



DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES (DENR)

REGIONAL CITIZEN'S CHARTER

2024 (1st Edition)

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

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

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

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

II. VISION

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

III. MISSION

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

IV. SERVICE PLEDGE

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

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

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REGIONAL CITIZEN CHARTER FORESTRY SERVICES

REGIONAL CITIZEN'S CHARTER NO. ROF-1. DISPOSITION OF CONFISCATED LOGS, LUMBERS AND OTHER FOREST PRODUCTS FOR PUBLIC INFRASTRUCTURE PROJECTS AND OTHER PURPOSES

Includes confiscated logs, lumbers and other forest products that are: a) those which are not subject of a pending case in court or with other appropriate office; b) those without claimants or offenders against whom the case should be filed; and c) those found abandoned within forest areas, the ownership of which could not be ascertained and without claimants. This process is within the ambit of Malacanang Memorandum Order No. 162 dated 19 August 1993 and the DENR Manual of Authority for Technical Matters.

Office/Division:	Monitoring and Enforcement Section (CENR, Implementing PENR, PENR and Regional Offices)				
Classification:	Complex				
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen				
Who may Avail of the Service:	External: Barangays, Municipal and Provincial Governments and other government agencies, who by the nature of their functions require wood materials and the needy victims of disasters as certified by the DSWD.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Official Letter Request (1 Original)		Requesting Party		
2	Justification for the construction/establishment of the infrastructure		Head of Agency		
3	Bill of Materials and building plan/simple sketch plan		Project Engineer, Building Foreman or Barangay Captain		
4	Certification that there is no fund or appropriation for the purchase of the required wood materials		Provincial Auditor or Municipal Development Officer		
5	Certification from the CENRO/PENRO/Regional Office concerned that said volume or amount of forest products is available for disposition.		CENR Office, PENR Office and Regional Office		
6	For needy victims of disasters, Certification from Department of Social Work and Development (DSWD)		Head of Office, DSWD/MSWD concerned		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1	Submit letter request and complete requirements to receiving/releasing clerk	Receive and check the completeness of submitted requirements, stamp the date and time on documents and forward all documents to action officer	None	5 min.	Receiving/Releasing Clerk Records Unit/Section
2	None	Evaluate all requirements *CENRO - less than 10 cu.m. *PENRO - 10.1 cu.m. to 30 cu.m. *RED with clearance from Usec for Field Operations - 30.1 cu.m. to 100 cu.m. *Secretary - More than 100 cu.m.	None	20 min.	CENRO

	(Should the requested volume exceeds 10 cu.m., forward the request together with all the necessary requirements to the concerned approving/issuing authority. If the volume requested falls under the jurisdiction of CENRO the process shall proceed to the next step.)			Chief, MES
3 None	Check the availability of the requested volume of confiscated logs, lumber or other forest products.	None	3 days	Chief, MES
4 None	Notify CENRO on the request and availability or non-availability of requested volume of confiscated logs, lumber or other forest products. (If volume of requested logs, lumber or other forest products is unavailable, inform in writing the requesting party of its unavailability. Hence, the process shall end in this stage. If volume of requested logs, lumber or other forest products is available, the processing shall proceed to the next step.)	None	1 day	
5 None	Verify the availability of the volume of requested	None	30 mins	CENRO
5.1 None	Prepare Certification to its availability	None	15 mins	Staff, MES
5.2 None	Prepare Order of Payment	None	5 mins	Staff, MES
5.3 None	Approve Order of Payment and forward the same to client	None	5 mins	CENRO
5.4 Receive Order of Payment and pay corresponding fees	Accept payment, issue Official Receipt (OR) to requesting party	Php 50.00 Certification Fee	20 mins	Bill Collector/Cashier
6 None	Sign Certification of the availability of requested volume of confiscated forest products and issue the same to requesting party	None	10 mins	CENRO
7 None	Prepare Deed of Donation	None	1 day	Staff, MES
8 Sign Deed of Donation	Sign Deed of Donation and release the volume of confiscated logs, lumber or other forest products (less than 10 cu.m. pursuant to DAO 2022-10 under CENRO)	None	3 hours	CENRO Chief MES
9 Submit the acknowledgement receipt	Receive acknowledgement receipt and issue list of Post Requirements (refer to the table below)	None	30 mins	Chief MES

	TOTAL	Php 50.00	5-day, 5-hour & 20-min.	
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REGIONAL CITIZEN'S CHARTER NO. ROF-2. APPLICATION FOR RENEWAL OF CHAINSAW REGISTRATION

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

Office/Division:	Regulation and Permitting Section (CENR and PENR Offices)	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business	
Who may Avail of the Service:	Holder of Timber License Agreement, Production Sharing Agreement, Co-Production Sharing Agreement, or a Private Land Timber Permit/Special Private Land Timber Permit, CBFMA, IFMA, SIFMA, or other tenurial instruments; Orchard or tree farmers; Industrial Tree Farmer; Licensed Wood Processor and the chainsaw shall be used for the cutting of timber that has been legally sold to said applicant; Anyone who shows satisfactory proof that the possession and/or use of a chainsaw is for legal purpose; and Agencies of the Government, GOCC that use chainsaws in some aspects of their function (except for Palawan where the jurisdiction falls with PCSD); PTPR holders.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	Duly accomplish application form	Implementing PENR/CENR Office
2	Original copy of Certificate of Chainsaw Registration	Requesting Party
3	Stencil Serial Number of Chainsaw	Requesting Party
4	Detailed Specification of Chainsaw (e.g. brand, model, engine, capacity, etc.)	Requesting Party
5	Chainsaw unit to be renewed	Requesting Party
Additional if Tenurial Instrument Holder		
6	Certified True Copy of Forest Tenure Agreement	Requesting Party
Additional if Business Owner		
7	Business Permit (1 photocopy)	Requesting Party
Additional if Registered as Private Tree Plantation Owner		
8	Certificate of Registration	Requesting Party
Additional if the applicant shows satisfactory proof that the possession and/or use of a chainsaw is for legal purpose		
9	Business Permit from LGU or affidavit that the chainsaw is needed in applicants/profession/work and will be used for legal purpose (1 photocopy)	Requesting Party
Additional if Licensed Wood Processor		
10	Wood processing plant permit (1 photocopy)	Requesting Party
Additional if government and GOCC		
11	Certification from the Head of Office or his/her authorized representative that chainsaws are owned/possessed by the office and use for legal purposes (specify)	Requesting Party
Additional if the application is for renewal of registration		

