceptance Report (IAR in Matrix form) with attached Validation/ Accomplishment Report (1 original, 2 photocopies) 	Requesting Party or Originating Office Joint Validating Team of PENRO & CENRO
<ul style="list-style-type: none"> Certificate of Acceptance (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Fund Utilization Report with attached payroll, if with labor (1 original, 2 Photocopies), if applicable 	Service Provider
C. Release of Retention fee	
<ul style="list-style-type: none"> Endorsement/Memorandum (1 original, 2 photocopies) 	Concerned CENRO
<ul style="list-style-type: none"> PO Request for the release of Retention Fee (1 original, 2 photocopies) 	Contracted PO/Family
<ul style="list-style-type: none"> Third Party Evaluation Report that the PO Plantation attained atleast85% Survival Rate (2 photocopies) (Per DAO2019-03, this is applicable for 100 hectares and above. In-house validation applies for 99 hectares and below) 	Third Party Contracted/Regional Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Certificate of Final Inspection and Acceptance Report (1 original, 2 photocopies) 	JIC
<ul style="list-style-type: none"> • Certificate of Final Acceptance (1 original, 2 photocopies) 	HOPE
<ul style="list-style-type: none"> • Completed Parceliarized Plantation Map(1 original, 2 photocopies) 	GIS Team/eNGP Unit
<ul style="list-style-type: none"> • Photocopy of Affidavit of Completion (2 photocopies) 	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> • Photocopy of Certificates of Completion and Acceptance(2 photocopies) 	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> • Photocopy of Obligation Requests and Status (2 photocopies) 	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> • Photocopy of Memorandum of Agreements (2 photocopies) 	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> • Photocopy of Notice to Proceeds (2photocopies) 	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> • Inspection/Validation Report of Third Party Validators Indicating the survival rate for Sites with area of 100 has and above(1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> • Inspection/Validation Report of Regional/PENRO composite team indicating the survival rate for Sites with area of below 100 has (1original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> • Fund Utilization Report/Schedule of Payment, if applicable (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> • Project Completion Report (1original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> • Letter of FINAL Turn Over (1 original, 2 Photocopies) 	Service Provider
<ul style="list-style-type: none"> • Certificate of FINAL Acceptance (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> • Geo-tagged photos of validation and accomplished activities (1 original, 2Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> • Certificate of Site Development (1 original, 2 Photocopies) 	Requesting Party or Originating Office
D. Progress Payment for Seedling Production	
<ul style="list-style-type: none"> • Endorsement/Memorandum (1 original, 2 photocopies) 	Concerned CENRO



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • PO Request for Inspection/Validation and payment (1 original, 2 photocopies) 	PO's/Requesting Party
<ul style="list-style-type: none"> • Statement of Work Accomplishment (1 original, 2 photocopies) 	PO's/Requesting Party
<ul style="list-style-type: none"> • Letter Request to the Auditor for the validation of the accomplishment (1 original, 2 photocopies) 	Concerned CENRO & PENRO (Technical-eNGP)
<ul style="list-style-type: none"> • Validation Report /Accomplishment (1 original, 2 photocopies) 	Joint Validating Team of PENRO & CENRO
<ul style="list-style-type: none"> • Nursery Tally Sheet (1 original, 2 photocopies) 	Joint Validating Team of PENRO & CENRO
<ul style="list-style-type: none"> • Geotagged Photos of Nurseries (per plot) (1 original, 2 photocopies) 	Joint Validating Team of PENRO & CENRO Concerned Site Team Leader and PO/Families
<ul style="list-style-type: none"> • Statement of Account (1 original, 2 photocopies) 	PO's/Requesting Party
<ul style="list-style-type: none"> • Proposed list of Beneficiaries/Families (1 original, 2 photocopies) 	CENRO (NGP Coordinator/Site Team Leader)
<ul style="list-style-type: none"> • Photocopy of Approved Memorandum of Agreement (2 photocopies) 	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> • Photocopy of Approved Obligation Request (2 photocopies) 	PENRO (Technical-eNGP)
E. Additional if seedlings were procured	
<ul style="list-style-type: none"> • Seedlings Acknowledgement Receipt (1 original, 2 photocopies) 	Seedling Supplier
<ul style="list-style-type: none"> • Certificate of Registration of Seedling Supplier (1 original, 2 photocopies) 	Seedling Supplier
<ul style="list-style-type: none"> • Delivery Receipt duly received by the PO (1 original, 2 photocopies) 	Seedling Supplier & PO
<ul style="list-style-type: none"> • Business Permit of Seedling Supplier (1 original, 2 photocopies) 	Seedling Supplier



If Infrastructure Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE**
<ul style="list-style-type: none"> Letter request from the contractor for inspection (if applicable) and released of advance/progress/final payment or for substitution in case of release of retention money (1 original, 2 photocopies) 	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> Statement of Work Accomplishment/Progress Billing(1 original, 2 photocopies) 	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> Inspection Report by the Agency's Authorized Engineer (1 original, 2 photocopies) 	Agency's Authorized Engineer/ Inspectorate Team
<ul style="list-style-type: none"> Result of Test Analysis, if applicable (1 original, 2 photocopies) 	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> Statement of Time Elapsed(1original, 2 photocopies) 	Agency's Authorized Engineer/ Inspectorate Team
<ul style="list-style-type: none"> Monthly Certificate of Payment (1original, 2 photocopies) 	Agency's Authorized Engineer/ Inspectorate Team
<ul style="list-style-type: none"> Contractor's Affidavit on payment of laborers and materials (1 original, 2photocopies) 	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> Pictures, before, during and after construction of items of work especially the embedded items (1 original, 2 photocopies) 	Agency's Authorized Engineer/ Inspectorate Team
<ul style="list-style-type: none"> Photocopy of vouchers of all previous payments (2 photocopies) 	GSU/Accounting
<ul style="list-style-type: none"> Certificate of Completion (1 original, 2 photocopies) 	Requesting Party (e.g. CENRO)
<ul style="list-style-type: none"> Certificate of Acceptance 	HOPE/Authorized Representatives
<ul style="list-style-type: none"> Letter request from the Agency to the Auditor for the inspection and payment for the work accomplished by the contractor (1 original,2 photocopies) 	HOPE/Authorized Representatives
A. If advance payment(additional requirements)	
<ul style="list-style-type: none"> Any security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, 	Contractor/Payee/Requesting Party



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE**
GSIS or surety bond callable on demand (amount equivalent to the released MF)(1 original, 2 photocopies)	
<ul style="list-style-type: none"> Notarized Contract (1 original, 2 photocopies) 	BAC Secretariat/GSU
<ul style="list-style-type: none"> Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof (1 original, 2 photocopies) 	BAC Secretariat/GSU
B. If final payment (additional requirements)	
<ul style="list-style-type: none"> As-built Plan (1 original, 2 photocopies) 	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> Warranty security (1 original, 2 photocopies) 	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> Clearance from the Provincial Treasurer that the corresponding sand and gravel fees have been paid, if applicable (1 original, 2 photocopies) 	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> Copy of turnover documents/transfer of project and facilities such as motor vehicle, laptops, other equipment and furniture included in the contract to concerned government agency (1 original, 2 photocopies) 	Requesting Party
C. If Release of Retention Money (additional requirements)	
<ul style="list-style-type: none"> Certification from the Requesting Party that the project is completed and inspected (1 original, 2 photocopies) 	Requesting Party
<ul style="list-style-type: none"> Certification of final inspection and acceptance report (1 original, 2 photocopies) 	Agency's Authorized Engineer/ Inspectorate Team
<ul style="list-style-type: none"> Certificate of Final Acceptance (1 original, 2 photocopies) 	HOPE/Authorized Representatives
<ul style="list-style-type: none"> Any security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand, if applicable (1 original, 2 photocopies) 	Contractor/Payee/Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit DV and ORS with complete supporting documents to Budget Unit/Section.	1. Review completeness of documents, receive and record in Logbook the DV and ORS, and forward documents to the concerned Processor.	None	20min.	<i>Receiving/Releasing Clerk</i> Budget Unit/Section
1.1.None	1.1. Review, check fund availability and allotment, record and assign number in the ORS Control Book, and initial ORS. Forward to Chief Budget Officer.	None	1 hour	<i>Budget Staff</i> Budget Unit/Section
1.2.None	1.2. Review documents and sign BoxB of ORS.	None	30min.	<i>Chief Budget Officer</i> Budget Unit/Section or Designated OIC
1.3.None	1.3. Record ORS and forward the documents to Accounting Unit/Section.	None	30min.	<i>Receiving/Releasing Clerk</i> Budget Unit/Section
1.4.None	1.4. Review documents, receive, record in Logbook, assign DV number and forward	None	30min.	<i>Receiving/Releasing Clerk</i> Accounting Unit/Section



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	DV and ORS with complete supporting documents to concerned Accounting Staff.			
1.5.None	<p>1.5. Review documents. Process DV as to completeness of supporting documents, validity and Correctness of claims.</p> <p>Compute and deduct applicable taxes.</p> <p>Prepare Certificate of Tax Withheld and record particulars of DV in Individual Index Card.</p> <p>Prepare Journal Entry (BoxB) and affix initial in DV.</p> <p>Forward to Chief Accountant for review and approval.</p>	None	<p>3 hours (complex)</p> <p>4 hours (highly technical)</p>	<p><i>Accounting Staff</i> Accounting Unit/Section</p>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.6. None	1.6. Review DV and sign Box C of DV, and forward to Receiving/Releasing Clerk.	None	2 hours	Chief Accountant Accounting Unit/Section or Designated OIC and/or other authorized signatories per DAO No. 2022-14
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, DV and supporting documents. Sign Box D of the DV. Forward to Receiving/Releasing Clerk.	None	1 day	PENR Officer or Designated OIC (PENRO) Assistant Regional Director (ARD) for Management Service (MS) or Technical Service (TS)/ Regional Executive Director (RED) or Designated OIC (Regional Office) and/or other authorized signatories per DAO No. 2022-14



