



DEPARTMENT OF ENVIRONMENT AND
NATURAL RESOURCES
REGION IX

Regional Citizen's Charter
2020 (1st edition)



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

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

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

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

II. VISSION

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 service 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 area within the premise of the office prior to end of official working hours and during lunch break.



LIST OF SERVICES

DENR CENR, PENR AND REGIONAL OFFICES

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- R9-A-05 INSPECTION AND ACCEPTENCE OF OFFICE SUPPLIES, EQUIPMENTS, SPARE PARTS AND CONSTRUCTION
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R9-CDDPA-01

PROCESSING OF GRATUITOUS PERMIT FOR RESEARCH
PURPOSES WITH PAs



ADMIN AND FINANCE (INTERNAL AND EXTERNAL SERVICES)



CITIZEN'S CHARTER NO. R9-A-01. PROCESSING OF APPLICATION FOR MONETIZATION

Monetization of Leave Credits is the process of turning available leave credits to monetary value.

Office or Division:	Personnel Section, Administrative Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Internal: Regular and Casual Employees of DENR
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter Request	Requesting Party
2. Approved application for Monetization	Personnel Section
3. Certification of Leave Credit Balance	Personnel Section
4. Computation of Monetization per Budget Circular No. 2016-2	Personnel Section, Administrative Division/Accounting Section, Finance Division
5. Medical Certificate (if due to health reasons)	Attending physician of local clinic/Hospital

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request with duly accomplished Application for Leave form to the receiving clerk; Submit Medical Certificate (if due to health reasons for medical assistance)	Receive and compute remaining/available leave credit balance (Vacation and Sick Leave), approve Application for Leave Form and duly certified and authenticated medical certificate (for medical assistance purposes)	None	15 Minutes	Receiving <i>Clerk/Chief</i> , Personnel Section/Division <i>Chief</i> of the employees' mother unit/Assistant Regional Director for Management Services
	Prepare approved certification of leave credit balance	None	5 Minutes	Chief, Personnel Section
	Prepare approved and certified Computation of Leave Credit Balance by the accountant (Per	None	5 Minutes	Personnel Section Staff, <i>Chief</i> , Accounting Section



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	CSC MC No. 02, Series of 2016 effective January 23, 2016 and Budget Circular No. 2016-2, dated March 29, 2016.)			
	Releasing of application with complete attachments to the Budget Section, Finance Division for obligation as basis for the preparation of budget request	None	3 Minutes	Releasing Clerk/Personnel Section
	TOTAL	None	28 Minutes	



CITIZEN'S CHARTER NO. DENR9- A- 02. PROCESSING OF TERMINAL LEAVE BENEFIT

Terminal leave pay refers to the payment in cash value of an employee. It includes resignation, retirement, and separation from the service.

Office or Division:	Personnel Section/Administrative Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	Internal: Regular and Casual Employees of DENR
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Office Clearance (Regional/CENROs/PENROs clearance	CENROs, PENROs and Regional Office
2. Certified photocopy of employee's leave cards duly audited	Personnel Section, Administrative Division
3. Certificate of Leave Credit Balance	Personnel Section, Administrative Division
4. Approved Leave Application	Personnel Section, Administrative Division
5. Complete Service Record	Personnel Section, Administrative Division
6. Statement of Assets, Liabilities and Net Worth (SALN)	Personnel Section, Administrative Division
7. Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if the salary under the last appointment is not the highest	Personnel Section, Administrative Division
8. Computation of Terminal Leave Benefits per Budget Circular No. 2016-2	Personnel Section, Administrative Division, Accounting Section, Finance Division
9. Applicants authorization (in affidavit form) to deduct all financial obligations with the employer/agency	Legal Division
10. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA No. 3019)	Legal Division
11. In case of resignation or optional retirement, employee's letter of resignation or optional retirement	Requesting party
12. GSIS Clearance	GSIS



ADDITIONAL REQUIREMENTS IN CASE OF DEATH OF CLAIMANT	WHERE TO SECURE
1. Authenticated Death Certificate by PSA	Philippine Statistics Authority
2. Authenticated Marriage Certificate by PSA	Philippine Statistics Authority
3. Authenticated Birth Certificates of all surviving legal heirs by PSA	Philippine Statistics Authority
4. Certificate of surviving legal heirs	Legal Division
4. Designation of next-of-kin	Legal Division
5. Waiver of rights of children 18 years old and above	Legal Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Office clearance	Prepare Regional Office clearance for approval of the concerned officials	None	3 Days	<i>Chief, General Services & Records Section, Chief, Procurement Section, Chief, Personnel Section, President, DENREU, R-9, Chief, Finance Division, Chief, Accounting Section, Chief, Cashiering Section, Chief, Human Resources Dev't. Section, Chief, Legal Division, ARD for TS/MS, Regional Executive Director</i>
2. Submit duly accomplished Leave Application for	Receive application and compute leave credit balance	None	1 Day	Personnel Section Staff,



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Retirement/Terminal Leave Benefit				
3. In case of resignation, submit letter of intent for resignation	Accept and receive letter of resignation	None	2 Minutes	Receiving <i>clerk</i> /Records Unit
	Prepare certificate of acceptance for approval of the appointing authority	None	1 Day	Appointing Authority/Regional Executive Director/Releasing clerk, Personnel Section
4. Submit GSIS clearance	Receive GSIS clearance	None	1 Day and 15 Minutes	Receiving <i>clerk</i> /Personnel Section
5. In case of death, submit authenticated copy of Death Certificate, Marriage Contract and Birth Certificates of surviving legal heirs	Receive and check the authenticity of the documents	None	2 Minutes	Receiving clerk/Personnel Section
	Forward all documentary requirements to the Finance Division for processing for payment	None	1 Day	Releasing clerk/Personnel Section
	Total	None	7 Days and 19 Minutes	



CITIZEN'S CHARTER NO. R9-A-03.PROCESSING OF APPLICATION FOR AUTHORITY TO TRAVEL ABROAD

Employees with intent to travel abroad needs approval from the head of office or if beyond 22 days, the head of office of the region will recommend to the official concerned at the DENR Central Office for the authority to travel abroad.