12 Duly accomplish application form		Implementing PENR/CENR Office		
13 Latest Certificate of Chainsaw Registration (1 Photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1 Submit application form and supporting documents to CENR Office	Check completeness of application and supporting documents, receive, record (including scanning) and forward to CENR Officer or Deputy CENRO. Provide acknowledgement to the applicant.	None	30 mins.	Receiving/Releasing Clerk Records Unit/Section
1.1 None	Receive and review application, prepare order of payment. Forward the application to Technical Staff	None	30 mins.	Chief, RPS
2 Receive Order of Payment and pay corresponding fees	Receive the payment and issue Official Receipt (OR)	PHP500.00 Renewal Fee*	30 mins.	Credit Officer/Cashier
3 Receive the OR	Conduct verification of the supporting documents and inspect the applied chainsaw. Prepare the Certification and initial on the duplicate copy	None	30 mins.	Chief FUU/RPS Staff
3.1 None	Receive and review the application. Affix initial on the duplicate copy. Forward to CENRO for approval.	None	30 mins	Chief, RPS
3.2 None	Receive, review and approve the Certificate of Registration	None	30 mins	CENRO
3.3 None	Record, assign control number and release Certification of Registration	None	30 mins	Receiving/Releasing Clerk Records Unit/Section
4 Receive Certificate of Chainsaw Registration		None		
TOTAL		Php 500.00	3-hour & 30-min.	

REGIONAL CITIZEN'S CHARTER NO. ROF-3. REQUEST FOR SEEDLINGS FOR TREE PLANTING ACTIVITIES

DENR Memorandum Order No. 2023-03: Guidelines in the Establishment, Rehabilitation, Operation and Maintenance of Forest Nurseries in the DENR Field Offices. Pursuant to Presidential Degree No. 705, as amended, or the "*Revised Forestry Code of the Philippines*", and the DENR Administrative Order (DAO) No. 2019-03, or the Revised Implementing Rules and Regulations of Executive Order No. 193, Series of 2015; Expanding and Enhancing the Coverage of the National Greening Program", the following activities and strategies on the establishment, rehabilitation, operation and maintenance of forest nurseries in the DENR Field Offices to support the sustainable management of developed plantations and protection of existing forests and establishment of urban green spaces.

CENROs Implementing Office may establish new forest nurseries within their office premises, provided that the seedling nursery should have at least a greenhouse or a preparation and germination area, a growing area, and a hardening area or seedling beds

Office/Division:	Conservation and Development Section/Division, National Greening Program Unit	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen	
Who may Avail of the Service:	Concerned Public Individual, Academe, Civil Society Organization (CSOs), LGUs and other National Government Agencies (NGAs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 Request Letter (1 original)		Requesting Party
2 Government Issued ID		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1 Submit letter request and supporting documents	Receive and check completeness of submitted documents and forward to concerned Procuring Entity. Provide requesting party an acknowledgement receipt of the documents.	None	10 mins.	Receiving/Releasing Clerk
1.1 None	Receive and review the request letter then forward to concerned Division/Section/Unit.	None	10 mins.	ARD-TS /PENROs/CENROs
1.2 None	Receive the Letter Request, assign technical personnel to verify the availability of the seedlings requested.	None	30 mins.	CDD/CDS/NGP Unit
1.3 None	Inspect the availability of seedlings at the DENR Nursery and prepare a seedling acknowledgement receipt	None	1 day	Technical Staff, In-charge in the Nursery
2 Check the seedlings, fill-out and sign on the seedlings acknowledgement receipt	Conduct proper documentations, file the acknowledgement receipt and released the seedlings	None	4 hrs.	Technical Staff, In-charge in the Nursery
3 Receive the seedlings		None		

	TOTAL	Php 500.00	1-day, 4-hour & 50-min.	
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REGIONAL CITIZEN'S CHARTER NO. ROF-4. ISSUANCE OF CERTIFICATE OF REGISTRATION AS DEALER OF IMPORTED WOOD MATERIALS

This Permit serves as proof of authorization to be a dealer/importer of wood materials/products as evaluated by DENR in accordance with DAO 2021-06 dated April 21, 2021 "Revised Regulations governing the entry and disposition of Imported Wood Products"

Office/Division:	Community Environment and Natural Resources Office (CENRO) to Provincial Environment and Natural Resources Office (PENRO) to Regional Office	
Classification:	Complex	
Type of Transaction:	G2B - Government to Business	
	G2C - Government to Citizen	
Who may Avail of the Service:	Any Filipino Citizen, private corporation	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	Duly accomplished application form (1 original, 4 photocopies)-5 Folders	CENRO/PENRO
2	Authenticated photo static copy of registration as single proprietorship, partnership or corporation (5 photocopies)	Department of Trade and Industry (DTI) Security and Exchange Commission (SEC)
3	Copy of sale/supply contract between the agent, contractor or dealer and the foreign exporter of wood material: at least one (1) year (Duly authenticated by the Philippine attaché/embassy at the country of origin of the wood materials/products (5 photocopies)	Legitimate Supplier/Requesting Party
4	Electronic Purchase Order	Supplier (DAO 2021-06)
5	List of species of wood and its scientific name for imported products	Supplier (DAO 2021-06)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1 Submit duly accomplished application form and supporting documents to CENRO	Check completeness, receive, record, and forward the application to concerned unit	None	15 mins.	Receiving/Releasing Clerk CENRO Records Unit
1.1 None	Receive documents, prepare Order of Payment (OR), and assign personnel to inspect/verify the application	None	45 mins.	Technical Staff/ Chief, Regulation and Permitting Section (RPS)

