



**DEPARTMENT OF ENVIRONMENT
AND NATURAL RESOURCES
(DENR)**

Annexes

ISO 9001:2015

Quality Management Manual

December 15, 2016

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DENR, Vasilvas Avenue, Diliman, Quezon City.




Department of Environment and Natural Resources

QMS MANUAL ANNEX
Table of Contents

Document ID	DENR-MA-QMS-000		
Revision No.	0	Issue No.	03
Date Issued	DEC 16 2016		
Originating Office	QMS Core Team		
Page No.			

Document ID	Title	No. of Pages
	PROCESSES	
DENR-PD-QMS-001	Issuance of Free Patents over Agricultural Lands	4
DENR-PD-QMS-002	Issuance of Survey Authority	3
DENR-PD-QMS-003	Issuance of Certificate of Tree Plantation Ownership (CTPO) for not more than 1,000 Hectares	2
DENR-PD-QMS-004	Issuance of Certificate of Verification (Cutting/Transport Non-Wood Forest Products within Private Land)	2
DENR-PD-QMS-005	Issuance of Certificate of Verification (Cutting/Transport of Planted and Non-Premium Trees within Private Land)	3
DENR-PD-QMS-006	Application for Chainsaw Registration	2
DENR-PD-QMS-007	Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives	3
DENR-PD-QMS-008	Processing of CITES Permit Applications for the Export/Re-export of Wildlife, including by-products and derivatives	3
DENR-PD-QMS-009	Issuance of Free Patents over Residential Lands	4
DENR-PD-QMS-010	Tree Cutting Permit	5
DENR-PD-QMS-011	Law Enforcement in Forestry	6
DENR-PD-QMS-012	Formulation, Review/Evaluation and Funding/Approval of Project Concept/Proposal	4
DENR-PD-QMS-013	Issuance of Environmental Compliance Certificate for Environmentally Critical Projects	4
DENR-PD-QMS-014	Issuance of Wildlife Gratuitous Permit	2
DENR-PD-QMS-015	Generation/Development of Environment and Natural Resources Technology	7
DENR-PD-QMS-016	Transfer of Environment and Natural Resources (ENR) Technology	4
	PROCEDURES	
DENR-PR-QMS-001	Control of Documented Information	8
	List of Documented Information	3
	QMS Documented Information Distribution Summary	1
	QMS Documented Information Distribution List	1
	QMS Document Revision Request Form	1
	QMS Documented Information Revision History	1

	Department of Environment and Natural Resources QMS MANUAL ANNEX Table of Contents	Document ID	DENR-MA-QMS-000
		Revision No.	II Issue No. 03
		Date Issued	DEC 16 2016
		Originating Office	QMS Core Team
		Page No.	

Document ID	Title	No. of Pages
	QMS Documented Information Revision Monitoring Summary	1
	Enhanced Document Action Tracking System (eDATS) Form	1
DENR-PR-QMS-002	Internal Audit	3
	QMS Audit Program	1
	QMS Audit Plan	1
	QMS Internal Audit Checklist	1
	QMS Internal Audit Itinerary	1
	QMS Internal Audit Summary Report	1
DENR-PR-QMS-003	Control of Nonconforming Service	2
	Nonconforming Service Report (NSR)	1
DENR-PR-QMS-004	Corrective and Preventive Action	5
	Corrective Action Request	1
	Corrective Action Request Log	1
DENR-PR-QMS-005	Control of External Providers	7
	Supplier Corrective Action Request	1
	Supplier Corrective Action Request Log	1
DENR-PR-QMS-006	Inspection and Pre-Acceptance	2
	Property Acceptance Receipt (PAR)	1
	Inventory of Custodian Slip (ICS)	1
DENR-PR-QMS-007	Measuring Stakeholder - Client Satisfaction	2
	Walk-In Client Satisfaction Survey	1
DENR-PR-QMS-008	Management Review	3
	Minutes of Management Review	1
DENR-PR-QMS-009	Filling-up of Vacant Positions	1
DENR-PR-QMS-010	Learning and Development	3
	LNA Form for Administrative Assistance/Frontliners	3
	End-of-Learning Evaluation Form	3
	Learner's Profile	1
	Resource Person's Evaluation	1
DENR-AP-QMS-001	ANALYSIS OF ISSUES AND ACTION PLANS	10
	LAWS, RULES AND REGULATIONS RELATED TO QMS IMPLEMENTATION	15
	REFERENCE MATRIX	3



**DEPARTMENT OF ENVIRONMENT
AND NATURAL RESOURCES
(DENR)**


Processes

ISO 9001:2015

Quality Management Manual

December 15, 2016

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	Department of Environment and Natural Resources PROCESS DEFINITION Issuance of Free Patents over Agricultural Lands	Document ID	DENR-PD-QMS-001	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 16 2016	
		Originating Office	QMS Core Team	
		Page No.	1 of 4	

1. SUMMARY

This document defines the process of issuance of Free Patents over public agricultural lands pursuant to Commonwealth Act 141, as amended by Republic Act No. 9176. This process is illustrated in the process flow map included in the DENR Quality Management Manual.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. PROCESS DEFINITION

The Free Patent is a legitimate proof of ownership of agricultural public land in the Philippines granted by the government. This process refers to the issuance of free patents over agricultural lands under Commonwealth Act 141, as amended by Republic Act No. 9176 dated November 13, 2002.

4. PROCESS OBJECTIVES AND METRICS


- 4.1. The process aims to standardize the steps in the issuance of free patents over public agricultural lands.
- 4.2. The Free Patents shall be issued within the prescribed period as defined in the DENR Citizen's Charter No. 1.
- 4.3. The result of this process shall be made part of the documented information and shall be subject of management review.

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

- 5.1. CENRO
- 5.2. PENRO
- 5.3. REGION
- 5.4. CENTRAL OFFICE

6. PROCESS INPUTS

- 6.1. The documents required for this process are:
 - 6.1.1. Any document showing identity of land (e.g. lot number, survey card, tax declaration, Deed of Sale, etc.)
 - 6.1.2. Tax declaration, Proof of payment of taxes

	Department of Environment and Natural Resources PROCESS DEFINITION Issuance of Free Patents over Agricultural Lands	Document ID	DENR-PD-QMS-001	
		Revision No.	1	Issue No. 03
		Date Issued	DEC 16 2016	
		Originating Office	QMS Core Team	
		Page No.	2 of 4	

- 6.1.3. Duly accomplished Free Patent Application and prescribed forms, with the following attached documents:
 - 6.1.3.1. Proof of Claims/Ownership of Land (Waiver of Rights, Deed of Sale, etc.)
 - 6.1.3.2. Certified True Copy of Approved Survey Plan, Technical Description (TD) or Cadastral Map
 - 6.1.3.3. Affidavit of two (2) disinterested persons residing in the barangay or municipality where the land is located attesting that the applicant thereof has actually occupied and continuously cultivated the land either by himself or through his predecessors-in interest
 - 6.1.3.4. Certification from the Regional Trial Court concerned that there is no pending land registration case involving the parcel being applied for
 - 6.1.3.5. Certification from CENRO that the land is within the A and D
 - 6.1.3.6. Affidavit stating that the applicant is not the owner of more than twelve (12) hectares of land in the Philippines
- 6.1.4. Receipt of Payment of Application Fee

6.2. The resources required for this process are:

- 6.2.1. DENR Personnel
- 6.2.2. Travelling Expenses


6.3. The special training for the personnel required for this process are:

- 6.3.1. Land Disposition and Investigation

7. PROCESS STEPS

7.1. CENRO


- 7.1.1. The Records Officer, Land Records verifies the status of the land whether the same is titled or not, and/or claimed by others.
- 7.1.2. The Geodetic Engineer, Survey and Mapping Section determines the Land Classification Status, whether it is within the alienable and disposable (A&D) or not.
- 7.1.3. The CENRO, or implementing PENRO, signs and approves the Certification of Status of Land.
- 7.1.4. The Land Investigator/DPLI/Land Management Officer provides the client with:
 - 7.1.4.1. Checklist of Requirements;
 - 7.1.4.2. Free Patent Application Form and other prescribed forms; and
 - 7.1.4.3. Advice on the procedures.

	Department of Environment and Natural Resources			Document ID	DENR-PD4QMS-001	
	PROCESS DEFINITION Issuance of Free Patents over Agricultural Lands			Revision No.	0	Issue No. 03
				Date Issued	DEC 16 2016	
				Originating Office	QMS Core Team	
				Page No.	2 of 4	

- 7.1.5. The Records Officer/Land Investigator/DPLI receives the application with complete supporting documents. S/he records, indexes and assigns number to the application.
- 7.1.6. The Land Investigator/DPLI computes the fees and prepares the Order of Payment. The client pays the corresponding fee and documentary stamp and is issued an official receipt.
- 7.1.7. Once payment is confirmed, the Land Investigator/DPLI conducts investigation on the land being applied for and submits investigation report with geo-tagged photo.
- 7.1.8. The Land Management Officer then prepares notices and letters to the barangay, municipality or city and applicant to be signed by the CENRO, or implementing PENRO. The notices are posted for fifteen (15) days in the barangay or municipality where the land is located.
- 7.1.9. For the patent preparation and processing:
 - 7.1.9.1. The Administrative Aide prepares B.L. Form 700-2A (Lot Data and Technical Description).
 - 7.1.9.2. The Staff, Patents and Deeds prepares the Order: Approval of Application and Issuance of Patent.
 - 7.1.9.3. The Administrative Aide prepares and types the information and technical description of the land in the Judicial Forms and prepares indorsement to the PENRO.
 - 7.1.9.4. The Geodetic Engineer verifies and certifies the correctness of the TD.
 - 7.1.9.5. The Chief, Patents and Deeds conduct preliminary review of the Free Patent Application (FPA).
- 7.1.10. The CENRO reviews and affixes his initial on the patent and sign the indorsement.
- 7.1.11. The carpeta is transmitted to the PENRO.

7.2. PENRO

- 7.2.1. Once the carpeta is received, the Chief, Patents and Deeds conduct a final review of the free patent documents.
- 7.2.2. The Chief, Technical Services reviews and affixes his initial on the free patent documents. The documents are then endorsed to the PENRO.
- 7.2.3. The PENRO signs the Order: Approval of Application and Issuance of Patent.
- 7.2.4. A Patent Number is assigned before transmitting the documents to the Register of Deeds.

	Department of Environment and Natural Resources PROCESS DEFINITION Issuance of Free Patents over Agricultural Lands	Document ID	DENR-PD-QMS-001		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 16, 2016		
		Originating Office	QMS Core Team		
		Page No.	4 of 4		

8. PROCESS OUTPUTS

The results of the process are:

- 8.1. Product: Free Patent
- 8.2. Documented information:
 - 8.2.1. Inspection Report
 - 8.2.2. Certification from CENRO that the land is within A and D
 - 8.2.3. Certification from the Regional Trial Court concerned that there is no pending land registration case involving the parcel being applied for
 - 8.2.4. Affidavit stating that the applicant is not the owner of more than 12 hectares of land in the Philippines
 - 8.2.5. Copy of Tax Declaration
 - 8.2.6. Notice of Posting and Letter to barangay, municipality or city and applicants
 - 8.2.7. Survey Plans and TDs
 - 8.2.8. Judicial forms
 - 8.2.9. Order: Approval of Application and Issuance of Patent
 - 8.2.10. Transmittal letter to Register of Deeds

NOTE: Limits of Approving Official:

5 Hectares and Below	-	PENRO
Above 5 Hectares and below 10 hectares	-	Regional Director
Above 10 hectares to 12 Hectares	-	Secretary

Prepared by:


BRESILDA M. GERVACIO
 DENR Central Office Quality Management Representative

Approved by:


ATTY. ERNESTO D. ADOBO, JR.
 DENR Quality Management Representative



Department of Environment and Natural Resources

PROCESS DEFINITION

Process Flow: Issuance of Survey Authority

Document ID	DCNR-PD-QMS-002		
Revision No.	0	Issue No.	0
Date Issued	DEC 16 2016		
Originating Office	QMS Core Team		
Page No.	1 of 2		

CITY OF CHICAGO ORDINANCE NO. 1

Name of Agency _____
 Function: Service _____
 Type and/or Subcategory of Service _____
 Date received at the Service _____

DEAF Community Development and Natural Resources (CDNR) to Financial Development and Natural Resources (FDNR).
Approved for Free Press/AGRICULTURE
\$10.00. Money is Free

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Department of Environment and Natural Resources

PROCESS DEFINITION

Process Flow: Issuance of Survey Authority

Level	Position	Grade	Salary Range
Senior Level	Chief Executive Officer (CEO)	15	\$1,000,000 - \$1,500,000
	Executive Vice President (EVP)	14	\$750,000 - \$1,000,000
	Vice President (VP)	13	\$500,000 - \$750,000
	Senior Vice President (SVP)	12	\$350,000 - \$500,000
	Executive Director (ED)	11	\$250,000 - \$350,000
	Senior Manager (SM)	10	\$175,000 - \$250,000
	Manager (M)	9	\$125,000 - \$175,000
	Senior Supervisor (SS)	8	\$87,500 - \$125,000
	Supervisor (S)	7	\$62,500 - \$87,500
	Assistant Supervisor (AS)	6	\$43,750 - \$62,500
Middle Level	Senior Analyst (SA)	5	\$31,250 - \$43,750
	Analyst (A)	4	\$22,500 - \$31,250
	Senior Clerk (SC)	3	\$15,625 - \$22,500
	Clerk (C)	2	\$11,250 - \$15,625
	Senior Office Aide (SOA)	1	\$7,812 - \$11,250
	Office Aide (OA)	0	\$5,625 - \$7,812
	Senior Mail Room (SMR)	0	\$5,625 - \$7,812
	Mail Room (MR)	0	\$5,625 - \$7,812
	Senior Janitor (SJ)	0	\$5,625 - \$7,812
	Janitor (J)	0	\$5,625 - \$7,812
Entry Level	Senior Receptionist (SR)	0	\$5,625 - \$7,812
	Receptionist (R)	0	\$5,625 - \$7,812
	Senior File Clerk (SFC)	0	\$5,625 - \$7,812
	File Clerk (FC)	0	\$5,625 - \$7,812
	Senior Typist (ST)	0	\$5,625 - \$7,812
	Typist (T)	0	\$5,625 - \$7,812
	Senior Data Entry (SDE)	0	\$5,625 - \$7,812
	Data Entry (DE)	0	\$5,625 - \$7,812
	Senior Office Assistant (SOA)	0	\$5,625 - \$7,812
	Office Assistant (OA)	0	\$5,625 - \$7,812

	Department of Environment and Natural Resources PROCESS DEFINITION Issuance of Survey Authority	Document ID	DENR-PD-QMS-002	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 16 2016	
		Originating Office	QMS Core Team	
		Page No.	1 of 3	

1. SUMMARY

This document defines the process of issuance of Survey Authority (DENR Administrative Order 2007-29 dated July 31, 2007 or the Revised Regulations on Land Surveys). This process is illustrated in the process flow map included in the DENR Quality Management Manual.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. PROCESS DEFINITION

Survey Authority refers to the permit issued by the concerned DENR Official to a government Geodetic Engineer to conduct isolated survey over public lands for public land application purposes. This permit is required prior to the conduct of surveys of lands of the public lands.

4. PROCESS OBJECTIVES AND METRICS


- 4.1. The process aims to standardize the steps required for the issuance of survey authority.
- 4.2. The survey authority shall be issued within the prescribed period as defined in the DENR Citizen's Charter No. 2.
- 4.3. The result of this process shall be made part of the documented information and shall be subject of Management Review.

5. PROCESS OWNER AND RESPONSIBLE PARTY

The CENRO is the responsible office for this process.

6. PROCESS INPUTS

- 6.1. The documents required for this process are:
 - 6.1.1. Duly accomplished Letter-Request Form and any document showing the identity of the land (e.g. Lot number, survey card, tax declaration, Deed of Sale, etc.)
 - 6.1.2. Survey Authority form duly signed by the applicant and private Geodetic Engineer
 - 6.1.3. Proof of claims/acquisition of the property (e.g. Deed of Sale, Waiver of Rights, Tax Declaration, etc.)
 - 6.1.4. Order of Payment and Official Receipt

	Department of Environment and Natural Resources		Document ID	DENR-PD-QMS-002
			Revision No.	01
	PROCESS DEFINITION Issuance of Survey Authority		Issue No.	03
			Date Issued	DEC 16 2016
			Originating Office	QMS Core Team
		Page No.	2 of 3	

6.2. The resources required for this process are:


- 6.2.1. DENR Personnel
- 6.2.2. Travelling Expenses
- 6.2.3. Equipment

6.3. The special training for the personnel required for this process are:

- 6.3.1. Land Disposition and Investigation
- 6.3.2. Equipment operation

7. PROCESS STEPS

- 7.1. The CENRO Receiving Clerk receives and enters the duly accomplished Letter-Request in the record book.
- 7.2. The Records Officer, Land Investigator/Deputy Public Land Investigator (DPLI) verifies the status of the land, whether it is titled or not and/or claimed by others.
- 7.3. The Chief, FMS determines the land classification status.
- 7.4. The Land Investigator/DPLI provides the applicant with the checklist of requirements: (1) Survey Authority, and (2) advice about the procedures.
- 7.5. The applicant submits the complete documentary requirements. The Receiving Clerk receives and checks the completeness of the documents submitted based on the checklist.
- 7.6. The Chief, FMS prepares the Order of Payment for the Inspection Fee.
- 7.7. The Bill Collector accepts the payment of the applicant and issues the Official Receipt.
- 7.8. After payment, the CENRO assigns a Land Investigator/DPLI to handle the request.
- 7.9. The assigned Land Investigator/DPLI conducts field investigation, prepares the Investigation Report and recommendations, and submits the documents/reports to the Chief, FMS for review.
- 7.10. The Chief, FMS reviews the documents/reports and endorse the same to the CENRO for consideration.
- 7.11. The CENRO signs the Survey Authority and Investigation Report.
- 7.12. The Clerk/Records Officer assigns a control number on Survey Authority and enters this into the record book.
- 7.13. The Survey Authority is then released to the applicant.

	Department of Environment and Natural Resources			Document ID	DENR-PD-QMS-002	
	PROCESS DEFINITION Issuance of Survey Authority			Revision No.	0	Issue No. 03
				Date Issued:	DEC 16 2016	
				Originating Office	QMS Core Team	
				Page No.	3 of 3	

8. PROCESS OUTPUTS

The results of the process are:

8.1. Product: Survey Authority

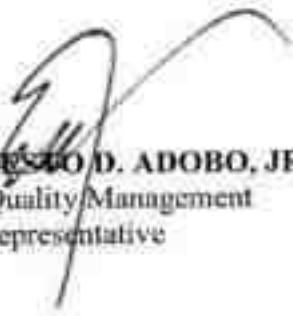
8.2. Documented information:

- 8.2.1. Duly accomplished Letter-Request Form and any document showing the identity of the land (e.g. Lot number, survey card, tax declaration, Deed of Sale, etc.)
- 8.2.2. Survey Authority form duly signed by the applicant and private Geodetic Engineer
- 8.2.3. Proof of claims/acquisition of the property (e.g. Deed of Sale, Tax Declaration, etc.)
- 8.2.4. Inspection Report
- 8.2.5. Survey Authority approved by the CENRO

Prepared by:


BRESILDA M. GERVACIO
 DENR Central Office Quality Management
 Representative

Approved by:


ATTY. ERNESTO D. ADOBO, JR.
 DENR Quality Management
 Representative



Department of Environment and Natural Resources

PROCESS DEFINITION

Process Flow: Issuance of Survey Authority


Document ID	DINR-PD-QMS-002	
Revision No.	0	Issue No. 03
Date Issued	DEC 16 2016	
Originating Office	QMS Core Team	
Page No.	1 of 1	

CITIZEN'S CHARTER PROCESS July 2

Name of Agency: _____
 Principal Service: _____
 Website of Availability of Service: _____
 more to Head of the Service

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no.	CUSTOMER ACTIVITY	AGENT ACTIONS	INTERNAL PROCESS STEPS IN USAFIRM	DURATION	DISPOSITION/TRANSITION	OUTPUT OF STEP	
1	Send LAR/IC to agents, accompanied with Letter Request Form to Survey Authority	Forwarded letter into the record book the duly accompanied letter (the queue)	Receiving Clerk	1 hour	Data accompanied letter Request Form and any documents showing the identity of the land (e.g. lot number, survey map, etc.) attached. Case # Sale 4013		
		Verify status of letter whether filed or not error corrected by others	Receiving Officer/Land Investigator (LI)				
		Continue Land Investigation process	Chief LI				
		Provides the applicant the following: 1. Checklist of Requirements 2. Survey Authority 3. Advice about the application	Land Investigator (LI)	1 hour	Survey Authority Formally signed in the applicant and printed. Selection Process Proof of ownership acquisition of the property (e.g. deed of sale, Tax Declaration, etc.)		
2	Submit the complete documentary requirements	Review and check completeness of submitted document based on the checklist Prepare Order of Return to Inspection fee	Receiving Clerk Chief RATS Clerk				
3	Pay the inspection fee	Accept payment and issue Official Receipt	Receiving Clerk				Inspection Fee PUS 00
		Assign Land Investigation (LI) to handle the request	Chief LI	1 hour			
		Conduct field investigation and produce Investigation Report and recommendations	Land Investigator (LI)				
		Review documents/docs	Chief LI				
		Sign Survey Authority and Investigation Report	Chief LI				
		Assign color number to Survey Authority and print into the record book	Chief RATS Clerk				
		Forward Survey Authority to Customer	Clerk				
4	Receive Survey Authority			Expires on Friday Service			
5	Conduct actual land survey						
6	Submit payment Survey Return	Submit Survey Return	Receiving Clerk	1 Day			
		Forward Transmittal Letter to the Automated Regional Service for Tracking	TRU/LIO				
		Sign the Transmittal Letter	Chief LI				
		Attach and include Serially Initial Letter to the Transmittal Letter	Clerk				
		Forward Transmittal Letter and Survey Return to Regional Office	Clerk				

	Department of Environment and Natural Resources		Document ID		DENR-PD-QMS-003	
	PROCESS DEFINITION		Revision No.	0	Issue No.	03
	Issuance of Certificate of Tree Plantation Ownership (CTPO) for not more than 1,000 Hectares		Date Issued	DEC 15 2016		
			Originating Office	QMS Core Team		
			Page No.	1 of 2		

1. SUMMARY

This document defines the process of issuance of Certificate of Tree Plantation Ownership (CTPO) for not more than 1,000 hectares. This process is illustrated in the process flow map included in the DENR Quality Management Manual.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. PROCESS DEFINITION

The Certificate of Tree Plantation Ownership (CTPO) is a document issued by the DENR local official at the CENRO level to all private plantation within titled or tax declared alienable and disposable (A&D) lands inside their area of jurisdiction (DENR Memorandum Order 1999-20 entitled "*Supplemental Guidelines Governing the Registration, Harvesting, Transport and Marketing of Timber By-Products coming from Private Plantations within Private Lands or Tax Declared Alienable or Disposable Lands*"). This defines the process taken in the issuance of CTPO for not more than 1,000 hectares.

4. PROCESS OBJECTIVES AND METRICS


- 4.1. The process aims to standardize the steps required for the issuance of CTPO for not more than 1,000 hectares.
- 4.2. The issuance of CTPO for not more than 1,000 hectares shall be within the prescribed period as defined in the DENR Citizen's Charter No. 3.
- 4.3. The result of this process shall be made part of the documented information and shall be subject of management review.

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

The CENRO is the responsible office for this process.

6. PROCESS INPUTS

- 6.1. The documents required for this process are:
 - 6.1.1. Letter request of the applicant
 - 6.1.2. Certified and Verified Copy of the Title or Tax Declaration
 - 6.1.3. Pictures of the site
 - 6.1.4. Order of Payment and Official Receipt
- 6.2. The resources required for this process are:
 - 6.2.1. DENR Personnel
 - 6.2.2. Travelling Expenses

	Department of Environment and Natural Resources PROCESS DEFINITION Issuance of Certificate of Tree Plantation Ownership (CTPO) for not more than 1,000 Hectares	Document ID	DENR-PD-QMS-003	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 16 2016	
		Originating Office	QMS Core Team	
		Page No.	2 of 2	

6.2.3. Equipment

6.3. The special training for the personnel required for this process are:

6.3.1. Tree Inventory

6.3.2. Equipment operation

7. PROCESS STEPS

- 7.1. The Receiving Clerk receives and records the letter request and documentary requirements submitted by the client.
- 7.2. The CENRO gives instructions to the Chief, FMS to assign personnel to inspect/verify the request and prepare Order of Payment. The client pays the corresponding fee and is issued an Official Receipt.
- 7.3. After payment is settled, the Inspection/Evaluation Team conducts tree inventory in the area.
- 7.4. The Chief, Forest Engineering & Infra Unit plots the coordinates of the area in control map and prepares the map.
- 7.5. The Inspection/Evaluation Team prepares and submits the report to the Chief, FMS.
- 7.6. The Chief, FMS evaluates and reviews the report.
- 7.7. The Chief, FMS, and Chief, Utilization Unit prepare the CTPO and affix their initials on the file copy and endorse the CTPO to CENRO for consideration.
- 7.8. The CENRO approves the CTPO then release to the client.

8. PROCESS OUTPUTS

The results of the process are:

8.1. Product: Certificate of Tree Plantation Ownership

8.2. Documented Information:


- 8.2.1. Letter request of the applicant
- 8.2.2. Certified and verified copy of the title or tax declaration
- 8.2.3. Pictures of the site
- 8.2.4. Inventory Report
- 8.2.5. Map

Prepared by:


BRESILDA M. GERVACIO
 DENR Central Office Quality Management
 Representative

Approved by:


ATTY. ERNESTO D. ADOBO, JR.
 DENR Quality Management
 Representative

	Department of Environment and Natural Resources		Document ID		DENR-PD-QMS-003	
	PROCESS DEFINITION Issuance of Certificate of Tree Plantation Ownership (CTPO) for not more than 1,000 Hectares		Revision No.		0	Issue No. 03
			Date Issued		DEC 16 2016	
			Originating Office		QMS Core Team	
			Page No.		2 of 2	

6.2.3. Equipment

6.3. The special training for the personnel required for this process are:

6.3.1. Tree Inventory

6.3.2. Equipment operation

7. PROCESS STEPS

- 7.1. The Receiving Clerk receives and records the letter request and documentary requirements submitted by the client.
- 7.2. The CENRO gives instructions to the Chief, FMS to assign personnel to inspect/verify the request and prepare Order of Payment. The client pays the corresponding fee and is issued an Official Receipt.
- 7.3. After payment is settled, the Inspection/Evaluation Team conducts tree inventory in the area.
- 7.4. The Chief, Forest Engineering & Infra Unit plots the coordinates of the area in control map and prepares the map.
- 7.5. The Inspection/Evaluation Team prepares and submits the report to the Chief, FMS.
- 7.6. The Chief, FMS evaluates and reviews the report.
- 7.7. The Chief, FMS, and Chief, Utilization Unit prepare the CTPO and affix their initials on the file copy and endorse the CTPO to CENRO for consideration.
- 7.8. The CENRO approves the CTPO then release to the client.

8. PROCESS OUTPUTS

The results of the process are:

8.1. Product: Certificate of Tree Plantation Ownership

8.2. Documented Information:

- 8.2.1. Letter request of the applicant
- 8.2.2. Certified and verified copy of the title or tax declaration
- 8.2.3. Pictures of the site
- 8.2.4. Inventory Report
- 8.2.5. Map

Prepared by:

Approved by:


BRESILDA M. GERVACIO
DENR Central Office Quality Management
Representative

ATTY. ERNESTO D. ADOBO, JR.
DENR Quality Management
Representative



Department of Environment and Natural Resources

PROCESS DEFINITION

Process Flow: Issuance of Certificate of Tree Plantation Ownership (CTPO) for not more than 1,000 Hectares


Document ID	DENR-PD-QMS-003	
Revision No.	0	Issue No. 03
Date Issued	DEC 16 2016	
Originating Office	QMS Core Team	
Page No.	1 of 1	

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Name of Agency
 Principal Officer
 Schedule of Availability of Service
 Major Field of the Service

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 Institute of Cambridge at The President's Building, 1111 14th Street, N.E., Washington, D.C. 20004
 1-800-451-4243, Monday to Friday

[illegible]

	Department of Environment and Natural Resources		Document ID	DENR-PD-QMS-004	
	PROCESS DEFINITION		Revision No.	0	Issue No. 03
	Issuance of Certificate of Verification		Date Issued	DEC 16, 2016	
	(Cutting/Transport Non-Wood Forest Products within Private Land)		Originating Office	QMS Core Team	
			Page No.	1 of 2	

1. SUMMARY

This document defines the process of issuance of Certificate of Verification (CV) on cutting/transporting of non-wood forest products, e.g. bamboo, vines, nipa, etc., within private land. This process is illustrated in the process flow map included in the DENR Quality Management Manual.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue	Undersecretary Ernesto D. Adobo, Jr.

3. PROCESS DEFINITION

The Certificate of Verification (CV) is a document issued by the DENR local official at the CENRO level to show that the non-wood forest products come from private lands indicating the quantity, volume, type of forest products and destination/consignee of the commodities. This process defines the issuance of CV on cutting/transport of non-wood forest products, e.g. bamboo, vines, nipa, etc., within private land.

4. PROCESS OBJECTIVES AND METRICS

- 4.1. The process aims to standardize the steps required for the issuance of CV (cutting/transport non-wood forest products within private land e.g. bamboo, vines, nipa, etc.).
- 4.2. The issuance of CV (cutting/transport non-wood forest products within private land e.g. bamboo, vines, nipa, etc.) shall be within the prescribed period as defined in the DENR Citizen's Charter No. 4.
- 4.3. The result of this process shall be made part of the documented information and shall be subject of management review.

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

The CENRO is the responsible office for this process.

6. PROCESS INPUTS

- 6.1. The documents required for this process are:
 - 6.1.1. Request Letter
 - 6.1.2. Photocopy of Tax Declaration or Land Title
 - 6.1.3. Order of Payment and Official Receipt

	Department of Environment and Natural Resources PROCESS DEFINITION Issuance of Certificate of Verification (Cutting/Transport Non-Wood Forest Products within Private Land)	Document ID	DENR-PD-QMS-004	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 16 2016	
		Originating Office	QMS Core Team	
		Page No.	2 of 2	

6.2. The resources required for this process are:

- 6.2.1. DENR Personnel
- 6.2.2. Travelling Expenses
- 6.2.3. Equipment

7. PROCESS STEPS

- 7.1. The Receiving Clerk receives and records the letter request and documentary requirements submitted by the client.
- 7.2. The CENRO refers the request to the Chief, Forest Management Section (FMS) for evaluation.
- 7.3. After evaluation, the request is referred to the Chief, Utilization Unit for review and inspection. The Chief, Utilization Unit assigns a Forest Ranger to conduct inspection.
- 7.4. The Forest Ranger, Utilization Unit conducts the actual inspection of the forest products in the area, prepares the Inspection Report and Order of Payment and submits this to the Chief, FMS.
- 7.5. The Chief, FMS reviews the Inspection Report and signs the Order of Payment.
- 7.6. The client pays the CV Fee and Oath Fee. The Bill Collector/Cashier issues an official receipt.
- 7.7. After the payment, the CV is prepared. The Chief, FMS places his initial on the document and endorses the same to the CENRO for consideration.
- 7.8. The CENRO approves the CV.
- 7.9. The Releasing Clerk releases the CV to the client.

8. PROCESS OUTPUTS

The results of the process are:

- 8.1. Product: Certificate of Verification for Cutting/Transport of Non-Wood Forest Products within Private Land
- 8.2. Documented information:
 - 8.2.1. Request Letter
 - 8.2.2. Photocopy of Tax Declaration or Land Title
 - 8.2.3. Inspection Report
 - 8.2.4. Official Receipt

Prepared by:


BRESILDA M. GERVACIO
 DENR Central Office Quality Management
 Representative

Approved by:


ATTY. ERNESTO D. ADOBO, JR.
 DENR Quality Management
 Representative



Department of Environment and Natural Resources

PROCESS DEFINITION
Issuance of Certificate of Verification
(Cutting/Transport Non-Wood Forest Products
within Private Land)

Discussion 185

DENR-PD-CMS-104

Revision No.

