



DEPARTMENT OF ENVIRONMENT AND  
NATURAL RESOURCES (DENR)

CITIZEN'S CHARTER  
2023 (1<sup>st</sup> Edition)



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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 of a growing population;
3. Enhance the contribution of natural resources for achieving national economic and social development;
4. Promote equitable access to natural resources by the different sectors of the population; and
5. Conserve specific terrestrial and marine areas representative of the Philippine natural and cultural heritage for present and future generations.

## **II. 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 CENR, PENR AND REGIONAL OFFICES

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**DENR CENR, PENR AND REGIONAL OFFICES**  
**Administrative and Finance**  
**(Internal and External Services)**



# **CITIZEN'S CHARTER NO. RO-AF-01. ISSUANCE OF CERTIFICATION OF NO RECORDS/APPEAL/MOTION FOR RECONSIDERATION, ETC.**

This Certification is made upon request of DENR personnel, official or external party of No Records/Appeal/Motion for Reconsideration, etc. being filed in the DENR. The purpose for the request is included in the Certification.

<b>Office or Division:</b>	Records Unit/Section, DENR CENR, Implementing PENR, PENR and Regional Offices														
<b>Classification:</b>	Simple														
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government														
<b>Who may avail:</b>	Internal: Regular Employee of DENR, including its Bureaus and Attached Agencies External: Contract of Service Personnel, LGU and other government agencies or instrumentalities and private individuals														
<table border="1" style="width: 100%;"> <tr> <th style="width: 50%;"><b>CHECKLIST OF REQUIREMENTS</b></th><th style="width: 50%;"><b>WHERE TO SECURE</b></th></tr> <tr> <td>1. Duly accomplished customer FOI request form (1 original)</td><td>Public Assistance Desk, Receiving Area or Records Unit/Section</td></tr> <tr> <td>2. Government issued ID (present 1 original)</td><td>Requesting Party</td></tr> <tr> <td><b>Additional if from other Government Sector</b></td><td></td></tr> <tr> <td>3. Official Letter Request (1 original)</td><td>Requesting Party</td></tr> <tr> <td><b>Additional if Requesting Party is a representative</b></td><td></td></tr> <tr> <td>4. SPA for representative (1 original, notarized)</td><td>Requesting Party, Private Lawyer or Notary Public</td></tr> </table>		<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	1. Duly accomplished customer FOI request form (1 original)	Public Assistance Desk, Receiving Area or Records Unit/Section	2. Government issued ID (present 1 original)	Requesting Party	<b>Additional if from other Government Sector</b>		3. Official Letter Request (1 original)	Requesting Party	<b>Additional if Requesting Party is a representative</b>		4. SPA for representative (1 original, notarized)	Requesting Party, Private Lawyer or Notary Public
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>														
1. Duly accomplished customer FOI request form (1 original)	Public Assistance Desk, Receiving Area or Records Unit/Section														
2. Government issued ID (present 1 original)	Requesting Party														
<b>Additional if from other Government Sector</b>															
3. Official Letter Request (1 original)	Requesting Party														
<b>Additional if Requesting Party is a representative</b>															
4. SPA for representative (1 original, notarized)	Requesting Party, Private Lawyer or Notary Public														





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit accomplished request form and <b>complete</b> requirements to Receiving/ Releasing Clerk	1. Receive, and check the completeness of submitted requirements, stamp the date and time on documents and forward all documents to action officer	None	5 min.	<i>Receiving/Releasing Clerk</i> Records Unit/Section
1.1. None	1.1. Verify all requirements and indicate amount to be paid in the Request Form	None	5 min.	<i>Records Officer</i> Records Unit/Section
1.2. None	1.2. Approve and sign Request Form	None	5 min.	<i>Records Officer/Alternate Officer</i> Records Unit/Section
1.3. None	1.3. Prepare Order of Payment	None	15 min.	<i>Records Officer/Credit Officer</i> CENRO Records Unit/Section <i>Accounting Personnel</i> PENRO/Regional Office Accounting Unit/Section MSD Chief