2	Receive Order of Payment and pay corresponding fee to the CENRO Bill Collector.	Accept payment and issue Official Receipt to the applicant/client.	PhP3,000.00 Application Fee and Regostration Fee PhP36.00 Oath Fee PhP12,000.00 Cash Bond (per DAO 2004-16)	30 mins.	Collecting Officer
3	Receive Official Receipt	Evaluate the application and its supporting documents and schedule for inspection.	None	45 mins.	Inspection Team
4	Assist the Inspection Team	Conduct inspection and take geotagged photos of the establishment and prepare inspection report then submit to Chief, RPS. Conduct deliberation	None	3 days	Inspection Team/Technical Personnel
4.1	None	Review the inspection report and endorse the application with complete documents to CENRO	None	45 mins.	Chief, RPS
4.2	None	Endorse the application and forward to PENR Office	None	45 mins.	CENR Officer
4.3	None	Record and release the Application to PENRO	None	2 days	Receiving/Releasing Clerk CENRO Records Unit
PENRO					
4.4	None	Receive documents and forward to Chief, TSD	None	20 mins	Receiving/Releasing Clerk PENRO Records Unit
4.5	None	Review documents and prepare a Memorandum/Endorsement to RO for approval	None	2 hrs.	Chief, Technical Services Division (TSD)
4.6	None	Record and release the endorsement to RO	None	2 days	Receiving/Releasing Clerk PENRO Records Unit
REGIONAL OFFICE					
4.7	None	Receive the application and endorse to RED	None	1 hr.	Regional Office Records Officer

4.8 None	Endorse to ARD for Technical Services for action	None	1 hr.	RED/RED Staff
4.9 None	Refer the application to LPDD Chief for evaluation and review	None	30 mins.	ARD TS
4.10 None	Refer to concerned Section Chief	None	1 hr.	Chief, FUS/FUS Staff
4.11 None	Review and evaluate the completeness of the application and prepare a Certificate of Registration as a dealer of imported wood materials and endorse to RED thru ARD for Technical Services for signature.	None	2 hrs.	Chief, FUS/Technical Staff (FUS)
4.12 None	Review and countersign the prepared Certificate of Registration as a dealer of imported wood materials	None	30 mins.	Chief, Licenses, Patents and Deeds Division (LPDD)
4.13 None	Review and countersign the prepared COR for the approval of the Regional Executive Director	None	1 hr.	ARD TS
4.14 None	Review and sign the prepared COR.	None	1 hr.	RED
4.15 None	Record and release of the approved COR.	None	20 mins	Receiving/Releasing Clerk Regional Office Records Unit
5 Receive COR as dealer/importer of wood materials/products		None		
	CENRO SUB-TOTAL	PHP 3,000.00 Application Fee and Registration Fee PHP 36.00 Oath Fee PHP 12,000.00 Cash Bond per DAO 2004-16	5 days, 3 hrs and 45 mins.	
	PENRO		2 day, 2 hrs and 20 mins.	

	REGIONAL OFFICE		1 day and 20 mins.
	TOTAL	PHP 15,036.00	8 days, 6 hrs & 25 mins.

REGIONAL CITIZEN'S CHARTER NO. ROF-5. ISSUANCE OF WILDLIFE GRATUITOUS PERMIT (GP)

Privilege given to an individual, academe, research institution or organization to capture/harvest and transport wildlife species from the natural habitat or scientific or other authorize purposes.

Office/Division:	Regional Office, Licenses, Patents & Deeds Division/Wildlife Resources Permitting Section	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen	
Who may Avail of the Service:	External: Foreign Entity, Non-Government/Academic Institution, Student, Individual Researcher	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A For a foreign entity/institution/individual or a Filipino Citizen affiliated with a foreign institution, a MOA shall be executed with the concerned RED, and a GP may be issued whenever necessary.		
1 Letter of Intent		Requesting Party
2 Research/Project Proposal		Requesting Party
3 Institution's Profile, if applicable		Requesting Party
4 Endorsement Letter		from concerned Dean/or in the case of individual researcher from a recognized expert or a research institution or a conservation organization
5 Clearance/Free Prior Informed Consent		Affected neighborhood/communities, i.e. concerned LGUs, recognized head of IPs in accordance with RA 8371 or PAMB
6 Payment of Application and Processing fee of PhP 100.00		DENR
B For conservation Breeding or Propagation Activities, and other Wildlife Conservation/Research Projects initiated by local Non-Government/Academic Institutions, an Affidavit of Undertaking by the applicant shall be submitted to the RED concerned. A GP may be issued whenever necessary;		
1 Letter of Intent		Requesting Party
2 Research/Project Proposal		Requesting Party
3 Institution's Profile, if applicable		Requesting Party
4 Endorsement Letter		from concerned Dean/or in the case of individual researcher from a recognized expert or a research institution or a conservation organization
5 Clearance/Free Prior Informed Consent		Affected neighborhood/communities, i.e. concerned LGUs, recognized head of IPs in accordance with RA 8371 or PAMB
6 Payment of Application and Processing fee of PhP 100.00		DENR
C. For purposes of thesis of students affiliated with local academic institutions and other government initiated or implemented research or scientific projects, the issuance of a Gratuitous Permit by the Regional Executive Director concerned, shall be sufficient.		
1 Letter of Intent		Requesting Party
2 Research/Project Proposal		Requesting Party