④	Issue No.	02
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Date Received

DEC 16 2011

Originating Office

Q415 Core Team

Page No. _____

100-1

DOI: 10.1002/for

Source of discrepancy

Executive Summary

Keywords: child sexual abuse; disclosure; social support

There are several other things to consider:


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Journal of Interpersonal Violence 28(12)

*Cutting Trends: New Heavy Forest Products which Prings into a. Southern Pine, May 1911
p. 12. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15. 16. 17. 18. 19. 20. 21. 22. 23. 24. 25. 26. 27. 28. 29. 30. 31. 32. 33. 34. 35. 36. 37. 38. 39. 40. 41. 42. 43. 44. 45. 46. 47. 48. 49. 50. 51. 52. 53. 54. 55. 56. 57. 58. 59. 60. 61. 62. 63. 64. 65. 66. 67. 68. 69. 70. 71. 72. 73. 74. 75. 76. 77. 78. 79. 80. 81. 82. 83. 84. 85. 86. 87. 88. 89. 90. 91. 92. 93. 94. 95. 96. 97. 98. 99. 100. 101. 102. 103. 104. 105. 106. 107. 108. 109. 110. 111. 112. 113. 114. 115. 116. 117. 118. 119. 120. 121. 122. 123. 124. 125. 126. 127. 128. 129. 130. 131. 132. 133. 134. 135. 136. 137. 138. 139. 140. 141. 142. 143. 144. 145. 146. 147. 148. 149. 150. 151. 152. 153. 154. 155. 156. 157. 158. 159. 160. 161. 162. 163. 164. 165. 166. 167. 168. 169. 170. 171. 172. 173. 174. 175. 176. 177. 178. 179. 180. 181. 182. 183. 184. 185. 186. 187. 188. 189. 190. 191. 192. 193. 194. 195. 196. 197. 198. 199. 200. 201. 202. 203. 204. 205. 206. 207. 208. 209. 210. 211. 212. 213. 214. 215. 216. 217. 218. 219. 220. 221. 222. 223. 224. 225. 226. 227. 228. 229. 230. 231. 232. 233. 234. 235. 236. 237. 238. 239. 240. 241. 242. 243. 244. 245. 246. 247. 248. 249. 250. 251. 252. 253. 254. 255. 256. 257. 258. 259. 260. 261. 262. 263. 264. 265. 266. 267. 268. 269. 270. 271. 272. 273. 274. 275. 276. 277. 278. 279. 280. 281. 282. 283. 284. 285. 286. 287. 288. 289. 290. 291. 292. 293. 294. 295. 296. 297. 298. 299. 300. 301. 302. 303. 304. 305. 306. 307. 308. 309. 310. 311. 312. 313. 314. 315. 316. 317. 318. 319. 320. 321. 322. 323. 324. 325. 326. 327. 328. 329. 330. 331. 332. 333. 334. 335. 336. 337. 338. 339. 340. 341. 342. 343. 344. 345. 346. 347. 348. 349. 350. 351. 352. 353. 354. 355. 356. 357. 358. 359. 360. 361. 362. 363. 364. 365. 366. 367. 368. 369. 370. 371. 372. 373. 374. 375. 376. 377. 378. 379. 380. 381. 382. 383. 384. 385. 386. 387. 388. 389. 390. 391. 392. 393. 394. 395. 396. 397. 398. 399. 400. 401. 402. 403. 404. 405. 406. 407. 408. 409. 410. 411. 412. 413. 414. 415. 416. 417. 418. 419. 420. 421. 422. 423. 424. 425. 426. 427. 428. 429. 430. 431. 432. 433. 434. 435. 436. 437. 438. 439. 440. 441. 442. 443. 444. 445. 446. 447. 448. 449. 450. 451. 452. 453. 454. 455. 456. 457. 458. 459. 460. 461. 462. 463. 464. 465. 466. 467. 468. 469. 470. 471. 472. 473. 474. 475. 476. 477. 478. 479. 480. 481. 482. 483. 484. 485. 486. 487. 488. 489. 490. 491. 492. 493. 494. 495. 496. 497. 498. 499. 500. 501. 502. 503. 504. 505. 506. 507. 508. 509. 510. 511. 512. 513. 514. 515. 516. 517. 518. 519. 520. 521. 522. 523. 524. 525. 526. 527. 528. 529. 530. 531. 532. 533. 534. 535. 536. 537. 538. 539. 540. 541. 542. 543. 544. 545. 546. 547. 548. 549. 550. 551. 552. 553. 554. 555. 556. 557. 558. 559. 560. 561. 562. 563. 564. 565. 566. 567. 568. 569. 570. 571. 572. 573. 574. 575. 576. 577. 578. 579. 580. 581. 582. 583. 584. 585. 586. 587. 588. 589. 590. 591. 592. 593. 594. 595. 596. 597. 598. 599. 600. 601. 602. 603. 604. 605. 606. 607. 608. 609. 610. 611. 612. 613. 614. 615. 616. 617. 618. 619. 620. 621. 622. 623. 624. 625. 626. 627. 628. 629. 630. 631. 632. 633. 634. 635. 636. 637. 638. 639. 640. 641. 642. 643. 644. 645. 646. 647. 648. 649. 650. 651. 652. 653. 654. 655. 656. 657. 658. 659. 660. 661. 662. 663. 664. 665. 666. 667. 668. 669. 670. 671. 672. 673. 674. 675. 676. 677. 678. 679. 680. 681. 682. 683. 684. 685. 686. 687. 688. 689. 690. 691. 692. 693. 694. 695. 696. 697. 698. 699. 700. 701. 702. 703. 704. 705. 706. 707. 708. 709. 710. 711. 712. 713. 714. 715. 716. 717. 718. 719. 720. 721. 722. 723. 724. 725. 726. 727. 728. 729. 730. 731. 732. 733. 734. 735. 736. 737. 738. 739. 740. 741. 742. 743. 744. 745. 746. 747. 748. 749. 750. 751. 752. 753. 754. 755. 756. 757. 758. 759. 760. 761. 762. 763. 764. 765. 766. 767. 768. 769. 770. 771. 772. 773. 774. 775. 776. 777. 778. 779. 780. 781. 782. 783. 784. 785. 786. 787. 788. 789. 790. 791. 792. 793. 794. 795. 796. 797. 798. 799. 800. 801. 802. 803. 804. 805. 806. 807. 808. 809. 810. 811. 812. 813. 814. 815. 816. 817. 818. 819. 820. 821. 822. 823. 824. 825. 826. 827. 828. 829. 830. 831. 832. 833. 834. 8

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	Department of Environment and Natural Resources PROCESS DEFINITION Issuance of Certificate of Verification (Cutting/Transport of Planted and Non-Premium Trees within Private Land)	Document ID	DENR-PD-QMS-009	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 16, 2016	
		Originating Office	QMS Core Team	
		Page No.	1 of 1	

1. SUMMARY

This document defines the process of issuance of certificate of verification (Cutting/Transport of Planted and Non-Premium Trees within Private Land). This process is illustrated in the process flow map included in the DENR Quality Management Manual.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. PROCESS DEFINITION

The Certificate of Verification (CV) is a document issued by the DENR local official at the CENRO level to show that the logs/timber, lumber or any wood products come from private lands indicating the quantity, volume, type of forest products and destination/consignee of the commodities. This process defines the issuance of CV on cutting/transport of planted and non-premium trees within private land.

4. PROCESS OBJECTIVES AND METRICS

- 4.1. The process aims to standardize the steps required for the issuance of CV (cutting/transport of planted and non-premium trees within private land).
- 4.2. The issuance of CV (cutting/transport of planted and non-premium trees within private land) shall be within the prescribed period as defined in the DENR Citizen's Charter No. 5.
- 4.3. The result of this process shall be made part of the documented information and shall be subject of management review.

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

The CENRO is the responsible office for this process.

6. PROCESS INPUTS

- 6.1. The documents required for this process are:
 - 6.1.1. Request Letter
 - 6.1.2. Photocopy of Tax Declaration or Land Title
 - 6.1.3. Official Receipt

	Department of Environment and Natural Resources PROCESS DEFINITION Issuance of Certificate of Verification (Cutting/Transport of Planted and Non-Premium Trees within Private Land)	Document ID	DENR-PD-QMS-005	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 15 2016	
		Originating Office	QMS Core Team	
		Page No.	2 of 3	

6.2. The resources required for this process are:

- 6.2.1. DENR Personnel
- 6.2.2. Travelling Expenses
- 6.2.3. Equipment

7. PROCESS STEPS

- 7.1. The Receiving Clerk receives and records the letter request and documentary requirements submitted by the client.
- 7.2. The CENRO refers the request to the Chief, Forest Management Section (FMS) for evaluation.
- 7.3. After evaluation, the request is referred to the Chief, Utilization Unit for review and inspection. The Chief, Utilization Unit assigns a Forest Ranger to conduct inspection of trees to be cut/transported.
- 7.4. The Forest Ranger, Utilization Unit conducts the actual inspection of the forest products, prepares the Inspection Report and Order of Payment and submits this to the Chief, FMS.
- 7.5. The Chief, FMS reviews the Inspection Report and signs the Order of Payment.
- 7.6. The client pays the CV Fee and Oath Fee. The Bill Collector/Cashier issues an official receipt (OR).
- 7.7. The client presents the OR to the Utilization Unit.
- 7.8. Then, the Chief, FMS and Chief, Utilization Unit prepare the CV, affix their initials on the document and endorse the same to the CENRO for consideration.
- 7.9. The CENRO approves the CV.
- 7.10. The Releasing Clerk releases the CV to the client.

8. PROCESS OUTPUTS

The results of the process are:

- 8.1. Product: Certificate of Verification for Cutting/transport of Planted and Non-Premium Trees within Private Land)
- 8.2. Documented information:
 - 8.2.1. Request Letter
 - 8.2.2. Certified and verified photocopy of tax declaration or land title
 - 8.2.3. Inspection Report
 - 8.2.4. Official Receipt

	Department of Environment and Natural Resources		Document ID		DENR-PD-QMS-003		
	PROCESS DEFINITION Issuance of Certificate of Verification (Cutting/Transport of Planted and Non-Premium Trees within Private Land)		Revision No.		0	Issue No.	03
			Date Issued		DEC 16 2018		
			Originating Office		QMS Core Team		
			Page No.		3 of 3		

Prepared by:


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 Representative

Approved by:


ATTY. ERNESTO D. ADOBO, JR.
 DENR Quality Management Representative



Department of Environment and Natural Resources

PROCESS DEFINITION

**Process Flow: Issuance of Certificate of Verification
(Cutting/Transport of Planted and Non-Premium
Trees within Private Land)**

Document ID	DENR-PD-QMS-005		
Revision No.	0	Issue No.	03
Date Issued	DEC 16 2018		
Originating Office	QMS Core Team		
Page No.	1 of 1		

CITY OF CAGAYAN PROCESS NO. 9


Name of Agency
Executive Service

DENR (Department of Environment and Natural Resources) (DENR)

Scope of Availability of Service
Not to Avail of the Service

Issuance of Certificate of Verification
(Cutting and Transporting of Planted and Non-Premium Trees within Private Land)
6. DENR, Manila to Pinar

No.	CUSTOMER ACTIVITY	Task ACTION	OFFICE PERSON RESPONSIBLE	STATUS	Remarks/Link to Documents	AMOUNT OF FEE
1	Submit request and Accompanying Documents	Receive request and accompanying documents	Planning Unit	to be included	1. Request letter 2. Affidavit of Tax Declaration in Land Title	
		Review and Check Title	CRMC	to be included		
		Review and evaluate request	Chief, PRC	to be included		
		Review and assign, Prepare Request to Conduct Inspection of Trees in the Land/Property	Chief, LUPAT-DR	to be included		
		Conduct actual inspection of the land/property in the area and prepare Inspection Report including Order of Payment	Forest Ranger, LUPAT-DR	to be included	Review and assign responsibility to the concerned office for the preparation of the report	
		Review Inspection Report and sign Order of Payment	Chief, PRC	to be included		
2	Pay Certificate of Verification Fee and Cash Fee	Issue Certificate of Verification (CV)	CRMC	to be included		PRC fee - Certificate of Verification Fee
3	Present CV to LUPAT-DR	Present Certificate of verification and Cash Fee to LUPAT-DR	CRMC	to be included		
		Receive Certificate of verification	CRMC	to be included		
		Receive Certificate of verification	Planning Unit	to be included		
4	Receive Certificate of verification	Issue and sign certificate of verification				

	Department of Environment and Natural Resources PROCESS DEFINITION Application for Chainsaw Registration	Document ID	DENR-PD-QMS-006	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 16 2016	
		Originating Office	QMS Core Team	
		Page No.	1 of 2	

1. SUMMARY

This document defines the process of Application for Chainsaw Registration (pursuant to Republic Act No. 9175 and DENR Administrative Order No. 2003-24). This process is illustrated in the process flow map included in the DENR Quality Management Manual.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. PROCESS DEFINITION

The Chainsaw refers to any portable power saw or similar cutting implement, rendered operative by an electric or internal combustion engine that may be used for, but is not limited to the felling of trees or the cutting of timber. All persons who own or are otherwise in possession of chainsaws are required by law to register the same with the Department, through any of its Community Environment and Natural Resources Office (CENRO). The CENRO shall issue the corresponding registration certificate or permit if it finds such persons to be qualified pursuant to Republic Act 9175 or the Chain Saw Act of 2002 and DENR Administrative Order No. 2003-24. This defines the process of applying for Chainsaw Registration.

4. PROCESS OBJECTIVES AND METRICS


- 4.1. The process aims to standardize the steps required for the issuance of Certificate of Chainsaw Registration.
- 4.2. The Certificate of Chainsaw Registration shall be issued within the prescribed period as defined in the DENR Citizen's Charter No. 6.
- 4.3. The result of this process shall be made part of the documented information and shall be subject of management review.

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

The CENRO is the responsible office for this process.

6. PROCESS INPUTS

- 6.1. The documents required for this process are:
 - 6.1.1. Official Receipt
 - 6.1.2. Stencil Serial Number of Chainsaw
 - 6.1.3. Duly accomplished Application Form
 - 6.1.4. Detailed Specification of Chainsaw (e.g. brand, model, engine capacity, etc.)

	Department of Environment and Natural Resources PROCESS DEFINITION Application for Chainsaw Registration	Document ID	DENR-PD-QMS-006	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 16 2008	
		Originating Office	QMS Core Team	
		Page No.	2 of 2	

6.1.5. Order of Payment

7. PROCESS STEPS

- 7.1. The application form and supporting documents are received by the CENRO Receiving Clerk.
- 7.2. The CENRO Focal Person/Forester/ Chief, FMS prepares and signs the Order of Payment.
- 7.3. The client pays the registration fee and forwards the copy of the official receipt (OR) to the CENRO Focal Person.
- 7.4. The Chief, FMS/Forester verifies the supporting documents and inspects the chainsaw. After verification, s/he prepares the Certificate of Registration, affixes his/her initial and endorses the document to the CENRO for consideration.
- 7.5. The CENRO approves the Certificate of Registration.
- 7.6. The Releasing Clerk records and assigns a control number to the chainsaw before releasing the Certificate to the client.

8. PROCESS OUTPUTS

The results of the process are:

- 8.1. Product: Certificate of Registration
- 8.2. Documented information:
 - 8.2.1. Duly accomplished Application Form
 - 8.2.2. Detailed specification of chainsaw (e.g. model, brand, engine capacity)
 - 8.2.3. Official Receipt from DENR-CENRO for chainsaw registration
 - 8.2.4. Stencil serial number of chainsaw

Prepared by:


BRESILDA M. GERVACIO
DENR Central Office Quality Management
Representative

Approved by:


ATTY. ERNESTO D. ADOBO, JR.
DENR Quality Management
Representative



Department of Environment and Natural Resources

PROCESS DEFINITION
Process Flow: Application for Chainsaw
Registration


Document ID	DENR-PD-QMS-006	
Revision No.	0	Issue No. 01
Date Issued	DEC 16 2016	
Originating Office	QMS Core Team	
Page No.	1 of 1	

CITIZEN'S CHARTER PROCESS NO. 6

Name of Agency
Executive Service
Schedule of Availability of Service
How to Avail of the Service

DENR Community Development and Natural Resources (CDNR)
Application for Chainsaw Registration
8:00-5:00, Monday to Friday

No.	CITIZEN'S ACTIVITY	CDNR ACTION	OFFICE PERSON RESPONSIBLE LOCATION	DURATION	DOCUMENTARY REQUIREMENTS	AMOUNT OF FEE
1	Download application form for Chainsaw Registration	Receive application form and supporting documents	CDNR Processing Personnel	4 Hours	1. Office Receipt 2. Denr's Form Number of Chainsaw 3. Fully accomplished Application Form 4. Detailed Specification of Chainsaw (e.g. brand, model, engine capacity, etc.)	Php 500.00
		Receive and sign Order of Payment	CDNR Fiscal Person/ Chief FPD/ Finance			
2	Pay to the Landless the registration fee and forward copy of OR to the CDNR Fiscal Person	Conduct verification of supporting documents and inspection of chainsaw	Chief FPD/ Finance			
		Prepare and issue Certificate of Registration				
		Approve Certificate of Registration	CDNR			
		Record, assign control number and release Certificate of Registration	Recording Clerk			
3	Receive Certificate of Registration					

	Department of Environment and Natural Resources		Document ID	DENR-PD-QMS-007	
	PROCESS DEFINITION		Revision No.	0	Issue No. 03
	Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives		Date Issued	DEC 16 2016	
			Originating Office	QMS Core Team	
			Page No.	1 of 3	

1. SUMMARY

This document defines the processing of CITES Permit Applications for the import of wildlife, including its by-products and derivatives. This process is illustrated in the process flow map included in the DENR Quality Management Manual.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. PROCESS DEFINITION

The Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) Import Permit refers to the permit issued authorizing an individual to bring into the Philippines wildlife listed under the CITES Appendices, including its by-products or derivatives, from other countries, as defined in DAO 2004-55 dated August 31, 2004 entitled *"DENR Streamlining/Procedural Guidelines pursuant to the Joint DENR-DA-PCSD Implementing Rules and Regulations of Republic Act No. 9147 otherwise known as "Wildlife Resources Conservation and protection Act"*. The process defines the processing of CITES Permit Applications for the Import of Wildlife, including its by-products and derivatives.

4. PROCESS OBJECTIVES AND METRICS


- 4.1. The process aims to standardize the steps required in the processing of CITES permit applications for the import of wildlife, including its by-products and derivatives.
- 4.2. The CITES Import Permit shall be issued within the prescribed period as defined in the DENR Citizen's Charter No. 7.
- 4.3. The result of this process shall be made part of the documented information and shall be subject of management review.

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

The Biodiversity Management Bureau (BMB) is the responsible office for this process.

6. PROCESS INPUTS

- 6.1. The documents required for this process are:
 - 6.1.1. Duly accomplished application form
 - 6.1.2. Export permit/certification of origin from exporting country

	Department of Environment and Natural Resources PROCESS DEFINITION Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives	Document ID	DENR-PD-QMS-007
		Revision No.	0 Issue No. 13
		Date Issued	DEC 16 2016
		Originating Office	QMS Core Team
		Page No.	2 of 3

6.1.3. For live specimens, Phytosanitary (for wild plants)/Veterinary Certificate (for wild animals) issued by the authorized government agency of the country of origin

6.1.4. Official Receipt

6.2. Resources required for this process

6.2.1. Personnel

7. PROCESS STEPS

- 7.1. The Records Unit receives the application together with the documentary requirements and forwards the same to the Wildlife Regulation Section (WRS).
- 7.2. The CITES Officer, WRS evaluates the completeness of the documents submitted. If the documents are complete, the Order of Payment is prepared. Otherwise, the application is returned to the client.
- 7.3. The client pays the required fee and s/he is issued an official receipt (OR). S/he presents the original copy of the OR to the WRS.
- 7.4. The CITES Officer, WRS drafts and submits the CITES Import Permit to the Chief, WRS for review.
- 7.5. The Chief, WRS reviews, affixes initial and endorses the permit to the Chief, Wildlife Resources Division (WRD).
- 7.6. The Chief, WRD reviews, affixes initial and endorses the permit to the Assistant Director's Office.
- 7.7. The Assistant Director reviews, affixes initial and endorses the permit to the Director's Office.
- 7.8. The Director approves/signs the CITES Import Permit and forward signed permit to the Records Unit.
- 7.9. The Records Unit affix a permit number, the CITES and agency seals, and the dates of issuance and expiry prior to release to the client.

8. PROCESS OUTPUTS

The results of the process are:


- 8.1. Product: CITES Import Permit
- 8.2. Documented information:
 - 8.2.1. Duly accomplished application form
 - 8.2.2. Export permit/certification of origin from exporting country
 - 8.2.3. For live specimens, Phytosanitary (for wild plants)/Veterinary Certificate (for wild animals) issued by the authorized government agency of the country of origin

	Department of Environment and Natural Resources		Document ID		DENR-PD-QMS-007	
	PROCESS DEFINITION Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives		Revision No.		0	Issue No. 03
			Date Issued		DEC 16, 2016	
			Originating Office		QMS Core Team	
			Page No.		1 of 3	

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 DENR Central Office Quality Management
 Representative

Approved by:


ATTY. ERNESTO D. ADOBO, JR.
 DENR Quality Management
 Representative



PROCESS DEFINITION
Process Flow: Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives


Document ID	DENR-PO-QMS-007
Revision No.	0 Issue No. 03
Date Issued	DEC 16 2016
Originating Office	QMS Core Team
Page No.	1 of 1

CITIZEN'S CHARTER PROCESS NO. 1

Name of Agency
 Division/Service
 Schedule of Availability of Service
 How to Avail of the Service

BIODIVERSITY MANAGEMENT BUREAU
 Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives
 126 AN - C. J. P. B. Monday - Friday

No.	CUSTOMER ACTIVITY	GOV. ACTION	RESPONSIBLE OFFICER/SECTION	ESTIMATED DURATION	DOCUMENTARY REQUIREMENTS	AMOUNT OF COST
1	File application together with requirements	Receive & forward application to Customs Regulation Bureau (CRB)	Records Unit	10 minutes	1. Only authenticated application form 2. Export permit/certificate of origin from exporting country 3. For two documents, Photocopying the said permit/certificate for the additional government agency of the country of origin	
		Examine documents	CITES Office - CRB	2 hours		
		Decide to approve/reject				
2	Receive the approved application	Receive Order of Payment	CITES Office - CRB	10 minutes		
3	Pay the required fees	Receive payment and receipt (Official Receipt)	Cashier Unit	10 minutes	Order of Payment	PHP 25,000
4	Present the original copy of the Official Receipt to CRB	Receive the original copy of Official Receipt	CITES Office - CRB	1 minute		
		Dispatch Permit	CITES Office - CRB	1 hour		
		Receive, check & endorse permit to the Chief Wildlife Resources Officer	Chief - CRB	1 hour		
		Receive, check & endorse permit to the Resident District Officer	Chief Wildlife Resources Officer	1 hour		
		Receive, check & forward permit to the Governor's Office	Approved Director	1 hour		
		Reproduce permit and forward signed permit to Records Unit	Records	1 hour		
		File permit number, CITES and export permit, and date of issuance and expiry	Records Unit	10 minutes		
		Release permit to the applicant	Records Unit			
5	Applicant receive the original copy of CITES Import Permit					

	Department of Environment and Natural Resources		Document ID	DENR-PD-QMS-008	
	PROCESS DEFINITION		Revision No.	0	Issue No. 03
	Processing of CITES Permit Applications for the Export/Re-export of Wildlife, including by-products and derivatives		Date Issued	DEC 16 2016	
			Originating Office	QMS Core Team	
			Page No.	1 of 3	

1. SUMMARY

This document defines the processing of CITES Permit Applications for the Export/Re-export of Wildlife, including its by-products and derivatives. This process is illustrated in the process flow map included in the DENR QMS Manual.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. PROCESS DEFINITION


- 3.1. CITES Export Permit refers to a permit authorizing an individual to bring, send or transport wildlife listed under the CITES Appendices, including its by-products or derivatives, from the Philippines to other countries in accordance with DAO 2004-55 dated August 31, 2004 entitled "*DENR Streamlining/Procedural Guidelines pursuant to the joint DENR-DA-PCSD Implementing Rules and Regulations of Republic Act No. 9147 otherwise known as "Wildlife Resources Conservation and protection Act"*".
- 3.2. CITES Re-export Permit refers to a permit authorizing an individual to bring out of the country wildlife listed under the CITES Appendices, including its by-products or derivatives, which were previously exported/imported (DAO 2004-55).
- 3.3. This document defines the processing of CITES permit applications for the export/re-export of wildlife including its by-products and derivatives.

4. PROCESS OBJECTIVES AND METRICS

- 4.1. The process aims to standardize the steps required for the processing of CITES Permit Applications for the Export/Re-export of Wildlife, including its by-products and derivatives.
- 4.2. The CITES Export/Re-export Permit shall be issued within the prescribed period as defined in the DENR Citizen's Charter No. 8.
- 4.3. The result of this process shall be made part of the documented information and shall be subject of management review.

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

This Biodiversity Management Bureau (BMB) is the responsible office for this process.

	Department of Environment and Natural Resources		Document ID	DENR-PD-QMS-008	
	PROCESS DEFINITION		Revision No.	0	Issue No. 03
	Processing of CITES Permit Applications for the Export/Re-export of Wildlife, including by-products and derivatives		Date Issued	DEC 16 2016	
			Originating Office	QMS Core Team	
			Page No.	2 of 3	

6. PROCESS INPUTS

6.1. The documents required for this process are:

6.1.1. Export

- 6.1.1.1. Duly accomplished application form
- 6.1.1.2. Inspection of wildlife by the DENR-BMB within 3 days
- 6.1.1.3. Documents supporting the legal possession or acquisition of wildlife
- 6.1.1.4. Bank export declaration, if for commercial purposes
- 6.1.1.5. Local Transport Permit, where applicable
- 6.1.1.6. Phytosanitary (for wild plants) / Veterinary Certificate (for wild animals)
- 6.1.1.7. Order of Payment/Official Receipt


6.1.2. Re-Export

- 6.1.2.1. Duly accomplished application form
- 6.1.2.2. Inspection of wildlife by the DENR-BMB within 3 days
- 6.1.2.3. CITES Import Permit issued by the DENR or other documents supporting the legal possession or acquisition of wildlife
- 6.1.2.4. Local Transport Permit, where applicable
- 6.1.2.5. Bank export declaration, if for commercial purposes
- 6.1.2.6. Phytosanitary (for wild plants) / Veterinary Certificate (for wild animals)
- 6.1.2.7. Order of Payment/Official Receipt

6.2. DENR Personnel are required for this process.

7. TYPICAL PROCESS STEPS

- 7.1. The Records Unit receives the application together with the documentary requirements and forwards the same to the Wildlife Regulation Section (WRS).
- 7.2. The CITES Officer, WRS evaluates the completeness of the documents submitted. If the documents are complete, the Order of Payment is prepared. Otherwise, the application is returned back to the client.
- 7.3. The client pays the required fee and s/he is issued an official receipt (OR). S/he presents the original copy of the OR to the WRS.
- 7.4. The CITES Officer, WRS drafts and submits the CITES Export/Re-Export Permit to the Chief, WRS for review.
- 7.5. The Chief, WRS reviews, affixes initial and endorses the permit to the Chief, Wildlife Resources Division (WRD).
- 7.6. The Chief, WRD reviews, affixes initial and endorses the permit to the Assistant Director's Office.
- 7.7. The Assistant Director reviews, affixes initial and endorses the permit to the Director's Office.

	Department of Environment and Natural Resources PROCESS DEFINITION Processing of CITES Permit Applications for the Export/Re-export of Wildlife, including by- products and derivatives	Document ID	DENR-PD-QMS-008
		Revision No.	0 Issue No. 03
		Date Issued	DEC 16 2016
		Originating Office	QMS Core Team
		Page No.	3 of 3

- 7.8. The Director approves/signs the CITES Export/Re-export Permit and forward signed permit to the Records Unit.
- 7.9. The Records Unit affix a permit number, the CITES and agency seals, and the dates of issuance and expiry prior to release to the client.

8. PROCESS OUTPUTS


The results of the process are:

- 8.1. Products:
 - 8.1.1. CITES Export Permit
 - 8.1.2. CITES Re-export Permit
- 8.2. Documented information:
 - 8.2.1. Duly accomplished application form
 - 8.2.2. Inspection of wildlife by the DENR within 3 days
 - 8.2.3. Documents supporting the legal possession or acquisition of wildlife (Export)
 - 8.2.4. CITES Import Permit issued by the DENR or other documents supporting the legal possession or acquisition of wildlife (Re-export)
 - 8.2.5. Bank export declaration, if for commercial purposes
 - 8.2.6. Local Transport Permit, where applicable;
 - 8.2.7. Phytosanitary (for wild plants) / Veterinary Certificate (for wild animals)
 - 8.2.8. Order of Payment/Official Receipt

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PROCESS DEFINITION
Process Flow: Processing of CITES Permit Applications for the Export/Re-export of Wildlife, including by-products and derivatives

Document ID	DENR-PD-QMS-008	
Revision No.	0	Issue No. 03
Date Issued	DEC 16 2016	
Originating Office	QMS Core Team	
Page No.	1 of 1	

OFFICE OF THE SECRETARY (DENR-OS)


Office of the Secretary

Department of Environment and Natural Resources
 668, Alabang Road, Alabang, Muntinlupa City, 1550

OFFICE OF THE SECRETARY (DENR-OS)

Processing of CITES Permit Applications for the Export/Re-export of Wildlife, including by-products and derivatives

7-10-16-17-18-19-20-21-22-23-24-25-26-27-28-29-30-31-32-33-34-35-36-37-38-39-40-41-42-43-44-45-46-47-48-49-50-51-52-53-54-55-56-57-58-59-60-61-62-63-64-65-66-67-68-69-70-71-72-73-74-75-76-77-78-79-80-81-82-83-84-85-86-87-88-89-90-91-92-93-94-95-96-97-98-99-100-101-102-103-104-105-106-107-108-109-110-111-112-113-114-115-116-117-118-119-120-121-122-123-124-125-126-127-128-129-130-131-132-133-134-135-136-137-138-139-140-141-142-143-144-145-146-147-148-149-150-151-152-153-154-155-156-157-158-159-160-161-162-163-164-165-166-167-168-169-170-171-172-173-174-175-176-177-178-179-180-181-182-183-184-185-186-187-188-189-190-191-192-193-194-195-196-197-198-199-200-201-202-203-204-205-206-207-208-209-210-211-212-213-214-215-216-217-218-219-220-221-222-223-224-225-226-227-228-229-230-231-232-233-234-235-236-237-238-239-240-241-242-243-244-245-246-247-248-249-250-251-252-253-254-255-256-257-258-259-260-261-262-263-264-265-266-267-268-269-270-271-272-273-274-275-276-277-278-279-280-281-282-283-284-285-286-287-288-289-290-291-292-293-294-295-296-297-298-299-300-301-302-303-304-305-306-307-308-309-310-311-312-313-314-315-316-317-318-319-320-321-322-323-324-325-326-327-328-329-330-331-332-333-334-335-336-337-338-339-340-341-342-343-344-345-346-347-348-349-350-351-352-353-354-355-356-357-358-359-360-361-362-363-364-365-366-367-368-369-370-371-372-373-374-375-376-377-378-379-380-381-382-383-384-385-386-387-388-389-390-391-392-393-394-395-396-397-398-399-400-401-402-403-404-405-406-407-408-409-410-411-412-413-414-415-416-417-418-419-420-421-422-423-424-425-426-427-428-429-430-431-432-433-434-435-436-437-438-439-440-441-442-443-444-445-446-447-448-449-450-451-452-453-454-455-456-457-458-459-460-461-462-463-464-465-466-467-468-469-470-471-472-473-474-475-476-477-478-479-480-481-482-483-484-485-486-487-488-489-490-491-492-493-494-495-496-497-498-499-500-501-502-503-504-505-506-507-508-509-510-511-512-513-514-515-516-517-518-519-520-521-522-523-524-525-526-527-528-529-530-531-532-533-534-535-536-537-538-539-540-541-542-543-544-545-546-547-548-549-550-551-552-553-554-555-556-557-558-559-560-561-562-563-564-565-566-567-568-569-570-571-572-573-574-575-576-577-578-579-580-581-582-583-584-585-586-587-588-589-590-591-592-593-594-595-596-597-598-599-600-601-602-603-604-605-606-607-608-609-610-611-612-613-614-615-616-617-618-619-620-621-622-623-624-625-626-627-628-629-630-631-632-633-634-635-636-637-638-639-640-641-642-643-644-645-646-647-648-649-650-651-652-653-654-655-656-657-658-659-660-661-662-663-664-665-666-667-668-669-670-671-672-673-674-675-676-677-678-679-680-681-682-683-684-685-686-687-688-689-690-691-692-693-694-695-696-697-698-699-700-701-702-703-704-705-706-707-708-709-710-711-712-713-714-715-716-717-718-719-720-721-722-723-724-725-726-727-728-729-730-731-732-733-734-735-736-737-738-739-740-741-742-743-744-745-746-747-748-749-750-751-752-753-754-755-756-757-758-759-760-761-762-763-764-765-766-767-768-769-770-771-772-773-774-775-776-777-778-779-780-781-782-783-784-785-786-787-788-789-790-791-792-793-794-795-796-797-798-799-800-801-802-803-804-805-806-807-808-809-810-811-812-813-814-815-816-817-818-819-820-821-822-823-824-825-826-827-828-829-830-831-832-833-834-835-836-837-838-839-840-841-842-843-844-845-846-847-848-849-850-851-852-853-854-855-856-857-858-859-860-861-862-863-864-865-866-867-868-869-870-871-872-873-874-875-876-877-878-879-880-881-882-883-884-885-886-887-888-889-890-891-892-893-894-895-896-897-898-899-900-901-902-903-904-905-906-907-908-909-910-911-912-913-914-915-916-917-918-919-920-921-922-923-924-925-926-927-928-929-930-931-932-933-934-935-936-937-938-939-940-941-942-943-944-945-946-947-948-949-950-951-952-953-954-955-956-957-958-959-960-961-962-963-964-965-966-967-968-969-970-971-972-973-974-975-976-977-978-979-980-981-982-983-984-985-986-987-988-989-990-991-992-993-994-995-996-997-998-999-1000-1001-1002-1003-1004-1005-1006-1007-1008-1009-1010-1011-1012-1013-1014-1015-1016-1017-1018-1019-1020-1021-1022-1023-1024-1025-1026-1027-1028-1029-1030-1031-1032-1033-1034-1035-1036-1037-1038-1039-1040-1041-1042-1043-1044-1045-1046-1047-1048-1049-1050-1051-1052-1053-1054-1055-1056-1057-1058-1059-1060-1061-1062-1063-1064-1065-1066-1067-1068-1069-1070-1071-1072-1073-1074-1075-1076-1077-1078-1079-1080-1081-1082-1083-1084-1085-1086-1087-1088-1089-1090-1091-1092-1093-1094-1095-1096-1097-1098-1099-1100-1101-1102-1103-1104-1105-1106-1107-1108-1109-1110-1111-1112-1113-1114-1115-1116-1117-1118-1119-1120-1121-1122-1123-1124-1125-1126-1127-1128-1129-1130-1131-1132-1133-1134-1135-1136-1137-1138-1139-1140-1141-1142-1143-1144-1145-1146-1147-1148-1149-1150-1151-1152-1153-1154-1155-1156-1157-1158-1159-1160-1161-1162-1163-1164-1165-1166-1167-1168-1169-1170-1171-1172-1173-1174-1175-1176-1177-1178-1179-1180-1181-1182-1183-1184-1185-1186-1187-1188-1189-1190-1191-1192-1193-1194-1195-1196-1197-1198-1199-1200-1201-1202-1203-1204-1205-1206-1207-1208-1209-1210-1211-1212-1213-1214-1215-1216-1217-1218-1219-1220-1221-1222-1223-1224-1225-1226-1227-122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	Department of Environment and Natural Resources PROCESS DEFINITION Issuance of Free Patents over Residential Lands	Document ID	DENR-PD-QMS-008	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 16 2016	
		Originating Office	QMS Core Team	
		Page No.	1 of 4	

1. SUMMARY

This document defines the process of issuance of Residential Free Patents (Republic Act 10023; DENR Administrative Order 2010-12). This process is illustrated in the process flow map included in the DENR Quality Management Manual.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. PROCESS DEFINITION

The Residential Free Patent is a legitimate proof of ownership of residential public land in the Philippines granted by the government. This process covers applications for free patents pertaining to untitled public alienable and disposable lands which have been zoned as residential. It shall also cover zoned residential areas in proclaimed townsite reservations (Republic Act 10023; DENR Administrative Order 2010-12).