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.9.None	1.9. Receive documents and forward to Cashier or Accounting Unit/Section	None	30min.	<i>Receiving/Releasing Clerk Office of the PENR/ARD for MS/RED</i>
1.10.None	1.10. Receive DV, ORS and other supporting documents, review and record in logbook and forward to concerned Cashier Staff or Accounting Staff	None	30min.	<i>Receiving/Releasing Clerk Cashier Section/Unit 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 Accounting Section/Unit Receiving/Releasing Clerk Cashier Section/Unit</i>
1.12.None	1.12. Prepare Checks or LDDAP-ADA. Forward to Chief Accountant or Head of Cashier.	None	1 hour	<i>Accounting Staff Accounting Unit/Section Cashier Staff Cashier Section/Unit</i>
1.13.None	1.13. Sign BoxNo.1 of LDDAP.	None	30min.	<i>For LDDAP, Chief Accountant Accounting Unit/Section</i>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Sign Checks and ADA.			For Checks and ADA, <i>Head</i> Cashier Section/Unit <i>and/or other authorized signatories per</i> DAONo.2022-14
1.14.None	1.14. Forward to approving authority based on Manual of Authority.	None	15min.	<i>Receiving/Releasing Clerk</i> Accounting Section/Unit <i>Receiving/Releasing Clerk</i> Cashier Section/Unit
1.15.None	1.15. Sign Checks and LLDAP-ADA.	None	15min.	<i>PENRO or authorized DC or</i> <i>Designated OIC</i> (PS regardless of amount, MOOE-CO regardless of amount) PENRO level



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONSRES PONSIBLE
				<p><i>Authorized DC or Authorized ARD or RED or Designated OIC</i> <u>(MOOE-CO up to Php5M)</u></p> <p><i>ARDMS or ARD TS or RED or Designated OIC</i> <u>(MOOE-CO above Php 5M)</u></p> <p>Regional level <i>and/or other authorized signatories per DAONo.2022-14</i></p>
1.16.None	1.16. Forward to Cashier.	None	15min.	<i>Receiving/Releasing Clerk</i> Office of the PENRO, ARD or RED
1.17.None	1.17. Receive and check the balance of Notice of Cash Allocation (NCA) against the total amount of the DV processed.	None	15min.	<i>Cashier Staff</i> Cashier Section/Unit
1.18.None	1.18. Record all details in Index Card.	None	5min.	<i>Cashier Staff</i> Cashier Section/Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RES PONSIBLE
1.19.None	1.19. Record particulars in Report of Checks Issued and Cancelled (RCIC)/Report of ADA Issued (RADAI). Forward to approving authority.	None	1hour &30min.	Cashier Staff Cashier Section/Unit
1.20.None	1.20. Counter sign Check and ACIC based on Manual of Authorities. Forward to Cashier.	None	10min.	Chief, MSD or PENR Officer ARD for MS or RED and/or other authorized signatories per DAONo.2022-14
1.21.None	1.21. Record receipt of Check/ADA and forward to cashier staff.	None	5min.	Receiving/Releasing Clerk Cashier Section/Unit
1.22.None	1.22. Record Check/ADA particulars in the Check Register. Inform the clientele if the check is ready for pick-up, or the ADA	None	30min.	Cashier Cashier Section/Unit or Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RES PONSIBLE
	was already prepared for them to issue OR upon crediting payment to their account.			
1.23. None	1.23. Release Check/ADA to customer/bank with tax certificate (supplier).	None	15min.	Cashier Cashier Section/Unit
1.24. None	1.24. Receive LDDAP-ADA and/or Advice/ACIC and supporting documents. For LDDAP-ADA, transfer amount to respective accounts.	None	Not earlier than 24 hours but not later than 48 hours for Land Bank and DBP. Crediting may take longer for other servicing banks.	Staff Land Bank of the Philippines or Development Bank of the Philippines (DBP) or any other servicing banks
2. If Service Provider, issue Official Receipt and sign in Cash				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Book and BoxE Of DV.				
TOTAL:		None	Complex (1-day bank time)	3 days, 7 hours & 55min.
			Highly Technical (1-day bank time)	4 days & 55min.
			Complex (2-day bank time)	4 days, 7 hours & 55min.
			Highly Technical (2-day bank time)	5 days & 55 min.
			<p>*Turn-around time (TAT) is the minimum processing time and may vary depending on the claims to pay which may last up to seven (7) working days for Complex and twenty (20) working days for Highly Technical.</p> <p>*Other factors such as the availability of cash/funds and the bulk of transactions during end of quarter and year-end may cause the Turn- around time (TAT) to be longer.</p>	

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

Processing time is based on the assumption that all documents are **complete and proper, and that there are no issues identified. Documents that have issues will be forwarded back to the concerned office and processing time shall be paused. **Processing time includes the turnaround time of servicing bank (1 to 2 days) which is beyond the control of DENR.**

**CLASSIFICATION:**

Complex		Highly Technical
<ul style="list-style-type: none">• TEV• Utilities• Agency Procurement Request (APR)• Mandatory Expenses• Government Share for Mandatory Deductions• Cash Advances	<ul style="list-style-type: none">• Contract• Salaries• PO through Direct Contracting• Meals and Snacks for Seminar/Training• TEV(Local)• Replenishment of Petty Cash Fund	<ul style="list-style-type: none">• Consulting Services• Infrastructure Projects• Procurement of goods and services



**DENR CENR, PENR AND REGIONAL OFFICES
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.

Office or Division:	Bids and Awards Committee(BAC) Secretariat, Procurement Section/Unit, DENR PENR and Regional Offices		
Classification:	Simple		
Type of Transaction:	G2B- Government to Business		
Who may avail:	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	<i>BAC Secretariat</i> 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.		15minutes	<i>BAC Secretariat</i> Procurement Section/Unit
	TOTAL:	Please refer to the table of fees below.	30min.	

**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)
500,000andbelow	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 to10 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 OFFICES 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.

Office/Division:	Regulation and Permitting Section, DENR Implementing PENR/CENR Office	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen	
Who may Avail of the Service:	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)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Application(1original, 1photocopy)		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
Additional if the applicant is a representative		
4. 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	50min.	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	30min.	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 or less depending on the location and size of the area	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 initial on the file copy, and forward to Chief, RPS.	None	3 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
2.4. None	2.4. Receive and review application. Approve and sign PTPR.	None	1 hour	CENR Officer CENRO/Implementing PENRO
2.5. Non	2.5. Record and release approved PTPR to applicant	None	30min.	Receiving/Releasing Clerk CENRO Records Unit
3.Receive approved PTPR		None		
TOTAL:		None	16 days, 2 hours and 50 min. *Additional time may be needed depending on the location and size of area, and bulk of transactions received.	



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).

Office or Division:	Regulation and Permitting Section, DENR Implementing PENR/CENR Office
Classification:	Complex
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	Concerned Public Individual, Lumber Dealers, Schools and Universities (Public and Private), ERDB, FPRDI and other Government Office, Wood Processing Plants (WPPs)
CHECKLIST OF REQUIREMENTS	
1. Request letter including the type of vehicle to be used and plate number (1 original, 1 photocopy)	Requesting Party
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, if applicable (1 photocopy)	Requesting Party or concerned DENR Office
4. OR/CR of conveyance and Driver's License (1 photocopy)	Requesting Party
Additional if the owner of the forest product is not the owner of the conveyance	
1. Certificate of Transport Agreement	Requesting Party



Additional if applicant is not the land owner	
2. 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 Office	None	30min.	<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	30min.	<i>PENR/CENROfficer/ Deputy CENR Officer</i>
1.2. None	1.2. Receive, review/evaluate request, and assign a team to conduct verification. Prepare Order of Payment	None	1 hour	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment and issue Official Receipt to the client	Php50.00/ truck load Certificate of Verification Fee	30min.	<i>Bill Collector Cashier</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
		Php36.00 Oath Fee per application Php360.00 Inspection fee *		
3. Receive OR	3. Inspect the forest products in the area, and prepare Inspection Report, and draft Certificate of Verification (COV) and initial duplicate copy of COV.	None	3 days or less depending on the location and volume of forest products	<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)
3.2. None	3.2. Receive and review report. Sign and approve COV.	None	1 hour	<i>PENR/CENR Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.3. None	3.3. Release COV.	None	15min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
4. Receive COV.		None		
		Php50.00/ truck load Certificate of Verification Fee Php36.00 Oath Fee per application Php360.00 Inspection Fee Php 446.00+	3 days, 4 hours & 45 min.	
			TAT does not include waiting time and is the minimum processing time up to seven (7) working days	
TOTAL:				

*Fees and charges are based on DAO 2004-16



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

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

Office or Division:	Regulation and Permitting Section, DENR Implementing PENR/CENR Office	
Classification:	Complex	
Type of Transaction:	G2B- Government to Business G2C - Government to Citizen	
Who may avail:	Concerned Public Individual, Wood Processing Plants (WPPs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request letter (1 original, 1 photocopy)		Requesting Party
2. Approved WPP Permit (1 photocopy		Requesting Party
3. Approved Log/Lumber Supply Contract or Invoice Receipt (1 photocopy)		Requesting WPP
Additional if applicant is not the WPP owner		
4. Special Power of Attorney (SPA) (1 original)		Requesting Party, Private Lawyer or Notary Public
If the owner of the Lumber is not the owner of the Conveyance		
5. 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	30min.	<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	30min.	<i>PENR/CENR Officer/ Deputy CENR Officer</i>
1.2.None	1.2. Receive, review/evaluate request, and assign a team to conduct verification. Prepare Order of Payment	None	1 hour	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment and issue Official Receipt to the client	Php50.00/ truck load Php36.00 Oath Fee per application Php360.00 Scaling fee *	30min.	<i>Bill Collector Cashier</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Receive OR	3. Inspect the forest products in the area, and prepare Inspection Report, and draft Certificate of Lumber Origin (CLO) and initial duplicate copy of CLO.	None	2 days or less depending on the location and volume of forest products	<i>Inspection Officer CENRO/Implementing PENRO</i>
3.1.None	3.1. Review inspection report and affix initial on the duplicate copy of CLO. Forward to the PENR/CENR Officer for approval.	None	1 hour	Chief RPS (CENRO)/Chief TSD (Implementing PENRO)
3.2.None	3.2. Receive and review report. Sign and approve CLO.	None	1 hour	<i>PENR/CENR Officer</i>
3.3.None	3.3. Release CLO.	None	15min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
4. Receive CLO		None		



TOTAL:	Php50.00/ truck load	2days,4hours&45min.
	Php36.00 Oath Fee per application Php360.00 Scaling Fee Php 446.00+	<i>TAT does not include waiting time and is the minimum processing time up to seven (7) working days</i>

*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.