3	Endorsement Letter	from concerned Dean/or in the case of individual researcher from a recognized expert or a research institution or a conservation organization
4	Clearance/Free Prior Informed Consent	Affected neighborhood/communities, i.e. concerned LGUs, recognized head of IPs in accordance with RA 8371 or PAMB
5	Payment of Application and Processing fee of Php 100.00	DENR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1 Submit letter request and complete requirements to receiving/releasing clerk	Receive and and record documents and forward to the Office of RED	Application & Processing fees: P 100.00 and other fees & charges in accordance to Chapter 3 Section 9 of R.A. 9147.	1 hour	Receiving/Releasing Clerk Records Unit/Section
1.1 None	refer to the ARD for TS with route slip and with marginal instruction		1 hour	RED
1.2 None	refer to the Chief, LPDD with route slip and with marginal instruction		1 hour	ARD TS
1.3 None	review and refer to the Chief, WRPS with route slip and with marginal instruction		1 hour	Chief, LPDD
1.4 None	review/evaluate and refer to back staff for further in-depth review/analysis		24 hours	Chief, WRPS
1.5 None	if complete and in order, processed and initial permit and letter to the requesting party copy furnished PENRO & CENRO and forward to the Chief, WRPS		8 hours	Backstaff, WRPS
1.6 None	Review/initial then forward the documents to the Deputy Chief, LPDD		2 hours	Chief, WRPS
1.7 None	Review/initial then forward the documents to the Chief, LPDD		1 hour	Deputy Chief, LPDD
1.8 None	Review/initial then forward the documents to the ARD for TS		1 hours	Chief, LPDD
1.9 None	Review/initial then forward the documents to the RED for signature		2 hours	ARD TS
1.10 None	Record and release the signed documents and forward to RO Records Section		2 hours	ORED Staff
2 Applicant	Payment of Application and processing fee of Php 100.00 to the Cashier Section		1 hour	Applicant
2.1 None	Issued Official receipt to the applicant		20 mins.	RO Cashier

2.2 None	Record and release the signed documents to the concerned individuals and field offices		3 hours	RO Records Section
	TOTAL	PHP 100.00	6 days & 20 mins.	

REGIONAL CITIZEN'S CHARTER NO. ROF-6. PROCESSING OF APPLICATION FOR FORESHORE LEASE AGREEMENT (FLA) WITHIN FORESHORE AREAS

Pursuant to DAO 2004-24 Revised Rules and Regulations Governing the Administration and Management of Foreshore Lands. The processing of Foreshore Leases is made upon the application by any private individuals and organizations covered under the laws of the Philippines.

Office/Division:	CENRO/PENRO/ REGIONAL OFFICE	
Classification:	Highly Technical (Multi-Stage Processing)	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen	
Who may Avail of the Service:	Any filipino citizen of legal age; corporations, associations or partnerships duly constituted and organized under the laws of the Philippines; at least sixty percent (60%) of the capital is owned by Filipino citizens.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	Duly accomplished Foreshore/Miscellaneous Lease Application on the prescribed form under oath by the applicant (1 Original)	CENRO Office
	a. If the applicant is a naturalized Filipino Citizen, attached a copy of Naturalization	Requesting Party
	b. In case of corporation, association, or partnership, attached the following: b.1. Articles of Incorporation and Certificate of Registration from the SEC; and b.2. Three (3) copies of the Board Resolution authorizing the President or any representative to apply for Foreshore Lease Agreement.	Requesting Party
	c. If the applicant uses a name, style or trade, attach 3 copies of the Certificate of Registration of such time from the DTI and SEC.	
2	Approved Foreshore Survey Plan with Technical Description (1 original)	Survey and Mapping Division (Regional Office), Geodetic Engineer
3	Certification from the Regional Heads whenever applicable of the following Agencies/Offices having jurisdiction over the area that the land applied for is not needed for public use:	
	a. Municipal/District/City Engineers Office, with the concurrence of the Regional Director of DPWH (1 original)	DPWH
	b. Philippine Port Authority (PPA) (1 original)	PPA
	c. Department of Tourism (DOT) if for Beach Purposes (1 original)	DOT
	d. Certification from City/Municipal Planning Office that the area is not needed for public purpose/SB Resolution (1 original)	LGU, Office of the MPDO
4	Cost estimate of the proposed and existing improvements	Requesting Party
5	Feasibility Study and Development Plan	Requesting Party
6	Certified copy of the titled property adjacent to the foreshore area applied for	Requesting Party
7	Certified True Copy of Zonal Value from BIR, Market/Assessed Value of the Property	Assessor's Office
8	Written consent from the land owner if not the land owner of adjoining foreshore lot (1 original, 1 duplicate)	Land owner of the adjacent lot adjoining the foreshore lot

9 Competent Evidence of Identity		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1 Submit accomplished Application Form with complete supporting documents to CENR Office	Check completeness of application if found in order, register, allocate, index and assign application number. Sacn, encode and upload resords to LAMS. Prepare Order of Payment and forward the same to client.	None	1 hour 30 mins.	Receiving/Releasing Clerk Records Unit/Section
2 Receive Order of Payment and pay the corresponding fee	Accept payment, issue Official Receipt (OR) to the applicant	Application Fee: PhP500.00 (Individual) PhP1,000.00 (Partnership or Corp)	30 mins.	Credit Officer/Cashier
3 Receive OR and forward the same to Records Unit/Section	Accept OR, indicate OR number, amount paid, and date in the application form and forward the application to In-Charge, FAMU	None	30 mins.	Staff, Records Unit
3.1 None	Review application. Schedule for ocular inspection/investigation	None	30 mins.	In-Charge, FAMU
3.2 None	Conduct preliminary investigation and submission of report by the In-Charge, FAMU to the CENR Officer	None	7 days	In-Charge, FAMU
3.3 None	Conduct appraisal and submit appraisal report to PENRO/RED	None	5 days (DAO 2004-24)	Appraisal Committee
3.4 None	Transmit/endorsed carpeta/folder together with the appraisal report to PENRO for review	None	4 days	Records Unit
PENRO				
3.5 None	Receive the carpeta/folder and forward to Chief, RPS. Update data in LAMS, if applicable	None	1 day	Records Offices
3.6 None	Receive and review the carpeta/folder. Preparation of endorsement and forward to Chief, Technical Services Division (TSD)	None	5 days	Chief, RPS
3.7 None	Final review of carpeta/folder and forward to PENRO for Signature of Endorsement	None	2 days	Chief, TSD