4. PROCESS OBJECTIVES AND METRICS


- 4.1. The process aims to standardize the steps required in the issuance of free patents in untitled public alienable and disposable lands which have been zoned as residential.
- 4.2. The Residential Free Patents shall be issued within the prescribed period as defined in the DENR Citizen's Charter No. 9.
- 4.3. The result of this process shall be made part of the documented information and shall be subject of management review.

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

- 5.1. CENRO
- 5.2. PENRO

6. PROCESS INPUTS

- 6.1. The documents required for this process are:
 - 6.1.1. Any document showing identity of land (e.g. lot number, survey card, tax declaration, Deed of Sale, etc.)
 - 6.1.2. Certified true copy of Approved Survey Plan, Technical Description or Cadastral Map
 - 6.1.3. Tax declaration, proof of payment of taxes

	Department of Environment and Natural Resources PROCESS DEFINITION Issuance of Free Patents over Residential Lands	Document ID	DENR-PD-QMS-009		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 16 2015		
		Originating Office	QMS Core Team		
		Page No.	2 of 4		

- 6.1.4. Certification from the Barangay that he is a resident in the area
- 6.1.5. Duly accomplished Residential Free Patent Application and prescribed forms, with the following attached documents:
 - 6.1.5.1. Proof of Claims/Ownership of Land
 - 6.1.5.2. Certified True Copy of Approved Survey Plan, Technical Description (TD) or Cadastral Map
 - 6.1.5.3. Copy of technical description
 - 6.1.5.4. Affidavit of two (2) disinterested persons residing in the barangay of the city or municipality where the land is located attesting that the applicant thereof has either by himself or through his predecessors-in interest, actually resided on and continuously possessed and occupied under a bonafide claim of acquisition of ownership, the subject land for at least ten (10) years
 - 6.1.5.5. Certification from the Regional Trial Court concerned that there is no pending land registration case involving the parcel of land being applied for
 - 6.1.5.6. Certification from LGU that the area applied for is zoned as Residential
 - 6.1.5.7. Certification from CENRO that the land is within A and D
 - 6.1.5.8. Affidavit stating that the land is the only land applied for by the applicant
 - 6.1.5.9. Government issued ID of applicant and representative (Postal, Voter's, GSIS, LTO, PhilHealth, Senior Citizen's, SSS, etc.)
 - 6.1.5.10. Latest photograph of land and house (preferably geo-tagged)
 - 6.1.5.11. Latest photograph of the applicant and representative
- 6.1.6. Order of Payment/Official Receipt

6.2. The resources required for this process are:

- 6.2.1. DENR Personnel
- 6.2.2. Travelling Expenses
- 6.2.3. Equipment


6.3. The special training for the personnel required for this process are:

- 6.3.1. Land Disposition and Investigation
- 6.3.2. Equipment operation

7. PROCESS STEPS

7.1. CENRO


- 7.1.1. The Records Officer, Land Records verifies the status of the land whether titled or not and/or claimed by others.

	Department of Environment and Natural Resources PROCESS DEFINITION Issuance of Free Patents over Residential Lands	Document ID	DENR-PD-QMS-009		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 16 2016		
		Originating Office	QMS Core Team		
		Page No.	3 of 4		

- 7.1.2. The Geodetic Engineer, Survey and Mapping Section determines the Land Classification Status, whether it is within alienable and disposable (A&D) or not.
- 7.1.3. The CENRO, or implementing PENRO, signs and approves the Certification of Status of Land.
- 7.1.4. The Land Investigator/DPLI/Land Management Officer provides the client with:
 - 7.1.4.1. Checklist of Requirements;
 - 7.1.4.2. Free Patent Application Form and other prescribed forms; and
 - 7.1.4.3. Advice on the procedures.
- 7.1.5. The Records Officer/Land Investigator/DPLI receives the application with complete supporting documents. S/he records, indexes and assigns control number to the application.
- 7.1.6. The Land Investigator/DPLI computes the fees and prepares the Order of Payment. The client pays the corresponding fee and documentary stamp and is issued an official receipt.
- 7.1.7. Once payment is confirmed, the Land Investigator/DPLI conducts investigation on the land being applied for and submits investigation report with geo-tagged photo.
- 7.1.8. The Land Management Officer then prepares notices and letters to the barangay, municipality or city and applicant to be signed by the CENRO, or implementing PENRO. The notices are posted before the patent preparation and processing.
- 7.1.9. For the patent preparation and processing:
 - 7.1.9.1. The Administrative Aide prepares the B.L. Form 700-2A.
 - 7.1.9.2. The Staff, Patents and Deeds prepares Order of Approval and Issuance of Patent.
 - 7.1.9.3. The Administrative Aide types the Judicial Forms and Technical Descriptions (TD) and prepare indorsement to the PENRO.
 - 7.1.9.4. The Geodetic Engineer verifies and certifies the correctness of the TD.
 - 7.1.9.5. The Chief, Patents and Deeds conducts preliminary review of the Residential Free Patent Application (RFPA).
- 7.1.10. The CENRO reviews and affixes his initial on the patent and sign the indorsement.
- 7.1.11. The carpeta is transmitted to the PENRO.

7.2. PENRO

- 7.2.1. Once the carpeta is received, the Chief, Patents and Deeds conduct a final review of the free patent documents.

	Department of Environment and Natural Resources PROCESS DEFINITION Issuance of Free Patents over Residential Lands	Document ID	DENR-PD-QM/16-009		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 16 2016		
		Originating Office	QMS Core Team		
		Page No.	4 of 4		

- 7.2.2. The Chief, Technical Services reviews and affixes his initial on the free patent documents. The documents are then endorsed to the PENRO.
- 7.2.3. The PENRO signs the Order of Issuance of Residential Free Patent.
- 7.2.4. A Patent Number/index is assigned before transmitting the documents to the Register of Deeds.

8. PROCESS OUTPUTS

The results of the process are:

- 8.1. Product: Residential Free Patent
- 8.2. Documented information:
 - 8.2.1. Inspection Report
 - 8.2.2. Certificate from CENRO that the land is within A and D
 - 8.2.3. Certificate from the Regional Trial Court concerned that there is no pending land registration case involving the parcel being applied for
 - 8.2.4. Certificate from LGU that the area applied for is zoned as Residential
 - 8.2.5. Affidavit stating that the land is the only land applied for by the applicant
 - 8.2.6. Copy of Tax Declaration
 - 8.2.7. Notice of Posting and Letter to Barangay, municipality or city and applicants
 - 8.2.8. Survey Plans and TDs
 - 8.2.9. Judicial forms
 - 8.2.10. Order of Issuance of Residential Free Patent
 - 8.2.11. Transmittal letter to the Register of Deeds

Prepared by:


BRESILDA M. GERVACIO
 DENR Central Office Quality Management
 Representative

Approved by:


ATTY. ERNESTO D. ADOBO, JR.
 DENR Quality Management Representative



Department of Environment and Natural Resources

PROCESS DEFINITION
Process Flow: Issuance of Free Patents over
Residential Lands

Document ID: DENR-PD-QMS-009

Revision No: 0 Issue No: 0.1

Date Issued: DEC 16 2016

Originating Office: QMS Core Team

Page No: 1 of 2

CUSTOMER CHARTER PROCESS NO. 3

Name of Agency:
Executive Service
Department of Environment and Natural Resources
Head of Office of the Service

Service Description: Issuance of Free Patents over Residential Lands
Applicable for Free Patent Applications
S.A.R. 0.26, Monday to Friday

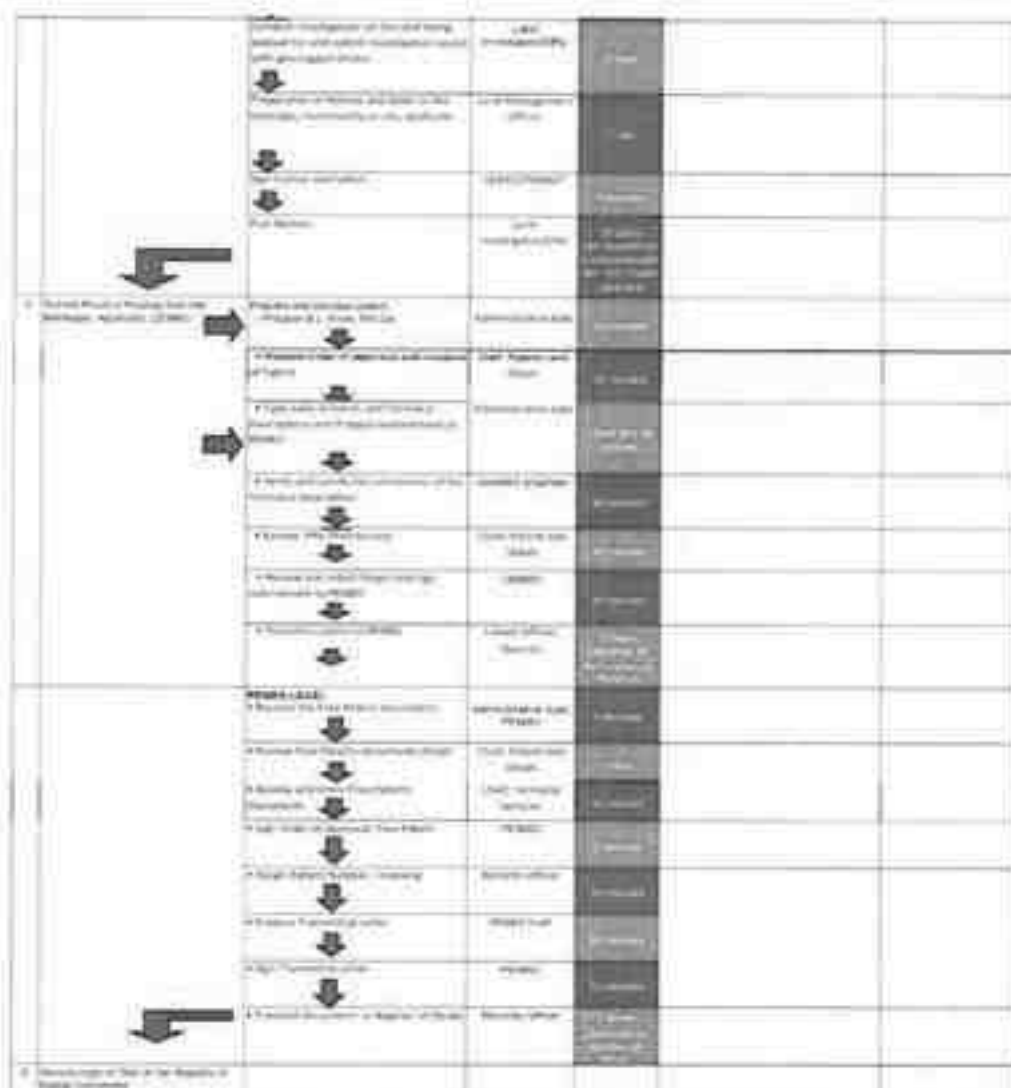
No.	Customer Activity	Internal Activity	Internal Activity Description	Internal Activity Description	Internal Activity Description	Internal Activity Description
1	Customer Activity: Application for Free Patent over Residential Lands	Internal Activity: Receive Application	Receive Application	Receive Application	Receive Application	Receive Application
		Internal Activity: Check Application	Check Application	Check Application	Check Application	Check Application
		Internal Activity: Review Application	Review Application	Review Application	Review Application	Review Application
		Internal Activity: Approve Application	Approve Application	Approve Application	Approve Application	Approve Application
		Internal Activity: Issue Patent	Issue Patent	Issue Patent	Issue Patent	Issue Patent
2	Customer Activity: Receive Patent	Internal Activity: Receive Patent	Receive Patent	Receive Patent	Receive Patent	Receive Patent
		Internal Activity: Check Patent	Check Patent	Check Patent	Check Patent	Check Patent
		Internal Activity: Review Patent	Review Patent	Review Patent	Review Patent	Review Patent
		Internal Activity: Approve Patent	Approve Patent	Approve Patent	Approve Patent	Approve Patent
		Internal Activity: Issue Patent	Issue Patent	Issue Patent	Issue Patent	Issue Patent




Department of Environment and Natural Resources

PROCESS DEFINITION
Process Flow: Issuance of Free Patents over
Residential Lands

Document ID	DENR-PD-QMS-009		
Revision No.	0	Issue No.	03
Date Issued	DEC 16 2016		
Originating Office	QMS Core Team		
Page No.	2 of 2		



NOTES:
 1. Issuance of Free Patent is subject to the availability of funds.
 2. Issuance of Free Patent is subject to the availability of funds.
 3. Issuance of Free Patent is subject to the availability of funds.
 4. Issuance of Free Patent is subject to the availability of funds.
 5. Issuance of Free Patent is subject to the availability of funds.
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 18. Issuance of Free Patent is subject to the availability of funds.
 19. Issuance of Free Patent is subject to the availability of funds.
 20. Issuance of Free Patent is subject to the availability of funds.

	Department of Environment and Natural Resources PROCESS DEFINITION Tree Cutting Permit	Document ID	DENR-PD-QMS-010		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 16, 2015		
		Originating Office	QMS Core Team		
		Page No.	1 of 5		

1. SUMMARY

This document defines the process of issuance of Tree Cutting Permit. This process is illustrated in the process flow map included in the DENR Quality Management Manual.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. PROCESS DEFINITION

Tree Cutting Permit is a document issued by the Department prior to the utilization/extraction of standing trees. This document defines the process of issuance of Tree Cutting Permit.

4. PROCESS OBJECTIVES AND METRICS


- 4.1. The process aims to standardize the steps required for the issuance of tree cutting permit in public places, private lands, infrastructure projects, and government projects.
- 4.2. The Tree Cutting Permit shall be issued within the prescribed period as defined in the DENR Citizen's Charter No. 10.
- 4.3. The result of this process shall be made part of the documented information and shall be subject of management review.

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

- 5.1. DENR Central Office
- 5.2. DENR Regional Office
- 5.3. Provincial Environment and Natural Resources Office (PENRO)
- 5.4. Community Environment and Natural Resources Office (CENRO)
- 5.5. Forest Management Bureau (FMB)

6. PROCESS INPUTS

- 6.1. The documents required for this process are:
 - 6.1.1. Letter of application
 - 6.1.2. LGU Endorsement/ Certification of No Objection (Municipality and Barangay)
 - 6.1.3. Copy of Land Title (OCT/TCT) for Private Property
 - 6.1.4. Photographs of trees to be removed
 - 6.1.5. Site Development Plan and ECC for big projects
 - 6.1.6. If inventory is undertaken by the customer:

	Department of Environment and Natural Resources		Document ID	DENR-PD-QMS-010
			Revision No.	0 Issue No. 11
	PROCESS DEFINITION Tree Cutting Permit		Date Issued	DEC 16 2018
			Originating Office	QMS Core Team
			Page No.	2 of 5

6.1.6.1. Tree Charting Map

6.1.6.2. Timber Inventory/ Inspection Report with Tally Sheet/Stand and Stock Table and pictures

6.2. The resources required for this process are:

6.2.1. DENR Personnel

6.2.2. Travelling Expenses

6.2.3. Equipment

6.3. The special training for the personnel required for this process are:

6.3.1. Timber Inventory

6.3.2. Equipment operation

7. PROCESS STEPS

7.1. CENRO

7.1.1. The Receiving Clerk receives the application letter of the client with corresponding documentary requirements to the CENRO concerned.

7.1.2. The Forest Specialist I or Chief Utilization Unit reviews the completeness of the documentary requirements submitted. If complete, the application is endorsed to the CENRO.

7.1.3. The CENRO issues Order/ Instruction to conduct inventory/inspection and forward to Chief, FMS.

7.1.4. The Chief, FMS assigns an Inspecting Officer to conduct inventory/ inspection.

7.1.5. The CENRO Cashier prepares the Order of Payment to be signed by the CENRO. Once the Order of Payment is signed, the client pays the Inventory Fee for planted and naturally growing trees. No payment is required for less than 20 trees or if inventory will be conducted by the customer.

7.1.6. After client paid the fee, the Inspection Personnel, composed of 3-5 individuals, conducts 100% inventory or inspection of the area and prepare Inspection Report with geo-tagged photos to be submitted to Chief, FMS, except those with Certificate of Tree Plantation Ownership (CTPO).

7.1.7. The Chief, FMS, reviews the Inspection Report and submit recommendation to CENRO.

7.1.8. The CENRO reviews and approves the Inspection Report and signs endorsement to PENRO.

7.2. PENRO

7.2.1. The documents received in the PENRO are first reviewed and evaluated by the Chief, FMS. S/he endorses this to the PENRO.

7.2.2. The PENRO reviews the CENRO recommendation. If s/he approves, the endorsement to RD is signed.

7.3. Regional Office



PROCESS DEFINITION
Tree Cutting Permit

Document ID	DENR-PD-QMS-010	
Revision No.	0	Issue No. 03
Date Issued	DEC 16 2015	
Originating Office	QMS Core Team	
Page No.	2 of 5	

- 7.3.1. The Receiving Clerk receives the documents and forward to the Assistant Regional Director (ARD) for Technical Services.
- 7.3.2. The ARD for Technical Services forwards the application documents to the Chief, FRCD for review and evaluation.
- 7.3.3. The Chief, FRCD reviews the documents and prepares the endorsement to ARD for Technical Services.
- 7.3.4. The ARD for Technical Services reviews and signs endorsement to the Regional Director.
- 7.3.5. The Regional Director reviews and approves the endorsement to the Forest Management Bureau (FMB) indicating that copy to be furnished to the USEC for Field Operations.
- 7.3.6. The Records Section, Regional Office releases the endorsement to the Office of the Secretary (OSEC) through the Undersecretary (USEC) for Field Operations copy furnished to FMB.
- 7.4. Central Office
 - 7.4.1. The Records Unit, Central Office receives and forwards the documents to the OSEC. The Receiving Clerk of OSEC then receives and forwards the documents to USEC/ASEC Field Operations, who will forward the documents to FMB.
- 7.5. Forest Management Bureau
 - 7.5.1. The Records Unit, FMB receives and forwards the document to the Office of the Director, FMB. From the OD, FMB, the application is received and forwarded through channels to the FRMD for action.
 - 7.5.2. The FRMD Division Chief reviews and assigns the application to the Section Chief, who then reviews and assigns the application to an Action Man/Forest Management Specialist.
 - 7.5.3. The Action Man/Forest Management Specialist reviews, evaluates, conducts data analysis. S/he also prepares the Memorandum Endorsement to USEC for Field Operations with draft clearance to RD to issue tree cutting permit and submits the same to his/her Section Chief.
 - 7.5.4. The Section Chief reviews and forwards the documents to the Chief, FRMD.
 - 7.5.5. The Chief, FRMD reviews and forwards the documents to the Assistant Director, FMB.
 - 7.5.6. The Assistant Director, FMB reviews and forwards the documents to the Director, FMB.
 - 7.5.7. The Director, FMB reviews and signs the Memorandum Endorsement to USEC for Field Operations.
- 7.6. Central Office
 - 7.6.1. The Office of the ASEC for Field Operations receives the documents.
 - 7.6.2. A technical staff of the ASEC for Field Operations is assigned to review and process the documents. S/he prepares an initial Memorandum with attached Clearance to Issue Permit to Cut and submits this to the Chief of Staff, ASEC for Field Operations.


	Department of Environment and Natural Resources PROCESS DEFINITION Tree Cutting Permit	Document ID	DENR-PD-QMS-010		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 18 2016		
		Originating Office	QMS Contr Team		
		Page No.	4 of 5		

- 7.6.3. The Chief of Staff, ASEC for Field Operations reviews and affixes his/her initial in the Memorandum, then forwards the same to the ASEC for Field Operations.
- 7.6.4. The ASEC for Field Operations reviews and affixes his/her initial in the Memorandum, then forwards the same to the USEC for Field Operations.
- 7.6.5. The USEC for Field Operations reviews and approves the Clearance to Issue Permit to Cut, which is endorsed to the OSEC.
- 7.6.6. The technical staff/HEA, OSEC reviews the clearance and endorses the same to the Secretary for decision.
- 7.6.7. The Secretary approves/disapproves clearance to issue permit. The decision is endorsed back to the USEC for Field Operations.
- 7.6.8. If the clearance is approved, the USEC for Field Operations signs the clearance for the RD to issue permit. The clearance is transmitted to the Regional Office through the FMB.
- 7.7. Regional Office
 - 7.7.1. Once received at the regional office, the Clearance to Issue Permit to Cut is forwarded to the RD, who assigns the ARD for Technical Services to prepare the Tree Cutting Permit.
 - 7.7.2. The ARD for Technical Services assigns this task to the Forest Resources Conservation Division (FRCO). The Tree Cutting Permit is prepared and forwarded to RD for approval.
 - 7.7.3. The RD signs the Tree Cutting Permit. This is released to the client, copy furnished the CENRO concerned.

8. PROCESS OUTPUTS

The results of the process are:

- 8.1. Product: Tree Cutting Permit
- 8.2. Documented information:
 - 8.2.1. Letter of application
 - 8.2.2. LGU Endorsement/ Certification of No Objection (Municipality and Barangay)
 - 8.2.3. Copy of Land Title (OCT/TCT) for Private Property
 - 8.2.4. Photographs of trees to be removed
 - 8.2.5. Site Development Plan and ECC for big projects
 - 8.2.6. If inventory is undertaken by the customer:
 - 8.2.6.1. Tree Charting Map
 - 8.2.6.2. Timber Inventory/ Inspection Report with Tally Sheet/Stand and Stock Table and pictures
 - 8.2.7. Clearance to Issue Permit to Cut

	Department of Environment and Natural Resources PROCESS DEFINITION Tree Cutting Permit	Document ID		DENR-PD-QMS-010		
		Revision No.		0	Issue No.	03
		Date Issued		DEC 16 2016		
		Originating Office		QMS Core Team		
		Page No.		5 of 5		

Prepared by:


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 DENR Central Office Quality Management
 Representative

Approved by:


ATTY. ERNESTO D. ADOBO, JR.
 DENR Quality Management
 Representative



Department of Environment and Natural Resources

PROCESS DEFINITION
Process Flow: Tree Cutting Permit

Document ID	DENR-PD-QMS-010
Revision No.	0 Issue No. 03
Date Issued	DEC 18 2016
Originating Office	QMS Circ Team
Page No.	2 of 3

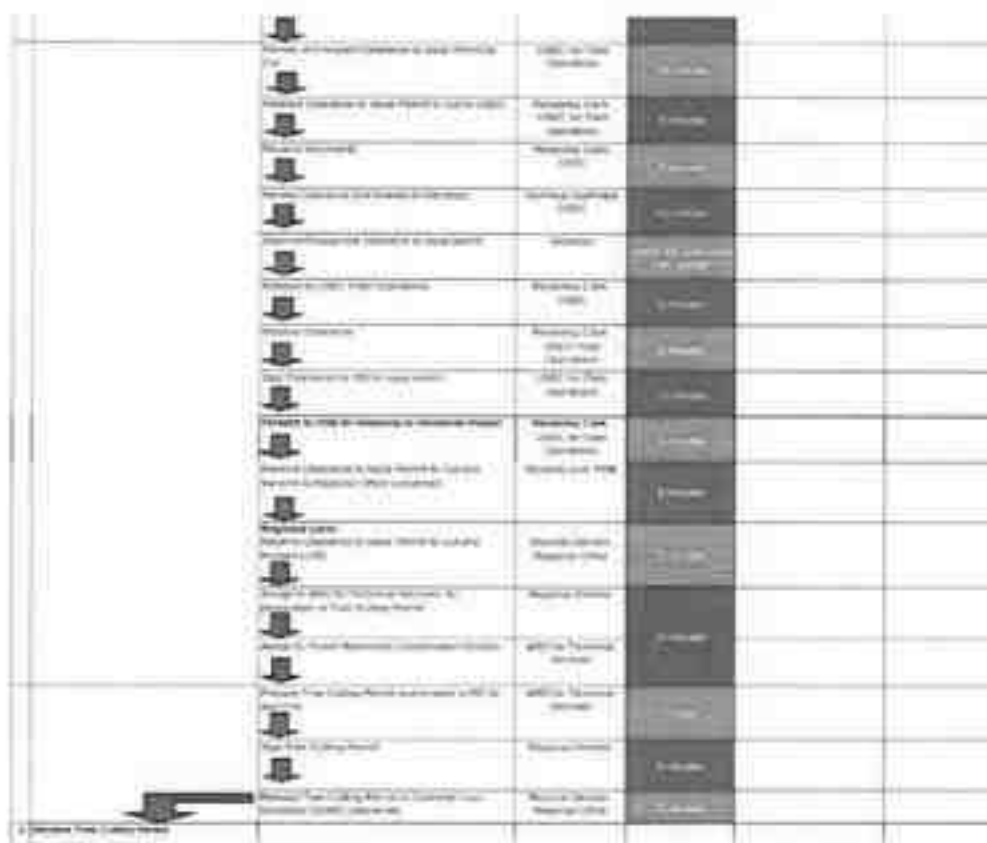
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Department of Environment and Natural Resources

PROCESS DEFINITION
Process Flow: Tree Cutting Permit

Document ID	DENR-PD-QMS-010		
Revision No.	0	Issue No.	03
Date Issued	DEC 16 2016		
Originating Office	QMS Core Team		
Page No.	3 of 3		



	Department of Environment and Natural Resources PROCESS DEFINITION Law Enforcement in Forestry	Document ID	DENR-PD-QMS-011		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 16 2016		
		Originating Office	QMS Core Team		
		Page No.	1 of 6		

1. SUMMARY

This document defines the process of administrative adjudication of illegal forest products, the conveyances, equipment and tools used in connection therewith, in accordance with PD 705 Section 77 and DAO 97-32.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. PROCESS DEFINITION

Administrative adjudication is a process by which DENR issues an affirmative, negative, injunctive or declaratory order with regards to illegal forest products, conveyances, equipment, tools and implements used thereat. The proceeding follows applicable rule of law to ensure justice and equity at all times.

4. PROCESS OBJECTIVES AND METRICS


- 4.1. The process aims to standardize the steps in conducting administrative adjudication of illegal forest products, the conveyances, equipment and tools used thereat.
- 4.2. The process should be completed based on standards set by the pertinent laws and regulations.
- 4.3. The result of the process shall be made part of the documented information and shall be subject to management review.

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

The Office of the authorized employee/officer who apprehended, seized and confiscated the illegal forest product shall be the process owner.

6. PROCESS INPUTS

- 6.1. When the following are not shown:
 - 6.1.1. Complete required document; and
 - 6.1.2. Genuine authorizations or permits and/or supporting documentation that are validity.
- 6.2. The DENR Monitoring Stations or Law Enforcement Agency (LEA) check points in the performance of their duties will usually apprehend or provide information to

	Department of Environment and Natural Resources PROCESS DEFINITION Law Enforcement in Forestry		Document ID	DENR-PD-QMS-011	
			Revision No.	0	Issue No. 0.3
			Date Issued	DEC 16, 2016	
			Originating Office	QMS Core Team	
			Page No.	2 of 6	

Apprehending Officer (AO) concerned regarding violations of Section 77 of P.D.705.

7. PROCESS STEPS

- 7.1. **Determination of Probable Cause.** The AO will determine whether there is probable cause by examining the documents of the alleged offender. Any timber is considered a product of illegal logging if it was removed, cut, collected, processed and/or transported:

- 7.1.1. without the requisite authorization or permit; or
- 7.1.2. with incomplete required supporting documents;
- 7.1.3. with genuine authorizations or permits and/or supporting documentation that have an expired validity, have been cancelled or that contain forged entries; or
- 7.1.4. with spurious (fake) authorizations, permits and/or supporting documentation. In implementing these Rules, original documents shall be required at all times to actually accompany any forest products being moved or transported to any place and for any purpose. Whenever the requisite authorization and/or supporting documentation are required to but do not actually accompany the forest products, such absence constitutes a violation covered by these Rules.

- 7.1.4.1. It is presumed that the alleged offender intended to defraud the Government if:

- 7.1.4.1.1. In case the quantity or volume of a shipment or stock of forest products exceeds what is authorized, documented, manifested or declared: (i) **by five percent (5%)** or more, in case of timber, and/or (ii) **by two percent (2%)** or more, in case of lumber; and/or
- 7.1.4.1.2. Upon discovery of a misdeclaration on the quantity and species being verified pursuant hereto.

Probable Cause

With Probable Cause	Without Probable Cause
Based on the examination of the documents pertaining to the forest products the AO found that there is no probable cause to apprehend.	Based on the examination of the documents pertaining to the forest products the AO found that there is probable cause to apprehend. AO shall personally examine the alleged offender and any witnesses appearing before him in order to satisfy himself that



Department of Environment and Natural Resources

PROCESS DEFINITION
Law Enforcement in Forestry

Document ID	DENR-PD-QMS-011		
Revision No.	01	Issue No.	03
Date Issued	DEC 16 2010		
Originating Office	QMS Core Team		
Page No.	3 of 6		

	an offense has been committed, the evidence at hand indicates the offender is probably guilty thereof, and that the items delivered to him are the proceeds of the violation.
AO will conduct an ocular inspection and immediate release of the forest products by stamping the documents as inspected, affixing the date, fact of inspection and release thereof.	The AO will proceed to apprehend the forest products.

7.2. Apprehension is undertaken by forest office, deputies, members of LEA and private citizen.

7.2.1. **For Abandoned Illegal Forest Products**, the AO shall:

- 7.2.1.1. Photograph and document the items and the scene of the crime;
- 7.2.1.2. Identify, date, caption, and write his full name and affix his signature at the back of each photo;
- 7.2.1.3. Post a Notice of Apprehension on site. A notice of the apprehension shall be left by the AO on-site, posted or tacked into the nearest tree, wall or other similar permanent structure. In this connection, the notice shall contain the date, time and place of the apprehension, full printed name, designation and signature of the apprehending officer, a complete, itemized list of the item(s) apprehended, a summary statement of the violation(s) cited, and of the full printed name and office address of the seizure officer to whom said items will be submitted as required by these Rules; and
- 7.2.1.4. Prepare an Apprehension Report (Form No.1) to be submitted to the nearest Seizure Officer.

7.2.2. **Apprehension of Illegal Forest Products, Conveyances, Equipment, Tools and Implements.**

- 7.2.2.1. **Apprehension Receipt** (Form No.2 AR) shall be prepared and given to the offender with the following: precise nature of the offense; time, date and place of issuance of AR; and full names in print and signature of Administrative Officer or individual and the offenders. A **Provisional Receipt** in written form shall be issued if more time is required to complete the counting, measurement, description, scaling, weighing and/or value estimation and must contain the date, time and place of resumption of such activities.

	Department of Environment and Natural Resources		Document ID	DENR-PI-QMS-011	
	PROCESS DEFINITION Law Enforcement in Forestry		Revision No.	0	Issue No.
			Date Issued	DEC 16 2016	
			Originating Office	QMS Core Team	
			Page No.	4 of 6	

7.2.2.2. Delivery of Apprehended Items (Sec. 6.1). The Apprehending officer shall deliver to the nearest Seizure Officer (SO) the apprehended items. The following may act as SO:

- 7.2.2.2.1. RD,ARD
- 7.2.2.2.2. PENRO, SFMS, SEM
- 7.2.2.2.3. CENRO, LMO III, FMO III
- 7.2.2.2.4. Other officials designated by the Secretary

7.2.2.3. Seizure Receipt must be issued, which shall contain the date, place, time, name of AO or individual, list of items and if delivery cannot be effected, temporary safekeeping at the nearest government office, otherwise, AO or individual must keep it until delivery to SO.

7.3. Verification of Existence of a Prima Facie Case. SO shall verify the existence of prima facie case by personally examining the AO and their witnesses.

7.3.1. If the SO found that there is no Prima Facie Case, he/she shall issue a Notice of Issuance of Order for Release (Form No.4) for the immediate release of the confiscated forest products.

7.3.2. If there exists a prima facie case, the SO shall issue a Seizure Order (Form No.3) and a Notice of Issuance of Order for Confiscation (Form No.4)

7.4. Adjudication Proceedings or Hearing Proper


7.4.1. Issuance and Posting of Notice of Hearing -Notice of Hearing shall BE issued to the parties concerned and be posted three (3) times a week for three (3) consecutive weeks in three (3) public places.

7.4.2. The Seizure Officer shall act as the Hearing Officer. The Confiscation hearing shall be recorded and of summary nature, during which all interested parties shall be heard by themselves and/or through counsel of choice. Ample opportunity to obtain the services of counsel shall, in all cases, be provided.

7.4.3. Applicable Rules of Court shall have suppletory application in these proceedings to ensure justice and equity at all times


7.4.4. In lieu of adducing testimonial evidence, any Party may elect to submit a Memorandum, attaching Affidavits and any other supporting documents thereto, with a request that the issues be decided on the basis thereof.

7.4.5. *Temporary Release of Conveyance* - When a conveyance is apprehended by virtue hereof, and any time thereafter pending final disposition of the administrative case, and should available evidence establish to the satisfaction of the Hearing Officer that the conveyance may be used for lawful purposes, such as, but not limited to: personal mode of transportation; commercial passenger transport; cargo hauling; or other similar legal use, temporary release thereof to the owner or claimant or other interested Party may be applied for, and release thereof to the Applicant pendente lite may be granted

	Department of Environment and Natural Resources PROCESS DEFINITION Law Enforcement in Forestry	Document ID		DN/NR-PD-QMS-013		
		Revision No.		0	Issue No.	03
		Date Issued		DEC 16 2018		
		Originating Office		QMS Core Team		
		Page No.		5 of 6		

by the Hearing Officer upon compliance with the requirements stated in DAO97-32.

