



DEPARTMENT OF ENVIRONMENT AND
NATURAL RESOURCES (DENR) REGION-X

REGIONAL CITIZEN'S CHARTER
2024 (1st Edition)



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NATURAL RESOURCES (DENR) REGION-X

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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.

V. LIST OF SERVICES

DENR REGIONAL, PENR AND CENR OFFICES

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

CITIZEN'S CHARTER NO. RO10-F-01. ISSUANCE OF SPECIAL LAND USE PERMIT (SLUP) FOR SHORT-TERM LAND USE ONLY (NON-RENEWAL)

This permit authorizes the holder to occupy, possess and manage in consideration of specified return, any public forest land for a specific use or purpose.

Office or Division:	DENR – CENR Office, PENR Office, and Regional Office	
Classification:	Highly Technical	
Type of Transaction	G2C - Government to Citizen	
Who may avail:	Filipino Citizens and Corporations, associations, cooperatives or partnerships or a juridical person 60% of the capital of which is owned by Filipino Citizens whether private or public duly created and/or registered under Philippines laws, which is financially capable or has the capability to mobilize finances, to develop the area applied for SLUP.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Application form duly accomplished and notarized (5 Original copies) 2. Application fee of P500.00 per application (5 Original copies) 3. Geotagged Photos and Map of the area applied for, with technical description, coordinates (2) sets of longitude and latitude and tie point from the nearest landmark (5 Original copies) 4. Detailed design of the project including facilities (Temporary/Permanent) (5 Original copies) 5. Pertinent documents showing proof that the applicant is a legitimate entity qualified to be a holder of a forestland tenurial instrument or agreement, as follows: 		<p>Requesting Party</p> <p>CENR Office Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party</p>

<ul style="list-style-type: none"> ● For an individual applicant, a certified copy of birth certificate or, if the applicant is a naturalized Filipino citizen, a certified copy of his/her Certificate of Naturalization. (5 Original copies) ● For an association, corporation, cooperative or partnership, certified copy of SEC registration certificate and Articles of Incorporation/partnership, and a resolution of the corporate governing body (Board of Directors, Board of Trustees, etc.) designating the authorized representative of said corporation, association or partnership to apply/sign documents for and in behalf of the company (5 Original copies) ● For an association or partnership, a certified copy of registration from the appropriate registering agency (5 Original copies) ● For cooperative, certified copy of certificate of registration with the Cooperative Development Authority (CDA) (5 Original copies) <p>6. Indicative Management Plan indicating time frame of the project (5 Original copies)</p> <p>7. Appropriate clearance from NCIP (5 Original copies)</p> <p>8. BIR certification on the zonal valuation of the nearest commercial zone of the Barangay/Municipality or Province whichever is higher (5 Original copies)</p> <p>9. Proof of financial capability to develop and manage the area applied for (e.g. Bank Statements for the last three consecutive years) (5 Original copies)</p> <p>10. Endorsement from CENRO and PENRO concerned (5 Original copies)</p> <p>11. Resolution from Local Government Units (LGUs). (5 Original copies)</p>	<p>Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party</p> <p>DENR CENRO and PENRO</p> <p>LGU</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit duly filled-up and notarized application form together with all pertinent requirements in 5 copies/case folders	1. Check completeness of application based on Checklist of requirements and stamped receive. Forward the application to the Deputy CENR Officer/CENR Officer, Chief, RPS and Chief, FUU	None	1 hour and 30 minutes	Receiving Clerk
1.1 None	1.1 Review of Application/Documents submitted and refer the application/case folder to the concerned technical staff	None	1 hour	Chief FUU and Technical staff
1.2 None	1.2 Prepare Order of Payment	None	20 minutes	FUU Technical
2. Pay the required fees	2. Accept payment and issue Official Receipt (OR) pursuant to DAO No. 2004-16 dated June 15, 2004	Php500.00	20 minutes	Credit Officer
2.1. None	2.1 Conduct pre-assessment to the area applied and submit a report to CENRO.	None	1 day	Chief, FUU

2.2 None	2.2 Endorse the report to the Regional Office thru channel for subsequent scheduling of the biophysical assessment by the composite team	None	2 days	Chief, FUU
3. Guide/accompany the Inspection Team to the Plant	3. Conduct biophysical assessment of the applied area with DENR CENRO/PENRO/RO Composite Team	None	7 days	Inspection Team
3.1 None	3.1 Prepare biophysical assessment report with attachments (map/location), geo-tagged photos, land status certification/inventory of affected trees/species.	None	3 days	Inspection Team
3.2 None	3.2 Review biophysical assessment report	None	2 hours	Chief, FUU/Chief, RPS
3.3 None	3.3 Prepare and initial indorsement to the PENRO together with all requirements/case folder/reports with favorable recommendation by the CENRO	None	1 hour	Chief, FUU
3.4 None	3.4. Receive and review the application and biophysical assessment report. Approved/ signed the	None	1 hour	CENR Officer

	endorsement/recommendation to the PENRO			
3.5 None	3.5. Record and release the application, supporting documents and endorsement to PENR Office		2 days	Releasing Clerk CENRO-PSU
PENRO				
3.6 None	3.6. Receive documents and forward to Chief, Technical Services Division (TSD)	None	1 hour	Receiving/Releasing Clerk PENRO Records Unit
3.7 None	3.7. Review, endorse application and prepare memorandum endorsement to Regional Office thru Chief, TSD for countersigning	None	2 hours	Chief/Staff Concerned Unit/Section Chief, TSD
3.8 None	3.8. Review and sign the memorandum endorsement for the Regional Executive Director (RED)	None	1 hour	PENR Officer
3.9 None	3.9. Record and release the application and supporting documents	None	3 days	Receiving/Releasing Clerk PENRO Records Unit
REGIONAL OFFICE				
3.10 None	3.10 Receive documents and forward to LPDD	None	4 hours	<i>Shaina Myr A. Asum</i> <i>Receiving/Releasing Clerk</i> <i>RO Records Section</i>

				<p>Swietenia Bacus Receiving/Releasing Clerk ORED</p> <p>Emilyn Sarceda Receiving/Releasing Clerk OARD-TS</p> <p>Vanessa Kate P. Paragas Receiving/Releasing Clerk LPDD</p>
3.11 None	3.11 Receive and record application, and forward to Chief, FUS	None	1 hour	<p>Abigail M. Alvarez Data Controller-II</p>
3.12 None	3.12 Refer the attached maps to Surveys and Mapping Division for review/evaluation/verification and issuance of Land Classification Status per Memorandum dated September 23, 2019 of USEC for Field Operations , Atty. Juan Miguel T. Cuna	None	20 days	<p>Evelyn Bollozos Chief LES Surveys and Mapping Division</p>
3.13 None	3.13 Conduct detailed review/evaluation/verification of prepared maps by the Surveys & Mapping Division as to the actual land status of the area applied.	None	5 days	<p>Eva C. Lovete DMO-III/FUS Chief</p> <p>Joana Marie S. Zata EMS-I</p>
3.14 None	3.14 Prepare the Memorandum/Endorsement and	None	4 hours	<p>Eva C. Lovete DMO-III/FUS Chief</p>

	Special Land Use Permit (SLUP) for the RED			Joana Marie S. Zata <i>EMS-I</i>
3.15 None	3.15 Receive and review documents, Affix initial to the duplicate of prepared Special Land Use Permit, if in order, Forward to ARD for TS	None	1 hour	Dario P. Barbarona <i>Chief, LPDD</i>
3.16 None	3.16 Review/initial and forward the Special Land Use Permit for the Regional Executive Director (RED)'s signature	None	2 hours	Ronald D. Gadot <i>ARD - TS</i> <i>Regional Office</i>
3.17 None	3.17 Sign/approve the Memorandum and Special Land Use Permit	None	1 day	Henry A. Adornado <i>Regional Executive Director</i> <i>Regional Office</i>
3.18 None	3.18 Record, Control (barcode), Notarize and release approved Special Land Use Permit to applicant, copy furnished to PENRO and CENRO, Copy of the Permit may be forwarded through email.	None	3 days	Abigail M. Alvarez <i>Data Controller-II</i> Lory Jane J. Dejos <i>Forester-I</i>
	CENRO SUB-TOTAL	Php500.00		<i>15 days, 7 hours and 10 minutes</i>
	PENRO SUB-TOTAL	None		<i>3 days and 4 hours</i>
	REGIONAL OFFICE SUB-TOTAL	None		<i>30 days and 4 hours</i>
	TOTAL	Php500.00		<i>49 days, 7 hours and 10 mins</i>

CITIZEN'S CHARTER NO. RO10-F-02. ISSUANCE OF FOREST LAND-USE AGREEMENT (FLAg)

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

Office or Division:	DENR – CENR Office to Regional Office	
Classification:	Highly Technical (Multi-Stage Processing)	
Type of Transaction	G2C - Government to Citizen	
Who may avail:	Filipino Citizens and Corporations, associations, cooperatives or partnerships or a juridical person 60% of the capital of which is owned by Filipino Citizens whether private or public duly created and/or registered under Philippines laws, which is financially capable or has the capability to mobilize finances, to develop the area applied for FLAg.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request letter Application form duly accomplished Application fee of P500.00 per application(5 Original copies)	Requesting Party	
2. Geotagged Photos and Map of the area applied for, with technical description, coordinates (2) sets of longitude and latitude and tie point from the nearest landmark (5 Original copies)	CENR Office	
3. Detailed design of the project including facilities (Temporary/Permanent) (5 Original copies)	Requesting Party	
4. Pertinent documents showing proof that the applicant is a legitimate entity qualified to be a holder of a forestland tenurial instrument or agreement, as follows:	Requesting Party	

