



DEPARTMENT OF ENVIRONMENT AND
NATURAL RESOURCES (DENR)
(REGION VIII)

Regional Citizen's Charter
2023 (1st Edition)



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

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

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

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

II. VISION

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

III. MISSION

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

IV. SERVICE PLEDGE

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

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



DENR Citizen's Charter 2023 (1st Edition)

Region VIII

NO.	CENR, PENR AND REGIONAL OFFICES	PAGE NO.
Administrative and Finance (Internal & External Services)		
R8-AF-01	Issuance of Certification of No Records/Appeal/Motion for Reconsideration, etc.	7
R8-AF-02	Authentication of Record/s	11
R8-AF-05-06-07	Processing of Payment of Claims	15
Administrative and Finance (External Service)		
R8-AF-03	Sale of Bidding Documents	45
Forestry Sector (External Services)		
R8-F-01	Issuance of Private Tree Plantation Registration (PTPR)	48
R8-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	51
R8-F-03b	Issuance of Certificate of Lumber Origin (CLO) Processed Logs/Lumber from Wood Processing Plant (WPP) to other WPP or Desired Destination/s	55
R8-F-04	Application for Chainsaw Registration	59
R8-F-05	Issuance of Tree Cutting and/or Earth Balling Permit for Trees Affected by Projects of National Government Agencies (DPWH, DOTr, DepEd, DA, DOH, CHED, DOE, and NIA)	63
R8-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	67
R8-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	72
R8-F-08	Issuance of Special Land Use Permit (SLUP)	83
R8-F-09	Issuance of Forest Land Use Agreement (FLAg)	90
R8-F-10	Issuance of Certificate of Registration as Lumber Dealer	97

NO.	CENR, PENR AND REGIONAL OFFICES	PAGE NO.
Forestry Sector (External Services)		
R8-F-11	Provision for Technical Assistance in Relation to Seedling Request	104
R8-F-12	Processing and Endorsement of Wood Processing Plant (WPP) Permit (New)	108
Land Sector (External Services)		
R8-L-01	Issuance of Certification of Land Classification Status	116
R8-L-02	Issuance of Survey Authority	120
R8-L-03	Application for Free Patent (Agricultural)	126
R8-L-04	Application for Free Patent (Residential)	136
R8-L-05	Procedure for Approval of Survey Plan Through Lams Philippines System Application	145
Biodiversity Sector (External Services)		
R8-B-01	Issuance of Certificate of Wildlife Registration	153
R8-B-02	Issuance of Wildlife Farm Permit (WFP)	158
R8-B-03	Issuance of Local Transport Permit (Wildlife)	162
R8-B-04	Affidavit of Undertaking (AU), Memorandum of Agreement (MOA) with the DENR and Issuance of Gratuitous Permit (GP)	166
R8-B-05	Issuance of Special Local Transport Permit (SLTP) (Wildlife)	171
R8-B-06	Request for PAMB Clearance for Conduct of Research on Marine Ecosystem/Species Density/Sighting <i>From Regional Office to PENR Office/s</i>	175
Water Sector (External Services)		
R8-W-01	Acceptance of Water Permit Application and Endorsement to the National Water Resources Board (NWRB)	182
	Feedback and Complaints Mechanism	188
	List of Offices	191



DENR CENR, PENR AND REGIONAL OFFICES
Administrative and Finance
(Internal and External
Services)



CITIZEN'S CHARTER NO. R8-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		
1. Duly accomplished customer FOI request form (1 original)		Public Assistance Desk, Receiving Area or Records Unit/Section
2. Government issued ID (present 1 original)		Requesting Party
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	5 min.	Lyn M. Viñas <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	5 min.	Adrian M. Bacsarsa <i>AA I/Legal Division</i>
1.2. None	1.2. Approve and sign Request Form	None	5 min.	Adrian M. Bacsarsa <i>AA I/Legal Division</i> Records Unit/Section
1.3. None	1.3. Prepare Order of Payment	None	15 min.	Adrian M. Bacsarsa <i>AA I/Legal Division</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.	Rey Perosa PENRO/Regional Office Accountant/ CENR Officer or designated representative
2. Pay to the Cashier the Certification Fee	2. Accept payment and issue Official Receipt	Php 25.00 Certification Fees***	5 min.	Maria Janette B. Regis <i>Collecting Officer Credit Officer Cashier Unit/Section</i>
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	4 hrs 1 day	<i>Records Officer Records Unit/Section</i> Adrian M. Bacsarsa <i>AA I/Legal Division Chief Legal/Designated staff</i>
2.2 . None	2.2. ** PENRO/CENRO Review and affix Initial on the Certification	None	10 min.	<i>Chief</i> Concerned Unit/Section



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2.3None	2.3. Determine accuracy of the Certification and affix signature	None	5 min.	Adrian M. Bacsarsa AA I/Legal Division Chief Legal/Designated staff <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	10 min.	Adrian M. Bacsarsa AA I/Legal Division Receiving/Releasing Clerk Records Unit/Section
TOTAL:		Php 25.00 Certification Fees***	Simple	CENRO/PENRO 5 hours & 5 min. Regional Office 1 day & 55 min.
			<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



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 the Document Tracking System. Forward document to the concerned Action Officer	None	15 min.	Nilbert S. Ogabar AA VI/Legal Division Receiving/Releasing Clerk Records Unit/Section
1.4. None	1.1. Check the availability of records. Process the request (photocopy and stamp “ <i>Certified True Copy</i> ”) and sign the certification or documents. Indicate amount to be paid in the Request Form/Order of Payment.	None	30 min. to 3 hours	<i>Records Officer</i> Records Unit Section Nilbert S. Ogabar AA VI/Legal Division PENRO/Regional Office Accountant/ CENR Officer or designated representative



	**Regional Office Authentication of Documents Legal Division – Land Claims and Conflicts		<u>1 day</u>	Legal Staff Regional Office
2. Pay to the Cashier the Authentication Fee.	2. Accept payment and issue Official Receipt.	Php 50.00 Authentication Fee*** per set + Php 5.00 per page <i>(Internal Clients are free of Charge)</i>	10 min.	Maria Janette B. Regis <i>Collecting Officer</i> <i>Credit Officer</i> Cashier Unit/Section
2.1 . None	2.1 Check the Official Receipt and photocopy for filing.	None	5 min.	Nilbert S. Ogabar AA VI/Legal Division Records Unit/Section
3.Receive Authenticated document/s	3.1 Release the approved Authenticated document/s to the customer	None	5 min.	Nilbert S. Ogabar AA VI/Legal Division Records Unit/Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	TOTAL:	Php 50.00 Authentication Fee*** per set + Php 5.00 per page	CENRO/PENRO: 3 hours & 35 min. If Land Claims and Conflicts documents in the Regional Office: 1 day & 35 min.	
			<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. R8-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	
<ul style="list-style-type: none"> Disbursement Voucher (1 original, 3 duplicate) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Obligation Request and Status (1 Original, 2 duplicate copies) 	Requesting Party or Originating Office
If Initial Contract of Communication/Telephone and Gasoline	
<ul style="list-style-type: none"> Contract (3 original) 	Service Provider, Requesting Party or Originating Office
<ul style="list-style-type: none"> 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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Purchase Order/Contract Agreement (1 Original, 3 duplicate copies) 	Procurement Unit Or Section
<ul style="list-style-type: none"> Purchase Request (1 Original, 2 duplicate copies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> BAC Resolution (1 original, 2 Photocopies) 	Bids And Awards Committee (BAC) Secretariat
<ul style="list-style-type: none"> PHILGEPS Posting (if above 50K) (1 original, 2 Photocopies) 	Bids And Awards Committee (BAC) Secretariat
<ul style="list-style-type: none"> 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) 	Bids And Awards Committee (BAC) Secretariat
<ul style="list-style-type: none"> 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) 	Procurement section
<ul style="list-style-type: none"> 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) 	Requesting Party/Procurement Section/ BAC Secretariat
<ul style="list-style-type: none"> Abstract of Quotations (2 Original) 	Requesting Party or Originating Office & BAC Secretariat
<ul style="list-style-type: none"> 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) 	Service Provider
<ul style="list-style-type: none"> At least 1 Filled-Up Quotation, with Proof of Receipt of Quotation (1 original, 2 photocopies) 	Service Provider
<ul style="list-style-type: none"> Certificate of Posting in 3 Conspicuous Places (1 original, 2 photocopies) 	BAC Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Request for Quotations (1 original Per Supplier) 	Service Provider
<ul style="list-style-type: none"> Special Order, if Applicable (1 Photocopy) 	Requesting Party or Originating Office, Regional Office Or Central Office
<ul style="list-style-type: none"> Inspection and Acceptance Report (1 original, 2 Photocopies) 	Inspection and Acceptance Committee (IAC)
<ul style="list-style-type: none"> Sales Invoice/Delivery Receipt/Official Receipt (1 original, 2 Photocopies) 	Service Provider
<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) 	Service Provider
<ul style="list-style-type: none"> Distributor Certificate or Sworn Certificate of Guarantee Exclusive Distributorship Agreement (If Applicable) (2 photocopies) 	Service Provider Or Bac Secretariat
<ul style="list-style-type: none"> Inspection and Acceptance Report (1 Original, 2 duplicate copies) 	Inspection And Acceptance Committee (IAC)
<ul style="list-style-type: none"> Certificate of Acceptance (1 Original, 3 duplicate copies) 	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) 	Requesting Party or Originating Office, Regional Office Or Central Office
<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, 2 photocopies) 	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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> APQ (1 original, 2 photocopies) 	BAC Secretariat
<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, Administrative Division
<ul style="list-style-type: none"> Contract (1 Original, 2 photocopies) 	Service Provider, Requesting Party or Originating Office
<ul style="list-style-type: none"> Billing or Statement of Account (1 original, 2 photocopies) 	Service Provider, Requesting Party or Originating Office
<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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<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
<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
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If Agency Procurement Request (APR)	



• Purchase Request (1 original, 2 photocopies)	Requesting Party or Originating Office
• Certificate of Availability of Funds (1 original, 2 photocopies)	Budget and Accounting Section
If Contract	
• Notarized Contract (1 original, 2 photocopies)	Requesting Party or Originating Office, BAC Secretariat or Service Provider
• Purchase Request (1 original, 2 photocopies)	Requesting Party or Originating Office
• PHILGEPS Posting (50K and above) (1 original, 2 photocopies)	Procurement Section
• Certificate of Posting of Award (1 original, 2 photocopies)	Procurement Section
• 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
• TOR (1 original, 2 photocopies)	Requesting Party or Originating Office
• Letter Intent/Proposal (1 original, 2 photocopies)	Service Provider
• Curriculum Vitae with Personal Data Sheet (1 original, 2 photocopies)	Service Provider
• Letter Request for Payment (For Resource Person, Documentor, or Facilitator) (1 original, 2 Photocopies)	Service Provider
• Evaluation Report (for Resource Person, Documentor or Facilitator) (1 original, 2 Photocopies)	Requesting Party
• Certificate of Acceptance (1 original, 2 Photocopies)	Requesting Party
• Certificate of Availability of Funds (1 original, 2 photocopies)	Budget and Accounting Section
• Actual Output (3 photocopies, if applicable)	Service Provider



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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 (1 original, 2 Photocopies), if applicable (based on COA Circular 2021-003 dated July 16, 2021) 	Commission On Audit (COA)
<ul style="list-style-type: none"> Deputation of OSG, if Lawyer (1 original, 2 Photocopies) 	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
<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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Fuel/Lubricants Requisition and Issue Slip (1 original, 2 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 	General Services Section/Supply Officer/Drivers
If Government Share For Mandatory Deductions	
<ul style="list-style-type: none"> List of Personnel with Corresponding Amount of Government Share (1 original, 2 Photocopies) 	Personnel Section/Unit-Administrative Division/Section or Accounting Unit/Section-Finance Section/Division
If TEV (Local)	
A. Approved Travel Order (1 original, 2 Photocopies)	Requesting Party 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/Cebu Pacific or any other Airline TO (1 original, 2 Photocopies) 	Requesting Party or Originating Office, and RED
<ul style="list-style-type: none"> Boarding Pass (1 original, 2 Photocopies) 	Airline Company
<ul style="list-style-type: none"> Terminal Fee Ticket/Stub (1 original, 2 Photocopies) 	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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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 (1 original, 2 photocopies) 	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, 2 photocopies) 	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 (1 original, 2 photocopies), 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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<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
<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 of its incorporators, organizers, directors or officials is an agent or related by consanguinity or affinity up to the fourth civil degree to the HOPE, members of BAC or other authorized officials (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 Bank Book 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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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)
<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 (1 original, 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 (1 original, 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 (1 original, 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	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<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 at least 85% Survival Rate (2 photocopies) (Per DAO 2019-03, this is applicable for 100 hectares and above. In-house validation applies for 99 hectares and below) 	Third Party Contracted/Regional Office
<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"> Photo Copy of Affidavit of Completion (2 photocopies) 	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> Photo Copy of Certificates of Completion and Acceptance (2 photocopies) 	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> Photo copy of Obligation Requests and Status (2 photocopies) 	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> Photo Copy of Memorandum of Agreements (2 photocopies) 	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> Photo Copy of Notice to Proceeds (2 photocopies) 	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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<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 (1 original, 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 (1 original, 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, 2 Photocopies) 	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
<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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<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"> Photo copy of Approved Memorandum of Agreement (2 photocopies) 	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> Photo copy 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 (1 original, 2 photocopies) 	Agency's Authorized Engineer/ Inspectorate Team
<ul style="list-style-type: none"> Monthly Certificate of Payment (1 original, 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, 2 photocopies) 	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)	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE**
<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
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 turn over 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	20 min.	Jeremy O. Tolibas <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	Virginia Gler Marnaldo Solidor Elfa Manasis <i>Budget Staff</i> Budget Unit/Section
1.2. None	1.2. Review documents and sign Box B of ORS.	None	30 min.	Antonia S. Terado <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	30 min.	Jeremy O. Tolibas <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	30 min.	Angel Felice S. Picson <i>Receiving/Releasing Clerk</i> Accounting Unit/Section



CLIENT STEPS	AGENCY ACTION	FEES 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 (Box B) and affix initial in DV.</p> <p>Forward to Chief Accountant for review and approval.</p>	None	<p>3 hours (complex)</p> <p>3 hours (highly technical)</p>	<p>Oliver Kent Tabasa Melanie B. Solis Estela Brosas Alvin Peliño Alyssa Joy Dela Cruz Sharyn Rose P. Argota Ivert Josef Deloria Hazel Costin <i>Accounting Staff</i> Accounting Unit/Section</p>



CLIENT STEPS	AGENCY ACTION	FEES 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	Rey Perosa <i>Chief Accountant</i> Accounting Unit/Section or Designated OIC <i>and/or other authorized signatories per DAO No. 2022-14</i>
1.7. None	1.7. Release DV and other documents to approving authority based on Manual of Authorities.	None	1 hour	Angel Felice S. Picson <i>Receiving/Releasing Clerk</i> 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	<i>PENR Officer or Designated OIC (PENRO)</i> Arturo N. Salazar, DM., CESO IV <i>Assistant Regional Director (ARD) for Management Service (MS) or Technical Service (TS)/</i> <i>Regional Executive Director (RED) or Designated OIC (Regional Office)</i> <i>and/or other authorized signatories per DAO No. 2022-14</i>



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	30 min.	Merlita M. Aparejado <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	30 min.	Aemita Faith Beleña <i>Receiving/Releasing Clerk Cashier Section/Unit</i> Angel Felice S. Picson <i>Receiving/Releasing Clerk Accounting Section/Unit</i>
1.11. None	1.11. Batch-up DVs into batch/folder. Forward to assigned/concerned staff.	None	1 hour	Angel Felice S. Picson <i>Receiving/Releasing Clerk Accounting Section/Unit</i> <i>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	Ivert Josef Deloria <i>Accounting Staff Accounting Unit/Section</i> <i>Cashier Staff Cashier Section/Unit</i>
1.13. None	1.13. Sign Box No. 1 of LDDAP.	None	30 min.	For LDDAP, Rey S. Perosa <i>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, Susana P. Luego <i>Head</i> Cashier Section/Unit <i>and/or other authorized signatories per DAO No. 2022-14</i>
1.14. None	1.14. Forward to approving authority based on Manual of Authority.	None	15 min.	Angel Felice S. Picson <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	15 min.	<i>PENRO or authorized DC or Designated OIC</i> (PS regardless of amount, MOOE-CO regardless of amount) PENRO level



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
				<p><i>Authorized DC or Authorized ARD or RED or Designated OIC</i> <u>(MOOE-CO up to Php 5M)</u></p> <p>Arturo N. Salazar, DM., CESO IV Atty. Dario O. Suarez Arturo E. Fadriquela <i>ARD MS 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 DAO No. 2022-14</i></p>
1.16. None	1.16. Forward to Cashier.	None	15 min.	<p>Merlita M. Aparejado/ Aileen S. Ocado <i>Receiving/Releasing Clerk</i> Office of the PENRO, ARD or RED</p>
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	15 min.	<p>Susana P. Luego <i>Cashier Staff</i> Cashier Section/Unit</p>



1.18. None	1.18. Record all details in Index Card.	None	5 min.	Aemita Faith Beleña <i>Cashier Staff</i> Cashier Section/Unit
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
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	1 hour & 30 min.	Rosalinda V. Abella <i>Cashier Staff</i> Cashier Section/Unit
1.20. None	1.20. Countersign Check and ACIC based on Manual of Authorities. Forward to Cashier.	None	10 min.	Maita Reina G. Sucgang <i>Chief, MSD or</i> <i>PENR Officer</i> <i>ARD for MS or</i> <i>RED</i> <i>and/or other authorized</i> <i>signatories per</i> <i>DAO No. 2022-14</i>
1.21. None	1.21. Record receipt of Check/ADA and forward to cashier staff.	None	5 min.	Perlice D. Belonias <i>Receiving/Releasing</i> <i>Clerk, MSD</i> 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	30 min.	Rosalinda V. Abella <i>Cashier</i> Cashier Section/Unit or Requesting Party