3.8 None	Review, affix signature and transmit the carpeta/folder to the RED	None	2 days	PENRO
REGIONAL OFFICE				
3.9 None	Receive the carpeta/folder and forward to ORED for proper routing of folder	None	1 day	Records Unit
3.10 None	Forward / route the carpeta/folder to ARD for Technical Services	None	1 day	ORED's Staff
3.11 None	Forward /route the carpeta/folder to Licenses Patents Deeds Division	None	1 day	OARD-TS Staff
3.12 None	Receive the carpeta/folder and forward to Chief, Patents and Deeds for appropriate action	None	30 mins.	Chief, LPDD
3.13 None	Forward/refer to LPDD staff for review and preparation of Endorsement	None	30 mins.	Chief, PDS
3.14 None	Review/ and evaluate carpeta/folder and the appraisal report (if appraisal report is correct, prepare endorsement for the approval of RED)	None	30 mins.	LPDD Staff
3.15 None	Review and affix his/her signature in the endorsement	None	30 mins.	Chief PDS, Chief LPDD and ARD-TS
3.16 None	Final Review and approve the appraisal report	None	5 days	RED (DAO 2022-10)
3.17 None	If Appraisal is approve, prepare a Memorandum granting or Authorizing the PENRO/CENRO to conduct Public Bidding of the applied foreshore area.	None	1 day	LPDD Staff
3.18 None	Affix his/her signature in the Memorandum	None	5 days	Chief PDS, Chief LPDD and ARD-TS
3.19 None	Transmit the Memorandum to PENRO/CENRO together with the entire documents (carpeta/folder)	None	5 days	Records Unit
PENRO				
3.20 None	Receive the carpeta/folder and forward to Chief, RPS.	None	30 mins.	Record Offices
3.21 None	Receive and prepare Memorandum/ Endorsement	None	30 mins.	Chief RPS
3.22 None	Review and affix signature in the Memorandum/Endorsement	None	1 hr.	Chief TSD/PENRO
3.23 None	Transmit the carpeta/folder together with the Memorandum / Endorsement to CENRO	None	3 days	Record Offices

CENRO				
3.24 None	Receive the carpeta/folder and forward to Chief, RPS.	None	30 mins.	Record Offices
3.25 None	Receive the carpeta/folder and forward to Chief, FAMU. Schedule for the conduct of bidding and publication	None	30 mins.	In-Charge, FAMU
3.26 None	Publication/Posting of the notice of right to lease the land applied for Submission of proofs of publication by the CENR Officer to the PENR Officer	Depends on the Publishing Company	45 days	CENRO
3.27 None	Public bidding and submission of report of bidding by the CENR Officer to the PENR Officer	None	2 days	CENRO
3.28 None	Issuance of Order of Award and preparation of Foreshore Lease Agreement by the CENR Officer	None	3 days	CENRO
3.29 None	Signing of agreement by the awardee and approval by the following officials concerned upon receipt of the agreement	None	3 days	CENRO/applicant/ witnesses
3.30 None	PENRO	None	5 days	PENRO
3.31 None	The FLA is endorse and evaluated by the RED and if approved it is endorsed LMB Central Office.	None	7 days	RED
3.32 None	The FLA is evaluated and endorsed to the Secretary for his signature	None	15 days	LMB
3.33 None	DENR Secretary Sign and approve the FLA and endorse to Region	None	15 days	DENR Secretary
3.34 None	Regional Records receives the approved FLA and endorse to RED.	None	1 hour	Regional Office, Records Unit
3.35 None	RED endorse to ARD for preparation of Transmittal to PENRO.	None	1 hour	RED/RED's Staff
3.36 None	ARD receives the Approved FLA and refer to Chief LPDD for preparation of Transmittal.	None	1 hour	ARD-TS/ARD-TS Staff
3.37 None	Chief LPDD prepare Transmittal and endorse to ARD for Countersignature	None	2 hours	Chief LPDD
3.38 None	ARD Countersign and endorse to RED for signature of transmittal	None	1 hour	ARD-TS/ARD-TS Staff

3.39 None	RED Signs the transmittal and refer to Records for endorsement to PENRO.	None	1 hour	RED/RED Staff
3.40 None	Regional Records send the approved FLA to PENRO.	None	5 days	Regional Office, Records Unit
3.41 None	PENRO records receives the approved FLA and refer to PENRO TSD	None	1 hour	PENRO Records
3.42 None	PENRO TSD prepare endorsement for signature of PENRO	None	2 hours	PENRO TSD
3.43 None	PENRO signs the endorsement and refer to records for transmittal	None	1 hour	PENRO
3.44 None	PENRO records release and endorse the approved FLA to CENRO.	None	1 day	PENRO Records
3.45 None	CENRO records receives the approve FLA and refer to CENRO.	None	1 hour	CENRO Records
3.46 None	CENRO refer to chief RPS for preparation of notice to applicant	None	30 mins.	CENRO
3.47 None	Chief RPS prepare the notice for signature of CENRO.	None	1 hour	Chief RPS
3.48 None	CENRO signs the notice and refer to records for release	None	40 mins.	CENRO/CENRO Record Officer
4 Notarization of approved Foreshore Lease Agreement				
	TOTAL	Application Fee: PhP500.00 (Individual) PhP1,000.00 (Partnership or Corp) Publication fee: amount depends on the Publishing Company	151-day, 6-hr. & 10-min.	

REGIONAL CITIZEN CHARTER LANDS SERVICES

REGIONAL CITIZEN'S CHARTER NO. ROL-1. REQUEST FOR LAND IDENTIFICATION SURVEY

A land survey is initiated upon the request of a government office/judicial entity, or an individual concerning a portion of public domain that is not privatized. The purpose of the survey is to ascertain the metes and bounds, lot size/land area, and the precise location of the land.

Office/Division:	Survey Unit, RPS Section				
Classification:	Simple				
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business				
Who may Avail of the Service:	All natural born and naturalized Filipino and Government Offices				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1 Official Letter Request			Requesting Party		
2 Government Issued ID (present 1 original)			Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE	
1 Submit the request letter to Receiving/Releasing Clerk	Receive and check the submitted requirements, stamp received and forward to CENR Officer	None	5-min.	Receiving/Releasing Clerk Records Unit/Section	
1.1 None	Review and evaluate the documents/requirements and endorse to Chief RPS	None	1-hr.	CENRO	
1.2 None	Upon receiving the endorsement letter, initiate the formation of a team and conduct the fieldwork. Obtain approval from the CENR Officer	None	1-hr.	Chief RPS	
1.3 None	Prepare Survey Order	None	4-hr.	Engineer-II	
1.4 None	Review and initial on the survey order for approval by CENRO	None	1-hr.	Chief, RPS	
1.5 None	Review and approve Survey Order	None	30-min.	CENRO	
2 Received the copy of approved Survey Order	Release the approved Survey Order	None	5 mins	Receiving/Releasing Clerk	
TOTAL		None	7-hour & 40-min.		

