



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

**REGIONAL CITIZENS CHARTER
2020 (1ST Edition)**



DEPARTMENT OF ENVIRONMENT AND
NATURAL RESOURCES (DENR)

REGIONAL CITIZEN'S CHARTER
2020 (1ST Edition)

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

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

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

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

II. VISION

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

III. MISSION

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

IV. SERVICE PLEDGE

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

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

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DENR REGIONAL, PENR AND CENR OFFICES¹

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DENR CENR, PENR AND REGIONAL OFFICES
Admin and Finance Sector
(Internal Services)



CITIZEN'S CHARTER NO. RO10-AF-01. PROCESSING AND ISSUANCE OF LEAVE OF ABSENCE

This application for is made by DENR personnel who is requesting for leave of absence either vacation leave, sick leave, maternity leave, special leave, etc.

Office or Division:	Administrative Division/Unit DENR – CENR Office/ PENR Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Internal: Regular Employees of DENR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application for leave of absence form		Planning and Support Unit/Admin		
CLIENT/EMPLOYEES STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CENRO				
1. Accomplish application for leave of absence form in 4 copies	1. Receive and check the completeness of submitted leave form.	None	5 minutes	Admin Coordinator/Planning and Support Unit
	1.1. Verify on LEAVE CARD records if the type of leave being applied by the employee is still available or enough earned leave	None	10 minutes	Admin Coordinator/Panning and Support Unit
	1.2. Initial the leave application if recommended for approval and forward to CENRO for	None	15 minutes	Admin Coordinator/ Concerned Section Chief



	signature on the recommending approval.			Receiving/Releasing Clerk PSU
	1.3. Receive the application for CENRO's signature	None	10 minutes	CENR Officer
	1.4. Determine the accuracy of the application and affix signature on recommending approval.	None	1 hour	
	1.5. Forward the leave application to PENRO	None	3 days or less depending on the location of the PENRO Office	Receiving/Releasing Clerk PSU
PENRO				
	1.6. Receive the leave form and forward to Chief, MSD/HRMO	None	1 hour	Receiving/Releasing Clerk Records Unit/Section PENRO
	1.7. Verify/check and compute the accumulated leave of the personnel being applied and recommend for approval	None	1 hour	Human Resource Management Officer (HRMO)
	1.8. Review and initial the application for leave of personnel	None	5 minutes	Chief, MSD (PENR Office)



	1.9. Approved the leave application.	None	1 hour	PENR Officer
	2. Return the approved leave application to CENRO	None	3 days or less depending on the location of the PENRO	
2. Receive the approved leave application. (retain, copy and give the remaining 3 copies to the Admin Coordinator)	2. Receive/file/compile the leave application for submission of report	None	15 minutes	Receiving/Releasing Clerk CENRO-PSU Admin Coordinator
	TOTAL:	None	6days and 4 hours	

**DENR CENR, PENR AND REGIONAL
OFFICES
Forestry Sector
(Internal and 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 authorize the holder to occupy, possess and managed 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 FLAg.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Request letter Application form duly accomplished 2. Application fee of P500.00 per application 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. 4. Detailed design of the project including facilities (Temporary/Permanent). 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: <ul style="list-style-type: none"> • For an individual applicant, certified copy of birth certificate or, if applicant is naturalized Filipino citizen, a certified copy of his/her Certificate of Naturalization. • For an association, corporation, cooperative or partnership, certified copy of SEC registration certificate and Articles of Incorporation/partnership, 	<p>Requesting Party CENR Office Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party</p>



<p>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.</p> <ul style="list-style-type: none"> • For an association or partnership, certified copy of registration from the appropriate registering agency. • For cooperative, certified copy of certificate of registration with the Cooperative Development Authority (CDA). <p>6. Indicative Management Plan indicating time frame of the project.</p> <p>7. Appropriate clearance from NCIP.</p> <p>8. BIR certification on the zonal valuation of the nearest commercial zone of the Barangay/Municipality or Province whichever is higher.</p> <p>9. Proof of financial capability to develop and manage the area applied for.</p> <p>10. Endorsement from CENRO and PENRO concerned.</p> <p>11. Endorsement from Local Government Units (LGUs).</p>		<p>Requesting Party</p> <p>Requesting Party Requesting Party</p> <p>Requesting Party</p> <p>DENR CENRO and PENRO LGU</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<p>1. Submit letter request and application for renewal with attached supporting documents</p>	<p>1. Check completeness of application and receive. Forward the application to the Deputy CENR Officer/CENR Officer</p>	<p>None</p>	<p>1 hour and 30 minutes</p>	<p>Receiving Clerk</p>



<p>2. Receive Order of Payment and pay the required fees</p>	<p>2. Prepare Order of Payment</p> <p>2.1. Accept payment and issue Official Receipt (OR) pursuant to DAO No. 2004-16 dated June 15, 2004</p>	<p>Php500.00</p>	<p>20 minutes</p>	<p>Receiving/Releasing/ RPS Technical Staff</p> <p>Credit Officer</p>
<p>3. Receive OR</p>	<p>3. Review and refer the application to the Chief, RPS</p>	<p>None</p>	<p>1 hour</p>	<p>CENRO/CENR Officer</p>
	<p>3.1. Review and receive application. Forward application and instruct the Chief Forest Utilization to review/evaluate/referral-instruction to inspect/verification of SLUP</p>	<p>None</p>	<p>1 hour</p>	<p>Chief RPS/Chief FUU</p>
<p>4. Guide/accompany the Inspection Team to the Plant</p>	<p>4. Conduct biophysical assessment of the applied area with DENR CENRO/PENRO/RO Composite Team</p>		<p>7 days</p>	<p>Inspection Team</p>
	<p>5. Prepare biophysical assessment report with attachments (map/location), geo-tagged photos, land status certification/inventory of affected trees/species.</p>		<p>3 days</p>	<p>Inspection Team</p>
	<p>5.1. Review inspection report, prepare indorsement to the PENRO with recommendation to</p>		<p>1 hour</p>	<p>Chief, RPS</p>



	<p>the CENRO and initial the document</p> <p>5.2. Receive and review the application and inspection report. Approve recommendation. Sign endorsement to PENRO.</p> <p>5.3. Record and release the application, supporting documents and endorsement to PENR Office</p>		<p>1 hour</p> <p>2 days or less depending in the location of the PENR Office</p>	<p>CENR Officer</p> <p>Releasing Clerk CENRO-PSU</p>
PENRO				
	<p>5.4. Receive documents and forward to Chief, Technical Services Division (TSD)</p> <p>5.5. Review, endorse application and prepare memorandum endorsement to Regional Office thru Chief, TSD for countersigning</p> <p>5.6. Review and sign the memorandum endorsement for the Regional Executive Director (RED)</p> <p>5.7. Record and release the application and supporting documents</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 hour</p> <p>2 hours</p> <p>1 hour</p> <p>3 days or less depending in the location of the Regional Office</p>	<p>Receiving/Releasing Clerk PENRO Records Unit</p> <p>Chief/Staff Concerned Unit/Section Chief, TSD</p> <p>PENR Officer</p> <p>Receiving/Releasing Clerk PENRO Records Unit</p>