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	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	15 min.	Rosalinda V. Abella <i>Cashier</i> 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.	<i>Staff</i> 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 Box E of DV.				
TOTAL:	None		Complex (1-day bank time)	3 days, 7 hours & 55 min.
			Highly Technical (1-day bank time)	4 days & 55 min.
			Complex (2-day bank time)	4 days, 7 hours & 55 min.
			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. R8-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	Vicente T. Beleña Jr. <i>BAC Secretariat</i> Maricor T. Maestre Procurement Section/Unit



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

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

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



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



CITIZEN'S CHARTER NO. R8-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 (1 original, 1 photocopy)		Requesting Party
2. OCT, TCT, Judicial Title, CLOA, Tax Declared Alienable and Disposable Lands (1 certified true copy)		Requesting Party, Assessor's Office, Registry of Deeds (ROD), NCIP, DAR
3. Data on the number of seedlings planted, species and area planted		Requesting Party
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	50 min.	Chief/Technical Staff Regulation and Permitting Section (RPS) Receiving/Releasing Clerk, CENRO Records Unit
1.1. None	1.1. Receive and review the application, and assign inspection team to conduct site inspection.	None	30 min.	Chief RPS
2. Guide/accompany the inventory team to the site	2. Conduct inspection of the area (100% inventory of trees) and prepare report with attachments (map, geo-tagged photos and tally sheets). Forward to Chief, RPS.	None	15 working days 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	30 min.	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. R8-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	30 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
1.1. None	1.1. Receive and review application. Forward to Chief RPS (CENRO)/Chief TSD (Implementing PENRO)	None	30 min.	<i>PENR/CENR Officer/ Deputy CENR Officer</i>
1.2. None	1.2. Receive, review/evaluate request, and assign a team to conduct verification. Prepare Order of Payment	None	1 hour	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Receive Order of Payment and pay corresponding fees	2. Accept payment and issue Official Receipt to the client	Php 50.00/ truck load Certificate of Verification Fee	30 min.	<i>Bill Collector</i> Cashier
		Php 36.00 Oath Fee per application Php 360.00 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</i> <i>CENRO/Implementing</i> <i>PENRO</i>
3.1. None	3.1. Review inspection report and affix initial on the duplicate copy of COV. Forward to the PENR/CENR Officer for approval.	None	1 hour	Chief RPS (CENRO)/Chief TSD (Implementing PENRO)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.2. None	3.2. Receive and review report. Sign and approve COV.	None	1 hour	<i>PENR/CENR Officer</i>
3.3. None	3.3. Release COV.	None	15 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
4. Receive COV.		None		
TOTAL:		Php 50.00/ truck load Certificate of Verification Fee	3 days, 4 hours & 45 min.	
		Php 36.00 Oath Fee per application Php 360.00 Inspection 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. R8-F-03b. ISSUANCE OF CERTIFICATE OF LUMBER ORIGIN (CLO) FOR PROCESSED LOGS/LUMBER FROM WOOD 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	30 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
1.1. None	1.1. Receive and review application. Forward to Chief RPS (CENRO)/Chief TSD (Implementing PENRO)	None	30 min.	<i>PENR/CENR Officer/ Deputy CENR Officer</i>
1.2. None	1.2. Receive, review/evaluate request, and assign a team to conduct verification. 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	Php 50.00/ truck load Php 36.00 Oath Fee per application Php 360.00 Scaling fee *	30 min.	<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	15 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
4. Receive CLO		None		
TOTAL:		Php 50.00/ truck load	2 days, 4 hours & 45 min.	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
		Php 36.00 Oath Fee per application Php 360.00 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. R8-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	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	30 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i> <i>Technical Staff RPS/TSD</i>
	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).	Php 500.00 Registration Fee *	30 min.	<i>Bill Collector Cashier</i>
3. Receive OR.	3. Receive application. Conduct verification of supporting documents and inspection of chainsaw. Prepare Certification and initial on the duplicate copy.	None	1 day	<i>Technical Staff RPS/TSD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.1. None	3.1. Receive and review application. Affix initial on the duplicate copy. Forward to PENR/CENR Officer for approval.	None	2 hours	Chief RPS (CENRO)/Chief TSD (Implementing PENRO)
3.2. None	3.2. Receive, review and approve Certificate of Registration.	None	1 day	PENR/CENR Officer
3.3. None	3.3. Record, assign control number and release Certification of Registration.	None	30 min.	Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit
4. Receive Certificate of Chainsaw Registration.		None		
TOTAL		Php 500.00 Registration Fee	2 days, 4 hours & 30 min.	
			<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. R8-F-05. ISSUANCE OF TREE CUTTING AND/OR EARTH BALLING PERMIT FOR TREES AFFECTED BY PROJECTS OF NATIONAL GOVERNMENT AGENCIES (DPWH, DOTr, DepEd, DA, DOH, CHED, DOE, and NIA)

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

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 (1 original)	PAMB	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the request/ application with complete supporting documents*	1. Check completeness of application and supporting documents, and receive, record and forward the application to PENR/ CENR Officer/Deputy CENR Officer. Provide Requesting Party an acknowledgement receipt of the documents.	None	50 min.	<i>Receiving/Releasing Clerk, CENRO/Implementing PENRO Records Unit</i>
1.1. None	1.1. Review and refer the application to Chief, RPS/TSD.	None	1 hour	<i>PENR/CENR Officer/ Deputy CENR Officer</i>
1.2. None	1.2. Receive and review application, and assign inspection team to conduct site inspection.	None	30 mins.	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>
1.3. None	1.3. Prepare Order of Payment. Forward the same to the Requesting Party.	None	30 mins.	<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)	Php 50.00/ Certification Fee (if applicable) Php 36.00/ application Oath Fee **	30 mins.	<i>Credit Officer</i>
3. Receive and forward the OR to RPS.	3. Accept the OR and schedule the ocular inspection/ validation.	None	1 hour	<i>Staff in-charge/ Inspection Team RPS/TSD</i>
4. Guide/accompany the inventory team to the site.	4. Conduct ocular inspection/validation of the area and prepare endorsement to Implementing PENR/ CENR Officer.	None	2 days	<i>Inspection Team RPS/TSD</i>
4.1. None	4.1. Review the inspection report. Prepare cutting permit, initial and forward to the Chief, RPS/TSD for review and initial.	None	1 hour	<i>Chief/Technical Staff Concerned Unit/Section,</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4.2. None	4.2. Receive and Review, initial and forward the cutting permit to the Implementing PENR/ CENR Officer/Deputy CENR Officer.	None	1 hour	Chief RPS (CENRO)/Chief TSD (Implementing PENRO)
4.3. None	4.3. Review and sign/approve the Tree Cutting Permit (TCP).	None	1 hour	PENR/CENR Officer/ Deputy CENR Officer
4.4. None	4.4. Record and release, the approved TCP.		30 min.	Receiving/Releasing Clerk, CENRO/Implementing PENRO Records Unit
5. Receive approved TCP		None		
TOTAL:		Php 50.00/ Certification Fee	2 days, 7 hours & 50 min.	
		Php 36.00/ application Oath Fee **	TAT does not include waiting time and is the minimum processing time up to seven (7) working days	

*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. R8-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		WHERE TO SECURE	
1. Application Letter (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 (1 original)		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	50 min.	<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	30 min.	<i>Chief RPS</i>
1.3. None	1.3. Prepare Order of Payment.	None	30 min.	<i>Staff in-charge RPS</i>
1.4. None	1.4. Approve Order of Payment and forward to Requesting Party.	None	10mins	Accountant /CENR Officer or designated representative
2. Pay certification and oath fee	2. Accept payment and issue Official Receipt (OR).	Php 50.00/ Certification Fee Php 36.00/ application Oath Fee Php 1,200.00/ha Inventory Fee* (for 1 ha and above)	30 min.	<i>Credit Officer</i>



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	30 min.	<i>Receiving/Releasing Clerk</i> 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. R8-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, <u>if necessary</u> (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	50 min.	<i>Receiving/Releasing Clerk</i> CENRO Records Unit
	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</i> CENRO
1.2. None	1.2. Receive and review the application, and assign inspection team to conduct site inspection.	None	30 min.	<i>Chief</i> RPS
1.3. None	1.3. Prepare Order of Payment. Forward the same to Requesting Party.	None	30 min.	<i>Staff in-charge</i> RPS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Pay certification and oath fee.	2. Accept payment and issue Official Receipt (OR).	Php 50.00/ Certification Fee Php 36.00/ application Oath Fee Php 1,200.00/ha Inventory Fee*	30 min.	<i>Credit Officer CENRO</i>
3. Receive OR.	3. Accept the OR. Schedule the inspection.	None	Within 1 working day (depends on availability of team, bulk of requests and schedule)	<i>Staff in-charge/ Inspection Team RPS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4. Guide/accompany the inventory team to the site.	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</i> RPS
4.1. None	4.1. Review the inspection report and submit recommendation to CENRO.	None	1 hour	<i>Chief</i> RPS
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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
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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 CENRO Records Unit</i>
PENRO				
4.4. None	4.4. Receive documents and forward to PENRO	None	2 hours (batching up of documents)	<i>Receiving/Releasing Clerk PENRO Records Section</i>
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 PENRO</i>
4.6. None	4.6. Review, evaluate application and prepare memorandum endorsement to Regional Office through Chief, TSD for countersigning.	None	2 hours	<i>Chief/Staff Concerned Unit/Section Chief TSD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4.7. None	4.7. Review and sign the memorandum endorsement for the Regional Executive Director (RED).	None	1 hour	<i>PENR Officer</i> 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)	<i>Receiving/Releasing Clerk</i> 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	Ma. Antonette B. Nuñez Receiving/Releasing Clerk 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)	Arturo E. Fadriquela Regional Executive Director 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)	Atty. Dario O. Suarez ARD for TS Regional Office
4.12. None	4.12. Receive and review documents. Forward to assigned Staff.	None	1 hour (batching up of documents)	Estela M. Polinar 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)	Ramil Espina OIC-Chief, FUS Staff, FUS, Regional Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4.14. None	4.14. Prepare the Tree Cutting Permit (TCP) and Memorandum Instruction to concerned CENRO to supervise the cutting.	None	4 hours	Liza Ando Staff, FUS Regional Office
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)	Estela M. Polinar Chief, LPDD, 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)	Atty. Dario O. Suarez ARD, TS, Regional Office
4.17. None	4.17. Sign/approve the permit and memorandum instruction	None	1 working day (batching up of documents)	Arturo E. Fadriquela RED, 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	30 min.	Ma. Antonette B. Nuñez/ Elisa Alorro Receiving/Releasing Clerk 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 & 30min.
TOTAL	Php 50.00/ certification 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			
Volume	Validity	Volume	Validity
1 - 50 cu.m.	50 days	501 - 650 cu.m.	7 months
51 - 70 cu.m.	60 days	651 - 750 cu.m.	8 months
71 - 100 cu.m.	90 days	751 - 850 cu.m.	9 months
101 - 200 cu.m.	120 days	851 - 950 cu.m.	10 months
201 - 300 cu.m.	150 days	951 - 1000 cu.m.	11 months
301 - 500 cu.m.	6 months	1001 - up cu.m.	1 year

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



CITIZEN'S CHARTER NO. R8-F-08. ISSUANCE OF SPECIAL LAND USE PERMIT (SLUP)

This 3-year permit (non-renewable) serves as an authorization to temporarily occupy, possess and manage any public forestland for a specific use or purpose.

Office or Division:	DENR CENRO or Implementing PENRO to Regional Office		
Classification:	Highly Technical (Multi-Stage Processing)		
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government		
Who may avail:	<ul style="list-style-type: none">• Any Filipino Citizen• Private Corporations, Partnership or association		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly Accomplished Application Form (1 original)		Requesting Party	
2. Geotagged photos and Map of the area applied for with technical description, coordinates and tie point from the nearest landmark		CENR Office/Implementing PENRO	
3. Pertinent documents showing proof that the applicant is a legitimate entity qualified to be a holder of a forestland tenurial instrument or agreement, as follows: <ul style="list-style-type: none">➤ 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➤ For an association, corporation, cooperative or partnership, certified copy of SEC/CDA 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 PSA SEC/CDA	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Income Tax Return (ITR) for the last two (2) years	BIR
5. Proof of Financial Capability to manage and develop the area applied for	Bank
6. Indicative Management Plan using the prescribed format	Requesting Party
7. Application fee of Php 500.00	CENR Office/Implementing PENRO
8. Performance Bond	CENR Office/Implementing PENRO
9. Free and Prior Inform Consent/NCIP Certification/CNO	NCIP
10. BIR Certification of Zonal Valuation of the nearest commercial zone of the municipality	BIR
11. ECC/IEE/CNC	EMB
12. LGU endorsement	B/MLGU
13. Government share/rental/user's fee shall be paid within 30 days upon issuance of SLUP	Requesting Party
14. Endorsement from CENRO and PENRO	CENRO/PENRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit application form with attached supporting documents	1. Check completeness of application and supporting documents, receive and forward the application to Deputy CENR Officer/CENR Officer	None	1 hour	Receiving Clerk
2. Receive Order of Payment and pay the required fees	2. Prepare Order of Payment 2.1 Accept payment and issue Official Receipt	Php 500.00/Application Fee	20 minutes 20 minutes	<i>Receiving/Releasing/ RPS Technical staff</i> <i>Credit Officer</i>
3. Receive OR	3. Receive, review and refer the application to Chief, RPS	None	1 hour	<i>Deputy CENR Officer/CENR Officer</i>
	3.1 Receive and review the application and assign technical personnel to conduct the inspection/verification of SLUP site	None	1 hour	<i>Chief, RPS/Chief FUU</i>
4. Guide/Accompany the inspection team to the site	4. Conduct biophysical assessment of the applied area by the DENR composite team (CENRO/PENRO/RO reps)	None	6 days or less depending on the location of the area	<i>Inspection Team</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	4.1 Prepare biophysical assessment report with attachments (map/location), geotagged photos, land status certification/inventory of affected trees	None	1 day	<i>Inspection Team</i>
	4.2 Review the inspection report , prepare endorsement to PENRO with categorical recommendation and submit to CENRO	None	1 hour	Chief, RPS
	4.3 Receive and review the application documents and inspection report. Approve the recommendation. Sign the endorsement to PENRO	None	1 hour	CENR Officer
	4.4 Record and release the application supporting documents and endorsement to PENR Office	None	2 days or less depending on the location of PENR Office	Releasing Clerk CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
PENRO	4.5 Receive documents and forward to Chief, Technical Services Division (TSD)	None	1 hour	<i>Receiving/Releasing PENRO Records Unit</i>
	4.6 Review, evaluate application and prepare memorandum endorsement to Regional Office thru Chief, TSD for countersigning	None	2 hours	<i>Chief/Staff Concerned Unit/Section Chief, TSD</i>
	4.7 Review and sign the memorandum endorsement for the Regional Executive Director	None	1 hour	PENR Officer
	4.8 Record and release the application and supporting documents	None	2 days or less depending on the location of Regional Office	Receiving/Releasing Clerk PENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
REGIONAL OFFICE	4.9 Receive and record application documents and forward to Regional Executive Director	None	1 hour	Ma. Antonette B. Nuñez <i>Receiving/Releasing Regional Office Records Section</i>
	4.10 Refer the application documents to Office of the Assistant Regional Director for Technical Services	None	4 hours	Arturo E. Fadriquela <i>Office of the Regional Executive Director</i>
	4.11 Receive and forward application documents to Licenses Patents and Deeds Division	None	2 hours	Atty. Dario O. Suarez <i>Assistant Regional Director for Technical Services</i>
	4.12 Receive, review and refer application documents to Forest Utilization Section	None	2 hours	Estela M. Polinar <i>Chief, Licenses Patents and Deeds Division</i>
	4.13 Receive and record application documents and forward to Chief, FUS	None	30 minutes	Irma Cabaluna <i>Receiving/Releasing Clerk FUS</i>
	4.14 Review/evaluation/field verification of prepared map by SMD as to the actual land status of the area applied	None	5 days or less depending on the location of the area	Ramil Espina <i>Chief, Forest Utilization Section/Action Officer</i>
	4.15 Prepare report of inspection, Special Land Use Permit (SLUP) and memorandum recommending the approval and submit the same to Chief, LPDD	None	1 day & 5 hours	Ramil Espina <i>Chief, Forest Utilization Section/Action Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	4.16 Review the report and other supporting documents and affix his/her initial on the Special Land Use Permit (SLUP)	None	2 hours	Estela M. Polinar <i>Chief, Licenses Patents and Deeds Division</i>
	4.17 Review, approve the memorandum endorsement and initial the Permit and forward for RED's signature	None	2 hours	Atty. Dario O. Suarez <i>Assistant Regional Director for Technical Services</i>
	4.18 Sign/approve the Special Land Use Permit and forward to Records	None	1 day	Arturo E. Fadriquela <i>Regional Executive Director</i>
	4.19 Record and release the approved permit to the proponent by mail/pick up, copy furnished to PENRO and CENRO	None	1 day or less	Ma. Antonette B. Nuñez <i>Receiving/Releasing Clerk, RO Records Section</i>
CENRO SUB-TOTAL		Php 500.00	9 days, 5 hours & 40 minutes	
PENRO SUB-TOTAL		None	2 days & 4 hours	
REGIONAL OFFICE SUB-TOTAL		None	8 days, 18 hours & 30 minutes	
TOTAL		Php 500.00	20 days, 4 hours & 10 minutes	

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CITIZEN'S CHARTER NO. R8-F-09. ISSUANCE OF FOREST LAND USE AGREEMENT (FLAg)

A 25-year contract between the government as first party and a second party/or a person authorizing the latter to temporarily occupy, manage and develop in consideration of a government share, any forestland of the public domain for specific use.