<ul style="list-style-type: none"> ● For an individual applicant, a certified copy of birth certificate or, if the applicant is a naturalized Filipino citizen, a certified copy of his/her Certificate of Naturalization (5 Original copies) ● For an association, corporation, cooperative or partnership, certified copy of SEC registration certificate and Articles of Incorporation/partnership, and a resolution of the corporate governing body (Board of Directors, Board of Trustees, etc.) designating the authorized representative of said corporation, association or partnership to apply/sign documents for and in behalf of the company (5 Original copies) ● For an association or partnership, a certified copy of registration from the appropriate registering agency (5 Original copies) ● For cooperative, certified copy of certificate of registration with the Cooperative Development Authority (CDA) (5 Original copies) 	
<p>5. Indicative Management Plan indicating time frame of the project (5 Original copies)</p>	<p>Requesting Party</p>
<p>6. Appropriate clearance from NCIP (5 Original copies)</p>	<p>Requesting Party</p>
<p>7. BIR certification on the zonal valuation of the nearest commercial zone of the Barangay/Municipality or Province whichever is higher (5 Original copies)</p>	<p>Requesting Party</p>
<p>8. Proof of financial capability to develop and manage the area applied for (e.g. Bank Statement within two (2) years) (5 Original copies)</p>	<p>Requesting Party</p>

9. Endorsement from CENRO and PENRO concerned (5 Original copies)		DENR CENRO and PENRO		
10. Resolution from Local Government Units (LGUs) (5 Original copies)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit duly filled-up and notarized application form together with all pertinent requirements in 5 copies/case folders	1. Check completeness of application based on Checklist of requirements and stamped receive. Forward the application to the Deputy CENR Officer/CENR Officer, Chief, RPS and Chief, FUU	None	1 hour and 30 minutes	Receiving Clerk
1.1 None	1.1. Review and refer the application/case folder to the concerned technical staff	None	1 hour	Chief FUU and Technical staff
1.2 None	1.2 Prepare Order of Payment	None	20 minutes	FUU Technical
2. Pay the required fees	2. Accept payment and issue Official Receipt (OR)	Php500.00	20 minutes	FUU Technical Staff/Proponent Credit Officer
2.1 None	2.1 Conduct pre-assessment to the area applied and submit report to CENRO	None	1 day	Chief, FUU

2.2 None	2.2 CENRO endorse the report to the Regional Office thru channel for subsequent scheduling of the bio-physical assessment by the composite team.	None	2 days	Chief, FUU
3. Guide/accompany the Inspection Team to the Plant	3. Conduct biophysical assessment of the applied area with DENR CENRO/PENRO/RO Composite Team	None	7 days	Inspection Team
3.1 None	3.1 Prepare biophysical assessment report with attachments (map/location), geo-tagged photos, land status certification/inventory of affected trees/species.	None	3 days	Inspection Team
3.2 None	3.2. Review inspection report, prepare indorsement to the PENRO with recommendation to the CENRO and initial the document	None	1 hour	Chief, RPS
3.3 None	3.3 Receive and review the application and inspection report. Approve recommendation. Sign endorsement to PENRO.	None	1 hour	CENR Officer
3.4 None	3.4. Record and release the application, supporting documents and endorsement to PENR Office	None	2 days	Releasing Clerk CENRO-PSU
PENRO				
3.5 None	3.5 Receive documents and forward to Chief, Technical Services Division (TSD)	None	1 hour	Receiving/Releasing Clerk

				PENRO Records Unit
3.6 None	3.6. Review, endorse application and prepare memorandum endorsement to Regional Office thru Chief, TSD for countersigning	None	2 hours	Chief/Staff Concerned Unit/Section Chief, TSD
3.7 None	3.7. Review and sign the memorandum endorsement for the Regional Executive Director (RED)	None	1 hour	PENR Officer
3.8 None	3.8. Record and release the application and supporting documents	None	3 days	Receiving/Releasing Clerk PENRO Records Unit
REGIONAL OFFICE				
3.9 None	3.9 Receive documents and forward to LPDD	None	4 hours	Shaina Myr A. Asum Receiving/Releasing Clerk RO Records Section Swietenia Bacus Receiving/Releasing Clerk ORED Emilyn Sarceda Receiving/Releasing Clerk OARD-TS

				Vanessa Kate P. Paragas <i>Receiving/Releasing Clerk LPDD</i>
3.10 None	3.10 Receive and record application, and forward to Chief, FUS	None	1 hour	Abigail M. Alvarez <i>Data Controller-II</i>
3.11 None	3.11 Refer the attached maps to Surveys and Mapping Division for review/evaluation/verification and issuance of Land Classification Status per Memorandum dated September 23, 2019 of USEC for Field Operations, Atty. Juan Miguel T. Cuna	None	20 days	Evelyn Bollozos <i>Chief LES Surveys and Mapping Division</i>
3.12 None	3.12. Conduct detailed review/evaluation/verification of prepared maps by the Surveys & Mapping Division as to the actual land status of the area applied.	None	5 days	Eva C. Lovete <i>DMO-III/FUS Chief</i> Joana Marie S. Zata <i>EMS-I</i>
3.13 None	3.13 Prepare the Memorandum/Endorsement and Forest Land Use Agreement for the Regional Executive Director	None	4 hours	Eva C. Lovete <i>DMO-III/FUS Chief</i> Joana Marie S. Zata <i>EMS-I</i>
3.14 None	3.14 Receive and review documents, Affix initial to the duplicate of prepared FLAg, if in order. Forward to ARD for TS	None	1 hour	Dario P. Barbarona <i>Chief, LPDD</i>

3.15 None	3.15 Review/initial and forward for the Regional Executive Director (RED) signature	None	2 hours	Ronald D. Gadot ARD - TS Regional Office
3.16 None	3.16 Sign/approve memorandum and Forest Land Use Agreement	None	1 day	Henry A. Adornado, Regional Executive Director Regional Office
3.17 None	3.17 Record, Control (barcode), Notarize and release approved Forest Land Use Agreement to applicant, copy furnished to PENRO and CENRO. Copy of the Agreement may be forwarded through email.	None	3 days	Abigail M. Alvarez Data Controller-II Lory Jane J. Dejos Forester-I
	CENRO SUB-TOTAL	Php500.00	15 days, 5 hours and 10 minutes	
	PENRO SUB-TOTAL	None	3 days and 4 hours	
	REGIONAL OFFICE SUB-TOTAL	None	30 days and 4 hours	
	TOTAL	Php500.00	49 days, 5 hours and 10 minutes	

CITIZEN'S CHARTER NO. RO10-F-03- ISSUANCE OF WOOD PROCESSING PLANT (WPP) PERMIT (RENEWAL)

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

Office or Division:	DENR-CENRO to Regional Office	
Classification:	Highly Technical	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	WPP Holders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Application letter/endorsement for renewal and duly accomplished prescribed application form (1 Original) 2. Previously approved WPP permit (1 Certified true copy) 3. Authorization issued by the corporation, partnership or association in favor of the person signing the application, if applicable. (1 Original or 1 certified copy of the original) 4. Payment of fees (application fee/permit fee per DAO 2004-16 and 2021-05) (1 certified copy of the original) 5. Performance Bond (DAO 2004-16) (1 certified copy of the original) 6. Business Plan/Program duly prepared under the supervision of a Registered Forester (1 Original) 7. Monthly production and disposition report duly attested by the CENRO (1 Original) 8. Mayor's Permit/Business permit /DTI Clearance or SEC Registration (1 Original form or 1 certified copy of the original) 		<p>Requesting Party/Concern CENRO Office</p> <p>Requesting Party/Concern CENRO Office Requesting Party/Concern CENRO Office</p> <p>Concern CENRO Office</p> <p>Cash Bond (DENR-CENRO) Surety Bond – Insurance Company</p> <p>Proponent Registered Private Forester</p> <p>WPP Holder/Registered Forester/CENRO</p> <p>LGU/DTI/SEC</p>

<p>9. Environmental Compliance Certificate (ECC) to include provisions on the installation of web-based CCTV cameras; Permit to operate (1 Certified true copy)</p> <p>10. Proof of sustainable sources of legally cut logs for a period of 5 years to include among others; Original of Log/Veneer/Lumber Supply Contracts, timber inventory data with under oath Narrative report, tally sheets, Stand and Stock table, Geotagged photos, Copy of tenurial instruments with harvesting permit and/or Certificate of Tree Plantation Ownership/Private Tree Plantation Registration, under oath validation report of the PENRO/Regional Office as to availability and sustainability of the contracted volume per executed Log Supply Contracts (1 Original)</p> <p>11. Audited Financial Statement certified reputable accounting firm (1 Original)</p> <p>12. List of personnel indicating their sex, positions and SSS number, if any (1 Original)</p> <p>13. Application and all above requirements must be submitted 60 days prior the expiration of the previous permit, otherwise treated as new</p>	<p>EMB</p> <p>Inspecting officer/CENRO</p> <p>WPP Holder/Registered Forester/CENRO</p> <p>WPP Holder</p> <p>WPP Holder</p>
<p>DENR</p>	
<p>1. GIS generated map of the area with a scale of 1:10:00 with corresponding geotagged photos showing the location of the WPP and with Certification from the CENRO concerned that the WPP is not within the illegal logging hotspot (1 Original)</p>	<p>CENR Office</p>
<p>2. Subscribe and Sworn Field Verification/Validation Report (Inventory of Stocks of Lumber/Logs) (1 Original)</p>	<p>CENR Office</p>