REGIONAL OFFICE				
	5.8 Receive documents and forward to LPDD	None	4 hours	<i>Receiving/Releasing Clerk RO Records Section/ORED/OARD- TS</i>
	5.9 Receive and record application, and forward to Chief, FUS	None	1 hour	<i>FUS Receiving Clerk, Regional Office</i>
	5.10 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	<i>Chief/Staff, FUS, Regional Office</i>
	5.11 Prepare the Memorandum/Endorsement and Permit for the RED	None	2 hours	<i>Chief/Staff, FUS, Regional Office</i>
	5.12 Review/initial and forward the permit for the Regional Executive Director (RED)'s signature	None	2 hours	<i>ARD, TS, Regional Office</i>
	5.13 Sign/approve the permit	None	1 day	<i>RED, Regional Office</i>
	5.14 Record and release to the requesting party	None	1 day	<i>Releasing Clerk, Regional Office</i>
	CENRO SUB-TOTAL	Php500.00		<i>12 days, 5 hours and 50 minutes</i>
	PENRO SUB-TOTAL	None		<i>3 days and 4 hours</i>
	REGIONAL OFFICE SUB-TOTAL			<i>7 days and 9 hours</i>
	TOTAL	Php500.00		<i>22 days, 18 hours and 50 minutes</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 Central 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	
<ol style="list-style-type: none"> 1. Request letter Application form duly accomplished Application fee of P500.00 per application 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. 3. Detailed design of the project including facilities (Temporary/Permanent). 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: <ul style="list-style-type: none"> • For an individual applicant, certified copy of birth certificate or, if applicant is naturalized Filipino citizen, a certified copy of his/her Certificate of Naturalization. • For an association, corporation, cooperative or partnership, certified copy of SEC registration certificate and Articles of Incorporation/partnership, 	<p>Requesting Party CENR Office Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party</p>



<p>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.</p> <ul style="list-style-type: none"> • For an association or partnership, certified copy of registration from the appropriate registering agency. • For cooperative, certified copy of certificate of registration with the Cooperative Development Authority (CDA). <p>5. Indicative Management Plan indicating time frame of the project.</p> <p>6. Appropriate clearance from NCIP.</p> <p>7. BIR certification on the zonal valuation of the nearest commercial zone of the Barangay/Municipality or Province whichever is higher.</p> <p>8. Proof of financial capability to develop and manage the area applied for.</p> <p>9. Endorsement from CENRO and PENRO concerned.</p> <p>10. Endorsement from Local Government Units (LGUs).</p>		<p>Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party</p> <p>DENR CENRO and PENRO</p> <p>Requesting Party</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
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
2. Receive Order of Payment and pay the required fees	2. Prepare Order of Payment 2.1. Accept payment and issue Official Receipt (OR) pursuant to	Php500.00	20 minutes	Receiving/Releasing/ RPS Technical Staff Credit Officer



	DAO No. 2004-16 dated June 15, 2004			
3. Receive OR	3. Review and refer the application to the Chief, RPS	None	1 hour	CENRO/CENR Officer
	3.1. Review and receive application. Forward application and instruct the Chief Forest Utilization to review/evaluate/referral-instruction to inspect/verification of FLAg site	None	1 hour	Chief RPS/Chief FUU
4. Guide/accompany the Inspection Team to the Plant	4. Conduct biophysical assessment of the applied area with DENR CENRO/PENRO/RO Composite Team		7 days	Inspection Team
	5. Prepare biophysical assessment report with attachments (map/location), geo-tagged photos, land status certification/inventory of affected trees/species.		3 days	Inspection Team
	5.1. Review inspection report, prepare indorsement to the PENRO with recommendation to the CENRO and initial the document 5.2. Receive and review the application and inspection		1 hour	Chief, RPS



	report. Approve recommendation. Sign endorsement to PENRO.		1 hour	CENR Officer
	5.3. Record and release the application, supporting documents and endorsement to PENR Office		2 days or less depending in the location of the PENR Office	Releasing Clerk CENRO-PSU
PENRO				
	5.4. Receive documents and forward to Chief, Technical Services Division (TSD)	None	1 hour	Receiving/Releasing Clerk PENRO Records Unit
	5.5. 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
	5.6. Review and sign the memorandum endorsement for the Regional Executive Director (RED)	None	1 hour	PENR Officer
	5.7. Record and release the application and supporting documents	None	3 days or less depending in the location of the Regional Office	Receiving/Releasing Clerk PENRO Records Unit
REGIONAL OFFICE				
	5.8 Receive documents and forward to LPDD	None	4 hours	<i>Receiving/Releasing Clerk RO Records Section/ORED/OARD- TS</i>



	5.9 Receive and record application, and forward to Chief, FUS	None	1 hour	<i>FUS Receiving Clerk, Regional Office</i>
	5.10 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	<i>Chief/Staff, FUS, Regional Office</i>
	5.11 Prepare the Memorandum/Endorsement and Permit for Director, FMB	None	2 hours	<i>Chief/Staff, FUS, Regional Office</i>
	5.12 Review/initial and forward the memorandum to ARD for Technical Services (ARD-TS)	None	2 hours	<i>Chief, LPDD Regional Office</i>
	5.13 Review/initial and forward the memorandum for the RED's signature	None	2 hours	<i>ARD, TS Regional Office</i>
	5.13 Sign/approve memorandum instruction	None	1 day	<i>RED, Regional Office</i>
	5.14 Record and release Memorandum for FMB	None	3 days or less	<i>Releasing Clerk, Regional Office</i>
CENTRAL OFFICE				
	CENRO SUB-TOTAL	Php500.00		<i>12 days, 5 hours and 50 minutes</i>
	PENRO SUB-TOTAL	None		<i>3 days and 4 hours</i>
	REGIONAL OFFICE SUB-TOTAL	None		<i>9 days and 11 hours</i>
	FMB-CENTRAL OFFICE SUB-TOTAL			<i>15 days</i>
	TOTAL	Php500.00		<i>Maximum of 40 days</i>



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 Central Office
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who may avail:	WPP Holders
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
APPLICANT	
1. Written application for renewal and duly accomplished prescribed application form 2. Payment of fees 3. Performance Bond 4. Environmental Compliance Certificate (ECC) to include provisions on the installation of web-based CCTV cameras; Permit to operate 5. Business Plan/Program duly prepared under the supervision of a Registered Forester 5.1. Monthly Lumber production and disposition report 6. Inventory of Stocks of Lumber/Logs 7. Mayor's Permit/Business permit/DTI Clearance or SEC Registration 8. Tax Identification Number 9. Income Tax Return (ITR) for 2 preceding years 10. Five (5) Year Log Supply Contract with Inventory data /sworn statement and declaring sources and legitimacy of raw materials 11. List of personnel indicating salary/SSS number, if any.	Requesting Party Concern CENRO Office Cash Bond (DENR-CENRO) Surety Bond – Insurance Company Office of the EMB Proponent Registered Private Forester WPP Holder/Registered Forester/CENRO Inspecting officer/CENRO LGU/DTI/SEC Applicant BIR Office Requesting Party/Applicant/BIR Office Requesting Party
DENR	
1. Map of the area with a scale of 1:10:00	CENR Office