Office or Division:	DENR CENRO or Implementing PENRO to Regional Office		
Classification:	Highly Technical (Multi-Stage Processing)		
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government		
Who may avail:	• Any Filipino Citizen • Private Corporations, Partnership or association		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application Form		Requesting Party	
2. Income Tax Receipts for the last two (2) years		BIR	
3. Proof of Financial Capability to manage and develop the area applied for		Bank	
4. Indicative Management Plan using the prescribed format		Requesting Party	
5. Application fee of Php 500.00		CENR Office/Implementing PENRO	
6. Performance Bond		CENR Office/Implementing PENRO	
7. Free and Prior Inform Consent/NCIP Certification/CNO		NCIP	
8. BIR Certification of Zonal Valuation of the nearest commercial zone of the municipality		BIR	
9. ECC/IEE/CNC		EMB	
10. LGU endorsement		B/MLGU	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
11. Geotagged photos and Map of the area applied for with technical description, coordinates and tie point from the nearest landmark	CENR Office/Implementing PENRO
12. Pertinent documents showing proof that the applicant is a legitimate entity qualified to be a holder of a forestland tenurial instrument or agreement, as follows: <ul style="list-style-type: none"> ➤ 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 ➤ For an association, corporation, cooperative or partnership, certified copy of SEC/CDA 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
13. Government share/rental/user's fee shall be paid within 30 days upon issuance of FLAg	Requesting Party
14. Submission of CDMP within three (3) months upon issuance of FLAg	Requesting Party
15. Endorsement from CENRO and PENRO	CENRO/PENRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit application form with attached supporting documents	1. Check completeness of application and supporting documents, receive and forward the application to Deputy CENR Officer/CENR Officer	None	1 hour	Receiving Clerk
2. Receive Order of Payment and pay the required fees	2. Prepare Order of Payment 2.1 Accept payment and issue Official Receipt (OR) pursuant to DAO 2004-16 dated June 15,2004	Php 500.00/Application Fee	20 minutes 20 minutes	<i>Receiving/Releasing /RPS Technical staff</i> <i>Credit Officer</i>
3. Receive OR	3. Receive, review and refer the application to Chief, RPS	None	1 hour	<i>Deputy CENR Officer/CENR Officer</i>
	3.1 Receive and review the application and assign technical personnel to conduct the inspection/verification of FLAg site	None	1 hour	<i>Chief, RPS/Chief FUU</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4. Guide/Accompany the inspection team to the site	4. Conduct biophysical assessment of the applied area by the DENR composite team (CENRO/PENRO/RO reps)	None	6 days or less depending on the location of the area	<i>Inspection Team</i>
	4.1 Prepare biophysical assessment report with attachments (map/location), geotagged photos, land status certification/inventory of affected trees	None	1 day	<i>Inspection Team</i>
	4.2 Review the inspection report , prepare endorsement to PENRO with categorical recommendation and submit to CENRO	None	1 hour	Chief, RPS
	4.3 Receive and review the application documents and inspection report. Approve the recommendation. Sign the endorsement to PENRO	None	1 hour	CENR Officer
	4.4 Record and release the application supporting documents and endorsement to PENR Office	None	2 days or less depending on the location of PENR Office	Releasing Clerk CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
PENRO	4.5 Receive documents and forward to Chief, Technical Services Division (TSD)	None	1 hour	<i>Receiving/Releasing PENRO Records Unit</i>
	4.6 Review, evaluate application and prepare memorandum endorsement to Regional Office thru Chief, TSD for countersigning	None	2 hours	<i>Chief/Staff Concerned Unit/Section Chief, TSD</i>
	4.7 Review and sign the memorandum endorsement for the Regional Executive Director	None	1 hour	PENR Officer
	4.8 Record and release the application and supporting documents	None	2 days or less depending on the location of Regional Office	Receiving/Releasing Clerk PENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
REGIONAL OFFICE	4.9 Receive and record application documents and forward to Regional Executive Director	None	1 hour	Ma. Antonette B. Nuñez Receiving/Releasing Regional Office Records Section
	4.10 Refer the application documents to Office of the Assistant Regional Director for Technical Services	None	4 hours	Arturo E. Fadriquela Office of the Regional Executive Director
	4.11 Receive and forward application documents to Licenses Patents and Deeds Division	None	2 hours	Atty. Dario O. Suarez Assistant Regional Director for Technical Services
	4.12 Receive, review and refer application documents to Forest Utilization Section	None	2 hours	Estela M. Polinar Chief, Licenses Patents and Deeds Division
	4.13 Receive and record application documents and forward to Chief, FUS	None	30 minutes	Irma Cabaluna Receiving/Releasing Clerk FUS
	4.14 Review/evaluation/field verification of prepared maps by SMD as to the actual land status of the area applied	None	5 days or less depending on the location of the area	Ramil Espina Chief, Forest Utilization Section/ Action Officer
	4.15 Prepare report of inspection, Forest Land Use Agreement (FLAg) and memorandum recommending the approval and submit the same to Chief, LPDD	None	1 day & 5 hours	Ramil Espina Chief, Forest Utilization Section/ Action Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	4.16 Review the report and other supporting documents and affix his/her initial on the Forest Land Use Agreement (FLAg)	None	2 hours	Estela M. Polinar <i>Chief, Licenses Patents and Deeds Division</i>
	4.17 Review, approve the memorandum endorsement and initial the tenurial instrument and forward for RED's signature	None	2 hours	Atty. Dario O. Suarez <i>Assistant Regional Director for Technical Services</i>
	4.18 Sign/approve the Forest Land Use Agreement and forward to Records	None	1 day	Arturo E. Fadriquela <i>Office of the Regional Executive Director</i>
	4.19 Record and release the approved permit to the proponent by mail/pick up, copy furnished to PENRO and CENRO	None	1 day or less	Ma. Antonette B. Nuñez <i>Receiving/Releasing Regional Office Records Section</i>
CENRO SUB-TOTAL		Php 500.00	9 days, 5 hours & 40 minutes	
PENRO SUB-TOTAL		None	2 days & 4 hours	
REGIONAL OFFICE SUB-TOTAL		None	8 days, 18 hours & 30 minutes	
TOTAL		Php 500.00	20 days, 4 hours & 10 minutes	

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CITIZEN'S CHARTER NO. R8-F-10. ISSUANCE OF CERTIFICATE OF REGISTRATION AS LUMBER DEALER

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

Office or Division:	DENR CENRO to Regional Office		
Classification:	Highly Technical (Multi-Stage Processing)		
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
Who may avail:	• Any Filipino Citizen • Private Corporations, Partnership or association		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished application form (1 original)		Requesting Party	
2. Lumber Supply Contract entered into by the applicant with a registered sawmill/mini-sawmill operators/lumber dealers (1 original)		Requesting Party	
3. Business Plan		Requesting Party	
4. Updated Mayor’s Permit or Business Permit with a certification from the city or municipal treasurer stating that the operation of the intended does not violate any existing ordinance of said municipality/city		LGU concerned	
5. Income Tax Return for the last two (2) years (if for renewal)		BIR	
6. Monthly Report on Lumber Purchases and disposal (export and local lumber) duly attested by CENRO concerned (if renewal)		Requesting Party	
7. Pictures of Business Establishment including Lumber Yard		Requesting Party	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8. If the applicant is a Corporation, partnership or association, a copy of the Articles of Incorporation, partnership as the case maybe, duly certified by the SEC	SEC
9. In case of single proprietorship, a copy of CR with the Department of Trade and Industry (DTI)	DTI
10. Authorization/Board Resolution issued by the Corporation, Partnership, Association or Proprietor in favor of the person signing the application	Requesting Party
11. If the applicant is a holder of WPP/Regular Mini-Sawmill permit, present copy of approved WPP permit	Requesting Party
12. Proof of payment for registration fee, permit fee, oath fee pursuant to DAO 18, Series of 1993 and Forestry bond either cash (P1,000) or Surety bond ((P1,250)	DENR
13. Authenticated copy of import documents covering the imported commodities	Requesting Party
14. Certification of adequate cash deposit from a bank and affidavit of the applicant stating that said deposit shall be used solely for the intended business	Bank/Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit application form and supporting documents	1. Check completeness of application and supporting documents, receive and forward the application to Deputy CENR Officer/CENR Officer Prepare Order of Payment	None	1 hour	Receiving/Releasing Clerk/OD Technical Staff Regulation and Permitting Section (RPS)
2. Pay application, registration, oath fee and cash bond (DAO 2004-16)	2. Accept payment and issue Official Receipt (OR)	Php 1,116.00/regulatory fees: - Php 600.00/application fee - Php 480/Registration fee - Php 36.00/Oath fee Php 1,000/Cash bond	1 hour	<i>Credit Officer</i>
3. Receive OR	3. Receive, review and refer the application to Chief, RPS	None	1 hour	<i>Deputy CENR Officer/CENR Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4. Review and refer the application documents to the action man	4. Receive and review the application and assign technical personnel to conduct the inspection	None	2 hours	Chief, RPS
5. Guide/Accompany the technical staff to the site	5. Conduct inspection of the area and prepare report with attachments (map, geotagged photos) and endorse to PENRO, forward to Chief, RPS	None	8 days or less depending on the location of the area	Technical Staff Regulation and Permitting Section (RPS)
	5.1 Review the inspection report and submit recommendation to CENRO	None	2 hours	Chief, RPS
	5.2 Receive and review the application documents and inspection report. Approve the recommendation. Sign the endorsement to PENRO	None	2 hours	CENR Officer
	5.3 Record and release the application supporting documents and endorsement to PENR Office	None	2 days or less depending on the location of PENR Office	Receiving/Releasing Clerk CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
PENRO	5.4 Receive documents and forward to Chief, Technical Services Division (TSD)	None	1 hour	<i>Receiving/Releasing PENRO Records Section</i>
	5.5 Review, evaluate application and prepare memorandum endorsement to Regional Office thru Chief, TSD for countersigning	None	5 hours	<i>Chief/Staff Concerned Unit/Section Chief, TSD</i>
	5.6 Review and sign the memorandum endorsement for the Regional Executive Director	None	2 hours	PENR Officer
	5.7 Record and release the application and supporting documents	None	3 days or less depending on the location of Regional Office	Receiving/Releasing Clerk PENRO Records Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
REGIONAL OFFICE	5.8 Receive and record application documents and forward to Regional Executive Director	None	1 hour	Ma. Antonette B. Nuñez Receiving/Releasing Regional Office Records Section
	5.9 Refer the application documents to Office of the Assistant Regional Director for Technical Services	None	1 hour	Arturo E. Fadriquela Office of the Regional Executive Director
	5.10 Receive and forward application documents to Licenses Patents and Deeds Division	None	1 hour	Atty. Dario O. Suarez Assistant Regional Director for Technical Services
	5.11 Receive, review and refer application documents to Forest Utilization Section	None	2 hours	Estela M. Polinar Chief, Licenses Patents and Deeds Division
	5.12 Receive and record application documents and forward to Chief, FUS	None	30 minutes	Irma Cabaluna Receiving/Releasing Clerk FUS
	5.13 Evaluate the completeness and correctness of the submitted requirements based on the checklist	None	5 hours	Ramil Espina Chief, Forest Utilization Section/ Action Officer
	5.14 Recommends for the conduct of field verification/inspection and prepares report of inspection, Certificate of Registration as lumber dealer and memorandum recommending the approval and	None	5 days or less depending on the location of the area	Ramil Espina Chief, Forest Utilization Section/Action Officer



	submit the same to Chief, LPDD			
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	5.15 Review the report and other supporting documents and affix his/her initial on the Certificate of Registration as Lumber Dealer	None	2 hours	Estela M. Polinar <i>Chief, Licenses Patents and Deeds Division</i>
	5.16 Approve the memorandum endorsement, initial the COR as lumber dealer and forward for RED's signature	None	2 hours	Atty. Dario O. Suarez <i>Assistant Regional Director for Technical Services</i>
	5.17 Sign/approve the Certificate of Registration as Lumber Dealer for new and renewal and forward to Records	None	1 day	Arturo E. Fadriquela <i>Office of the Regional Executive Director</i>
	5.18 Record and release the approved permit to the proponent by mail/pick up, copy furnished to PENRO and CENRO	None	2 hours	Ma. Antonette B. Nuñez <i>Receiving/Releasing Regional Office Records Section</i>
CENRO SUB-TOTAL		Php 2, 116.00	10 days & 9 hours	
PENRO SUB-TOTAL		None	3 days & 8 hours	
REGIONAL OFFICE SUB-TOTAL		None	6 days, 16 hours & 30 minutes	
TOTAL		Php 2,116.00	20 days, 9 hours & 30 minutes	

*



CITIZEN'S CHARTER No. R8-F-11. PROVISION FOR TECHNICAL ASSISTANCE IN RELATION TO SEEDLING REQUEST.

This Service is made upon request of the public to provide assistance conducted in relation to seedling request within Regional Office VIII.

Office or Division	NGP Regional Coordinating Office, Conservation and Development Division, DENR- Region VIII			
Classification	Complex			
Type of Transaction	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government			
Who may avail:	Internal and External			
Checklist of Requirements		Where to Secure		
1. Request letter		Requesting Party		
Clients Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Submits letter request addressed to the Regional Executive Director of DENR-Region VIII thru the NGP Coordinating Office	1. Receives the letter and forwards to the Office of the Regional Executive Director for appropriate action.	None	10 Min.	Ma. Antonette B. Nuñez Receiving/Releasing Regional Office Records Section
	2. Refers document for action to the Regional NGP Coordinator, National Greening Program.	None	15 Min.	Ma. Antonette B. Nuñez Receiving/Releasing Regional Office Records Section



Clients Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
	3. Refers Action to the assigned Action Officer for appropriate action.	None	15 Min.	Marissa C. Cebuano NGP Coordinator
	4. The Action Officer reviews and evaluates the document. If; how many seedlings requested, seedlings requested available in the Nursery, and assess the location of the proposed planting site.	None	30 Min.	Ariel N. Macalalag NGP Tech. Staff (Action Officer)
	5. If requesting party are private planters and the seedling is available proceed to step 8.	None	5 Min.	Marissa C. Cebuano NGP Tech. Staff (Action Officer)
	6. If requesting party requires technical assistance for provision of seedlings as well as identification of planting site it will be referred to CENROs with jurisdiction.	None	15 Min.	Marissa C. Cebuano NGP Tech. Staff (Action Officer)
	7. Notify the client that request was indorsed to Field Office/ CENRO.	None	10 Min.	Marissa C. Cebuano NGP Tech. Staff (Action Officer)



Clients Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
	8. The action Officer will prepare provision of seedlings or Request and Issue Slip (RIS) 3 copies.	None	20 Min.	Ariel N. Macalalag Kennie Gerones NGP Tech. Staff (Action Officer)
	9. Review and Approval of Request and Issue Slip (RIS) 3 copies.	None	10 Min.	Marissa C. Cebuano Regional/CENRO NGP Coordinator
	10. The Action Officer coordinate/notify the client for approval of request and schedule for the release of Request and Issue Slip (RIS), Tree Planting Activity Report Form (1 copy and to be submitted after the activity via email or hand-carry) and hauling of seedlings.	None	20 Min.	Marissa C. Cebuano NGP Tech. Staff (Action Officer)
2. Receive the Request and Issue Slip (RIS) and Tree Planting activity Form at the Regional NGP Coordinating Office	11. Release of Request and Issue Slip (RIS) and Tree Planting Activity Form.	None	15 Min.	Kennie Gerones NGP Tech. Staff (Action Officer)



Clients Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
3. Get the requested seedlings at the Regional/Clonal Nursery	12. Release of seedling per Seedling Request and Issue Slip (RIS) received by the client and assist in the hauling from the Regional Office Nursery/Clonal Nursery	None	15 Min.	Kennie Gerones Nursery In-charge/ Farm Worker
	TOTAL	NONE	3 HOURS	

Note: Travel time from the Regional Office to the Regional Nurseries is not included. Also, time span in hauling of seedlings which is dependent to pleasure of the requesting party to transport the requested seedlings. Time of Notification to requesting party depends if they can be reached thru cellphones easily.



CITIZEN'S CHARTER NO. R8-F-12. PROCESSING AND ENDORSEMENT OF WOOD PROCESSING PLANT (WPP) PERMIT (NEW)

Wood Processing Plant (WPP) Permit is the permit to operate Wood Processing Plant and other wood industry establishments.