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.4. None	1.4. Approve Order of Payment	None	5min.	PENRO/Regional Office Accountant /CENR Officer or designated representative
2. Pay to the Cashier the Certification Fee	2. Accept payment and issue Official Receipt	Php 25.00 <b>Certification Fees***</b>	5 min.	<i>Collecting Officer</i> <i>Credit Officer</i> Cashier Unit/Section
2.1. None	2.1 Check the Official Receipt. Verify, prepare and initial the Certification  <b>* Regional Office</b> Legal Division to verify record prepare and affix initial on the Certification (if applicable)	None	4 hrs  1 day	<i>Records Officer</i> Records Unit/Section  Chief Lega/Designated staff
2.2. None	<b>2.2. ** PENRO/CENRO</b>  Review and affix Initial on the Certification	None	10 min.	<i>Chief</i>  Concerned Unit/Section



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2.3None	2.3. Determine accuracy of the Certification and affix signature	None	5 min.	<i>Head of Office or Records Officer or Designated Representative</i>
3. Receive the approved Certification	3. Release the approved Certification to the client	None	10 min.	<i>Receiving/Releasing Clerk</i> Records Unit/Section
<b>TOTAL:</b>		<b>Php 25.00 Certification Fees***</b>	<b>Simple</b>	<b>CENRO/PENRO</b> <b>5 hours &amp; 5 min.</b>  <b><i>Regional Office</i></b> <b><i>1 day &amp; 55 min.</i></b>
			<b><i>TAT does not include waiting time and is the minimum processing time up to three (3) working days</i></b>	

\*If transaction is in the Regional Office

\*\*If transaction is in the CENR, Implementing PENR, and PENR Offices

\*\*\*Except when covered by Official Letter Request



## CITIZEN'S CHARTER NO. RO-AF-02. AUTHENTICATION OF RECORD/S\*

Authentication of record/s is made by a requesting party (DENR personnel, official or external clientele) for a certified true copy of a record/s issued by the DENR and being filed in the Records Unit/Section. The purpose for the request is included in the Request Form.

<b>Office or Division:</b>	Records Unit/Section, DENR CENR, Implementing PENR, PENR and Regional Offices		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
<b>Who may avail:</b>	Internal: Regular Employee of DENR, including its Bureaus and Attached Agencies  External: Contract of Service Personnel, LGU and other government agencies or instrumentalities and private individuals		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. FOI Request Form (1 original)		Public Assistance Desk, Receiving Area or Records Unit/Section	
2. Government issued ID (present 1 original)		Requesting Party	
<b>Additional if from the Government Sector</b>			
3. Official Letter Request (1 original)		Requesting Party	
<b>Additional if Requesting Party is a representative</b>			
4. SPA for representative (1 original, notarized)		Requesting Party, Private Lawyer, Public Attorney's Office (PAO) or Notary Public	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit accomplished request form and <b>complete</b> requirements to Receiving/ Releasing Clerk	1. Receive, check, and stamp date and time on document. Upload the document to Document Tracking System. Forward document to the concerned Action Officer	None	15 min.	<i>Receiving/Releasing Clerk</i> Records Unit/Section
1.1. None	<p>1.1. Check the availability of records.</p> <p>Process the request (photocopy and stamp "<i>Certified True Copy</i>") and sign the certification or documents.</p> <p>Indicate amount to be paid in the Request Form/Order of Payment.</p> <p><b>**Regional Office Authentication of Documents</b> Legal Division – Land Claims and Conflicts</p>	None	<p>30 min. to 3 hours</p> <p>1 day</p>	<p><i>Records Officer</i> Records Unit/Section</p> <p>PENRO/Regional Office Accountant /CENR Officer or designated representative</p> <p>Legal Staff <b>Regional Office</b></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Pay to the Cashier the Authentication Fee.	2. Accept payment and issue Official Receipt.	Php 50.00 <b>Authentication Fee***</b> per set +  Php 5.00 per page  <i>(Internal Clients are free of Charge)</i>	10 min.	<i>Collecting Officer</i> <i>Credit Officer</i> Cashier Unit/Section
2.1 . None	2.1 Check the Official Receipt and photocopy for filing.	None	5 min.	<i>Records Officer</i> Records Unit/Section
3.Receive Authenticated document/s	3.1 Release the approved Authenticated document/s to the customer	None	5 min.	<i>Receiving/Releasing Clerk</i> Records Unit/Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
		Php 50.00 <b>Authentication Fee***</b> per set +	<b>CENRO/PENRO:</b> <b>3 hours &amp; 35 min.</b>  If Land Claims and Conflicts documents in the <b>Regional Office:</b> <b>1 day &amp; 35 min.</b>	
		Php 5.00 per page	<b><i>TAT does not include waiting time and is the minimum processing time up to three (3) working days</i></b>	

\*Confidential and Top Secret Documents are subject for approval of the Secretary and is not included in this process.