2. Subscribe and Sworn Field Verification/Validation Report		CENR Office		
3. Geotagged photos of trees inventoried, machineries, equipment's and CCTV cameras		CENR Office		
4. Certificate of Good Standing; no record of buying nor apprehended/suspended due to illegal activities				
CLIENT/EMPLOYEES STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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)
2. Receive Order of Payment and pay the required fees	2. Prepare Order of Payment 2.1. Accept payment and issue Official Receipt (OR) pursuant to DAO No. 2004-16 dated June 15, 2004	None Application fee - 600.00 Annual License/Permit Fees <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>) Oath Fee – 36.00 Performance Bond – (720.00/ <i>cu.m.</i> but not less than 6,000.00 (if cash)).	20 minutes	Receiving/Releasing/ RPS Technical Staff Credit Officer



3. Receive OR	3. Review and refer the application to the Chief, RPS 3.1. Review and receive application. Forward application and instruct the Chief Forest Utilization to review/evaluate/referral-instruction to inspect/verification of WPP plant	None	1 hour	Deputy CENRO/CENR Officer
		None	1 hour	Chief RPS/Chief FUU
4. Guide/accompany the Inspection Team to the Plant	4. Conduct inspection of the establishment (wood processing plant subject for renewal) and prepare report with attachments (map (location), geo-tagged photos and inventory of stock balance with tally sheet and stand and stock table. 4.1. Review inspection report, prepare indorsement to the PENRO with recommendation to the CENRO and initial the document 4.2. Receive and review the application and inspection report. Approve recommendation. Sign endorsement to PENRO. 4.3. Record and release the application, supporting documents and endorsement to PENR Office	None	7 days	Inspection Team
		None	1 hour	Chief, RPS
		None	1 hour	CENR Officer
		None	2 days or less depending in the location of the PENR Office	Releasing Clerk CENRO-PSU



PENRO				
	4.4. Receive documents and forward to Chief, Technical Services Division (TSD)	None	1 hour	Receiving/Releasing Clerk PENRO Records Unit
	4.5. 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 PENR Officer
	4.6. Review and sign the memorandum endorsement for the Regional Executive Director (RED)	None	1 hour	
	4.7. Record and release the application and supporting documents	None	3 days or less depending in the location of the Regional Office	Receiving/Releasing Clerk PENRO Records Unit
REGIONAL OFFICE (RO)				
	4.8 Receive documents and forward to LPDD	None	4 hours	Receiving/Releasing Clerk RO Records Section/ORED/OARD-TS
	4.9 Receive and record application, and forward to Chief, FUS	None	1 hour	FUS Receiving Clerk, Regional Office
	4.10 Conduct detailed review/evaluation/verification of application	None	3 days	Chief/Staff, FUS, <i>Regional Office</i>



	4.11 Prepare the Memorandum/Endorsement for the Secretary thru USEC and Attention Director FMB.	None	2 hours	Chief/Staff, FUS, <i>Regional Office</i>
	4.12 Review/initial and forward the memorandum for the Regional Executive Director (RED)'s signature	None	2 hours	ARD, TS, Regional Office
	4.13 Sign/approve the memorandum	None	1 day	<i>RED,</i> Regional Office
	4.14 Record and release Memorandum for FMB.	None	3 days or less	<i>Releasing Clerk,</i> Regional Office
	CENRO SUB-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>)	9 days, 5 hours and 50 minutes	
	PENRO SUB-TOTAL	None	3 days and 4 hours	
	REGIONAL OFFICE SUB-TOTAL	None	7 days and 9 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>)	19 days, 18 hours and 50 minutes	

Note: Approval/completion of transaction is at the CENTRAL OFFICE.

Remarks: Number of processing days may increase depending in the location, unexpected issues that may arise from the application, availability of manpower, peace and order situation of the area.



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 2. Mayor's Permit/Business Permit 3. Certificate of Registration with DTI 4. List of employees/laborers/employed with corresponding salary/SSS 5. Latest Income Tax Return (Individual) or Corporate Annual Income Tax Return (Corporation) of two preceding years 6. Log Supply Contract 7. Pictures of the proposed log/stockyard duly inspected/verified by a competent forester/forest officer 8. Payment of Administrative Fees 9. Business Plan/Program		Applicant Mayor's Office Department of Trade and Industry Applicant BIR Office Applicant/Tree Planter/Tree Grower CENRO concern CENRO Office Applicant/Registered Forester		
CLIENT/EMPLOYEES STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent/application together with the 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. Prepare Order of Payment for Administrative Fees	None	20 minutes	Receiving/Releasing Clerk/RPS Technical Staff



2. Receive the Order of Payment and pay the required fees	2. Accept the payment and issue Official Receipt (OR)	Application Fee – Php 600.00 License/Permit Fees – Php 480.00 Oath Fee – Php 36.00 Performance (cash) Bond – Php 1,000.00		Credit Officer
3. Receive OR	3. Review and refer the application to the Chief, RPS 3.1. Review and receive application. Forward application and instruct the Chief Forest Utilization Unit (FUU) to review/evaluate/referral-instruction to inspect/verification of proposed establishment/lumberyard	None None	1 hour 1 hour	Deputy CENRO/CENR Officer Chief RPS/Chief FUU
4. Guide/accompany the Inspection Team to the establishment	4. Conduct inspection of the establishment and prepare report with attachments (map, geo-tagged photos and inventory of stock balance with tally sheet and stand and stock table). 4.1. Review inspection report, prepare indorsement to the PENRO with recommendation	None None	7 days 1 hour	Inspection Team Chief, RPS



	to the CENRO and initial the document			
	4.2. Receive and review the application and inspection report. Approve recommendation. Sign endorsement to PENRO.	None	1 hour	CENR Officer
	4.3. Record and release the application, supporting documents and endorsement to PENR Office	None	2 days or less depending in the location of the PENR Office	Releasing Clerk CENRO-PSU
PENRO				
	4.4. Receive documents and forward to Chief, Technical Services Division (TSD)	None	1 hour	Receiving/Releasing Clerk PENRO Records Unit
	4.5. 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
	4.6. Review and sign the memorandum endorsement for the Regional Executive Director (RED)	None	1 hour	PENR Officer
	4.7. Record and release the application and supporting documents	None	3 days or less depending in the location of the Regional Office	Receiving/Releasing Clerk PENRO Records Unit



REGIONAL OFFICE				
	4.8 Receive documents and forward to LPDD	None	2 hours	Receiving/Releasing Clerk RO Records Section/ORED/OARD-TS
	4.9 Receive and record application, and forward to Chief, FUS	None	1 hour	FUS Receiving Clerk, Regional Office
	4.10 Conduct detailed review/evaluation/verification of application	None	3 days	Chief/Staff, FUS, Regional Office
	4.11 Prepare the permit and memorandum	None	2 hours	Chief/Staff, FUS, Regional Office
	4.12. Review/initial and forward the memorandum for the Regional Executive Director (RED's) signature	None	2 hours	ARD, TS, Regional Office
	4.13 Sign/approve the memorandum	None	1 day	RED, Regional Office
	4.14 Record and release the permit	None	30 minutes	FUS Clerk Regional Office
5. Receive the approved permit				
	CENRO SUB-TOTAL	Php 2,116.00	9 days, 5 hours and 50 minutes	
	PENRO SUB-TOTAL	None	3 days and 4 hours	
	REGIONAL OFFICE SUB-TOTAL	None	4 days,7 hours and 30 minutes	
	TOTAL	Php 2,116.00	16 days, 17 hours and 20 minutes	

Remarks: Number of processing days may increase depending in the location, unexpected issues that may arise from the application, availability of manpower, peace and order situation of the area.