- 7.5. **DECISION** -The Regional Director, upon recommendation of the Hearing Officer, will render a decision based on substantial evidence and shall become final and executory upon the lapse of fifteen (15) regular business days unless a Motion for Reconsideration is filed.
- 7.6. **MOTION FOR RECONSIDERATION** - A party aggrieved by the decision may file only one (1) Motion for Reconsideration within a non-extendible period of fifteen (15) calendar days from receipt of the Decision, containing a concise statement of the grounds relied upon for the purpose. The Hearing Officer shall issue a ruling on such Motion within fifteen (15) days from receipt thereof, stating the grounds therefore. Unless a Notice of Appeal is filed by a Party with the Hearing Officer within a non-extendible period of fifteen (15) calendar days from receipt of a Notice of Appeal, the Hearing Officer shall transmit the complete records of the case to the Office of the Secretary for appropriate action.
- 7.7. **APPEAL TO THE DENR SECRETARY** -Within a non-extendible period of fifteen (15) calendar days from receipt of the ruling upon a Motion for Reconsideration, a Party, after paying the corresponding Appeal Fee, may file an Appeal with the Office of the Secretary, which shall contain a concise statement of all the issues of fact and law raised on appeal. Upon receipt thereof, the Appeal shall be forwarded to the Legal Service Undersecretary for Legal Affairs, who shall submit his recommendations to the Secretary within a period of fifteen (15) regular working days.
- 7.8. **DECISION OF THE SECRETARY** - The Secretary decides upon recommendation of USEC for Legal. The aggrieved party may file a Motion for Reconsideration or appeal the case to the Office of the President within 15 days upon receipt of the
- 7.9. **EXECUTIVE DECISION** -When a Decision becomes final and executory upon the lapse of the reglamentary periods herein prescribed, the Undersecretary for Legal Affairs shall, *motu proprio* or upon Motion by any Party, issue a Certification to that effect for submission to the Secretary. The Certification shall cite the item(s) confiscated in accordance herewith (if any), together with a recommendation for execution of the Decision.
- 7.10. **TERMINATION OF CASE** — Upon approval by the Secretary issued pursuant to the preceding paragraph, confiscated items shall become permanent property of the Government and entered into the books as such and disposed of in accordance with


	Department of Environment and Natural Resources PROCESS DEFINITION Law Enforcement in Forestry			Document ID	DENR-PD-QMS-011		
				Revision No.	0	Issue No.	03
				Date Issued	DEC 16 2016		
				Originating Office	QMS Core Team		
				Page No.	6 of 6		


law. The Secretary's approval shall be attached to and shall form part of the permanent records of the case, which, from the date thereof, is considered, terminated and closed.

Prepared by:


BRESILDA M. GERVACIO
 DENR Central Office Quality Management
 Representative

Approved by:


ATTY. ERNESTO D. ADOBO, JR.
 DENR Quality Management Representative

	Department of Environment and Natural Resources	Document ID		DENR-PD-QMS-012	
	PROCESS DEFINITION Formulation, Review/Evaluation and Funding/Approval of Project Concept/Proposal	Revision No.	0	Issue No.	03
		Date Issued	DEC 16 2016		
		Originating Office	QMS Core Team		
		Page No.	1 of 4		

1. SUMMARY

This process defines the formulation, review/evaluation, and acceptance of project concept/proposal and sourcing out of funds, packaging and approval of final project proposal.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. PROCESS DEFINITION

The herein process identifies the processes and necessary inputs starting from formulation of project concept/proposal up to approval. It is intended to secure/provide additional funds in implementing priority DENR programs and projects.

4. PROCESS OBJECTIVES AND METRICS


- 4.1. Process objectives for this process are defined in records of management review; see the documented procedure *Management Review*.
- 4.2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in records of management review.

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

- 5.1. The owner of this process is the Foreign-Assisted and Special Projects Service which also serves as the primary repository of documents prior to full project implementation.
- 5.2. The concerned Bureau serves as the primary repository of project implementation documents.

6. PROCESS INPUTS

- 6.1. The required inputs for this process are:
 - 6.1.1. Technical information needed:
 - 6.1.1.1. Latest edaphic, physiographic, socio-economic and demographic information of the area where the proposed project will be implemented
 - 6.1.1.2. Programs/projects currently being implemented and have been implemented within the proposed project site

	Department of Environment and Natural Resources PROCESS DEFINITION Formulation, Review/Evaluation and Funding/Approval of Project Concept/Proposal	Document ID	DENR-PD-QMS-012		
		Revision No.	0	Issue No.	01
		Date Issued	March 19, 2016		
		Originating Office	QMS Core Team		
		Page No.	2 of 4		

6.1.2. Resources needed:

6.1.2.1. Funds to support operations during the project concept/proposal formulation and review, loan/grant negotiation and pre-implementation.

6.1.2.2. DENR personnel to provide technical, financial and administrative support

6.1.3. Personnel needed with expertise in:

6.1.3.1. Forestry and Community-Based Forestry

6.1.3.2. Protected Area and Biodiversity Management

6.1.3.3. Mines and Geosciences

6.1.3.4. Ecosystems Research and Development

6.1.3.5. Land Management

6.1.3.6. Land Survey and Mapping

6.1.3.7. Environmental Management (solid waste, air quality, water quality, environmental compliance)

6.1.3.8. Remote Sensing

6.1.3.9. Geographic Information Systems

6.1.3.10. Database Management

6.1.4. Special training needed on:

6.1.4.1. Economic Analysis

6.1.4.2. Environmental Impact Analysis

6.1.4.3. Alternative Dispute/Conflict Resolution

6.1.4.4. Social Mobilization

7. PROCESS STEPS

7.1. A Project Concept/Proposal may be submitted by any of the following:

7.1.1. DENR Regional Office/Bureau

7.1.2. Local Government Unit

7.1.3. Academic Institution

7.1.4. Non-Government Organization

7.1.5. Peoples Organization

7.2. The submitted Project Concept/Proposal is reviewed by the Foreign-Assisted and Special Projects Service and identifies applicable funding source after which it proceeds with the following:


7.2.1. For funding under the DENR Special Projects Fund:



PROCESS DEFINITION
Formulation, Review/Evaluation and
Funding/Approval of Project
Concept/Proposal

Document ID	DENR-PD-QMS-012		
Revision No.	0	Issue No.	03
Date Issued	DEC 16 2018		
Originating Office	QMS Core Team		
Page No.	3 of 4		

- 7.2.1.1. FASPS in cooperation with bureaus and the Planning and Policy Studies Office reviews the proposal whether or not the same is within the priority concerns and areas of the DENR.
- 7.2.1.2. Require the proponent Regional Office/Bureau to prepare a detailed project proposal in accordance with appropriate DENR guidelines
- 7.2.1.3. Proponent submits the detailed project proposal
- 7.2.1.4. FASPS schedules presentation by the proponent of the project proposal to the FASPS Project Proposals Review Team which directs, if necessary, the proponent to enhance/revise the proposal.
- 7.2.1.5. FASPS endorses the project proposal to the DENR Secretary.
- 7.2.1.6. Once approved by the DENR Secretary, FASPS informs the DENR Finance Management Service which allocates/releases needed funds in accordance with project schedules.
- 7.2.1.7. Project proponent starts project implementation.
- 7.2.2. For funding by bilateral/multi-lateral agencies under Official Development Assistance (Loan, Grant or Loan/Grant Combination)
 - 7.2.2.1. FASPS reviews the proposal whether or not the same is within the priority concerns and areas of the DENR, consistent with the Philippine Development Plan/Project Investment Plan and included in the Government of the Philippines/Donor Country Programming.
 - 7.2.2.2. FASPS together with NEDA and Donor Agency undertakes appraisal that includes the following:
 - 7.2.2.2.1. Fact-Finding Mission
 - 7.2.2.2.2. Feasibility Study
 - 7.2.2.2.3. Review by NEDA of the Feasibility Study
 - 7.2.2.2.4. Presentation to the NEDA ICC Technical Board
 - 7.2.2.2.5. Presentation to the NEDA ICC Cabinet Committee
 - 7.2.2.2.6. NEDA Board Confirmation
 - 7.2.2.3. Loan/Grant Negotiation which includes the following:
 - 7.2.2.3.1. Formulation of Loan/Grant Financing Agreement
 - 7.2.2.3.2. Issuance of full Power of Authority to the Office of the President thru the Department of Finance
 - 7.2.2.3.3. Presentation to the Monetary Board
 - 7.2.2.3.4. Seeking of opinion from the Department of Justice
 - 7.2.2.3.5. Actual Loan/Grant Negotiation to include formulation of the Project Operations Manual, Project Implementation Plan and Memorandum of Agreement between GOP and Donor Agency
 - 7.2.2.3.6. Loan/Grant Agreement signing
 - 7.2.2.4. Pre-Implementation that includes the following

	Department of Environment and Natural Resources		Document ID	DENR-PD-QMS-012	
	PROCESS DEFINITION Formulation, Review/Evaluation and Funding/Approval of Project Concept/Proposal		Revision No.	0	Issue No. 03
			Date Issued	DEC 16 2015	
			Originating Office	QMS Core Team	
			Page No.	4 of 4	

- 7.2.2.4.1. Compliance to Loan/Grant Conditions
- 7.2.2.4.2. Request for Special Budget with the DBM
- 7.2.2.4.3. Project Mobilization

8. PROCESS OUTPUTS

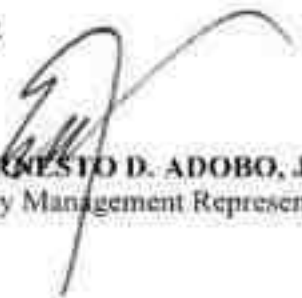
8.1. The outputs of the process are as follows:


- 8.1.1. Product produced:
 - 8.1.1.1. Approved Project Proposal ready for full implementation
- 8.1.2. Documents or technical information produced:
 - 8.1.2.1. Latest edaphic, physiographic, socio-economic and demographic information of the area
 - 8.1.2.2. Feasibility Study
 - 8.1.2.3. Loan/Grant Agreement
 - 8.1.2.4. Memorandum of Agreement with the funding source
 - 8.1.2.5. Memorandum of Agreement with partner-stakeholders
- 8.1.3. Records produced:
 - 8.1.3.1. Project Administration Manual
 - 8.1.3.2. Project Operations Plan
 - 8.1.3.3. Project Work and Financial Plan
- 8.1.4. Services produced:
 - 8.1.4.1. Enhanced project implementation techniques
 - 8.1.4.2. Enhanced delivery of ENR-related services
 - 8.1.4.3. Enhanced monitoring and evaluation system
 - 8.1.4.4. Enhanced capacity of concerned DENR personnel

Prepared by:


BRESILDA M. GERVACIO
 DENR Central Office Quality Management
 Representative

Approved by:


ATTY. ERNESTO D. ADOBO, JR.
 DENR Quality Management Representative

	Department of Environment and Natural Resources PROCESS DEFINITION Issuance of Environmental Compliance Certificate for Environmentally Critical Projects	Document ID	DENR-PD-QMS-013		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 16 2016		
		Originating Office	QMS Core Team		
		Page No.	1 of 4		

1. SUMMARY

This document defines the process of issuance of Environmental Compliance Certificate (ECC) for Environmentally Critical Projects (ECP). This process is illustrated in the process flow map included in the DENR Quality Management Manual.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
Rev. 01, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. PROCESS DEFINITION

The Environmental Impact Assessment (EIA) is primarily presented in the context of a requirement to integrate environmental concerns in the planning process of projects at the feasibility stage. Through the EIA Process, adverse environmental impacts of proposed actions are considerably reduced through a reiterative review process of project siting, design and other alternatives, and the subsequent formulation of environmental management and monitoring plans.


The Environmental Compliance Certificate (ECC) is the document issued by the DENR certifying that based on the representations of the proponent and the preparers, as reviewed and validated by the Environmental Impact Assessment Review Committee (EIARC), the proposed project or undertaking will not cause a significant negative environmental impact. This document defines the process of issuance of Environmental Compliance Certificate (ECC) for Environmentally Critical Projects (ECP).

4. PROCESS OBJECTIVES AND METRICS

- 4.1. The process aims to standardize the steps required for the issuance of ECC for ECP.
- 4.2. The ECC shall be issued within the prescribed timeframe defined in the process flow map included in the DENR Quality Management Manual.
- 4.3. The result of this process shall be made part of the documented information and shall be subject of management review.

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

The Environmental Management Bureau (EMB) is the responsible office for this process.

	Department of Environment and Natural Resources PROCESS DEFINITION Issuance of Environmental Compliance Certificate for Environmentally Critical Projects	Document ID	DENR-PD-QMS-013		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 15 2015		
		Originating Office	QMS Core Team		
		Page No.	2 of 4		

6. PROCESS INPUTS

- 6.1. The documents required for this process are:
 - 6.1.1. Technical information needed:
 - 6.1.1.1. Environmental Impact Statement (EIS) or Environmental Performance Report and Management Plan (EPRMP)
 - 6.1.1.2. Project Information and other relevant documents
 - 6.1.1.3. Agreed Technical Scoping Checklist
 - 6.1.2. Resources needed:
 - 6.1.2.1. Budget
 - 6.1.2.2. Vehicles
 - 6.1.2.3. Equipment
 - 6.1.3. Personnel needed:
 - 6.1.3.1. Environmental Impact Assessment Management Division
 - 6.1.3.2. REVCOM
 - 6.1.4. Capability Training for the personnel identified in 6.1.3 is needed.

7. PROCESS STEPS

- 7.1. The Technical Scoping Meeting is facilitated by convening the review team/EIARC within 7 days. The Project Information shall be inputted in the EIA-IS. Also, a copy of relevant documents is provided to the EIARC at least 3 days before the meeting. The output of the said meeting will be the Agreed Technical Scoping Checklist (duly signed by the EIARC and EMB section or division chief). Public consultation is required, unless otherwise specified.
- 7.2. If the Procedural Screening of EIS or EPRMP is accepted, the payment of EIA Review Support Fund (ERSF) is made to the Fund Manager, based on EMB prepared ECC Application review Work and Financial Plan (WFP). If not accepted, lacking supporting documents/application requirements is completed.
- 7.3. The Order of Payment is issued by the EIAMD upon the submission by the proponent/preparer of the copy of MOA for the ERSF and OR and Procedural screening Results Form indicating acceptance of Draft EIS or EPRMP.
- 7.4. After the payment is made, the ECC Application is officially accepted by the EIAMD upon presentation of the transmittal letter from proponent indicating the filing of the ECC application for the specific project, required number of EIS or EPRMP copies including one (1) e-copy and proof of distribution/posting of the Notice of Public Consultation or Hearing.


	Department of Environment and Natural Resources	Document ID		DENR-PD-QMS-013	
	PROCESS DEFINITION Issuance of Environmental Compliance Certificate for Environmentally Critical Projects	Revision No.	0	Issue No.	03
		Date Issued	DEC 16 2015		
		Originating Office	QMS Core Team		
		Page No.	3 of 4		

- 7.5. A substantive review of the EIS or EPRMP is done. The ECC Application is encoded in the EIS-IS. The Technical Review Team/ElARC is convened, and is given a copy of the EIS or EPRMP and notice of ElARC Meeting 5 days before the meeting.
- 7.6. The EIS or EPRMP/ECC Application is reviewed by the ElARC. After the review, Technical/ElARC meeting/s is conducted. In between the process, Public Consultation or Hearing (if required) and Site Validation are facilitated by the EMB. During this step, the Bureau ensures that all stakeholders are invited. Also, the Project Proponent makes the necessary logistical arrangements in coordination with the EMB Regional or EMB/DENR Field Office.
- 7.7. The Minutes of the Technical Meeting is prepared and the letter requests for AI transmitted to the Proponent/Preparer.
- 7.8. The submitted AI and Public Consultation Report is distributed and reviewed, if required.
- 7.9. Final ElARC Meeting is conducted.
- 7.10. The ElARC Report is submitted to the ElAMD Chief and Complete Staff Work is done by the ElAMD.
- 7.11. The review and decision (approval/denial) on the ECC application is made by the EMB Director/DENR Secretary, for signature of the Sworn Statement of Accountability to the ECC Conditions.
- 7.12. The signed ECC is distributed to relevant government agencies/LGU.

8. PROCESS OUTPUTS

The results of the process are:

- 8.1. Product: Decision Document, may be in the form of ECC, Certificate of Non-Coverage or Denial Letter
- 8.2. Documents or technical information produced:
 - 8.2.1. Main Parts and Salient Features of the ECC: The ECC is composed of three (3) parts with the following features:
 - 8.2.1.1. First Part: The certificate of environmental compliance commitment, which defines the scope and limits of the project, in terms of capacity, area, technology or process. Both endorsing and issuing authorities sign-off this portion of the ECC. This part of the ECC comes with a covering letter transmitting the ECC to the Proponent, signed off by the deciding and signing authority (either the DENR Secretary, EMB Director or EMB Regional Director);
 - 8.2.1.2. Second Part: Annex A of the ECC which lists the conditions within the mandate of the EMB. Non-compliance to any of the conditions may be imposed a corresponding penalty. The Proponent commits to fully

	Department of Environment and Natural Resources		Document ID	DENR-PD-QMS-013	
	PROCESS DEFINITION		Revision No.	0	Issue No. 03
	Issuance of Environmental Compliance Certificate for Environmentally Critical Projects		Date Issued	DEC 16 2015	
			Originating Office	QMS Core Team	
			Page No.	4 of 4	

comply to the ECC through its Sworn Statement of Full Responsibility to implement the mitigation measures;

- 8.2.1.3. Third Part: Annex B of the ECC which lists the EIA Review Committee's recommendations to the Proponent, as well as suggestions to the government agencies and LGUs who have mandates over the project so that they can integrate the EIA findings into their decision-making process. The EIARC Chair, the EMB Chief and the EMB Director/Regional Director sign this portion of the ECC. This last part of the ECC is formally transmitted by the DENR-EMB to the concerned GAs and LGUs.

8.3. Records produced:

- 8.3.1. Environmental Compliance Certificate (ECC) for ECP
- 8.3.2. Environmental Impact Statement (EIS) or Environmental Performance Report and Management Plan (EPRMP)

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Representative

Approved by:

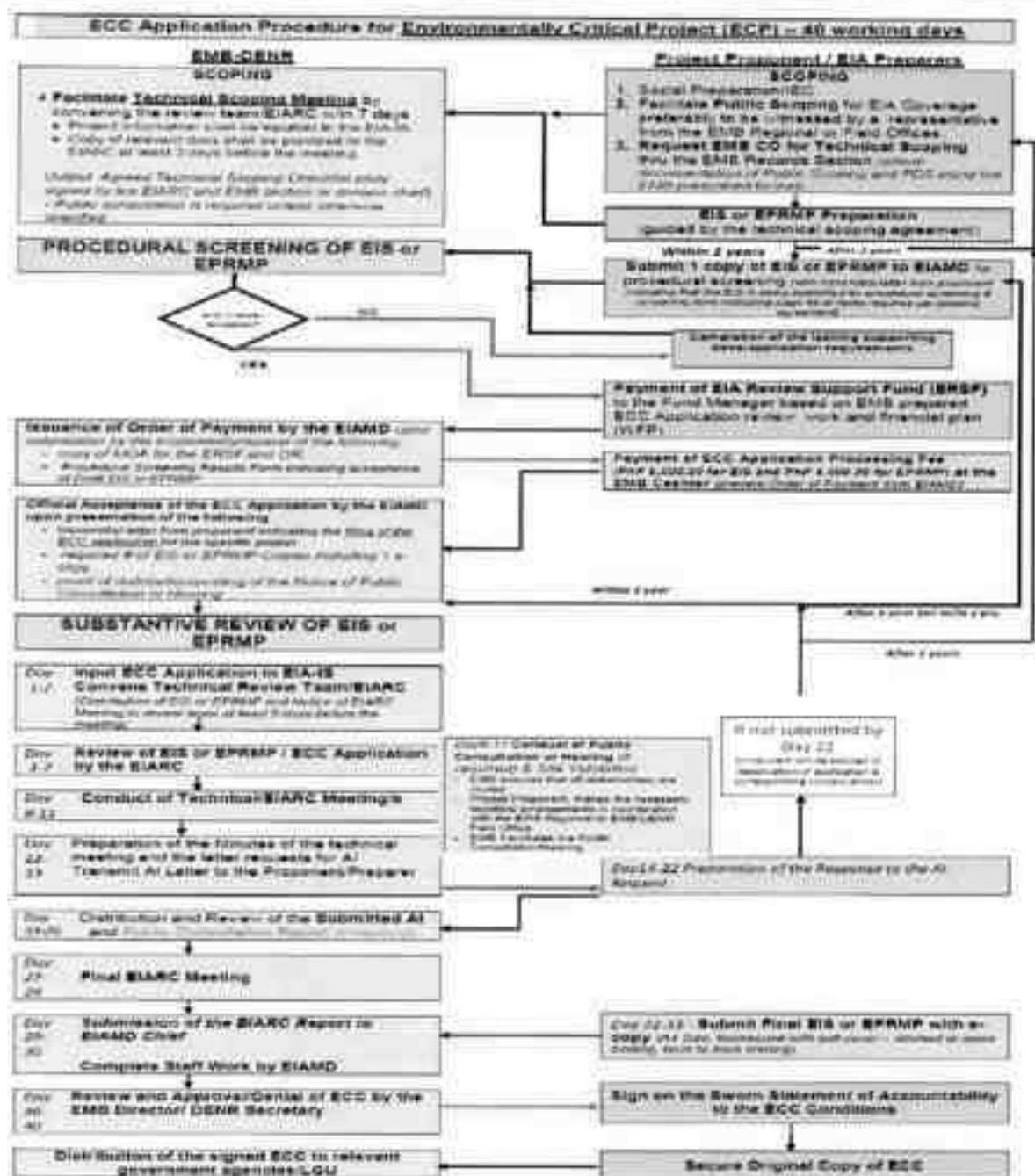

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Department of Environment and Natural Resources

PROCESS DEFINITION
Process Flow: Issuance of Environmental Compliance
Certificate for Environmentally Critical Projects

Document ID	DH701-PID-QMS-012		
Revision No.	6	Issue No.	03
Date Issued	DEC 16 2016		
Originating Office	QMS Core Team		
Page No.	1 of 1		



	Department of Environment and Natural Resources PROCESS DEFINITION Issuance of Wildlife Gratuitous Permit	Document ID	DENR-PD-QMS-014		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 18 2016		
		Originating Office	QMS Core Team		
		Page No.	1 of 2		

1. SUMMARY

This document defines the process of issuance of Wildlife Gratuitous Permit (WGP). This process is illustrated in the process flow map included in the DENR Quality Management Manual.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. PROCESS DEFINITION

The Wildlife Gratuitous Permit refers to the 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 purposes (DENR Administrative Order 2004-55). This process defines the issuance of WGP.

4. PROCESS OBJECTIVES AND METRICS

- 4.1. The process aims to standardize the steps required for the issuance of WGP.
- 4.2. The process shall ensure that the WGP shall be issued for its intended purpose for academic and research.
- 4.3. The result of this process shall be made part of the documented information and shall be subject of management review.

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

- 5.1. Biodiversity Management Bureau (BMB), for research studies covering multiple locations throughout the country
- 5.2. DENR Regional Office

6. PROCESS INPUTS

- 6.1. The documents required for this process are:
 - 6.1.1. Copy of the research/thesis/ dissertation proposals, or copy of the affidavit of undertaking/ approved MOA
 - 6.1.2. Prior Clearance from the affected (collection site) neighborhood/ communities, i.e. concerned LGUs, recognized head of the IPs in accordance with RA 8371, or Protected Area Management Board
 - 6.1.3. Endorsement letter from the Dean (in case applicant is a student) or in the case of an individual researcher, from a recognized expert or a research institution or conservation organization
 - 6.1.4. Order of Payment



Department of Environment and Natural Resources

PROCESS DEFINITION
Issuance of Wildlife Gratuitous Permit

Document ID	DENR/PD-QMS-014
Revision No.	0 Issue No. 03
Date Issued	DEC 16 2016
Originating Office	QMS Core Team
Page No.	2 of 2

6.2. DENR Personnel are required for this process.

7. PROCESS STEPS

- 7.1. The client files the application together with the documentary requirements to the BMB or the Regional Office (RO).
- 7.2. The BMB/RO receives and forwards the documents to the BMB Director/Regional Director (RD).
- 7.3. The application is forwarded to the BMB Wildlife Resources Division (BMB-WRD)/RO Conservation and Development Division (RO-CDD) for evaluation. If the documents submitted are complete, the Order of Payment is prepared. Otherwise, the application is returned back to the client.
- 7.4. The client pays the required fee and s/he is issued an official receipt (OR).
- 7.5. The BMB-WRD/RO-CDD reviews the application. If acceptable, the Chief affixes his/her signature and endorses the permit to the BMB Assistant Director/RO ARD for Technical Services.
- 7.6. The BMB Assistant Director/RO ARD for Technical Services reviews the application. If acceptable, s/he affixes his/her signature and endorses the permit to the BMB Director/RD.
- 7.7. The BMB Director/RD approves the permit and forwards the permit to the Records Unit for release to the client.

8. PROCESS OUTPUTS

The results of the process are:

8.1. Product: Wildlife Gratuitous Permit

8.2. Documented information:

- 8.2.1. Copy of the research/thesis/ dissertation proposals, or copy of the affidavit of undertaking/ approved MOA
- 8.2.2. Prior Clearance from the affected (collection site) neighborhood/ communities, i.e. concerned LGUs, recognized head of the IPs in accordance with RA 8371, or Protected Area Management Board
- 8.2.3. Endorsement letter from the Dean (in case applicant is a student) or in the case of an individual researcher, from a recognized expert or a research institution or conservation organization
- 8.2.4. Order of Payment

Prepared by:

Approved by:

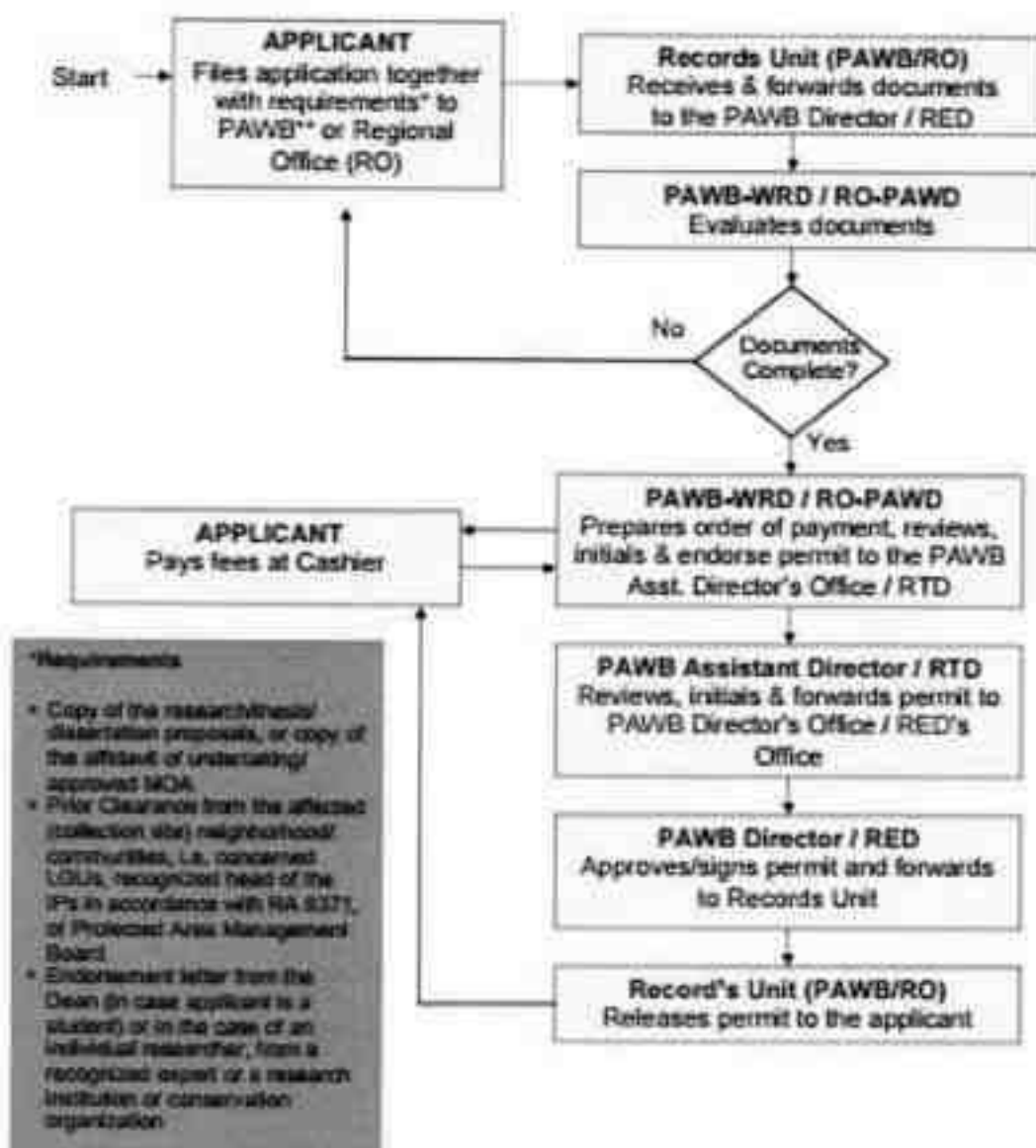

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PROCESS DEFINITION
Issuance of Wildlife Gratuitous Permit

Document ID	DENR-PD-QMS-014		
Revision No.	0	Issue No.	03
Date Issued	DEC 16 2015		
Originating Office	QMS Core Team		
Page No.	1 of 1		



** For research studies covering multiple locations throughout the country, the GP will be processed by PAWB

	Department of Environment and Natural Resources PROCESS DEFINITION Generation/Development of Environment and Natural Resources Technology		Document ID		DENR-PD-QMS-015	
			Revision No.		0	Issue No.
			Date Issued		DEC 16 2015	
			Originating Office		QMS Core Team	
			Page No.		1 of 7	

1. SUMMARY

This document defines the generation of technology process in detail.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. PROCESS DEFINITION

The generation/development of technology is a process of conducting research with the primary aim of solving specific problems previously identified. It also includes reporting of results obtained (DENR Administrative Order No. 1996-27).

4. PROCESS OBJECTIVES AND METRICS


- 4.1. The process aims to develop technology for the implementation of projects to solve specific problems previously identified and measure its impact.
- 4.2. The technology developed shall be measured in terms of its effectiveness.
- 4.3. The result of this process shall be made part of the documented information and shall be presented for management review.

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

The owner of this process is the Ecosystems Research and Development Bureau (ERDB). ERDB is composed of the Main Office and Research Centers. The Main Office has three technical divisions, two service divisions, and administrative and financial management division (the latter being the support division). There are six ERDB Research Centers, which are located in the clustered regions and shall undertake research, development and extension based on their respective areas of excellence.

6. PROCESS INPUTS

- 6.1. For the technical information, the technology to be generated/developed depends on the programs and projects of the technical divisions and the areas of excellence of the research centers. The service divisions provide the technical support to the technical divisions and research centers through laboratory assistance and technical assistance in the form of visits to demonstration areas and facilities.

	Department of Environment and Natural Resources PROCESS DEFINITION Generation/Development of Environment and Natural Resources Technology	Document ID	DENR-PD-QMS-015	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 15 2016	
		Originating Office	QMS Conc Team	
		Page No.	2 of 2	

6.2. The resources needed for this process are:

6.2.1. Personnel (regular and additional outsourced technical and administrative staff through contract of services)

6.2.1.1. Technical - for the data gathering activities

6.2.1.2. Administrative - for the maintenance of the laboratory and demonstration areas

6.2.2. Financial resources for the procurement of supplies, materials and equipment.


6.3. Advance training for the regular technical staff to meet the state of the art technologies on environment and natural resources.

7. PROCESS STEPS

The technology generation/development is composed of two phases. Phase I includes programs, activities, and projects (PAPs) conceptualization, proposal preparation and review, while Phase II includes research, development and extension (RDE) implementation. The following are the process steps in generating/developing ENR technology:

7.1. Phase I


- 7.1.1. With the approval of the ERDB Executive Committee, the ERDB Technical Review Board (ETRB) shall undertake a call for RDE PAPs concept or capsule proposals from among the researchers of the Bureau to facilitate planning and funding forward estimates.
- 7.1.2. Capsule research proposals shall be submitted to ETRB by at least a Science Research Specialist I or a holder of equivalent technical position within his/her area of concern and specialization.
- 7.1.3. ETRB shall screen the concept proposals based on the thrusts and priority areas identified in the ENR RDE Framework, the emerging concerns of DENR and the general concept of the proposed PAPs.
- 7.1.4. When a RDE PAP concept proposal passes the screening and preliminary review of the ETRB, the proponent shall be notified/advised to develop and submit a full-blown proposal.
- 7.1.5. Relative to the project duration and for budget planning purposes, proposals may be categorized as short term, that is, one (1) year or less; medium term between one (1) year to three (3) years; and long term, more than three (3) years of implementation.
- 7.1.6. A full-blown RDE PAP proposal must include: the main texts in the required format including extensive review of relevant and recent literature, Conceptual Framework, Logical Framework; Work and Financial Plan (WFP); Travel Plan; and Procurement Plan.

	Department of Environment and Natural Resources PROCESS DEFINITION Generation/Development of Environment and Natural Resources Technology	Document ID	DENR-PD-QMS-015	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 15 2015	
		Originating Office	QMS Core Team	
		Page No.	3 of 7	

- 7.1.7. A RDE PAPs proposal intended for external funding support may also be prepared in accordance to requirements of the Bureau and that of the funding agency.
- 7.1.8. Full-blown proposals shall be endorsed by the Division Chief /Center Head to the Office of the Director. The Director then endorses the proposal to the ETRB for its review/evaluation.
- 7.1.9. The ETRB shall review the proposal and may request the involvement of selected Technical Experts based on the nature of the proposal and the necessary expertise for the review. The review for GAD shall involve the use customized GAD Checklist for designing and evaluating RDE projects in the ENR Sector.
- 7.1.10. The ETRB shall evaluate the proposal based on form and substance prescribed in the Guidelines for Evaluating ENR RDE Program and Project Proposals including among others its intended contribution to the Major Final Outputs (MFOs) of DENR.
- 7.1.11. The ETRB may recommend to the Director to invite the proponent(s) for a meeting to discuss/defend the proposal and to clarify and be clarified on certain issues surrounding the proposal.
- 7.1.12. The review process shall be iterative. A proposal that is worth implementing but needs further refinement or revision shall be referred back to the proponent(s) indicating the ETRB's comments and recommendations on the issues and gaps to be addressed.
- 7.1.13. The ETRB Chair shall endorse to the ExeCom proposals that pass the evaluation process for the latter's final review and approval by the Director. The proponents shall be duly notified through the concerned Division Chiefs/Center Heads.
- 7.1.14. Although approved, the corresponding WFPs are deemed tentative or indicative subject to the actual budget approved for the Bureau and the subsequent allocation by the ExeCom among the Bureau's different expenditure objects. Before the onset of the Budget Reprogramming, the Planning Officer shall consolidate all the approved proposals with the corresponding WPFs for prioritization and budget allocation by ERDB Executive Committee. Those intended for external funding shall be endorsed to the funding agency(ies).

7.2. Phase II

Phase II, on the other hand, includes implementation of approved proposals, monitoring and evaluation, periodic preparation and submission of progress reports up until the preparation of terminal reports (TRs), drafting of related policy instrument(s) and preparation of IEC materials for dissemination or publication out of the completed PAPs.