Office or Division:	Regulation and Permitting Section, DENR Implementing PENR/CENR Office		
Classification:	Simple		
Type of Transaction:	G2B- Government to Business G2C – Government to Citizen G2G- Government to Government		
Who may avail:	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); PTPR holders.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1.Official Receipt of Chainsaw Purchase (1 certified copy and 1 original for verification) or Affidavit of Ownership in case the original copy is lost.		Requesting Party, Store or Dealer	
2. SPA if the applicant is not the owner of the chainsaw		Requesting Party	
3. Stencil Serial Number of Chainsaw		Requesting Party	
4. Duly accomplished Application Form		Implementing PENR/CENR Office	
5. Detailed Specification of Chainsaw (e.g. brand, model, engine capacity, etc.)		Requesting Party, Store or Dealer	
6. Notarized Deed of Absolute Sale, if transfer of ownership (1 original)		Requesting party, Private Lawyer or Notary Public Office	
7.Chainsaw to be registered		Requesting Party	



Additional if Tenurial Instrument holder	
8. Certified True Copy of Forest Tenure Agreement	Requesting Party
Additional if Business Owner	
9. Business Permit (1 photocopy)	Requesting Party
Additional if Registered as Private Tree Plantation Owner	
10. Certificate of Registration	Requesting Party
Additional if the applicant shows satisfactory proof that The possession and/or use of a chainsaw is for a legal purpose	
11. 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
Additional if licensed Wood Processor	
12. Wood processing plant permit (1 photocopy)	Requesting Party
Additional if government, and GOCC	
13. Certification from the Head of Office or his/her authorized representative that chainsaws are owned/possessed by the office and use for legal purposes (specify)	Requesting Party
If the application is for renewal of registration	
14. Duly accomplished application form	Implementing PENR/CENR Office
15. 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 CENR Officer. Provide	None	30min.	Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit Technical Staff RPS/TSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Requesting Party an acknowledgement receipt of the documents.			
1.1. None	1.1. Receive and review application. Prepare and sign Order of Payment. Forward application to Technical Staff.	None	1 hour	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>
2. Receive Order of Payment and pay corresponding fee.	2. Receive payment and issue Official Receipt (OR).	Php500.00 Registration Fee*	30min.	<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>
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>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.3. None	3.3. Record, assign control number and release Certification of Registration.	None	30min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
4. Receive Certificate of Chainsaw Registration.		None		
TOTAL		Php 500.00 Registration Fee	2 days, 4hours & 30min.	
			<i>TAT does not include waiting time and is the minimum processing time up to three (3) working days</i>	

*Fees and charges are based on DAO 2004-16



CITIZEN'S CHARTER NO.RO-F-05. ISSUANCE OF TREE CUTTING AND/OR EARTHBALLING 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)

Office or Division:	Regulation and Permitting Section, Implementing PENR/CENR Office	
Classification:	Complex	
Type of Transaction:	G2G- Government to Government	
Who may avail:	National Government Agencies (DPWH, DOTr, DepEd, DA, DOH, CHED, DOE, and NIA)*	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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 original)		Requesting Party
4. Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC), if applicable. The DENR RO/EMB shall determine If the tree cutting activities will require ECC/CNC based on the extent of tree cutting operations, location (e.g. Environmentally Critical Area), among others, if necessary (1 certified copy)		Environmental Management Bureau (EMB) Regional Office
5. Free, Prior and Informed Consent (FPIC), if applicable		Indigenous Community and 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 (1original)		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	50min.	<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	30mins.	<i>Chief RPS(CENRO)/Chief TSD (Implementing PENRO)</i>
1.3. None	1.3. Prepare Order of Payment. Forward the same to the Requesting Party.	None	30mins.	<i>Staff in-charge RPS/TSD</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)	Php50.00/ Certification Fee (if applicable) Php36.00/ application Oath Fee **	30mins.	Credit Officer
3. Receive and forward the OR to RPS.	3. Accept the OR and schedule the ocular inspection/validation.	None	1 hour	Staff in-charge/ Inspection Team RPS/TSD
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	Inspection Team RPS/TSD
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	Chief/Technical Staff Concerned Unit/Section,



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>
4.4. None	4.4. Record and release, the approved TCP.		30min.	<i>Receiving/Releasing Clerk, CENRO/Implementing PENRO Records Unit</i>
5. Receive approved TCP		None		
TOTAL:		Php 50.00/ Certification Fee	2 days, 7 hours & 50 min.	
		Php 36.00/ application Oath Fee **	<i>TAT does not include waiting time and is the minimum processing time up to seven (7)working days</i>	

*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).

Office or Division:	Regulation and Permitting Section, Implementing PENR/CENR Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen G2G- Government to Government G2B- Government to Business
Who may avail:	Any Filipino citizen, Local Government Units (LGUs), Schools, Homeowners
CHECKLIST OF REQUIREMENTS	
1.ApplicationLetter (1 original)	Requesting Party
2.LGU Endorsement/Certification of No Objection/Resolution (1original)	Concerned LGU (City/Municipal/Barangay)
Additional if within Subdivisions	
3.Homeowner's Resolution (1original)	Homeowner's Association
Additional if School/Organization	
4. PTA Resolution or Resolution from any organize group of No Objection and Reason for Cutting (1 original)	Requesting Party, School PTA, or Organization

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request 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 acknowledgement receipt of the documents.	None	50min.	<i>Receiving/Releasing Clerk</i> Implementing PENRO/CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
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	30min.	<i>Chief RPS</i>
1.3. None	1.3. Prepare Order of Payment.	None	30min.	<i>Staff in-charge RPS</i>
1.4. None	1.4. Approve Order of Payment And forward to Requesting Party.	None	10mins	Accountant/CENR Officer or designated representative
2. Pay certification And oath fee	2. Accept payment and issue Official Receipt (OR).	Php50.00/ Certification Fee Php36.00/ application Oath Fee Php 1,200.00/ha Inventory Fee*(for 1ha and above)	30min.	<i>Credit Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Receive and forward the OR to RPS.	3. Accept the OR. Schedule the inspection.	None	Within 1 working 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 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 working days or less depending on the location and size of the area/urgency	<i>Inspection Team RPS</i>
4.1. None	4.1. Review the inspection report and submit recommendation to PENR/CENR Officer.	None	1 hour	<i>Chief RPS/TSD</i>
4.2. None	4.2. 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
4.3. None	4.3. Record and release approved Tree Cutting Permit to requesting party, copy furnished to PENRO and CENRO	None	30min.	Receiving/Releasing Clerk Implementing PENRO/CENRO Records Unit
4.4. Receive the approved Tree Cutting Permit		None		
TOTAL		Php 50.00/ Certification Fee	16 days & 6 hours	
		Php 36.00/ application Oath Fee	<i>TAT does not include waiting time and is the minimum processing time up to twenty (20) working days</i>	
		Php 1,200.00/ha Inventory Fee*		

*Inventory Fee plus actual, available and most economical transport cost of the inventory team from its official station to site (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.

Office or Division:	Regulation and Permitting Section, DENR CENR Office (or Implementing PENR Office) to PENR Office to Regional Office	
Classification:	Highly Technical (Multi-Stage Processing)	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen	
Who may avail:	Concerned Public Individual, Administrator of Schools and Other Public Places	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Letter (1 original)		Requesting Party
2. 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. If the trees to be cut falls within one barangay , an endorsement from the Barangay Captain shall be secured		Barangay LGU
b. If the trees to be cut falls within more than one barangay , endorsement shall be secured either from the Municipal/City Mayor or all the Barangay Captains concerned		Municipal/City LGU or all Barangay LGUs



c. If the trees to be cut fall within more than one municipality/city , 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 with approved sketch map of the area applied for	Land Registration Authority (LRA)/Registry of Deeds (ROD)
4. Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC), if applicable. The DENR RO/EMB shall determine if the tree cutting activities will require ECC/CNC based on the extent of tree cutting operations, location (e.g. Environmentally Critical Area), among others, if necessary (1 certified copy)	EMB Regional Office
Additional if application covers ten (10) hectares or larger	
5. Utilization Plan with at least 50% of the area covered with forest trees (1 original)	Requesting Party
Additional if covered by CLOA	
6. Endorsement by local agrarian reform officer interposing No Objection (1 original)	Municipal/City Agrarian Reform Office, Municipal/City Hall
Additional if School/Organization	
7. 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
CENRO				
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 Deputy CENR Officer/ CENR Officer. Provide	None	50min.	<i>Receiving/Releasing Clerk</i> CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Requesting Party an 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 Officer CENRO</i>
1.2. None	1.2. Receive and review the application, and assign inspection team to Conduct site inspection.	None	30min.	<i>Chief RPS</i>
1.3. None	1.3. Prepare Order of Payment. Forward the same to Requesting Party.	None	30min.	<i>Staff in-charge RPS</i>
2. Pay certification and Oath fee.	2. Accept payment and issue Official Receipt (OR).	Php50.00/ Certification Fee Php36.00/ application Oath Fee Php1,200.00/ha Inventory Fee*	30min.	<i>Credit Officer CENRO</i>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Receive OR.	3. Accept the OR. Schedule the inspection.	None	Within 1 working day (depends on availability of team, bulk of requests and schedule)	<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 to be cut) and prepare report with attachments (map, geo-tagged photos and tally sheets) duly Subscribed and sworn and endorsement to PENR Office. Forward to Chief, RPS. (Inspection in accordance to DMO No. 1991-08 and FMB Technical Bulletin No. 3)	None	15 working days or less depending on the location and size of the area	<i>Inspection Team RPS</i>
4.1. None	4.1. Review the inspection report and submit recommendation to CENRO.	None	1 hour	<i>Chief RPS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4.2. None	4.2. Receive and review the application and inspection report. Approve recommendation. Sign the endorsement to PENR Office.	None	1 working day	<i>CENR Officer</i> CENRO
4.3. None	4.3. 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)	<i>Receiving/Releasing Clerk</i> CENRO Records Unit
PENRO				
4.4. None	4.4. Receive documents and forward to PENRO	None	2 hours (batching up of documents)	<i>Receiving/Releasing Clerk</i> PENRO Records Section
4.5. None	4.5. Receive and review documents. Evaluate documents. Draft and sign the endorsement for Regional Office.	None	1 day (batching up documents)	<i>PENR Officer Chief, TSD</i> PENRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4.6. None	4.6. 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
4.7. None	4.7. Review and sign the memorandum endorsement for the Regional Executive Director (RED).	None	1 hour	PENR Officer PENRO
4.8. None	4.8. Record and release the application and supporting documents.	None	3 working days or less depending on the location of Offices 5 working days for islands or mountain areas (calendar days If courier, plus batching up)	Receiving/Releasing Clerk PENRO Records Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
REGIONAL OFFICE(RO)				
4.9. None	4.9. Receive documents and forward to Regional Executive Director.	None	1 hour	<i>Receiving/Releasing Clerk</i> RO Records Section
4.10. None	4.10. Receive and review documents. Forward to ARD for Technical Services (ARD for TS).	None	1 working day (batching up of documents)	<i>RED</i> Regional Office
4.11. None	4.11. Receive and review documents. Forward to License, Patents and Deeds Division (LPDD).	None	4 hours (batching up of documents)	ARD TS Regional Office
4.12. None	4.12. Receive and review documents. Forward to assigned Staff.	None	1 hour (batching up of documents)	Chief, LPDD Regional Office
4.13. None	4.13. Conduct detailed review/evaluation of application.	None	4 working days (or more depending on the bulk of permits received)	<i>Chief/Staff, FUS,</i> Regional Office
4.14. None	4.14. Prepare the Tree Cutting Permit (TCP) and Memorandum Instruction to concerned CENRO to supervise the cutting.	None	4 hours	<i>Chief/Staff, FUS,</i> Regional Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4.15. None	4.15. 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)	<i>Chief, LPDD,</i> Regional Office
4.16. None	4.16. Review/initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature	None	4 hours (batching up of documents)	<i>ARD, TS,</i> Regional Office
4.17. None	4.17. Sign/approve the permit and memorandum instruction	None	1workingday (batching up of documents)	<i>RED,</i> Regional Office
4.18. None	4.18. Record and release approved S/PLTP to applicant, copy furnished to PENRO and CENRO. Copy of S/PLTP may be forwarded through email.	None	30min.	<i>Receiving/Releasing Clerk</i> RO Records Section
5. Receive the approved S/PLTP***		None		