3. Geotagged photos of trees inventoried, machineries, equipments and CCTV cameras duly certified by the CENRO (1 Original)		CENR Office		
4. Certificate of Good Standing; no record of buying nor apprehended/suspended due to illegal activities (1 Original)		CENR Office		
5. Performance Assessment re: Compliance with all the terms and conditions stipulated in the previously approved permit (1 Original)		CENR Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CENRO				
1. Submit letter request and application for renewal with attached supporting documents	1. Check completeness of application and receive. Forward the application to the Deputy CENR Officer/CENR Officer	None	1 hour and 30 minutes	Receiving Clerk Planning & Support Unit (PSU)
1.1 None	1.1. Review and refer the application to the Chief, RPS	None	1 hour	Deputy CENRO/CENR Officer
1.2 None	1.2. Review and receive applications. Forward application and instruct the Chief Forest Utilization to review/evaluate/referral-instruction to inspect/verification of WPP plant	None	1 hour	Chief RPS/Chief FUU

2. Receive Order of Payment and pay the required fees	2. Prepare Order of Payment		20 minutes	Receiving/Releasing/ RPS Technical Staff
2.1 None	2.1 Accept payment and issue Official Receipt (OR) pursuant to DAO No. 2004-16 dated June 15, 2004	<p>Application fee - 600.00</p> <p>Annual License/Permit Fees</p> <ul style="list-style-type: none"> • Php 900.00 (DRC below 24 <i>cu.m.</i>) • Php 1,080.00 (DRC 24-27 <i>cu.m.</i>) • Php 1,200.00 (DRC above 47 <i>cu.m.</i>) (<i>wood based/treating plants operating independently shall be treated as separate unit</i>) <p>Oath Fee – 36.00</p> <p>Performance Bond – (720.00/<i>cu.m.</i> but not less than 6,000.00 (if cash).</p>	20 minutes	Credit Officer

3. Guide/accompany the Inspection Team to the Plant	3. Conduct inspection of the establishment (wood processing plant subject for renewal) and prepare a report with attachments (map (location), geo-tagged photos and inventory of stock balance with tally sheet and stand and stock table.	None	7 days	Inspection Team
3.1 None	3.1. Review inspection report, prepare indorsement to the PENRO with recommendation to the CENRO and initial the document	None	1 hour	Chief, RPS
3.2 None	3.2. Receive and review the application and inspection report. Approve recommendation. Sign endorsement to PENRO.	None	1 hour	CENR Officer
3.3 None	3.3. Record and release the application, supporting documents and endorsement to PENR Office	None	2 days	Releasing Clerk CENRO-PSU
PENRO				
3.4 None	3.4. Receive documents and forward to Chief, Technical Services Division (TSD)	None	1 hour	Receiving/Releasing Clerk PENRO Records Unit
3.5 None	3.5. Review, endorse application and prepare memorandum endorsement to Regional Office thru Chief, TSD for countersigning	None	2 hours	Chief/Staff Concerned Unit/Section Chief, TSD

3.6 None	3.6. Review and sign the memorandum endorsement for the Regional Executive Director (RED)	None	1 hour	PENR Officer
3.7 None	3.7. Record and release the application and supporting documents	None	3 days	Receiving/Releasing Clerk PENRO Records Unit
REGIONAL OFFICE (RO)				
3.8 None	3.8 Receive documents and forward to LPDD	None	4 hours	Shaina Myr A. Asum <i>Receiving/Releasing Clerk RO Records Section</i> Swietenia Bacus <i>Receiving/Releasing Clerk ORED</i> Emilyn Sarceda <i>Receiving/Releasing Clerk OARD-TS</i> Vanessa kate P. Paragas <i>Receiving/Releasing Clerk LPDD</i>
3.9 None	3.9 Receive and record application, and forward to Chief, FUS	None	1 hour	Abigail M. Alvarez Data Controller-1
3.10 None	3.10 Conduct detailed review/evaluation/verification of application	None	3 days	Eva C. Lovete DMO-III/Chief-FUS

3.11 None	3.11 Prepare the Memorandum/Endorsement and Wood Processing Plant Permit (Renewal) for the Regional Executive Director (If all documents/requirements are satisfactorily submitted and complied)	None	4 hours	Eva C. Lovete DMO-III/Chief-FUS
3.12 None	3.12 Receive and review documents. Affix initial to the duplicate of prepared Wood Processing Plant Permit (Renewal), if in order. Forward to ARD for TS	None	1 hour	Dario P. Barbarona Chief, LPDD - R.O
3.13 None	3.13 Review/initial and forward t for the Regional Executive Director (RED)'s signature	None	2 hours	Ronald D. Gadot ARD - TS Regional Office
3.14 None	3.14 Sign/approve the Wood Processing Plant Permit (Renewal)	None	1 day	Henry A. Adornado Regional Executive Director Regional Office
3.15 None	3.15 Record, Control (barcode) and release approved Wood Processing Plant Permit to applicant, copy furnished to PENRO and CENRO. Copy of the Permit may be forwarded through email.	None	3 days	Abigail M. Alvarez Data Controller-II Lory Jane J. Dejos Forester-1
CENRO SUB-TOTAL		Php 2,256.00 (DRC below 24 cu.m.)	9 days, 4 hours and 10 minutes	

		Php 2,436.00 (DRC 24-27 <i>cu.m.</i>) Php 2,556.00 (DRC above 47 <i>cu.m.</i>)	
	PENRO SUB-TOTAL	None	3 days and 4 hours
	REGIONAL OFFICE SUB-TOTAL	None	7 days and 12 hours
	TOTAL	Php 2,256.00 (DRC below 24 <i>cu.m.</i>) Php 2,436.00 (DRC 24-27 <i>cu.m.</i>) Php 2,556.00 (DRC above 47 <i>cu.m.</i>)	21 days, 4 hours and 10 minutes

CITIZEN'S CHARTER NO. RO10-F-04- APPLICATION FOR LUMBER DEALER PERMIT (NEW)

Log/Lumber Dealer Permit is a document issued to a dealer of lumber, logs, polls or piles.

Office or Division:	DENR-CENRO to Regional Office	
Classification:	Highly Technical	
Type of Transaction:	G2C-Government to Citizen	
Who may avail:	Any Filipino citizen of legal age, corporations and other private entities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Form duly accomplished (1 Original)		Applicant/CENRO concerned
2. Payment of Administrative Fees per DAO 2004-16 (1 Certified true copy)		Applicant
3. Lumber Supply Contract from Legitimate Supplier (1 Original)		Applicant
4. Mayor's Permit/Business Permit (1 Certified true copy)		Mayor's Office
5. Certificate of Registration with DTI or SEC (1 Certified true copy)		Department of Trade and Industry
6. Articles of incorporation(if the applicant is a corporation) (1 Certified true copy)		Applicant
7. Business Plan/Program (1 Original)		Applicant
8. Tax Identification number of the applicant (1 Certified true copy)		BIR Office
9. Latest Income Tax Return (Individual) or Corporate Annual Income Tax Return (Corporation) of two preceding years (1 Certified true copy)		Applicant/Tree Planter/Tree Grower
10. Tax Identification number of the applicant (1 Certified true copy)		Applicant
11. List of employees/laborers/employed with corresponding salary/SSS, if any (1 Original)		Applicant/Tree Planter/Tree Grower (Wood Processing Plant/ Subsisting Lumber Dealer)

DENR				
1. GIS generated map of the area with a scale of 1:10:00 with corresponding geotagged photos showing the location of the WPP and with Certification from the CENRO concerned that the WPP is not within the illegal logging hotspot (1 Original form)		CENR Office		
2. Pictures of the proposed Lumber /stockyard duly inspected/verified by a competent forester/forest officer and attested by the concerned CENRO (1 Original form)		CENR Office		
3. Certificate of Good Standing/no record of buying nor apprehended/suspended due to illegal activities (1 Original form)		CENR Office		
4. Certification as to availability/capability to supply the contracted volume/lumber (1 Original)		CENR Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CENRO				
1. Submit application letter/endorsement together with the duly accomplished application form and all other pertinent requirements	1. Check completeness of the submitted documents. Receives and log-in application with complete requirements	None	1 hour and 30 minutes	Receiving Clerk Planning & Support Unit (PSU)

1.1 None	1.1 Review and refer the application to the Chief, RPS	None	1 hour	Deputy CENRO/CENR Officer
1.2 None	1.2 Review and receive applications. Forward application and instruct the Chief Forest Utilization Unit (FUU) to review/evaluate/referral-instruction to inspect/verification of proposed establishment/lumberyard	None	1 hour	Chief RPS/Chief FUU
2. Receive the Order of Payment and pay the required fees	2. Prepare Order of Payment for Administrative Fees	None	20 minutes	Receiving/Releasing Clerk/RPS Technical Staff
2.1 None	2.1. Accept the payment and issue Official Receipt (OR)	Application Fee – Php 600.00 Annual/License/Permit Fees – Php 480.00 Oath Fee – Php 36.00 Performance (cash) Bond – Php 1,000.00	20 minutes	Credit Officer

<p>3. Guide/accompany the Inspection Team to the establishment</p>	<p>3. Conduct inspection of the establishment and prepare a report with attachments (map, geo-tagged photos and inventory of stock balance with tally sheet and stand and stock table).</p>	<p>None</p>	<p>7 days</p>	<p>Inspection Team</p>
<p>3.1 None</p>	<p>3.1. Review inspection report, prepare indorsement to the PENRO with recommendation to the CENRO and initial the document</p>	<p>None</p>	<p>1 hour</p>	<p>Chief, RPS</p>
<p>3.2 None</p>	<p>3.2. Receive and review the application and inspection report. Approve recommendation. Sign endorsement to PENRO.</p>	<p>None</p>	<p>1 hour</p>	<p>CENR Officer</p>
<p>3.3 None</p>	<p>3.3. Record and release the application, supporting documents and endorsement to PENR Office</p>	<p>None</p>	<p>2 days</p>	<p>Releasing Clerk CENRO-PSU</p>