Office or Division:	Personnel Section, Administrative Division		
Classification:	Complex		
Type of Transaction:	G2G - Government to Government		
Who may avail:	Internal: Regular and Casual Employees of DENR		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter request to travel abroad		Requesting Party	
2. Approved application for Vacation Leave		Personnel Section	
3. Certification stating that the operations will not hamper during the travel period		Personnel Section	
4. Service Record		Personnel Section	
5. Regional Office Clearance (if travel is beyond 22 working days)		Personnel Section/Regional Office	
6. Endorsement letter from the Regional Executive Director		Office of the Regional Executive Director	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request to travel abroad	Receive letter request	None	2 Minutes	Receiving Clerk/Personnel Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Submit duly accomplished Application for Leave form	Receive and compute leave credit balance (Vacation Leave) to qualify for travel abroad	None	5 Minutes	Receiving Clerk/Personnel Section Staff
	Issuance of approved Service Record	None	5 Minutes	Chief, Personnel Section
3. Submit CENRO/PENRO Office clearance (in case requesting party is from field offices)	Prepare Regional Office clearance for approval of the concerned officials (if travel is beyond 22 days)	None	5 Days	Chief, General Services & Records Section, Chief, Procurement Section, Chief, Personnel Section, President, DENREU, R-9, Chief, Finance Division, Chief, Accounting Section, Chief, Cashiering Section, Chief, Human Resources Dev't. Section, Chief, Legal Division, ARD for TS/MS, Regional Executive Director



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Issuance of certification stating the personnel will not hamper the day to day operation of the office of his/her present place of assignment and no government funds will be spent during the requested travel period	None	1 Day	Regional Executive Director
	Issuance of certificate of no pending administrative case	None	1 Day	Chief, Legal Division
	Prepare endorsement letter for the approval of the Regional Executive Director	None	5 Minutes	Regional Executive Director
Total		None	7 Days and 5 Minutes	



CITIZEN'S CHARTER NO. R9-A-04. ISSUANCE OF CERTIFICATE OF EMPLOYMENT AND SERVICE RECORD

The Personnel Section is the office responsible for the issuance of Certificate of Employment and Service Record approved by the Human Resource Management Officer for whatever legal purposes it may serve to the requesting party.

Office or Division:	Personnel Section, Administrative Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Internal: Regular and Casual Employees of DENR
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request	Receive letter request	None	2 Minutes	Receiving <i>Clerk</i> /Personnel Section
	Issues and releases certificate of employment	None	5 Minutes	Releasing <i>Clerk</i> /Personnel Section
	Issues complete Service Record	None	10 Minutes	Releasing <i>Clerk</i> /Personnel Section
Total		None	17 Minutes	



CITIZEN'S CHARTER NO. R9-A-05. INSPECTION AND ACCEPTANCE OF OFFICE SUPPLIES, EQUIPMENTS, SPARE PARTS AND CONSTRUCTION MATERIALS

This service is used for the Inspection and Acceptance of Office Supplies, Equipment, Spare Parts and Construction Materials.

Office or Division:	General Services and Records Section, Administrative Division
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	Internal: Regular Employees of DENR
	External: Supplier
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Purchase Order with complete supporting documents	Approving Authority Based on Manual of Authority

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Delivery of Office Supplies / Equipment / Spare Parts / Construction Materials	Thorough Inspection of delivered Office Supplies / Equipment / Spare Parts / Construction Materials	None	30 Minutes	Designated Inspector, GSRs Section
2. Issuance of Delivery Receipt	Acceptance of delivered Office Supplies / Equipment / Spare Parts / Construction Materials	None	10 Minutes	Chief, General Services and Records Section



	Preparation of necessary attachments for payment (Notice of Delivery, Inspection and Acceptance Report, Requisition and Issue Slip, Inventory Custodian Slip (ICS) / Property Acknowledgement Receipt (PAR)	None	10 Minutes	Staff, GSRS
	4. Releasing of Notice of Delivery with supporting documentary requirements for approval by the Chief of Administrative Division.	None	10 Minutes	Staff, GSRS
	Total	None	1 Hour	



CITIZEN'S CHARTER NO. R9-A-06. PROCESSING AND ISSUANCE OF STUDY LEAVE IN PREPARATION FOR BOARD/BAR EXAMINATIONS AND THESIS WRITING LEADING TO COMPLETION OF MASTER'S DEGREE

The Human Resource Development Section intends to capacitate and develop DENR employees and their personal and organizational skills, knowledge and ability.

Office or Division:	Human Resource Development Section, Administrative Division		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Internal: Regular Employees of DENR		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. The profession or field of study to be pursued must be relevant to the Agency's mandate and to the duties and responsibilities of the concerned official or employee		Requesting party	
2. Rendered at least two (2) years permanent service in the Department with at least Very Satisfactory (VS) performance for the last two (2) rating periods immediately preceding the application.		Personnel Section	
3. Certificate of no pending administrative case		Legal Division	
4. Certificate of having no current foreign or local scholarship grant and have fulfilled the service obligation of any previous scholarship grant		Human Resource Development Section	
5. Certificate of not be a delinquent scholar		Requesting party	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request or application with all documentary	Evaluate and assess documents submitted	None	1 Day	Human Resource Development Section Staff



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
requirements to the RED				
	Prepare endorsement approved by the Head of Office to the Assistant Secretary for Administration, Human Resource and Legislative Affairs for approval of study leave request			
	Total	None	1 Day	



CITIZEN'S CHARTER NO. R9-F-01. PROCESSING OF SUB-ALLOTMENT ADVICE (SAA) & NOTICE OF TRANSFER OF ALLOCATION (NTA)

This Form shall be used by the Requesting/Originating Offices in downloading, transfer of allotment, and cash to operating units.

Office or Division:	Budget Unit/Section, Finance Section/Division DENR PENR and Regional Office
Classification:	Complex
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	Internal: Permanent Personnel External: Personnel under Contract of Service, Service Provider and Supplier
CHECKLIST OF REQUIREMENTS	
Letter request	WHERE TO SECURE
Approved revised Work and Financial Plan	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Submit request to download/transfer of allotment/Cash to operating units through issuance of Sub-Allotment Advice (SAA)/Notice of Transfer of Allocation (NTA)	Receive letter request and forward to the comptroller	None	3 Minutes	Rollie A. Omandam
Check and verify availability of allotment/Cash			2 Minutes	Amy P. Peniones/Leonarda T. Jusay/Lielani L. Valmonte



Check, verify and review if the request is in accordance with the approved Work and Financial Plan			2 Minutes	Edgardo M. Castro
Prepare SAA/NTA			2 Minutes	Amy P. Peniones
Posting of charges of SAA/NTA to respective registries			2 Minutes	Amy P. Peniones/Leonarda T. Jusay/Lielani L. Valmonte
Review and sign under prepared by of the SAA/NTA			2 Minutes	Edgardo M. Castro
Forward to concerned offices for signature and approval of the head of the office or his duly authorized representative by fund/PAP			2 Minutes	Alma C. Rubio/Rollie A. Omandam
		Total	15 Minutes	



LANDS SECTOR (EXTERNAL SERVICES)



CITIZEN'S CHARTER NO. R9-LPD-01. LOG LUMBER SUPPLY CONTRACT OF REGISTRATION

This contract (log/lumber) is required to applicant to operate a new sawmills and certificate of registration as lumber dealer permits /or renewal thereof.