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

Various organizations, schools, farmers and private individuals can request for tree 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			
Who may avail:	All requesting clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Requesting Party		
2. Sketch map of planting site		Requesting Party		
3. Memorandum of Agreement		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. Receive the submitted request letter with location map and forward to the concerned section/unit	None	10 minutes	Receiving Clerk, <i>Conservation and Development Division/section/unit</i>
	2. Review/evaluate documents and prepare Memorandum of Agreements (MOA), Client Satisfaction Survey and Gate Pass	None	20 minutes	Section/Unit Staff
2. Review and sign the MOA Fill-up the Gate Pass, Client Satisfaction Survey and submit to receiving clerk	3. Check and review the signed and filled-out documents (gate pass, etc.) Sign the Memorandum of Agreements (MOA) as witness	None	15 minutes	Asst. Division Chief/Section/Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3.1 Review and initial MOA	None	20 minutes	ARD for Technical Services (Regional Office) TSD, Chief (Field Office)
	3.2 Forward MOA and gate pass for signature/ approval	None	30 minutes	Regional Office: MOA is approved by the RED while the gate pass shall be approved by the CDD Chief Field Office: MOA and gate pass will be signed/approved by the CENRO or PENRO
	3.3 Record the documents in the logbook	None	10 minutes	Section/Unit Staff
	3.4 Release Forest Seedlings to the requestee	None	20 minutes	Laborer
3. Receive requested Forest Seedlings	3.5 Mail the MOA to the requesting party	None	5 minutes	PFMS/Unit Staff <i>Releasing Clerk</i>
2 Hours and 10 minutes				

Note: Request can be submitted to the nearest PENRO/CENRO/Regional Office. Seedlings can be released even without the signed MOA as long as the gate pass has been approved by the Chief, CDD/CENR Officer/PENR Officer.

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 is being issued based on the list of survey claimants, allocation book and Land Administration System (LAMS) maintained by the CENRO Office.

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		
1. Request Form (1 original, 1 duplicate) 2. Any document showing the identity of the lot (1 photocopy)		CENRO Records Office/Public Assistance Desk End-user or Assessors Office		
CLIENT/EMPLOYEES STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request together with complete supporting documents	1. Receive the request, record in logbook and/or document tracking system and forward to the Records Unit.	None	15 minutes	Receiving/Releasing Clerk CENRO Records Unit
	1.1. Receive 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. Prepare Order of Payment.	None	10 minutes	Records Officer
2. Receive Order of Payment and pay corresponding fee	2. Receive payment and issue photocopy of Official Receipt (OR).	Php 50.00 (Certification fee)	30 minutes	Credit Officer
3. Receive Official Receipt and forward to the Records Officer	3. Receive copy of Official Receipt and prepare the desired certification. Forward the certification to the Chief, RPS for initial and review.	None	30 minutes	Records Officer
	3.1. Receive, review and initial the certification and forward to CENRO.	None	15 minutes	Chief, RPS
	3.2. Receive, review, sign and approve the certification.	None	1 hour	CENR Officer
	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. APPLICATION FOR SPECIAL PATENT (LANDS NOT YET RESERVED AND OR/SUBJECT OF A PROCLAMATION)

Special Patent is a patent issued to grant, cede and convey in full ownership of Alienable and Disposable lands to the government.

Office or Division:	DENR-CENR Office	
Classification:	Highly Technical (Multi Stage Processing)	
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government	
Who may avail:	Any Filipino citizen of legal age, or any government, corporation, province, municipality or other branches/subdivision of the government.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
APPLICANT		
1. Written request/letter of intent from an authorized government office.	2. Duly accomplished Special Patent Form.	3. Approved Survey plan or Sketch Plan of the area (if approved)
4. Verifying Technical description of the Approved Survey Plan	5. Geo-tagged Photos showing the panoramic view of the area	6. Certification status that there is no pending land registration case
		Requesting Party CENRO Chief, Survey and Mapping Division Region, Survey and Mapping Division Requesting Party/CENRO Regional Trial Court or Land Registration Authority
DENR		
1. Certification in the status of land classification		2. Comments and recommendations from the following agencies:
<ul style="list-style-type: none"> • Provincial Health Office • DPWH District Engineer • DepEd School Division Superintendent • AFP Provincial Commander 		Provincial Health Office DPWH Provincial Office DepEd Division Office AFP Provincial Office



CLIENT/EMPLOYEES 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 number. Scan, encode and upload records in LAMS	None	3 hours	LMO I/RPS Staff
	1.1. Prepare Order of Payment and forward the same to the client.	None	30 minutes	CENRO Records Staff
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official receipt (OR) to the applicant	Php 50.00 Application Fee	30 minutes	Bill Collector Cashier
3. Receive (OR) and forward the same to Records Unit/Section	3. Accept OR, Indicat 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. Review application. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for inspection/investigation	None	3 hours	Chief RPS
	3.2. Prepare Posting of notices at the Barangay, Municipal, or Provincial Hall where the property is situated	None	1 day	LMI/DPLI CENR Officer
	3.3. Travel to the Barangay, Municipality or Province.	None	2 days	LMI/DPLI
	3.4. Posting of Notices in the Barangay Hall	None	20 days	LMI/DPLI



	3.5. Get the signed proof of posting from the Barangay fifteen (15) days after posting	None	3 days	DPLI/LMI
	3.6. Conduct investigation on the land being applied for. Prepare, sign and submit investigation report, and forward to LMO I	None	30 days	LMI/DPLI
	3.7. Screen the carpeta and prepare V37/certified lot data computation, Order of Award, and Judicial Form, and forward to Geodetic Engineer (GE)	None	10 days	LMO I/Cartographer/Encoder RPS
	3.8. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	5 days	GE RPS
	3.9. Do final screening of carpeta and forward to CENRO for recommendation	None	5 days	Chief RPS
	3.10. Review and initial file copy of Patent and Sign Endorsement to PENRO for approval	None	3 days	CENR Officer
	3.11. Transmit carpeta to PENRO	None	3 days or less depending on the location of the PENR Office	Records Officer CENRO Records Unit



PENRO				
	3.12. Receive the carpeta and forward to Chief, RPS. Update data in LAMS, if applicable	None	2 hours	Records Officer PENRO Records Section
	3.13. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD)	None	2 hours	Chief RPS
	3.14. 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 hours	Chief TSD
	3.15. Review and sign Order of Approval and Free Patent. Forward to PENRO Records for numbering	None	2 hours	PENR Officer
	3.16. Assign Patent number/Indexing, prepare transmittal letter and forward to PENRO for signature	None	2 hours	Records Officer/Staff PENRO Records Section
	3.17. Sign transmittal letter and forward to PENRO records for			PENR Officer