PENRO				
3.4 None	3.4. Receive documents and forward to Chief, Technical Services Division (TSD)	None	1 hour	Receiving/Releasing Clerk PENRO Records Unit
3.5 None	3.5. Review, endorse application and prepare memorandum endorsement to Regional Office thru Chief, TSD for countersigning	None	2 hours	Chief/Staff Concerned Unit/Section Chief, TSD
3.6 None	3.6. Review and sign the memorandum endorsement for the Regional Executive Director (RED)	None	1 hour	PENR Officer
3.7 None	3.7. Record and release the application and supporting documents	None	3 days	Receiving/Releasing Clerk PENRO Records Unit
REGIONAL OFFICE				
3.8 None	3.8 Receive documents and forward to LPDD	None	2 hours	<i>Shaina Myr A. Asum</i> <i>Receiving/Releasing Clerk RO Records Section</i>

				<p>Swietenia Bacus Receiving/Releasing Clerk ORED</p> <p>Emilyn Sarceda Receiving/Releasing Clerk OARD-TS</p> <p>Vanessa Kate P. Paragas Receiving/Releasing Clerk LPDD</p>
3.9 None	3.9 Receive and record application, and forward to Chief, FUS	None	1 hour	<p>Abigail M. Alvarez Data Controller-II</p>
3.10 None	3.10 Conduct detailed review/evaluation/ verification of application	None	3 days	<p>Eva C. Lovete DMO-III/FUS Chief</p> <p>Lory Jane J. Dejos Forester-1</p>
3.11 None	3.11 Prepare the Memorandum/Endorsement and Certificate of Registration as Lumber Dealer (New& Renewal) for the Regional Executive Director (If all documents/ requirements are	None	3 hours	<p>Eva C. Lovete DMO-III/FUS Chief</p> <p>Lory Jane J. Dejos Forester-1</p>

	satisfactorily submitted and complied)			
3.12 None	3.12 Receive and review documents. Affix initial to the duplicate of prepared Certificate of Registration as Lumber Dealer (New& Renewal), if in order. Forward to ARD for TS	None	1 hour	Dario P. Barbarona Chief LPDD, R.O
3.13 None	3.13. Review/initial and forward t for the Regional Executive Director (RED)'s signature	None	2 hours	Ronald D. Gadot ARD - TS Regional Office
3.14 None	3.14 Sign/approve the Certificate of Registration (New & Renewal)	None	1 day	Henry A. Adornado, PhD Regional Executive Director Regional Office
3.15 None	3.15 Record, Control (barcode), and release approved Certificate of Registration as Lumber Dealer (New& Renewal) to applicant, copy furnished to PENRO and CENRO.	None	30 minutes	Abigail M. Alvarez Data Controller-I Lory Jane J. Dejos Forester-1

	Copy of the Certificate may be forwarded through email.			
5. Receive the approved permit				
	CENRO SUB-TOTAL	Php 2,116.00	9 days, 6 hours and 10 minutes	
	PENRO SUB-TOTAL	None	3 days and 4 hours	
	REGIONAL OFFICE SUB-TOTAL	None	5 days, 1 hour and 30 minutes	
	TOTAL	Php 2,116.00	18 days, 3 hours and 40 minutes	

CITIZEN'S CHARTER NO. RO10-F-05. SEEDLING DISTRIBUTION

Various organizations, schools, farmers and private individuals can request for forest tree/ornamental seedlings to be planted in their respective community or schools or hills/ mountains.

Office or Division:	DENR – <i>Conservation and Development Division/Section/Unit</i> CENR Office/PENR Office/Regional Office			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business			
Who may avail:	All requesting clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (1 original)		Requesting Party		
2. Sketch map of planting site (1 original)		Requesting Party		
3. Order of Release (1 original)		DENR Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Request Letter with sketch map of planting site to the Receiving Area/Records Unit.	1. Records Unit receives the request letter with attached sketch map of the planting site, stamped receive the documents, input to the Document Monitoring System, and routes	None	10 minutes	Ma. Theresa A. Migallon Receiving and Releasing Clerk Records Unit DENR-10

	to the Office of the Regional Executive Director (ORED).			
1.1 none	1.1. ORED receives the documents, forwards to RED and releases to OARD-TS.	None	10 minutes	<p>Ivy D. Tabamo Receiving Clerk Office of the RED</p> <p>Wildelyn F. Fernandez Releasing Clerk Office of the RED</p>
1.2 none	1.2. OARD-TS receives the documents, forwards to ARD TS and releases to the OCDD.	None	10 minutes	<p>Mariche F. Rebuta Receiving and Releasing Clerk Office of the ARD-TS</p>
1.3 none	1.3. OCDD receives the documents, forwards to Chief, CDD and releases to PFMS.	None	10 minutes	<p>Jogie B. Abejo <i>Receiving/Releasing Clerk</i> <i>CDD - DENR 10</i></p>
1.4 none	1.4. PFMS receives the documents, forwards to Chief, PFMS and releases to PFMS staff for appropriate action.	None	10 minutes	<p>Analie L. Uayan Chief, PFMS - CDD - DENR 10</p>

1.5 none	<p>1.5. PFMS staff reviews/evaluates the completeness of the request and checks the availability of the seedlings/species to accommodate.</p> <p>1.5.1 (a) For Walk-in Clientele, PFMS staff immediately inform the requesting party on the available seedlings.</p> <p>1.5.2 (b) For Non-Walk-In Clientele, PFMS staff prepares letter response, reflecting the available seedlings (number and species) and the schedule for pick-up/release, for approval by the RED</p>	None	10 minutes	<p>Regan L. Dahang Staff, PFMS - CDD - DENR 10</p> <p>Regan L. Dahang Staff, PFMS - CDD - DENR 10</p>
1.6 none	1.6. PFMS staff prepares the Order of Release/Agreement and Gate Pass for approval	None	10 minutes	<p>Regan L. Dahang Staff, PFMS - CDD - DENR 10</p>
1.7 none	1.7. PFMS Chief reviews and recommends for approval the Order of Release/Agreement and Gate Pass	None	10 minutes	<p>Analie L. Uayan Chief, PFMS - CDD - DENR 10</p>

1.8 none	1.8. CDD Chief approves the Order of Release/Agreement and Gate Pass	None	10 minutes	Roel G. Dahonog OIC-Chief, CDD - DENR 10
1.9 none	1.9. PFMS staff releases the seedlings, provides copy of approved Order of Release/Agreement and Gate Pass (to be presented to the Security Guard on duty)	None	10 minutes	Regan L. Dahang Staff, PFMS - CDD - DENR 10
2. Fill-out the Client Satisfaction Survey Form	2. PFMS Staff assist the requesting Clientele to accomplish the Client Satisfaction Survey Form	None	5 minutes	Regan L. Dahang Staff, PFMS - CDD - DENR 10
For Walk-In Clientele = 1 Hour and 45 minutes For Non-Walk-In Clientele = 1 day 1 Hour and 35 minutes				

**DENR CENR, PENR AND REGIONAL OFFICES
Lands Sector
(Internal and External Services)**

CITIZEN'S CHARTER NO. RO10-L-01. ISSUANCE OF CERTIFICATION OF LAND DISPOSITION

This certification contains the state or condition of the land whether it is covered or not covered by any public land application and information of the lot and project number, survey claimant, area, and location.

Office or Division:	DENR-CENRO			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government			
Who may avail:	Land owners, LGU's, NGA's, Private Entities, etc.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Request Form (1 original, 1 duplicate) 2. Any document showing the identity of the lot (1 photocopy) 3. B.L. Form No. V-37 (Technical Description) (1 original) 			CENRO Records Office/Public Assistance Desk End-user or Assessor's Office DENR Regional Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request together with complete supporting documents	1. The receiving clerk checks the completeness of supporting documents and stamps "RECEIVED" the request indicating date, time, full name and signature of the receiving clerk record in logbook and/or Document Tracking System (DTS) , prepare a Routing Slip	None	15 minutes	Receiving/Releasing Clerk CENRO Records Unit

	and forward to the Records Unit.			
1.1 None	1.1. Receives the documents and check/verify land disposition status in the Land Administration System (LAMS), allocation or index card and list of survey claimants.	None	1 hour	Records Officer CENRO Records Unit
1.2 None	1.2. Prepares Order of Payment for approval.	None	10 minutes	CENRO/designated personnel
2. Receives Order of Payment and pay corresponding fee	2. Receives payment and issues a photocopy of Official Receipt (OR).	Php 50.00 (Certification fee and Documentary Stamp Fee)	30 minutes	Credit Officer/Bill Collector
3. Receive Official Receipt and forward to the Records Officer	3. Receive a copy of Official Receipt and prepare the desired certification. Forward the certification to the Chief, RPS for review and initial.	None	30 minutes	Records Officer

3.1 None	3.1. Receive, review and initial the certification and return the document to the Records Officer.	None	15 minutes	Chief, RPS
3.2 None	3.2. Receive and sign the certification.	None	1 hour	Records Officer
3.3 None	3.3. Record and release the document.	None	20 minutes	Releasing Clerk CENRO Records Unit
4. Receive Certification				
	TOTAL	Php 50.00	4 HOURS	

CITIZEN'S CHARTER NO. RO10-L-02. ISSUANCE OF TECHNICAL DESCRIPTIONS (V-37)

The issuance of Technical Descriptions (V-37) is commonly used as a basic requirement for most of the land transactions. Offices like the Registry of Deeds, Assessors Office, Office of the Building Official, CEPALCO, DPWH and the like, require this document to transact their clients' request. Most often, the Issuance of Technical Descriptions serves as a reference for the Geodetic Engineers for their land survey as well as a reference for the issuance of A and D Certification and issuance of the Lot Status Certification of the DENR CENR Office.