REGIONAL CITIZEN'S CHARTER NO. ROL-2. ISSUANCE OF CERTIFICATION OF LAND STATUS

This Certification is made upon request of any private individuals, land owners. The purpose of the request is to know the status of the land, if it is titled or untitled.

Office/Division:	Regulation and Permitting Section, DENR-CENR Office				
Classification:	Simple				
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen				
Who may Avail of the Service:	LGU and other government agencies or instrumentalities and private individuals				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1 Duly accomplished customer FOI request form (1 original)			Public Assistance Desk Officer		
2 Government Issued ID (present 1 original)			Requesting Party		
Additional if from other Government Sector					
3 Official Letter Request (1 original)			Requesting Party		
Additional if Requesting Party is a Representative					
4 SPA for representative (1 original, notarized)			Requesting Party		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1 Submit accomplished request form and complete requirements to receiving/releasing clerk		Receive and check the completeness of submitted requirements, stamp received and forward to RPS	None	5-min.	Receiving/Releasing Clerk Records Unit/Section
1.1 None		Receive review and refer the request to Chief	None	5-min.	CENRO
1.2 None		Receive the request letter and endorsed to the	None	5-min.	Chief RPS
1.3 None		Receive request, prepare certification and order of	None	30-min.	Records Officer
1.4 None		Approve and sign the certification	None	5-min.	CENRO
2 Pay the Certification Fee		Accept payment and issue the Official Receipt	PhP50.00	10-min.	Credit Officer
3 Receive the Certification		Release the Certification to the client	None	10-min.	Receiving/Releasing Clerk
		TOTAL	PhP50.00	1-hour & 10-min.	

REGIONAL CITIZEN'S CHARTER NO. ROL-3. REQUEST FOR SKETCH MAP OVER THE UNTITLED PUBLIC LAND

The sketch map is made upon the request of any government office, judicial entity or individual. The purpose of the request is for reference which showing the metes

Office/Division:	Land Management Unit, RPS Section				
Classification:	Simple				
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business				
Who may Avail of the Service:	All natural born and naturalize Filipino and Government Offices				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1 Letter Request			Requesting Party		
2 Government Issued ID (present 1 original)			Requesting Party		
3 Any document that shows the identity of the land and claim of ownership. (e.g. tax declaration waver or right deed of donation result of land/parcellary survey signed by a Geodetic Engineer etc)			Requesting Party		
Additional if Requesting Party is a Representative					
4 SPA for representative (1 original, notarized)			Requesting Party		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1 Submit accomplished request form and complete requirements to receiving/releasing clerk		Receive and check the completeness of submitted requirements, stamp received and forward to RPS	None	5-min.	Receiving/Releasing Clerk Records Unit/Section
1.1 None		Receive review and refer the request to Chief Survey Unit	None	30-min.	Chief RPS
1.2 None		Receive and prepare the Sketch Map and affix signature	None	4-hr.	Engineer-II
1.3 None		Prepare Order of Payment	None	15-min.	Engineer-II
1.4 None		Approve Order of Payment	None	5-min.	CENRO
2 Pay the Certification Fee		Accept payment and issue the Official Receipt	PhP50.00	5-min.	Credit Officer
2.1 None		Check the Official Receipt	None	5-min.	Engineer-II
2.2 None		Review the sketch map and affix signature on the attestation	None	10-min.	Chief RPS
3 Receive the approved Certification		Release the approved Sketch Map to the client	None	10-min.	Receiving/Releasing Clerk Records Unit/Section
		TOTAL	PhP50.00	5-hour & 25-min.	

REGIONAL CITIZEN'S CHARTER NO. ROL-4. PROCESSING OF SPECIAL PATENT FOR GOVERNMENT LOTS

Pursuant to DAO 2016-21 Guidelines Governing the Processing of Requests for Proclamations and Issuance of Special Patents over Agricultural Lands.
The

Office/Division:	Regulation and Permitting Section (CENR, Implementing PENR, PENR and Regional Offices)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may Avail of the Service:	National Government Agencies and Local Government Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Request for issuance of Special Patent for Local or National Government Institutions (duly	Public Assistance Desk, Receiving Area or Records Unit/Section		
2	Certification of Notice of Posting of request for issuance of special patent for Government	Land Management Unit		
3	Notice of request for issuance of Special Patent over lot occupied by National Government	Land Management Unit		
4	ORDER: Issuance of Special Patent (issued by DENR)	Land Management Unit		
5	Historical backgrounds of possession/occupation (to be accomplish by the applicant)	Requesting Party		
6	Recent photographs with panoramic view and improvements. (to be accomplish by the	Requesting Party		
7	Court Certification of no pending land registration case. (to be accomplish by the applicant)	Requesting Party		
8	MPDC Certification. (to be accomplish by the applicant)	Requesting Party		
9	Barangay Certification (Notice of Posting). (to be accomplish by the applicant)	Requesting Party		
10	Latest copy of Tax Declaration. (to be accomplish by the applicant)	Requesting Party		
11	Four pieces documentary stamp	Requesting Party		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
CENRO				
1	Submit accomplished Special Patent application form with complete supporting requirements to CENR Office Applicant may also submit the application via email or courier. When applicable, the applicant may also apply through online.	Check completeness of submitted application. If in order; register, allocate, index and assign application number. Scan, encode and upload records in LAMS	None	3 hours
				CENRO Records Unit LMO I RPS