	<p>transmittal to Registry of Deeds (ROD)</p> <p>3.18. Scan the order of Approval, signed Free Patent and Transmittal letter</p> <p>Upload to Land Administration and Management System (LAMS)</p> <p>Transmit documents to ROD, and copy furnish the client</p>	None	5 days	Liaison Officer Records Section
	CENRO SUB-TOTAL	Php 50.00	83 Days (+ up to 27 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-03. APPLICATION FOR SPECIAL PATENT (SCHOOL SITE)

Special Patent for school site 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	
1. Accomplished Request Form for Issuance of school Site Special Patent (Available at the CENRO and Online)			Requesting Party	
2. Historical background of possession/narrative on how the school came into possession of the land being applied for including relevant dates			Requesting Party	
3. Recent photographs showing its panoramic view of the area as well as adjacent areas, vicinity, implements introduced, buildings, landmarks, identifying features, settlements, fences, etc.			Requesting Party	
4. Certification that there is no pending land registration case on the land or any portion thereof,			Court/Land Registration Authority	
5. Copy of approved Survey and Technical Description			CENRO/Region Survey and Mapping Division	
CLIENT/EMPLOYEES 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 number. Scan, encode and upload records in LAMS	None	3 hours	LMO I RPS Staff CENRO Records Unit
	1.1. Prepare Order of Payment and forward the same to the client.	None	30 minutes	Staff CENRO Records Staff



2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official receipt (OR) to the applicant	Php 50.00 Application Fee	30 minutes	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. Review application. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for inspection/investigation	None	3 hours	Chief RPS
	3.2. Prepare Posting of notices at the Barangay, Municipal, or Provincial Hall where the property is situated	None	1 day	LMI/DPLI CENR Officer
	3.3. Travel to the Barangay, Municipality or Province.	None	2 days	LMI/DPLI
	3.4. Posting of Notices in the Barangay Hall	None	20 days	LMI/DPLI
	3.5. Get the signed proof of posting from the Barangay fifteen (15) days after posting	None	3 days	DPLI/LMI
	3.6. Conduct investigation on the land being applied for. Prepare, sign and submit investigation report, and forward to LMO I	None	30 days	LMI/DPLI



	<p>3.7. Screen the carpeta and prepare V37/certified lot data computation, Order of Award, and Judicial Form, and forward to Geodetic Engineer (GE)</p> <p>3.8. Verify and certify the correctness of the Technical Description and forward to Chief, RPS</p> <p>3.9. Do final screening of carpeta and forward to CENRO for recommendation</p> <p>3.10. Review and initial file copy of Patent and Sign Endorsement to PENRO for approval</p> <p>3.11. Transmit carpeta to PENRO</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 days</p> <p>5 days</p> <p>5 days</p> <p>3 days</p> <p>3 days or less depending on the location of the PENR Office</p>	<p>LMO I/Cartographer/Encoder Whoever is available RPS</p> <p>GE RPS</p> <p>Chief RPS</p> <p>CENR Officer</p> <p>Records Officer CENRO Records Unit</p>
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PENRO				
	3.12. Receive the carpeta and forward to Chief, RPS. Update data in LAMS, if applicable	None	2 hours	Records Officer PENRO Records Section
	3.13. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD)	None	2 hours	Chief RPS
	3.14. 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 hours	Chief TSD
	3.15. Review and sign Order of Approval and Free Patent. Forward to PENRO Records for numbering	None	2 hours	PENR Officer
	3.16. Assign Patent number/Indexing, prepare transmittal letter and forward to PENRO for signature	None	2 hours	Records Officer/Satff PENRO Records Section



	<p>3.17. Sign transmittal letter and forward to PENRO records for transmittal to Registry of Deeds (ROD)</p> <p>3.18. Scan the order of Approval, signed Free Patent and Transmittal letter</p> <p>Upload to Land Administration and Management System (LAMS)</p> <p>Transmit documents to ROD, and copy furnish the client</p>	None	5 days	<p>PENR Officer</p> <p>Liaison Officer Records Section</p>
	CENRO SUB-TOTAL	Php 50.00	83 Days (+ up to 27 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. APPLICATION FOR THE ISSUANCE OF SPECIAL PATENT (Land already covered with Proclamation per DAO No. 2016-21)

Office or Division:	DENR-CENRO			
Classification:	Highly Technical (Multi-stage processing)			
Type of Transaction:				
Who may avail:	Any Filipino of legal age, or any government corporation, province, municipality or other branches/subdivision of the government.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Proclamation		Requesting Party		
2. Verified and certified correct Technical Description and approved plan or cadastral map		Chief, Survey and Mapping Division		
3. Certification of no pending land registration case		Regional Trial Court/Land Registration Authority		
4. Investigation report on the status of land supported with geo-tagged photos (Panoramic view)		CENRO		
5. Certification on the status of land		CENRO		
6. Investigation report on the status of the land and geo-tagged photos		CENR Office		
CLIENT/EMPLOYEES 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 number. Scan, encode and upload records in LAMS	None	3 hours	LMO I RPS Staff CENRO Records Unit
	1.1. Prepare Order of Payment and forward the same to the client.	None	30 minutes	Staff CENRO Records Staff



CLIENT/EMPLOYEES STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official receipt (OR) to the applicant	Php 50.00 Application Fee	30 minutes	Bill Collector Cashier
3. Receive (OR) and forward the same to Records Unit/Section	3. Accept OR, Indicat 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. Renew application. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for inspection/investigation	None	3 hours	Chief RPS
	3.2. Prepare Posting of notices at the Barangay, Municipal, or Provincial Hall where the property is situated	None	1 day	LMI/DPLI CENR Officer
	3.3. Travel to the Barangay, Municipality or Province.	None	2 days	LMI/DPLI
	3.4. Posting of Notices in the Barangay Hall	None	20 days	LMI/DPLI
	3.5. Get the signed proof of posting from the Barangay fifteen (15) days after posting	None	3 days	DPLI/LMI



	3.6. Conduct investigation on the land being applied for. Prepare, sign and submit investigation report, and forward to LMO I	None	30 days	LMI/DPLI
	3.7. Screen the carpeta and prepare V37/certified lot data computation, Order of Award, and Judicial Form, and forward to Geodetic Engineer (GE)	None	10 days	LMO I/Cartographer/Encoder Whoever is available RPS
	3.8. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	5 days	GE RPS
	3.9. Do final screening of carpeta and forward to CENRO for recommendation	None	5 days	Chief RPS
	3.10. Review and initial file copy of Patent and Sign Endorsement to PENRO for approval	None	3 days	CENR Officer
	3.11. Transmit carpeta to PENRO	None	3 days or less depending on the location of the PENR Office	Records Officer CENRO Records Unit



CLIENT/EMPLOYEES STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PENRO				
	3.12. Receive the carpeta and forward to Chief, RPS. Update data in LAMS, if applicable	None	2 hours	Records Officer PENRO Records Section
	3.13. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD)	None	2 hours	Chief RPS
	3.14. 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 hours	Chief TSD
	3.15. Review and sign Order of Approval and Free Patent. Forward to PENRO Records for numbering	None	2 hours	PENR Officer
	3.16. Assign Patent number/Indexing, prepare transmittal letter and forward to PENRO for signature	None	2 hours	Records Officer/Staff PENRO Records Section