\*\*If transaction is in the Regional Office

\*\*\*Except those with Official Letter Request



## CITIZEN'S CHARTER NO. RO-AF-05-06-07. PROCESSING OF PAYMENT OF CLAIMS

This process includes processing of Obligation Request and Status (ORS) and Disbursement Voucher (DV), and preparation, processing and issuance of Checks/LDDAP-ADA and corresponding Advices. This process is used to pay an obligation to DENR employees, individuals, agencies or creditors for goods purchased and services rendered.

<b>Office or Division:</b>	Accounting, Budget and Cashier Units/Sections, Finance and Administrative Section/Division, DENR CENR, PENR and Regional Offices
<b>Classification:</b>	Complex
	Highly Technical
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
<b>Who may avail:</b>	Internal: Permanent Personnel External: Personnel under Contract of Service, Job Order Service Provider and Supplier

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirement	
• Disbursement Voucher (1 original, 3 duplicate)	Requesting Party or Originating Office
• Obligation Request and Status (1 Original, 2 duplicate copies)	Requesting Party or Originating Office
If Initial Contract of Communication/Telephone and Gasoline	
• Contract (3 original)	Service Provider, Requesting Party or Originating Office
• Annual Procurement Plan (APP), and any amendment thereto (1 certified Copy), or Certification from the Procurement Office that the items procured are already included in the APP (1 original)	Procurement Unit Or Section
If Supplier/Contractor/Service Provider	
A. Purchase Order (P.O.)	Complex
• Purchase Order/Contract Agreement (1 Original, 3 duplicate copies)	Procurement Unit Or Section
• Purchase Request (1 Original, 2 duplicate copies)	Requesting Party or Originating Office





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>BAC Resolution (1 original, 2 Photocopies)</li> </ul>	Bids And Awards Committee (BAC) Secretariat
<ul style="list-style-type: none"> <li>PHILGEPS Posting (if above 50K) (1 original, 2 Photocopies)</li> </ul>	Bids And Awards Committee (BAC) Secretariat
<ul style="list-style-type: none"> <li>PhilGeps Registration and/or Certification from Procurement- that legal document from GPPB Reso No. 21-2017 dated 5/30/2017 are submitted and duly verified (1 original, 2 Photocopies)</li> </ul>	Bids And Awards Committee (BAC) Secretariat
<ul style="list-style-type: none"> <li>Agency Procurement Request/APR Form No. 02 (for supplies), In case supplies are not available at DBM, there must be a certificate of Non-availability of stock from PS-DBM (1 original, 2 Photocopies)</li> </ul>	Procurement section
<ul style="list-style-type: none"> <li>Annual Procurement Plan (APP), and any amendment thereto (1 Certified Copy), or Certification from the Procurement Office (and/or BAC Secretariat) that the items procured are already included in the APP (1 original)</li> </ul>	Requesting Party/Procurement Section/ BAC Secretariat
<ul style="list-style-type: none"> <li>Abstract of Quotations (2 Original)</li> </ul>	Requesting Party or Originating Office & BAC Secretariat
<ul style="list-style-type: none"> <li>Quotations with Certification from Procurement Office that Supplier has Submitted Updated Eligibility Documents/Legal Documents (Alternative Method of Procurement), if shopping (3 Original Per Supplier)</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>At least 1 Filled-Up Quotation, with Proof of Receipt of Quotation (1 original, 2 photocopies)</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>Certificate of Posting in 3 Conspicuous Places (1 original, 2 photocopies)</li> </ul>	BAC Secretariat
<ul style="list-style-type: none"> <li>Request for Quotations (1 original Per Supplier)</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>Special Order, if Applicable (1 Photocopy)</li> </ul>	Requesting Party or Originating Office, Regional Office Or Central Office
<ul style="list-style-type: none"> <li>Inspection and Acceptance Report (1 original, 2 Photocopies)</li> </ul>	Inspection and Acceptance Committee (IAC)
<ul style="list-style-type: none"> <li>Sales Invoice/Delivery Receipt/Official Receipt (1 original, 2 Photocopies)</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>Certificate Of Acceptance (1 original, 2 Photocopies)</li> </ul>	Requesting Party