Office or Division:	Surveys and Control Section, Surveys and Mapping Division, Regional Office	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
Who may avail:	Internal: DENR Officials / Employees of PENRO, CENRO and Regional Office with official letter request/s External: Geodetic Engineers (Private and Government Practitioners), Lot Owners / Authorized Representative, LGUs and Other Government Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Tax Declaration (1 original copy or 1 photocopy)		Assessor's Office
2. Title (1 original copy or 1 photocopy)		Registry of Deeds
3. Deed of Sale (1 original copy or 1 photocopy)		Atty.'s Office
4. Sketch Plan (1 original copy or 1 photocopy)		Geodetic Engineer
5. Any Documents Showing the Lot Number of the Lot being processed (1 original copy or 1 photocopy)		Requesting Party

Additional if from the Government Sector				
1. Written Communication signed by their respective head of Office (1 Original Copy)		Requesting Party		
Additional if Requesting Party is a representative				
1. SPA for representative indicating the Lot number of the Lot being transacted. (1 Original Copy)		Requesting Party, Private Lawyer or Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request Certified Technical Description (V-37). Fill-out and submit the Requisition Slip Form to the Receiving Clerk	1. Receive the filled-out request form, check the completeness of the necessary documents and details needed for the transaction and process into the LAMS (Land Administration Management System)	None	10 minutes	Evangeline P. Dela Peña <i>Receiving Officer</i>
1.1 None	1.1. Issue Assessment for payment at the Cashier's Office.	None	2 minutes	Evangeline P. Dela Peña <i>Receiving Officer</i>
2. Pay to the Cashier	2. Receive payment	Certified TD Php. 25.00 per Lot	3 minutes	Credit Officer <i>Administrative Division</i>
2.1 None	2.1 Issuance of Official Receipt upon payment of Client	None	2 minutes	Credit Officer <i>Administrative Division</i>
3. Present Official Receipt of Payment	3. Receive the Official Receipt, Process and print the Technical Descriptions using	None	5 minutes per Lot	Erwin Ryan Jhem B. Jaranilla

	the receipt			<i>Printing Officer</i>
3.1. None	3.1. Systematic and cautious Verification and Validation of Technical Descriptions	None	2 Hours and 30 Minutes per Lot <i>(Including the Validation of the Technical Data)</i>	Edgar Ronald A. Salcedo <i>Verification Officer</i> James A. Dahilan <i>Verification Officer</i> Nelly L. Pabilona <i>Validator</i>
3.2. None	3.2 Double check the Verified Technical Description and sign for Certification as the Chief of Surveys and Control Section, alternate Assistant CSCS, and Other Section Chiefs (OOSS, LESS and ASCS)	None	5 minutes	Engr. Arnulfo B. Magadan <i>Chief, Surveys and Control Section</i>
3.3 None	3.3. Release the Certified Technical Description to the Client and make the client sign the acted request form	None	3 Minutes	Desalyn E. Pagaran <i>Releasing Officer</i>
4. Receive Certified Technical Description		None		
	TOTAL	Php. 25.00/ Lot	3 Hours	

CITIZEN’S CHARTER NO. RO10-L-03. APPLICATION FOR SPECIAL PATENT (SCHOOL SITE)

Special Patents for school sites are patents issued to untitled land actually processed and occupied by public schools.

Office or Division:	DENR-CENRO	
Classification:	Highly Technical (Multi-stage Processing)	
Type of Transaction:	G2C – Government to Government	
Who may avail:	Public Schools	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Request by the Superintendent of the Division of Schools or Authorized Official from the DepEd Central Office, authorized officer of CHED or higher educational institution, as the case may be, for the issuance of Special Patent (1 original) 2. Historical background of possession/occupation (1 original) 3. Recent photographs showing the panoramic view of the area as well as adjacent areas, vicinity improvements introduced, buildings, landmarks, identifying features, settlements, if any, etc. (1 original) 4. Certification of no pending land registration application over the proposed area issued by the Regional Trial Court (RTC)/Land Registration Authority (LRA) having jurisdiction over the land (1 original) 5. Copy of Cadastral Map or Survey plan of the land duly approved by the concerned DENR Regional Office (1 photocopy) 6. Copy of Technical Description/BL Form No. V-37 of the parcel of land subject of the application (1 original) 	<p>Requesting party</p> <p>Requesting Party Requesting Party</p> <p>RTC/LRA</p> <p>Concerned CENR Office</p> <p>Concerned CENR Office/Regional Office</p>	

<p>7. Certification of Land Classification Status that the land is classified as Alienable and Disposable (1 original)</p> <p>8. Certification of Land Disposition Status (1 original)</p> <p>8. Duly accomplished Special Patent Application and prescribed forms (1 original)</p> <p>9. Any of the following document showing identity of land and claims of ownership</p> <ul style="list-style-type: none"> ● Tax declaration if applicable (1 certified copy) ● Deed of Sale/Deed of donation/Deed of transfer (1 photocopy, present original copy) *if applicable ● Waiver of Rights, Barangay certification (1 photocopy) *if applicable 	<p>Concerned CENR Office</p> <p>Concerned CENR Office</p> <p>Concerned CENR Office</p> <p>Assessor's Office</p> <p>Requesting party, Notary Public or LGU</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Application Form to the CENR Office with complete supporting requirements	1. Check completeness of application. If found in order, register, allocate, index and assign application numbers. Scan, encode and upload records in LAMS	None	3 hours	LMO I RPS Staff CENRO Records Unit
1.1. None	1.1. Prepare Order of Payment and forward the same to the client.	None	30 minutes	Staff CENRO Records Staff
1.2. None	1.2. Approve Order of Payment and forward the same to the client	None	10 minutes	CENRO or Designated Representative

2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official receipt (OR) to the applicant	Php 50.00 Application Fee and Documentary Stamp Fee	30 minutes	Credit Officer/Bill Collector Cashier
3. Receive (OR) and forward the same to Records Unit/Section	3. Accept OR, indicate OR number, Amount paid, and date in the application form and forward the application to the Chief, RPS	None	1 hour	Staff CENRO Records Unit
3.1. None	3.1. Review application. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for inspection/investigation	None	3 hours	Chief RPS
3.2. None	3.2. Prepare notices of application for posting	None	1 day	LMI/DPLI CENR Officer
3.3. None	3.3. Travel to the Barangay Hall, Municipal or City Hall, and the public school premises	None	2 days	LMI/DPLI
3.4. None	3.4. Posting of Notices in the Barangay Hall, Municipal or City Hall, and the public school premises	None	15 days	LMI/DPLI
3.5. None	3.5. Prepare Certification for the proof of posting and forward to CENRO for approval	None	2 days	DPLI/LMI
3.6. None	3.6. Approve Certification for the proof of posting	None	1 day	CENR Officer

3.7.	None	3.7. Conduct investigation on the land being applied for. Prepare, sign and submit investigation report, and forward to LMO I	None	30 days	LMI/DPLI
3.8.	None	3.8. Screen the carpeta and prepare V-37/certified lot data computation, Order of Award, and Judicial Form, and forward to Geodetic Engineer (GE)	None	10 days	LMO I/Cartographer/Encoder Whoever is available RPS
3.9.	None	3.9. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	5 days	GE RPS
3.10.	None	3.10. Do final screening of carpeta and forward to CENRO for recommendation	None	5 days	Chief RPS
3.11.	None	3.11. Review and initial file copy of Patent and Sign Endorsement to PENRO for approval	None	3 days	CENR Officer
3.12.	None	3.12. Transmit carpeta to PENRO	None	3 days	Records Officer CENRO Records Unit
PENRO					
3.13	None	3.13. Receive the carpeta and forward to Chief, RPS. Update data in LAMS, if applicable	None	2 hours	Records Officer PENRO Records Section
3.14	None	3.14. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD)	None	2 hours	Chief RPS

3.15 None	3.15. Do the final review of carpeta, initial file copy of Free Patent, and forward to PENRO for approval of application and issuance of Patent	None	2 days	Chief TSD
3.16 None	3.16. Review and sign Order of Issuance of Patent and Special Patent. Forward to PENRO Records for numbering	None	2 days	PENR Officer
3.17 None	3.17. Assign Patent number/Indexing, prepare transmittal letter and forward to PENRO for signature	None	1 hour	Records Officer/Staff PENRO Records Section
3.18 None	3.18. Sign transmittal letter and forward to PENRO records for transmittal to Registry of Deeds (ROD)	None	1 hour	PENR Officer
3.19 None	3.19. Scan the Order of Issuance of Patent, signed Special Patent and Transmittal letter Upload to Land Administration and Management System (LAMS) Transmit documents to ROD, and copy furnish the client	None	5 days	Liaison Officer Records Section

	CENRO SUB-TOTAL	Php 50.00	78 Days (+ up to 32 additional processing days due to extreme case were corrections or revisions on the details of the patentee needs to be done or when the signatories are suddenly replaced which will result into further review)
	PENRO SUB-TOTAL	None	10 working days
	TOTAL	Php 50.00	120 days maximum

CITIZEN'S CHARTER NO. RO10-L-04. REPRODUCTION OF LAND RECORD DOCUMENTS AND APPROVED SUBDIVISION PLANS (BLUEPRINT COPY AND SEPIA COPY)

The Blue Print copy of plan/other land record documents is commonly used as a basic requirement and reference for most of the land transactions. Offices like the Registry of Deeds, Assessor's Office, Office of the Building Official, CEPALCO, DPWH and the like, require this document to transact their clients' request. Most often, the Blue Print copy of the plan serves as a reference for the Geodetic Engineers for their land survey.