	<p>3.17. Sign transmittal letter and forward to PENRO records for transmittal to Registry of Deeds (ROD)</p> <p>3.18. Scan the order of Approval, signed Special Patent and Transmittal letter</p> <p>Upload to Land Administration and Management System (LAMS)</p> <p>Transmit documents to ROD, and copy furnish the client</p>	None	5 days	<p>PENR Officer</p> <p>Liaison Officer Records Section</p>
	CENRO SUB-TOTAL	Php 50.00	83 Days (+ up to 27 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	

**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 serve as a legal proof of ownership of non-threatened animals 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			Concerned CENR Office	
2. Inventory List of wildlife			Concerned CENR Office	
3. Documents supporting that wildlife species is from the legal source (e.g. captive-bred certificate, official receipt, deed of sale, deed of donation, local transport permit, etc.)			Wildlife keepers/owners	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit duly accomplished application form with supporting documentary requirements	1. Check completeness of application form and supporting documents, Receive and forward the application to CENR Officer.	None	30 min.	<i>Receiving/Releasing Clerk, CENRO Records Unit</i>
	2. Refer the application to concerned Technical Staff	None	30 min.	<i>CENR Officer</i>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3. Receive, review/evaluate the document and prepare Order of Payment, and forward the same to client	None	1 hour	<i>Technical Staff Wildlife Resources and Permitting Unit</i>
2. Receive Order of Payment and pay the corresponding fee to the CENRO Cashier (Php 50.00 for 1-50 hd.).	4. Accept fees and issue Official Receipt.	Processing Fee – Php 50.00 (Registration fee vary as to the number of heads applied for registration)	15 min.	<i>Collecting Officer Credit Officer Cashier Unit/Section</i>
	5. Assign personnel to conduct inspection/ inventory of wildlife species (DAO 2004-60)	None	1 hour	<i>Chief, Wildlife Resources Permitting Unit</i>
	5.1 Prepare inventory report and affix signature of inspecting officer. Sign the endorsement to PENR Office	None	1 day	<i>-CENRO Staff -CENR Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	5.2 Record and transmit to PENR Office the application with supporting documents (thru courier or hand-carry)	None	2 days (to include transit period)	Releasing Clerk, CENRO Records Unit
PENRO				
	5.3 Receive documents and forward to Chief, Technical Services Division (TSD)	None	30 min.	Receiving/Releasing Clerk, PENRO Records Unit
	5.4 Review, evaluate application and prepare Memorandum endorsement to Regional Office	None	2 hours	Chief/Staff Concerned Unit/Section/ PENR Officer
	5.5 Record and transmit to Regional Office the application with supporting documents (thru courier or hand-carry)	None	2 days (to include transit period)	PENRO Records Unit
REGIONAL OFFICE				
3. Submit duly accomplished application form with supporting documentary requirements (to include the inspection / inventory report of CENROs concerned, as per DAO 2004-60)	5.6 Receive, review and forward the application to the LPDD Chief	None	30 min.	Receiving/Releasing Clerk



	5.7 Wildlife Permitting and Utilization Section (WPUS) receive, review/evaluate and prepare Order of Payment, and forward the same to client (<i>in case, payment has not been made at DENR field offices</i>).	None	1 hour	Chief, WPUS Collecting Officer Cashier Unit/Section
4. Pay to the cashier the processing fee (Php 50.00 for 1-50 hd,)	5.8 Accept fees and issue Official Receipt.	Php50.00 Processing Fee	30 min.	Collecting Officer Credit Officer Cashier Unit/Section
	5.9 Further review/evaluation and prepare the Certificate of Wildlife Registration (CWR) and memorandum for the Regional Executive Director (RED)'s signature	None	2 hours	Chief, WPUS
	5.10 Review/ initial and forward the permit and memorandum to Assistant Regional Director for Technical Services (ARD, TS)	None	1 hour	Chief, LPDD
	5.11 Review/initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature	None	2 hours	ARD, TS, Regional Office
	5.12 Sign/approve the permit and memorandum instruction	None	1 day	RED, Regional Office
5. Receive the approved permit	5.13 Record and release approved CWR to the applicant.	None	30 min.	Receiving/Releasing Clerk RO Records Section



<i>CENRO SUB-TOTAL</i>	<i>Php150.00</i>	<i>3 days, 3 hours & 15 mins</i>
<i>PENRO SUB-TOTAL</i>	<i>None</i>	<i>2 days 2 hours & 30 min.</i>
<i>REGIONAL OFFICE SUB-TOTAL</i>	<i>Php50.00</i>	<i>1 day, 7 hours & 30 mins</i>
TOTAL:	P 200.00	6 days, 13 hours & 15 min. (inclusive of transit period)

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 authorize 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 (per DAO 2004-55)		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	Regional Office	
2. Copy of Certificate of Registration from SEC, CDA		
3. Proof of scientific expertise	Applicant	
4. Financial capability to go into breeding	Applicant	
5. Facility design	Applicant	
6. Prior clearance from affected communities	Applicant	
7. In case of indigenous threatened species, letter of commitment to undertake conservation breeding	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	Regional Office	
2. Management and breeding plan	Applicant	
3. Proof of scientific expertise	Applicant	
4. Photo of existing facility or sketch/development plan	Applicant	
5. In case of indigenous threatened species, letter of commitment to undertake conservation breeding	Applicant	
6. Certified copy of land title or lease contract for the facility	Applicant	
7. Financial capability to go into breeding	Applicant	
8. Photocopy of Articles of incorporation, in case of corporation	Applicant	



9. Prior clearance from the affected communities (LGUs, IPs, PAMBs)			Applicant	
10. Copy of BIR registration as exporter, if engage in export			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
PENRO/CENRO				
1. Submit the duly accomplished application form with supporting documentary requirements	1. Received, review and indorse the application to the Regional Office	Php 500.00 (Application fee)	1 day	<i>PENRO/CENRO</i>
REGIONAL OFFICE				
	2. Receive and forward the application to the LPDD	None	30 min.	<i>Receiving/Releasing Clerk</i>
	3. Check completeness of application form and supporting documents, and prepare Order of Payment, and forward the same to client	None	2 hours	<i>Wildlife Permitting Utilization Section/LPDD</i>
2. Receive Order of Payment and pay the corresponding fee to the Cashier.	3. Accept fees and issue Official Receipt.	Small scale: Php 3,300.00 <i>Application fee- 500.00</i> <i>Wildlife Farm Permit 2,500.00</i> <i>Inspection Fee 300.00</i> Large scale: Php 5,800.00 <i>Application fee- 500.00</i>	30 min.	<i>Cashier Section</i>