Office or Division:	DENR CENRO to Regional Office	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen	
Who may avail:	WPP permit holders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished application form		Requesting Party
2. Application permit/permit fee (Official receipt as proof of payment)		Requesting Party
3. Copy of Certificate of Registration, Articles of Incorporation, Partnership or Corporation, as the case may be		Requesting Party
4. Authorization issued by the Corporation, Partnership or Association in favor of the person signing the application		Requesting Party
5. Feasibility Study/Business Plan		Requesting Party
6. Business Permit issued by the Municipal/City Mayor		C/MLGU
7. Copy of the Environmental Compliance Certification (ECC) issued by the Environmental Management Bureau (EMB) and all pertinent permits and requirements stipulated therein;		EMB
8. Proof of sustainable sources of legally cut logs for a period of at least 5 years, supported by the following:		Requesting Party
1. For Local Wood Raw Materials:		
1.1 At least 5% Tree Inventory of the forest/private tree plantation that includes under oath, narrative report, tally sheets, stand and stock table, geotagged photographs, and map of the area		Requesting Party/CENRO/Implementing PENRO
1.2 Electronic Copy of the inventory data in MS Excel format		Requesting Party/CENRO/Implementing PENRO



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.3 Under Oath validation report of the PENRO/RO as to the availability and sustainability of the volume of raw materials covered by a Log Supply Contract duly approved by the Regional Executive Director (RED)	PENRO/RO
1.4 In case the source of raw materials is coming from the forest plantations a copy of tenure instrument (i.e. IFMA,CBFMA etc) a copy of harvesting permit	Requesting Party
1.5 In case the source of raw materials is coming from private tree plantations, a copy of Certificate of Tree Plantation Ownership (CTPO or Private Tree Plantation Registration (PTPR) and corresponding Map of the area	Requesting Party
1.6 Monthly Production and Disposition Report duly attested by the CENRO	Requesting Party/CENRO/Implementing PENRO
2. For Imported Wood Materials:	
2.1 Certificate of Registration as Log/Veneer/Lumber Importer	Requesting Party
2.2 Original copy of Log/Veneer/Lumber Supply Contract duly approved by the concerned Regional Executive Director	Requesting Party/RO
9. For individual persons, documents reflecting proof of Filipino Citizen such as Birth Certificate or Naturalization	PSA
10. Evidence of ownership of machineries	Requesting Party
11. GIS generated map with correspong geotagged photos showing the location of WPP	Requesting Party/CENRO/Implementing PENRO
12. Certification from the Regional Office that the WPP is not within the illegal hotspot area	DENR-RO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit application form and supporting documents	1. Check completeness of application and supporting documents, receive and forward the application to Deputy CENR Officer/CENR Officer	None	1 hour and 30 minutes	Receiving/Releasing Clerk/OD
2. Receive Order of Payment and pay the required fees)	1. Prepare Order of Payment 2. Accept payment and issue Official Receipt (OR)	None Php 600.00/Application fee Php 36.00/Oath fee Php 720.00/cu.m but not less than 6,000 (if cash)/Performance bond Annual License/Permit fees: - Php 900.00 (DRC below 24 cu.m.) - Php 1,080 (DRC 24-27 cu.m.) - Php 1,200 (DRC above 47 cu.m.)	20 minutes 1 hour	<i>RPS Technical Staff</i> <i>Credit Officer</i>
3. Receive OR	3. Receive, review and refer the application to Chief, RPS	None	1 hour	<i>Deputy CENR Officer/CENR Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4. Review and refer the application documents to the action man	4. Receive and review the application and assign technical personnel to conduct the inspection	None	2 hours	Chief, RPS
5. Guide/Accompany the technical staff to the plant	5. Conduct inspection of the establishment (Wood Processing Plant subject for renewal) and prepare report with attachments (map, geotagged photos and inventory of stock balance with tally sheet and stand and stock table) and endorse to PENRO, forward to Chief, RPS	None	8 days or less depending on the location of the area	Technical Staff Regulation and Permitting Section (RPS)
	5.1 Review the inspection report and submit recommendation to CENRO	None	2 hours	Chief, RPS
	5.2 Receive and review the application documents and inspection report. Approve the recommendation. Sign the endorsement to PENRO	None	2 hours	CENR Officer
	5.3 Record and release the application supporting documents and endorsement to PENR Office	None	2 days or less depending on the location of PENR Office	Receiving/Releasing Clerk CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
PENRO	5.4 Receive documents and forward to Chief, Technical Services Division (TSD)	None	1 hour	<i>Receiving/Releasing PENRO Records Section</i>
	5.5 Review, evaluate application and prepare memorandum endorsement to Regional Office thru Chief, TSD for countersigning	None	5 hours	<i>Chief/Staff Concerned Unit/Section Chief, TSD</i>
	5.6 Review and sign the memorandum endorsement for the Regional Executive Director	None	2 hours	PENR Officer
	5.7 Record and release the application and supporting documents	None	3 days or less depending on the location of Regional Office	Receiving/Releasing Clerk PENRO Records Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
REGIONAL OFFICE	5.8 Receive and record application documents and forward to Regional Executive Director	None	1 hour	Ma. Antonette B. Nuñez <i>Receiving/Releasing Regional Office Records Section</i>
	5.9 Refer the application documents to Office of the Assistant Regional Director for Technical Services	None	1 hour	Arturo E. Fadriquetla <i>Office of the Regional Executive Director</i>
	5.10 Receive and forward application documents to Licenses Patents and Deeds Division	None	1 hour	Atty. Dario O. Suarez <i>Assistant Regional Director for Technical Services</i>
	5.11 Receive, review and refer application documents to Forest Utilization Section	None	2 hours	Estela M. Polinar <i>Chief, Licenses Patents and Deeds Division</i>
	5.12 Receive and record application documents and forward to Chief, FUS	None	30 minutes	Irma Cabaluna <i>Receiving/Releasing Clerk/FUS</i>
	5.13 Evaluate the completeness and correctness of the submitted requirements based on the checklist	None	5 hours	Ramil Espina <i>Chief, Forest Utilization Section/Action Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	5.14 Recommends for the conduct of field verification/inspection and prepares report of inspection, CSW and memorandum endorsement for the SEC thru USEC and Attention FMB Director, submit the same to Chief, LPDD	None	5 days or less depending on the location of the area	Ramil Espina Chief, Forest Utilization Section/Action Officer
	5.15 Review the report and other supporting documents and affix his/her initial on the Memorandum endorsement	None	2 hours	Estela M. Polinar Chief, Licenses Patents and Deeds Division
	5.16 Review/initial the memorandum endorsement and forward for RED's signature	None	2 hours	Atty. Dario O. Suarez Assistant Regional Director for Technical Services
	5.17 Sign/approve the Memorandum Endorsement for SEC and forward to Records	None	1 day	Arturo E. Fadriquela Office of the Regional Executive Director
	5.18 Record and release the memorandum endorsement for FMB	None	2 hours	Ma. Antonette B. Nuñez Receiving/Releasing Regional Office Records Section
CENRO SUB-TOTAL		Php 2, 116.00	10 days, 9 hours & 50 minutes	
PENRO SUB-TOTAL		None	3 days & 8 hours	
REGIONAL OFFICE SUB-TOTAL		None	6 days, 16 hours & 30 minutes	
TOTAL		Php 2,116.00	20 days, 10 hours & 20 minutes	



DENR CENR, PENR AND REGIONAL OFFICES
Land
(External Services)



CITIZEN'S CHARTER NO. R8-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	30 min.	<i>Receiving/Releasing Clerk</i> Implementing PENRO/CENRO Records Unit
1.1. None	1.1. Receive request and prepare Order of Payment	None	30 min.	<i>Technical Staff</i> Regulation and Permitting Section (RPS)
1.2. None	1.2. Approve Order of Payment and forward the same to client.	None	10min.	<i>Accountant</i> <i>(Implementing PENRO)</i> <i>CENRO or Designated Representative</i>
2. Receive Order of Payment and pay corresponding fee.	2. Receive payment and issue and photocopy Official Receipt.	Certification Fees Php 25.00	30 min.	<i>Bill Collector</i> Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Receive Official Receipt and forward the same to Technical Staff, RPS.	<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	30 min.	<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	15 min.	<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***: Php 25.00	4 days, 3 hours & 25 min.	
			<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. R8-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 land owner requesting for survey authority and authorizing certain private GE to conduct the survey (1 original) <i>or</i>	Land Owner/Geodetic Engineer
1b. Duly accomplished Letter-Request Form from the GE on behalf of his/her client (1 original)	Land Owner/Geodetic Engineer
2. Any proof of claim or acquisition of the property	Land Owner/LGU
<ul style="list-style-type: none"> • Latest, Updated Tax declaration for the last year (1 certified copy) 	Assessor's Office
<ul style="list-style-type: none"> • Deed of Sale (1 photocopy with accompanying Original Copy) 	Land Owner
<ul style="list-style-type: none"> • Extra Judicial Settlement (1 original) 	Land Owner, Private Lawyer, Public Attorney's Office, or LGU
<ul style="list-style-type: none"> • Waiver of Rights (1 original) 	Land Owner



CHECKLIST OF REQUIREMENTS*	WHERE TO SECURE
<ul style="list-style-type: none"> 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	30 min.	<i>Technical Staff</i> Regulation and Permitting Section (RPS)
1.3. None	1.3. Approve Order of Payment and forward the same to client.	None	10 min.	<i>Accountant</i> <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	>Php 200.00 Field Inspection Deposit*	30 min.	<i>Bill collector</i> Cashier
3. Receive OR	3. Photocopy and attach OR in the request, and record OR number in the Survey Authority form. Forward to Chief, RPS/TSD.	None	30 min.	<i>Technical Staff</i> RPS
3.1. None	3.1. Receive request, and assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI)	None	30 min.	<i>Chief</i> RPS/TSD
3.2. None	3.2. Conduct field investigation, prepare and submit Investigation report with recommendation, and forward the same to Chief, RPS/TSD	None	4 days 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	30 min.	<i>Chief</i> RPS/TSD
3.4. None	3.4. Review documents/ reports, and approve and sign Survey Authority	None	30 min.	<i>PENR/CENR Officer</i>
3.5. None	3.5. Assign control number on Survey Authority and enters into the record book	None	30 min.	<i>Records Officer</i> Implementing PENRO/CENRO Records Unit
3.6. None	3.6. Release Survey Authority to client/GE	None	15 min.	<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 & 55min. 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 may be required for Baguio City per DMC 2007-11

Computation:

***Field Inspection Deposit = (11 x H) + (1 x K) + 110**

where

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

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



CITIZEN'S CHARTER NO. R8-L-03. APPLICATION FOR FREE PATENT (AGRICULTURAL)*

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

Office or Division:	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 or by the heirs of the original applicant)	Land Owner/Notary Public
2. Tax declaration in the name of the applicant. If the tax declaration is in the name of the applicant's predecessor-in-interest, any of the following documents shall be presented: <ul style="list-style-type: none"> 2.1. Deed of Sale 2.2. Extra Judicial Settlement 2.3. Waiver of Rights 2.4. Deed of Donation or other form of monuments of ownership 	Assessor's Office Land Owner, Notary Public, or LGU
3. Certification of status of land from LRA, if the municipality is under cadastral proceedings or if there is an old survey (Private and Original Survey) (1 photocopy)	Land Registration Authority (LRA) Central Office, Quezon City
4. Documentary Stamp (to be attached in the application form)	BIR or Post Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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 email 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	<i>LMO / RPS</i> <i>Staff</i> 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	20 min.	<i>Staff</i> CENRO Records Unit
1.2. None	1.2. Approve Order of Payment and forward the same to client.	None	10 min.	<i>CENRO or Designated Representative</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	Php 150.00 Application Fee	30 min.	Bill collector Cashier
3. Receive (OR) and forward the same to Records Unit/Section	3. Accept OR, indicate OR number, amount paid, and date in the application form and forward the application to Chief, RPS	None	1 hour	<i>Staff</i> CENRO Records Unit
3.1. 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	3.4. Posting of Notices in the Barangay Hall and take geo-tagged photo. Simultaneously conduct investigation on the land being applied for.	None	15 days posting of Notices in the municipal bldg. hall & in the brgy. hall where the land applied for is located. (Section 9.2.2.) Notice of posting may also be made in the website in the concerned LGU.	<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 LMO I (Annex E of IRR)	None	3 days	<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	10 days	<i>LMO I/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	<i>Chief TSD</i>
3.14. None	3.14. Sign Order of Approval and Free Patent. Forward to PENRO Records for numbering.	None	1 day	<i>PENR Officer PENRO</i>
3.15. None	3.15. Assign Patent Number/ Indexing, prepare transmittal letter and forward to PENRO for signature.	None	1 day	<i>Records Officer/Staff PENRO Records Section</i>
3.16. None	3.16. Sign transmittal letter and forward to PENRO records for transmittal to			<i>PENR Officer PENRO</i>



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	<i>Liaison Officer</i> PENRO Records Section
CENRO SUB-TOTAL		<i>Php 50.00</i>	<i>64 days (+ 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)</i>	
PENRO SUB-TOTAL		<i>None</i>	<i>10 days as per IRR</i>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
For Implementing PENRO*** SUB-TOTAL		Php 50.00	64 days + 36 days additional due to extreme case + 10 days	
		Php 50.00	130 days maximum	
		+ Transfer fee of Php 10.00 per hectare but not less than Php 100.00, if applicable		
TOTAL:		Php 50.00 – 150.00		
If the approving authority is the PENRO				
Processing of Patent		– 120 calendar days		
Review, Approval/Disapproval of patent		– 5 calendar days		
Transmittal to ROD		– 5 calendar days		

**Application covers below 5 hectares*

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

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



Note:

- *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 the refiling of the same.

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



CITIZEN'S CHARTER NO. R8-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
<ul style="list-style-type: none"> • Tax declaration if applicable (1 certified copy) 	Assessor's Office
<ul style="list-style-type: none"> • Deed of Sale/Deed of donation/Deed of transfer (1 photocopy, present original copy) *if applicable 	Land Owner, Notary Public, or LGU
<ul style="list-style-type: none"> • Extra Judicial Settlement (1 photocopy) *if applicable 	Land Owner, Notary Public, or LGU
<ul style="list-style-type: none"> • 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
10. 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	<i>LMO /</i> RPS <i>Staff</i> CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEE 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	30 min.	<i>Staff</i> CENRO Records Unit
1.2. None	1.2. Approve Order of Payment and forward the same to client.	None	10mins	<i>CENRO or Designated Representative</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	Php 50.00 Application Fee	30 min.	Bill collector Cashier
3. Receive (OR) and forward the same to Records Unit/Section	3. Accept OR, indicate OR number, amount paid, and date in the application form and forward the application to Chief, RPS	None	1 hour	<i>Staff</i> CENRO Records Unit



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	<i>Chief</i> 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	<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	3.4. Posting of Notices in the Barangay Hall and take geo-tagged photo.	None	15 days (per DAO 2010-12)	<i>LMI/DPLI</i> CENRO
3.5. None	3.5. Prepare Certification for the proof of posting and forward to the CENR Officer for Approval	None	2 days	<i>DPLI/LMI</i> 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 LMO I.	None	30 days	<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	10 days	<i>LMO I/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 recommendation.	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	FEEES 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>Php 50.00</i>	<i>78 days (+ up to 32 additional processing days due 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>Php 50.00</i>	<i>78 days + 32 days additional due to extreme case + 10 days</i>	
TOTAL:		Php 50.00 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	

***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:*
 - *200 sq. m. for highly urbanized cities*
 - *500 sq. m. for other cities*
 - *750 sq. m. for first to second class municipalities*
 - *1,000 sq. m. for third and below/all others.*
- *Per RA No. 10023, the **CENR Office is allowed a maximum of 120 calendar days** to process the application of RFPA, while the **PENR Officer is allowed a maximum of five (5) working days** to do the same*








CITIZEN'S CHARTER NO. R8-L-05. PROCEDURE FOR APPROVAL OF SURVEY PLANS THROUGH LAMS PHILIPPINES SYSTEM APPLICATION.





The process applies to the Approval of Survey Plans.