Office or Division:	Surveys and Control Section, Surveys and Mapping Division, Regional Office 10	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
Who may avail:	Internal: DENR Officials / Employees of PENRO, CENRO and Regional Office with official letter request/s External: Geodetic Engineers (Private and Government Practitioners), Lot Owners / Authorized Representative, LGUs and Other Government Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Tax Declaration (1 original or 1 photocopy)	Assessor's Office	
2. Title (1 original or 1 photocopy)	Registry of Deeds	
3. Deed of Sale (1 original or 1 photocopy)	Atty.'s Office	
4. Sketch Plan (1 original or 1 photocopy)	Geodetic Engineer	
5. Any Documents Showing the Lot Number of the Lot being processed. (1 original or 1 photocopy)	Requesting Party	

Additional if from the Government Sector				
1. Written Communication signed by their respective head of Office (1 Original Copy)		Requesting Party		
Additional if Requesting Party is a representative				
1. SPA for representatives indicating the Lot number of the Lot being transacted. (1 Original Copy)		Requesting Party, Private Lawyer or Notary Public		
Additional for Sepia Copy of Plan				
1. Affidavit of Loss (1 Original Copy)		Atty.'s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request Certified Blue Print / Sepia Copy of Plan. Fill-out and submit the Requisition Slip Form to the Receiving Clerk	1. Receive the filled-out request form, check the completeness of the necessary documents and details needed for the transaction and retrieve the Original Approved Subdivision Plan	None	35 minutes	Mark Michael L. Maagad Receiving / Retrieving/ Releasing Officer Kierby B. Ronquillo Receiving / Retrieving/ Releasing Officer
1.1. None	1.1. Issue Assessment for payment at the Cashier's Office.	None	5 minutes	Mark Michael L. Maagad Receiving / Retrieving/ Releasing Officer Kierby B. Ronquillo Receiving / Retrieving/ Releasing Officer
2. Pay to the Cashier	2. Receive payment		5 minutes	Credit Officer <i>Administrative Division</i>

		<p>Reproduction Fee for Blue Print Copy:</p> <p>Php. 15.00 per Sheet / Copy of the Plan</p> <p>Reproduction Fee for Sepia Copy:</p> <p>Php. 300.00 per Sheet / Copy of the Plan</p> <p>Certification Fee:</p> <p>Php. 50.00 for the first Sheet / Copy and Php. 5.00 for the succeeding Sheet / Copy</p>		
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2.1. None	2.1. Issuance of Official Receipt upon payment of Client	None	5 minutes	Credit Officer <i>Administrative Division</i>
3. Proceed to the Blue Printing Building and Present Official Receipt of Payment	3. Receive the Official Receipt and Print the Plan	None	30 minutes	Richard A. Galamiton <i>Printing Officer</i>
4. Proceed to the Land Records Section for the certification	4. Check the printed plan and sign for Certification as the Chief of the Land Records Section	None	5 minutes	Agnes T. Gonzales <i>Chief, Land Records Section</i>
4.1 None	4.1. Release the Certified Technical Description to the Client and make the client sign the acted request form	None	5 Minutes	Mark Michael L. Maagad <i>Receiving / Retrieving/ Releasing Officer</i> Kierby B. Ronquillo <i>Receiving / Retrieving/ Releasing Officer</i>
5. Receive Certified Blue Print / Sepia Copy of Plan				
		3 Reproduction Fee for Blue Print Copy: Php. 15.00 per Sheet /	1 Hour 30 minutes	

		<p>Copy of the Plan</p> <p>Reproduction Fee for Sepia Copy:</p> <p>Php. 300.00 per Sheet / Copy of the Plan</p> <p>Certification Fee:</p> <p>Php. 50.00 for the first Sheet / Copy and Php. 5.00 for the succeeding Sheet / Copy</p>		
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DENR CENR, PENR AND REGIONAL OFFICES
Biodiversity Sector
(External Services)

CITIZEN'S CHARTER NO. RO10-B-01. ISSUANCE OF CERTIFICATE OF WILDLIFE REGISTRATION (CWR)

This Registration serves as a legal proof of ownership of non-threatened animal species.

Office or Division:	DENR CENR Offices, PENR Offices to Regional Office			
Classification:	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	All natural born and naturalized Filipino			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Application Form (1 original)			Concerned CENR Office	
2. Inventory List of wildlife (1 original)			Concerned CENR Office	
3. Documents supporting that wildlife species are from the legal source (e.g. captive-bred certificate, official receipt, deed of sale, deed of donation, local transport permit, etc.)- (1 Original copy)			Wildlife keepers/owners	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit letter of intent to apply for Wildlife Export Certification with the complete supporting documents attached	1. Check completeness of application and supporting documents, Receive and forward the application to CENR Officer.	None	30 min.	<i>Receiving/Releasing Clerk, CENRO Records Unit</i>
1.1 None	1.1. Refer the application to concerned Technical Staff	None	30 min.	<i>CENR Officer</i>

1.2 None	1.2. Receive, review/evaluate the document and prepare Order of Payment, and forward the same to client and assign personnel to conduct inspection/verification	None	30min	<i>Chief, Wildlife Resources Permitting Unit</i>
2. Receive Order of Payment and pay the corresponding fee to the CENRO Cashier (Php 50.00 for 1-50 hd.).	2 Accept fees and issue Official Receipt.	Processing Fee – Php 50.00 (Registration fee vary as to the number of heads applied for registration)	30 min.	<i>Collecting Officer Credit Officer Cashier Unit/Section</i>
2.1 None	2.1. Conduct inventory/inspection of the wildlife and facility and submit report	None	1 day	<i>Concerned CENRO Staff</i>
2.2 None	2.2. Review the Inspection report and submit recommendation and endorsement to the CENRO	None	30 min	<i>Chief, Wildlife Resources Permitting Unit</i>
2.3 None	2.3. Receive and review the application and inspection report. Approve recommendation. Sign the endorsement to the PENR Office.	None	1 hour	<i>CENR Officer</i>

2.4 None	2.4. Record and transmit to PENR Office the application with supporting documents (thru courier or hand-carry)	None	2 days	<i>Releasing Clerk, CENRO Records Unit</i>
PENRO				
2.5 None	2.5. Receive documents and forward to Chief, Technical Services Division (TSD)	None	30 min.	<i>Receiving/Releasing Clerk, PENRO Records Unit</i>
2.6 None	2.6. Review, evaluate application and prepare Memorandum endorsement to Regional Office	None	2 hours	<i>Chief/Staff Concerned Unit/Section/ PENR Officer</i>
2.7 None	2.7. Record and transmit to Regional Office the application with supporting documents to include the inspection / inventory report of CENROs concerned, (thru courier or hand-carry)	None	2 days	<i>PENRO Records Unit</i>
REGIONAL OFFICE				
2.8 None	2.8 Receive, review and forward the application to the LPDD Chief	None	30 min.	<i>Shaina Myr A. Asum</i> <i>Receiving/Releasing Clerk Records Section - R.O</i>

2.9 None	2.9 Wildlife Permitting and Utilization Section (WPUS) receive, review/evaluate and prepare Order of Payment, and forward the same to clients (in case, payment has not been made at field offices).	None	1 hour	Reynaldo D. Labis Chief, WPUS
3. Pay to the cashier the processing fee (Php 50.00 for 1-50 hd,)	3. Accept fees and issue Official Receipt	Php50.00 Processing Fee	30 min.	Collecting Officer Credit Officer Cashier Unit/Section
3.1 None	3.1 Further review/evaluation and prepare the Certificate of Wildlife Registration (CWR) and memorandum for the Regional Executive Director (RED)'s signature	None	2 hours	Reynaldo D. Labis Chief, WPUS
3.2 None	3.2 Review/ initial and forward the permit and memorandum to Assistant Regional Director for Technical Services (ARD, TS)	None	1 hour	Dario P. Barbarona Chief, LPDD
3.3 None	3.3 Review/initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature	None	2 hours	Ronald D. Gadot ARD - TS Regional Office

3.4 None	3.4 Sign/approve the permit and memorandum instruction	None	1 day	Henry A. Adornado, PhD Regional Executive Director Regional Office
3.5 None	3.5. Record and release approved CWR to the applicant.	None	30 min.	Vanessa Kate P. Paragas Receiving/ Releasing Clerk RO LPDD
4. Receive the approved permit				
CENRO SUB-TOTAL		<i>Php150.00</i>	<i>3 days, 3 hours & 30 min</i>	
PENRO SUB-TOTAL		<i>None</i>	<i>2 days 2 hours & 30 min.</i>	
REGIONAL OFFICE SUB-TOTAL		<i>Php50.00</i>	<i>1 day, 7 hours & 30 mins</i>	
TOTAL:		P 200.00	7 days, 5 hours & 30 mins.	

Note:

Registration Fee for fauna classified as non-threatened species:

- a.) 1-50 heads - Registration fee except for the minimal fee of 50.00 to cover the Administrative Cost and Services
- b.) 51-100 hd - Php500.00
- c.) 101-200 hd - Php750.00
- d.) 201 and above - Php1,000.00

Fauna Classified as Threatened Species (mammals, birds, reptiles, amphibians and insects)

- a.) 1-5 hd -Php3,000.00
- b.) 6-10 hd - Php4,000.00
- c.) 11-20 hd - Php5,000.00
- d.) 21-30 hd - Php6,000.00
- e.) 31 and above - Php7,000.00

CITIZEN'S CHARTER NO. RO10-B-02. ISSUANCE OF WILDLIFE FARM PERMIT (WFP)

This Permit authorizes the holder to develop, operate and maintain a wildlife breeding farm for conservation, trade and/or scientific purpose.