Office or Division:	DENR CENRO to Regional Office		
Classification:	Simple		
Type of Transaction:	Government to Citizen Government to Business		
Who may avail:	For log- IFMA, PLTAP/SPLTP/CTPO holder with tree plantations, new and renewal applicants for wood processing plants as veneer, sawmilland mini-sawmill.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Log Supply Contract under oath executed by and between tenured holders and tree plantations and wood processing plant owner/operator.		1. Applicant	
2. For Lumber, a corresponding Registration Fee and Permit Fee pursuant to DAO No. 2004-16;		2. CENRO	
3. Certified true copy of CTPO, if supplier is the CPTO holder;			
4. Tally sheet in Excel format in CD;			
5. Sketch map with tree charting of the inventoried trees;			
6. Geotagged pictures;			
7. Original field tally sheets;			
8. Certification from the CENRO that the titled land is within Alienable and Disposable (A&D).			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Receive and record application and forward to LPDD Chief	None	30 Minutes	FUS Receiving Clerk, Regional Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Conduct detailed review/evaluation of application	None	1 Day	Chief/Staff, FUS, RO
	Prepare the CR to Import, letter to the proponent and Memorandum instruction to PENRO/CENRO to monitor compliance of the Terms and Conditions	None	3 Hour	Chief/Staff, FUS, RO
	Review/initial and forward the documents to ARD for Technical Services	None	1 Hour	Chief, LPDD, RO
	Review/initial and forward the documents for the Regional Executive Director (RED)'s signature	None	1 Hour	ARD, TS, RO
	Sign/approve the CR to Import, letter to the applicant and memorandum instruction to PENRO/CENRO	None	1 Day	Receiving/Releasing Clerk RO Records Section
		Total	2 Days & 5 Hours 30 Minutes	

Note: All documentary requirements to be attached should be certified and authenticated as true, if the documents submitted are copies of the original.



CITIZEN'S CHARTER NO. R9-LPD-02. LOG LUMBER CERTIFICATE OF REGISTRATION

This Certificate of Registration is issued to Dealer/Agent/Contractor of logs, lumber, and poles upon registration with the DENR (R.A. 1239, Series of 1955, FAO 26, Series of 1956 and DAO No. 1994-08).

Office or Division:	DENR CENRO to Regional Office		
Classification:	Simple		
Type of Transaction:	Government to Citizen Government to Government		
Who may avail:	Any Filipino citizen, private corporations, holder/s of wood processing plant permit as sawmill and mini-sawmill		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter application or duly accomplished Application Form;		Requesting Party	
2. For Lumber, a corresponding Registration Fee and Permit Fee pursuant to DAO No. 2004-16;		CENRO	
3. For Log/Pole, a corresponding Registration Fee and Permit Fee pursuant to DAO No. 2004-16;		CENRO	
4. Forestry Bond (specifying permit applied for) either Cash – P1,000.00 or Surety Bond – P1,250.00;		CENRO	
5. Articles of Partnership or Incorporation duly registered with the SEC if application is filed by partnership, corporation or association;		SEC or CDA	
6. Certified copy of Business name of Trade name duly registered with the DTI if applicant is using a trade name;		DTI	
7. Mayor's permit together with certification from the city or municipal treasurer stating that the operation on the intended business does not violate any existing ordinance of said city/municipality;		Mayor	



8. Barangay Resolution interposes no objection on the application;	Barangay
9. Copy of Annual Income Tax Return for the last two (2) years (Individual or Corporate Annual Income Tax Return), if applicable;	BIR
10. Geo-tagged pictures of the proposed lumberyard/log pond to certified by the Inspecting Forest Officers and attested under oath by the CENRO concerned;	CENRO
11. Certification of adequate cash capital deposit from a bank and affidavit of the applicant stating that said deposit shall be used solely for the intended business;	Bank
12. Business Plan; and	Requesting Party
13. Approved Log/Lumber/Pole Supply Contract with legitimate sawmill operator/timber concessionaires.	CENRO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Receive and record application and forward to LPDD Chief	None	30 Minutes	FUS Receiving Clerk, Regional Office
	Conduct detailed review/evaluation of application	None	1 Day	Chief/Staff, FUS, RO
	Prepare the CR to Import, letter to the proponent and Memorandum instruction to PENRO/CENRO to	None	3 Hour	Chief/Staff, FUS, RO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	monitor compliance of the Terms and Conditions			
	Review/initial and forward the documents to ARD for Technical Services	None	1 Hour	Chief, LPDD, RO
	Review/initial and forward the documents for the Regional Executive Director (RED)'s signature	None	1 Hour	ARD, TS, RO
	Sign/approve the CR to Import, letter to the applicant and memorandum instruction to PENRO/CENRO	None	1 Day	Receiving/Releasing Clerk RO Records Section
Total			2 Days & 5Hours 30 Minutes	

Note: All documentary requirements to be attached should be certified and authenticated as true, if the documents submitted are copies of the original.



CITIZEN'S CHARTER NO.LPD -03. WOOD EXPORTATION

This document is issued by allowing the exportation of any wood based products (DAO No.91-54).

Office or Division:	DENR CENRO to Regional Office	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen Government to Business	
Who may avail:	Individuals, licensed wood processors/exporters and corporations, partnerships and associations.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. For Individuals	<ul style="list-style-type: none"> a. Photocopy of purchase order b. Letter of Credit issued by the Central Bank of the Philippines c. Certified photo copies of Income Tax Returns for the last three (3) years, if applicable (for new applicants) d. Sworn statement authorizing DENR representative/s to verify submitted information. 	Applicant
2. For Licensed Wood Processors/Exporters:	<ul style="list-style-type: none"> a. All documents required for individual applicants b. Photocopy of permit to operate a wood processing plant and corresponding official receipts. 	Applicant
3. For Corporations, Partnerships and Associations other than Licensed Wood Processors or Exporters:	<ul style="list-style-type: none"> a. All documents required for individual applicants b. Certified photocopy of SEC Registration (for new applicants) c. Certified photocopy of Articles of Incorporation and By Laws d. Audited Financial Statements for the immediately preceding three (3) years (for new applicant) 	Applicant



e. Authorization duly approved by the BOD designating their representative to sign and follow-up documents.	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Receive and record application and forward to LPDD Chief	None	30 Minutes	FUS Receiving Clerk, Regional Office
	Conduct detailed review/evaluation of application	None	1 Day	Chief/Staff, FUS, RO
	Prepare the CR to Import, letter to the proponent and Memorandum instruction to PENRO/CENRO to monitor compliance of the Terms and Conditions	None	3 Hour	Chief/Staff, FUS, RO
	Review/initial and forward the documents to ARD for Technical Services	None	1 Hour	Chief, LPDD, RO
	Review/initial and forward the documents for the Regional Executive Director (RED)'s signature	None	1 Hour	ARD, TS, RO
	Sign/approve the CR to Import, letter to the applicant and memorandum instruction to PENRO/CENRO	None	1 Day	Receiving/Releasing Clerk RO Records Section
		Total	2 Days 5 Hours & 3 Minutes	

Note: All documentary requirements to be attached should be certified and authenticated as true, if the documents submitted are copies of the original.