		<i>Wildlife Farm Permit</i> 5,000.00 <i>Inspection Fee</i> 300.00		
	4. Initial evaluation of the documents by the WPUS/LPDD and conduct of site inspection	None	2 days	LPDD
	5. Final evaluation by the Regional Wildlife Management Council (RWMC) with result of evaluation and site inspection	None	13 days (Depending on the schedule of RWMC)	RWMC/LPDD
	6. Preparation and approval of the WFP	None	2 days	LPDD, ARD-TS, RED
3. Receive the approved permit	7. Record and release approved WFP to the applicant.	None	30 min.	Receiving/Releasing Clerk RO Records Section
<i>CENRO/PENRO SUB-TOTAL</i>		<i>Php500.00</i>	<i>1 day</i>	
<i>REGIONAL OFFICE SUB-TOTAL</i>		<i>Small scale: Php 3,300.00</i> <i>(less Php500, if submitted thru PENRO/CENRO)</i> <i>Large scale: Php 5,800.00</i> <i>(less Php500, if submitted thru PENRO/CENRO)</i>	<i>18 days, 3 hours</i>	
TOTAL:		<i>Small scale: Php 3,300.00</i> <i>Large scale: Php 5,800.00</i>	19 days, 3 hours	

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 (per DAO 2004-55, DAO 2016-25)			WHERE TO SECURE	
1. Duly accomplished Application Form with two recent 2"x2" photo			Regional Office	
2. Copy of issued/active CWR			Applicant	
3. Copy of invitation or engagement letters, contracts or written agreements indicating the date and venue of the show, exhibition or educational events			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)			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.	<i>Receiving/ Releasing Clerk</i>
	2. Wildlife Permitting and Utilization Section (WPUS) receive, review/evaluate and prepare Order of Payment (in	None	30min.	<i>Chief, WPUS</i>



	<i>accordance to DAO 2004-29, section 9), and forward the same to client.</i>			
2. Pay to the cashier the processing fee	3. Accept fees and issue Official Receipt.	Processing Fee – Php100.00	15 min.	<i>Collecting Officer Credit Officer Cashier Unit/Section</i>
	4. Further review/evaluation and prepare the Wildlife Special Use Permit (WSUP) and memorandum for the Regional Executive Director (RED)'s signature	None	3 hours	<i>Chief, WPUS</i>
	5. Review/ initial and forward the permit and memorandum to Assistant Regional Director for Technical Services (ARD, TS)	None	3 hour	<i>Chief, LPDD</i>
	6. Review/initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature	None	3 hours	<i>ARD, TS, Regional Office</i>
	7. Sign/approve the permit and memorandum instruction	None	1 day	<i>RED, Regional Office</i>
3. Receive the approved permit	8. Record and release approved permit to the applicant.	None	30 min.	<i>Receiving/Releasing Clerk RO Records Section</i>
TOTAL:		<i>Php100.00</i>	1 day, 10 hours and 15 minutes	



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

This permit authorize the holder to collect 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. 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			Applicant	
2. Prior Clearance from the affected (collection site) neighborhood/ communities, i.e. concerned LGUs, recognized head of the IPs in accordance with RA 8371, or Protected Area Management Board			Applicant	
3. Endorsement letter from the Dean (in case applicant is a student) or in the case of an individual researcher, from a recognized expert or a research institution or conservation organization			Applicant	
For GP renewal, copy of annual report				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (per DAO 2004-55)	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.	<i>Receiving/Releasing Clerk</i>
	2. Wildlife Permitting and Utilization Section (WPUS) receive, review/evaluate and prepare Order of Payment, and forward the same to client.	None	30min.	<i>Chief, WPUS</i>



2. Pay to the cashier the processing fee	3. Accept fees and issue Official Receipt.	Php100.00 Processing Fee *Php1,000.00 depending on the decision of their respective Protected Area Mg.'t Board	15 min.	<i>Collecting Officer</i> <i>Credit Officer</i> <i>Cashier Unit/Section</i>
	4. Further review/evaluation and prepare the Gratuitous Permit (GP) and memorandum for the Regional Executive Director (RED)'s signature	None	3 hours	<i>Chief, WPUS</i>
	5. Review/ initial and forward the permit and memorandum to Assistant Regional Director for Technical Services (ARD, TS)	None	3 hours	<i>Chief, LPDD</i>
	6. Review/initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature	None	3 hours	<i>ARD, TS,</i> <i>Regional Office</i>
	7. Sign/approve the permit and memorandum instruction	None	1 day	<i>RED,</i> <i>Regional Office</i>
3. Receive the approved permit	8. Record and release approved permit to the applicant.	None	30 min.	Receiving/Releasing Clerk RO Records Section
TOTAL:		Php100.00	1 day, 10 hours and 30 minutes	

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 NON-CITES PERMIT (EXPORT/RE-EXPORT)

This permit authorizing the holder to bring out Non-CITES Wildlife from Philippines to any other country and/or to bring out of the country the Non-CITES Wildlife which were previously imported.

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			Regional Office	
2. Documents supporting the legal possession/acquisition of wildlife			Applicant	
3. Phytosanitary Certificate (for plants) or Veterinary Quarantine Certificate (for animals) from the concerned Department of Agriculture (DA) Office			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (per DAO 2004-55)	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.	<i>Receiving/Releasing Clerk</i>
	2. Wildlife Permitting and Utilization Section (WPUS) receive, review/evaluate and prepare Order of Payment, and forward the same to client.	None	30min.	<i>Chief, WPUS</i>
2. Pay to the cashier the processing fee	3. Accept fees and issue Official Receipt.	Php100.00 Processing Fee	15 min.	<i>Collecting Officer Credit Officer Cashier Unit/Section</i>



	4. Further review/evaluation and prepare the Non-CITES Permit and memorandum for the Regional Executive Director (RED)'s signature	None	3 hours	<i>Chief, WPUS</i>
	5. Review/ initial and forward the permit and memorandum to Assistant Regional Director for Technical Services (ARD, TS)	None	3 hours	<i>Chief, LPDD</i>
	6. Review/initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature	None	3 hours	<i>ARD, TS, Regional Office</i>
	7. Sign/approve the permit and memorandum instruction	None	1 day	<i>RED, Regional Office</i>
	8. Record and release approved permit to the applicant.	None	30 min.	Receiving/Releasing Clerk RO Records Section
3. Receive the approved permit				
TOTAL:		<i>Php100.00</i>	<i>1 day, 10 hours and 30 minutes</i>	



CITIZEN'S CHARTER NO. RO10-B-06. ISSUANCE OF WILDLIFE EXPORT CERTIFICATION (WEC)

This permit issued to an individual, academe, research institution, or organization to bring out from Philippines to any other country 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. Duly accomplished application form			Regional Office	
2. Documents supporting the legal possession/acquisition of wildlife			Applicant	
3. Phytosanitary Certificate (for plants) or Veterinary Quarantine Certificate (for animals) from the concerned Department of Agriculture (DA) Office			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (per DAO 2004-55)	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.	<i>Receiving/Releasing Clerk</i>
	2. Wildlife Permitting and Utilization Section (WPUS) receive, review/evaluate and prepare Order of Payment, and forward the same to client.	None	30min.	<i>Chief, WPUS</i>
2. Pay to the cashier the processing fee	3. Accept fees and issue Official Receipt.	Php100.00 Processing Fee	15 min.	<i>Collecting Officer Credit Officer Cashier Unit/Section</i>



	4. Further review/evaluation and prepare the Wildlife Export Certification (WEC) and memorandum for the Regional Executive Director (RED)'s signature	None	3 hours	Chief, WPUS
	5. Review/ initial and forward the permit and memorandum to Assistant Regional Director for Technical Services (ARD, TS)	None	3 hours	Chief, LPDD
	6. Review/initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature	None	3 hours	ARD, TS, Regional Office
	7. Sign/approve the permit and memorandum instruction	None	1 day	RED, Regional Office
	8. Record and release the approved permit to the applicant.	None	30 min.	Receiving/Releasing Clerk RO Records Section
3. Receive the approved permit				
TOTAL:		Php100.00	1 day, 10 hours and 30 minutes	



CITIZEN'S CHARTER NO. RO10-B-07. ISSUANCE OF LOCAL WILDLIFE TRANSPORT PERMIT

Local Wildlife Transport Permit is a legal document required to accompanying the transport/shipment of flora and fauna comes from legal sources place to another (with approved form permit and Certificate of Wildlife Registration) to different point of destination.