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>B. P.O. Through Direct Contracting</b>	
<ul style="list-style-type: none"> <li>Purchase Request with Certification from the Procurement Office that the items procured are already included in the APP (1 Original, 3 duplicate copies)</li> </ul>	Requesting Party or Originating Office and Procurement Office
<ul style="list-style-type: none"> <li>BAC Resolution (1 Original, 3 duplicate copies)</li> </ul>	BAC Secretariat
<ul style="list-style-type: none"> <li>Quotations (1 Original, 3 duplicate copies)</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>Distributor Certificate or Sworn Certificate of Guarantee Exclusive Distributorship Agreement (If Applicable) (2 photocopies)</li> </ul>	Service Provider Or Bac Secretariat
<ul style="list-style-type: none"> <li>Inspection and Acceptance Report (1 Original, 2 duplicate copies)</li> </ul>	Inspection And Acceptance Committee (IAC)
<ul style="list-style-type: none"> <li>Certificate of Acceptance (1 Original, 3 duplicate copies)</li> </ul>	Requesting Party
<b>If Meals and Snacks For Seminar/Training</b>	
<ul style="list-style-type: none"> <li>Special Order or Notice of Meeting (1 original, 2 photocopies)</li> </ul>	Requesting Party or Originating Office, Regional Office Or Central Office
<ul style="list-style-type: none"> <li>Purchase Request with Certification from the Procurement Office that the items procured are already included in the APP (1 Original, 2 photocopies)</li> </ul>	Requesting Party or Originating Office
<ul style="list-style-type: none"> <li>RESO (1 original, 2 photocopies)</li> </ul>	BAC Secretariat
<ul style="list-style-type: none"> <li>PHILGEPS BNA – RFQ (1 original, 2 photocopies)</li> </ul>	BAC Secretariat
<ul style="list-style-type: none"> <li>3 Quotations (1 original Per Supplier, 2 photocopies)</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>APQ (1 original, 2 photocopies)</li> </ul>	BAC Secretariat
<ul style="list-style-type: none"> <li>Certification from Procurement that legal document from GPPB Reso No. 21-2017 dated 5/30/2017 are submitted and duly verified (1 original), if applicable</li> </ul>	Procurement Section, Administrative Division
<ul style="list-style-type: none"> <li>Contract (1 Original, 2 photocopies)</li> </ul>	Service Provider, Requesting Party or Originating Office
<ul style="list-style-type: none"> <li>Billing or Statement of Account (1 original, 2 photocopies)</li> </ul>	Service Provider, Requesting Party or Originating Office
<ul style="list-style-type: none"> <li>Menu (1 original, 2 photocopies) if applicable</li> </ul>	Service Provider, Requesting Party or Originating Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Attendance (1 original, 2 photocopies)</li> </ul>	Requesting Party or Originating Office
<ul style="list-style-type: none"> <li>Activity Report with Pictures (1 original, 2 photocopies)</li> </ul>	Requesting Party or Originating Office
If Job Order (J.O.)	
A. Repair of Vehicle/Equipment/Facilities	
<ul style="list-style-type: none"> <li>Purchase Request with notation that it is included in the APP (1 original, 2 photocopies)</li> </ul>	Requesting Party or Originating Office
<ul style="list-style-type: none"> <li>Pre-Repair Inspection Report (1 original, 2 Photocopies)</li> </ul>	Inspection Committee
<ul style="list-style-type: none"> <li>BAC Resolution for Major Repairs (1 original, 2 Photocopies)</li> </ul>	BAC Secretariat
<ul style="list-style-type: none"> <li>Abstract of Quotations (1 original, 2 Photocopies)</li> </ul>	Requesting Party or Originating Office & BAC Secretariat
<ul style="list-style-type: none"> <li>Quotations (1 original Per Supplier, 2 Photocopies)</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>Post Repair Inspection Report (1 original, 2 Photocopies)</li> </ul>	Property Unit/Section, General Services Section (GSS)