CITIZEN'S CHARTER NO. R9-LPD-04 - SPECIAL LAND USE PERMIT

This Certificate of Registration is issued to Dealer/Agent/Contractor of logs, lumber, and poles upon registration with the DENR (R.A. 1239, Series of 1955, FAO 26, Series of 1956 and DAO No. 1994-08).

Office or Division:	DENR CENRO to Regional Office	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen Government to Government Government to Business	
Who may avail:	Any Filipino citizen of legal age, association or corporation, cooperative or partnership or a juridical person, at least 60% of the capital of which by Filipino citizen.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application from duly accomplished	Applicant	
2. Application fee of P500.00 per application	CENRO	
3. Map of the area applied for, with technical description, coordinates of longitude and latitude and tie point from the nearest landmark.	CENRO	
4. Indicative Management Plan describing how the area will be developed, etc. with the SEC if application is filed by partnership, corporation or association;	Applicant	
5. Initial Environmental Examination (IEE) as basis for issuance of ECC.	EMB	
6. Appropriate clearance from NCIP municipal treasurer stating that the operation on intended business does not violate any existing ordinance said city/municipality;	NCIP	
7. Proof of financial capability to develop and manage the area applied for.	Bank	
8. Endorsement from Local Government Units (LGUs).	LGU	
9. Payment of Performance bond twice the annual rental or users fee as the case maybe, but not less than P10,000.00. Provided, that 50% of the computed bond deposit shall be posted in CASH and the balance in the form of surety bond with a duration of five (5) years renewable every five (5) years in case of a lease or management agreement or coterminous to a	CENRO	



permit. Provided, further, that the face value of the surety bond shall be increased by 25% and to be certified by the Inspecting Forest Officers and attested under oath by the CENRO concerned;	
10. Business Plan and affidavit of the applicant stating that said deposit shall be used solely for the intended business;	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Receive and record application and forward to LPDD Chief	None	30 Minutes	FUS Receiving Clerk, Regional Office
	Conduct detailed review/evaluation of application	None	1 Day	Chief/Staff, FUS, RO
	Prepare the CR to Import, letter to the proponent and Memorandum instruction to PENRO/CENRO to monitor compliance of the Terms and Conditions	None	3 Hour	Chief/Staff, FUS, RO
	Review/initial and forward the documents to ARD for Technical Services	None	1 Hour	Chief, LPDD, RO
	Review/initial and forward the documents for the Regional Executive Director (RED)'s signature	None	1 Hour	ARD, TS, RO
	Sign/approve the CR to Import, letter to the applicant and memorandum instruction to PENRO/CENRO	None	1 Day	Receiving/Releasing Clerk RO Records Section
		Total	2 Days & 5Hours 30 Minutes	

Note: All documentary requirements to be attached should be certified and authenticated as true, if the documents submitted are copies of the original.



CITIZEN'S CHARTER NO.LPD-05 - FREE PATENT APPLICATION (5-10 HA)

Office or Division:	Licenses, Patents and Deeds Division	
Classification:	Simple	
Type of Transaction:	Government to Private	
Who may avail:	Filipino Citizen	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application Form		at CENRO level
Documentary Stamp		
Affidavit of landholding		
Joint affidavit of two Disinterested Person		
Notice of Application		
Notice of Posting		
Proof of payment of Taxes or Tax dedications (indicate classification of land)		
Investigation report(preliminary and final)		
Certification from LRA/RTC		
Certification on the Classification of the Land		
Transfer of rights, Deed of Absolute Sale (If not the original claimant)		
Deed of donation or Waiver of Rights (If not the original claimant)		
Projection		
SPA (when applied by Heirs)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Application for Free Patent (above 5 Has. but not more 10 Has. submitted by CENRO and indorse by PENRO)	Receive and record the application and forward to the Chief, Patents and Deeds Section (PDS)	fees paid at CENRO level	30 minutes	LPDD/PDS Receiving Clerk, Regional Office
	Conduct detailed review/evaluation of the submitted documents, if there are no more documents/report needed,		3 hours	Chief/Staff, PDS, Regional Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>he/she affix his/her initial on the Judicial form and prepare the memorandum for the Regional Executive Director (RED) requesting for his/her approval and signing of the Judicial form and forward to the Chief, Licenses, Patents and Deeds (LPDD), but if found that there are other documents/report needed from the concerned CENRO, the same shall be returned for compliance.</p>			
	<p>Review/affix his/her initial on the Judicial form and the memorandum for the RED and forward to Assistant Regional Director for Technical Services (ARD, TS)</p>		1 hour	Chief, LPDD, Regional Office
	<p>Review/affix his/her initial on the Judicial form and the memorandum and forward to Regional Executive Director (RED)</p>		2 hours	ARD, TS, Regional Office
	<p>Sign/approve the Free Patent and the memorandum with instruction to concerned PENRO/CENRO</p>		1 day	RED, Regional Office
	<p>Record and release the memorandum and the approved Free Patent with complete documents.</p>		30 minutes	Receiving/Releasing Clerk RO Records Section
	Total =	None	1 day and 7 Hours	



CITIZEN'S CHARTER NO. R9-LPD-06. APPLICATION FOR FREE PATENT ABOVE 10 HECTARES BUT NOT MORE THAN 12 HAS

Request for Application of Free Patent (10-12 ha).