Office or Division:	Surveys and Mapping Division – Original and Other Surveys Section DENR Regional Office VIII		
Classification:	Simple		
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. Transmittal of Survey returns.		Land Records Section (front Desk)	
2. Digital Lodgments Survey Data (DLSD)		Data Server LAMS PHILIPPINES application	
3. Survey Plan (Original)		Assessor's Office & ROD	
4. Field Notes Cover duly notarized with CTC No. date and place of issue.			
5. Traverse Computation/setting of corners			
6. Boundary Computation			
7. Lot Data Computation			
8. Certified true copy of TCT/OCT from ROD (6 months validity)			
9. Latest Tax Declaration (Certified copy from Assessor or by G.E) (6 months validity)			
10. Deed of Sale any forms of conveyance (if any)			
11. Certified Blueprint copy of previous survey (if any) & photocopy of LDC of the mother lot			
12. SPA of authorized representative who signed for conformity on plan			



No.	CUSTOMER ACTIVITY	DENR ACTION	AMOUNT OF FEES	DURATION	PERSON RESPONSIBLE
1	Submit survey returns for verification and approval Upload Digital Land Survey Data (DLSD) in the Kiosk using Geodetic Engineer's license code 	Receive and encode Marginal information Complete survey returns and order of payment 	₱ 20.00 Minimum. Depends on the no. of lots & corners	15 minutes	Thelma C. Calibo <i>Engineering Aide</i> Angelic C. Polic <i>Engineer II</i>
2		Send SMS to the applicant that the transaction was received and in process 		Instantaneous	SYSTEM GENERATED
3		Prepare Order of Payment for verification fee Record/Release Pending SR & Accept Re- Submitted SRs		10 minutes	Melissa S. Centenaje <i>Office Support Staff</i>
4	Pay the verification fee and Payment at the Cashier's Section 	Accept payment and Issue Official receipt, Order of payment and Cash official receipt		5 minutes	Maria Janette B. Regis <i>Credit Officer</i>







No.	CUSTOMER ACTIVITY	DENR ACTION	AMOUNT OF FEES	DURATION	PERSON RESPONSIBLE
5	Official receipt	Record official receipt no., amount paid and date issued on the survey envelope. Forward the survey envelope to the preliminary screening. 		5 minutes	Thelma C. Calibo <i>Engineering Aide</i>
6		Research & Encode lot reference of survey returns <ul style="list-style-type: none"> • If lot has no record on file, return said SR to Front Desk/Data Encoder.  <ul style="list-style-type: none"> • Survey returns shall be forwarded to the Projection/Verification 		10 minutes	Daisy Abasola <i>Math Aide I</i> Rizalido G. Casco, Jr. <i>Cartographer I/ Asst. Sys. Ad., LAMS</i>
7	Request for Certification of No Record Pending Survey Returns/Envelope	Sends sms to Client/GE that said lot has no record on file and inform them to request for Certification of No Record.  		10 minutes	Melissa S. Centenaje <i>Office Support Staff</i>







No.	CUSTOMER ACTIVITY	DENR ACTION	AMOUNT OF FEES	DURATION	PERSON RESPONSIBLE
8		<p>Project and verify to LC Map determine if within A&D or Timberland; with previously approved survey or encroached with adjoining lots</p> <p>↓</p> <ul style="list-style-type: none"> If found not in order, said Survey Returns shall be forwarded to Front Desk/Data Encoder 		30 minutes	<p>Mark Frederick A. Adobo <i>Cartographer II</i></p> <p>Christian C. Bermudo <i>Cartographer I</i></p> <p>Clint A. Balo <i>Math Aide II</i></p> <p>Maria O. Alcaraz <i>EMS I</i></p>
9	Depends on the number of lots contained in SR	<p>↓</p> <ul style="list-style-type: none"> Lot Data Computation, Verification to be forwarded to Final Verification, Depends on the number of lots contained in SR 		50 minutes	<p>Jessica F. Unay <i>Cartographer IV</i></p> <p>Rebecca N. Tan <i>Math Aide II</i></p> <p>Jesebel T. Malibago <i>Cartographer I</i></p>






No.	CUSTOMER ACTIVITY	DENR ACTION	AMOUNT OF FEES	DURATION	PERSON RESPONSIBLE
10	Withdraw Survey Returns/Effect corrections/Submits deficiencies as noted. 	Sends sms to Geodetic Engineer/Clientele as to the status of their submittal. Pending Survey Returns/Survey Envelope 		10 minutes	Melissa S. Centenaje <i>Office Support Staff</i> Sheryl T. Tabor <i>Computer Operator I</i>
11		Final checking/review/countersign of survey returns and referred to the Chief, Original & Other Surveys Section for Recommending verification. If there are still noted deficiencies, forward the same to the Front Desk, otherwise, it will be transmitted to the Chief, Original and Other Surveys Section for initial.		30 minutes	Diana Grace J. Anos <i>Engineer II</i> Angelica C. Polic <i>Engineer II</i> Marcia M. Tolibas <i>Engineer II</i>
12		Recommending Approval of Survey Returns and referred to the Chief Surveys and Mapping Division for recommending approval 		20 minutes	Nila G. Castañares <i>Engr. III/ Chief, OOSS</i>



NO.	CUSTOMER ACTIVITY	DENR ACTION	AMOUNT OF FEES	DURATION	PERSON RESPONSIBLE
13		 Release of SRs to the Chief Surveys & Mapping Division and if found with deficiencies, forward the same to the Front Desk for GE's compliance.		5 minutes	Mary Jean A. Ay-Ay <i>Clerk II</i> Lorna T. Medrano <i>Office Support Staff</i>
14		Signs and recommends for approval of the survey returns. If pending, forward the same to the Front Desk/Data Encoder for GE's compliance. 		20 minutes	Ma. Dioleta C. Vilas <i>Asst. Chief SMD/ DMO IV</i>
15		Release of SRs to the Office of the SMD for approval 		5 minutes	Mary Jean A. Ay-Ay <i>Clerk II</i> Lorna T. Medrano <i>Office Support Staff</i>
16		Sign and approve the survey plan 		20 minutes	Engr. Ramon S. Unay <i>Chief, SMD</i>



NO.	CUSTOMER ACTIVITY	DENR ACTION	AMOUNT OF FEES	DURATION	PERSON RESPONSIBLE
17		Send SMS to Clienteles/Geodetic Engineers that the survey plan has been approved or pending for compliance. 		Instantaneous	SYSTEM GENERATED
18		Assignment of Survey Number of the approved Survey Plan/Final lettering & Corrections of plans & Forwarded to Front Disk 		10 minutes	Johnmar D. Flores <i>Office Support Staff</i> Maria O. Alcaraz <i>EMS I</i>
19	Request or Secure Sepia and Blue print copies of Approved Survey Plan  Special Power of Attorney from G.E Memorandum List approved survey plan	Release approved survey plan G.E/Clienteles Transmit the Complete Survey Records /Survey Returns of the approved survey plan to the Land Records Section for filing and safe keeping.		10 minutes	(CARP) Melissa S. Centenaje <i>Office Support Staff</i> (ISOLATED) Sheryl T. Tabor <i>Computer Operator I</i>
TOTAL			₱ 20.00 minimum	2 hours 65 mins.	



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



CITIZEN'S CHARTER NO. R8-B-01. CERTIFICATE OF WILDLIFE REGISTRATION

Office or Division:	Licenses Patents and Deeds Division, DENR Regional Office VIII, Tacloban City			
Classification:	Highly Technical			
Type of Transaction	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	Internal: Permanent Employees of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Regional and Central Offices), attached Agencies External: External Clientele who are authorized party or representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished application form (to be secured at the DENR Regional office);			Requesting party	
2. Documentary stamp (to be affixed on the Certificate of Wildlife Registration);			Requesting party	
3. Inventory List of Wildlife;			Concerned CENRO	
4. Registration fee;			Requesting party	
5. Proof for the legal acquisition of wildlife;			Requesting party	
6. Inspection Report (inspection of facility and inventory of wildlife using the prescribed form)			Regional Office (Joint inspection of RO, PENRO and CENRO Representative)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submission of requirements and forward to the receiving /releasing clerk	Received the submitted requirements, stamp the date and time on documents and forward all documents to CENRO	none	30 min.	<i>CENRO Receiving Clerks</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Referral of Application, together with its documents to RPS		30 min.	<i>RPS, Chief Wildlife permitting Section of CENRO</i>
	Forward Memorandum-Endorsement of Application including with its supporting documents to PENRO		15 min.	<i>CENR Officer/CENRO Releasing Clerk</i>
	Receive by PENRO Receiving Clerk		15 min.	<i>PENRO Receiving Clerk</i>
	Referral of Application, together with its documents to TS		30 min.	<i>PENRO Office</i>
	Evaluate/Review Documents conducted by PENRO		3 days	<i>PENRO Technical Service Division Chief</i>
	Forward Memorandum-endorsement of the Application including supporting documents to the Regional Office		30 min.	<i>PENRO and CENRO Releasing Clerk</i>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Receives the submitted requirements, stamp the date and time on documents and forward all documents to LPDD Chief		30 min.	Dadiva Aura Abella Receiving/ Receiving Clerk Licenses Patents and Deeds Division
	Refers the documents to WRPS for processing		30 min.	Estela M. Polinar Chief, LPDD Licenses Patents and Deeds Division
	Evaluates the documents, if the documents are in order prepare CWR, endorsement to the RED, PENRO and letter to the permittee		2 days, 4 hours & 45 minutes	Lanie S. Lepasana DMO II/ Action Officer Wildlife Resources and Permitting Section (WRPS) Teresa M. Sollano Chief, Wildlife Resources and Permitting Section (WRPS) Licenses Patents and Deeds Division
	Conduct inspection of the Facility and Inventory of Wildlife species for Registration		5 days, 7 hours and 30 min.	WRPS, PENRO & CENRO Representative
Payment of Fees	Receive payment of Permit Fees	P 50.00	15 min.	Ma. Janette B. Regis Regional Office Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Reviews and initial the endorsement, and CWR for the signature of the ARD for Technical Services		7 hours	Estela M. Polinar <i>Chief, LPDD Licenses Patents and Deeds Division</i>
	Reviews and initial the endorsement and CWR for the signature of the Regional Executive Director		5 Hours & 30 min.	Atty. Dario O. Suarez <i>ARD for Technical Services, Office of the ARD for Technical Services</i>
	Signs the Endorsements and CWR and receive by client and indorse to client		5 Hours & 30 min.	Arturo E. Fadriquela <i>Regional Executive Director, Office of the Regional Executive Director</i>
TOTAL:			14 days	



Note:

This service is under the following laws:

- R.A. No. 9147
- DAO No. 2004-15
- Joint DENR-DA-PCSD AD #01, s. 2004, May 18, 2004
- DAO 2004-58, August 31, 2004
- DAO 2004-60, September 27, 2004
- DAO 2004-62, October 12, 2004
- TB No. 2013-04, May 21, 2013



CITIZEN'S CHARTER NO. R8-B-02. WILDLIFE FARM PERMIT

Office or Division:	Licenses Patents and Deeds Division, DENR Regional Office VIII, Tacloban City	
Classification:	Highly Technical	
Type of Transaction	G2C – Government to Citizen G2G - Government to Government	
Who may avail:	Internal: Permanent Employees of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Regional and Central Offices), attached Agencies External: External Clientele who are authorized party or representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished application form (to be secured at the DENR Regional office);		Requesting party
2. Documentary stamp (to be affixed on the Wildlife Farm Permit);		Requesting party
3. Inventory List of Wildlife;		Requesting party
4. Copy of Certificate of Registration from appropriate Government Agencies such as the Security of Exchange Commission (SEC), Cooperative Development Authority (CDA), etc.		Requesting party
5. Proof of Scientific expertise (list of qualification and manpower);		Requesting party
6. Financial plan showing the financial capability to go into breeding;		Requesting party
7. Proposed facility design;		Requesting party
8. Prior Clearance from the affected communities, i.e. concerned LGU		Concerned LGU



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submission of requirements and forward to the receiving /releasing clerk	Received the submitted requirements, stamp the date and time on documents and forward all documents to CENRO	none	30 min.	<i>CENRO Receiving Clerks</i>
	Referral of Application, together with its documents to RPS		30 min.	<i>RPS, Chief Wildlife permitting Section of CENRO</i>
	Forward Memorandum-Endorsement of Application including with its supporting documents to PENRO		15 min.	<i>CENR Officer/CENRO Releasing Clerk</i>
	<i>Received by PENRO Receiving Clerk</i>		15 min	<i>PENRO Receiving Clerk</i>
	Referral of Application, together with its documents to TS		30 min.	<i>PENRO Office</i>
	Evaluate/Review Documents conducted by PENRO		3 days	<i>PENRO Technical Service Division Chief</i>
	Forward Memorandum-endorsement of the Application including supporting documents to the Regional Office		30 min.	<i>PENRO and CENRO Releasing Clerk</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Receives the submitted requirements, stamp the date and time on documents and forward all documents to LPDD Chief		30 min.	Dadiva Aura Abella <i>Receiving/ Receiving Clerk Licenses Patents and Deeds Division</i>
	Refers the documents to WRPS for processing		30 min.	Estela M. Polinar <i>Chief, LPDD Licenses Patents and Deeds Division</i>
	Evaluates the documents, if the documents are in order prepare CWR, endorsement to the RED, PENRO and letter to the permittee		2 days, 4 hours & 45 minutes	Lanie S. Lepasana <i>DMO II/ Action Officer Wildlife Resources and Permitting Section (WRPS)</i> Teresa M. Sollano <i>Chief, Wildlife Resources and Permitting Section (WRPS) Licenses Patents and Deeds Division</i>
	Conduct inspection of the Facility and Inventory of Wildlife species for Registration		6 days, 7 hours and 30 min.	<i>WRPS, PENRO & CENRO Representative</i>
Payment of Fees	Receive payment of Permit Fee Processing Fee	P 2,500.00 500.00	15 min.	Ma. Janette B. Regis <i>Regional Office Cashier</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Reviews and initial the endorsement, and WFP for the signature of the ARD for Technical Services		7 hours	Estela M. Polinar Chief, LPDD Licenses Patents and Deeds Division
	Reviews and initial the endorsement and WFP for the signature of the Regional Executive Director		7 Hours & 30 min.	Atty. Dario O. Suarez ARD for Technical Services, Office of the ARD for Technical Services
	Signs the Endorsements and WFP and receive by client and indorse to client		5 Hours & 30 min.	Arturo E. Fadriquela Regional Executive Director, Office of the Regional Executive Director
TOTAL:			15 days, 2 hours	

Note:

This service is under the following laws:

- R.A. No. 9147
- DAO No. 2004-15
- Joint DENR-DA-PCSD AD #01, s. 2004, May 18, 2004
- DAO 2004-58, August 31, 2004
- DAO 2004-60, September 27, 2004
- DAO 2004-62, October 12, 2004
- TB No. 2013-04, May 21, 2013



CITIZEN'S CHARTER NO. R8-B-03. ISSUANCE OF LOCAL TRANSPORT PERMIT (Wildlife)

Permit authorizing individual to bring, carry or ship wildlife, by-products or derivatives acquired from legal sources from the point of origin to final destination within the country.

Office or Division:	DENR CENRO / Implementing PENRO			
Classification:	Simple to Complex			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Any Filipino citizen/private corporation/government agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished application form;			CENR/PENRO Office	
2. Documents supporting the legal possession or acquisition of wildlife;			Requesting Party	
3. Phytosanitary Certificate (for plants) or Veterinary Quarantine Certificate (for animals) from the concerned DA Office.			Bureau of Plant Industry (BPI)/Bureau of Animal Industry (BAI)	
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	None	30mins.	<i>Technical Staff Regulation and Permitting Section (RPS)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	1.1. Receive application and forward to CENRO/Implementing PENRO	None	10mins	<i>Receiving/Releasing Clerk Records Unit</i>
2. Pay corresponding fee	2. Prepare and issue Order of payment; Accept payment and issue Official Receipt	Permit Fee: Php 100.00	30mins	<i>Staff Regulation and Permitting Section (RPS) Bill collector/Cashier/Credit Officer</i>
	2.1 Review and refer the application to TSD/Chief, RPS	None	1hour	<i>CENRO / Implementing PENRO</i>
	2.2 Receive and review the application, and assign inspection team to conduct site inspection	None	30mins	<i>Chief, RPS</i>
3. Guide/accompany the inspection team to the site	3. Conduct inspection /Inventory of wildlife and submit inspection report to Chief, RPS prepare two (2) copies of LTP (with complete requirements). Initial on the file copy	None	3 days or less depending on the location of the area	<i>Inspection Team</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3.1 Receive and evaluate the inspection report/application, supporting documents. Initial on the file copy of LTP	None	2 hours	Chief, RPS
	3.2 Review the application, Initial on the LTP file copy	None	2 hours	Chief RPS / TSD/ CENRO
	3.3 Transmit the application together with the complete documents to the PENRO	None	1 day	CENRO Liaison Officer
	3.4 Approve/sign the LTP	None	1hour	PENRO / Implementing PENRO
	3.5 Release the approved LTP. Copy furnished concerned Regional/Field Office(s)	None	30mins.	Receiving/Releasing Clerk PENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEEs TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4. Release of approved LTP	4. Release the approved LTP to the client	None	5 mins	<i>Releasing Clerk</i>
	4.1 Provide copy of Client Satisfaction Survey Form to be filled out by the client upon receipt of permit	None	0 min.	<i>Releasing Clerk</i>
TOTAL :		Php 100.00	4 days, 8 hours and 15 minutes	



CITIZEN'S CHARTER NO. R8-B-04. AFFIDAVIT OF UNDERTAKING (AU), MEMORANDUM OF AGREEMENT (MOA) WITH THE DENR AND ISSUANCE OF GRATUITOUS PERMIT (GP)

Gratuitous Permit 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.

Office or Division:	Licenses Patents and Deeds Division, DENR Regional Office VIII, Tacloban City		
Classification:	Complex		
Type of Transaction	G2C – Government to Citizen G2G - Government to Government		
Who may avail:	General: Individual, Academe, Research Institution, or Organization Specific: 1. <u>For conduct of Scientific Research on wildlife</u> - Foreign Entity/Institution/Individual or a Filipino Citizen affiliated with a foreign institution 2. <u>For Conservation Breeding or Propagation Activities and other Wildlife Conservation/Research Projects</u> - Local Non-Government/Academic Institutions 3. <u>For purposes of thesis and dissertation</u> - Students affiliated with local academic institutions and other government initiated or implemented research or scientific projects		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Research Project Proposal		Applicant/Requesting Party	
2. Institution’s Profile, if applicable;		Applicant/Requesting Party	
3. Endorsement Letter - If Institution - Head of the Institution, or - If individual researcher - from the recognized expert or a research institution or a conservation organization; - If student applicant - from concerned dean		Applicant/Requesting Party	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Payment of application and processing fees	Applicant/Requesting Party
5. In case collection of wildlife is necessary - prior clearance from the affected neighborhood/communities, i.e. concerned LGUs, recognized head of the indigenous people in accordance with RA 8371, or Protected Area Management Board	LGU, NCIP/PAMB
Additional Requirements for Conservation Breeding or Propagation Activities, and other Wildlife Conservation/Researched Projects	
1. Affidavit of Undertaking by the applicant shall be submitted to the RED concerned. 2. Habitat rehabilitation, protection and management plan for re-introduction and restocking of captive-bred/propagated individuals (for conservation breeding projects only)	Applicant/Requesting party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the request/application with complete supporting documents directly to Regional Office or thru PENRO/CENRO	1.1. Receive the application/documents, stamp the date, assign control number and log the same in the Division's Tracking System. 1.2. Forward the application/documents to the Chief, LPDD	none	5 min.	Dadiva Aura Abella <i>Receiving/Releasing Clerk Licenses Patents and Deeds Division (LPDD)</i>
	2. Review and refer the application to Chief, WRPS	none	5 min.	Estela M. Polinar <i>Chief, LPDD Licenses Patents and Deeds Division</i>
	3. Receive, review, schedule inspection and assign to personnel concerned the application/documents for processing.	none	5 min.	Teresa M. Sollano <i>Chief, Wildlife Resources and Permitting Section Licenses Patents and Deeds Division</i>
	Evaluation of the completeness of the submitted requirements	none	1 day	Lanie S. Lepasana <i>DMO II/ Action Officer Wildlife Resources and Permitting Section</i>



CLIENT STEPS	AGENCY ACTION		FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	If the applicant documents are found in order prepare and approve order of Payment and forward the same to the requesting party	In case the requirements are not complete , the application shall be returned immediately informing the applicant of the deficiencies	none	5 min.	Lanie S. Lepasana DMO II/ Action Officer Wildlife Resources and Permitting Section Teresa M. Sollano Chief, Wildlife Resources and Permitting Section Licenses Patents and Deeds Division Estela M. Polinar Chief, LPDD Licenses Patents and Deeds Division
	Accept payment and issue official receipt		GP- Php100.00	5 min.	Ma. Janette B. Regis Credit Officer Cashiering Section
	Process document/Prepare the GP/MOA and endorsement for review of the chief, LPDD		none	Within 3 days	Lanie S. Lepasana DMO II/ Action Officer Wildlife Resources and Permitting Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
				Teresa M. Sollano <i>Chief, Wildlife Resources and Permitting Section Licenses Patents and Deeds Division</i>
	Reviews and initial the endorsement, and MOA/GP for the signature of the ARD for Technical Services		30 min	Teresa M. Sollano <i>Chief, Wildlife Resources and Permitting Section Licenses Patents and Deeds Division</i> Estela M. Polinar <i>Chief, LPDD Licenses Patents and Deeds Division</i>
	Reviews and initial the endorsement and MOA/GP for the signature of the Regional Executive Director		10 min.	Atty. Dario O. Suarez <i>ARD for Technical Services, Office of the ARD for Technical Services</i>
	Signs the Endorsement and MOA/GP		5 min.	Arturo E. Fadriquela <i>Regional Executive Director, Office of the Regional Executive Director</i>
TOTAL:		Ph/100.00	4 days, 1 hour & 10 min.	