<ul style="list-style-type: none"> <li>Certificate of Acceptance (1 original, 2 Photocopies)</li> </ul>	Requesting Party
<ul style="list-style-type: none"> <li>PHILGEPS Posting (above 50K) (1 original, 2 photocopies)</li> </ul>	Procurement Section
<ul style="list-style-type: none"> <li>Certificate of Posting of Award (1 original, 2 photocopies)</li> </ul>	Procurement Section
<ul style="list-style-type: none"> <li>Certification from Procurement that legal document from GPPB Reso No. 21-2017 dated 5/30/2017 are submitted and duly verified (1 original)</li> </ul>	Procurement Section
<ul style="list-style-type: none"> <li>Waste Materials Report (1 original, 2 Photocopies)</li> </ul>	
<ul style="list-style-type: none"> <li>Certificate of Availability of Funds (1 original, 2 photocopies)</li> </ul>	Budget and Accounting Section
B. Printing	
<ul style="list-style-type: none"> <li>Purchase Request with notation that it is included in the APP (1 original, 2 photocopies)</li> </ul>	Requesting Party or Originating Office
<ul style="list-style-type: none"> <li>Layout, E-Copy of Document to be Printed, or Source of Layout (1 original, Digital Copy)</li> </ul>	Requesting Party or Originating Office
<ul style="list-style-type: none"> <li>BAC Resolution (1 original, 2 Photocopies)</li> </ul>	BAC Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Abstract of Quotations (1 original, 2 Photocopies)</li> </ul>	Requesting Party or Originating Office & BAC Secretariat
<ul style="list-style-type: none"> <li>PHILGEPS Posting (above 50K) (1 original, 2 photocopies)</li> </ul>	Procurement Section
<ul style="list-style-type: none"> <li>Certificate of Posting of Award (1 original, 2 photocopies)</li> </ul>	Procurement Section
<ul style="list-style-type: none"> <li>Certification from Procurement that legal document from GPPB Reso No. 21-2017 dated 5/30/2017 are submitted and duly verified (1 original), if applicable</li> </ul>	Procurement Section
<ul style="list-style-type: none"> <li>Quotations (1 original Per Supplier, 2 Photocopies)</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>Inspection Report (1 original, 2 Photocopies)</li> </ul>	Inspection And Acceptance Committee (IAC)
<ul style="list-style-type: none"> <li>Certificate of Acceptance (1 original, 2 Photocopies)</li> </ul>	Requesting Party
If Agency Procurement Request (APR)	
<ul style="list-style-type: none"> <li>Purchase Request (1 original, 2 photocopies)</li> </ul>	Requesting Party or Originating Office
<ul style="list-style-type: none"> <li>Certificate of Availability of Funds (1 original, 2 photocopies)</li> </ul>	Budget and Accounting Section
If Contract	
<ul style="list-style-type: none"> <li>Notarized Contract (1 original, 2 photocopies)</li> </ul>	Requesting Party or Originating Office, BAC Secretariat or Service Provider
<ul style="list-style-type: none"> <li>Purchase Request (1 original, 2 photocopies)</li> </ul>	Requesting Party or Originating Office
<ul style="list-style-type: none"> <li>PHILGEPS Posting (50K and above) (1 original, 2 photocopies)</li> </ul>	Procurement Section
<ul style="list-style-type: none"> <li>Certificate of Posting of Award (1 original, 2 photocopies)</li> </ul>	Procurement Section
<ul style="list-style-type: none"> <li>Certification from Procurement that legal document from GPPB Reso No. 21-2017 dated 5/30/2017 are submitted and duly verified (1 original), if applicable</li> </ul>	Procurement Section
<ul style="list-style-type: none"> <li>TOR (1 original, 2 photocopies)</li> </ul>	Requesting Party or Originating Office
<ul style="list-style-type: none"> <li>Letter Intent/Proposal (1 original, 2 photocopies)</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>Curriculum Vitae with Personal Data Sheet (1 original, 2 photocopies)</li> </ul>	Service Provider