2	None	Prepare Order of Payment and forward the same to client	None	30 mins.	CENRO Records Unit
3	Receive Order of Payment and pay corresponding fees	Accept payment and issue Official Receipt (OR) to the applicant	PHP50.00	30 mins.	Bill Collector/Cashier
4	Forward copy of Official Receipt to Records Unit	Record the OR Number, amount paid and date of application and forward to Chief, RPS	None	1 hour	CENRO Records Unit
5	None	Review the forwarded application and forward to assign personnel	None	3 hours	Chief, RPS
6	None	Prepare Notice of Posting, to be post on the area where the property is situated (e.g. Barangay Hall, Municipal Hall and Provincial Hall)	None	2 days	LMI
7	None	Post the Notices to the Barangay Hall, Municipal Hall or Provincial where the propety situated. Simultaneously, conduct investigation on the applied area.	None	1 day (travel to area) 15 days posting of Notices in the Municipal Hall and Barangay Hall where the land applied for located (Section 9.2.2.) Notice of posting may also be made in the concerned LGU	LMI
8	None	Secure a certificate from the barangay as proof of posting for 15 days in the area where the property is situated and submit an investigation report.	None	5 days	LMI
9	None	Check and review the carpeta and prepare V37/certified lot data computation, Order of Award, and Judicial Form, and forward to Geodetic Engineer.	None	10 days	LMI

10	None	Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	5 days	GE
11	None	Final screening of the carpeta and forward to CENRO for recommendation	None	5 days	Chief, RPS
12	None	Review and initial file copy of Patent and indorsed the documents to PENRO for approval	None	3 days	CENRO
13	None	Transmit carpeta to PENRO	None	3 days	CENRO, Records Officer
PENRO					
14	None	Receive the carpeta and forward to Chief RPS. Update data in LAMS, if applicable	None	1 day	PENRO Records Officer
15	None	Review the carpeta and forward to Chief, Technical Division (TSD)	None	1 day	Chief, RPS
16	None	Final review of the carpeta, initial file copy of Free patent, and forward to PENRO for approval of application and issuance of Patent.	None	1 day & 4 hours	Chief, TSD
17	None	Sign Order of Approval and Free patent, and forward to records officer for numbering	None	2 days	PENRO
18	None	Assign Patent Number/Indexing, prepare transmittal letter and forward to PENRO for signature	None	2 days	PENRO, Records Officer
19	None	Sign transmittal letter and forward to PENRO records for transmittal to Registry of Deeds (ROD)	None	1 day	PENRO
20	None	Scan the Order of Approval, signed Free Patent and Transmittal Letter and upload to LAMS. Transmit documents to ROD and copy furnish the client.	None	5 days	PENRO, Records Officer

CENRO Sub-total	Php 50.00	49-day & 8-hour	
PENRO Sub-total		13-day & 4-hour	
TOTAL		62-day & 12-hour	

REGIONAL CITIZEN'S CHARTER NO. ROL-5. ISSUANCE OF APPROVED SURVEY PLAN (LAMS-IVAS)

The approved survey plans are required for the application and issuance of certificate of title by the Registry of Deeds. The survey of land/lot are conducted by Geodetic Engineers (GEs).

Office/Division:	Survey and Mapping Division (SMD), DENR Regional Office	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2G - Government to Government	
Who may Avail of the Service:	Land Owners, Geodetic Engineers, Developers, LGUs, Government Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirements:		
1	Survey Plan signed by Geodetic Engineer (1 original)	Private/Government Geodetic Engineer
2	Survey Envelope with plastic envelope (1 original)	Private/Government Geodetic Engineer
3	Field Notes Inside and Cover with documentary stamp (1 original)	Private/Government Geodetic Engineer
4	Traverse (1 original)	Private/Government Geodetic Engineer
5	Lot Data Computations (1 original)	Private/Government Geodetic Engineer
6	Digital Land Survey Data (DLSD) (1 Compact Disc)	Private/Government Geodetic Engineer
7	SPA if the transacting person is not the GE (1 original)	Private/Government Geodetic Engineer
8	SPA/Secretary's Certificate (if the conformity is not the land owner; for DAR Projects – MARO/PARO will sign) (1 original)	Land Owner Corporation
If Complex Subdivision:		
9	Development/Alteration Permit (1 original)	Local Government Unit concerned
10	Approved Subdivision/Alteration Scheme (1 original)	Local Government Unit concerned
11	Sangguniang Bayan Resolution (1 original)	Sangguniang Bayan concerned
Additional requirements if Titled Property:		
12	Latest certified copy of title (1 certified copy)	Land Registration Authority/Register of Deeds
13	Deed of Absolute Sale (if applicable)(1 original)	Land Owner
14	GE Certificate, Notification Letter, and GE Report (for RS) (1 original)	Geodetic Engineer
15	LRA Approved Plan (if approved under LRA) (1 certified copy)	Land Registration Authority
16	Tax Declaration	Assessor's Office
Additional if untitled Cadastral Survey:		
17	Investigation Report (1 original)	CENRO/PENRO/Implementing PENRO/ARD-TS

18	Indorsement Letter (for Government Geodetic Engineer) (1 original)	CENRO/PENRO/Implementing PENRO/				
19	LRA Status (if covered by previously approved isolated survey) (1 original)	Land Registration Authority /Registry of Deeds				
20	Transfer of Ownership (1 original)	Land Owner				
Additional if Original Survey and Resurvey for Untitled Lots:						
21	Survey Authority (1 original)	CENRO/PENRO/ Implementing PENRO				
22	Investigation Report (1 original)	CENRO/PENRO/ Implementing PENRO				
23	GE Certificate (1 original)	Geodetic Engineer				
24	Notification Letter (1 original)	Geodetic Engineer				
25	GE Report (1 original)	Geodetic Engineer				
26	Certification of No Record (for Resurvey) (1 original)	CENRO/Implementing PENRO				
27	Patent Application Number (for MSI, MSC, MLC, MLI, RF, FLC, FLI, SI, SC, F Survey) (1 original)	CENRO/Implementing PENRO				
28	Certification from concerned government agencies if applicable (1 original)	DPWH (lots adjoining National Highway or portion of abandoned National Highway, river and foreshore), PPA, DOT, LGU (Foreshore/ Miscellaneous Lease Application), MGB (Accretion and adjoining river)				
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1	Submission of Survey Returns and uploading of the DLSD File in LAMS KIOSK.	Receiving and Preliminary Verification of the Completeness of Survey Returns. (Checklist per type of survey specified in DMC 2010-13 Manual on Land Survey Procedures).		None	1 day & 4 hrs	Staffs, Technical Services Unit Desk