Office or Division:	Licenses, Patents and Deeds Division
Classification:	Simple
Type of Transaction:	Government to Private
Who may avail:	Filipino Citizen
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Application Form	at CENRO level
Documentary Stamp	
Affidavit of landholding	
Joint affidavit of two Disinterested Person	
Notice of Application	
Notice of Posting	
Proof of payment of Taxes or	
Tax dedications (indicate classification of land)	
Investigation report(preliminary and final)	
Certification from LRA/RTC	
Certification on the Classification of the Land	
Transfer of rights, Deed of Absolute Sale (If not the original claimant)	
Deed of donation or Waiver of Rights (If not the original claimant)	
T.D. Verification	
Projection	
SPA (when applied by Heirs)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Application for Free Patent (above 5 Has. but not more 10 Has. submitted by CENRO and indorse by PENRO)	Receive and record the application and forward to the Chief, Patents and Deeds Section (PDS)	fees paid at CENRO level	30 minutes	LPDD/PDS Receiving Clerk, Regional Office
	Conduct detailed review/evaluation of the submitted documents, if there are no more documents/report needed, he/she affix his/her initial on the Judicial form and prepare the memorandum for the Regional Executive Director (RED) requesting for his/her approval and signing of the Judicial form and forward to the Chief, Licenses, Patents and Deeds (LPDD), but if found that there are other documents/report needed from the concerned CENRO, the same shall be returned for compliance.		3 hours	Chief/Staff, PDS, Regional Office
	Review/affix his/her initial on the Judicial form and the memorandum for the RED and forward to Assistant Regional Director for Technical Services (ARD, TS)		1 hour	Chief, LPDD, Regional Office
	Review/affix his/her initial on the Judicial form and the memorandum and forward to Regional Executive Director (RED)		2 hours	ARD, TS, Regional Office
	Sign/approve the Free Patent and the memorandum with instruction to concerned PENRO/CENRO		1 day	RED, Regional Office
	Record and release the memorandum and the approved Free Patent with complete documents.		30 minutes	Receiving/Releasing Clerk RO Records Section
Total	NONE	1 Day and 8 Hours		



CITIZEN'S CHARTER NO. R9-LPD-07. APPLICATION FOR APPROVAL OF APPRAISAL REPORT (FORESHORE LEASE)

Office or Division:	Licenses, Patents and Deeds Division
Classification:	Simple
Type of Transaction:	Government to Private
Who may avail:	Filipino Citizen, Corporations
CHECKLIST OF REQUIREMENTS	
	WHERE TO SECURE
1. Approved survey plan	At CENRO Level
2. Foreshore lease application or miscellaneous lease application, as the case maybe If applied for by corporation a Board resolution Spatial Power of Attorney endorsing who among the incorporators will represent the company/corporation, is needed.	
3. Preliminary report of investigation	
4. Appraisal report	
5. Comment and recommendation of the District/ City Engineer, DPWH with the concurrence of the of the Secretary of DPWH	
6. Comment and recommendation of the Local Port Authority concerned with the concurrence of the General Manager of PPA	
7. Comment and recommendation of the Department of Tourism if for Beach Resort purposes.	
8. Environmental Compliance Certificate	
9. Feasibility Study and Development Plan	
10. Cost estimate of the proposed and existing improvements	
11. Recommendation of approval of appraisal and request for authority	
12. Approval of appraisal and request for authority to lease the land	
13. Proof of payment of publication expenses is appraised value of land is more than P240.00	
14. Notice of right to lease the land.	
15. Proofs of posting and publication of the notice of the right to lease the land, Official Gazette, Newspaper of General Circulation, CENRO, Provincial/Municipal/City Hall	
16. Report of Bidding (Oral)	
17. Proof of payment of 10% of one year rental	
18. Order of Award	
19. Proof of payment of one year rental	



20. Lease of contract	
21. Letter of applicant enclosing prepared Lease Contract for his signature and two (2) credible witnesses duly notarized.	
22. Letter forwarding the same Lease Contract to official concerned for his approved Lease Contract.	
23. Letter to the officials concerned and applicant transmitting a copy of the approved Lease Contract.	
24. Others: a. Competent evidence of identity b. Certified true copy of Zonal Valuation from BIR for commercial/industrial.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Appraisal report submitted by CENRO and Indorse by PENRO	Receive and record the application and forward to the Chief, Patents and Deeds Section (PDS)	Fees paid at CENRO level	30 minutes	LPDD/PDS Receiving Clerk, Regional Office
	Conduct detailed review/evaluation of the submitted documents, if there are no more documents/report needed, he/she prepare Complete Staff Work (CSW) and affix his/her initial on the Approval for Appraisal form and the memorandum for the Secretary and forward to the Chief, Licenses, Patents and Deeds (LPDD), but if found that there are other documents/report needed from the concerned CENRO, the same shall be returned for compliance.		1 Day	Chief/Staff, PDS, Regional Office
	Review/affix his/her initial on the Approval of Appraisal form and the CSW for the secretary and forward to Assistant Regional Director for Technical Services (ARD, TS)		1 Hour	Chief, LPDD, Regional Office
	Review/affix his/her initial on the Approval of Appraisal form and the		2 Hours	ARD, TS, Regional Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	CSW for the secretary and forward to Regional Executive Director (RED).			
	Review/affix his/her initial on the Approval of Appraisal Form and sign the CSW for the Secretary.		1 Day	RED, Regional Office
	Record and release the CSW with complete documents and the appraisal form for approval.		30 Minutes	Receiving/Releasing Clerk RO Records Section
	Total	None	4 Hours and 2 Days	



CITIZEN'S CHARTER NO.LPD-08 - APPLICATION FOR PROVISIONAL PERMIT (FORESHORE LEASE)

Issuance of a tenurial instrument for a foreshore or miscellaneous lease application over a foreshore area of land good for ozone (1) year and renewable every year until a Lease Agreement is being issued.

Office or Division:	Licenses, Patents and Deeds Division	
Classification:	Simple	
Type of Transaction:	Government to Private	
Who may avail:	Filipino Citizen, Corporations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Foreshore or Miscellaneous Lease Application form		CENRO
2. Preliminary investigation report		
3. Appraisal report with attached BIR & As sessions of Zonal value.		
4. Survey plan whether approved or not.		

Note: All documents must be original copies to be submitted in four (4) folders.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Application for Provisional/Revocable Permit submitted by CENRO and indorse by PENRO	Receive and record the application form and forward to the Chief, Patents and Deeds Section (PDS)		30 Minutes	LPDD/PDS Receiving Clerk, Regional Office
	Conduct detailed review/evaluation of the submitted documents and prepare the Provisional/Revocable Permit for signature of the Regional Executive Director (RED) including letter and memo other instruction the concerned PENRO/CENRO	Fees paid at CENRO Level	3 Hours	Chief/Staff, PDS, Regional Office
			1 Hour	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>and permit issued and forward to Chief, Licenses, Patents and Deeds (LPDD),</p> <p>Review/initial and forward the permit and the memorandum to</p> <p>Assistant Regional Director for Technical Services (ARD, TS)</p> <p>Review/initial and forward the permit and the memorandum for the Regional Executive Director (RED) signature and approval</p> <p>Approve the permit and the sign memorandum concerned PENRO/CENRO</p> <p>Record and release the memorandum and approved Permit with complete documents to PENRO/CENRO</p>		<p>2 Hours</p> <p>1 Day</p> <p>30 Minutes</p>	<p>Chief, LPDD, Regional Office</p> <p>ARD, TS, Regional Office</p> <p>RED, Regional Office</p> <p>Receiving/Releasing Clerk RO Records Section</p>
	TOTAL	NONE	1 Day and 7 Hours	