	Department of Environment and Natural Resources PROCESS DEFINITION Generation/Development of Environment and Natural Resources Technology	Document ID	DENR-PD-QMS-015	
		Revision No.	0	Issue No. 0.3
		Date Issued	DEC 16, 2011	
		Originating Office	QMS Core Team	
		Page No.	4 of 7	

- 7.2.1. Proposals that are approved by ERDB Director shall be considered for implementation and shall form part of the RDE PAPs of the Bureau.
- 7.2.2. The Director with the recommendation of the other members of the ExeCom may rule to defer the implementation of PAPs relative to availability of funds, favorable time of implementation, urgency of other PAPs and other justifiable reasons.
- 7.2.3. Subject to the final approved budget of the Bureau and the funds allocated for PAPS, the Program/Project Leader shall revise/finalize the corresponding WFP of the proposal for the approval of ERDB Director.
- 7.2.4. Upon the approval of the revised WFP, the Director shall inform through a memorandum, the Program/Project Leader to proceed with the implementation of the PAP. The Program/Project Leader may organize a project pre-implementation or leveling off workshop involving the concerned Division/Center Head, the Project Team, the MET, the PLLC, representatives from cooperating agency(ies) and principal cooperators to facilitate common understanding of the project, to determine the important areas and modes of collaboration and to identify the specific parameters for monitoring and evaluation.
- 7.2.5. If the project is to be conducted in the field, the Program/Project Leader shall perform coordination activities with concerned agencies, LGUs, and communities in the identified sites to inform them of the project implementation. The program/project is implemented in the field guided by the approved experimental/ sampling design and the WFP.
- 7.2.6. To facilitate for the ready retrieval of records, monitoring of activities and accomplishments, preparation of periodic and terminal reports, preparation of draft policy and preparation of articles for publication, the Project/Program Leader shall prepare and maintain a Project Folder with the corresponding chronicling or Journal of PAPS Activities.
- 7.2.7. The Program/Project Leader shall see to it that the prescribed quarterly/annual physical and statistical reports are submitted on time. The ExeCom may require the Program/Project Leader for other reports updates to be used in Management Conferences, Information, Education and Communication (IEC) activities, technical assistance to stakeholders and for other related purposes. Project Leaders must see to it that GAD concerns are dealt with using the HGDG Checklist for RDE Project Management and Implementation.
- 7.2.8. On-going PAPs are subject to periodic monitoring and evaluation and annual project reviews.
- 7.2.9. An Annual In-House Review (AIHR) of ongoing and recently completed PAPS of the Bureau shall be conducted at ERDB-MO and at the Research Centers. Evaluation shall be in terms of relevance (adherence the principles




Department of Environment and Natural Resources

PROCESS DEFINITION
Generation/Development of Environment and
Natural Resources Technology

Document ID	DENR-PD-QM08-015		
Revision No.	0	Issue No.	03
Date Issued	DEC 16 2015		
Originating Office	QMS Unit Team		
Page No.	5 of 7		

- of RDE Framework), effectivity (delivery of results), and efficiency (outputs relative to inputs including funds and personnel).
- 7.2.10. The ETRB shall review the PAPs and recommends the appropriate measures to be undertaken by Program/Project Leaders.
- 7.2.11. A PAP may be recommended for extension under meritorious circumstances as may be determined by the ETRB. The Project Leader shall prepare the corresponding annual WFP subject to the nature of deliverables and timetable of remaining activities.
- 7.2.12. A PAP may be recommended for termination when: a) it has come up with conclusive results ahead of the expected date of completion; and b) when it cannot deliver the expected conclusive results within the planned time frame and budget. For both cases, the Project Leader shall prepare and submit to the Director the necessary Terminal Report (TR) within three (3) months after the termination of the project.
- 7.2.13. The Leader of medium and long term projects for continuation in the succeeding year shall prepare annual WFPs subject to the overall timetable of activities and periodic accomplishments. Catch up plans for delays and backlogs, should there be any, shall be included.
- 7.2.14. Before the actual date of completion, the Project Team shall conduct program/ project phase-out activities. They shall ascertain the prompt preparation of reports, inventory of tools and equipment and the conduct of related activities that shall clear the Research Team of any liabilities and/or obligations related to the implementation of the PAPs.
- 7.2.15. To facilitate the preparation of Terminal Report (TR), all field implementation activities shall be concluded three (3) months before the completion date of the project.
- 7.2.16. ETRB shall designate reviewers from among the Technical Experts of ERDB and/or may call on external evaluators for the evaluation of terminal reports. Evaluation shall be based on but not limited to, the attainment of objectives, the technical soundness of the report, and its utility to the clientele, policy implications, contribution to science and body of knowledge, implications to ENR Management, IEC, and possibility of further research.
- 7.2.17. The evaluation shall be iterative. If the need so warrants, the process of reevaluation and revision will be repeated until the ETRB decides for the finalization of the TR and endorsement of the same for approval of the Director.
- 7.2.18. The Program/Project Leader shall finalize the TR, prepares popular article for publication and whenever applicable, prepares pertinent policy paper and submits the same to the Director.
- 7.2.19. The Technology Transfer Division (TTD) at ERDB-MO shall evaluate the submitted popular article for publication. Evaluation shall be in accordance

	Department of Environment and Natural Resources			Document ID	DENR-PD-QMS-Q15	
	PROCESS DEFINITION Generation/Development of Environment and Natural Resources Technology			Revision No.	0	Issue No. 03
				Date Issued	DEC 16 2016	
				Originating Office	QMS Com Team	
				Page No.	6 of 7	

to the requirements of Canopy International, the popular journal publication of ERDB.

- 7.2.20. A PAP is deemed complete after the finalization of the TR, the popular article and the policy paper and settlement of administrative accountabilities. Project leaders who did not satisfy the requirements in due time may not be given new Program/Project Leadership assignments

8. PROCESS OUTPUTS

The outputs of the process are as follows:

8.1. Products produced:


- 8.1.1. ENR generated technology refers to information, process, product, or service, which when put to use, contributes towards the enhancement of the productivity income and general welfare of an individual or specific groups of individuals, firms and organizations, including conservation and management of resources.
- 8.1.2. Information – refers to a type of technology that is processed data with significant findings that may indicate valuable socio-economic and technical database for policy formulation and subsequent Research, Development and Extension (RDE) programs/projects/activities.
- 8.1.3. Process or protocol – refers to a type of technology which prescribes schemes to improve production, post production, or procedures. This may involve strategies for efficient utilization, technology transfer, commercialization, and marketing system.
- 8.1.4. Product – refers to a type of technology in the form of physical goods. It is normally directed toward a specific market demand.
- 8.1.5. Service – refers to a type of technology that provides the complementary activities/facilities to enhance programs/policies of the government.

- 8.2. The documents or technical information produced once ENR technology is generated/developed include the terminal reports.

8.3. Records produced in this process include:

- 8.3.1. Program/project/study proposals
- 8.3.2. Memorandum/a containing the approval of the proposals.
- 8.3.3. Approved work and financial plans with attached approved travel plans, annual procurement plans, and project management procurement plans, approval

- 8.4. Services produced can be in the form of technical assistance depending on the request of the internal and external stakeholders.


	Department of Environment and Natural Resources		Document ID	DENR-PD-QMS-011	
	PROCESS DEFINITION Generation/Development of Environment and Natural Resources Technology		Revision No.	0	Issue No. 03
			Date Issued	DEC 15 2015	
			Originating Office	QMS Core Team	
			Page No.	7 of 7	

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	Department of Environment and Natural Resources PROCESS DEFINITION Transfer of Environment and Natural Resources (ENR) Technology	Document ID		DENR-PD-QMS-016	
		Revision No.		0	Issue No. 03
		Date Issued		DEC 15 2016	
		Originating Office		QHSE Core Team	
		Page No.		1 of 4	

1. SUMMARY

This document defines the transfer of ENR technology process in detail.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue	Undersecretary Ernesto D. Adobo, Jr.

3. PROCESS DEFINITION

The transfer of ENR technology is the process of moving the results of research from the generator to the end-user (DENR Administrative Order No. 1996-27).

4. PROCESS OBJECTIVES AND METRICS


- 4.1. The process aims to provide support to the implementation of projects through the introduction of technologies that will enhance productivity and benefits to the ecosystem.
- 4.2. The result of this process shall be made part of the documented information and shall be subject of management review.

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

The owner of this process is the Ecosystems Research and Development Bureau (ERDB). ERDB is composed of the Main Office and Research Centers. The Main Office has three technical divisions, two service divisions, and administrative and financial management division (the latter being the support division). There are six ERDB Research Centers, which are located in the clustered regions.

6. PROCESS INPUTS

- 6.1. For the technical information, the ENR generated technologies to be transferred are those that are already identified, classified (whether the technology is an information, process, product or service), characterized, verified, and assessed.
- 6.2. Technical staff, who have the knowledge/expertise to assess the generated ENR generated technologies to help improve access, quality of output, and innovate further and promote wider understanding of ENR technologies, are needed for the ENR generated technology assessment activities.

	Department of Environment and Natural Resources PROCESS DEFINITION Transfer of Environment and Natural Resources (ENR) Technology	Document ID	DENR-FD-QMS-016	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 16 2015	
		Originating Office	QMS Core Team	
		Page No.	2 of 4	

7. PROCESS STEPS

The following is the process steps in transferring ENR technology.

- 7.1. Technologies generated in Phase II (Process Definition: Generation/Development of Environment and Natural Resources Technology) shall be extended to clients in Phase III through transfer and extension. This phase includes identification, classification and characterization of candidate technology/ies generated from RDE PAPs; technology assessment; verification and pilot testing whenever necessary; packaging; dissemination; establishment and promotion of demonstration areas; preparation of draft policy whenever applicable; application of ERDB patent whenever feasible; commercialization and impact assessment.
- 7.2. Subject to the provisions of the Philippine Technology Transfer Act of 2009 (RA 10055), ERDB shall pursue technology transfer and extension works and strategies directed towards the dissemination of research results and transfer of technology to its clientele and mainstreaming them to the operations of DENR.
- 7.3. The Technology Transfer Division (TTD) of the ERDB-MO shall formulate the extension and technology transfer programs of the Bureau. The Research Centers, on the other hand, shall conduct field coordination and direct implementation of technology transfer and extension activities to the clientele.
- 7.4. Technologies generated from RDE PAPs shall be classified by TTD as product, process, information and service and shall be assessed for their feasibility, packaged and transferred according to the needs of the clients.
- 7.5. Technologies classified as products or process shall pass through the review of the Technology Assessment Team (TAT). The TAT shall be an ad hoc body of Technical Experts that shall conduct assessment of specific technologies. The TAT shall assist TTD in determining whether the candidate technology is ready for packaging and dissemination.
- 7.6. Technologies classified as information and service shall undergo similar evaluation process except that instead of the TAT, TTD shall conduct the activity.
- 7.7. TTD and the TAT shall adopt ENR Technology Assessment Protocol (ENR-TAP) established by the ERDB-MO through ERDB-MC No. 01, Series of 2014. The assessment process includes technology screening and feasibility test. TTD may either recommend for packaging of a candidate technology if it passes the feasibility test or for verification of said candidate technology whenever it fails the test.
- 7.8. A candidate technology that shall be recommended by TTD for verification and/or pilot-testing that shall be conducted in a similar manner as that of a regular RDE project.
- 7.9. TTD shall take the lead in the packaging of technology for extension and transfer. A Package of Technology (POT) shall include among others, description of the technical, social, financial/economic, environmental and political dimension of the products, process, or information including pictures,


	Department of Environment and Natural Resources PROCESS DEFINITION Transfer of Environment and Natural Resources (ENR) Technology		Document ID	DENR-PD-QMS-016	
			Revision No.	0	Issue No. 03
			Date Issued	DEC 16 2015	
			Originating Office	QMS Core Team	
			Page No.	2 of 4	

illustrations, flowcharts, and other documents that are useful for the appreciation of clients and in the evaluation process.

- 7.10. A packaged technology shall be endorsed by TTD to the ExecCom for their review and for the approval of the Director.
- 7.11. Upon the Secretary's approval of the MC, ERDB shall conduct dissemination activities for the technology.
- 7.12. The Program/Project Leader, out of the approved TR shall submit article(s) for publication at the Silvertip. In such case, the editing and publishing activities shall be coordinated by TTD in cooperation with the Silvertip Editorial Board. Manuscripts should not have been published in another journal prior to the submission.
- 7.13. To fast track the publication process, the ERDB may hire the services of editors in the immediate scientific community with expertise and the track record of publication in journals recognized by international scientific bodies (e.g. Institute for Scientific Information (ISI)). He/she in coordination with the Silvertip Editorial Board shall recommend to ERDB the general acceptability of articles for publication in the Silvertip. The remunerations of hired editors shall be subject to existing rules and regulations of the Government.
- 7.14. ERDB through ETRB shall determine the profitability of its generated technologies and may pursue for commercialization and patenting of such technologies. Application for patent protection shall be subject to the provisions of the RA 10055 or the Philippine Technology Transfer Act of 2009.
- 7.15. The Inventor/Project Leader shall prepare the necessary documents and requirements and attend to matters for the commercialization of the technology. ERDB may request the assistance of the Technology Application and Promotion Institute of the DOST on technology commercialization.
- 7.16. The applicable provisions of RA 8293 on Intellectual Property Rights shall be applied as warranted with regard to disclosure of information and the utilization of the generated DENR technologies and information.

8. PROCESS OUTPUTS

- 8.1. The products produced are ENR generated technology. It refers to information, process, product, or service, which when put to use, contributes towards the enhancement of the productivity income and general welfare of an individual or specific groups of individuals, firms and organizations, including conservation and management of resources.
 - 8.1.1. Information – refers to a type of technology that is processed data with significant findings that may indicate valuable socio-economic and technical database for policy formulation and subsequent Research, Development and Extension (RDE) programs/projects/activities.
 - 8.1.2. Process or protocol – refers to a type of technology which prescribes schemes to improve production, post production, or procedures. This may involve strategies for efficient utilization, technology transfer, commercialization, and marketing system.

	Department of Environment and Natural Resources PROCESS DEFINITION Transfer of Environment and Natural Resources (ENR) Technology	Document ID		DENR-PD-QMS-016	
		Revision No.		0	Issue No. 01
		Date Issued		DEC 15 2016	
		Originating Office		QMS Core Team	
		Page No.		4 of 4	

- 8.1.3. Product – refers to a type of technology in the form of physical goods. It is normally directed toward a specific market demand.
- 8.1.4. Service – refers to a type of technology that provides the complementary activities/facilities to enhance programs/policies of the government.
- 8.2. The documents or technical information produced once the generated ENR technology is verified, tested, and assessed can be in the form of manual, brochures, technical bulletin, book, published articles, and science-based draft policies for review of DENR Central Office through Policy Technical Working Group (PTWG).
- 8.3. The records produced included the submission of terminal reports, results of evaluation done by ERDB Technical Review Board (ETRB), and the revised terminal reports based on said review and evaluation by ETRB.
- 8.4. Services produced can be in the form of technical assistance depending on the request of the internal and external stakeholders.

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**DEPARTMENT OF ENVIRONMENT
AND NATURAL RESOURCES
(DENR)**


Procedures

ISO 9001:2015

Quality Management Manual

December 15, 2016

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	Department of Environment and Natural Resources PROCEDURE Control of Documented Information	Document ID	DENR-PR-QMS-001
		Revision No.	0 Issue No. 03
		Date Issued	DEC 16 2016
		Originating Office	QMS Core Team
		Page No.	1 of 8

1. SUMMARY


- 1.1. This procedure defines the requirements for the creation, review, approval, distribution, use and revision of DENR quality management system documented information.
- 1.2. This procedure applies to Level 1-4 (documents) and Level 5 (Records) of the DENR structure of documented information described in the QMS Manual.
- 1.3. "Documents" provide instructions on how to carry activities and tasks and includes guidelines and procedures, policies, circulars, orders, manuals, organization and office plans required to implement the QMS.
- 1.4. "Records" provide evidence of DENR having met/or not met requirements. This provides evidence of conformity and of the effective operation of the quality management system.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. DEFINITION OF TERMS

- 3.1. **Record Officer - Record Officer** of each covered Office. The Chief, Records Management Division will be the Record Officer at the DENR Central Office and will be responsible for managing the central repository of QMS documented information. The Records Officer shall distribute documented information through hard copies and through electronic media according to the approved distribution list and maintain records of inventory, updating, revisions, archiving and /or disposition of documented information.
- 3.2. **Record Controller** – The Record Controller for the QMS shall be the Central Office QMR assisted by the Chief, Records Management Division and the QMS Secretariat. The Records Controller shall be responsible for ensuring the integrity of all documented information and recommend to the QMR actions relating to management of documented information.
- 3.3. **Records Management Division** –A division at the DENR Central Office responsible for safekeeping and management of DENR records, including maintenance and disposition according to the guidelines set by the National Archives of the Philippines Act of 2007.
- 3.4. **Document Action Tracking System (DATS)** - A System implemented at the DENR Offices that keeps track of the documents/records from point of receipt

	Department of Environment and Natural Resources		Document ID	DENR-PR-QMS-001
			Revision No.	0 Issue No. 03
	PROCEDURE Control of Documented Information		Date Issued	DEC 18 2018
			Originating Office	QMS Core Team
			Page No.	2 of 8

up to its release or final action through the DENR Network. The e-DATS is the enhanced and updated system implementation of DATS.

- 3.5. **Document Number** – a unique number generated by the DATS for a specific document/record which allows the DATS user to search for that document/record in the system and obtain its status and other actions taken related to it.
- 3.6. **Retention Period** – The number of months or years within which the documented information shall be kept and maintained.
- 3.7. **Revision** – Changes to an approved document, whether controlled, or uncontrolled;
- 3.8. **Termination** – the system by which documented information is considered obsolete.

4. PROCEDURES

4.1. Documents


4.1.1. Creation

Documents providing guidelines on implementation of plans, programs, activities, projects and processes are generally created as required to provide uniformity in implementation and as basis for policy and regulation enforcement. Some documents are created by law such as those passed by Congress, through presidential issuances, by responsible implementing agencies, and/or through joint issuances.

Documents issued by the department are created by the concerned offices/units responsible for planning, monitoring, implementation, and policy formulation. The types of documents, originating Offices/Units and approving authorities are found in the list of documented information.

4.1.2. Approval

Major policies are issued through Department Administrative Orders which contains, among others, the legal basis and rules and regulations governing specific activities. Administrative Orders are legal issuances and requires 15-days after publication in major newspapers before they take effect. Other issuances which serve to provide internal guidance and information such as Memorandum Circular do not require publication. The Secretary approves top-level documents such as DAO, Memorandum Circular and Memorandum Orders, including those jointly issued with other agencies. Other documents can be signed by concerned Undersecretaries or

	Department of Environment and Natural Resources PROCEDURE Control of Documented Information	Document ID	DENR-PR-QMS-001
		Revision No.	03
		Date Issued	DEC 16 2016
		Originating Office	QMS Core Team
		Page No.	3 of 8

officials, if it is within the scope of the officials authority to approve based on a system of delegated authority.


The proposal is vetted through the Policy Technical Working Group (PTWG) and by the concerned Directors, USecs and ASecs. The Undersecretary for Policy and Planning thence, recommends this for approval of the Secretary. The approved DAO is published in major newspapers for public scrutiny before its final adoption.

4.1.3. Storage

- 4.1.3.1. The Records Management Division (RMD) shall maintain its records management system in the safekeeping of regular documents of the DENR, including DAO and other issuances in accordance with.
- 4.1.3.2. QMS required documents and those generated for the purpose of the implementation of the QMS shall also be maintained at the Records Management Division which will be stored in separate files, folders and appropriate filing system and electronic storage through the DENR servers.
- 4.1.3.3. Counterpart Records Officers of concerned offices/units will also provide physical storage and e-filing storage for their respective documented information.
- 4.1.3.4. A back up document system will be established at the QMS Secretariat under the supervision of the Central Office QMR. All QMS related documentation in soft copy will be stored and organized in the QMS document system to be housed in the DENR servers and which will be made available during audits and management reviews. The document system will include all the documents created by the QMS.
- 4.1.3.5. A *Document Matrix* will be prepared by the RMD and updated at least once every year indicating current documents and records and those that have been reviewed, updated, amended, superseded, revised and disposed of and declared as obsolete. The QMS document system will also be updated and reconciled with the Document Matrix.

4.1.4. Control and Distribution

- 4.1.4.1. Approved Documents are forwarded to the Records Management Division where they controlled. DAOs, DMCs, DMOs, SOs and Memos are given DENR Numbers. All documents required by the QMS will be controlled and will be assigned an ID. These IDs will be noted in the description of the document in storage to facilitate retrieval.

	Department of Environment and Natural Resources PROCEDURE Control of Documented Information	Document ID	DENR-PR-QMS-001		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 16 2018		
		Originating Office	QMS Core Team		
		Page No.	4 of 8		


4.1.4.2. DENR documents shall be identified as follows:

e.g. Administrative Order	Type of document
No. 2017 - _____	Document Number: Year of issuance and Series Number
Date	Stamped at the upper right corner, indicates the date of approval of the document
Barcode	Official Bar code control of the office of the Secretary
Dry Seal	Seal of the Office of Approving Official

4.1.4.3. Controlled QMS documents/records will have a header as follows:

	Department of Environment and Natural Resources QMS MANUAL	Document ID			
		Revision No.		Issue No.	
		Date Issued			
		Originating Office			
		Page No.			

Document Name	Name of Document found in the Title Space
Document I.D.	Unique identifying number for the class of document
Revision No.	Current revision number of the document indicating the last amendment made
Issue Number*	Series number based on the number of copies of the document/record issued
Date Issued	Date of Release
Originating Office	Office that prepared the document/record
"CONTROLLED"	Stamped in Blue or Purple Ink to denote that the document is controlled

	Department of Environment and Natural Resources PROCEDURE Control of Documented Information	Document ID	DENR-PR-QMS-001	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 16 2016	
		Originating Office	QMS Core Team	
		Page No.	5 of 8	

Document I.D. Definition

AAA -	AAA -	QMS	000
Classification of Document (Refer to Document Code)	Type of Document/Record	Referring to the ISO 9001	Series Number of the document

4.1.4.4. Distribution and release to the different offices

The Records Management Division (RMD) will control the records/document.

- Issue No. 1 – Original. For file/storage
- Issue No. 2 - Central Office QMR / Secretariat for back up
- Issue No. 3 - For uploading to network where Offices can download their copy. Offices shall change the issue number to "office-000" e.g. BMB-025
- Issue No. 4 to xx for members of Core Team and other authorized recipients of the document/record. The Distribution List shall be approved by the DENR QMR.


The respective Records Officer shall prepare a Distribution Summary for submission and consolidation of the CO-Records Officer.

4.1.4.5. Controlled QMS documents are to be distributed only to pre-identified members of the QMS teams to be used in relation to QMS activities and/or for planning and evaluation purposes. These documents are to be marked "CONTROLLED DOCUMENT". These include the Quality Manual, Quality Policy, Organizational Objectives, Audit Documents, Processes and Procedures, Minutes of Management Review, etc. Regular DENR Documents when used as part of documented information of the QMS shall, likewise be controlled.

4.1.4.6. Personnel may request a copy of a controlled document, clearly indicating the reason or intended use of the document. A request may be submitted to the RMD or the QMS Secretariat for approval of the QMR.

4.1.5. Review and Revisions

4.1.5.1. Documents are reviewed when new policies are adopted such as when laws affecting the operations of the DENR are enacted, when new

	Department of Environment and Natural Resources		Document ID	DENR-PB-QMS-001	
			Revision No.	0	Issue No. 03
	PROCEDURE Control of Documented Information		Date Issued	DEC 15 2018	
			Originating Office	QMS Core Team	
			Page No.	6 of 8	

policies are issued through presidential orders or based on new government priorities adopted in the Medium-Term Development Plan.

- 4.1.5.2. The Bureaus or other offices concerned will initiate the review of policy documents (DAOS, MCs, MOs, Manuals and procedures, IRR) and make recommendations for amendments, revision or updating of the above policies and guidelines. When a new document is approved, it will be given the same ID as the previous version, indicating its Revision No. A coversheet will be appended to the document which will identify the Revision History and changes and amendments made.
- 4.1.5.3. Request using the Revision Request Form shall be submitted to the QMR and reviewed by the QMS Core Team. The DENR QMR, upon finalization of revision shall recommend their approval during the Management Review or during EXECOM.
- 4.1.5.4. Documents are to be held in permanent storage. However, revisions made will be reflected in the filed document which will be marked "REVISED" OR "OBSOLETE" as the case may be, if all the contents have been changed. The status of the document will be indicated in the file's Revision History. Obsolete documents in the QMS document system shall be moved to another folder which will hold all obsolete documents.
- 4.1.5.5. All terminated Documents/Records on file in hard copy will be marked "OBSOLETE".
- 4.1.5.6. The Documented Information Matrix shall be used to inventory and account for all the QMS documents on file and on storage at the RMD.


4.2. RECORDS

4.2.1. Creation

Records are created by Process Owners to provide evidence of their implementation of the QMS and its processes. Records are also produced through regular processes of the Department that supports QMS implementation, such as Accomplishment Reports, Financial Records and other reports.

4.2.2. Approval

All records are approved by the responsible Officer or Office Head before they are submitted to the requesting Office or to the Office responsible for collecting and collating such Reports.

	Department of Environment and Natural Resources PROCEDURE Control of Documented Information	Document ID	DENR-PR-QMS-001	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 16 2015	
		Originating Office	QMS Core Team	
		Page No.	7 of 8	

4.2.3. Transmittal of Records

Records are transmitted through the submission of hard copies. Records may also be transmitted through facsimile and electronic copies. Records are usually submitted to the responsible Office requiring the contained information or knowledge product to update implementation of plans, programs, activities and other information and data holdings of the department.

Transmittal of Records is recorded in the DATS, when received in hard copies

4.2.4. Updating of Records

Records such as reports are submitted based on the requirements of the Work and Financial Plans or based on agreed schedule of submission of reports, such as monthly, quarterly, semi-annually and annually. Updated /latest reports are used for the most current data and information and usually contain the consolidated information for the period.

4.2.5. Storage

Records are kept in hard copy by the responsible Offices and Process Owners,

Records required by the QMS shall be submitted to the QMS Secretariat in hard copy which will be scanned and converted into electronic files which will be stored in the designated folders in the DENR Server. The hard copies shall be forwarded to the RMD for physical storage and management.


The RMD shall maintain the records and reports of the QMS in designated filing and storage space.

4.2.6. Control of Records

The respective Bureau and Office Records Officer shall control documents and records of their processes and implementation of QMS activities. Copy of the records and documents shall be transmitted to the QMS Secretariat in hard copy or through electronic copies.

The Reports shall be forwarded to the RMD where information about the record/document shall be taken and registered in the documented information matrix, and controlled for Central Office use and distribution.

Controlled records and reports shall be identified as described in the control of documents.

	Department of Environment and Natural Resources PROCEDURE Control of Documented Information	Document ID	DENR-PR-QMS-001		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 16, 2010		
		Originating Office	QMS Core Team		
		Page No.	8 of 8		

Only the most recent and updated records will be used. Records and reports containing data that has been incorporated with the new records/reports shall be placed in conditional termination for eventual disposal in accordance with the rules set by the National Archive of the Philippines.

The Documented Information Matrix shall be used to inventory and account for the records and reports on storage/filed at the RMD.

5. FORMS

- 5.1. List of Documented Information
- 5.2. QMS Documented Information Distribution Summary
- 5.3. QMS Documented Information Distribution List
- 5.4. QMS Document Revision Request Form
- 5.5. QMS Documented Information Revision History
- 5.6. QMS Documented Information Revision Monitoring Summary
- 5.7. Enhanced Document Action Tracking System (eDATS) Form

Prepared by:


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List of Documented Information

CLASSIFICATION CODE	Type of Document	Originating Office	Approving Official
LEVEL 1 – PROCEDURES, GUIDELINES, POLICIES, CIRCULARS, ORDERS, MANUALS AND ORGANIZATIONAL PLANS			
LL	Laws and Legislations	Congress	Congress
IRR	Implementing Rules and Regulations	Responsible Gov't Agency	Responsible Gov't Agency
EO	Presidential Executive Order	Office of the President	President
MO	Presidential Memorandum Order	Office of the President	President
MC	Presidential Memorandum Circular	Office of the President	President
PMDP	Philippine Medium-term Development Plan	NEDA	President
DBM	DBM issuances	DBM	DBM
COA	COA issuances (including audit observations-AOM)	COA	COA
CSC	Civil Service Commission issuances	CSC	CSC
XXX	Other NGA issuances	Responsible Agency	Responsible Agency
ORD	Ordinance	Responsible LGU	Responsible LGU
JAO	Joint Administrative Order	DENR and other Agencies	Secretary and other Secretaries
JMC	Joint Memorandum Circular	DENR and other Agencies	Secretary and other Secretaries
JMO	Joint Memorandum Order	DENR and other Agencies	Secretary and other Secretaries
DAO	DENR Administrative Order	Concerned Office, Bureaus	Secretary
DMC	Memorandum Circular	Concerned Office, Bureaus	Secretary
DMO	Memorandum Order	Concerned Office, Bureaus	Secretary
MM	Memorandum	Concerned Office, Bureaus	Secretary, USec, ASec, Line Dir.
TB	Technical Bulletin	Bureaus	Bureau Director
SO	Special Order	Concerned Office, Bureaus	Undersecretary (delegated), Secretary, Bureau Dir, Regional Dir.
MAU	Manual of Authorities (DAO)	Concerned User	Secretary
CC	Citizen's Charter	Citizen's Charter Committee, concerned official	Citizen's Charter Committee, concerned official
DOS	Approved/updated Organizational Structure of offices	Concerned Office, Bureau	Secretary



List of Documented Information

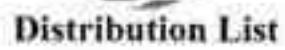
LEVEL 2 – DENR QMS MANUALS AND DOCUMENTS			
MA	QMS Manual	QM Core Team, CO QMR	Secretary
QP	Quality Policy	QM Core Team, CO QMR	Secretary
QS	QMS Scope	QM Core Team, CO QMR	Secretary
QO	Quality Objectives	QM Core Team, CO QMR	Secretary
INP	Context: Interested Parties	QM Core Team, CO QMR	Secretary
ISS	Context: List of Issues	QM Core Team, CO QMR	Secretary
PSM-SUP	Criteria for Selection of suppliers (RA 9184)	QM Core Team, CO QMR	Head of Procuring Entity
AP	Action Plan	QM Core Team, CO QMR	DENR Quality Management Representative
OR	Opportunity and Risk Assessment	QM Core Team, CO QMR	DENR Quality Management Representative
RM	Reference Matrix	QM Core Team, CO QMR	Quality Management Representative
CO	Compliance Obligation	QM Core Team, CO QMR	Quality Management Representative
LEVEL 3 PROCEDURES			
PR	QMS Procedure	QM Core Team, CO QMR	Quality Management Representative
PD	QMS Process and Process Definition	QM Core Team, CO QMR	Quality Management Representative
FM	Forms	QM Core Team, CO QMR	Quality Management Representative
AU-PR	Audit Program	QM Core Team, CO QMR	Quality Management Representative
AU-PL	Audit Plan	QM Core Team, CO QMR	Quality Management Representative
AU-IT	Audit Itinerary	QM Core Team, CO QMR	Quality Management Representative
COM-INT	QMS Internal Communication	Concerned Committee-QML	Quality Management Representative
COM-EXT	QMS External Communications	Concerned Committee-QML	Quality Management Representative
LEVEL 4 – OFFICE PLANS, MANUALS AND PROCEDURE			
OPM	Operations Manual and Procedures	Concerned Office, Bureaus	Adopted through DAO
OPP	Operations Plan/Office Plan (including WPF and Budget Document, GAA and respective Targets)	Concerned Office, Bureaus	Concerned USec, ASec
STP	Strategic Plans, other	Concerned Office, USEC	Secretary, Directors



List of Documented Information

	organizational plans	for Planning	
SPMS	SPMS Guidelines	USEC for Policy and Planning	UseC for Policy and Planning
PBB	PBB Guidelines	USEC Policy and Planning	
OPCR	Office Performance Commitment Review	Concerned Office, Bureau	Concerned Head of Office
DPCR	Division Performance Commitment and Review	Concerned Division	Concerned Director
IPCR	Individual Performance Commitment Review	Concerned individual	Concerned Supervisor or Head of Office
WFP	Work and Financial Plan	Concerned official	Concerned Head of Office
PPMP	Property Procurement Management Plan	Concerned Office	Concerned Head of Office
PSM-ACS	Accredited Suppliers	Property and Supply Management Chief	Head of Procuring Entity/ASEC Admin
PSM-ASP	Accredited Service providers	Property and Supply Management Chief	Head of Procuring Entity/ASEC Admin
PSM-CSC	List of Consultants and Service Contractors	Property and Supply Management Chief	Head of Procuring Entity/ASEC Admin
STK-CSO	List of Civil Society Organizations -Partners	Strategic Communications and Initiative Service	SCIS Head
COM-INT	Internal Communications	Concerned Personnel and official	Concerned Official

Record Officer / Date

Record Officer / Date



QMS Document Revision Request Form

FOR : The Undersecretary and Quality Management Representative
DENR Central Office

FROM : (REQUESTING OFFICER/PERSONNEL)
Position

DATE :

DOCUMENT NAME/I.D.	PROVISION	PROPOSED REVISION

Reason for proposed revision:

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(Signature)

Recommendation of QMS Core Team:

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APPROVED / DISAPPROVED:

(DENR QMR)

DATE



Document Information Revision History

[illegible]



Documented Information Revision Monitoring Summary

[illegible]



Enhanced Document Action Tracking System

Republic of the Philippines
Department of Environment and Natural Resources
Document Action Tracking System
Document Routing Slip

Document No.:

Print Date:

Sender:

Address:

Subject:

Subject: (Action Office)


Addressee(s):

CC Addressee(s):

Date/Time Received:

ROUTING AND ACTION INFORMATION				
FROM	DATE/TIME RECEIVED	FOR/TO	DATE/TIME RELEASED	ACTION REQUIRED/ TAKEN REMARKS/ SATATUS

Encoder:

	Department of Environment and Natural Resources PROCEDURE Internal Audit	Document ID	DENR-PH-QMS-002		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 15 2016		
		Originating Office	QMS Core Team		
		Page No.	1 of 2		

1. PURPOSE

The purpose of this procedure is to provide guidelines on undertaking an internal audit within the scope of the DENR QMS as defined in the QMS Manual.