CENRO SUB-TOTAL	Php 86.00	20 days, 4 hrs & 20 min.
PENRO SUB-TOTAL	None	4 days & 5 hrs 6 days & 5 hrs (for relatively remote areas)
IMPLEMENTING PENRO SUB-TOTAL	Php 86.00	25 days, 1 hr & 20 min. 27 days, 1 hr & 20 min. (for relatively remote areas)
REGIONAL OFFICE SUB-TOTAL	None	7 days 7 hrs & 30 min.
TOTAL	Php 50.00/ Certification Fee Php 36.00/ application Oath Fee Php 1,200.00/ha Inventory Fee* **	33 working days & 50 min. (for relatively non-remote areas) to 35 working days & 50 min. (for relatively remote areas)

*Inventory Fee plus actual, available and most economical transport cost of the inventory team from its official station to site (based on DAO 2004-16)

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



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

Note: All naturally grown trees cut and harvested inside private and public/forestlands shall also be subjected to payment of forest charges pursuant to RA No. 7161 (Sec.6, p3)



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.

Office /Division:		Regional Office Licenses Patents and Deeds Division/CENRO, PENRO		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail of the Service:		External: Private individuals or Corporation		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	CENRO			
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"> - Name and address of seller/supplier - Expected time of arrival at the port of entry and or release from the Bureau of Customs, if imported - Import Entry Declaration from Bangko Sentral ng Pilipinas 	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
PENRO				
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
RED				
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. Forward to assigned Staff.	None	1 hour (batching up of documents)	Chief, LPDD, Regional Office



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		



	CENRO SUB- TOTAL	Php 500.00	5 days, 3 hrs& 30 min.
	PENRO SUB -TOTAL	None	4 days, 5 hrs& 0 min.
	REGIONAL OFFICE SUB-TOTAL	None	4 days, 11 hrs& 30 min
	TOTAL	Php 500.00	13 days, 19 hrs& 0 min
	FMB		
	USEC FOR FIELD OPERATION		
	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.*



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.

Office /Division:	DENR CENRO/PENRO/REGIONAL OFFICE
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen
Who may Avail of the Service:	Any Person, Government and Private Corporations, and Non-Government Organization
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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
Additional if the applicant is a representative	
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	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	CENRO			
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.			Receiving Clerk Technical Staff Regulation and Permitting Section CENRO Records Unit



	Prepare Order of Payment			
2. Pay corresponding fee and receive OR	2. Accept payment and issue Official Receipt (OR)	P 500.00 application fee		Credit Officer
	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,	None		Action officer/Inspecting Team



	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		Chief RPS
	6. Receive, review and signs endorsement for RED and forward the same to the PENRO.	None		Deputy CENR Officer/ CENR Officer
	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
	PENRO			
	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
	6. Record and release the FLAg application, supporting documents and endorsement to RED	None		PENRO Records officer
	RED			
	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
	10. Countersign the documents and forward	None		LPDD Chief



	to ARD for Technical Service.			
	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
	CENRO SUB- TOTAL	Php 500.00		
	PENRO SUB -TOTAL	None		
	REGIONAL OFFICE SUB-TOTAL	None		
	TOTAL	Php 500.00		



	FMB		
	USEC FOR FIELD OPERATIONS, LUZON- VISAYAS AND ENVIRONMENT		
	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.*



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.

Office /Division:	DENR CENRO/PENRO/REGIONAL OFFICE
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business G2G – Government to Government G2C – Government to Citizen
Who may Avail of the Service:	Any Person, Government and Private Corporations, and Non- Government Organization
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
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
Additional if the applicant is a representative	
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
	CENRO			
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



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 referenced map/print and shape file format, geo-tagged photos) and submits report to Chief, RPS	None	15 days	Action officer/Inspecting Team



	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
	PENRO			
	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
	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
	RED			
	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 refer the map to GIS operator for mapping.	None	20 days	Action Officer
	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	None	3 days	Action Officer



	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).			
	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
	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 Officer	Record
	CENRO SUB- TOTAL	Php 500.00	32 days and 2 hours		
	PENRO SUB -TOTAL	None	10 days and 10 hours		
	REGIONAL OFFICE SUB-TOTAL	None	69 days and 1 hour		
	TOTAL	Php 500.00	111 days and 13 hours		
	FMB				
	USEC FOR FIELD OPERATIONS, LUZON-VISAYAS AND ENVIRONMENT				
	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 Order No. 99-53)

Office /Division:	DENR CENRO/PENRO/REGIONAL OFFICE
Classification:53	Complex to Highly Technical
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen
Who may Avail of the Service:	Any Person, Government and Private Corporations, and Non-Government Organization
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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
Additional if the applicant is a representative	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	CENRO			
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
	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
	PENRO			
	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
	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
	RED			
	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 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 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
	CENRO SUB- TOTAL	None	41 days & 1 hr	
	PENRO SUB -TOTAL	None	14 days & 10 hrs	
	REGIONAL OFFICE SUB-TOTAL	None	65 days & 1 hr	
	TOTAL	None	120 days & 12 hrs	
	FMB			
	USEC FOR FIELD OPERATION			
	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.*



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.

Office /Division:	DENR CENRO/PENRO/REGIONAL OFFICE		
Classification:	Complex to Highly Technical		
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen		
Who may Avail of the Service:	Any Person, Government and Private Corporations, and Non-Government Organization		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
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
Additional if the applicant is a representative	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	CENRO			
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/ 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	10 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 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
	PENRO			
	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
	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
	RED			
	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



	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 release to the Office of Undersecretary for Field Operations.	None	2 days	Regional Record Officer



	CENRO SUB- TOTAL	None	34 days & 1 hr
	PENRO SUB -TOTAL	None	14 days & 10 hrs
	REGIONAL OFFICE SUB-TOTAL	None	65 days & 1 hr
	TOTAL	None	113 days & 12 hrs
	FMB		
	USEC FOR FIELD OPERATION		
	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.*



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".

Office /Division:	DENR CENRO/PENRO/REGIONAL OFFICE
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business G2G – Government to Government G2C – Government to Citizen
Who may Avail of the Service:	Any Person, Government and Private Corporations, and Non- Government Organization
CHECKLIST OF REQUIREMENTS	
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 Rental (<i>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
Additional if the applicant is a representative	
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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	CENRO			
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
	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	<p>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).</p> <p>And prepare report on the result of fieldwork with attachment (map, Geographically referenced map/print and shape file format,</p>	None	15 days	Action officer/Inspecting Team



	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
	PENRO			
	8. Receive the SLUP 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



	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
	RED			
	14.Receive the endorsed SLUP 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 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
	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
	CENRO SUB- TOTAL	Php 500.00	32 days and 2 hours	
	PENRO SUB -TOTAL	None	10 days and 10 hours	
	REGIONAL OFFICE SUB-TOTAL	None	65 days and 1 hour	
	TOTAL	Php 500.00	107 days and 13 hours	
	FMB			
	USEC FOR FIELD OPERATIONS, VISAYAS AND ENVIRONMENT			
	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.*

**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.

Office /Division:	Regional Office Licenses Patents and Deeds Division/CENRO, PENRO
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may Avail of the Service:	External: Private individuals or Corporation
CHECKLIST OF REQUIREMENTS	
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 m3 - 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
	CENRO			
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 (Implementing PENRO)



	and assigns this to an Action Officer.			
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 requirements for Wood Processing</p>	None	2 hours	Chief RPS (CENRO)/Chief TSD (Implementing PENRO)



	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 on daily rated capacity but not less than Php 6,000.00	30 min	Bill Collector Cashier



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
PENRO				
3. Documents receive from CENRO	3. PENRO Receiving Clerk receives and records the endorsed application documents and forwards the same to the PENR Officer.	None	2 hours (batching up of documents)	Receiving/Releasing Clerk PENRO Records Section
3.1 None	3.1 PENR Officer refers the document to the Chief, Technical Services Division and subsequently to be	None	5 working day (batching up documents)	PENR Officer Chief, TSD PENRO



	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.			
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
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



	RED			
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. Forward to assigned Staff.	None	1 hour	Chief, LPDD, Regional Office
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 Permit/ Endorsement to USEC for Field Operations	None	1 hour	ARD, TS, Regional Office
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 to USEC for Field Operations to LPDD.	None	30 min	Receiving/Releasing Clerk RO Records Section
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



	CENRO SUB-TOTAL	Php 7,500.00	8 days, 6hrs&30 min.
	PENRO SUB - TOTAL	None	5 days, 4hrs&30 min.
	REGIONAL OFFICE SUB-TOTAL	None	11hrs&30 min
	TOTAL	Php 7,500.00	13 days, 22hrs&30min
	FMB		
	USEC FOR FIELD OPERATION		
	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.*



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).