CITIZEN'S CHARTER NO. R8-B-05. ISSUANCE OF SPECIAL LOCAL TRANSPORT PERMIT (SLTP) (Wildlife)

This permit authorizing any person or entity with a valid Wildlife Special Use Permit (WSUP) may apply for a Special Local Transport Permit (SLTP) for the in-country conveyance of accredited/registered wildlife, wildlife by-products and/or derivatives therefrom for shows, exhibitions and educational purposes, such as training, teaching and similar learning events. An SLTP shall authorize the multiple journey and round-trip transport of wildlife, wildlife by-products and/or derivatives specified therein from the facility of origin to place/s of destination and vice-versa for a period not to exceed three (3) months.

Note: Each transport shall be accompanied by the original copy of the WSUP, invitation or engagement letter, contract or written agreement indicating the date and venue of the show, exhibition or educational event.

Office or Division:	DENR PENRO Office
Classification:	Simple to Complex
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	Wildlife Farm Permit (WFP)/Certificate of Wildlife Registration (CWR Holder)
CHECKLIST OF REQUIREMENTS	
1. Duly accomplished application form;	PENRO Office
2. Certified true copy of the WSUP and other document/s supporting the legal possession/acquisition of the wildlife species/specimen for WSUP; and	Regional Office
3. Copy of an invitation or engagement letter, contract or written agreement indicating the date and venue of the show, exhibition or educational event.	The facilitator of the exhibit



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	None	30mins.	<i>Technical Staff Regulation and Permitting Section (RPS)</i>
	1.1. Receive application and forward to PENRO/CENRO	None	10 mins	<i>Receiving/Releasing Clerk PENRO Records Unit</i>
2. Pay corresponding fee.	2. Prepare and issue Order of payment Accept payment and issue OR	Application and Processing Fee: Php 300.00 Inspection Fee: Php 500.00 Permit Fee: 1 week or less: Php 200 2 weeks: Php 250 3 weeks: Php 300 1 month: Php 500 2 months: Php 750 3 months: Php 1,000.00 None	30mins	<i>Staff Regulation and Permitting Section (RPS)</i> <i>Bill collector/Cashier/Credit Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	2.1. Review and refer the application to TSD/Chief, RPS	None	1 hour	<i>PENR Officer</i>
	2.2. Receive and review the application, and assign inspection team to conduct site inspection	None	30mins	<i>Chief, RPS</i>
3. Guide/accompany the inspection team to the site	3. Conduct inspection/inventory of wildlife and submit inspection report to Chief, RPS prepare two (2) copies of SLTP (with complete requirements). Initial on the file copy	None	3 days or less depending on the location of the area	<i>Inspection Team</i>
	3.1. Receive and evaluate the inspection report/application, supporting documents. Initial on the file copy of SLTP.	None	2 hours	<i>Chief, RPS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3.2. Review the application, Initial on the SLTP file copy.	None	2 hours	<i>TSD</i>
	3.3 Transmit the application together with the complete documents to the PENRO	None	1 day	<i>CENRO Liason Officer</i>
	3.4 Approve/sign the LTP	None	1 hour	<i>PENRO / Implementing PENRO</i>
	3.5 Release the approved LTP. Copy furnished concerned Regional/Field Office(s)	None	30mins.	<i>Receiving/Releasing Clerk PENRO Records Unit</i>
4. Release of approved SLTP	4. Release the approved SLTP to the client	None	5 mins	<i>Releasing Clerk</i>
	4.1 Provide copy of Client Satisfaction Survey Form to be filled out by the client upon receipt of permit	None	0 min.	<i>Releasing Clerk</i>
TOTAL :			4 days, 8 hours and 15 minutes	



CITIZEN'S CHARTER NO. R8-B-06. APPLICATION FOR PROTECTED AREA MANAGEMENT BOARD (PAMB) CLEARANCE FOR CONDUCT OF RESEARCH ON MARINE ECOSYSTEM/SPECIES DENSITY/SIGHTING

Description: This PAMB Clearance is made upon request of the proponents of Projects with in Protected Areas. The purpose for the request for PAMB Clearance is to confirm if the project will proceed or cancelled.

Office or Division:	Protected Area Management and Biodiversity Conservation Section, Conservation and Development Division, DENR-R8 Regional Office			
Classification:	Simple to Complex			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	External: Proponents of Projects within the Protected Area			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Project proposal/Feasibility Study/Research Proposal (1 original)		Requesting Party		
2. Request letter for PAMB Clearance (1 original)		Requesting Party		
Additional if from the Government Sector				
3. Official Letter Request (1 original)		Requesting Party		
Additional if Requesting Party is a representative				
4. SPA for representative (1 original, notarized)		Requesting Party, Private Lawyer or Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Regional Office to PENRO				
1. Submission of project/research proposal and letter request for PAMB clearance by the proponent to DENR Receiving Clerk	1. Receive documents and forward to the Office of the Regional Executive Director	None	5 mins.	Ma. Antonette B. Nuñez Receiving/Releasing Clerk RO Records Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.1	1.1. Receive, and check the completeness of submitted requirements, stamp the date and time on documents and refers to RED for evaluation	None	5 mins.	Aileen S. Ocado <i>Receiving Clerk</i> Office of the Regional Executive Director
1.2 None	1.2 Evaluates and refers to ARD-TS for evaluation and appropriate action	None	2 hrs.	Arturo E. Fadriquela <i>Regional Executive Director</i> Regional Office
1.3 None	1.3 Records and forwards all documents to ARD-TS	None	5 mins.	Aileen S. Ocado <i>Receiving Clerk</i> Office of the Regional Executive Director



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.4 None	1.4 Receives and records the document. Refers the documents to ARD-TS for evaluation	None	5 mins.	Niña Maridel A. Calimba <i>Receiving Clerk</i> Office of ARDTS
1.5 None	1.5 Evaluates and refers to CDD for evaluation and appropriate action	None	2 hrs.	Atty. Dario O. Suarez Assistant Regional Executive Director for Technical Services
1.6 None	1.6 Forwards the request to CDD	None	5 min.	Niña Maridel A. Calimba <i>Receiving Clerk</i> Office of ARDTS
1.7 None	1.7 Receives, records, and forwards the document to the CDD Chief	None	5 min.	Luz Viernes <i>Receiving/Releasing Clerk (CDD)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.8 None	1.8 Evaluates the document and forwards to PAMBCS for necessary action	None	2 hrs.	Marissa N. Solite Chief, Conservation and Development Division (CDD)
1.9 None	1.9 Reviews document and instructs PAMBCS staff to prepare memo for RED's approval	None	2 hrs.	Ingelina Lantajo Section Chief, Protected Area Management and Biodiversity Conservation Section (PAMBCS), CDD
1.10 None	1.10 Receives and records the memo and attached document (Letter request, Project Proposal/ Feasibility Study)	None	5 min.	Luz Viernes <i>Receiving/Releasing Clerk</i> (CDD)
1.11 None	1.11 Reviews and put his initial on the memo	None	15 min.	Marissa N. Solite Chief, Conservation and Development Division (CDD)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.12 None	1.12 Forwards the memo and attached documents to ARD-TS	None	5 min.	Luz Viernes <i>Receiving/Releasing Clerk (CDD)</i>
1.13 None	1.13 Receives and records the document	None	5 min.	Niña Maridel A. Calimba <i>Receiving Clerk</i> Office of ARDTS
1.14 None	1.14 Reviews the memo and attached documents (Letter request, Project Proposal/ Feasibility Study) and endorse to RED's office for his approval	None	15 min.	Atty. Dario O. Suarez <i>Assistant Regional Director for Technical Services</i>
1.15 None	1.15 Forwards the memo and attached documents to RED's office	None	5 min.	Niña Maridel A. Calimba <i>Receiving Clerk</i> Office of ARDTS
1.16 None	1.16 Receives, records and forwards to RED for his approval	None	5 min.	Aileen S. Ocado <i>Receiving Clerk</i> Office of the Regional Executive Director



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.17 None	1.17 Evaluates attached documents and signs memo (Letter request, Project Proposal/ Feasibility Study)	None	2 hrs.	Arturo E. Fadriquela <i>Regional Executive Director</i> Regional Office
1.18 None	1.18 Forwards the signed memo and attached documents (Letter request, Project Proposal/ Feasibility Study) to Records Office for release to PENRO	None	5 mins.	Aileen S. Ocado <i>Receiving Clerk</i> Office of the Regional Executive Director
1.19 None	1.19 Record and release the memo and attached documents	None	4 working days or less depending on the location of offices (Calendar days of courier)	Ma. Antonette B. Nuñez Receiving/Releasing Clerk DENR RO8 Records Section
	TOTAL		5 days, 3hours and 15 minutes	



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



CITIZEN'S CHARTER NO. R8-W-01. ACCEPTANCE OF WATER PERMIT APPLICATION AND ENDORSEMENT TO THE NATIONAL WATER RESOURCES BOARD (NWRB)

This Process serves as pre-evaluation of water permit application and endorsement to the NWRB for further evaluation, processing and issuance of water permit.

Office or Division:	Licensees, Patents and Deeds Division		
Classification:	Complex		
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
Who may avail:	<ul style="list-style-type: none">• Filipino Citizen• Associations duly registered and corporation organized under the law of the Philippines with at least 60% capital is owned by Filipino citizen/s• Government entities and instrumentalities, including government-owned and controlled corporations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Application addressed to the Executive Director of NWRB thru the Regional Executive Director of DENR RO		Requesting Party	
2. Duly accomplished Water Permit Application (WPA) form - notarized		Requesting Party	
3. Duly accomplished Notice of WPA form		Requesting Party	
4. Proof of ownership (legal land title, right to use, lease agreement, deed of donation) on which the water source is situated. If within timberland, authority from DENR (SLUP, GSUP or other tenurial instrument		Requesting Party	
5. List of beneficiaries with corresponding area (in hectare) and tax declaration certified by Municipal/Provincial Assessor		Requesting Party	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. Certificate of registration from relevant agencies: <ul style="list-style-type: none"> • Corporation/Partnership – SEC Registration • Single proprietorship – Certificate of Registration from DTI • Cooperative - Certificate of Registration from CDA • Water District – Certificate of Conformance from LWUA • Barangay Waterworks Association – Certificate of Registration 	Requesting Party (SEC, DTI, CDA, LWUA)
7. Environmental Compliance Certificate or Certificate of Non-coverage	Environmental Management Bureau (EMB)
8. Bacteriological Test and Physico-Chemical Test (if failed, attached duly notarized manifestation letter stating water treatment process)	EVRMC, DOST, private service provider accredited by DOH
9. Clearance from BFAD or any agency accredited by BFAD (for bottled water)	BFAD
10. Brief Description of the Project	Requesting Party
11. Well Drilling Data (pumping test, well log data, water analysis). For existing well (depth of the pipe, diameter of the pipe, horsepower of motor pump used)	Certified Driller of NWRB, requesting party (if existing well)
12. Certificate of Registration from DOE (for power generation use)	DOE
13. Endorsement of the Project from DOE (for power generation use)	DOE



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the duly accomplished Water Permit Application with attached requirements to WRUS	Check completeness of application and supporting documents and conduct water source verification (if necessary).	None	1 hour	Wilson Jerez Chief/Staff, WRUS
	If found complete, the applicant is advised to pay the application/filing fee	None	5 minutes	Wilson Jerez Chief/Staff, WRUS
2. Provide guide/assistance during verification (if necessary)	2. Conduct verification as scheduled (if necessary)	None	1-3 days (depending on the proximity of the water source)	Wilson Jerez Chief/Staff, WRUS



3. Pay the application /filling fee in a form of Postal Money Order (PMO)		Municipal (Level I & II) – Php 500.00 Irrigation (Communal/Individual) – Php 550.00 Irrigation (National/Corp.), Power generation, Fisheries, Livestock raising, Industrial, Recreational & Other use – Php 7,200.00 Penalty – Php 1,000.00		Post Office
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Enclose the PMO to the application documents	4.1 Receive and record the application, attached the Document Tracking System and forward to the Office of the RED	None	10 minutes	Ma. Antonette B. Nuñez Receiving Clerk, Records Section
	4.2 Forward the application to Office of the ARD-TS	None	10 minutes	Aileen S. Ocado Clerk, Office of the RED
	4.3 Route the same to LPDD	None	10 minutes	Niña Maridel A. Calimba Clerk, Office of the ARD - TS
	4.4 LPDD Chief forward the application documents to WRUS instruction	None	15 minutes	Estela M. Polinar Chief, LPDD



	4.5 WRUS draft endorsement to NWRB for review of LPDD Chief	None	30 minutes	Dadiva Aura Abella Clerk, Office of the LPDD
	4.6 LPDD Chief review the draft endorsement and return to WRUS for final printing	None	10 minutes	Wilson Jerez Chief, WRUS
	4.7 Endorsement to NWRB for counter/signatures of the WRUS Chief, the LPDD Chief, the ARD-TS and signature of the RED	None	1 day	Estela M. Polinar Chief, LPDD
	4.8 Forward the application with endorsement to Records Section ready for release to NWRB	None	10 minutes	Wilson Jerez Chief, WRUS Estela M. Polinar Chief, LPDD Atty. Dario O. Suarez ARD-TS Arturo E. Fadriquela RED
				Aileen S. Ocado Clerk, ORED Ma. Antonette B. Nuñez Records Officer
		Php 500.00 –	4 days, 2 hours & 40 minutes	



	7,200.00 for Application Fee* Php 1,000.00 for Penalty**	<i>TAT does not include waiting time and is the minimum processing time up to seven (7) working days</i>
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* Depending on the classification of water use

** Penalty for appropriating water without permit or penalty for drilling without permit (for existing well)



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 drop box, and compile and record all feedback submitted.</p> <p>Feedback requiring answers shall be forwarded to the relevant offices and where they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the 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>8927 6336</p> <p>scis.smcrd@denr.gov.ph</p> <p>Julie Gorospe Ibuan</p> <p>Stakeholder Management and Conflict Resolution 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 SCIS (for Central Office) and Regional Strategic Communication and Initiatives Group (for Regional Offices) the PACDO shall forward the complaint to the relevant office for their appropriate action.</p>



Contact Information of Anti-Red Tape Authority (ARTA)	4 th and 5 th Floor NFA Building, NFA Compound, Visayas Avenue, QC Hotline: 888 Contact No.: (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 Contact No. (02) 8736 8645, 8736 8603 Email: pcc@malacanang.gov.ph Web: https://osetc.gov.ph/agency/presidential-complain-center-pcc/
Contact Information of Contact Center ng Bayan (CCB)	Text: 0908 881 6565 Contact No.: 1-6565* (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: 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: 0926 6994 703 Trunkline: (02) 8479-7300 Email: pab@ombudsman.gov.ph



List of Offices

Office	Address	Contact No.	Email Address
DENR Central Office	Visayas Avenue, Diliman, Quezon City	(02) 8-920-0689 0917-868-3367 0917-885-3367	aksyonkalikasan@denr.gov.ph actioncenter@denr.gov.ph
DENR NCR	National Ecology Center, East Avenue, Quezon City	(2) 8876-1484 Loc. 1206	denrnrcored@gmail.com denr.ncr.rscig@gmail.com
MEO West		(2) 8256-1690	
MEO North		(2) 8251-1863	
MEO East		(2) 8855-6350	
MEO South		(2) 8252-8292	
CAR	Pacdal, Baguio City	(074) 442-4531 0998-589-5974 / 0925-711-8445 0917-855-5953	car@denr.gov.ph
PENRO Abra	Casamata Hill, Bangued, Abra	(074) 752-8252	penroabra@denr.gov.ph
PENRO Apayao	San Isidro, Luna, Apayao		penroapayao@denr.gov.ph
PENRO Benguet	Wangal, La Trinidad, Benguet	(074) 665-7038	penrobenguet@denr.gov.ph
PENRO Ifugao	Bannit, Payawan, Lamut, Ifugao		penroifugao@denr.gov.ph
PENRO Kalinga	Bulanao, Tabuk City, Kalinga	(074) 627-5118	penrokalinga@denr.gov.ph