2. SCOPE


The internal audit shall cover the systems, processes and operations of the Department and included Offices with reference to the components of QMS as defined in the Quality Manual.

3. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

4. DEFINITION OF TERMS


- 4.1. **Auditee** – the office or person being audited.
- 4.2. **Auditor** – the person with demonstrated personal attributes and competence to conduct an audit.
- 4.3. **Audit Team** - composed of more than one auditor who are assigned to conduct an audit in a particular office and prepare necessary report of findings; led by an Audit Team Leader.
- 4.4. **Audit Plan** – a documented plan prepared prior to the conduct of audit which details activities such as where to go, what to do, when to do, and whom to see.
- 4.5. **Audit Itinerary** – set of one or more audits planned for a specific timeframe, directed towards a specific purpose.
- 4.6. **Audit Checklist** – a set of variables which serves as a guide to an auditor.
- 4.7. **Audit Criteria** – set of policies, procedures, or requirements which are used as reference against which audit evidence is compared.
- 4.8. **Audit Evidence** – qualitative or quantitative record, statement of facts or other information, which is verifiable and relevant to the audit criteria.

	Department of Environment and Natural Resources PROCEDURE Internal Audit	Document ID	DENR-PR-QMS-002	
		Revision No.	0	Issue No. 3
		Date Issued	DEC 10 2018	
		Originating Office	QMS Core Team	
		Page No.	2 of 3	

- 4.9. **Audit Finding** - result of the evaluation of the collected audit evidence against audit criteria.
- 4.10. **Conformity** – fulfillment of a requirement.
- 4.11. **Corrective Action (CA)** – action taken to eliminate the cause of a detected nonconformity or other undesirable situation to prevent its recurrence.
- 4.12. **Opportunity for Improvement (OFI)** – a situation or process that may lead to potential nonconformity.
- 4.13. **Quality Management System Audit** – process of assessing whether the QMS conforms to the requirements of ISO 9001:2015 and has been effectively implemented and maintained.
- 4.14. **Request for Action (RFA)** – a tool/form used to record the audit findings and the corresponding root cause analysis and appropriate actions taken to address it.

5. PROCEDURES

- 5.1. The Audit Program is a document that guides the execution of one or more audits to be conducted within a specific timeframe to achieve defined audit objectives. This is prepared by the Internal Quality Audit Committee (IQAC).
- 5.2. The Audit Plan is a document that provides the guidance during the conduct of a particular audit. It provides a description of the audit objectives, criteria, scope, on-site activities, and roles and responsibilities of the auditee and audit team. The scope will include the requirements of ISO 9001:2015 Standard and the results of previous audits. The status of action taken on non-conformances will be prioritized in the audit.
- 5.3. The Audit Team is composed of the Team Leader and members who will be selected from the IQAC. The independence of the Team to conduct audit of activities or areas is a requisite to have an unbiased report.
- 5.4. The Audit Team performs the audit based on the Audit Program and as may be determined by the Management Review.
- 5.5. The Audit Team prepares the Audit Plan and provides the same to the auditee prior to the conduct of the audit. The Team Leader coordinates with the representative of the office to be audited and conduct an opening meeting or preliminary conference to discuss the purpose and scope of the audit.

	Department of Environment and Natural Resources PROCEDURE Internal Audit	Document ID	DENR-PR-QMS-002		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 16 2015		
		Originating Office	QMS Core Team		
		Page No.	2 of 3		

- 5.6. The Audit Team shall conduct interviews, examines documents and observes activities and records conformance, non-conformance or opportunities for improvement in their checklist.
- 5.7. An exit conference or closing meeting with the auditee takes place after the actual audit to discuss the conformance, non-conformance, or opportunities for improvement. The Team shall discuss and consolidate the audit findings and prepares the Audit Summary Report to be presented to the auditee during the exit conference.
- 5.8. The Audit Team shall prepare and document non-conformance according to the procedure *Corrective and Preventive Action*. Corrective Action Request (CAR) shall be prepared and issued to the auditee for observations on non-conformance.
- 5.9. The Audit Team shall determine the close out date of the CAR based on the Audit Program and the requirement of the Management Review.
- 5.10. The Audit Team shall follow up and/or validate the corrective actions taken by the auditee. If found positive, the CAR shall be closed. Otherwise, the CAR shall be re-issued.
- 5.11. The Team Leader shall prepare the Audit Final Report to be submitted for Management Review. S/he shall also report the evaluation and status of non-conformance for Management Review.

6. FORMS

- 6.1. QMS Audit Program
- 6.2. QMS Audit Plan
- 6.3. QMS Internal Audit Checklist
- 6.4. QMS Internal Audit Itinerary
- 6.5. QMS Internal Audit Summary Report

Prepared by:


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Approved by:


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DENR Quality Management
Representative



Audit Program

Scope														
Objectives														
AUDIT SCHEDULE														
Office	Subject of Audit	Audit Team	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Prepared by:			Approved by:											
_____ QA Team Leader			_____ Management Representative											



Audit Plan

- I. OBJECTIVES
- II. AUDIT SCOPE
- III. AUDIT METHODOLOGY
- IV. AUDIT COMPOSITION/TEAM
- V. AUDIT SCHEDULE

ISO 9001:2015 CLAUSES/ACTIVITY	AUDITEE	DATE	AUDITOR

Prepared by:

Approved by:

IQA Team Leader

Management Representative



Audit Checklist

Source Document(s):			
Scope of Audit:		Office/s:	
Clause / Para. No.	Items	C/NC/OFI	Findings / Remarks




Audit Itinerary

Scope				
Objectives				
Audit Team	Team Leader			
	Members			
Audit Activities				
Date	Time	Activity	Auditee	Auditors
Prepared by:		Approved by:		
<div style="border-bottom: 1px solid black; height: 20px; width: 100%;"></div>		<div style="border-bottom: 1px solid black; height: 20px; width: 100%;"></div>		
Audit Team Leader		Management Representative		



Audit Summary Report

Office:		Audit Scope:	
Date:			
Purpose:			
No	Criteria (what should be happening) Define the requirements that must be satisfied. (i.e. customer, regulatory, process, ISO 9001)	Evidence (what is actually happening) Describe your observations on the extent of conformance with the specified requirements.	Class C or NC
Commendable Findings (Note down exemplary practices, activities, methodologies, etc. which demonstrate significant innovations that go beyond the requirements/expectations.)			
Opportunities For Improvement (Note down observed situations where the results achieved are perhaps not optimal, less than well-organized or over complicated that, based on the auditor's judgment and experience, necessitate improvement.)			
Prepared by:		Acknowledged by:	
Audit Team Leader		Management Representative	

	Department of Environment and Natural Resources PROCEDURE Control of Nonconforming Service	Document ID	DENR-PSC-QMS-003	
		Revision No.	0	Issue No. 1.1
		Date Issued	DEC 16 2015	
		Originating Office	QMS Cont. Team	
		Page No.	1 of 2	

1. SUMMARY


- 1.1. This procedure defines the requirements for identifying, processing and disposition nonconforming service.
- 1.2. Nonconforming service is any service provided to stakeholders/clients that does not conform to requirements, which may include statutory/regulatory, administrative, procedural or that of the DENR or the Standard.
- 1.3. Nonconforming service can be identified at any time, by any person or entity, including employees, the customer, regulatory authorities, etc.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. PROCEDURES

- 3.1. When nonconforming services are identified by employees, this shall be documented on the *Nonconforming Service Report (NSR)*. If the nonconforming service is reported by a third party, including a customer, the Public Assistance Desk Officer shall capture the information provided by the third party on the NSR, including referencing any applicable notes, emails, or other documentation.
- 3.2. The NSR is sent to the Quality Management Leader (QML) of respective offices for review and initial confirmation of the nonconformance. If the verification shows that nonconformance did not occur, the NSR is closed without further action.
- 3.3. For verified nonconformance, the concerned QML shall assign the NSR to appropriate employee who will document details of the NSR and conduct a root cause analysis. S/he shall oversee the disposition of the nonconforming service. This may include providing corrected services, filing of Corrective Action Request (CAR) or other actions. All such actions shall be documented on the NSR form.
- 3.4. The QML shall submit summary of the NSR to the QMR, who will present this during the Management Review.

	Department of Environment and Natural Resources PROCEDURE Control of Nonconforming Service	Document ID	DENR-PR-QMS-003		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 16 2016		
		Originating Office	QMS Core Team		
		Page No.	2 of 2		

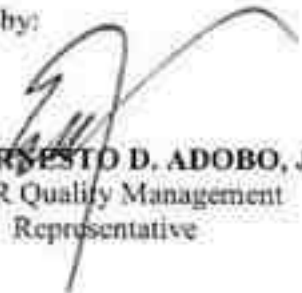
4. FORM

4.1. Nonconforming Service Report (NSR)

Prepared by:


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DENR Central Office Quality Management
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Approved by:


ATTY. ERNESTO D. ADOBO, JR.
DENR Quality Management
Representative



Nonconforming Service Report (NSR)

Date: _____ Reported by: _____ Recorded by: _____

Summarize the reported service nonconformity. Attach or reference applicable documentation (emails, etc.)

Initial Review:

☐ Nonconformity affirmed, proceed with investigation

☐ Nonconformity could not be affirmed or replicated; stop and monitor for further occurrences

☐ No nonconformity, stop

Initial Review by: _____ Date: _____

Assigned to: _____ Date: _____

Root cause analysis:

Disposition
(check all that apply)

☐ Provide corrected service. Details: _____


☐ File CAR; reference CAR #: _____

☐ Other action. Details: _____

Notes:

Disposition
Approval by: _____

Date: _____

	Department of Environment and Natural Resources PROCEDURE Corrective and Preventive Action	Document ID	DENR-PR-QMS-004	
		Revision No.	0	Issue No. 3
		Date Issued	DEC 16 2015	
		Originating Office	QMS Core Team	
		Page No.	1 of 3	

1. SUMMARY


- 1.1. In an effort to ensure continual improvement, DENR engages in corrective and preventive action to discover, investigate, and correct non-conformances related to DENR services, its processes, and its quality system.
- 1.2. For internal issues, the DENR shall refer to this as the Corrective Action Request (CAR) system.
- 1.3. For issues which are found to be the fault of suppliers, the Supplier Corrective Action Request (SCAR) system shall be used; this is defined in the procedure *Control of External Providers*.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.


3. PROCEDURES

- 3.1. The Corrective Action Request system shall be used to address all of the following:
 - 3.1.1. Customer complaints;
 - 3.1.2. Employee reports of problems with equipment, procedures, processes, buildings, infrastructure;
 - 3.1.3. Employee suggestions for improvement;
 - 3.1.4. Resolving trends associated with service nonconformities;
 - 3.1.5. Process nonconformities;
 - 3.1.6. Audit findings (internal or external); and
 - 3.1.7. Management review action items.
- 3.2. All employees may submit a corrective or preventive action request when they discover an existing or potential nonconformity against ISO 9001 requirements, DENR procedures, customer requirements, or statutory/regulatory requirements.
- 3.3. When trends are noticed within nonconforming services, then a Corrective Action Request may be issued to investigate the cause of the trend.

	Department of Environment and Natural Resources PROCEDURE Corrective and Preventive Action		Document ID	DENR-PR-QMS-004
			Revision No.	0
			Issue No.	03
			Date Issued	DEC 16 2016
			Originating Office	QMS Core Team
			Page No.	2 of 3


- 3.4. This system shall provide for the reporting and resolution of both *corrective* action requests (existing problems) and *preventive* action requests (potential problems).
- 3.5. The Corrective Action Request system shall be comprised of two forms:
- The **Corrective Action Request (CAR)** shall be used by employees to request corrective or preventive action, or to submit suggestions for improvement.
 - The **Corrective Action Request Log (CAR Log)** shall be used to track CARs and to provide trend data on the CAR system for later management review.
- 3.6. The CAR may be obtained from the DENR Internal Web portal, the DENR Internal Audit Committee, the office of the QMRs or the Public Assistance Desk. The employee requesting action shall fill out the following items on the upper portion of the form:

Item	Instruction
CAR number	Leave blank, will be filled out later by the DENR Internal Audit Committee
Type of action requested	Choose one of the following: 1. Corrective - when reporting existing problems 2. Preventive - when reporting potential problems 3. Opportunity for improvement/suggestion - when reporting a pure improvement action, unrelated to any particular problem
Source	Indicate where the report originates from. In most cases, this will be from employees, but if an employee is filling the CAR on behalf of someone else, indicate the original source (i.e., customer, supplier, etc.)
Process	Indicate the process for which the issue being reported is most likely covered by. This may be revised by the DENR Internal Audit Committee, as needed.
Priority	Choose one of the following: 1. Low - Respond as availability allows; may extend deadline with permission of the DENR Internal Audit Committee. 2. Medium - Respond as soon as feasible; deadline established, but may be interrupted by higher priority activities. 3. High - Respond by established deadline, which may interrupt other staff working low or medium priority activities. 4. Urgent/Critical - Respond immediately with sustained effort using all available resources until resolved. Company at legal or


	Department of Environment and Natural Resources PROCEDURE Corrective and Preventive Action	Document ID	DENR-PH-QMS-004	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 16 2015	
		Originating Office	QMS Core Team	
		Page No.	3 of 3	

Item	Instruction
	other compliance risk.
Issue	Describe the problem being reported or the suggestion offered; be as detailed as possible. Internal audit findings must comply with the requirements put forth in the procedure <i>Internal Audits</i>

- 3.7. The employee shall then send the CAR form to the DENR Internal Audit Committee.
- 3.8. The DENR Audit Committee shall fill out the CAR form in the CAR Log by entering the information in the next available line in the log. The information entered should match the indicated pattern on the CAR form (i.e., the process, priority, etc.). Under "Brief Description", only a short sentence describing the issue shall be entered, not the entire text of the issue; this is only to help remember the nature of the CAR later.
- 3.9. The DENR Audit Committee shall assign the CAR to one or more employees who are best able to research and resolve the issue, and enter this in both the CAR log and the CAR form under "Assigned To Field." This person is hereinafter referred to as the "Assignee."
- 3.10. The DENR Audit Committee shall assign a reasonable response timeframe for the CAR with the assistance of the assignee. The timeframe will take into consideration the level of effort expected, costs, risks, etc.
- 3.11. The DENR Audit Committee shall then send the CAR to the assignee.
- 3.12. The log shall highlight when CARs are overdue, based on the assigned date. In the event of an overdue CAR, the DENR Audit Committee will either negotiate a revised date with the Assignee, or escalate the CAR to the Assignee's manager for attention.
- 3.13. The Assignee shall conduct a root cause analysis to determine the cause(s) of the problem. This exercise should be thoughtful and detailed; so as to ensure the actual root causes are identified. Failure to properly conduct root cause analysis may result in the wrong cause being acted upon, and thus the problem not being permanently resolved.
- 3.14. Root cause analysis is mandatory for corrective or preventive actions; It is not required for opportunities for improvement or suggestions since these may not be attached to any known problem; in such cases root cause analysis is optional.

	Department of Environment and Natural Resources PROCEDURE Corrective and Preventive Action	Document ID	DENR-PR-QMS-004	
		Revision No.	0	Issue No. 002
		Date Issued	JUL 16 2015	
		Originating Office	QMS Core Team	
		Page No.	4 of 5	

- 3.15. The Assignee will then develop an action plan to address the root cause and eliminate it. By eliminating the root cause, the problem should never occur or recur.
- 3.16. For some preventive and corrective action issues, management may elect to perform a risk assessment as part of the action plan determination.
- 3.17. The Assignee shall then implement the plan, updating the CAR as the plan progresses.
- 3.18. Once the action is complete, the assignee shall sign the CAR and indicate a completion date. She/he shall then return the CAR to the DENR Audit Committee.
- 3.19. The DENR Audit Committee will update the log entry for the CAR, indicating the action complete date.
- 3.20. The DENR Audit Committee shall perform independent verification of the actions taken to ensure the actions are effective in resolving the root cause(s). This verification shall examine evidence and take into consideration the following:
 - Has the action plan removed the root cause(s)?
 - Does the action appear to eliminate the original issue reported?
 - Were any related documents updated, as needed?
 - Was training conducted, if required?
 - Does the action require an update to the internal audit schedule?
 - Were all interested parties properly notified of the actions taken?
- 3.21. The DENR Audit Committee shall record the results of the verification activity in the log.
- 3.22. If the issue is satisfactorily addressed, the DENR Audit Committee may close the CAR by indicating this in the final column on the log. The CAR form is then filed.
- 3.23. If the DENR Audit Committee determines the issue is not properly addressed, the Corrective Action Request may be re-assigned for further action, or a new CAR filed. This is indicated in the log.
- 3.24. The Corrective and Preventive actions over time shall be reported during Management Review.

	Department of Environment and Natural Resources PROCEDURE Corrective and Preventive Action	Document ID	DENR-PB-QMS-004	
		Revision No.	0	Issue No. 02
		Date Issued	JUL 12 2015	
		Originating Office	QMS Core Team	
		Page No.	3 of 3	

4. FORMS

- 4.1. Corrective Action Request
- 4.2. Corrective Action Request Log

Prepared by:


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 DENR Central Office Quality Management
 Representative

Approved by:


ATTY. ERNESTO D. ADOBO, JR.
 DENR Quality Management
 Representative



Corrective Action Request (CAR)

	(CAR) – REV 0	CAR #
Type Check one	<input type="checkbox"/> Corrective Action (existing issue) <input type="checkbox"/> Opportunity for Improvement / suggestion	<input type="checkbox"/> Preventive Action Name : _____ Date : _____
Source Check one	<input type="checkbox"/> Employee Feedback <input type="checkbox"/> Internal Audit Finding <input type="checkbox"/> Other : _____	<input type="checkbox"/> Customer Feedback <input type="checkbox"/> Internal Auditing Finding <input type="checkbox"/> Supplier / Subcontractor Feedback <input type="checkbox"/> Management Review Action Item
Process/Other Observation Indicate		
Priority Check One <input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High <input type="checkbox"/> Urgent / critical		

Describe the issue or problem in detail


Car Assigned to _____ Date Assigned : _____ Respond by: _____

To be Completed by Assignee	
Root cause of the problem: (Required for all corrective and preventive issues ; optional for suggestions for improvement)	
Action Plan: (Actions taken to eliminate root cause, resolve issue and prevent recurrence.)	
Date Action Completed: _____	Name : _____
CAR effectiveness verified by: _____ Name : _____	
Result <input type="checkbox"/> PASS	<input type="checkbox"/> FAIL: Returned for further Processing
Notes and justification :	



CAR Log

[illegible]

	Department of Environment and Natural Resources PROCEDURE Control of External Providers	Document ID	DENR-PH-QMS-005
		Revision No.	0 Issue No. 03
		Date Issued	DEC 16 2016
		Originating Office	QMS Core Team
		Page No.	1 of 7

1. SUMMARY


- 1.1. This procedure defines the processes in the control of and monitoring the services provided by external providers that are necessary in the delivery of quality service by DENR to its clients. The control of external providers of services shall include delivery of products or goods, and outsourced services.
- 1.2. The externally provided services are generally acquired as procurement in accordance with the Republic Act 9184, otherwise known as 'Government Procurement Reform Act' and its 2016 Revised Implementing Rules and Regulations (IRR).
- 1.3. To ensure transparency, accountability, streamlined process, competitiveness and conformity of specifications of services required, the DENR established procedures and protocols to be followed based on RA 9184 and its IRR.
- 1.4. The Bids and Awards Committees of the various offices (e.g., Central Office, Bureaus and Regional Offices) and their Secretariats and Technical Working Groups and their Heads of the Procuring Entity (HoPE) implements the bidding processes as stipulated in RA 9184 and its implementing rules and regulations. The Inspection and Pre-Inspection Committees and the Procuring Entities play an important role in ensuring that the services are delivered in accordance with the specifications or Terms of Reference before any payment is made.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. DEFINITION OF TERMS


- 3.1. **Control of External Providers of Services** - refers to a set of requirements to ensure that externally provided services conforms to relevant rules, laws, and regulations in accordance with RA 9184.
- 3.2. **External Providers** - third party providers contracted to provide products and services.
- 3.3. **Services** - performance of a consultancy, work and/or set of activities to be provided by an external provider in accordance with the terms of reference of the contract.
- 3.4. **Outsourced Services** - contracted delivery of products and services

	Department of Environment and Natural Resources PROCEDURE Control of External Providers	Document ID		DENR-PH-QMS-005
		Revision No.		0 Issue No. 03
		Date Issued		DEC 16 2016
		Originating Office		QMS Core Team
		Page No.		2 of 7


- 3.5. **Project Procurement Management Plan (PPMP)** – document prescribed by RA 9184 containing the requirements for goods and services of the project.
- 3.6. **Annual Procurement Plan (APP)** – consolidated list of goods and services required by the agency.
- 3.7. **Procurement** – refers to the acquisition of goods and consulting services in accordance with RA 9184.
- 3.8. **Approved Budget for the Contract (ABC)** – refers to the budget for the contract duly approved by the HoPE as provided for in the GAA.

4. PROCEDURES


- 4.1. All offices shall prepare and submit their PPMP which will form part of the DENR APP.
- 4.2. Based on the approved PPMP and APP, all procurements shall have approved Procurement Requests, Terms of Reference (ToR) if applicable, and Certificate of Availability of Funds (CAF).
- 4.3. Omnibus Resolutions are prepared by the BAC annually to streamline the process of procurement. The Omnibus Resolutions allow for the acquisition of products and services through alternative mode of procurement as stipulated in RA 9184 and its IRR.
- 4.4. All other procurements not covered by the Omnibus Resolutions shall be subject to the evaluation of the Bids and Awards Committee based on the financial and technical capabilities of the external providers. The BAC shall prepare a resolution indicating the mode of procurement, for the approval of the HoPE or his/her duly authorized representative.
- 4.5. The Supply Management Section of the Property and Supply Management Division (SMS-PSMD) or its counterpart in the Bureaus, Regional and PENR offices shall prepare the Request for Quotation. All Requests for Quotation shall be posted in the DENR website and bulletin board and faxed or emailed to prospective suppliers. For procurement with Approved Budget for the Contract (ABC) more than P50,000.00, the Request for Quotation shall also be posted at the PhilGEPS website.
- 4.6. The following steps shall be followed depending on the amount of ABC:
 - 4.6.1. Small Value Procurement, which covers ABC of below 1 million pesos

	Department of Environment and Natural Resources PROCEDURE Control of External Providers	Document ID	DENR-FR-QMS-005		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 16 2010		
		Originating Office	QMS Core Team		
		Page No.	3 of 7		

- 4.6.1.1. An Abstract of Quotation shall be prepared by the SMS-PSMD or its counterpart after getting at least three (3) quotations from bonafide suppliers. The Abstract of Quotation shall be endorsed to the Procuring Entity for the evaluation. The Procuring Entity shall recommend to the HoPE or his/her duly authorized representative the most advantageous bid.
- 4.6.1.2. The SMS-PSMD or its counterpart shall prepare the Notice of Award (NOA) for approval of the HoPE or his/her duly authorized representative. Once approved, the NOA shall be provided to the winning bidder.
- 4.6.1.3. Once the winning bidder acknowledges the NOA, the Purchase Order (PO)/Contract and the Notice to Proceed (NTP) shall be prepared by the SMS-PSMD or its counterpart to be signed by the HoPE or his/her duly authorized representative.
- 4.6.1.4. The SMS-PSMD or its counterpart shall submit the signed PO/Contract to the Budget and Accounting Divisions for fund obligation.
- 4.6.1.5. The PO/Contract and NTP shall be provided to the winning bidder for their acknowledgement and conformance. The PO/Contract shall contain the terms and conditions of the delivery of procured products or services.
- 4.6.1.6. The procured products or services are delivered and accepted by the SMS-PSMD or its counterpart in accordance with the PO/Contract.
- 4.6.2. Public Bidding Procurement, which covers ABC of 1 million pesos and above, follows the procedure stipulated in RA 9184 and its IRR.
 - 4.6.2.1. The Public bidding process is conduct through BAC and assisted by the BAC secretariat and technical working group with a representative from the pool of technical and financial and legal experts, and representative of end user.
 - 4.6.2.2. The PSMD and its counterpart in the offices concerned shall prepare the bidding documents with the guidance the BAC following the standard forms and manual prescribed by the Government Procurement Policy Board (GPPB).


	Department of Environment and Natural Resources		Document ID	DENR-PR-QMS-005
	PROCEDURE Control of External Providers		Revision No.	0 Issue No. 03
			Date Issued	DEC 16 2015
			Originating Office	QMS Core Team
			Page No.	4 of 7

- 4.6.2.3. Invitation to bid/request for expression of interest shall be posted in the website of PhilGEPS and in newspaper of daily circulation depending on the ABC. The same information is also provided to prospective bidders from the DENR database of eligible providers.
- 4.6.2.4. For Consulting Services, an eligibility check and short listing shall be conducted based on the required legal, technical and financial documents as stipulated in RA 9184 and its IRR. The eligibility envelopes shall be submitted on or before the deadline specified and opened before the pre-bid conference and bid conference in order to determine eligibility of prospective bidders using a non-discretionary "pass/fail" criterion. The BAC shall draw up a short list of three (3) to seven (7) consultants from those prospective bidders evaluated as eligible using a set of criteria specified in the Request for Expression of Interest. The BAC shall recommend the shortlist of consultants to the HoPE for consideration and approval.
- 4.6.2.5. Pre-bid conference shall be conducted and opened to prospective bidders and for consulting services, the short-listed bidders. It is conducted to clarify or explain the requirements, terms and conditions stipulated in the bidding documents. If there are changes or clarification in the original bid document, a bid supplement/bulletin shall be issued.
- 4.6.2.6. All bidders shall submit their proposals in accordance with the bidding documents and RA 9184 and its IRR. The sealed bid envelopes shall be received by the BAC Secretariat on the date, time and place specified in the invitation to bid. Bids submitted after the deadline shall no longer be accepted. The BAC Secretariat shall notify in writing all bidders whose bids it has received.
- 4.6.2.7. The BAC shall open the bid in public to determine each bidder's compliance with the documents required to be submitted for eligibility based on the checklist of required documents using a non-discretionary "pass/fail" criterion. Bids that fails to include any requirement or are incomplete shall be considered failed.
- 4.6.2.8. The financial proposals of the bidders who passed the first stage screening shall be evaluated to the determined the lowest calculated bids/highest rated bid. Bid price that exceeds the ABC shall be considered "failed".
- 4.6.2.9. The BAC shall then prepare and sign the Abstract of Bids and attach thereto all the bids with their corresponding bid securities

	Department of Environment and Natural Resources PROCEDURE Control of External Providers	Document ID	DENR-PR-QMS-005	
		Revision No.	0	Issue No. 1.3
		Date Issued	DEC 18 2018	
		Originating Office	QMS Core Team	
		Page No.	2 of 7	

and the minutes of proceedings of the bidding. The Abstract of Bids shall contain the following:

- 4.6.2.9.1. Name of contract and its location, if applicable;
 - 4.6.2.9.2. Time, date and place of bid opening; and
 - 4.6.2.9.3. Names of bidders and their corresponding calculated bid prices arranged from lowest to highest, the amount of bid security and the name of the ensuing entity.
- 4.6.2.10. For Consulting Services, the BAC shall notify and invite the consultant with the highest rated bid for the opening of financial proposal for the purpose of conducting negotiation with the said consultant. In the letter of notification, the BAC shall inform the consultant of the issues in the technical proposal the BAC may wish to clarify during negotiation. The negotiations shall cover the following:
- 4.6.2.10.1. Discussion and clarification of the terms of reference and scope of services;
 - 4.6.2.10.2. Discussion and finalization of the methodology and work program proposed by the consultant;
 - 4.6.2.10.3. Consideration of appropriateness of qualifications and pertinent compensation, number of person-months and the personnel to be assigned to the job;
 - 4.6.2.10.4. Discussion on the services, facilities and data, if any;
 - 4.6.2.10.5. Discussion on the financial proposal submitted by the consultant; and
 - 4.6.2.10.6. Provisions of the contract.
- 4.6.2.11. The bidder with LCB/HRB shall undergo post qualification to verify, validate and ascertain all statements made and documents submitted based on the legal, technical and financial requirements. The bidder shall submit to the BAC his/her latest income and business tax returns and other appropriate licenses and permits as required by law.
- 4.6.2.12. Once validated, the BAC shall declare the LCB/HRB as the Lowest Calculated and Responsive Bid (LCRB)/Highest Rated and Responsive Bid (HRRB) and recommend to the HoPE or his/her duly authorized representative the award of contract to the said bidder at its bid price.
- 4.6.2.13. If the bidder with LCB/HRB fails the post-qualification, the BAC shall initiate and complete the same post-qualification process on


	Department of Environment and Natural Resources	Document ID :	DENR-PR-QMS-005		
	PROCEDURE Control of External Providers	Revision No.	0	Issue No.	1
		Date Issued :	DEC 15 2015		
		Originating Office	QMS Core Team		
		Page No.	6 of 7		

the bidder with the next LCB/HRB until a bidder pass the criteria for post-qualification and declared as LCRB/HRRB.

- 4.6.2.14. Once approved, the HoPE or his/her duly authorized representative shall issue the Notice of Award (NOA) to the LCRB/HRRB. The BAC shall notify in writing all the losing bidders of the bid results. The NOA shall be posted in the PhilGEPS and DENR websites.
- 4.6.2.15. The HoPE or his/her duly authorized representative shall sign the contract and issue the Notice to Proceed in accordance with the provisions of RA 9184 and its IRR. The Contract and the Notice to Proceed shall be posted in the PhilGEPS and DENR websites.
- 4.6.2.16. The procedure for public bidding of consulting service shall follow the pro
- 4.6.2.17. The HoPE shall declare Failure of Bidding provided that:
 - 4.6.2.17.1. No bids are received;
 - 4.6.2.17.2. All prospective bidders are not eligible;
 - 4.6.2.17.3. All bids fail to comply all the bid requirement or fail post-qualification; or
 - 4.6.2.17.4. The bidder with LCRB/HRRB refuses without justifiable cause the award of contract.
- 4.7. Once delivered, the DENR Inspection and Pre-Acceptance Committee (IPC) shall inspect the products and services as described in Procedure: Inspection and Acceptance.
- 4.8. The procuring entity shall accept the delivered products and/or services in terms of the specification, quantity and quality.
- 4.9. Once inspected, Disbursement Voucher is prepared then forward to Budget and Accounting Divisions/Sections for processing of payment.

5. CONTROLS

- 5.1. All externally provided products and services are subject to the following controls:
 - 5.1.1. Compliance with RA 9184 and its IRR;
 - 5.1.2. Specifications or Terms of Reference;
 - 5.1.3. Service Contracts, specifying the delivery terms (date, time and place);
 - 5.1.4. Green procurement and life cycle requirements;

	Department of Environment and Natural Resources PROCEDURE Control of External Providers	Document ID	DENR-PR-QMS-005	
		Revision No.	0	Issue No. 03
		Date Issued	01-01-2018	
		Originating Office	QMS Core Team	
		Page No.	7 of 7	

5.1.5. Inspection by independent committee; and

5.1.6. Acceptance of Procuring Entity.

6. SUPPLIER CORRECTIVE ACTION REQUESTS

6.1. A Supplier Corrective Action Requests (SCAR) log shall be maintained by the Internal Audit Committee (IAC) for monitoring of the corrective actions to address nonconformities. The SCAR allows for the flow down of corrective action requirements to a supplier when a supplier is found to be responsible for a particular nonconformity.

6.2. Any procuring entity may submit a SCAR Form to the PSMD. The PSMD shall notify the external provider, who has shown quality problems, of their nonconformance for their corrective action. Failure of the external provider to correct nonconformance may result to the negative adjustment of that provider's evaluation standing or blacklisting depending on the degree of nonconformance.

6.3. The SCAR log shall be updated regularly and shall be reported for the Management Review.

7. FORMS


7.1. Supplier Corrective Action Request (SCAR)

7.2. Supplier Corrective Action Request Log (SCAR Log)

Prepared by:


BRESILDA M. GERVACIO
DENR Central Office Quality Management
Representative

Approved by:



ATTY. ERNESTO D. ADOBO, JR.
DENR Quality Management
Representative



Supplier Corrective Action Request (SCAR)

<i>This section to be completed by DENR</i>			
Supplier:		Attention:	
Phone #:		Fax #:	
Description of Nonconformance:	If the non-conformance is parts-related, complete the following:		
	PO No:		
	Part No:		
	Part Description:		
	Quantity Affected:		
Date Sent to Supplier:		Sent by:	
Date Received:			
This section to be completed by Supplier			
Root Cause of Nonconformance:			
Corrective Action Taken or Planned:			
Signature of responsible Supplier Manager:		Date:	
Print Name and Title:			
This section to be completed by DENR			
Corrective Action	If not attach additional sheets with explanation and follow-up.		
Signature:			Date:

[illegible]

	Department of Environment and Natural Resources PROCEDURE Inspection and Pre-Acceptance	Document ID		DENR-PR-QMS-006	
		Revision No.		0	Issue No. 1.1
		Date Issued		DEC 16 2016	
		Originating Office		QMS Core Team	
		Page No.		1 of 2	

1. SUMMARY


- 1.1. This procedure defines the process and methods of inspection and pre-acceptance of purchased products to ensure that the same is in accordance with the specifications contained in the purchase orders/requests.
- 1.2. The Inspection and Pre-Acceptance Committee (IPC) is responsible for implementation and management of inspection and pre-acceptance activities.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. PROCEDURES

- 3.1. The Requests for Inspection are received from the Property and Supply Management Division.
- 3.2. The Receiving Clerk will record the Requests for Inspection in the database at the IPC.
- 3.3. The IPC Chair assigns the requests for inspection to the member/members of the Inspection and Acceptance Committee for the conduct of the actual inspection to determine/verify the following against the **Purchase Order**:
 - 3.3.1. Quantity
 - 3.3.2. Specification
 - 3.3.3. Delivery Terms
- 3.4. Any discrepancy on the quantity and specifications as verified during the actual inspection will be reported to the Property and Supply Management Division for correction and/or replacement.
- 3.5. If there is a delay in the delivery of the purchased goods/services, corresponding penalty will be computed and imposed.
- 3.6. If the quantity and specifications have been fully complied, the Inspection and Acceptance Report will be signed by the IPC Inspector and the IPC Chair and submitted to PSMD for further processing. Goods that are covered by Property Acceptance Receipt (PAR) and/or Inventory of Custodian Slip (ICS) will be subject to submission of duly approved PAR and ICS. Further, goods/services purchased must be covered by Certificate of Acceptance by the end-user.