Office /Division:	DENR CENRO/PENRO/REGIONAL OFFICE		
Classification:	Complex to Highly Technical		
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen		
Who may Avail of the Service:	People’s Organization (POs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
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 singed by the president and secretary		Requesting Party	
6Organizational 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
Additional if the applicant is a representative	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	CENRO			
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 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 CBFMA application document and updates the RDATs	None	1 day	Records Officer
	PENRO			
	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
	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
RED				
	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
	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
	CENRO SUB- TOTAL	None	35 days & 1 hr	
	PENRO SUB -TOTAL	None	14 days & 10 hrs	
	REGIONAL OFFICE SUB-TOTAL	None	63 days & 1 hr	
	TOTAL	None	112 days & 12 hrs	
	FMB			
	USEC FOR FIELD OPERATION			
	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.*



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.

Office /Division:	Regional Office Licenses Patents and Deeds Division/CENRO, PENRO
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may Avail of the Service:	External: Private individuals or Corporation
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	CENRO			
1. The applicant should go to the DENR Region 7 website https://143.44.162.131/fmi/webd/FS_Applications 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 together with	None	1 hour	Action officer



	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
1.3. None	1.3. Receive/ Accept/ Scan and Upload application documents to RDATS then print	None	50 min	Receiving/Releasing Clerk CENRO Records Unit



	routing slip for CENRO referral			
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
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. Approve recommendation. Sign the endorsement to PENR Office.	None	1 working day	CENR Officer CENRO
3.3. None	3.3. Scan and upload the whole attachments of	None	1 working day	Receiving/Releasing Clerk



	<p>Inspection Report and Endorsement to RDATS then "select"</p> <p>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>			CENRO Records Unit
	PENRO			
3.4. None	<p>3.4. View and print the application documents forwarded by CENRO to PENRO in Regional Documents Transaction System (RDATS) and forward whole application documents to PENR Officer</p>	None	1 working day	Receiving/Releasing Clerk 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 the Regional Executive Director (RED).	None	1 hour	PENR Officer PENRO
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	None	1 hour	Receiving/Releasing Clerk PENRO Records Section



	Office for checking the successful delivery of transactions in the System.			
	RED			
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 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)	None	2 hours	LPDD Action Officer
3.10 None	3.10 Receive/Accept/S	None	30 min	Regional Record Officer



	can and Upload application documents, inspection report and endorsement of PENRO/CENRO to RDATS then print routing slip for RED referral.			
3.11 None	3.11. The document application will be refer by RED to ARD for Technical Services to Chief LPDD then to Action Officer for appropriate action.	None	1 working day	RED/ ARD for Technical Services
3.12	3.12 Evaluate/ review the application documents as follows: <ul style="list-style-type: none">- Application form and requirements- Inspection Report (CSW) with	None	2 working day	LPDD Action Officer



	<p>attachments</p> <ul style="list-style-type: none"> - Endorsement of CENRO and PENRO <p>If documents submitted are complete, Action Officer prepares 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 to the concerned CENRO, requesting to comply with the deficiencies.</p>			
3.13 None	3.13. Signs/approves the Permit and returned to LPDD	None	1 day	RED



	for segregation of documents.			
3.14. None	3.14. RO Records Officer shall conduct the following: <ul style="list-style-type: none">• Scan and upload the approved Permit and other 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.	None	4 hours	Regional Record Officer
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		



	CENRO SUB-TOTAL	Php 15,000.00	7 days, 7 hrs& 50 min.
	PENRO SUB - TOTAL	None	2 days, 4 hrs& 0 min.
	REGIONAL OFFICE SUB-TOTAL	None	4 days, 6 hrs& 30 min
	TOTAL	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
	FMB		
	USEC FOR FIELD OPERATION		
	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.*



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).

Office /Division:	Regional Office Licenses Patents and Deeds Division/CENRO, PENRO	
Classification:	Complex	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen	
Who may Avail of the Service:	External: Private individuals or Corporation	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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
	CENRO			
1. The applicant should go to the DENR Region 7 website https://143.44.162.131/fmi/webd/FS_Applications 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	None	1 hour	Action officer



	through email then “select” REJECT the application in the system. If found in order, 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



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 concerned for further endorsement to RO	None	1 day	Receiving/Releasing Clerk CENRO Records Unit



	PENRO			
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 Regional Office for endorsement and coordinate to LPDD Action Officer at Regional Office for checking	None	2 hours	Receiving/Releasing



	the successful delivery of transactions in the System.			
	RED			
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 by RED thru ARD for Technical Services and forward to the Chief, LPDD, attention Action Officer for appropriate action.	None	1 day	RED/ ARD for Technical Services



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 countersign the permit, and forward documents to the RED	None	1 day	ARD for Technical Services
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: • Scan and upload the approved Permit and other attachments to RDATS then “select” and CLOSE the transactions in the System. • Release the Memorandum and approved Certificate of Registration as Lumber Dealer (original/hard copies) to the PENRO, attention CENRO concerned through courier	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
	CENRO SUB- TOTAL	Php 2,080.00	8days& 9 hrs.	
	PENRO SUB -TOTAL	None	1 day&8 hrs.	
	REGIONAL OFFICE SUB-TOTAL	None	8days,4 hrs &30 mins.	
	TOTAL	Application fee – Php 600.00 Registration fee – Php 480.00	17 days &24 hrs	



		Performance bond - Php 1,000.00	
	FMB		
	USEC FOR FIELD OPERATION		
	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.*



DENR CENR, PENR AND REGIONAL OFFICES
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.

Office or Division:	Regional Office, Licenses Patents and Deeds Division/ CENRO, PENRO		
Classification:	Highly Technical – 7 Working days		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	External: Private individuals or Corporation		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished application form		Public Assistance Desk or Receiving Area	
<ul style="list-style-type: none">• Legal acquisition of wildlife: Proof of Purchase (Official Receipt/Sales Invoice or Deed of Sale)• Deed of Donation with Notary• Local Transport Permit, (if applicable)		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	
Additional if the applicant is a representative			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	CENRO			
10. The applicant should be advised to visit the DENR Region 7 website r7.denr.gov.ph or http://143.44.162.131/fmi/webd/FS_Applications 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 requirements then forward to RDATS receiving officer at Records Section for Acceptance and Printing of routing	None	1 hour	RPS/Action Officer



	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 referred by CENR Officer to RPS	None	30 minutes	CENRO Officer/Chief RPS



	Action Officer for appropriate action.			
11. 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



	<p>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 transactions in the System.</p>	None	1 hour	RDATS Officer	Action
	PENRO				
	<p>1. View and print the application documents forwarded by CENRO to PENRO in Regional Documents</p>	None	1 hour	RDATS Officer	Action



	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
	5. Scan and upload the Endorsement to RDATS then	None	1 hour	RDATS Action Officer



	<p>“select”</p> <p>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.</p>			
	REGIONAL OFFICE			
	<p>1. LPDD Action Officer view the application to Frontline Services Transaction – Online Process – Regional Office7 – R7 LPDD at Regional Documents Transaction System (RDATS) - then PRINT the whole application</p>	None	1 hour	LPDD action Officer



	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)			
	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 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 Note: 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 Issue Official Receipt	Registration fee: 1-50 heads = ₱50.00 51-100 heads = ₱500.00 101-200 heads = ₱750.00 201 and above = ₱1,000.00	5 min.	Cashier Officer



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 counter signature prior for the approval of the Regional Executive Director	None	1 hour	Releasing Officer
	11. ARD counter signed the CWR	None	5 hours	ARD for Technical Services



	and endorsement and endorse to the Office of the RED			
	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
	CENRO SUB- TOTAL		6 days and 5 hours	
	PENRO SUB -TOTAL		1 day 2 hours and 20 minutes	
	REGIONAL OFFICE SUB-TOTAL		3 days and 14 hours	
	TOTAL	HIGHLY TECHNICAL		
	FMB			
	USEC FOR FIELD OPERATION			
	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.*



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.

Office or Division:	Regional Office, Licenses Patents and Deeds Division, PENRO, CENRO	
Classification:	Highly Technical–20 working days	
Type of Transaction:	Government to Citizen, Corporation or LGU	
Who may avail:	External: Private individuals, Corporation or LGU	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> SMALL-SCALE FARMING 		
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"> • <i>Proof of Purchase (Official Receipt/Sales Invoice or Deed of Sale)</i> • <i>Deed of Donation with Notary</i> • <i>Local Transport Permit, (if applicable)</i> 	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	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• MEDIUM TO LARGE-SCALE FARMING	
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"> • <i>Proof of Purchase (Official Receipt/Sales Invoice or Deed of Sale)</i> • <i>Deed of Donation with Notary</i> 	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)



• <i>Local Transport Permit, (if applicable)</i>	
15. Processing and Permit Fee	
ADDITIONAL REQUIREMENT	
16. Environmental Compliance Certificate (ECC)	EMB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	CENRO			
1. The applicant should advise to visit the DENR Region 7 website r7.denr.gov.ph or http://143.44.162.131/fmi/webd/FS_Applications 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 requirements then forward to RDATS	None	1 hour	RPS/Action Officer



	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	None	30 minutes	CENRO Officer/Chief RPS



	Officer to RPS Action Officer for appropriate action.			
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 Inspection Report and Endorsement to RDATS then "select" FORWARD to concerned PENRO the application documents and finally	None	1 hour	RDATS Action Officer



	coordinate to RDATS Action Officer at PENRO Records Section for checking the successful delivery of transactions in the System.			
	PENRO			
	6. View and print the application documents forwarded by CENRO to PENRO in Regional Documents Transaction System (RDATS)	None	1 hour	RDATS Action Officer
	7. Print routing slip and forward whole application documents to PENR Officer.	None	10 Minutes	RDATS Action Officer
	8. The document application will be referred by PENR Officer to RPS Action	None	10 Minutes	PENR Officer



	Officer for appropriate action.			
	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” 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	RDATS Action Officer



	REGIONAL OFFICE			
	1. LPDD Action Officer view the application to Frontline Services Transaction – Online Process – Regional Office7 – R7 LPDD at Regional Documents Transaction System (RDATS) - then PRINT 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. <i>(Note: present the Application Number to RDATS officer)</i>	None	1 hour	LPDD action Officer
	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 the proponent for compliance</i>	None	1 day	Action Officer
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 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
	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 sign Permit and Memorandum	None	1 hour	Chief, Licenses, Patents & Deeds Division
	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 Application	Approved	13. Received application	None		Action Officer
		CENRO SUB- TOTAL		6 days and 5 hours	
		PENRO SUB -TOTAL		1 day 2 hours and 20 minutes	
		REGIONAL OFFICE SUB-TOTAL		19 days and 16 hours and 30 mins.	
		TOTAL	Highly Technical	26 DAYS	
		FMB			
		USEC FOR FIELD OPERATION			
		SECRETARY			



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.