Office	Address	Contact No.	Email Address
PENRO Mt. Province	NIA Compound, Caluttit, Bontoc, Mt. Province	(074) 604-0079	penromountainprovince@denr.gov.ph
CENRO Bangued	Casamata Hill, Bangued, Abra	(074) 614-5884	cenrobangued@denr.gov.ph
CENRO Lagangilang	Langangilang, Abra		cenrolangangilang@denr.gov.ph
CENRO Calanasan	Payanan, San Gregorio, Luna, Apayao		cenrocalanasan@denr.gov.ph
CENRO Conner	Bullan, Conner, Apayao		cenroconner@denr.gov.ph
CENRO Baguio	DENR Compound, Gibraltar, Baguio City	(074) 447-0398	cenrobaguio@denr.gov.ph
CENRO Buguias	Km. 21, Atok, Benguet		cenrobuguias@denr.gov.ph
CENRO Lamut	Bannit Payawan, Lamut, Ifugao		cenrolamut@denr.gov.ph
CENRO Alfonso Lista	Namillangan, Alfonso Lista, Ifugao		cenroalfonsolista@denr.gov.ph
CENRO Pinukpuk	Pinukpuk Junction, Pinukpuk, Kalinga		cenropinukpuk@denr.gov.ph
CENRO Tabuk	Dagupan Centro, Tabuk City, Kalinga	(074) 627-5243	cenrotabuk@denr.gov.ph
CENRO Paracelis	Poblacion, Paracelis, Mt. Province		cenroparacelis@denr.gov.ph
CENRO Sabangan	Cabunagan, Balaoa, Mt. Province		cenrosabangan@denr.gov.ph
REGION I	Government Center, Brgy. Sevilla, City of San Fernando, La Union	(072) 242-0704 / (072) 607-8461	denr1ored@yahoo.com rpao1sfc@yahoo.com



Office	Address	Contact No.	Email Address
PENRO Ilocos Norte	PFDPIN Bldg., Laoag City, Ilocos Norte	(072) 888-2975 VOIP 2423	penroilocosnorte@denr.gov.ph
PENRO Ilocos Sur	Gobernador Reyes Street Vigan City, Ilocos Sur	(072) 888-2975 VOIP 2427	penroilocossur@denr.gov.ph
PENRO La Union	Government Center, Sevilla City of San Fernando, La Union	(072) 888-2975 VOIP 2434	penrolaunionsfc@yahoo.com.ph
PENRO Pangasinan	DENR Compound, AB Fernandez West, Dagupan City, Pangasinan	(072) 888-2975 VOIP 2430	penropang@denr.gov.ph
CENRO Bangui	Brgy. Manayon, Bangui, Ilocos Norte	(077) 600 3661	
CENRO Laoag City	Brgy. Barrit, Laoag City, Ilocos Norte	(077) 772 0970	
CENRO Tagudin	CENRO Tagudin, Ilocos Sur	0915 287 7084	
CENRO Bantay (Vigan City)	Gomez St., Vigan, Ilocos Sur	(077) 674 0549	
CENRO Alaminos	Pob. Alaminos City, Pangasinan	(075) 632 3174; 552 7020	
CENRO Dagupan City	Bonuan, Tondaligan, Dagupan City, Pangasinan	(075) 529 2823; 529 2824	
CENRO Urdaneta	Brgy. Anonas West, Urdaneta City, Pangasinan	(075) 696 1065	
REGION II	14 Dalan Na Pagayaya Corner Angicacua, Regional Government Center, Carig Sur Tuguegarao City	0965-065-5607	



Office	Address	Contact No.	Email Address
PENRO Batanes	DENR Building, PENRO Compound, Basco 3900 BatanesDENR Building, PENRO Compound, Basco 3900 Batanes	0917-822-6183 0998-565-9285	penrobatanes@gmail.com
PENRO Cagayan	Bagay Road, Tuguegarao City, Cagayan	0906-353-86070907-907-3688	
PENRO Isabela	Osmena Highway, Bulan Compound, Ilagan City, Isabela	0915-480-8856	
PENRO Nueva Viscaya	Datacom Capitol Building, Capitol Street, Capitol Compound, Bayombong, Nueva Vizcaya	0917-301-6196	
PENRO Quirino	DENR Compound, National Highway, Andres Bonifacio, Diffun 3401 Quirino	0956-280-2769	
CENRO Alcala	Maharlika Highway, Baybayog, <i>Alcala</i> , Cagayan	(078) 822 8562	
CENRO Aparri	Punta, Aparri 3515 Cagayan	0906 577 1213;	cenroaparri@yahoo.com
CENRO Sanchez Mira	National Highway, Sanchez Mira, 3518 Cagayan	(078) 822 9354	
CENRO Solana	Barangay Nangalisan, Solana, Cagaya	0917 4528 453;	cenrosolana@gmail.com
CENRO Cabagan	National H-way at Cansan, Cabagan, Isabela	(078) 636 3089	
CENRO Cauayan	Cauayan City, Isabela	(078) 652 2203	
CENRO Naguillan	Naguilian, Isabela	0915 0020 429;	cenronaguilian@denr.gov.ph



Office	Address	Contact No.	Email Address
CENRO Palanan	Barangay Centro West, Palanan, Isabela	0997 8936 900;	denrpalanan@gmail.com
CENRO San Isidro	Daang Maharlika Highway; 3310 San Isidro, Isabela	(078) 682.7579	
CENRO Aritao	CENRO Compound, Banganan, Aritao 3704 Nueva Vizcaya	(078) 299 1145	
CENRO Dupax	DENR Building, CENRO Compound, Lamo, Dupax Del Sur 3707 Nueva Vizcaya	(078) 808 1094	
CENRO Diffun	DENR Compound, National Highway, Andres Bonifacio, Diffun 3401 Quirino	(078) 694 7084	
CENRO Nagtipunan	Brgy. Dipantan, Nagtipunan, Quirino	0997 3384 274; 0927 5269 198;	nagtipunandenr@gmail.com
REGION III	Diosdado P. Macapagal Government Center, Maimpis, City of San Fernando, Pampanga	(045) 455-3648 0945-368-5303	r3@denr.gov.ph dac_r3@yahoo.com
PENRO Aurora	National Highway, DENR-PENRO Compound, Baler, Aurora	(042) 724-6630 (+63) 977-832-2956	penrobaler@denr.gov.ph penroauroraplanning@gmail.com denr_penro_baler@yahoo.com
PENRO Bataan	<i>Bataan Government Center, Pilar, Bataan</i>	(047) 633-5406	penrobataan@denr.gov.ph
PENRO Bulacan	Citta di Oro Subdivision, Brgy. Sta. Rita, Guiguinto, Bulacan	(044) 794-7090	penrobulacan@denr.gov.ph



Office	Address	Contact No.	Email Address
PENRO Nueva Ecija	Government Center, Palayan City, Nueva Ecija	(044) 463-4739	penronuevaecija@denr.gov.ph
PENRO Pampanga	Brgy. San Antonio, Guagua, Pampanga	(045) 436-5779 (045) 425-0197	penropampanga@denr.gov.ph penropampanga@gmail.com
PENRO Tarlac	MacArhtur Highway, Paraiso, Tarlac City	(045) 985-5928 (045) 985-3486	penrotarlac@denr.gov.ph
PENRO Zambales	Palanginan, Iba, Zambales	(047) 811-1339 (047) 821-1294	penrozambales@denr.gov.ph
CENRO Casiguran	Provincial Capitol Compound, Casiguran, Aurora		cenrcasiguran@denr.gov.ph cenrocasiguran@yahoo.com.ph
CENRO Dingalan	Brgy. Caragsacan, Dingalan, Aurora		cenrodingalan@denr.gov.ph
CENRO Bagac	Brgy. Binukawan, Bagac, Bataan		cenrobagac@denr.gov.ph cenrobagacbataan@yahoo.com.ph
CENRO Dinalupihan	Roosevelt, Dinalupihan, Bataan	(047) 237-6639	cenrodinalupihan@denr.gov.ph cenrodinalupihan@yahoo.com.ph
CENRO Guiguinto	Brgy. Sta. Cruz, Guiguinto, Bulacan	(044) 795-0788	cenroguiguinto@denr.gov.ph cenro_tabang@yahoo.com
CENRO Baliuag	DRT Highway, Brgy. Pagala, Baliwag, Bulacan	(044) 764-6057	cenrobaliuag@denr.gov.ph cenrosanrafaelbulacan@yahoo.com
CENRO Cabanatuan City	Capitol Compound, Cabanatuan City, Nueva Ecija	(044) 940-9695 (044) 411-1496	cenrocabanatuan@denr.gov.ph cenro_cabcity@yahoo.com



Office	Address	Contact No.	Email Address
CENRO Muñoz	Brgy. Poblacion West, Muñoz, Nueva Ecija	(044) 456-0712	cenromunoz@denr.gov.ph cenromunoz@yahoo.com.ph
CENRO Camiling	Romulo Highway, Camiling, Tarlac	(045) 491-5736	cenrocamiling@denr.gov.ph cenrocamiling@yahoo.com.ph
CENRO Capas	Death March Monument, Cut-Cut II, Capas, Tarlac	(045) 982-6637	cenrocapas@denr.gov.ph cenrocapas@gmail.com
CENRO Olongapo City	Ohio St., Upper Kalaklan, Olongapo City, Zambales	(047) 224-2669	cenroolongapo@denr.gov.ph
CENRO Masinloc	Brgy. Sta. Rita, Masinloc, Zambales	(047) 821-1294	cenromasinloc@denr.gov.ph
REGION IV-A	Mayapa Main Road Brgy. Mayapa, Calamba City, Laguna	0956-182-5774 09199-874-4369 Landline Trunkline No. (049) 540-DENR (3367) (049) 554-9840 - 48 local - 121 IP Phone Trunkline No. 8249-DENR (3367), 8248-DENR (3367) Local 2625	r4a@denr.gov.ph
PENRO Cavite	Brgy. Gregorio, Trece Martires City, Cavite	0908-194-3573	penrocavite@denr.gov.ph
PENRO Laguna	Brgy. Lalakay, Los Baños, Laguna	(049) 536-5889 / 536- 3854	penrolaguna@denr.gov.ph



Office	Address	Contact No.	Email Address
PENRO Batangas	Solomon Rd. Sitio Hospital, Kumintang Ibaba, Batangas City	(043) 723-4399	penrobatangas@denr.gov.ph
PENRO Rizal	Don Hilario Cruz Ave., Brgy San Juan, Taytay Rizal	02) 286-6173 - TSD 286-6172 - Admin 286 6170 - PENR Office	penrorizal@denr.gov.ph
PENRO Quezon	Iyam Lucena City, Quezon	(042) 373-5524 / 710- 3133	penroquezon@denr.gov.ph
CENRO Sta. Cruz, Laguna	Brgy. Duhat, Sta.Cruz, Laguna	(049) 536-8903	cenrostacruz@denr.gov.ph
CENRO Lipa City, Batangas	Brgy. Marawoy, Lipa City	(043) 774-2976	cenrolipa@denr.gov.ph
CENRO Calaca, Batangas	Vizconde St., Poblacion, Calaca, Batangas	(043) 424-0162	cenrocalaca@denr.gov.ph
CENRO Calauag, Quezon	Brgy. Sabang Dos, Calauag, Quezon	(042) 717-7205 / 717- 4870	cenrocalauag@denr.gov.ph
CENRO Catanauan, Quezon	Brgy. 9, Catanauan, Quezon	(042) 315-8236	cenrocatanauan@denr.gov.ph
CENRO Tayabas, Quezon	Brgy. Potol, Tayabas City, Quezon	(0917) 154-2303	cenrotayabas@denr.gov.ph
CENRO Real, Quezon	Real Poblacion, Real, Quezon	(042) 536-6093 / 536- 7200	cenroreal@denr.gov.ph



Office	Address	Contact No.	Email Address
REGION IV-B	DENR by the Bay, 1515 L&S Bldg., Roxas Blvd., Manila	(02) 7002-3114(02) 8248-3367(02)8249-3367 loc 2701	mimaroparegion@denr.gov.ph
PENRO Marinduque	Capitol Compound., Brgy. Bangbangan, Boac, Marinduque, 4900	(042) 332-1490 (042) 332-0727	penromarinduque@denr.gov.ph
PENRO Occidental Mindoro	Brgy. Payompon, Mamburao, Occidental Mindoro	(043) 711-0140	penroocc.mindoro@denr.gov.ph planningoccmndo@gmail.com
PENRO, Oriental Mindoro	Sitio II, Ilang-ilang St., Brgy. Suqui, Calapan City 5200	(043) 288-3017 (043) 288-7441	penroor.mindoro@denr.gov.ph penroormindoro@gmail.com penro_orientalmin@yahoo.com
PENRO Palawan	Brgy. Sta. Monica, Pto. Princesa City, Palawan	(048) 433-5638 (048) 434-8791	penropalawan@denr.gov.ph
PENRO Romblon	Formilleza Street, Brgy. Tabing Dagat, Odiongan, Romblon	(042) 567-5030	penroromblon@denr.gov.ph
CENRO Sablayan, Occidental Mindoro	National H-way, So. Balud, Brgy. Sto. Niño, Sablayan, Occidental Mindoro	0917-514-4938	cenrosablayan@denr.gov.ph
CENRO San Jose, Occidental Mindoro	National Hi-way, Brgy. Labangan, San Jose, Occidental Mindoro	(043) 457-0236	cenrosanjose@denr.gov.ph
CENRO Roxas, Oriental Mindoro	Purok Camia II, Brgy. San Mariano, Roxas, Oriental Mindoro	0977-624-5970 0917-169-0232	cenroroxasormindoro@denr.gov.ph cenroroxas_orientalmin@yahoo.com



Office	Address	Contact No.	Email Address
CENRO Socorro, Oriental Mindoro	PASI II, Socorro, Oriental Mindoro	(043) 288-55-17	cenrosocorro@denr.gov.ph
CENR Officer, Brooke's Point, Palawan	Brgy. Poblacion, Brooke's Point, Palawan	0917-502-8961	cenrobrookespoint@denr.gov.ph cenrobrkspt@gmail.com
CENRO, Coron, Palawan	Brgy. Poblacion 6, Coron, Palawan	0917-504-2633	cenrocoron@denr.gov.ph
CENRO Pto. Princesa City, Palawan	Brgy. Sta. Monica, Pto. Princesa City, Palawan	0917-504-2633	cenrocoron@denr.gov.ph
CENRO Pto. Princesa City, Palawan	Brgy. Sta. Monica, Pto. Princesa City, Palawan	(048) 433-06-60	cenropuertoprincesa@denr.gov.ph
CENRO, Quezon, Palawan	Poblacion, Quezon, Palawan	0917-160-4920	cenroquezon@denr.gov.ph
CENRO Roxas, Palawan	Sandoval Street, Brgy. 3, Poblacion Roxas, Palawan	0917-502-8647	cenroroxaspalawan@denr.gov.ph
CENR Officer, Taytay, Palawan	Poblacion, Taytay, Palawan	0917-158-9399 0917-506-6106	cenrotaytay@denr.gov.ph
REGION V	DENR Regional Office No. 5, Regional Center Site, Rawis Legaspi City	431-3126 voip 2800 2801	red_reg5@yahoo.com



Office	Address	Contact No.	Email Address
PENRO Albay	Lapu-lapu st., Legaspi City	(052) 480-7295 w/ fax (052) 742-2019	penro_albay@yahoo.com denrpenroalbay@gmail.com
PENRO Camarines Norte	Pamorangon, Daet, Camarines Norte	440-0727 440-0737	penro.camnorte@yahoo.com
PENRO Camarines Sur	Panganiban Drive, Naga City	472-8252 w/ fax 472-3843	penro_camsur@yahoo.com.ph
PENRO Catanduanes	San Isidro Village, Virac, Catanduanes	(052) 740-5735	denrcatanduanespenro@yahoo.com.ph
PENRO Masbate	Airport Road, Masbate City	333-3393	denr_penro_mbt@yahoo.com
PENRO Sorsogon	B. Flores St. Burabod, Sorsogon City	(056) 421-5545 (056) 311-8730 (056) 311-8747	denr_sorcity@yahoo.com.ph
CENRO Guinobatan	Morera, Guinobatan, Albay		cenroguinobatan.denr@gmail.com cenroguinobatan@yahoo.com.ph
CENRO Iriga	Sta. Cruz Sur, Iriga City	871-5685 456-0901 w/ fax	denr5cenroiriga@yahoo.com records_cenroiriga@yahoo.com
CENRO Sipocot	South Centro Sipocot, Camarines Sur	450-6044 w/ fax 881-3652	cenrosipocot@yahoo.com.ph
CENRO Goa	Catagbacan, Goa, Camarines Sur	453-1383 453-1594 w/ fax	cenrogoa@yahoo.com.ph