	Department of Environment and Natural Resources PROCEDURE Inspection and Pre-Acceptance	Document ID	DENR-PR-QMS-006	
		Revision No.	0	Issue No. 1
		Date Issued	DEC 16 2018	
		Originating Office	QMS Core Team	
		Page No.	2 of 2	

3.7. The inspection report and the corresponding findings of the IPC Inspector will be recorded in the database prior to submission to PSMD.

3.8. The Receiving Clerk of the IPC will forward the documents to the PSMD for further processing.

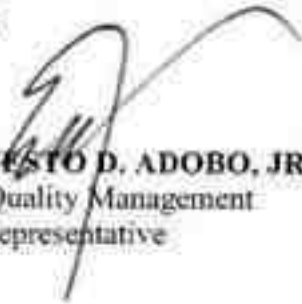
4. FORMS

- 4.1. Property Acceptance Receipt (PAR)
- 4.2. Inventory of Custodian Slip (ICS)

Prepared by:


BRESILDA M. GERVACIO
DENR Central Office Quality Management
Representative

Approved by:


ATTY. ERNESTO D. ADOBO, JR.
DENR Quality Management
Representative



Property Acknowledgement Receipt

Appendix 71

PROPERTY ACKNOWLEDGMENT RECEIPT

Entity Name : _____

Fund Cluster: _____

PAR No.: _____

[illegible]

Received by:

Issued by:

Signature over Printed Name of End User


Signature over Printed Name of Supply and/or
Property Custodian

Position/Office

Position/Office

Date _____

Date _____

	Department of Environment and Natural Resources PROCEDURE Measuring Stakeholder - Client Satisfaction	Document ID	DENR-PR-QMS-007		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 16 2016		
		Originating Office	QMS Core Team		
		Page No.	1 of 2		

1. SUMMARY

- 1.1. This procedure defines the requirements for measuring stakeholder/client satisfaction.
- 1.2. To monitor the service outcomes in terms of meeting the client's requirements and expectations, DENR periodically obtains stakeholder's feedback and perception.
- 1.3. Stakeholder/client satisfaction is determined through Walk-In Client Satisfaction Survey and Third Party Stakeholder Satisfaction Survey.


2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. PROCEDURES

3.1. Walk-In Client Satisfaction Survey

- 3.1.1. Feedback from transacting or walk-in clients shall be gathered through a Walk-In Client Satisfaction Survey Form which is facilitated during their visit to any DENR office.
- 3.1.2. Each office shall designate an officer of the day who is responsible for receiving client requests and inquiries and consequently provides assistance needed by the clients. S/he shall evaluate and categorize requests and complaints based on the areas of concerns and/or urgency of the issues and refer them to the appropriate office or unit. Upon completion of client transaction, the officer of the day shall facilitate the handling out of the Walk-In Client Satisfaction Survey Form.
- 3.1.3. The accomplished survey forms shall be collected by the officer of the day and forwarded to the SCIS or respective counterparts in the bureaus and field offices for analysis to determine the extent of stakeholder/client satisfaction with services received from the DENR.
- 3.1.4. The SCIS or respective counterparts in the bureaus and field offices shall also prepare and submit a report on the stakeholder/client feedbacks and recommend proposals for improvement of the DENR services to the concerned office.

	Department of Environment and Natural Resources PROCEDURE Measuring Stakeholder - Client Satisfaction	Document ID	DENR-PR-QMS-007	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 16 2015	
		Originating Office	QMS Core Team	
		Page No.	2 of 2	

3.2. Third Party Stakeholder Satisfaction Survey

- 3.2.1. This survey shall be outsourced to ensure objectivity of the results and shall be conducted as required by the management based on its assessment of the pressing issues and concerns of the Department.
- 3.2.2. The respondents shall be selected based on the sampling frame or databases of clients who availed of the service of the DENR in a given period.
- 3.2.3. The result of the survey shall be forwarded to the Policy and Planning Service through the Program Monitoring and Evaluation Division and shall be used as basis for continual improvement of the DENR services.
- 3.3. Feedback may also be gathered through interviews, social media and use of suggestion boxes in all DENR offices.
- 3.4. The result of the stakeholder/client satisfaction surveys shall be documented and presented for Management Review.

4. FORM

4.1. Walk-In Client Satisfaction Survey

Prepared by:


BRESILDA M. GERVACIO
DENR Central Office Quality Management
Representative

Approved by:


ATTY. ERNESTO D. ADOBO, JR.
DENR Quality Management
Representative



Walk-In Client Satisfaction Survey Form

Walk-In Client Satisfaction Survey Form

Name of Client: _____

Contact Details: _____

Purpose of Visit/ Transaction: _____

Office Visited: _____

Name of Attending Personnel: _____

Your feedback matters to us. Kindly answer the following questions as honestly as possible:

1. Were your concerns properly addressed? _____ Yes _____ No

If No, please provide details: _____


2. Was your request attended promptly? _____ Yes _____ No

3. Was the attending personnel courteous? _____ Yes _____ No

What is your overall satisfaction rating of our services?

1	2	3	4	5
Poor	Fair	Satisfactory	Very Satisfactory	Excellent

Suggestions/Comments:

	Department of Environment and Natural Resources PROCEDURE Management Review	Document ID	DENR-PR-QMS-008
		Revision No.	0 Issue No. 03
		Date Issued	DEC 16 2016
		Originating Office	QMS Core Team
		Page No.	1 of 3

1. SUMMARY


- 1.1. This procedure provides direction on the process of conducting Management Review to evaluate the effectiveness of the DENR QMS.
- 1.2. The Management Review shall address the possible need for changes to Quality Policy, Quality Objectives and other elements of the QMS in the light of the QMS Audit results, changing circumstances and the DENR's commitment to continual improvement.
- 1.3. The DENR Executive Committee shall attend the management review meetings.
- 1.4. The DENR Quality Management Representative (QMR) is responsible for implementation of this procedure.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. DEFINITION OF TERMS


- 3.1. **DENR Executive Committee (EXECOM)** - is composed of officials of the DENR from the Secretary to the Director Level, Head Executive Assistant, and employee's representative that conducts regular meetings to discuss policy issues and priority issues and concerns.
- 3.2. **Management Committee (ManCom)** – the counterpart of the EXECOM in the Bureaus and Regional Offices composed of the Director, Assistant Director and other officials that conduct regular meetings to discuss and review implementation of DENR plans and programs in their respective areas of jurisdiction.
- 3.3. **Continual improvement** - process of enhancing the quality management system to achieve improvements in the delivery of service and overall ENR management system.
- 3.4. **Management Review** - the periodic assessment by the EXECOM at the top management level and the MANCOM at the Bureau and Regional levels of the quality management system to ensure its continuing suitability, adequacy, effectiveness and alignment with the mandates of the DENR. The management review process shall ensure that the necessary information is collected to allow management to carry out this evaluation. It shall address possible need for changes to Quality Policy, Quality Objectives and other

	Department of Environment and Natural Resources PROCEDURE Management Review	Document ID	DENR-PR-QMS-008	
			Revision No.	0 Issue No. 03
		Date Issued	DEC 16 2016	
		Originating Office	QMS Core Team	
		Page No.	2 of 3	

elements of the Quality Management System, based on the results of the QMS audit, changing circumstances and the commitment to continual improvement.

4. PROCEDURE

- 4.1. The MANCOM at the Bureaus and Regional levels shall conduct a meeting as necessary, attended by the concerned officials and personnel and QMS leaders to review the implementation of QMS in their respective offices;
- 4.2. The MANCOM reports to the EXECOM through submission of documented information or through the expanded EXECOM, the results of their respective management review, and make recommendations either for corrective actions or improvement of implementation. The MANCOM shall also report on the adequacy of the Quality Policy, support services and other resource requirements;
- 4.3. The EXECOM at the Central Office shall conduct Management Review Meetings at least once a year or as the need arises to review the suitability, adequacy, effectiveness and alignment with the mandates of the DENR of the QMS.
- 4.4. The Management Review Meetings shall include analysis of the following inputs:
 - 4.4.1. Status of actions from previous management reviews;
 - 4.4.2. Changes in external and internal issues that are relevant to the QMS;
 - 4.4.3. Information on the performance and effectiveness of the QMS, including trends in:
 - 4.4.3.1. Customer satisfaction and feedback from relevant interested parties;
 - 4.4.3.2. Extent to which quality objectives have been met;
 - 4.4.3.3. Process performance and conformity of services;
 - 4.4.3.4. Nonconformities and corrective actions;
 - 4.4.3.5. Monitoring and measurement results;
 - 4.4.3.6. Audit results; and
 - 4.4.3.7. Performance of external providers;
 - 4.4.4. Adequacy of resources;
 - 4.4.5. Effectiveness of actions taken to address risks and opportunities; and
 - 4.4.6. Opportunities for improvement.
- 4.5. This review shall include assessing opportunities for improvement and the need for changes to the QMS, including the Quality Policy and Quality Objectives.

	Department of Environment and Natural Resources PROCEDURE Management Review	Document ID	DENR-PIL-QMS-008		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 16 2015		
		Originating Office	QMS Core Team		
		Page No.	2 of 3		

- 4.6. The Management Review Meeting shall generate Corrective and/or Preventive Action Requests (see procedure *Corrective and Preventive Action*), or take other recorded action, as a result of review topics in an effort to improve the management system, products, processes and services, and to address resource needs.
- 4.7. This includes any decisions and actions related to the improvement of the effectiveness of the quality management system and its processes, improvement of product related to customer requirements, and resource needs.
- 4.8. Minutes of the meetings are taken and maintained. The form *Management Review Meeting Minutes* may be used as a template for the records, or may be completed and filed as the finished record.
- 4.9. The results of the Management Review shall be made part of the QMS documented information and shall be basis for continual improvement and ensuring the suitability, adequacy and effectiveness of the QMS.

5. FORM

- 5.1. Minutes of Management Review

Prepared by:


BRESILDA M. GERVACIO
DENR Central Office Quality Management
Representative

Approved by:


ATTY. ERNESTO D. ADOBO, JR.
DENR Quality Management
Representative




No. 2017 - _____

Date: _____

Venue: _____

- 1.
- 2.
- 3.
- 4.
- 5.

Accepted by: DENR QMR/ Bureau QMR/ Region QMR

	Department of Environment and Natural Resources		Document ID	DENR-PR-QMS-009	
			Revision No.	9	Issue No. 03
	PROCEDURE Filling-up of Vacant Positions		Date Issued	DEC 16 2016	
			Originating Office	QMS Core Team	
			Page No.	1 of 1	

1. SUMMARY

- 1.1. The purpose of this procedure is to define the process for hiring employees to ensure these requirements are met.
- 1.2. The Personnel Division of the Human Resource Development Service (HRDS) is responsible for the implementation and management of this procedure.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. PROCEDURES


- 3.1. The filling up of vacant position in the DENR shall follow the process as stipulated under the Merit, Selection and Promotion Plan (MSPP).
- 3.2. It is mandatory that the applicants meet all the minimum requirements of the position being applied for. The applicants are initially evaluated based on the following:
 - 3.2.1. Educational Attainment
 - 3.2.2. Relevant Training(s) Attended
 - 3.2.3. Relevant Experience(s) Attended
 - 3.2.4. Eligibility
- 3.3. A Position Description has been defined for each position as a guide in determining the competency of the applicants.
- 3.4. All appointments are submitted to the Civil Service Commission for validation.
- 3.5. All newly appointed personnel are required to undergo employee orientation about DENR functions and mandates, Civil Service rules and regulations, and other relevant topics. A record of the completion of the orientation is maintained in the employee's training file.

Prepared by:

Approved by:


BRESILDA M. GERVACIO
 DENR Central Office Quality Management
 Representative


ATTY. ERNESTO D. ADOBO, JR.
 DENR Quality Management
 Representative

	Department of Environment and Natural Resources PROCEDURE Learning and Development	Document ID	DENR-FR-QMS-010	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 16 2016	
		Originating Office	QMS Core Team	
		Page No.	1 of 3	

1. SUMMARY


- 1.1. The purpose of this procedure is to define the process for Learning and Development (L&D) of employees in order to meet the required competencies towards the delivery of quality core services. This also covers the evaluation of the effectiveness of the L&D programs provided.
- 1.2. The Training Development Division of the Human Resource Development Service (HRDS) is responsible for the implementation and management of this procedure.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00, 2016		Original issue.	Undersecretary Ernesto D. Adobo, Jr.

3. PROCEDURES

- 3.1. L&D interventions are deliberately and systematically designed, developed, implemented and evaluated in accordance with the standards provided in the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) system of the Civil Service Commission.
- 3.2. The L&D interventions shall be based on identified and verified needs that are directly aligned to the DENR's mandates and delivery of service. These interventions shall be identified in the Human Resource Development Plan prepared annually.
- 3.3. L&D interventions shall be implemented by the TDD-HRDS thru in-house programs, government training centers, or third-party providers with qualified L&D practitioners.
- 3.4. The effectiveness of L&D interventions shall be assessed by verifying attainment of the objectives of the learning event. This shall be used for updating and continual improvements in L&D design, administration and delivery.
- 3.5. The TDD shall maintain a database of the L&D events attended by all employees. Other training shall be recorded on individual employee training records, which include the following information:
 - 3.5.1. Personnel trained
 - 3.5.2. Type of training
 - 3.5.3. Duration of training
 - 3.5.4. Date of completion

	<p>Department of Environment and Natural Resources</p> <p>PROCEDURE</p> <p>Learning and Development</p>	Document ID	DENR-PR-QMS-010	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 16 2016	
		Originating Office	QMS Core Team	
		Page No.	2 of 2	

3.5.5. Location of training

3.5.6. Training provider/Name of instructor who conducted the training

3.6. Personnel undergoing third party training shall submit a copy of the L&D certificate to the TDD-HRDS for verification and updating of his/her L&D records.

3.7. Reports are prepared and maintained by the TDD which includes post-training evaluation.

4. L&D ON DENR QMS

4.1. The TDD-HRDS shall implement L&D program for the awareness on the requirements of the DENR QMS. The TDD-HRDS shall assess the effectiveness of the said program.

4.2. The L&D on DENR QMS shall be included in the audit process. The result of the audit shall be made part of the Management Review and shall be the basis for continual improvement.


5. L&D EVALUATION

5.1. L&D programs are evaluated and updated in response to developments in policies, programs and projects of the DENR or the national government. As a result, new competencies are also required.

5.2. The L&D programs shall also be evaluated to address the identified weaknesses in the employee's work performance and/or delivery of service. These weaknesses may be identified through the Individual Performance Commitment Review (IPCR), customer complaints, or implementation of DENR processes.

5.3. Pre- and post-tests may be developed and given to assess training effectiveness. Procedures shall define the method for giving the test and the passing grades / criteria required and the actions to be taken when an employee fails such a test.

5.4. The Internal Audit process shall evaluate the effectiveness of training and its effects on quality of service delivery. The result of the audit in the L&D program shall be included in the management review as part of the continual improvement of the DENR QMS.

	Department of Environment and Natural Resources		Document ID	DENR-PR-QMS-010
			Revision No.	0 Item No. 1
	PROCEDURE Learning and Development		Date Issued	DEC 18 2018
			Originating Office	QMS Core Team
			Page No.	2 of 3

6. FORMS

- 6.1. LNA Form for Administrative Assistance/Frontliners
- 6.2. End-of-Learning Evaluation Form
- 6.3. Learner's Profile
- 6.4. Resource Person's Evaluation

Prepared by:


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LNA Form for Administrative Assistance/Frontliners

NAME	OFFICE/DIVISION	POSITION/ DESIGNATION
<p>Instructions: Assess your competency level on each competency by checking the corresponding level based on the scale below.</p> <p>COMPETENCY LEVEL SCALE</p> <p>H – High: My level of competence in the KSA is high. This is my <u>strength</u>, may <u>not</u> be a <u>priority training</u> or <u>professional development need</u>, but I should continue to enhance this competency.</p> <p>S – Satisfactory: My level of competence in the KSA is satisfactory. I would <u>benefit from further training</u> and professional development.</p> <p>F- Fair: My level of competence in the KSA is fair. I need <u>further training</u> and professional development as a priority.</p> <p>L-Low: My level of competence in the KSA is low. I <u>urgently need</u> training and professional development.</p> <p>Also identify the level of importance of the competency to your jobs according to the "importance" and frequency scale provided.</p> <p>1 – Low: needed for job success; utilized 10-40% of the time</p> <p>2 – Moderate: essential to job success; difficult but not impossible to the job without it; utilized 40-60%</p> <p>3 – High: critical to job success; impossible to the job without it; utilized 60-90% of the time</p>		
ADMINISTRATIVE SUPPORT SERVICES		Comp. Level
TECHNICAL COMPETENCIES (AS)		Importance
	H S F L	1 2 3
1. Records Management Knowledge and skills required to: <ul style="list-style-type: none"> effectively maintain an updated and orderly filing system to facilitate retrieval & ensure that confidential and/or personal files and records are properly secured and maintained. maintain/implement record schedule of disposal. 		
2. Computerized Records Management Knowledge and skills required to: <ul style="list-style-type: none"> systematically handle documents and communication and track its flow; maintain filing system (electronic o manual) for reference and easy retrieval; undertake efficient transmittal of directives, policies, regulations for the guidance or compliance; arrange archival materials for retention and its eventual disposition.		
3. Telecommunications Knowledge and skills required to install, maintain and trouble the DENR's PABX and other telephones.		



LNA Form for Administrative Assistance/Frontliners

<p>4. Clerical/Secretarial/Executive Assistance Skills Knowledge and skills required to:</p> <ul style="list-style-type: none"> Effectively convey and receive the intended message, observing and practicing proper business etiquette and office decorum. It also includes the knowledge and ability to operate various office equipment. Gather, disseminate and safe keep information and other confidential data and organize information into specific need and purpose. It includes monitoring and coordinating with other units/offices and agencies programs and activities for specific end-users and purposes. <p>Demonstrate total commitment in dealing with customers.</p>							
Technical Cross (FC) Cutting Competencies	Comp. Level				Importance		
	H	S	F	L	1	2	3
<p>5. FC1 – Basic Computer Skills Knowledge and skills needed in handling and manipulating various information, materials (audio, video, etc.) using available computer software application and technology.</p>							
<p>6. FC2 - Database Management Knowledge and skills required to operate, update, access, maintain and secure the office/unit's database software</p>							
Core/Organizational Competencies	Comp. Level				Importance		
	H	S	F	L	1	2	3
<p>7. CO1 - Exemplifying Integrity The ability to exemplify high standards of professional behavior as public servants, adhering to ethical as well as moral principles, values and standards of public office.</p>							
<p>8. CO2 - Delivering Service Excellence The ability to provide proactive, responsive, accessible, courteous and effective public service to attain the highest level of customer satisfaction.</p>							
<p>9. CO3 - Solving Problems and Making Decisions The ability to resolve deviations and exercise good judgment by using fact-based analysis and generating and selecting appropriate courses of action to produce positive results.</p>							



LNA Form for Administrative Assistance/Frontliners

10. CO4 - Demonstrating Personal Effectiveness The ability to demonstrate and display self-direction or self-motivation as well as engaging in ongoing personal development.							
11. CO6 - Championing and Applying Innovation The ability to increase productivity and efficiency at work by applying new ideas and creative solutions to existing processes, methods, and services.							
12. CO7 – Writing Effectively The ability to write in a clear, concise and coherent manner using different tools to convey information or express ideas effectively.							
13. CO8 – Speaking Effectively The ability to actively listen, understand and respond appropriately when interacting with individuals and groups.							

END of TRAINING NEED ASSESSMENT

Note: Competencies used were from the DENR's Updated Competency-Based System (CHS) Manual



End-of- Learning Evaluation Form

Dear Learners,

We would like to seek your opinion about the daily sessions/activities which you have just attended and participated in.

Kindly help us to improve the course by giving us your valuable feedback to the questions below. (Please indicate by checking the appropriate box with black/blue ball pen). The data that you will provide will serve as bases in the continuous improvement of future learning programs.

Thank you.

Learning Staff

COURSE TITLE: _____
COURSE DATES: _____

PARTICIPANT'S NAME _____ POSITION/DESIGNATION: _____
PLACE OF ASSIGNMENT: _____
OFFICE CONTACT NO: _____
CELLPHONE NO: _____
E-MAIL ADDRESS: _____

I. About the Course

	1	2	3	4	5
	(Strongly Agree)	(Agree)	(Neutral)	(Disagree)	(Strongly Disagree)
The Course Objectives have been met	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The topic covered in the course were relevant to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The course methodologies were effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The course duration was just right	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The course pace was just right	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The course materials were well-organized and relevant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



End-of- Learning Evaluation Form

2. About the Resource Person / Trainer

The overall performance of the trainer(s) was effective in delivery of the course

☐☐☐☐☐

Comments, if any, on individual trainers in the following areas.

Please indicate resource person/ trainer's name

- Knowledge/experience in the topic:

- Presentation materials:

- Enthusiasm and interaction with participants:

- Other

comments: _____

3. About the Facilities

(Strongly
Agree)

(Agree)

(Neutral)

(Disagree)

(Strongly
Disagree)

Facilities for training were adequate.

☐☐☐☐☐

- Other Comments:-

4. Learning Gained

I have gained new skills/ knowledge from the course

☐☐☐☐☐

5. Participant's overall Satisfaction

I am satisfied with the course

☐☐☐☐☐

6. General



End-of- Learning Evaluation Form

- Would you recommended this course to your colleagues? ☐ YES ☐ NO
- If not, could you let us have the reasons for not recommending?

- Are there areas that need improvement?

- What other courses would you be interested to attend?

7. Consent

- I would allow my comments to be quoted for the promotion and publicity of this course
NO

☐ YES ☐



Learners' Profile

NAME: (Please Print your Full Name Legibly)		NICKNAME:
SEX CLASSIFICATION: Male: _____ Female: _____	CIVIL STATUS: Single: _____ Married: _____ Widowed: _____ Separated: _____	AGE: _____ DATE OF BIRTH: _____ (mm/dd/yy) PLACE OF BIRTH: _____
POSITION/DESIGNATION:		
DUTIES & RESPONSIBILITIES		
OFFICE (unit, section, division, office/ service, etc)		
OFFICE ADDRESS:		
OFFICE TEL. NO.:	FAX NO.:	
MOBILE PHONE NO.:	EMAIL ADDRESS:	
EDUCATIONAL ATTAINMENT		
BACHELOR'S DEGREE:		
MASTER'S DEGREE:		
DOCTORAL DEGREE:		
RELATED SEMINARS/WORKSHOPS PREVIOUSLY ATTENDED:		
TYPES OF RELATED TRAINING YOU MAY WISH TO ATTEND IN THE FUTURE:		
_____ DATE		_____ SIGNATURE
PLEASE SUBMIT YOUR ACCOMPLISHED FORM TO THE SECRETARIAT. THANK YOU		



Resource Person's Evaluation

I. Please check the space provided which appropriately describes the speaker	Excellent	Very Satisfactory	Satisfactory	Can be Improved	Poor
1. Mastery of the subject matter					
2. Methods of Presentation					
2.1 Presented in logical sequence					
2.2 Use of illustrations, visuals, aids					
3. Poise & Personality (Voice, Diction, Articulation, Ability to hold interest of participants)					
4. Ability to elicit group involvement (encourage questions, comments and suggestions)					
5. Effective use of time (managed his/her time effectively by giving more time and emphasis on more important topics)					

II. Comment of the relevance and value of the subject matter to your position

Please check the appropriate box and complete the following sentence.

1. ☐ Very relevant and valuable
2. ☐ Slightly relevant and valuable
3. ☐ Less relevant and valuable

The subject matter would have been more valuable and relevant to me if:

III. In general what are the weaknesses in the presentation/discussion of the subject matter:

IV. How would you like the topic to be discussed/presented in the future session?

V. Other comments/recommendations:

Name of Participant

Position



**DEPARTMENT OF ENVIRONMENT
AND NATURAL RESOURCES
(DENR)**

**Analysis of Issues
and Action Plans**

ISO 9001:2015

Quality Management Manual

December 15, 2016

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	Department of Environment and Natural Resources				Document ID	DENR-AP-QMS-001	
	ANALYSIS OF ISSUES AND ACTION PLANS				Revision No.	0	Issue No. 03
					Date Issued	DEC 16 2006	
					Originating Office	QMS Core Team	
					Page No.	1 of 10	

Issue	Specific Requirement to Address Issue	Related Aspect	Analysis		Action Plan		Responsible Office/Unit
			R	O	Activity	Timeframe	
Policies inconsistent with other policies/overlap of laws, policies, rules and regulations in ENR management leading to different and conflicting interpretations	Conduct of awareness, learning events/ orientation on policies, rules and regulations	Productivity Timeliness	M	Surfacing of inconsistent/outdated policies, rules and regulations and formulation of appropriate amendments	Annual orientation/ learning events on ENR policies, rules and regulations	1 st Quarter of every year	DENR PPS as lead and with support from bureaus and ROs
					Special orientation for new employees	Should be done within one week after reporting for duty of concerned personnel	Concerned offices/units
					Ensure that all DENR offices have been provided with hard copies of the DENR Manual of Authorities and same posted in the DENR website	Within 3 months after ISO Certification is granted	DENR Management Division DENR KISS
					Updating/ harmonization of policies, rules and regulations to include: <ul style="list-style-type: none"> • Scoping of issues • Time and motion study • Formulation/ amendment of new policies, rules and regulations • Preparation and dissemination of guidebooks (e.g. FAQs, list of requirements, etc.) 	3 rd and 4 th quarter of every year	DENR PPS as lead and with support from bureaus and regional offices

	<p align="center">Department of Environment and Natural Resources</p> <p align="center">ANALYSIS OF ISSUES AND ACTION PLANS</p>		Document ID:	DENR-AP-QMS-001		
			Revision No.	0	Issue No.	1
			Date Issued	DEC 16 2008		
			Originating Office	QMS Comm Team		
			Page No.	2 of 10		

Issue	Specific Requirement to Address Issue	Related Aspect	Analysis		Activity	Action Plan		Responsible Office/Unit
			R	O		Timeframe		
Changes in management	Raise awareness of top management on DENR policies rules and regulations	Productivity Timeliness Efficiency Quality	II	Introduction/ adoption of innovations/ new ideas Strengthening of management support	Posting and updating of process flowcharts in visible areas of frontline offices	Posting already done. Updating within 3 months after ISO Certification	Heads of offices/units	
					Comprehensive briefing for incoming official/s	Should be done within one week upon assumption of duty of new official/s	Office of the ASSEC for Administration and Finance	
Abuse/usurpation of authority	Filing of sanctions to erring officials Orientation/ Reorientation of officials and personnel on apprehension/ law enforcement procedures Conducting value	Productivity Timeliness Efficiency Quality Behavioral Competency	II	Removal from the service of incompetent/ recalcitrant personnel	Preventive suspension of erring personnel	Immediately after initial investigation showing prima facie evidence of omission and/or negligence	DENR Top Management and Legal Service	
					Detail of other qualified personnel in a concurrent capacity until such time a permanent replacement is made	Immediately after suspension of erring personnel		

	Department of Environment and Natural Resources ANALYSIS OF ISSUES AND ACTION PLANS				Document ID:	DENR-AP-QMS-001	
	Revision No.		0		Issue No.	002	
	Date Issued		01.01.2015				
	Originating Office		QMS Core Team				
	Page No.		3 of 10				

Issue	Specific Requirement to Address Issue	Related Aspect	Analysis		Action Plan			Responsible Office/Unit	
			R	O	Activity	Timeframe			
Lack of awareness and incompetence of personnel in performing their jobs	Retooling/Up-skilling of personnel concerned Strict implementation of the MSPP.	Productivity Timeliness Efficiency Quality	L	Capability of DENR personnel will be enhanced.	Disciplinary action or dismissal from the service of erring personnel	Within the reglamentary period provided by CSC rules		DENR PPS as lead and with support from bureaus and ROs	
					Annual orientation on ENR policies, rules and regulations	1st quarter of every year			
					Conduct of Value Formation Training Program	Within 1 year after ISO Certification			HRDS and ROs
					Annual orientation on ENR policies, rules and regulations	1 st Quarter of every year			HRDS in cooperation with bureaus
					Administer competency tests	Within 3 months after ISO Certification			
Inadequate building facilities (example:	Improvement of office facilities	Productivity Timeliness	L		Conduct of appropriate training/re-training program based on IDP	Within 1 year after ISO Certification		Director, Admin Service	
					Monitoring of compliance with the MSPP	Continuous			
					Develop a parking system for both DENR employees and	Within 3 months after ISO			

	Department of Environment and Natural Resources ANALYSIS OF ISSUES AND ACTION PLANS			Document ID:	DENR-AP-QMS-001		
				Revision No.	0	Issue No.	03
				Date Issued	DEC 16 2011		
				Originating Office	QMS Core Team		
				Page No.	4 of 10		

Issue	Specific Requirement to Address Issue	Related Aspect	Analysis		Activity	Action Plan	
			R	O		Timeframe	Responsible Office/Unit
lack of parking space for clients and employees)	and work environment	Efficiency Quality Client Satisfaction			clients	Certification	at the CO and heads of bureaus/ regions, PENR and CENR Offices
Vehicles and equipment are not equitably distributed among offices	Dispatch vehicles and equipment based on needs of offices	Productivity Timeliness Efficiency Quality	M	Deployment and use of vehicles and equipment will be rationalized	Conduct Needs Assessment and include in budget request	Within 6 months after ISO Certification	Director of Admin Service at the Central Office and heads of bureaus/ regions, PENR and CENR Offices
					Rationalize deployment and use of vehicles	Within 1 year after ISO Certification	
Budget allocation not based on the proposals of the field offices (example: mismatch of physical targets and budget allocated)	Strengthen the planning and budgeting process	Productivity Timeliness Efficiency Quality	L	Realistic Work and Financial targets in place	Develop and fully implement DENR Bottom Up Budgeting (BUB) process	Within 3 months after ISO Certification and done before the end of April thereafter in time for budget preparation for the next year	Office of the ASFC for Admin. and Finance at the CO and heads of bureaus/ regions, provincial and community ENR Offices

	<p>Department of Environment and Natural Resources</p> <p>ANALYSIS OF ISSUES AND ACTION PLANS</p>				Document ID:	DENR-AP-QMS-001
					Revision No.	0
					Date Issued	DEC 16 2015
					Originating Office	QMS Core Team
					Page No.	5 of 10

Issue	Specific Requirement to Address Issue	Related Aspect	Analysis		Activity	Timeframe	Responsible Office/Unit
			R	O			
Lacking number of personnel to process and approve permits and licenses	Streamline the process and delegate authority to approve, as necessary.	Timeliness	H	Proper placement of personnel	Filling up of vacancies	Within 1 year after ISO Certification	DENR Top Management
Unavailability of common schedule of members of various review committees (e.g. WGP, ECC)	Availability of members and experts for monthly regular meetings to review applications.	Timeliness	L	Synchronized and fixed schedules will be established.	DENR Management to provide mandatory number of days to review applications and sanctions for non-compliance.	Within 3 months after ISO Certification	DENR Top Management and Bureaus
Sections/Units differ from one PENRO/ CENRO to another PENRO/ CENRO	Standardize sections/units structure in the field offices. Review existing sectoral policies.	Productivity Timeliness Efficiency Quality	M		Full implementation of the Rationalization Plan	Within 6 months after ISO Certification	DENR Top Management and Bureaus
Endorsement of permits/licenses not in compliance with CSW	Transmittal emphasizing that the submission of endorsement memo should be prepared in CSW format with the proper	Productivity Timeliness Efficiency Quality	H	Processing systems will be improved	Issue directive on CSW requirement and sanctions for non-compliance. Implementation of Frontline Services and Transaction System (FSIS)	Within 3 months after ISO Certification	DENR Top Management and Bureaus



Department of Environment and Natural Resources
ANALYSIS OF ISSUES AND ACTION PLANS

Document ID:	DENR-AP-QMS-001
Revision No.	0
Date Issued	DEC 16 2011
Originating Office	QMS Core Team
Page No.	6 of 10

Issue	Specific Requirement to Address Issue	Related Aspect	Analysis		Action Plan		Responsible Office/Unit
			R	O	Activity	Timeframe	
Non-conformance with the Manual of Authorities for Technical Matters	Training on CSW				Conduct training on CSW	Within 3 months after ISO Certification	DENR HRDS
	Review of existing policies	Quality Timeliness	L	Processing systems will be improved	Ensure that all DENR offices have been provided with hard copies of the DENR Manual of Authorities and same posted in the DENR website	Within 3 months after ISO Certification	DENR KISS and DENR Records Division
					Orientation on the Manual of Authorities	Within 6 months after ISO Certification and one year thereafter	DENR Management Division, Bureau and ROs
Graft and corruption	No contact policy between the applicants and the evaluator/processor	Timeliness Efficiency Quality Client Satisfaction Behavioral Competency	H	Enable the service to be fully free from graft and corruption	Full implementation of FSTS	Within 1 year after ISO Certification	KISS, concerned Bureaus and field offices
	Installation of CCTVs				Additional CCTVs is strategic locations at CO and upgrade from analog to digital CCTV	Within 1 year after ISO Certification	DENR KISS
Harmonization of local government and community					Conduct of Value Formation Training Program	Within 1 year after ISO Certification	HRDS and ROs
	Orientation of local executives on DENR policies	Productivity Timeliness Efficiency	H	Local government interests in	Scoping and leveling-off of issues through dialogues with provincial and municipal	Within 1 year after ISO Certification	DENR SCTS, Bureaus and ROs



Department of Environment and Natural Resources
ANALYSIS OF ISSUES AND ACTION PLANS

Document ID	DE-NR-AP-QMS-001
Revision No.	01
Date Issued	DEC 16 2008
Originating Office	QMS Core Team
Page No.	7 of 10

Issue	Specific Requirement to Address Issue	Related Aspect	Analysis		Action Plan		Responsible Office/Unit
			R	O	Activity	Timeframe	
priorities/interests with national laws on ENR personnel matters	programs and procedures	Quality		accord with national laws	governments and concerns civil society organizations		
	Improve capacity of LGUs on ENR management				Formulate a joint DENR-DILG MOA to include among others the inclusion of DENR as member of the Municipal/Provincial Committees for ENR		
Existing practices in conflict with ENR laws programs and projects (example: poor SWM practices, living in forestlands, riverbanks, creeks and geo-hazard locations)	Encourage involvement of communities in the planning and implementation of DENR programs and projects	Productivity Timeliness Efficiency Quality Client Satisfaction	M	Surfacing and resolution of conflicts of ENR laws, programs and projects	Massive IEC campaign (social and tri-media)	Within 1 year after ISO Certification	To be led by DENR SCIS and concerned bureaus at the national level while concerned ROs should lead at field levels
	Implementation of Information, Education and Communication (IEC) programs						
Non-participation of qualified stakeholders in DENR programs and projects	Increase awareness of stakeholders on the importance of DENR programs and projects	Productivity Timeliness	M	Awareness of the public will be enhanced	Massive IEC campaign (social and tri-media)	Within 1 year after ISO Certification	To be led by DENR SCIS and concerned bureaus at the national level while concerned ROs should