Office or Division:	Regional Office, Licenses Patents and Deeds Division, PENRO, CENRO	
Classification:	Complex – 7 working days (Study Areas outside PA) Highly Technical–20 working days (Within PA)	
Type of Transaction:	Government to Students, Academe, NGO or Foreign Entity/Institution affiliated with Filipino	
Who may avail:	External: Students, Academe, NGO or Foreign Entity/Institution affiliated with Filipino	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none">FOR A FOREIGN ENTITY/INSTITUTION/INDIVIDUAL OF A FILIPINO CITIZEN AFFILIATED WITH A FOREIGN INSTITUTION		
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		
ADDITIONAL REQUIREMENT		
6. Additional Requirement (Letter request)		
<ul style="list-style-type: none">For purposes of thesis of students affiliated with local academic institutions and other government initiated or implemented research or scientific projects		
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	
ADDITIONAL REQUIREMENT	
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
	CENRO			
1. The applicant should advised to visit the DENR Region 7 website r7.denr.gov.ph or http://143.44.162.131/fmi/webd/FS_Applications 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 requirements then forward to RDATS receiving officer at Records Section for	None	1 hour	RPS/Action Officer



	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 Officer for appropriate action.	None	30 minutes	CENRO Officer/Chief RPS
	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 transactions in the System.	None	1 hour	RDATS Action Officer
	PENRO			
	1. View and print the application documents forwarded by CENRO to PENRO in Regional Documents	None	1 hour	RDATS Action Officer



	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
	5. 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	None	1 hour	RDATS Action Officer



	transactions in the System.			
	REGIONAL OFFICE			
	1. LPDD Action Officer should view and evaluate/review the uploaded requirements of the applicants at Regional Documents Transaction System (RDATS). PRINT 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>)	None	1 hour	LPDD action Officer
	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 prepare Order of Payment (if Study Areas outside PA); if within PA forward application to RWMC <i>Note: If there's a lacking document, prepare letter to the proponent for compliance</i>	None	1 day	Action Officer
	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	Application &	5 min.	Cashier Officer



	payment and Issue Official Receipt	Processing Fee: P100.00		
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
	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
	CENRO SUB- TOTAL			6 days and 5 hours
	PENRO SUB -TOTAL			1 day 2 hours and 20 minutes
	REGIONAL OFFICE SUB-TOTAL	Complex		7 days and 11 hours 5 min (Outside PA)
		Highly Technical		18 days and 11 hours and 5 min (Within PA)
	TOTAL			
	FMB			
	USEC FOR FIELD OPERATION			
	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.*



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.

Office or Division:	Regional Office, Licenses Patents and Deeds Division		
Classification:	Complex–7 working days		
Type of Transaction:	G2C - Government to Citizen or Corporation		
Who may avail:	External: Private individuals or Corporation		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
• IMPORT			
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			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	APPLICATION DIRECT REGIONAL OFFICE			
1. The applicant should be advised to visit the DENR Region 7 website r7.denr.gov.ph or http://143.44.162.131/fmi/webd/FS_Applications 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 applicant at Regional Documents Transaction System (RDATS),	None	1 hour	LPDD action Officer



	<p>if complete requirements PRINT 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>Note: <i>In case of incomplete requirements, the LPDD Action Officer should inform the applicant about the discrepancy through email then “select” REJECT the application in the system</i></p>			
	<p>6. Receive/Accept/ Scan and Upload application documents to RDATS then print routing slip for RED referral</p>	None	1 day	Records and Clerk from (ORED, ARD Management, LPDD)



	to ARDTS to LPDD then to Action Officer for appropriate action			
	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) <i>Note: If there's a lacking document, prepare letter to the proponent for compliance</i>	None	1 day	Action Officer
2. Accompany/ guide the Inspecting Officer to the site	10. Conduct Inspection of facility and wildlife and prepare report	none	5 days Inspection	Action Officer



	(CSW) with attachment (photo documentation & Wildlife Inventory List) and submit reports to Chief LPDD		4 hours (Preparation of Inspection Report)	
	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
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	None	1 hour	Action Officer



	Regional Executive Director.			
	15. Final review of documents and counter sign Certification and Memorandum	None	30 min.	Chief, Licenses, Patents & Deeds Division
	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
	REGIONAL OFFICE TOTAL	Complex	8 days and 15 hours and 30min	
	FMB			
	USEC FOR FIELD OPERATION			
	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.*



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.

Office or Division:	Regional Office, Licenses Patents and Deeds Division		
Classification:	Complex–7 working days		
Type of Transaction:	G2C - Government to Citizen or Corporation		
Who may avail:	External: Private individuals or Corporation		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
• EXPORT			
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			
• RE-EXPORT			
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
	REGIONAL OFFICE			
1. The applicant should advise to visit the DENR Region 7 website r7.denr.gov.ph or http://143.44.162.131/fmi/web/FS_Applications and upload his/her application and requirements to DENR-7 Online Application (Frontline Services)	<p>1. LPDD Action Officer should view and evaluate/review the uploaded requirements of the applicants at Regional Documents Transaction System (RDATS), if complete requirements PRINT 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>Note: <i>In case of incomplete requirements the LPDD Action Officer should inform the applicant about the discrepancy through email then "select" REJECT the application in the system</i></p>	None	1 hour	LPDD action Officer



	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) <i>Note: If there's a lacking document, prepare letter to the proponent for compliance</i>	None	1 day	Action Officer
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	<p>Non-CITES EXPORT <u>Commercial:</u> a. Fauna and its byproducts or derivatives Sales invoice X Exchange Rate X .03 + 300</p> <p>b. Flora (propagated) ₱ 300.00 1st 50 pcs ₱ 2.00/pc for each additional</p> <p>Non-CITES RE-EXPORT <u>Commercial:</u> a. Fauna and its byproducts or derivatives</p>	5 min.	Cashier Officer



		<p>Sales invoice X Exchange Rate X .03 + 300</p> <p>a. Flora (propagated) ₱ 300.00 1st 50 pcs ₱ 2.00/pc for each additional <u>Non- commercial:</u> 1-2 pairs of Pet, plants not exceeding 12 pcs. ₱150.00</p>		
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	Releasing Officer
5. Receive Application	Approved	23. Received application	None		Action Officer
		REGIONAL OFFICE TOTAL		Complex	8 days and 15 hours and 30min

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



**DENR CENR, PENR AND REGIONAL OFFICES
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.

Office /Division:	DENR CENRO/PENRO/REGIONAL OFFICE	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen	
Who may Avail of the Service:	Any Person, Government and Private Corporations, and Non-Government Organization	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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
	SMU/PAMO			
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 receive the document.	1. SMU / PAMO will conduct site / area inspection using the Inspection Report template. 2. If project area is within MUZ, proponent will now submit basic documentary requirements to SMU / PAMO concerned. 3. SMU / PAMO concerned will conduct technical evaluation of the application documents using the SAPA evaluation sheet.	None		SMU/PAMO personnel



	<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 Clearance (<i>in a form of Resolution for approval of the RED</i>).	None		PAMB



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
	10. Project's CDMP and ECC will be presented and deliberated at the PAMB ExeCom for approval and	None		PDC



	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.			
	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 computation of Annual Fees</i>).	None		PAMO
	PENRO			
	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
	RED			
	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
	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
	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



	SMU/PAMO/PENRO SUB - TOTAL	Php5,000.00	
	REGIONAL OFFICE SUB-TOTAL	None	
	TOTAL	Php5,000.00	
	BMB		
	USEC FOR FIELD OPERATIONS LUZON-VISAYAS AND ENVIRONMENT		
	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.*



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.

Office /Division:	SMU/PAMO/PENRO /REGIONAL OFFICE
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may Avail of the Service:	People's Organization (POs)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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
	PENRO/PASu			
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



	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
	RED			
	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



	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



	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
	SMU/PAMO/PENRO SUB -TOTAL	None	67 days	
	REGIONAL OFFICE SUB-TOTAL	None	65 days and 1 hour	
	TOTAL		132 days and 1 hour	
	BMB			
	USEC FOR FIELD OPERATIONS AND ENVIRONMENT			
	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.*



DENR CENR, PENR AND REGIONAL OFFICES 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).

Office /Division:	DENR CENRO/PENRO/REGIONAL OFFICE
Classification:	Complex to Highly Technical
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen
Who may Avail of the Service:	Any Person, Government and Private Corporations, and Non-Government Organization
CHECKLIST OF REQUIREMENTS	
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
Additional if the applicant is a representative	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	CENRO			
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
	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
	PENRO			
	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
	RED			
	1. Receive the endorsed application documents	None	1 hour	Regional Receiving/Releasing Clerk
	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
	10. Record and release approved endorsement to National Water Resources Board (NWRB) copy furnished the applicant, PENRO and CENRO	None	30 min.	Receiving/releasing Clerk RO Records Section



	concerned. Copy of endorsement WPA may be furnished through email.			
	CENRO SUB- TOTAL	None	9 days, 3 hrs. & 20 min.	
	PENRO SUB -TOTAL	None	11 days, 5 hours	
	REGIONAL OFFICE SUB-TOTAL	Filing fee of Php 7,200 or Php 550.00 for Irrigation (Communal/Individual) and Municipal use Level 1 and 2.	6 days, 7 hrs. & 30 min	
	TOTAL	Php 7,200 or Php 550.00 depends on the above information	27 days, 7 hrs. & 50 min	
	NWRB			

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



DENR CENR, PENR AND REGIONAL OFFICES
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.