CITIZEN'S CHARTER NO. R9-LPD-09 - APPLICATION FOR REVOCABLE PERMIT (FORESHORE LEASE)

Office or Division:	Licenses, Patents and Deeds Division		
Classification:	Simple		
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen		
Who may avail:	Filipino Citizen, Corporations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Same at CENRO level		at CENRO level	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Approved survey plan		CENRO LEVEL		
2. Foreshore lease application or miscellaneous lease application, as the case maybe a. If applied for by corporation, a Board resolution Spatial Power of Attorney endorsing who among the incorporators will represent the company/corporation, is needed.				
3. Preliminary report of investigation				
4. Appraisal report				
5. Comment and recommendation of the District/ City Engineer, DPWH with the concurrence of the of the Secretary of DPWH				
6. Comment and recommendation of the Local Port Authority concerned with the concurrence of the General Manager of PPA				
7. Comment and recommendation of the Department of Tourism if for Beach Resort purposes.				
8. Environmental Compliance Certificate				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
9. Feasibility Study and Development Plan				
10. Cost estimate of the proposed and existing improvements				
11. Recommendation of approval of appraisal and request for authority				
12. Approval of appraisal and request for authority to lease the land				
13. Proof of payment of publication expenses is appraised value of land is more than P240.00				
14. Notice of right to lease the land.				
15. Proofs of posting and publication of the notice of the right to lease the land, Official Gazette, Newspaper of General Circulation, CENRO, Provincial/Municipal/City Hall				
16. Report of Bidding (Oral)				
17. Proof of payment of 10% of one rental				
18. Order of Award				
19. Proof of payment of one year rental				
20. Lease of contract				
21. Letter of applicant enclosing prepared Lease Contract his signature and two (2) credible witnesses duly notarized.				
22. Letter forwarding the same Lease to official concerned his approved Lease Contract.				
23. Letter to the officials concerned and applicant transmitting a copy of the approved Lease Contract.				
24. Others: a. Competent evidence of identity b. Certified true copy of Zonal Valuation from BIR for commercial/industrial.				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Appraisal report submitted by CENRO and Indorse by PENRO	Receive and record the application and forward to the Chief, Patents and Deeds Section (PDS)	Fees paid at CENRO level	30 minutes	LPDD/PDS Receiving Clerk, Regional Office
	Conduct detailed review/evaluation of the submitted documents, if there are no more documents/report needed, he/she prepare Complete Staff Work (CSW) and affix his/her initial on the Approval for Appraisal form and the memorandum for the Secretary and forward to the Chief, Licenses, Patents and Deeds (LPDD), but if found that there are other documents/report needed from the concerned CENRO, the same shall be returned for compliance.		1 Day	Chief/Staff, PDS, Regional Office
	Review/affix his/her initial on the Approval of Appraisal form and the CSW for the secretary and forward to Assistant Regional Director for Technical Services (ARD, TS)		1 Hour	Chief, LPDD, Regional Office
	Review/affix his/her initial on the Approval of Appraisal form and the CSW for the secretary and forward to Regional Executive Director (RED).		2 Hours	ARD, TS, Regional Office
	Review/affix his/her initial on the Approval of Appraisal Form and sign the CSW for the Secretary.		1 Day	RED, Regional Office
	Record and release the CSW with complete documents and the appraisal form for approval.		30 Minutes	Receiving/Releasing Clerk RO Records Section
	Total		2 Days and 4 Hours	



BIODIVERSITY SECTOR (EXTERNAL INTERNAL SERVICES)



CITIZEN'S CHARTER NO. R9-CRMF-01. AFFIRMATION OF COMMUNITY RESOURCE AND MANAGEMENT FRAMEWORK (CRMF)

The CRMF is a strategic plan of the community on how to manage and benefit from the forest resources on a sustainable basis. It describes the community's long-term vision, aspirations, commitments and strategies for the protection, rehabilitation, development and utilization of forest resources. The CRMF shall provide detailed activities for the first five (5) years which shall serve as the 5-year work plan of the PO

Office or Division:	Conservation and Development Division	
Classification:	3 Highly Technical	
Type of Transaction:	G2C-Giverment to Citizen	
Who may avail:	External	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	Certified true copy of issued Community-Based Forest	People Organization/Applicants
2.	Thematic maps	People Organization/Applicants
3.	Formulated CRMF & FYWP	People Organization/Applicants
4..	Certificate of Registration	SEC/CDA/DOLE
5.	Document Description in folder	PO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Creation of CRMF Facilitator's	The CENRO makes Special Order.	NONE	1 day	CENR Officer with the assistance of CENRO CBFM Coordinator
2. Gathering of Related Documents Needed for CRFM	The CENRO concern validated the rectified map of CBFMA area, and gather the needed documents such as accomplished community and PO Profile, Updated List of CBFM-PO	NONE	3 days	CRMF Facilitator's Team (CENRO CBFM Coordinator, GIS expert, and other PO Officers and Member)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Officers and Members, and Updated List of Non-PO members with claims within CBFMA area			
3. Preparation of Maps	The GIS experts assist in the preparation of maps (Ready to print CBFMA base map, thematic and Grid Index Maps)	NONE	3 days	GIS expert, PO and CENRO Facilitator's Team
4. Reconnaissance Survey	The CENRO CRMF facilitators team will make schedule of said activities and inform the PO	NONE	3 days	GIS expert, PO and CENRO Facilitator's Team
5. PO Orientation/Training and creation PO planning team	The CENRO facilitators team will conduct PO orientation and assist the PO in drafting of PO resolution creating the PO planning team	NONE	2 days	PO and CENRO Facilitator's Team
6. Situational analysis Community Mapping, SWOC) Defining Vision Mission, Goal and Objection.	The CENRO facilitators team assist the PO in the conduct of community mapping, SWOC and Defining Vision, Mission, Goals and Objectives activities	NONE	2 days	CENRO Facilitator's Team and PO
7. Integration/Consolidation of Outputs for the Package of CRMF	a. The CENRO facilitators team assist the PO in drafting package CRMF	NONE	5 days	GIS expert, CENRO Facilitator's Team and PO
• Validated Community and PO Profile	b. The team inform the PO on schedule for			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	consultation and Ratification of CRMF			
<ul style="list-style-type: none"> Updated of CBFMA Area 				
<ul style="list-style-type: none"> Statement of VMGO 				
<ul style="list-style-type: none"> Matrix of strategies and Activities (25 years, FYWP) 				
8. Consultation and Ratification CRMF	a. The team will assist the PO in the presentation of ratification of CRMF b. If the CRMF has been ratified c. The team inform the PO to forward the ratified CRMF to CENRO Office.	NONE	2 days	GIS expert, CENRO Facilitator's Team and PO
9. Submitted Ratified for affirmation (Package)	The CENRO CBFM coordinator will review and if found the documents in order the CENRO endorse/submit to PENRO for further review	NONE	2 days	CENRO CBFM Coordinator, CENRO
10. Affirmation of CRMF	The PENRO will review and submit/endorse to RED	NONE	2 days	CENRO CBFM Coordinator, CENRO
11. Affirmation of CRMF	The Regional Office will review and endorse to FMB (Undersecretary for Field Operation) for Affirmation and Approval	NONE	5 days	RED, PENRO, CENRO, CBFM Coordinator
12. Affirmation and Approval of CRMF	The FMB personnel who in-charge in the conduct of review on the submitted CRMF will review and endorse to	NONE	10 days	FMB, RED, PENRO, CENRO, CBFM, Coordinator