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Letter Request for Payment (For Resource Person, Documentor, or Facilitator) (1 original, 2 Photocopies)</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>Evaluation Report (for Resource Person, Documentor or Facilitator) (1 original, 2 Photocopies)</li> </ul>	Requesting Party
<ul style="list-style-type: none"> <li>Certificate of Acceptance (1 original, 2 Photocopies)</li> </ul>	Requesting Party
<ul style="list-style-type: none"> <li>Certificate of Availability of Funds (1 original, 2 photocopies)</li> </ul>	Budget and Accounting Section
<ul style="list-style-type: none"> <li>Actual Output (3 photocopies, if applicable)</li> </ul>	Service Provider
<b>If Salaries of Contract of Service</b>	
<ul style="list-style-type: none"> <li>Notarized Contract (1 original or certified true copy and 2 photocopies for the first payment only)</li> </ul>	Requesting Party or Originating Office, BAC Secretariat or Service Provider
<ul style="list-style-type: none"> <li>Duly Accomplished Daily Time Record (DTR) (1 original, 2 Photocopies)</li> </ul>	Personnel Unit/Section
<ul style="list-style-type: none"> <li>Travel Order, if applicable (3 photocopies)</li> </ul>	Requesting Party
<ul style="list-style-type: none"> <li>Accomplishment Report (1 original, 2 Photocopies)</li> </ul>	Requesting Party
<ul style="list-style-type: none"> <li>S.O, if Applicable (1 original, 2 Photocopies)</li> </ul>	DENR Central, Regional, PENR and/or CENR Office
<ul style="list-style-type: none"> <li>MCLE Certification, if Lawyer (1 original, 2 Photocopies)</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>Written Concurrence from COA, if Lawyer (1 original, 2 Photocopies), if applicable (based on COA Circular 2021-003 dated July 16, 2021)</li> </ul>	Commission On Audit (COA)
<ul style="list-style-type: none"> <li>Deputation of OSG, if Lawyer (1 original, 2 Photocopies)</li> </ul>	Office of the Solicitor General (OSG)
<ul style="list-style-type: none"> <li>Acquiescence from OSG, if Lawyer (3 Photocopies)</li> </ul>	Office of the Solicitor General (OSG)
<b>If Mandatory Expenses</b>	
<b>A. Water and Electricity</b>	
<ul style="list-style-type: none"> <li>Billing Statement (1 original, 2 Photocopies)</li> </ul>	Service Provider
<b>B. Communication/Telephone</b>	
<ul style="list-style-type: none"> <li>Billing/Statement of Account (1 original, 2 Photocopies)</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>Certification that Phone Calls are official in nature (1 original, 2 Photocopies)</li> </ul>	Requesting Party or Originating Office
<ul style="list-style-type: none"> <li>Contract (1 original for first payment only)</li> </ul>	Service Provider Or Requesting Party