<p>Payment of Verification Fee. Receives</p> <p>2 Official Receipt.</p>	<p>Prepares the Official Receipt (OR) and collects the payment and issue receipt to client.</p>	<p>Fees based on DAO 1993-20 Verification Fee:</p> <p>Original Survey: 1 lot = PhP56.00</p> <p>Subdivision: 2 lots = PhP33.00 If complex subdivision, PhP6.00 per plan and lot description/sheet 3 lots and above = PhP5.00 per lot, additional per corner PhP0.50 per corner</p> <p>Technical Description: First lot = PhP6.00, eTD, PhP50.00 per lot Succeeding lot = PhP1.00 per lot</p>	<p>30 mins.</p>	<p>Collecting Officer, Cashiering Section</p>
<p>2.1 None</p>	<p>Assignment of Transaction Number (TN) and encoding of Marginal Information of the DLSD file to LAMS.</p> <p>Forward to Records Verification (for Undeclared/Untitled Property. Declared/Titled Property and CARP (DAR and DPWH Projects)</p> <p>For Original Surveys forward to the Chief, Land Evaluation Survey Section</p>	<p>None</p>	<p>30 mins.</p>	<p>Staffs, Technical Services Unit</p>

2.2 None	Conduct Projection whether the subject lot is within Alienable and Disposable Area (Applicable only for Original Surveys) Forward to Final Projection	None	1 day	Staff, Land Evaluation Survey Section
2.3 None	Conduct Final Projection whether the subject lot is within Alienable and Disposable Area. (Applicable only for Original Surveys) Forward to Records for verification	None	1 day	Chief, Land Evaluation and Survey Division
2.4 None	Verification of records which includes research and encoding of lot reference. (Encoding can be dispensed if DCDB cleansing is complete). Forward to the Projection Unit	None	3 days	Verifiers, Records Verification Chief, Technical Records Section
2.5 None	Projection of Surveyed Lots thru LAMS to verify if the lot is affected by previous subdivision and to avoid overlapping and conflicts between and among surveys. Forward to the Section/Unit Chief for Final Projection	None	2 days	Projector, Original Surveys Projectors, Projection Unit
2.6 None	Final Projection of Survey Lots. Forward to corresponding Section or Unit for verification.	None	2 days	Chief, Projection Unit (for Undeclared/Untitled Property, Declared/Titled Property and CARP (DAR and DPWH) Projects) Chief, Original and Other Survey Section (for Original and Other Surveys Section)



2.7 No	Verification of Survey Return which includes checking of Lot Data Computation, Fieldnotes, Traverse Computation, Lot Descriptions, Survey Plans and other supporting documents; performs cartographic works. Forward to the corresponding Section/Unit Chief for Final Verification.	None	<p>3 days (for Original Surveys)</p> <p>5 days (for Simple and Complex)</p>	<p>Verifier, Original and Other Survey Section (for Original and Other Surveys)</p> <p>Verifiers, Aggregate Survey and Correction Section (for Undeclared Properties (CSD, CCS, CCN, TS and GSS))</p> <p>Verifiers, Isolated Survey Unit (for Declared Properties (PSD, PCS and PCN))</p> <p>Verifiers, CARP Section (for CARP (DAR and DPWH Projects))</p>
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2.8 None	<p>Conducts Final Review and Verification of Survey Returns and recommends it for approval</p> <p>Forward to the Asst. Chief, SMD</p>	None	2 days	<p>Chief, Original and Other Survey Section (for Original and Other Surveys)</p> <p>Chief, Aggregate Survey and Correction Section (for Undeclared Properties (CSD, CCS, CCN, TS and GSS))</p> <p>Chief, CARP Unit (for CARP (DAR and DPWH Projects))</p> <p>Chief, Isolated Survey Unit (for Declared Properties (PSD, PCS and PCN))</p>
2.9 None	Review and recommends for the approval of Survey Returns, forward to the Chief, Surveys and Mapping Division	None	2 days	Asst. Chief, Surveys and Mapping Division
2.10 None	Records and transmits the Survey Returns to the Office of the Chief, Surveys and Mapping Division for approval.	None	30 mins.	Staffs, Office of the Asst. Chief, Surveys and Mapping Division
2.11 None	Approves the Survey Plan	None	2 days	Chief, Survey and Mapping Division
2.12 None	Encode the designated Survey Number generated from LAMS and forward to TSU the approved Survey Returns for Drafting of Survey Number on the survey plan.	None	30 mins.	Staff, Office of the Chief, Surveys and Mapping Division
2.13 None	Drafting of Survey Number on the survey plan. Forward to TRS for scanning and uploading.	None	30 mins.	Staff, Technical Services Unit



2.14 None	Scanning and uploading of the approved survey returns. Forward to TSU for releasing of certified blueprints copy or sepia copy.	None	1 hr.	Staff, Technical Records Section
3 Receive the certified blueprint copy or sepia copy of the approved survey plan.	Releasing of certified blueprint copy or sepia copy of the approved survey plan to the Geodetic Engineer concerned and/or claimant	None	30 mins.	Staff, Technical Services Unit



TOTAL	<p>Fees based on DAO 1993-20 Verification Fee:</p> <p>Original Survey: 1 lot = PhP56.00</p> <p>Subdivision: 2 lots = PhP33.00 If complex subdivision, PhP6.00 per plan and lot description/sheet 3 lots and above = PhP5.00 per lot, additional per corner PhP0.50 per corner</p> <p>Technical Description: First lot = PhP6.00, eTD, PhP50.00 per lot Succeeding lot = PhP1.00 per lot</p>	<p>Encoded in LAMS: 22 days & 7 hrs.</p> <p>Not encoded in LAMS: 40 days</p>	
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Feedback and Complaints Mechanism

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



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



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



List of Offices

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



CENRO, Kabasalan	Kabasalan, Zamboanga - Sibugay	(062) 957-6495	
CENRO, Zamboanga City	Gen. Alvarez St., Zone IV, Zamboanga City	(062) 993-7479	