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Undersecretary for field Operations for his Affirmation and Approval			
13. Affirmation CRMF	The CENRO concern will inform the PO that the strategic plan of CBFMA is Approved	NONE	2 days	RED, PENRO, CENRO, CBFM Coordinator
	TOTAL	NONE	42 days	



CITIZEN'S CHARTER NO. R9-CDD-01. PROCESSING OF AREA CLEARANCE WHETHER OR NOT PROPOSED THE PROJECT/s IS WITHIN PA's

This Clearance is issued by the Regional Office to the requesting party as to the status of the proposed project site whether or not the same falls within protected area (under NIPAS).

Office or Division:	Protected Area Management and Biodiversity Conservation Section - CDD	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
	G2G – Government to Government	
Who may avail:	NGAs/LGUs/Contractors/others	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Intent	Applicant	
2. Project Brief	Applicant	
3. Location Map with T.D. of the proposed project site	Applicant	
4. Geotag Photos of the proposed project site		
5. Other requirements	(as may be required)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
File application at the DENR Regional Office	1. Review the submitted requirements	N/A	2 Days	CDD-PAMBCS/ RED
	2. If found complete and in order verify whether the proposed project site is within PA or NOT			
	3. Prepare the Area Clearance for RED's signature			
	4. Notify the applicant that the area clearance is ready for release.			
Upon receipt of notification, the		N/A	1 Day	CDD-PAMBCS



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
applicant will claim the requested Area Clearance				
	TOTAL	None	3 Days	



CITIZEN'S CHARTER NO. R9-CDD-02 - PROCESSING OF SPECIAL USE AGREEMENT IN PAs (SAPA)

This instrument is an agreement between the DENR and the project proponent for the use and/or development of land, resources or facilities within protected areas pursuant to the NIPAS Act, as amended

Office or Division:	Protected Area Management and Biodiversity Conservation Section - CDD	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
	G2G – Government to Government	
Who may avail:	Businessmen/For Profit Organizations/LGUs/Corporations/PACBRMA Holder	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Intent		Applicant/Proponent
2. Duly accomplished application form (Annex A, DAO No. 2007-17)		Nearest DENR Office; downloadable at denr.gov.ph
3. Certified copy of Birth Certificate or other evidence for Filipino citizenship (for individuals) or of ownership (for corporations)		Applicant/Proponent
4. Project description (with supporting documents)		Applicant/Proponent
5. Proof of financial capability		Applicant/Proponent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
File application and pay Administrative Fee at the PAMO/DENR Office where the station of the PASu	Review the submitted requirements Check the status of the area Endorses application for deliberation on the next scheduled PAMB Meeting (either regular or special)	P5,000.00	7 Days	PASu
	If found complete and in proper order, verify whether the proposed project site is within PA or NOT			
	Prepare the Area Clearance for RED's signature			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Present the project proposal at PAMB Meeting	The applicant will present its project proposal at PAMB meeting to seek clearance as one of the requirements in processing for ECC PAMB to issue clearance through a resolution or to disapprove the project proposal	N/A	7 Days	PASu/PAMB/ CDD-PAMBCS/ RED
Informs applicant on the status of his/her application	After the meeting, the PASu will inform the applicant through letter if the application was approved or disapproved by the PAMB	N/A	2 Hours	PASu
If issued with PAMB clearance, submit its application for ECC to the EMB Regional Office	To conduct site assessment of the applied area and to prepare an EIA Report Review/Deliberates the submitted CDMP and the EIA Report RD-EMB to approve the CDMP and issue ECC or disapprove	N/A	15 Days	EMB Regional Office
If approve, receives ECC. Submit the CDMP and ECC to PAMO/DENR Office where the station of the PASu	Endorses the EMB-approved CDMP and ECC for deliberation on the next scheduled PAMB Meeting (either regular or special) The applicant present at PAMB Meeting the EMB-approved CDMP and its ECC for PAMB's approval through a resolution	N/A	15 Days	
If approve, receives notification/advisory from the PASu	The PASu to endorse the SAPA application with enclosures through channel to the RO The RO will review the submitted SAPA application, when found complete and in proper order; the same will be endorsed to the	None	1 Day	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>Secretary and recommends for the issuance of SAPA</p> <p>The BMB will review the SAPA application, if found complete and in proper order, the BMB will likewise recommend for the Secretary to issue SAPA</p> <p>The PASu, upon receipt of the SAPA from the DENR Central Office through channel, will notify the proponent</p>			
	Total	None	45 Days and 2 Hours	



CITIZEN'S CHARTER NO. R9-CDDPA-01. PROCESSING OF GRATUITOUS PERMIT FOR RESEARCH PURPOSES WITH PAs

This permit is issued to any individual or entity engaged in noncommercial scientific or educational undertaking to collect wildlife.