Office or Division:	Regulation and Permitting Section, DENR Implementing PENR/CENR Office	
Classification:	Highly Technical	
Type of Transaction:	G2B- Government to Business G2C – Government to Citizen G2G- Government to Government	
Who may avail:	Banks, Corporations, Private Associations e.g. Surveying Firms; Realtors'/Developers' Corporations, Land Owners, LGUs, DPWH, Philippine Port Authority, Department of Tourism, DepEd and other stakeholders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form (1 original, 1 duplicate copy)		Implementing PENRO/CENRO Records Office or Public Assistance Desk
2. Any document showing the identity of the lot (1 photocopy)		End-user or Assessor's Office
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	30min.	<i>Receiving/Releasing Clerk</i> Implementing PENRO/CENRO Records Unit
1.1. None	1.1. Receive request and Prepare Order of Payment	None	30min.	<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 (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.	Certification Fees Php25.00	30min.	<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.	<p>3. Receive copy of official receipt.</p> <p>Verify and project the lot, and prepare and sign the Certification.</p> <p>Forward the Certification and supporting documents, if any, to Chief, RPS/TSD.</p>	None	4 days	<p><i>Technical Staff</i></p> <p>RPS</p>
3.1. None	3.1.Receive, review and sign The Certification and forward to PENR/CENR Officer.	None	30min.	<p><i>Chief</i></p> <p>RPS/TSD</p>
3.3. None	3.2.Receive, review, sign and approve the Certification.	None	1 hour	<i>PENR/CENR Officer</i>
3.3. None	3.4. Record and release documents.	None	15min.	<p><i>Receiving/Releasing Clerk</i></p> <p>PENRO/CENRO Records Unit</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4. Receive the Certification.		None		
TOTAL:		Certification Fees***: Php25.00	4days,3hours&25min.	
			<i>TAT does not include waiting time and is the minimum processing time up to twenty(20)working days</i>	

**Except judicial titling*



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

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

Office or Division:	Regulation and Permitting Section, DENR Implementing PENRO, CENRO
Classification:	Highly Technical
Type of Transaction:	G2B- Government to Business G2C – Government to Citizen
Who may avail:	Private Geodetic Engineers and Land owners

CHECKLIST OF REQUIREMENTS*	WHERE TO SECURE
1a. Duly accomplished Letter-Request Form from the landowner requesting for survey authority and authorizing certain private GE to Conduct the survey (1 original) <i>or</i>	Land Owner/Geodetic Engineer
1b. Duly accomplished Letter-Request Form from the GE on behalf of his/her client (1 original)	Land Owner/ Geodetic Engineer
2. Any proof of claim or acquisition of the property	Land Owner/LGU
<ul style="list-style-type: none"> • Latest, Updated Tax declaration for the last year (1 certified copy) 	Assessor's Office
<ul style="list-style-type: none"> • Deed of Sale (1 photocopy with accompanying Original Copy) 	Land Owner
<ul style="list-style-type: none"> • Extrajudicial Settlement (1 original) 	Land Owner, Private Lawyer, Public Attorney's Office, or LGU
<ul style="list-style-type: none"> • Waiver of Rights (1 original) 	Land Owner



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



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	30min.	<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> <i>(Implementing PENRO)</i> <i>CENRO or Designated Representative</i>



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	>Php200.00 Field Inspection Deposit*	30min.	<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	30min.	<i>Technical Staff</i> RPS
3.1. None	3.1. Receive request, and Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI)	None	30min.	<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	4days or more depending on the location and size of the area	<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	30min.	<i>Chief</i> RPS/TSD
3.4. None	3.4. Review documents/ reports, and approve and sign Survey Authority	None	30min.	<i>PENR/CENR Officer</i>
3.5. None	3.5. Assign control number on Survey Authority and enters into the record book	None	30min.	<i>Records Officer</i> Implementing PENRO/CENRO Records Unit
3.6. None	3.6. Release Survey Authority to client/GE	None	15min.	<i>Records Officer</i> Implementing PENRO/ CENRO Records Unit



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

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

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

Computation:

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

where

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

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



CITIZEN'S CHARTER NO. RO-L-03.APPLICATION FOR FREEPATENT (AGRICULTURAL)*

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

Office or Division:	Regulation and Permitting Section, DENR CENRO to PENRO
Classification:	Highly Technical (Multi-Stage Processing)
Type of Transaction	G2C – Government to Citizen
Who may avail:	All natural born Filipino and with dual citizenship Filipino

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Free Patent Application and prescribed forms (1 original)	Concerned CENR Office
1.1. Notarized SPA (in case the application is filed by a representative 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. Extrajudicial 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
DOCUMENTS TO BE SECURED BY THE CENRO/IMPLEMENTING PENRO	
1. Copy of approved Survey Plan/Cadastral Map	Concerned Regional/CENR Office
2. Technical Description/V-37	Concerned CENR Office
3. Certification that the land applied for is alienable and disposable (1 original, 1 photocopy)	Concerned CENR Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit accomplished Application Form to the CENR Office with Complete supporting requirements Applicant may also submit the application through mail or courier, where, applicable, the applicant may also apply online or through LMI/SI/DPLI. **	1. Check completeness of application. If found in order, register, allocate, index and assign application number. Scan, encode and upload records in LAMS.	None	3 hours	LMO/ RPS Staff CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.1.None	1.1.Prepare Order of Payment	None	20min.	<i>Staff</i> CENRO Records Unit
1.2.None	1.2. Approve Order of Payment and forward the same to client.	None	10min.	<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	Php150.00 Application Fee	30min.	Bill collector Cashier
3. Receive(OR) and forward the same to Records Unit/Section	3. Accept OR, indicate OR number, amount paid, and date in the application form and forward the application to Chief, RPS	None	1 hour	<i>Staff</i> CENRO Records Unit
3.1. None	3.1. Review application. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for inspection/ investigation	None	3 hours	<i>Chief</i> RPS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.2. None	3.2. Prepare posting of notices at the barangay, municipal, or provincial hall where the property is situated.	None	2 days	<i>LMI/DPLI</i> <i>CENR Officer</i> CENRO
3.3. None	3.3.Travel to the barangay, municipality or province.	None	2 days	<i>LMI/DPLI</i> CENRO
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 & in the brgy. hall</p> <p>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>	<i>LMI/DPLI</i> CENRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.5. None	3.5.Prepare, sign and submit investigation report, and forward to LMOI (Annex E of IRR)	None	3days	<i>DPLI/LMI</i> CENRO
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	10days	<i>LMOI/Cartographer/Encoder</i> <i>whoever is available</i> RPS CENRO
3.7. None	3.7.Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	5 days	<i>GE</i> RPS
3.8. None	3.8. Do final screening of carpeta and forward to CENRO for recommendation.	None	5 days	<i>Chief</i> RPS



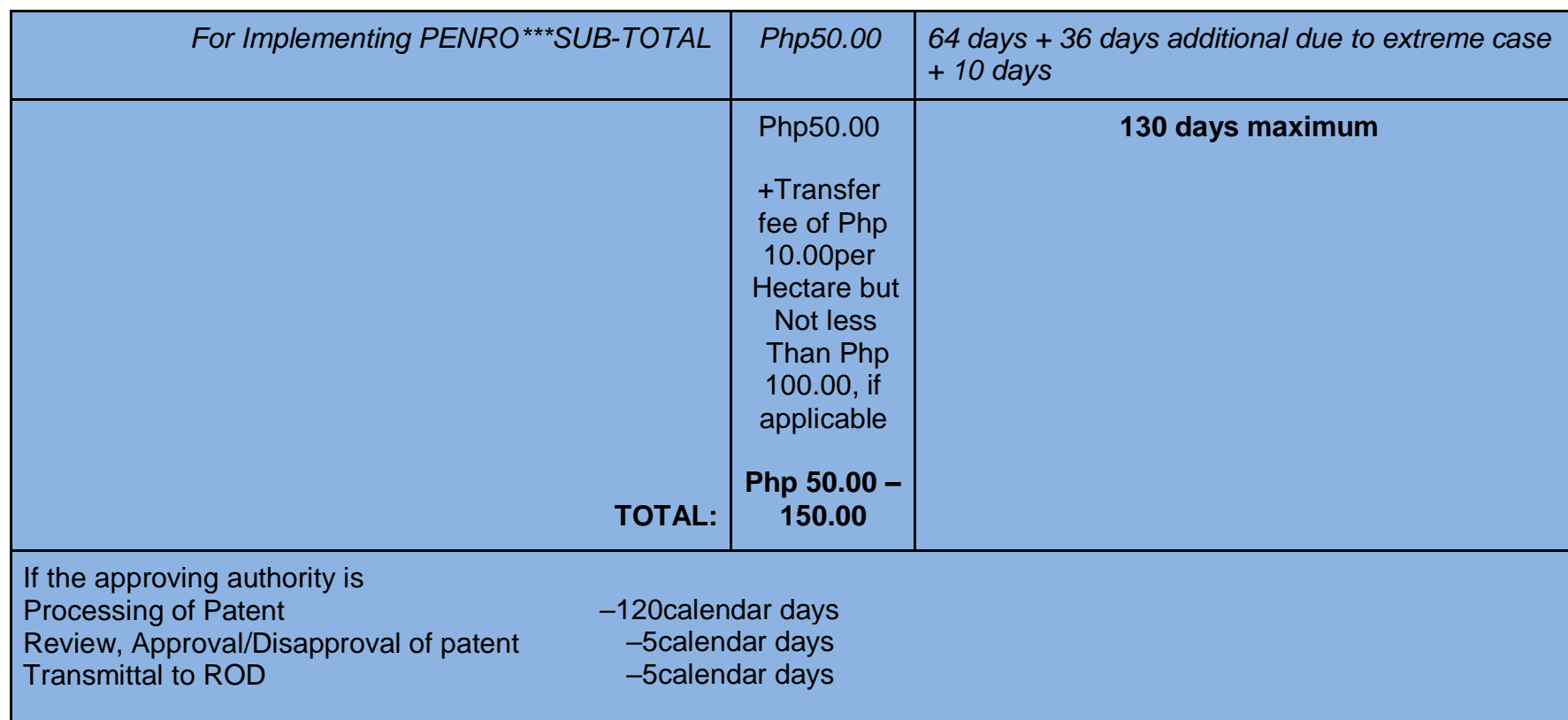
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.9. None	3.9. Review and initial file copy of Patent and Sign Indorsement to PENRO for approval.	None	3 days	<i>CENR Officer</i> CENRO
3.10. None	3.10. Transmit carpeta to PENRO	None	3 days or less depending on the location of the PENR Office	<i>Records Officer</i> CENRO Records Unit
PENRO				
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	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	Chief TSD
3.14. None	3.14. Sign Order of Approval and Free Patent. Forward to PENRO Records for numbering.	None	1 day	PENR Officer PENRO
3.15. None	3.15. Assign Patent Number/ Indexing, prepare transmittal letter and forward to PENRO for signature.	None	1 day	Records Officer/Staff PENRO Records Section
3.16. None	3.16. Sign transmittal letter and forward to PENRO records for transmittal to			PENR Officer PENRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Registry of Deeds (ROD).			
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	Liaison Officer PENRO Records Section
CENROSUB-TOTAL		Php50.00	64days (+up to 36 additional processing days due extreme case where corrections or revisions on the details of the patentee needs to be done or when the signatories are suddenly replaced which will result into further review)	
PENROSUB-TOTAL		None	10days as per IRR	