Office	Address	Contact No.	Email Address
CENRO San Jacinto	Along National Road, Brgy. Burgos, San Jacinto, Masbate City	533-6104	denrcenrosj@gmail.com
REGION VI	Pepita Aquino Street, Port Area, Iloilo City	(033) 329-4724	r6@denr.gov.ph
PENRO, Aklan	Bliss Site, Kalibo Aklan	(036) 268-4102	
PENRO, Antique	Binirayan Hills, San Jose, Antique	(036) 641-5429	
PENRO, Capiz	Primier de Mayo St. Roxas City, Capiz	(036) 633-0299	
PENRO, Guimaras	San Miguel, Jordan, Guimaras	(033) 581-2970	
PENRO, Iloilo City	FMS Compound, Parola, Port Area, Iloilo City	(033) 331-2830	
PENRO, Negros Occidental	Barangay 39, Bacolod City	(034) 435-7411	
CENRO Boracay	Boracay, Malay, Aklan 5600	(036) 288-9727	
CENRO, Culasi	Centro Poblacion, Culasi, Antique	(036) 277-8125	
CENRO, Belison	Poblacion, Antique	(036) 540-7294 09778269144	
CENRO Mambusao	ATI Building, Andaya St., Poblacion Proper, Mambusao, Capiz	(036) 651-9067	



Office	Address	Contact No.	Email Address
CENRO, Barotac Nuevo	Barangay Tabucon, Barotac Nuevo	(033) 361-2422	
CENRO, Guimbal	Brgy. Guibongan, Miagao, Iloilo, Miagao, Philippines	9953967832	
CENRO, Sara	San Nicolas, San Dionisio, Iloilo	(033) 517-2174 09177075960	
CENRO, Bago City	Cascuela Bldg., Gatuslao St. Bacolod City	(034) 445-8433	
CENRO, Cadiz City	Brgy. Mabini, Cadiz City	(034) 476-4036	
<i>CENRO, Kabankalan City</i>	Zayco Subd., Kabankalan City, Negros Occidental	9512261891	
REGION VII	2nd Floor, Administrative Bldg., DENR-7, Sudlon, Lahug, Cebu City	(+6332) 328 3335 to 36	redcenr7@yahoo.com r7@denr.gov.ph
PENRO Bohol	Cortes, Bohol	(038) 411-0228	penro_bohol@yahoo.com penroboh@denr.gov.ph
PENRO Cebu	Greenplains Subd., Banilad, Mandaue City	(032) 236-5732	penrocebu@denr.gov.ph penrocebu@yahoo.com
PENRO Negros Oriental	Larena Drive, Dumaguete City, Negros Oriental	(035) 522-0219 422- 1560	penronegrosoriental@denr.gov.ph penronegros@yahoo.com
PENRO Siquijor	Port Area, Larena, Siquijor	(035) 377-2029	penrosiquijor@denr.gov.ph denrpenrosiquijor@yahoo.com



Office	Address	Contact No.	Email Address
CENRO Tagbilaran City	New Capitol Site, Tagbilaran City, Bohol	(038) 411-2357	cenrotagbilaran@denr.gov.ph ricariel@yahoo.com rsplbohol@gmail.com
CENRO Talibon	San Jose, Talibon, Boho	9173246520	cenrotalibon@denr.gov.ph cenro_talibon@yahoo.com
CENRO Argao	Lamacan, Argao, Cebu	(032) 367-7411	cenroargao@denr.gov.ph cenroargao_cebu@yahoo.com
CENRO Cebu City	Arellano Blvd. cor. V. Sotto St., Pier 3 Area, Cebu City	(032) 253-6733	cenrocebu@denr.gov.ph cenro_cebucity@yahoo.com
CENRO Ayungon	Tiguib, Ayungon, Negros Oriental	(035) 404-0829	cenroayungon@denr.gov.ph cenro1_ayungon@yahoo.com
CENRO Dumaguete City	Larena Drive, Dumaguete City, Negros Oriental	(035) 225-0660	cenrodumaguete@denr.gov.ph denrodumaguete@yahoo.com.ph
REGION VIII	DENR Regional Office 8, Sto. Niño Extension, Tacloban City	(053) 832-0825 (053) 832-0281	ored8@yahoo.com r8@denr.gov.ph
PENRO Leyte	Baras, Candahug, Palo, Leyte	(053) 832-4283	penroleyte@yahoo.com
PENRO Southern Leyte	Capitol Compound Site, Brgy. Asuncion Maasin City, S. Leyte	(053) 802-5936	denrpenrosouthernleyte@ymail.com penroso.leyte@denr.gov.ph
PENRO Biliran	Brgy. Larrazabal, Naval, Biliran	(053) 500-4115	penrobiliran@yahoo.com
PENRO Eastern Samar	Capitol Site Brgy. Alang-alang, Borongan, Eastern Samar	(055) 560-9374	penroborongan@yahoo.com.ph



Office	Address	Contact No.	Email Address
PENRO Northern Samar	UEP Compound, Catarman, N. Samar	(055) 251-7117	penro.nsamar@gmail.com
CENRO Palo	Government Center, Candahug, Palo Leyte	(053) 888-1291	cenropalo@gmail.com
CENRO Baybay	Zone 23, Magsaysay St. Baybay City, Leyte	(053) 335-3644	cenrobaybaycity@gmail.com
CENRO Ormoc	Poblacion, Albuera, Leyte	(053) 561-8074	cenro.albuera@yahoo.com
CENRO Maasin	Capitol Site Brgy. Asuncion, Maasin City, Southern Leyte	(053) 570-3429	denr_cenromsn@yahoo.com cenromaasin@denr.gov.ph
CENRO San Juan	Brgy. Sto. Niño, San Juan, Southern Leyte	(053) 577-6562	cenro_san_juan@yahoo.com cenrosanjuan@denr.gov.ph
CENRO Catbalogan	Brgy. Poblacion, Catbalogan City, Samar	(055) 543-9618	cenrocatbalogan@yahoo.com
CENRO Sta. Rita	Brgy. San Juan, Sta Rita, Samar		cenrostarita@yahoo.com
CENRO Borongan	Capitol Site Brgy. Alang-alang, Borongan, Eastern Samar	(055) 560-9389	denr_cenroborongan@yahoo.com
CENRO Dolores	Brgy. 10, Dolores, Eastern Samar		denrcenrodol_esam@yahoo.com
CENRO Catarman	UEP Compound, Catarman, N Samar	(055) 832-2196	cenro.catarman@yahoo.com
CENRO Pambujan	Brgy. 8, Pambujan, Northern Samar	(055) 832-2196	cenro.pambujan@gmail.com



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REGION IX	2ND Floor, DENR Bldg., Pres. Corazon C. Aquino Regional Government Center, Balintawak, Pagadian City	(062) 945-0870 (062) 945-0914 Tel Fax: (062) 945-0945 0948-1471-250	denr_r9@yahoo.com rscig.denr9@gmail.com
PENRO Zamboanga del Norte	Sta. Filomina, Dipolog City, Zamboanga del Norte	(065) 212 - 6750	
PENRO Zamboanga Del Sur	V. Sagun St., Gatas Dist., Pagadian City	(062) 214-1455	
PENRO, Sibugay	Poblacion Ipil, Zamboanga - Sibugay	(062) 955-2507	
CENRO, Piñan	Piñan, Zamboanga del Norte	(0955) 413-9704	
CENRO, Liloy	Baybay, Liloy, Zamboanga del Norte	(0909) 285-9934	
CENRO, Manukan	Poblacion, Manukan, Zamboanga del Norte	(065) 212-2767	
CENRO, Siocon	Siocon, Zamboanga del Norte	(065) 212-5505	
CENRO, Guipos	Katipunan, Guipos, Zamboanga del Sur	(0938) 135-9347	
CENRO, Ramon Magsaysay	Ramon Magsaysay Zamboanga del Sur	(062) 214-1453	
CENRO, Imelda	Poblacion Imelda, Zamboanga - Sibugay	(062) 957-6468	



Office	Address	Contact No.	Email Address
CENRO, Kabasalan	Kabasalan, Zamboanga - Sibugay	(062) 957-6495	
CENRO, Zamboanga City	Gen. Alvarez St., Zone IV, Zamboanga City	(062) 993-7479	
REGION X	DENR, Region 10, Macabalan, Cagayan de Oro City	(088) 861-2593 0955-142-9501	r10@denr.gov.ph denrxactioncenter@gmail.com
PENRO Bukidnon	Capitol Drive, Malaybalay City, Bukidnon	(088) 8132104	penrobukidnon@denr.gov.ph
PENRO Camiguin	Lakas, Poblacion, Mambajao, Camiguin	(088) 3870040	penrocamiguin@denr.gov.ph
PENRO Lanao del Norte	Tubod, Lanao del Norte	(088) 2276070	penrolanaodelnorte@denr.gov.ph
PENRO Misamis Occidental	Capitol Complex, Oroquieta City, Misamis Occidental	(088) 5450464	penromisamisoccidental@denr.gov.ph
PENRO Misamis Oriental	Malasag Heights, Cugman, Cagayan de Oro City	(088) 8552318	penromisamisoriental@denr.gov.ph
CENRO Valencia City	Valencia City Integrated Bus Terminal, Valencia City, Bukidnon	(088) 8282096	cenrovalencia@denr.gov.ph
CENRO Manolo	Fortich Manolo Fortich, Bukidnon	(088) 2282495	cenromanoloofortich@denr.gov.ph
CENRO Don Carlos	Don Carlos, Bukidnon	(088) 2262632	cenrodoncarlos@denr.gov.ph
CENRO Talakag	Talakag, Bukidnon		cenrotalakag@denr.gov.ph



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CENRO Iligan City	4th East Ext., Rosario Heights, Tubod, Iligan City, Lanao del Norte	(063) 2231058 2212823	cenroiligan@denr.gov.ph
CENRO Kolambugan	Kolambugan, Lanao Del Norte	(063) 3554431	cenrokolambugan@denr.gov.ph
CENRO Oroquieta City	Misamis Occidental Capitol Complex, Oroquieta City, Misamis Occidental	(088) 5312003	cenrooroquieta@denr.gov.ph
CENRO Ozamiz City	Gango, Ozamiz City	(088) 5211253	cenroozamiz@denr.gov.ph
CENRO Initao	Jampason, Initao, Misamis Oriental		cenroinitao@denr.gov.ph
CENRO Gingoog City	Dugenio St., Gingoog City, Misamis Oriental	(088) 427421	cenrogingoog@denr.gov.ph
REGION XI	Km. 7, Lanang, Davao City	(082) 233-2779 (082) 234-5599 (FAX) 234-0811 IP Phone 3500 0906-378-8784 0947-611-6083	oredenrxi@yahoo.com.ph r11@denr.gov.ph ureport.denr11@gmail.com
PENRO Davao Oriental	Government Center, Dahican, Mati, Davao Oriental	(087)388-3275	denrxi2mati@hotmail.com penrodavaooriental@denr.gov.ph
PENRO Davao Del Norte	Km. 55, National Hiway, Tagum City, Davao del Norte	(084) 216-6302	denrpenro_ddn@yahoo.com penrodavaodelnorte@denr.gov.ph
PENRO Davao De Oro	Benjamin Bautista Sr. Training Center, Malita Davao Occidental	0935-984-5466	penro.comval@gmail.com penrodavaodeoro@denr.gov.ph
PENRO Davao Del Sur	Prk. 2 Brgy. Poblacion Nabunturan, Comval	(082) 553-2009	denrpenro_delsur@yahoo.com penrodavaodelsur@denr.gov.ph



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PENRO Davao Occidental	Benjamin Bautista Sr. Training Center, Malita Davao Occidental	0977-826-8900	denrpenrodavaooccidental@gmail.com penrodavaooccidental@denr.gov.ph
CENRO Baganga	Lambajon, Baganga, Davao Oriental	0917-120-4106	cenrobaganga@denr.gov.ph cenrobaganga@yahoo.com
CENRO Manay	San Ignacio, Manay, Davao Oriental	0955-3125729	cenromanay@denr.gov.ph cenroxi2cmanay@gmail.com
CENRO Mati	Magsaysay, Mati, Davao Oriental	(087)388-3569	cenromati@denr.gov.ph cenromati@yahoo.com
CENRO Lupon	Lupon, Davao Oriental	(087) 808-0132	cenrolupon@denr.gov.ph cenro_denrlupon@yahoo.com
CENRO New Corella	Brgy. Magdum, Tagum City	(084) 400-6348	cenronewcorella@denr.gov.ph bingcparilla@yahoo.com
CENRO Panabo	Km 55 National Highway, Tagum City	(084) 823 - 2011	cenropanabo@denr.gov.ph denr11cenropanabo@yahoo.com
CENRO Maco	Anislagan, Maco, Comval Province	0908-242-8899	cenromaco@denr.gov.ph cenromaco@yahoo.com
CENRO Monkayo	Poblacion Monkayo, Compostela Valley Province	0977-826-8193	cenromonkayo@denr.gov.ph cenromonkayo@yahoo.com
CENRO Digos	Mabini Super Highway, Digos City	(082) 553-8758	cenrodigos@denr.gov.ph denr.digos@gmail.com
CENRO Malalag	Malalag, Davao del Sur	(082) 272-0244	cenromalalag@denr.gov.ph cenro_malalag@yahoo.com
CENRO Davao City	Gov. Chavez St., Davao City	(082) 228-2557	cenrodavao@denr.gov.ph cenroeast@yahoo.com
REGION XII	Aurora St., City of Koronadal, South Cotabato	(083)228-6225 - 26	red_reg12@yahoo.com r12@denr.gov.ph



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PENRO, Cotabato Province	Quirino Drive, Kidapawan City, N. Cotabato	(064)557-1412 0927-1472091	penroxiikidapawancity@gmail.com
PENRO, South Cotabato	Martinez St., Koronadal, South Cotabato	(083)228-3502 0928-9717791	penro.southcotabato@yahoo.com sha_msu88a@yahoo.com
PENRO, Sarangani Province	Alabel, Sarangani Province	(083)508-2008 (083)508-2009 0917-4842013	denrpenro_alabel@yahoo.com.ph
PENRO, Sultan Kudarat Province	Isulan, Sultan Kudarat	(064)471-0321 0917-7004705	denr_penrosk@yahoo.com dzarshim22@gmail.com
CENRO, Midsayap, Cotabato	Pob. 3, Lapu lapu St., Midsayap, North Cotabato	(064)471-1867 0998-9581716	cenromidsayap@gmail.com
CENRO, Matalam, Cotabato	Municipal Bldg., Matalam, North Cotabato	(064)288-13670919- 4502877	cenromidsayap@gmail.com
CENRO, Kiamba, Sarangani	Kiamba, Sarangani Province	(083)509-4020 0908-2626272	cenrokiamba4a@gmail.com
CENRO, Glan, Sarangani	Sto. Niño St. Pob., Glan Sarangani	(083)225-8011 0999-5359157	cenro_glan@yahoo.com rosalindabc@yahoo.com
CENRO, General Santos City	Buayan, General Santos	(083)225-9040 0916-2732342	denrcenrogensan@gmail.com
CENRO, Banga, South Cotabato	San Vicente, Banga South Cotabato	(083)239-2754	cenrobanga_surallah@yahoo.com
CENRO, Tacurong City	Bo. 2, EJC Montilla Tacurong City, Sultan Kudarat	(064)229-8658 0945-1105928	cenrotacurong@yahoo.com.ph
CENRO, Kalamansig, Sultan Kud.	Poblacion Kalamansig, Sultan Kudarat	(064)204-6051 09173521845	cenrokalamansig@yahoo.com



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REGION XIII	Ambago, Butuan City	(085) 341-1996 VOIP 3900 (085) 815-2277 0917-7088920	r13@denr.gov.ph denrcaraga13hotline@yahoo.com
PENRO Agusan del Norte	Brgy. Tiniwisan Butuan City	(085) 345-5831 VOIP 3922	penroagusandelnorte@denr.gov.ph
PENRO Agusan del Sur	Patin-ay Properidad, Agusan del Sur	(085) 343-7308 VOIP 3926	penroagusandelsur@denr.gov.ph
PENRO Surigao del Norte	Barangay San Juan, Surigao City	(086) 826-8160 VOIP 3936	penrosurigaodelnorte@denr.gov.ph
PENRO Surigao del Sur	Telaje, Tandag, Surigao del Sur	(086) 211-2227 VOIP 3931	penrosurigaodelsur@denr.gov.ph
PENRO Dinagat Islands	Sta. Cruz, San Jose, Province of Dinagat Island	0907 417 5841	penrodinagat@denr.gov.ph
CENRO Nasipit	Agusan Norte, Talisay, Nasipit, Agusan del Norte	(085) 343-2872	cenronasipit@denr.gov.ph
CENRO Tubay	Agusan Norte, Nat'l. Highway, Doña Rosario, Tubay, Agusan del Norte	0910 025 6271; 0917 6240 667	cenrotubay@denr.gov.ph
CENRO Bayugan	Maygatasan, Bayugan City, Agusan del Sur	(085) 343-6191	cenrobayugan@denr.gov.ph
CENRO Talacogon	Del Monte, Talacogon, Agusan del Sur	0909 287 3336	cenrotalacogon@denr.gov.ph
CENRO Bunawan	San Isidro, Bunawan, Agusan del Sur	0999 531 3045	cenrobunawan@denr.gov.ph



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CENRO Loreto	Poblacion, Loreto, Agusan del Sur	0909 527 1666	cenroloreto@denr.gov.ph
CENRO Tubod	Surigao del Norte, Upper Libas, Tagana-a, Surigao del Norte	(086) 826 1308; 0998 530 3530; 0910 094 9474	cenrotubod@denr.gov.ph
CENRO Lianga	Poblacion, Lianga, Surigao del Sur	0919 239 0714	cenrolianga@denr.gov.ph
CENRO Bislig	Maharlika, Bislig City, Surigao del Sur	0939 878 4171	cenrobislig@denr.gov.ph
CENRO Cantilan	Poblacion Cantilan, Surigao del Sur	0929 974 1629	cenrorcantilan@denr.gov.ph