Office or Division:	Protected Area Management and Biodiversity Conservation Section/CDD		
Classification:	Simple/Complex/High Technical		
Type of Transaction:	G2C-Giverment to Citizen		
	G2G-Government to Government		
Who may avail:	Individual/group Researcher, academe and research institution		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
(Rule 15.9 of Joint DENR-DA-PSD Administrative Order No. 1, series of 2004			
1. Letter of Intent			Research Applicant
2. Copy of the Research/Project Proposal			Research Applicant
3. Letter of acceptance of local collaborators (for foreign applicants only)			Local collaborators/counterparts
4. Institution's Profile			Research Applicant
5. Endorsement from the Head of the Institution			Research Applicant
6. Prior Clearance obtained in accordance with Rule 7.4 of Joint DENR-DA-PSD Administrative Order No.1, Series of 2004 (FPIC, LGU Clearance and/or PAMB Clearance)			NCIP/LGU/PAMB
7. Payment of application and processing fee (in accordance with Section 21 of RA 9147)			DENR
8. Other requirements			(as may be required by the concerned agency)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. File application at the PAMO/DENR Office	1. Review the submitted requirements	NONE	5 days	PASu



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
where the station of the PASu	Endorses application to the PAMB for deliberation on the next schedule meeting			
2. Present the research proposal at PAMB Meeting	2. The applicant to present its research proposal to the PAMB b. PAMB to issue clearance through a resolution for the issuance of GP or disapprove	NONE	7 days	PASu/PAMB/CDD-PAMBCS/RED
3. Informs applicant on the status of his/her application	3. The PASu will inform the applicant through letter the request for GP was granted or disapproved by PAMB	NONE	1 day	PASu
	3.1. If issued with PAMB clearance for the issuance of GP, the PASu/CENRO to indorse the application with enclosures through channel to the RO	NONE	3 days	PASu
	3.2. CDD-PAMBCS to review the submitted document, if found complete and in proper order, they will the GP for RED's approval	NONE	3.days	CDD-PAMBCS
	3.3. When GP is ready for release, the applicant will be notified	NONE	1 day	CDD-PAMBCS
4. Upon receipt of notification/advisory the GP is ready release	4. The proponent will then pay the processing fee	Php 100.00		Applicant
5. The applicant will then receive the GP upon presentation of the	5. The GP will now be release to the applicant	NONE	1 day	CDD-PAMBCS



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
official receipt of the payment made				
Total		Php 100.00	21 days	



V. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHNAISM	
How to send a feed back?	<ol style="list-style-type: none"> 1. Get a copy of the Clients Satisfactory Survey (CSR) Form. 2. Answer the CSR Form. 3. Check the Feedback and/ or Complaint 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 Officer 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 (3) three days upon receipt of the feedback.</p> <p>The answer of the concern office shall be then relayed to client.</p> <p>For inquires and follow –ups, clients may contact the following telephone number and email address:</p> <p>denr_r9@yahoo.com</p>
How to file complaints?	<ol style="list-style-type: none"> 1. Get a copy of the Clients Satisfactory Survey (CSR) Form. 2. Answer the CSR Form. 3. Check the Feedback and/ or Complaint portion of the CSR Form. 4. Drop the CSR Form at the designated drop box in front of the Public Assistance Unit Office. 5. 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 • Incident



	<ul style="list-style-type: none">• Evidence
How complaints are being processed?	<p>The Public Assistance Officer (PAO) shall open the complaints drop box on a weekly basis and evaluate each complaint. This complaints shall be classified according to gravity:</p> <ul style="list-style-type: none">• Minor• Moderate• Very Grave <p>Upon evaluation, the approval of the SMCRD Chief, the PAO shall forwarded the complaint to the relevant office for their appropriate action. The minor complaint to SMCRD; moderate to Office of the Assistant Secretary for HRDS; and very grave complaint to the Office of the Secretary.</p>
Contact Information of Anti- Red Tape Authority (ARTA)	<p>Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City Hotline: 1-ARTA (1-2782) Contact No: (02)478-5091, 478-5099 Email: complaints@arta.gov.ph Web:http://arta.gov.ph/pages/complaintform.php</p>
Contact Information of Presidential Complaint Center (PCC)	<p>Bahay Ugnayan, J.P. Laurell St. Malacañang, Manila Hotline: 8888 Contact No: (02) 736-8621, 736-8603, 736-8629, 736-8621 Email: pcc@malacañang.gov.ph Web:http://op-proper.gov.ph/presidential-action-center/</p>



Contact Information of Contact Center ng Bayan (CCB)	Text: 0908-881-6565 Contact No: 1-6565-(Php 5.00+VAT per call anywhere in the Philippines via PLDT landlines) Email: email@contactcenterngbayan.gov.ph Website: http://contactcenterngbayan.gov.ph/contact-us
Contact Center of the Office of the Ombudsman (OMB)	Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City Contact No: (02) 9262-OMB (662) Text Hotline: 0926-6994-703 LifestyleCheck: (02) 927-4102, 927-2404 Trunkline : (02) 479-7300 Email: pab@ombudsman.gov.ph



VII. LIST OF OFFICES

OFFICE	OFFICE ADDRESS	CONTACT DETAILS
DENR REGION IX - REGIONAL OFFICE		
1. Office of the Regional Executive Director - Regional Public Affairs Office	2 nd Floor, DENR Bldg., Pres. Corazon C. Aquino Regional Government Center, Balintawak, Pagadian City	(062) 945-0870
2. Regional Public Affairs Office		(062) 945-0914
3. Planning and Management Division		(062) 945-0885
4. Finance & Legal Division		(062) 945-0917
5. Commission on Audit (COA)		(062) 945-0939
6. Surveys and Mapping Division (SMD)		(062) 945-0910
7. Administrative Division (ADMIN)		(062) 945-0913
8. Office of ARD for Technical Services		(062) 945-0908
9. Conservation and Development Division; Licenses, Patents and Deeds Division		(062) 945-0948
PENRO ZAMBOANGA DEL SUR	DENR Bldg., Gatas District, Pagadian City	(062) 214-1455
CENRO GUIPOS	DENR Bldg., Guipos, Zamboanga del Sur	(062) 211-3523
CENRO RAMON MAGSAYSAY	DENR CENRO Sagun St., Zamboanga del Sur	(062) 215-3019
PENRO ZAMBOANGA DEL NORTE	DENR Bldg., Dipolog City	(065) 212-3200 (065) 212-5505
CENRO PIÑAN (Dapitan City)	DENR Bldg., Dipolog City	(065) 212-5505
CENRO LILOY	DENR Bldg., Liloy, Zamboanga del Norte	(065) 311-4053
CENRO MANUKAN (Dipolog City)	2ND Floor, DENR Bldg., Dipolog City	(065) 212-2767
CENRO SIOCON	DENR Bldg., Siocon, Zamboanga del Sur	(065) 212-5505
PENRO SIBUGAY	DENR Bldg., Ipil, Zamboanga del Norte	(062) 333- 5479
CENRO IMELDA (Bugg)	DENR Bldg., Zamboanga Sibugay	(062) 433-8125
CENRO KABASALAN (Ipil)	DENR Bldg., Brgy Simbol, Zamboanga Sibugay	(062) 3335616
CENRO ZAMBOANGA CITY	DENR CENRO- WEST, Gen. Vicente Alvarez St. Zamboanga City.	(062) 991-2569