Office or Division:	DENR CENR Offices / Regional Office	
Classification:	Highly Technical	
Type of Transaction	G2C – Government to Citizen	
Who may avail:	All natural born and naturalized Filipino	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. SMALL SCALE FARMING (capital of Php 1,500,000.00 and below)		
1. Duly accomplished Application Form with two recent 2"x2" photo of applicant (1 original)	Regional Office/PENROs/CENROs	
2. Copy of Certificate of Registration from SEC, CDA (1 certified true copy)		
3. Proof of scientific expertise (1 original copy and/or certified true copy)	Applicant	
4. Financial capability to go into breeding (1 original copy)	Applicant	
5. Facility design (1 original)	Applicant	
6. Prior clearance from affected communities (1 original copy)	Applicant	
7. In case of indigenous threatened species, letter of commitment to undertake conservation breeding (1 original copy)	Applicant	

B. MEDIUM TO LARGE SCALE FARMING (capital of more than Php 1,500,000.00 and above)				
1. Duly accomplished Application Form with two recent 2"x2" photo (1 original copy)			Regional Office	
2. Management and breeding plan (1 original copy)			Applicant	
3. Proof of scientific expertise (1 original copy or certified true copy)			Applicant	
4. Photo of existing facility or sketch/development plan (1 copy)			Applicant	
5. In case of indigenous threatened species, letter of commitment to undertake conservation breeding (1 original copy)			Applicant	
6. Certified copy of land title or lease contract for the facility (1 copy)			Applicant	
7. Financial capability to go into breeding (1 original and/or certified true copy)			Applicant	
8. Photocopy of Articles of incorporation, in case of corporation (1 copy)			Applicant	
9. Prior clearance from the affected communities (LGUs, IPs, PAMBs) (1 original copy)			Applicant	
10. Copy of BIR registration as exporter, if engage in export (1 copy)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit the duly accomplished	1. Check completeness of application form and supporting documents, Receive and	None	30 min	<i>Chief, Wildlife Resources Permitting Unit</i>

application form with supporting documentary requirements	forward the application to CENR Officer.			
1.1 None	1.1 Refer the application to concerned Technical Staff	None	30 min	<i>CENR Officer</i>
1.2 None	1.2. Receive, review/evaluate the document and prepare Order of Payment, and forward the same to client and assigned personnel to conduct inspection/verification	None	30 min	<i>Chief, Wildlife Resources Permitting Unit</i>
1.3 None	1.3. Conduct inventory /inspection of the wildlife and facility and submit report	None	1 day	<i>Concerned CENRO staff</i>
1.4 None	1.4. Review the Inspection report and submit recommendation and endorsement to the CENRO	None	1 hour	<i>Chief, Wildlife Resources Permitting Unit</i>
1.5 None	1.5. Review the application and inspection report. Approve recommendation. Sign the endorsement to the PENR Office.	None	1 hour	<i>CENR Officer</i>

1.6 None	1.6. Record and transmit to PENR Office the application with supporting documents (thru courier or hand-carry)	None	2 days	<i>Releasing Clerk, CENRO Records Unit</i>
PENRO				
1.7 None	1.7 Receive documents and forward to Chief, Technical Services Division (TSD)	None	30 min.	<i>Receiving/Releasing Clerk, PENRO Records Unit</i>
1.8 None	1.8. Review, evaluate application and prepare Memorandum endorsement to Regional Office	None	2 hours	<i>Chief/Staff Concerned Unit/Section/ PENR Officer</i>
1.9 None	1.9 Record and transmit to Regional Office the application with supporting documents (thru courier or hand-carry)	None	2 days	<i>PENRO Records Unit</i>
REGIONAL OFFICE				
1.10 None	1.10. Receive and forward the application to the LPDD	None	30 min.	<i>Shaina Myr A. Asum</i> <i>Receiving/Releasing Clerk Records Section - R.O</i>
1.11 None	1.11. Check completeness of application form and supporting documents, and prepare Order of Payment, and forward the same to client	None	2 hours	<i>Reynaldo D. Labis</i> <i>Wildlife Permitting Utilization Section, LPDD</i>

<p>2. Receive Order of Payment and pay the corresponding fee to the Cashier.</p>	<p>2. Accept fees and issue Official Receipt.</p>	<p>Small scale: Php 3,000.00 <i>Application fee- 500.00</i> <i>Wildlife Farm Permit 2,500.00</i></p> <p>Large scale: Php 5,500.00 <i>Application fee- 500.00</i> <i>Wildlife Farm Permit 5,000.00</i></p>	<p>30 min.</p>	<p>Credit Officer <i>Cashier Section</i></p>
<p>2.1 None</p>	<p>2.1 Initial evaluation of the documents by the WPUS - LPDD and conduct site inspection, if necessary</p>	<p>None</p>	<p>2 days</p>	<p>Reynaldo D. Labis <i>Wildlife Permitting Utilization Section - LPDD</i></p>
<p>2.2 None</p>	<p>2.2 Final evaluation by the Regional Wildlife Management Council (RWMC) with result of evaluation and site inspection</p>	<p>None</p>	<p>11 days</p>	<p><i>Regional Wildlife Management Committee</i></p>

2.3 None	2.3 Preparation and approval of the WFP	None	2 days	Dario P. Barbarona <i>Chief, LPDD</i> Ronald D. Gadot <i>ARD - TS</i> <i>Regional Office</i> Henry A. Adornado, PhD <i>Regional Executive</i> <i>Director</i> <i>Regional Office</i>
2.4 None	2.4. Record and release approved WFP to the applicant.	None	30 min.	Vanessa Kate P. Paragas Receiving/Releasing Clerk RO LPDD
3. Receive the approved permit				
<i>CENRO-TOTAL</i>			<i>3 days, 3 hours & 30 min</i>	
<i>PENRO-TOTAL</i>			<i>2 days 2 hours & 30 min.</i>	
<i>REGIONAL OFFICE SUB-TOTAL</i>		<i>Small scale: Php</i> <i>3,300.00 (less Php500,</i> <i>if submitted thru</i> <i>PENRO/CENRO)</i> <i>Large scale: Php</i> <i>5,800.00 (less Php500,</i>	<i>16 days, 3 hours</i>	

	<i>if submitted thru PENRO/CENRO)</i>	
TOTAL:	<i>Small scale: Php 3,300.00 Large scale: Php 5,800.00</i>	21 days, 9 hour (24 days maximum)

Note: WFP applications can be submitted to the nearest PENRO/CENRO/Regional Office concerned.

CITIZEN'S CHARTER NO. RO10-B-03. ISSUANCE OF WILDLIFE SPECIAL USE PERMIT (WSUP) TO EXHIBIT/SHOW FAUNA FOR COMMERCIAL PURPOSES

This Permit authorizing the holder to utilize legally possessed/acquired wildlife, or by-products and derivatives therefrom for local shows, exhibitions and educational purposes.

Office or Division:	DENR Regional Office	
Classification:	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail:	All natural born and naturalized Filipino	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Application Form with two recent 2"x2" photo (1 original copy)	Regional Office	
2. Copy of issued/active CWR (1 photocopy)	Applicant	
3. Copy of invitation or engagement letters, contracts or written agreements indicating the date and venue of the show, exhibition or educational events (1 original copy)	Applicant	
4. In case of animal show using wildlife, clearance of registration with the Animal Welfare Division of the Bureau of Animal Industry pursuant to RA 8485 (Animal Welfare Act) (1 original copy)	Applicant	
5. In case of imported animals, a bond shall be deposited with PAWB in an amount equal to the transport cost of the animals back to the owner-country of origin	Applicant	
6. Processing Fee in accordance with DAO 2004-55 Section 9	Applicant	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with supporting documentary requirements	1. Receive, review and forward the application to the LPDD Chief	None	45 min.	Shaina Myr A. Asum <i>Receiving/ Releasing Clerk Records Section - R.O</i>
1.1 None	1.1 Wildlife Permitting and Utilization Section (WPUS) receive, review/evaluate and prepare Order of Payment (<i>in accordance to DAO 2004-29, section 9</i>), and forward the same to clients.	None	30min.	Aldrin G. Salarda <i>WPUS Staff</i>
2. Pay to the cashier the processing fee	2. Accept fees and issue Official Receipt.	Processing Fee – Php100.00	15 min.	Collecting Officer <i>Credit Officer</i> <i>Cashier Unit/Section</i>
2.1 None	2.1 Further review/evaluation and prepare the Wildlife Special Use Permit (WSUP) and memorandum for the Regional Executive Director (RED)'s signature	None	3 hours	Reynaldo D. Labis <i>Chief, WPUS</i>

2.2 None	2.2 Review/ initial and forward the permit and memorandum to Assistant Regional Director for Technical Services (ARD, TS)	None	3 hour	Dario P. Barbarona <i>Chief, LPDD</i>
2.3 None	2.3 Review/initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature	None	3 hours	Ronald D. Gadot <i>ARD - TS R.O</i>
2.4 None	2.4 Sign/approve the permit and memorandum instruction	None	1 day	Henry A. Adornado, PhD <i>Regional Executive Director Regional Office</i>
2.5 None	2.5. Record and release approved permit to the applicant.	None	30 min.	Vanessa Kate P. Paragas <i>Receiving/Releasing Clerk RO LPDD</i>
3. Receive the approved permit				
TOTAL:		Php100.00	2 days, 2 hours and 15 minutes	

CITIZEN'S CHARTER NO. RO10-B-04. ISSUANCE OF GRATUITOUS PERMIT (GP) THRU ONLINE SYSTEM

This permit authorizes the holder to collect wildlife species from their natural habitat for scientific and other authorized purposes.