Office or Division:	DENR-CENRO			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	CWR/Farm Permit Holder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request with attached duly accomplished Application Form (Annex D) 2. Inspection/verification of wildlife (Annex E) 3. Documents supporting the legal possession or acquisition of wildlife 4. Payment of fee (certification) 5. Phytosanitary Certificate (for plants) or Veterinary Certificate (for animals)		Requesting Party CENRO Concerned Requesting Party, Private Lawyer or Notary Public CENRO DA Office		
CLIENT/EMPLOYEES STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request/application letter with supporting documents.	1. Check completeness of request and attached supporting documents and forward the application to DMO IV/Deputy CENRO. 1.1. Prepare Order of Payment and forward the same to the client.	None	30 minutes	Chief/Technical Staff Regulation and Permitting Section (RPS) Technical Staff (RPS)



2. Pay corresponding fee	2. Accept fees and issue Official Receipt.	Php 100.00 (Certification fee)	30 minutes	Credit Officer
3. Receive OR	3. Receive and review the application and forward to Chief, RPS.	None	30 minutes	Deputy CENRO/CENRO
	3.1. Receive application, assign personnel to conduct inspection and geo-tagging activities.	None	15 minutes	Chief RPS
4. Accompany/guide the verifying team to the flora/fauna subject for transport	4. Conduct field inspection/verification and take geo-tagged photos.	None	1 day	Inspecting Officer RPS
	4.1. Prepare and submit inspection report with geo-tagged photos to Chief, RPS for endorsement to PENRO.	None	1 day	Inspecting Officer
	4.2. Review the inspection report and submit recommendation to CENRO.	None	1 hour	Chief RPS
	4.3. Receive and review inspection report. Approve recommendation Sign the endorsement to PENRO.	None	1 hour	CENR Officer
	4.4. Record and Release the inspection report and attachments and endorse to PENRO Office.	None	2 days or less depending in the location of PENR Office	Releasing Clerk CENRO Records Unit



PENRO				
	4.5. Receive documents and forward to Chief Technical Services Division (TSD)	None	1 hour	Receiving/Releasing Clerk PENRO Records Section
	4.6. Review, evaluate application and prepare Local Wildlife Transport Permit and affix initial on the documents and forward to Chief TSD.	None	2 hours	Chief/Staff Concern Unit/Section
	4.7. Check the completeness of the documents initial and recommend for approval. Forward documents to PENR Office	None	30 minutes	Chief, TSD
	4.8. Review and sign/approved the Local Wildlife Transport Permit.	None	1 hour	PENRO
	4.9. Record and Release the Transport Permit.	None	20 minutes	Receiving/Releasing Clerk Records Unit
5. Receive the approved Local Wildlife Transport Permit				
	CENRO SUB-TOTAL	Php 100.00	4 days, 3 hours and 35 minutes	
	PENRO SUB-TOTAL	None	4 hours and 50 minutes	
	TOTAL	Php 100.00	4 days, 7 hours and 25 minutes	

6 FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
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 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 three (3) days upon receipt of the feedback.</p> <p>The answer of the concern office shall be then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and email address:</p> <p><u>scis.smcrd2019@gmail.com</u></p> <p>8926 5595 Louise Andrea Gonzales (Public Assistance Unit)</p> <p>8927 6336 Julie Gorospe Ibulan Stakeholder Management and Conflict Resolution Division</p>
How to file complaints?	<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 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 • Evidence

<p>How complaints are processed?</p>	<p>The Public Assistance Officer (PAO) shall open the complaints drop box on a weekly basis and evaluate each complaint. The complaints shall be classified according to gravity:</p> <ul style="list-style-type: none"> • Minor • Moderate • Very Grave <p>Upon evaluation, and approval of the SMCRD Chief, the PAO shall forward the complaint to the relevant office for their appropriate action. The minor complaint shall be submitted to SMCRD; moderate to Office of the Assistant Secretary for HRDS; and very grave complaint to the Office of the Secretary.</p>
<p>Contact Information of Anti-Red Tape Authority (ARTA)</p>	<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>
<p>Contact Information of Presidential Complaint Center (PCC)</p>	<p>Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline:8888 Contact No. (02)736 8621, 736 8645, 736 8603, 736 8629, 736 8621 Email: pcc@malacanang.gov.ph Web: https://op-proper.gov.ph/presidential-action-center/</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: http://contactcenterngbayan.gov.ph/contact-us</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) 9262-OMB (662) Text Hotline: 0926 6994 703 Lifestyle Check: (02) 927-4102, 927-2404 Trunkline: (02) 479-7300 Email: pab@ombudsman.gov.ph</p>



7 LIST OF OFFICES

OFFICE	OFFICE ADDRESS	CONTACT DETAILS
DENR Region X	DENR, Region 10, Macabalan, Cagayan de Oro City	(088) 856 8200; (08822) 72 8322
PENRO Bukidnon	Capitol Drive, Malaybalay City, Bukidnon	(088) 221 3107; 221 2806; 221 3101
PENRO Camiguin	Lakas Poblacion, Mambajao, Camiguin	(088) 387 0040
PENRO Lanao del Norte	DENR-X Tubod, Lanao del Norte	(063) 227 6070; 341 5611
PENRO Misamis Occidental	Capitol Complex, Oroquieta City, Misamis Occ.	(088) 531 11 86
PENRO Misamis Oriental	Malasag Heights, Cugman CDO City	(088) 855 2318
CENRO Don Carlos	DENR-X-B320, Don Carlos, Bukidnon	(088) 226 2632
CENRO Valencia (Malaybalay)	Capitol Drive, Valencia City, Bukidnon	(088) 813 3306
CENRO Manolo Fortich	DENR-X-B340, Manolo Fortich, Bukidnon	(088) 778 2495
CENRO Talakag	Landing San Isidro, Talakag, Bukidnon	cenrotalakag@r10.denr.gov.ph
CENRO Iligan City	4th East Ext., Rosario Heights, Tubod, Iligan City, Lanao del Norte	(063) 221 2823; 223 1058
CENRO Kolambugan	Kolambugan, Lanao del Norte	(063) 355 4431
CENRO Oroquieta	Capitol Complex, Oroquieta City, Misamis Occidental	(088) 531 2003
CENRO Ozamis	Gango, Ozamis City	(088) 521 1252
CENRO Initao	Malasag Heights, Cugman Cagayan De Oro City	(088) 855 2347
CENRO Gingoog City	Dugenio St., Gingoog City, Misamis Oriental	(088) 42 7421