**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:

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

This service is under the following laws:

- *Commonwealth Act No. 141 or the “Public Land Act” (1936)*
- *Republic Act No. 782 or the “An Act to Grant Free Patents to Occupants of Public Agricultural Land since or prior to July Fourth, Nineteen Hundred and Forty-Five” (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 their filing 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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Free Patent Application and prescribed forms (1 original)	Concerned CENR Office
2. Any of the following document showing identity of land and claims of ownership	Land Owner/LGU
• Tax declaration if applicable(1 certified copy)	Assessor's Office
• Deed of Sale/Deed of donation/Deed of transfer (1 photocopy, present original copy) *if applicable	Land Owner, Notary Public, or LGU
• Extrajudicial Settlement (1 photocopy) *if applicable	Land Owner, Notary Public, or LGU
• Waiver of Rights, Barangay certification (1 photocopy) *if applicable	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	Concerned CENR Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(if covered with isolated survey) (1 certified copy)	
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 Office
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
4. Latest photograph of land and house (preferably geo-tagged)	Land owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit accomplished Application Form to the CENR Office with complete supporting requirements	1. Check completeness of application. If found in order, register, allocate, index and assign application number. Scan, encode and upload records in LAMS.	None	3 hours	LMO/ RPS staff 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	30min.	Staff CENRO Records Unit
1.2. None	1.2. Approve Order of Payment and forward the same to client.	None	10mins	CENRO or Designated Representative
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	Php50.00 Application Fee	30min.	Bill collector Cashier
3. Receive (OR) and forward the same to Records Unit/Section	3. Accept OR, indicate OR number, amount paid, and date in the application form and forward the application to Chief, RPS	None	1 hour	Staff 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	3 hours	Chief RPS
3.2. None	3.2. Prepare posting of notices at the barangay, municipal, or provincial hall where the property is situated.	None	1 day	LMI/DPLI CENR Officer CENRO
3.3. None	3.3. Travel to the barangay, municipality or province.	None	2 days	LMI/DPLI CENRO
3.4. None	3.4. Posting of Notices in the Barangay Hall and take geo-tagged photo.	None	15days (per DAO 2010-12)	LMI/DPLI CENRO
3.5. None	3.5. Prepare Certification for The proof of posting and forward to the CENR Officer for Approval	None	2 days	DPLI/LMI CENRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.6. None	3.6. Approve Certification of proof of posting	None	1day	<i>CENR Officer</i>
3.7. None	3.7. Conduct investigation on the land being applied for. Prepare, sign and submit investigation report, and forward to LMOI.	None	30days	<i>LMI/DPLI</i> <i>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	10days	<i>LMOI/Cartographer/</i> <i>Encoder</i> <i>whoever is available</i> <i>RPS</i>
3.9. None	3.9. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	5 days	<i>GE</i> <i>RPS</i>
3.10. None	3.10. Do final screening of carpeta and forward to CENRO for recomd'n.	None	5 days	<i>Chief</i> <i>RPS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.11. None	3.11. Review and initial file copy of Patent and Sign Indorsement to PENRO for approval.	None	3 days	<i>CENR Officer</i> CENRO
3.12. None	3.12. Transmit carpeta to PENRO	None	3 days or less depending on the location of the PENR Office	<i>Records Officer</i> CENRO Records Unit
PENRO				
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</i> PENRO Records Section
3.14. None	3.14. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD).	None	2 hours	<i>Chief</i> RPS
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</i> TSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
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>
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).	None	5 days	<i>Liaison Officer</i> PENRO Records Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Transmit documents to ROD, and copy furnish the client.			
	<i>CENRO SUB-TOTAL</i>	<i>Php50.00</i>	<i>78 days (+up to 32 additional processing days due to extreme case were corrections or revisions on the details of the patentee needs to be done or when the signatories are suddenly replaced which will result into further review)</i>	
	<i>PENRO SUB-TOTAL</i>	<i>None</i>	<i>10 working days</i>	
	<i>For Implementing PENRO SUB-TOTAL</i>	<i>Php50.00</i>	<i>78 days + 32 days additional due to extreme case + 10 days</i>	
	TOTAL:	Php50.00 Application Fee +Transfer fee of Php 100.00 for lands not exceeding 1,000 sq.m., if applicable TOTAL Php 50.00 – 150.00	130 days maximum	



If the approving authority is the PENRO

Processing of Patent	–120 working 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:

- *Transfer fee shall be paid when the lot is transferred during the processing of the application. The fee shall be paid based on where the application is being processed during the transfer i.e. CENR or PENR Office.*
- *One (1) application per applicant for Residential Free Patent.*
- *The maximum area for the application of Residential Free Patent is:*
 - *200sq.m. for highly urbanized cities*
 - *500sq.m. for other cities*
 - *750sq.m. for first to second class municipalities*
 - *1,000sq.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">1. Get a copy of the Client Satisfaction Survey (CSR) Form.2. Answer the CSR Form.3. Check the Feedback and/or Commendation portion of the CSR Form.4. Drop it in the designated drop box in front of the Public Assistance Unit Office.
How 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</p> <p><u>denr7admndivision@gmail.com</u></p> <p>Emmelyn M. Dicdican Administrative Division</p>



How to file complaints?	<ol style="list-style-type: none">1. Get a copy of the DENR Feedback Form.2. Fill out the client information3. Answer the Complaint portion.4. Drop the accomplished DENR Feedback Form at the designated drop box in front of the Public Assistance Complaint Desk5. Complaints can also be filed via telephone. Make sure to provide the following information:<ul style="list-style-type: none">• Name of person being complained• Position/Office• Incident• Evidence
How complaints are processed?	<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 Regional Strategic Communication and Initiatives Group (RSCIG), the PACDO shall forward the complaint to the relevant office for their appropriate action.</p>



Contact Information of Anti-Red Tape Authority (ARTA)	4 th and 5 th Floor NFA Building, NFA Compound, Visayas Avenue, Quezon City Hotline: 888 ContactNo.:(02)8478-5091, 8478-5093,8478-5099 Email: info@arta.gov.ph and complaints@arta.gov.ph Web: http://arta.gov.ph/fileacomplaint/complaint-form/
Contact Information of Presidential Complaint Center (PCC)	Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline:8888 ContactNo.(02)87368645,87368603 Email: pcc@malacanang.gov.ph Web: https://oetc.gov.ph/agency/presidential-complain-center-pcc/
Contact Information of Contact Center Ng Bayan (CCB)	Text:09088816565 Contact No.:1-6565*(Php5.00+ VAT per call anywhere in the Philippines via PLDT landlines) Email: email@contactcenterngbayan.gov.ph Web: www.contactcenterngbayan.gov.ph www.facebook.com/civilservicegovph
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: 09266994703 Trunkline:(02) 8479-7300 Email: pab@ombudsman.gov.ph



List of Offices

OFFICE	ADDRESS	Contact Number	Email Address
REGION VII	2 nd Floor, Administrative Bldg., DENR-7, Sudlon, Lahug, CebuCity	(+6332)328-3335to36	redendr7@yahoo.com r7@denr.gov.ph
PENRO Bohol	Cortes, Bohol	(038)411-0228	penrobohol@denr.gov.ph
PENRO Cebu	Greenplains Subd., Banilad, Mandaue City	(032)236-5732	penrocebu@denr.gov.ph
PENRO Negros Oriental	Larena Drive, Dumaguete City, Negros Oriental	(035)522-0219422- 1560	penronegrosoriental@denr.gov.ph
PENRO Siquijor	Port Area, Larena, Siquijor	(035)377-2029	penrosiquijor@denr.gov.ph
CENRO Tagbilaran City	New Capitol Site, Tagbilaran City, Bohol	(038)411-2357	cenrotagbilaran@denr.gov.ph
CENRO Talibon	SanJose,Talibon,Bohol	9173246520	cenrotalibon@denr.gov.ph
CENRO Argao	Lamacan,Argao,Cebu	(032)367-7411	cenroargao@denr.gov.ph
CENRO Cebu City	Arellano Blvd. cor. V. Sotto St., Pier 3 Area, Cebu City	(032)253-6733	cenrocebu@denr.gov.ph
CENRO Ayungon	Tiguib,Ayungon,NegrosOriental	(035)404-0829	cenroayungon@denr.gov.ph
CENRO Dumaguete City	LarenaDrive,DumagueteCity, NegrosOriental	(035)225-0660	cenrodumaguete@denr.gov.ph