Office or Division:	DENR Regional Office	
Classification:	Complex	
Type of Transaction	G2C – Government to Citizen	
Who may avail:	All natural born and naturalized Filipino	
Link:	http://denr10.com.ph/r10permits/wgp	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Government Issued identification Card (PDF)	Applicant	
2. Letter of Intent (PDF)	Applicant	
3. Copy of the research/project /thesis/ dissertation proposals, copy of approved MOA (for foreign applicants; Filipinos affiliated with foreign institutions; non-government institutions), Affidavit of undertaking (PDF)	Applicant	
4. Prior Clearance from the affected (collection site) neighborhood/ communities, i.e. concerned LGUs, recognized head of the IPs in accordance with RA 8371, or Protected Area Management Board (PDF)	Applicant	
5. Endorsement letter from the Dean (in case applicant is a student) or in the case of an individual researcher, from a recognized expert or a research institution or conservation organization (PDF)	Applicant	

For Gratuitous Permit renewal				
1. progress report (PDF)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload GP application documents thru the link and ensure that the requirements to be attached are properly scanned, clear and readable, in PDF format with appropriate file name	1. CENROs shall conduct review and evaluation of the application's supporting documents. If deficiencies are observed, immediately inform the applicant for the submission of the lacking documents. If the application is in order, endorse the application to the PENR Office	None	2 day	CENRO concerned
1.1 None	1.1 The PENRO's Technical Service Division (TSD) shall endorse the application to the PENR Officer, and subsequently, the latter shall endorse the application to the Regional Office, thru the Licenses, Patents and Deeds Division (LPDD);	None	1 day	PENRO concerned
1.2 None	1.2 The LPDD thru the Wildlife Permitting Utilization Section shall conduct further review of the application, prepare Order of Payment	None	2 days	Aldrin Salarda Staff, WPUS

2. Pay to the cashier the processing fee	2. Accept payment and issue Official Receipt	Php100.00 Processing Fee *Php1,000.00 depending on the decision of their respective Protected Area Mg.'t Board		<i>Collecting Officer Credit Officer Cashier Unit/Section</i>
2.1 None	2.1 The Wildlife Permitting Utilization Section shall conduct further review of the application, attach the Official Receipt, upload the GP template, and endorse to the Assistant Regional Director for Technical Services (ARD-TS), thru the Chief, LPDD	None		Reynaldo Labis <i>Chief, WPUS</i>
2.2 None	2.2 Review/ and endorse the permit to Assistant Regional Director for Technical Services (ARD, TS)	None		Dario P. Barbarona <i>Chief, LPDD</i>
2.3 None	2.3 The ARD-TS shall return to LPDD if correction is needed and/or endorse the application to the Regional Executive Director for approval	None	1 day	Ronald D. Gadot <i>ARD - TS R.O</i>
2.4 None	2.4 Sign/approve the permit and memorandum instruction	None		Henry A. Adornado, PhD <i>Regional Executive Director Regional Office</i>

2.5 None	2.5. Record and release approved permit to the applicant.		30 min.	<i>Vanessa Kate P. Paragas</i> Receiving/Releasing Clerk RO LPDD
3. Receive the approved permit				
TOTAL:		<i>Php100.00</i>	<i>6 days, and 30 minutes (7 days maximum)</i>	

Note: For research located in two or more Regions, GP shall be processed by the BMB.

CITIZEN'S CHARTER NO. RO10-B-05. ISSUANCE OF WILDLIFE EXPORT CERTIFICATION (WEC) FOR NON-CITES APPLICATION (EXPORT/RE-EXPORT)

This permit is issued to an individual, academe, research institution, or organization to bring out from the Philippines any other country's wildlife species from their natural habitat for scientific and other authorized purposes.

Office or Division:	DENR Regional Office	
Classification:	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail:	All natural born and naturalized Filipino	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of intent to apply for Wildlife Export Certification address to the Regional Executive Director (1 original copy)	Applicant	
2. Inspection Report of the specimens applied for Wildlife Export Certification from the nearest CENRO Office where the wildlife stocks (1 original copy)	Applicant	
3. Local transport permit from the source to the local port (1 original copy)	Applicant	
4. Phytosanitary Certificate (for plants) or Veterinary Quarantine Certificate (for animals) from the concerned Department of Agriculture (DA) Office (1 original copy)	Applicant	
5. Material Transfer Agreement duly signed from the original resource user to the recipient of the research study (1 original copy and/or certified true copy)	Applicant	
6. Copy of issued Wildlife Gratuitous Permit (1 photocopy)	Applicant	

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CENRO				
1. Submit letter of intent to apply for Wildlife Export Certification with complete supporting documentary requirements	1. Check completeness of the application and supporting documents, received and forward the application to CENR Officer.	None	45 min	<i>Receiving/Releasing Clerk, CENRO Record Unit</i>
1.1 None	1.1 Refer the application to concerned Technical Staff	None	30 min	<i>CENR Officer</i>
1.2 None	1.2 Receive, review/evaluate the documents and prepare Order of Payment, and forward the same to client and assign personnel to conduct inspection/ verification of the specimen to be exported outside the country	None	30 min	<i>Chief, Wildlife Resources Permitting Unit</i>
2. Receive Order of Payment and pay the corresponding fee to the CENRO Cashier (Php 100.00)	2. Accepts fee and issue Official Receipt.	Processing Fee Php 100,00	30 min	<i>Collecting Officer/ Cashier Unit/Section</i>

2.1 None	2.1 Conduct inspection of the wildlife specimen and submit report	none	1 day	<i>Concerned CENRO staff</i>
2.2 None	2.2 Review the inspection report, initial and submit recommendation and endorse to the CENRO	none	30 min	<i>Chief, Wildlife Resources Permitting Unit</i>
2.3 None	2.3. Record and transmit to PENRO Office the application (thru courier or hand carry)	none	2 days (to include transit period)	<i>Releasing Clerk, CENRO Record Unit</i>
PENRO				
2.4 None	2.4. Receive documents and forward to Chief, Technical Services Division (TSD)	None	30 min.	<i>Receiving/Releasing Clerk PENRO Records Unit</i>
2.5 None	2.5 Review, evaluate application and prepare Memorandum endorsement to Regional Office	None	2 hrs	<i>Chief/Staff Concerned Unit/Section PENR Officer</i>

2.6 None	2.6 Record and transmit to Regional Office the application with complete supporting documents (thru courier or hand carry)	none	2 days (to include transit period)	<i>Releasing Clerk, PENRO Record Unit</i>
REGIONAL OFFICE				
2.7 None	2.7 Receive, review and forward the Application to the LPDD Chief	None	30min.	Shaina Myr A. Asum <i>Receiving/Releasing Clerk Records Section - R.O</i>
2.8 None	2.8 Received and forward to LPDD Chief	None	30min.	Aldrin G. Salarda <i>WPUS Staff</i>
2.9 None	2.9 Chief, LPDD for instruction to Wildlife Permitting and Utilization Section (WPUS)	None	30min.	<i>Collecting Officer Credit Officer Cashier Unit/Section</i>
2.10 None	2.10 Wildlife Permitting and Utilization Section Chief	None	30min.	Reynaldo D. Labis <i>Wildlife Permitting Utilization Section Chief</i>

	(WPUS) receive, review/evaluate and forward to WPUS staff for processing/preparation of permit			
2.11 None	2.11 Wildlife Permitting and Utilization Section Staff (WPUS) receive, review/evaluate and prepare Order of Payment, and forward the same to clients	None	30min.	Reynaldo D. Labis Wildlife Permitting Utilization Section Chief
3. Pay to the cashier the processing fee	3. Accept fees and issue Official Receipt.	Php150.00 Processing Fee	15 min.	<i>Collecting Officer</i> <i>Credit Officer</i> <i>Cashier Unit/Section</i>
3.1 None	3.1 Further review/evaluation and prepare the Wildlife Export Certification (WEC) and memorandum for the Regional Executive Director (RED)'s signature	None	3 hours	Reynaldo D. Labis Chief, WPUS
3.2 None	3.2 Review/ initial and forward the permit and memorandum to Assistant Regional	None	3 hours	Dario P. Barbarona Chief, LPDD

	Director for Technical Services (ARD, TS)			
3.3 None	3.3 Review/initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature	None	3 hours	Ronald D. Gadot ARD - TS R.O
3.4 None	3.4 Sign/approve the permit and memorandum instruction	None	1 day	Henry A. Adornado Regional Executive Director, Regional Office
3.5 None	3.5 Record and release the approved permit to the applicant.	None	30 min.	Vanessa Kate P. Paragas Receiving/ Releasing Clerk RO LPDD
4. Receive the approved permit				
TOTAL:		Php100.00	2 days, 2 hours and 30 minutes	

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 concerned 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 style="margin-left: 20px;">8927 6336</p> <p style="margin-left: 20px;">scis.smcrd@denr.gov.ph</p> <p style="margin-left: 20px;">Julie Gorospe Ibulan</p> <p style="margin-left: 20px;">Stakeholder Management and Conflict Resolution Division</p>

<p>How to file complaints?</p>	<ol style="list-style-type: none"> 1. Get a copy of the DENR Feedback Form. 2. Fill out the client information 3. Answer the Complaint portion. 4. Drop the accomplished DENR Feedback Form at the designated drop box in front of the Public Assistance Complaint Desk 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 ● Position/Office ● Incident ● Evidence
<p>How complaints are processed?</p>	<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>
<p>Contact Information of Anti-Red Tape Authority (ARTA)</p>	<p>4th and 5th Floor NFA Building, NFA Compound, Visayas Avenue, QC Hotline: 888 Contact No.: (02) 8478-5091, 8478-5093, 8478-5099 Email: info@arta.gov.ph and complaints@arta.gov.ph Web: http://arta.gov.ph/fileacomplaint/complaint-form/</p>

<p>Contact Information of Presidential Complaint Center (PCC)</p>	<p>Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline:8888 Contact No. (02) 8736 8645, 8736 8603 Email: pcc@malacanang.gov.ph Web: https://osetc.gov.ph/agency/presidential-complain-center-pcc/</p>
<p>Contact Information of Contact Center ng Bayan (CCB)</p>	<p>Text: 0908 881 6565 Contact No.: 1-6565* (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: email@contactcenterngbayan.gov.ph Web: www.contactcenterngbayan.gov.ph www.facebook.com/civilservicegovph</p>
<p>Contact Center of the Office of the Ombudsman (OMB)</p>	<p>Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City Contact No.: (02) 89262-OMB (662) Text Hotline: 0926 6994 703 Trunkline: (02) 8479-7300 Email: pab@ombudsman.gov.ph</p>