	Department of Environment and Natural Resources ANALYSIS OF ISSUES AND ACTION PLANS		Document ID	DENR-AP-QMS-001	
	Revision No.	0	Issue No.	01	
	Date Issued	DEC 16 2018			
	Originating Office	QMS Core Team			
	Page No.	8 of 10			

Issue	Specific Requirement to Address Issue	Related Aspect	Analysis		Activity	Timeframe	Responsible Office/Unit
			R	O			
Conflicting and overlapping functions/ jurisdictions of the DENR with other government agencies	Strengthen partnerships among government agencies Convergence of programs and projects among government agencies	Productivity Performance Timeliness	M		Scooping of overlap issues with other agencies Dialogues/meetings with concerned agencies	Within 6 months after ISO Certification	lead at field levels DENR PPS and SCIS
Land classification issues	Approval of Forest Land Boundary Delineation (FLBD)	Productivity Performance Timeliness	M		Scooping of issues that delay passage of FLBD Act Meeting/dialogue with concerned members of the House or Representatives	Within 6 months after ISO Certification	DENR PPS, Legislative Liaison Office and FMB
Conflict in land tenure claims	Effective Alternative Dispute Resolution (ADR) Public awareness on issuance of tenurial instruments	Productivity Timeliness Efficiency Client Satisfaction Legal Compliance	M		Revisit and study applicability of the provisions of the Joint Memorandum Orders/Circulars with and among DAR, DENR, NCIP and LRA and other relevant issuances and formulate necessary amendments Community consultations/dialogues	Within 1 year after ISO Certification	DENR PPS, SCIS, FMB, LMB and BMB in cooperation with concerned partner agencies
						Within 1 year after ISO	Heads of DENR field offices

	Department of Environment and Natural Resources				Document ID	DENR-AP-QMS-001	
	ANALYSIS OF ISSUES AND ACTION PLANS				Revision No.	0	Issue No. 03
					Date Issued	DEC 19 2005	
					Originating Office	QMS Core Team	
					Page No.	4 of 10	

Issue		Specific Requirement to Address Issue	Related Aspect	Analysis		Activity	Timeframe	Responsible Office/Unit
				R	O			
Unwillingness of private sector to participate in NCIP	Assurance of return of investment by the private sector. Encourage the private sector to invest in production forest	Productivity	M	Enhancement of private support to the NCIP	Conduct dialogue with the private/business sector	Certification Within 6 months after ISO Certification	FMB as lead and DENR RCOs FMB in consultation with DOF and the private business sector	
					Develop incentives which the private/business sector can avail of			
Limited knowledge of clients on the requirements for application of permits/licenses/ issuances	Enhance knowledge and understanding of the clients on the requirements, rules and regulations on permit/license/ issuance	Productivity Efficiency Timeliness Client Satisfaction	M	Faster processing of applications	Posting and updating of process flows in visible and accessible areas of DENR frontline offices	Posting already done. Updating within 3 months after ISO Certification	DENR Management Division as lead and concerned Heads of Offices/Units	
					Make available to the public at all times appropriate IEC materials	Within 3 months after ISO Certification		
Social impact of project not included in some scoping activities of EIA	Review of SDP/ communication with the affected stakeholders	Client Satisfaction	VH	Comprehensive EIA process in place	Post in the DENR website	Within 3 months after ISO Certification	DENR SCIS as lead and concerned Heads of Offices/Units DENR KISS	
					downloadable IEC materials			
					Issuance of directive on the implementation of Section 52 of PD 1152			
	Ensure that						DENR Top Management and EMB	



Department of Environment and Natural Resources
ANALYSIS OF ISSUES AND ACTION PLANS

Document ID	DENR-AP-QMS-001		
Revisión No.	0	Issue No.	03
Date Issued	DEC 16 2010		
Originating Office	QMS Core Team		
Page No.	10 of 10		

Issue	Specific Requirement to Address Issue	Related Aspect	Analysis		Action Plan		
			R	O	Activity	Timeframe	Responsible Office/Unit
	comprehensive scoping is done prior to processing of application						

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Approved by:

ATTY. ERNESTO D. ADOBO, JR.
DENR Quality Management Representative



**DEPARTMENT OF ENVIRONMENT
AND NATURAL RESOURCES
(DENR)**

**Laws, Rules and Regulations
related to QMS Implementation**

ISO 9001:2015

Quality Management Manual

December 15, 2016

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Department of Environment and Natural Resources

**LAWS, RULES AND REGULATIONS
RELATED TO QMS IMPLEMENTATION**

Document ID	DENR-CO-QMS-001		
Revision No.	0	Issue No.	01
Date Issued	DEC 16 2015		
Originating Office	QMS Core Team		
Page No.	1 of 15		

1. LAWS

NO.	LAWS	TITLE	DATE ENACTED
1	Republic Act No. 460	An Act Regulating the Operation of Sawmills, Requiring Operators of Sawmills to Obtain from the Director of Forestry Permits for the Operation of such Sawmills, and Providing Penalties for the Violations Thereof	June 8, 1950
2	Republic Act No. 3019	Anti-Graft and Corrupt Practices Act	August 17, 1960
3	Republic Act No. 6541	An Act to Ordain and Institute a national Building Code of the Philippines	August 26, 1972
4	Presidential Decree No. 461	Reorganizing the Department of Agriculture and natural Resources into Two Departments, namely: Department of Agriculture and Department of Environment and Natural Resources, amending for this purpose Chapter I, Part VIII of the Integrated Reorganization Plan	May 17, 1974
5	Presidential Decree No. 607	Creating the Forest Research Institute in the Department of Natural Resources	December 18, 1974
6	Presidential Decree No. 953	Requiring the Planting of Trees in Certain Places and Penalizing Unauthorized Cutting, Destruction, Damaging and Injuring of Certain Trees, Plants and Vegetation	July 6, 1976
7	Presidential Decree No. 977	Creating the Philippine Fish Marketing Authority defining its Functions and Powers, and for other Purposes	August 11, 1976
8	Presidential Decree No. 1041	Creating the Natural Resources Management Center in the Department of Natural Resources	October 25, 1976
9	Presidential Decree No. 1121	Creating the National Environmental Protection Council	April 18, 1977
10	Presidential Decree No. 1305	Creating the Mineral Reservations Development Board, defining its Powers and Functions, providing Funds Therefore, and for other Purposes	February 27, 1978



Department of Environment and Natural Resources

**LAWS, RULES AND REGULATIONS
RELATED TO QMS IMPLEMENTATION**

Document ID	DENR-EO-QMS-001	
Revision No.	0	Issue No. 03
Date Issued	DEC 16 2018	
Originating Office	QMS Core Team	
Page No.	2 of 15	

NO.	LAWS	TITLE	DATE ENACTED
11	Presidential Decree No. 1586	Establishment of Environmental Impact Statement System	June 11, 1978
12	Presidential Decree No. 1586	Environmental Impact Assessment System	June 11, 1978
13	Presidential Decree No. 1529	Amending and Codifying the Laws relative to Registration of Property and for other purposes	June 11, 1978
14	Presidential Decree No. 1586	Establishment of Environmental Impact Statement System and its IRR	June 11, 1978
15	Presidential Decree No. 1151, s. 1977	Philippine Environmental Policy	June 6, 1979
16	Republic Act No. 6657	Comprehensive Agrarian Reform Law (CARL)	June 10, 1988
17	Republic Act No. 6657	An Act instituting a comprehensive Agrarian Reform Program to Promote Social Justice and Industrialization, Providing the Mechanism for its Implementation, and for other purposes	June 10, 1988
18	Republic Act No. 6713	Code of Conduct and Ethical Standards for Public Officials and Employees	February 20, 1989
19	Republic Act No. 6734	Act Providing For An Organic Act For The Autonomous Region In Muslim Mindanao (ARMM)	August 1, 1989
20	Republic Act No. 6969	Toxic Substances and Hazardous and Nuclear Wastes Act of 1990	October 26, 1990
21	Republic Act No. 7586	National Integrated Protected Areas System (NIPAS) Act	June 1, 1991
22	Republic Act No. 7160	Local Government Code of 1991	October 10, 1991
23	Republic Act No. 7161	Revised Forestry Code of the Philippines	October 10, 1991
24	Republic Act No. 7160	Local Government Code of 1991	October 10, 1991
25	Republic Act No. 7394	Consumer Act of the Philippines	April 13, 1992
26	Republic Act No. 7877	Anti-Sexual Harassment Act of 1995	February 14, 1995
27	Republic Act No. 7942	Philippine Mining Act of 1995	March 3, 1995
28	Republic Act No. 7942	Philippine Mining Act of 1995	March 3, 1995



Department of Environment and Natural Resources

**LAWS, RULES AND REGULATIONS
RELATED TO QMS IMPLEMENTATION**

Document ID	DENR-CD-QMS-001		
Revision No.	0	Issue No.	03
Date Issued	DEC 15 2015		
Originating Office	QMS Core Team		
Page No.	3 of 15		

NO.	LAWS	TITLE	DATE ENACTED
29	Republic Act No. 8187	Paternity Leave Act of 1996	June 11, 1996
30	Republic Act No. 8291	An Act Amending Presidential Decree No. 1146, as amended, Expanding and Increasing the Coverage and Benefits of the Government Service Insurance System, Instituting Reforms therein and for other purposes	May 30, 1997
31	Republic Act No. 8293	Intellectual Property Code of the Philippines	June 6, 1997
32	Republic Act No. 8371	Indigenous Peoples' Rights Act of 1997	October 29, 1997
33	Republic Act No. 9003	Ecological Solid Waste Management Act of 2003	July 24, 2000
34	Republic Act No. 8972	Solo Parents' Welfare Act	November 7, 2000
35	Republic Act No. 9147	Wildlife Resources Conservation and Protection Act	July 30, 2001
36	Republic Act No. 9184	Government Procurement Reform Act	January 10, 2003
37	Republic Act No. 9184	Government Procurement Reform Act	January 10, 2003
38	Republic Act No. 9184	Government Procurement Reform Act	January 10, 2003
39	Republic Act No. 9184	The 2016 Revised implementing Rules and regulations of Republic Act No. 9184, Otherwise known as the Government Procurement Reform Act	January 10, 2003
40	Republic Act No. 9211	Tobacco Regulations Act 2003	June 23, 2003
41	Republic Act No. 9275	Philippine Clean Water Act of 2000 and PD 856 Sanitation Code of the Philippines	March 22, 2004
42	Presidential Decree No. 705	Revised Forestry Code of the Philippines as amended	March 22, 2004
43	Republic Act No. 9275	Philippine Clean Water Act	March 22, 2004
44	Republic Act No. 9285	Alternative Dispute Resolution Act of 2004	April 2, 2004
45	Republic Act No. 9285	Alternative Dispute Resolution Act of 2004	April 2, 2004
46	Republic Act No.	National Archives of the Philippines	May 21, 2007



Department of Environment and Natural Resources


**LAWS, RULES AND REGULATIONS
RELATED TO QMS IMPLEMENTATION**

Document ID	DENR-CO-QMS-001	
Revision No.	0	Issue No. 03
Date Issued	DEC 16 2018	
Originating Office	QMS Core Team	
Page No.	4 of 13	


NO.	LAWS	TITLE	DATE ENACTED
	9470		
47	Republic Act No. 9485	An Act to improve efficiency in the delivery of government service to the public by reducing Bureaucratic Red Tape, preventing graft and corruption, and providing penalties therefor	June 2, 2007
48	Republic Act No. 9485	Anti-Red Tape Act of 2007	June 2, 2007
49	Republic Act No. 9485	An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and providing Penalties	June 2, 2007
50	Republic Act No. 9679	An Act further Strengthening the Home Development Mutual Fund, and for other purposes	July 28, 2008
51	Republic Act No. 9514	An Act establishing a Comprehensive Fire Code of the Philippines, Repealing Presidential Decree No. 1185 and for other purposes	December 19, 2008
52	Republic Act No. 9710	Magna Carta of Women	August 14, 2009
53	Republic Act No. 10023	Ecological Solid Waste Management Act	March 9, 2010
54	Republic Act No. 10121	Philippine Disaster Risk Reduction and Management Act of 2010	May 27, 2010
55	Republic Act No. 8749	Clean Air Act	June 23, 1999

2. DENR ADMINISTRATIVE ORDERS

NO.	ADMINISTRATIVE ORDERS	TITLE	DATE ISSUED
1	DAO 1987-78	Interim Guidelines on the Cutting of Narra and Other Premium Hardwood Species	December 28, 1987
2	DAO 1988-33	Regulations Governing the Exportation of Lumber and Plantation Logs	May 6, 1988
3	DAO 1988-99	Amending Certain Portions of Ministry Administrative Order No.	December 29, 1988

	Department of Environment and Natural Resources LAWS, RULES AND REGULATIONS RELATED TO QMS IMPLEMENTATION	Document ID	DENR-EO-QMS-001	
		Revision No.	0	Issue No. 3
		Date Issued	DEC 16 2016	
		Originating Office	QMS Cons Team	
		Page No.	3 of 15	

		50, Series of 1986	
4	DAO 1989-04	Revised Regulations Governing Rattan Resources	January 10, 1989
5	DAO 1990-44	Policies and Guidelines on the Management of DENR Research and Development (R & D) System	May 7, 1990
6	DAO 1990-22	Cutting, Transport and Disposition of Premium Species inside Private Lands	September 19, 1990
7	DAO 1991-54	Rules and Regulations Governing the Exploration of Finished and Semi-finished Wood Products	September 24, 1991
8	DAO 1992-31	Guidelines on the Organization and Functions of the Policy Units for the Policy Development System in the Department of Environment and Natural Resources	July 3, 1992
9	DAO 1992-33	Manual for Performances Monitoring of DENR Programs and Projects	July 13, 1992
10	DAO 1994-07	Revised Guidelines Governing the Issuance of Certificate of Origin for Logs, Timber, Lumber and Non-timber Forest Products	February 17, 1994
11	DAO 1994-08	Additional Requirements in the Issuance of New Sawmill Permits and Certificates of Registration as Lumber Dealers, Including Renewals Thereof	February 17, 1994
12	DAO 1994-17	Registration of Agents, Contractors and Dealers on Imported Logs, Lumber, Veneer and Commercial Poles and Piles	May 25, 1994
13	DAO 1996-02	Interim Guidelines Governing the Issuance of "Muyong Resources Permit" in the province of Ifugao	January 23, 1996
14	DAO 1996-24	Rules and Regulations Governing the Socialized Industrial Forest Management Program	August 23, 1996
15	DAO 1996-27	Amending Department Administrative Order No. 44 Series of 1990	September 18, 1996
16	DAO 1996-29	Rules and Regulations for the Implementation of Executive Order 263, otherwise known as the	October 10, 1996

	Department of Environment and Natural Resources LAWS, RULES AND REGULATIONS RELATED TO QMS IMPLEMENTATION	Document ID	DENR-CO-QMS-001	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 16 2016	
		Originating Office	QMS Core Team	
		Page No.	6 of 15	

		Community-Based Forest Management Strategy (CBFMS)	
49	DAO 1996-37	Implementing Rules and Regulations (IRR) for the Philippine Impact Statement (EIS) System	December 3, 1996
17	DAO 1997-17	Establishing the Disposition Program for Confiscated and Donated Wildlife in the Custody of DENR Wildlife Rescue Centers and Similar DENR Facilities and Providing Guidelines Therefore	April 29, 1997
17	DAO 1999-36	Revised Rules and Regulations Governing the Administration, Management, Development and Disposition of Forest Lands Used for Grazing Purposes	August 10, 1999
18	DAO 1999-46	Revised Regulations Governing the Entry and Disposition of Imported Logs, Lumber, Veneer, Plywood, Other Woods Based Panels, Poles, Piles Pulpwood and Wood Chips	November 10, 1999
19	DAO 1999-53	Regulations Governing the Integrated Forest Management Program (IFMP)	December 23, 1999
20	DAO 2000-21	Revised Guidelines in the Issuance of Private Land Timber/Special Private Land Timber Permit (PLTP/SPLTP)	February 28, 2000
21	DAO 2000-28	Implementing Guidelines on Engineering Geological and Geohazard Assessment as Additional Requirement for ECC Applications covering Subdivision, Housing and other Land Development and Infrastructure Projects	March 14, 2000
22	DAO 2000-81	Implementing Rules and Regulations of RA 8749	November 7, 2000
23	DAO 2001-30	Institutionalization of an "Adopt a Creek" in the DENR Programs	November 5, 2001
24	DAO 2001-34	Implementing Rules and Regulations of RA 9003	December 20, 2001
25	DAO 2003-30	Implementing Rules and Regulations (IRR) for the Philippine Environmental Impact Statement	June 30, 2003



Department of Environment and Natural Resources

**LAWS, RULES AND REGULATIONS
RELATED TO QMS IMPLEMENTATION**

Document ID	DENR-CD-QMS-001	
Revision No.	0	Issue No. 03
Date Issued	DEC 16 2010	
Originating Office	QMS Core Team	
Page No.	7 of 15	

		(EIS) System	
26	DAO 2003-24	Implementing Rules and Regulations of the Chainsaw Act of 2002 (RA 9175) entitled, "An Act Regulating the Ownership, Possession, Sale, Importation and Use of Chainsaws, penalizing violations thereof and for other purposes"	June 30, 2003
27	DAO 2003-27	Preparation and submission of self-monitoring reports	July 4, 2003
28	DAO 2003-41	Amending certain provisions of Ministry Administrative Order No. 50, dated November 19, 1986 (Integrated Regulation on the Establishment and Operations of Wood Processing Plants)	August 21, 2003
29	Administrative Order No. 90	Directing the Secretary of Foreign Affairs to Organize and Supervise the Hosting of the 2004 Forum for East Asia-Latin America cooperation (FEALAC) Meetings	December 15, 2003
30	DAO 2004-28	Rules and Regulations Governing the Use of Forestlands For Tourism Purposes	August 25, 2004
31	DAO 2004-29	Revised Rules and Regulations for the Implementation of Executive Order 263, otherwise known as the Community-Based Forest Management Strategy (CBFMS)	August 25, 2004
32	DAO 2004-52	The Revised Guidelines in the Issuance of Cutting/Harvesting Permits in Private Titled Lands	August 31, 2004
33	DAO 2004-59	Rules and Regulations Governing Special Uses of Forestlands	August 31, 2004
34	DAO 2004-40	Revised Rules and Regulations Governing the Socialized Industrial Forest Management Program	August 31, 2004
35	DAO 2004-35	Amending certain Sections of DAO 99-36 Entitled, "Revised Rules and Regulations Governing the Administration, Management, Development and Disposition of Forest Lands Used for Grazing Purposes"	August 31, 2004




Department of Environment and Natural Resources

**LAWS, RULES AND REGULATIONS
RELATED TO QMS IMPLEMENTATION**

Document ID	DENR-CO-QMS-001		
Revision No.	0	Issue No.	03
Date Issued	DEC 16 2018		
Originating Office	QMS Core Team		
Page No.	8 of 15		


36	DAO 2005-10	Implementing Rules and Regulations of the Philippine Clean Water Act of 2004	May 10, 2005
37	DAO 2005-18	Adoption of Alternative Dispute Resolution (ADR) Principles and Procedures in the Resolution of Appropriate Environment and Natural Resources Conflicts	September 1, 2005
38	DAO 2007-22	Guidelines on the Requirements for Continuous Monitoring Systems and Other Acceptable Protocols thereby modifying and clarifying certain provisions of DAO 2000-81 and other related provisions	July 31, 2007
39	DAO 2007-31	Amending Certain Provisions of DENR Administrative Order No. 07, Series of 2004 and Prescribing the Use of Computer Generated Certificate of Timber Origin (CTO) and Certificate of Lumber Origin (CLO) Forms	October 26, 2007
40	DAO 2010-12	Rules and Regulations for the Issuance of Free Patents to Residential Lands under Republic Act No. 10023	May 5, 2010
41	DAO 2010-13	Amendments to Section 15 (Ancestral Lands) and to Chapter XIV (Development of Mining Communities, Sciences and Mining Technology) of DENR Administrative Order NO. 96-40, as Amended, the Revised Implementing Rules and Regulations of Republic Act No. 7942, otherwise known as the "Philippine Mining Act of 1995"	May 5, 2010
42	DAO 2014-02	Revised Guidelines for Pollution Control Officer Accreditation	February 7, 2014
43	DAO 2014-03	Manual of Authorities on Human Resource Development and Administrative Matters	March 26, 2014
44	DAO 2013-22	Revised Procedures and Standards for the management of hazardous wastes (Revising DAO 2004-36)	December 4, 2014
45	DAO 2015-04	Implementation of Vehicle	March 24, 2015

	Department of Environment and Natural Resources LAWS, RULES AND REGULATIONS RELATED TO QMS IMPLEMENTATION	Document ID	DENR-CO-QMS-001	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 16 2015	
		Originating Office	QMS Core Team	
		Page No.	9 of 15	

		Emission limits for Euro 4/IV and in-use of vehicle emission standards	
46	DAO 2015-09	Rules and Procedures for the implementation of of the globally harmonized system of classification and labelling of chemicals (GHS) in preparation of Safety Data Sheet (SDS) and labelling of toxic	May 19, 2015
47	DAO 2016-27	Amendment of DENR Manual of Authorities in Technical Matters	November 7, 2016
48	DAO 2016-07	Manual of Authorities on Technical Matters	May 19, 2016
49	FAO 8-3	Series of 1941 Rules and Regulations Governing Special Uses of Forest Lands	

3. MEMORANDUM CIRCULARS

No.	Memorandum Circulars	Title	Date Issued
1	DENR Memorandum Circular No. 1996-02	Interim Guidelines Governing the Issuance of "Muyong Resources Permit" in the province of Ifugao	February 9, 1996
2	DENR Memorandum Circular No. 1997-15	Prescribing Guidelines and Procedures on	September 8, 1997
3	DENR-EMB Memorandum Circular No. 001, Series of 2005	Procedural Manual for DENR Administrative Order No. 30, Series of 2003 (DAO 03-30)	January 5, 2005
4	DENR-EMB Memorandum Circular No. 002, Series of 2007	Revised Procedural Manual for DENR Administrative Order No. 30, Series of 2003 (DAO 03-30)	August 21, 2007
5	DENR Memorandum Circular No. 2009-07	DENR Code of Ethics	December 3, 2009
6	DENR-EMB Memorandum Circular No. 005, Series of 2014	Guidelines for Coverage Screening and Standardized Requirements under the Philippine Environmental Impact Statement System (PEISS) amending relevant portions of MC 2007-002	July 7, 2014

	Department of Environment and Natural Resources LAWS, RULES AND REGULATIONS RELATED TO QMS IMPLEMENTATION	Document ID	DENR-CO-QMS-001	
		Revision No.	0	Issue No. 001
		Date Issued	DEC 16 2018	
		Originating Office	QMS Core Team	
		Page No.	10 of 15	

7	DENR Memorandum Circular No. 2015-04	Service Excellence through Continuous Systems Innovation Monitoring & Evaluation (SECSIME) the Appraisal, Selection, and Approval of Project Proposals Submitted to the Central Office for Funding as Special Projects	June 8, 2015
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4. ORDINANCE

No.	Ordinances	Title	Date Enacted
1	QC Ordinance No. SP-651 Series of 1998	Requiring owners, operators, lessees, occupants and concessionaires of business establishments, contractors and developers and persons required to secure business and/or building permit in doing business or undertaking construction or repair work in Quezon City to secure public liability insurance, providing penalties for violations thereof and for other purposes.	March 3, 1998.


5. COA CIRCULAR NUMBER

No.	COA Circular Number	Title	Date Enacted
1	COA Circular No. 91-368	Instituting a Government Accounting and Auditing Manual and prescribing its use.	December 19, 1991
2	COA Circular No. 2012-001	Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions	June 14, 2012

	Department of Environment and Natural Resources LAWS, RULES AND REGULATIONS RELATED TO QMS IMPLEMENTATION	Document ID	GENR-CO-QMS-001		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 16 2018		
		Originating Office	QMS Core Team		
		Page No.	11 of 15		

6. OP ISSUANCES

No.	OP Issuances	Title	Date Issued
1	Executive Order No. 131	Facilitating the State Funeral of Deceased national Artists and National Scientists	January 30, 1978
2	Executive Order No. 786	Creating the Natural Resources Development Corporation, Defining its functions, powers and responsibilities and for other purposes	March 19, 1982
3	Executive Order No. 901 s. 1983	Scientific Career System (SCS)	July 19, 1983
4	Executive Order No. 23	Moratorium on the Cutting and Harvesting of Timber in the Natural and Residual Forests	June 26, 1986
5	Executive Order No. 26	National Greening Program	July 1, 1986
6	Executive Order No. 192	Providing for the Reorganization of the Department of Environment, Energy and Natural Resources; Renaming it as the Department of Environment and Natural Resources and for other purposes	June 10, 1987
7	Executive Order No. 193	Expanding the Coverage of the National Greening Program	June 10, 1987
8	Executive Order No. 374	Disposition of the (1) Bicol River Basin Development Program Office, (2) Bohol Integrated Area Development Project Office, (3) Cagayan Integrated Agricultural Development Project Office, (4) Mindoro Integrated Rural Development Project Office	October 30, 1989

	Department of Environment and Natural Resources LAWS, RULES AND REGULATIONS RELATED TO QMS IMPLEMENTATION	Document ID	DENR-CD-QMS-001		
		Revision No.	0	Issue No.	03
		Date Issued	DEC 16 2016		
		Originating Office	QMS Core Team		
		Page No.	12 of 13		

9	Executive Order No. 406	Mandating certain Departments and Agencies to align their respective Programs and Projects with the Comprehensive Agrarian Reform Program, directing the DAR to accelerate the Agrarian Reform Beneficiaries Development through the Provision of Economic and Social infrastructure Support, and Providing the necessary implementing Mechanisms for the Purpose	June 14, 1990
10	Executive Order No. 149	Streaming of the Office of the President	December 28, 1993
11	Executive Order No. 263	Community-Based Forest Management Strategy	July 19, 1995
12	Executive Order No. 366	Amending Executive Order No. 309, s. of 1987, entitled "Reorganizing the Peace and Order Council," as amended by Executive order No. 317, s. of 1988 and Executive Order No. 20, s. of 1992 and Organizing the Barangay Peace and Order Committees as the implementing arm of the City/Municipal Peace and Order Council at the Barangay Level	September 5, 1996
13	Executive Order No. 2 s. 2016	Right to Information and the State Policies to Full Public Disclosure And Transparency In The Public Service (Freedom of Information)	July 23, 2016

7. MEMORANDUM ORDER

No.	Memorandum Order	Title	Date Enacted
1	DENR Memorandum Order No. 1987-11	Processing of Applications to Establish and/or Operate a	December 22, 1987

	Department of Environment and Natural Resources LAWS, RULES AND REGULATIONS RELATED TO QMS IMPLEMENTATION	Document ID	DENR-CO-QMS-001		
		Revision No.	0	Issue No.	01
		Date Issued	DEC 18, 2016		
		Originating Office	QMS Core Team		
		Page No.	13 of 15		


No.	Memorandum Order	Title	Date Enacted
2	DENR Memorandum Order No. 1999-20	Sawmill/Mini-Sawmill/Re-saw Supplemental Guidelines Governing the Registration, Harvesting, Transport and Marketing of Timber By-Products Coming from Private Plantations within Private Lands of Tax Declared Alienable or Disposable Lands	June 11, 1999

8. COMMONWEALTH ACT

No.	Commonwealth Act	Title	Date Enacted
1	Commonwealth Act No. 136	An Act Creating the Bureau of Mines	November 07, 1936
2	Commonwealth Act No. 418	An Act Appropriating the Amount of Two Hundred and Fifty Thousand Pesos, Out of the Oil Excise Tax Funds in the National Treasury Not Otherwise Appropriated, to be Used For Hastening the Agronomical Survey of the Philippines	May 22, 1939

9. NON-REGULATORY/VOLUNTARY COMPLIANCE OBLIGATIONS

No.	Other Issuances	Title	Date Issued
1	Act No. 1120	Administration and Temporary Leasing and Sale of Friar Lands	April 26, 1904
2	Letter of Instruction No. 588 dated August 19, 1977		August 19, 1977

	Department of Environment and Natural Resources LAWS, RULES AND REGULATIONS RELATED TO QMS IMPLEMENTATION	Document ID	DENR-CO-QMS-001	
		Revision No.	0	Issue No. 03
		Date Issued	DEC 16 2009	
		Originating Office	QMS Core Team	
		Page No.	14 of 15	

3	Proclamation No. 2146, s. 1981	Proclaiming Certain Areas and Types of Projects as Environmentally Critical and within the Scope the Environmental Impact Statement System Established under Presidential Decree No. 1586	December 14, 1981
4	National Budget Circular No. 425 dated Jan. 28, 1992	Manual on the Disposal of Government Property	January 28, 1992
5	National Budget Circular No. 425 dated Jan. 28, 1992	Manual on the Disposal of Government Property	January 28, 1992
6	DENR Code of Conduct	Code of Conduct and Ethical Standards of the DENR	December 9, 2009
7	Joint CSC-DOH Circular No. 2010-01 on Smoking	Protection of the Bureaucracy against Tobacco Industry interference	June 29, 2010
8	CSC Resolution No. 11-01502	Revised Rules on Administrative Cases in the Civil Service (RRACCS)	November 8, 2011
9	National Budget Circular No. 542, issued on August 29, 2012	Reitering Compliance with Section 93, the Transparency Seal Provision, of the General Appropriation Act of 2012	August 29, 2012
10	Act No. 2874	Public Land Act	



Department of Environment and Natural Resources

**LAWS, RULES AND REGULATIONS
RELATED TO QMS IMPLEMENTATION**

Document ID	DENR-CO-QMS-001		
Revision No.	0	Issue No.	03
Date Issued	DEC 16 2016		
Originating Office	QMS Core Team		
Page No.	13 of 15		

11	Philippine Constitution, Article II, Section 16	The State shall protect and advance the right of the people to a balanced and healthful ecology in accord with the rhythm and harmony of nature. (Conducive workplace/good working environment)	
12	Circular No. 86-296	General guidelines on the divestment or disposal of assets of government-owned and/or controlled corporations, and their subsidiaries.	

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**DEPARTMENT OF ENVIRONMENT
AND NATURAL RESOURCES
(DENR)**

Reference Matrix

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Quality Management Manual

December 15, 2016


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	Department of Environment and Natural Resources REFERENCE MATRIX	Document ID	DENR-BM-QMS/001	
		Revision No.	0	Issue No. 1
		Date Issued	DEC 15 2015	
		Originating Office	QMS Core Team	
		Page No.	1 of 3	

Section No.	Title	Reference Documents
Section 1	Introduction	
Section 2	Terms and Definitions	
Section 3	Agency Profile	Act No. 2666 Commonwealth Act No. 136 Commonwealth Act No. 418 Presidential Decree No. 461 Presidential Decree No. 607 Presidential Decree No. 977 Presidential Decree No. 1041 Presidential Decree No. 1121 Presidential Decree No. 1305 Republic Act No. 8749 Executive Order No. 123 Executive Order No. 636 Executive Order No. 689 Executive Order No. 734 Executive Order No. 798 Executive Order No. 786 Executive Order No. 131 Executive Order No. 192 Executive Order No. 149 Administrative Order No. 90 Republic Act No. 7942 Executive Order No. 374 Executive Order No. 406 Executive Order No. 366 Administrative Order No. 2014-01
Section 4	Management Responsibility	
Section 5	Quality Management System	Republic Act No. 9184 DENR Administrative Order No. 30 Series of 2003
Section 6	Resource Management	COA Circular 2012-001 Republic Act 9184 COA Circular No. 91-368 dated Dec. 19, 1991 COA Memorandum Circular No. 83-333 Republic Act No. 9285 DENR Administrative Order

	Department of Environment and Natural Resources REFERENCE MATRIX	Document ID	DENR-RM-QMS-001	
		Revision No.	01	Issue No. 13
		Date Issued	DEC 18 2010	
		Originating Office	QMS Core Team	
		Page No.	2 of 3	

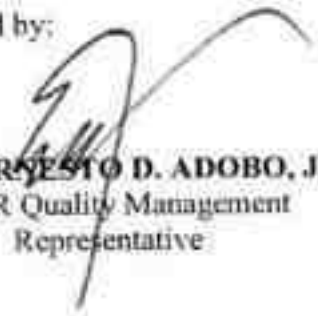
Section No.	Title	Reference Documents
		No. 2005-18 CSC Resolution No. 11-01502 dated 18 November 2011 DENR Special Order No. 2015-587 dated May 6, 2015 DENR Memorandum Circular No. 2010-16 dated October 08, 2010
Section 7	Environment and Natural Resources (ENR) Management	DENR Memorandum Circular No. 2015-04 dated 08 June 2015 DENR Administrative Order 31 Series 1992 DENR Administrative Order No. 1996-27 Department Administrative Order No. 33 dated 13 July 1992 DENR Memorandum Circular No. 1997-15 DENR Administrative Order 2010-12 DENR Administrative Order No. 97-17 DENR Administrative Order 2010-13
Section 8	Context of the DENR Interested Parties	Presidential Decree No. 1586 DENR Administrative Order No. 2000-28 dated March 14, 2000 Republic Act No. 7160 National Budget Circular No. 425 dated Jan. 28, 1992 Republic Act No. 9184 s. 2003 National Budget Circular No. 542, issued on August 29, 2012 Circular No. 86-296 Republic Act No. 8291 Republic Act 9679 Administrative Code of 1987 Republic Act No. 9485 Republic Act No. 9514 dated Dec. 19, 2008 Republic Act No. 6541 Republic Act No. 9184 Presidential Decree No. 1529 Republic Act No. 6657 Republic Act No. 8371 Republic Act No. 9485
Section 9	Measurement, Analysis and Improvement	

	Department of Environment and Natural Resources REFERENCE MATRIX	Document ID	DENR-RM-QMS-001		
		Revision No.	0	Issue No.	03
		Date Issued	OCT 15 2018		
		Originating Office	QMS Core Team		
		Page No.	1 of 3		

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