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
C. Gasoline	
• Billing/Statement of Account (1 original, 2 Photocopies)	Service Provider
• Vehicle Trip Ticket (1 original, 2 Photocopies)	Driver In Duty
• Contract (1 original for first payment only)	Service Provider Or Requesting Party
• Fuel/Lubricants Requisition and Issue Slip (1 original, 2 Photocopies)	Requesting Party or Originating Office
• Fuel Consumption Report, if applicable	General Services Section/Supply Officer
• Monthly Report of Official Travels, if applicable	General Services Section/Supply Officer/Drivers
If Government Share For Mandatory Deductions	
• List of Personnel with Corresponding Amount of Government Share (1 original, 2 Photocopies)	Personnel Section/Unit-Administrative Division/Section or Accounting Unit/Section-Finance Section/Division
If TEV (Local)	
A. Approved Travel Order (1 original, 2 Photocopies)	Requesting Party or Originating Office and CENR Officer, PENR Officer or Regional Executive Director (RED)
B. Itinerary (1 original, 2 Photocopies)	Requesting Party or Originating Office
C. Special Order, if Applicable (3 Photocopies)	CENR Officer, PENR Officer, RED, Usec or Secretary
D. Additional Requirement For Reimbursement	
• Travel Report (1 original, 2 Photocopies)	Requesting Party or Originating Office
• Certificate of Travel Completed (1 original, 2 Photocopies)	Requesting Party or Originating Office
• Certificate of Appearance (1 original, 2 Photocopies)	Destination Office
• Tickets (1 original, 2 Photocopies)	Airline Company
• PAL/Cebu Pacific or any other Airline TO (1 original, 2 Photocopies)	Requesting Party or Originating Office, and RED
• Boarding Pass (1 original, 2 Photocopies)	Airline Company
• Terminal Fee Ticket/Stub (1 original, 2 Photocopies)	Airline Company
• Certificate of Expenses not Requiring Receipt (1 original, 2 Photocopies)	Requesting Party or Originating Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Receipt from Accommodation, if applicable (1 original, 2 Photocopies)</li> </ul>	Accommodation Provider
<b>If Cash Advances</b>	
<ul style="list-style-type: none"> <li>Special Order of SDO/Allotment Letter (3 Photocopies)</li> </ul>	PENR Officer or RED
<ul style="list-style-type: none"> <li>Certificate of No Unliquidated Cash Advance (1 original, 2 Photocopies)</li> </ul>	Accounting Unit/Section, Finance Section/Division
<ul style="list-style-type: none"> <li>Authority from the Head of Office to Grant the Cash Advance, if applicable</li> </ul>	Head Of Office
<ul style="list-style-type: none"> <li>Activity Design and Budgetary Requirements/Budget Estimates, if applicable</li> </ul>	End-user/s
<b>If Replenishment of Petty Cash Fund</b>	
<ul style="list-style-type: none"> <li>Report on Paid Petty Cash Vouchers (1 original, 2 photocopies)</li> </ul>	Petty Cash Custodian
<ul style="list-style-type: none"> <li>Petty Cash Vouchers (1 original, 2 photocopies)</li> </ul>	Petty Cash Custodian
<ul style="list-style-type: none"> <li>Special Order, if First Payment (1 original, 2 photocopies)</li> </ul>	Records Section/Unit
<ul style="list-style-type: none"> <li>Official Receipts/Sales Invoices (1 original, 2 photocopies)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>Petty Cash Replenishment Report (1 original, 2 photocopies)</li> </ul>	Concerned Special Disbursing Officer (SDO)
<ul style="list-style-type: none"> <li>Approved Purchase Request (1 original, 2 photocopies)</li> </ul>	Requesting Party/Concerned Office
<ul style="list-style-type: none"> <li>Certificate of Emergency Purchase (1 original, 2 photocopies)</li> </ul>	Requesting Party/Concerned Office
<ul style="list-style-type: none"> <li>Certificate of Inspection and Acceptance (1 original, 2 photocopies)</li> </ul>	Inspection & Pre-Acceptance Committee (IPC)
<ul style="list-style-type: none"> <li>Report of Waste Materials, in case of repair (1 original, 2 photocopies)</li> </ul>	GSS
<ul style="list-style-type: none"> <li>Approved Trip Ticket for Gasoline Expenses (1 original, 2 photocopies)</li> </ul>	GSS
<ul style="list-style-type: none"> <li>Three (3) Quotations from Suppliers (1 original, 2 photocopies) if Php1,000 above-single transaction</li> </ul>	Suppliers
<ul style="list-style-type: none"> <li>Abstract of Quotations (1 original, 2 photocopies)</li> </ul>	Requesting Party/Concerned Office

#### **If eNGP/CBFM Contracts**



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. Payment of 15% Mobilization Fee</b>	
• Endorsement Memorandum (1 original, 2 photocopies)	Concerned CENRO/Requesting Party
• Letter of Intent (1 original, 2 photocopies), if applicable	PO's/Requesting Party
• Annual Procurement Plan (APP) (1 Certified Copy)	Procurement Unit or Section
• Notarized MOA with WFP, Mode of Payment & GIS Map (1 original, 2 photocopies)	Requesting Party or Originating Office
• Site Development Plan	Concerned CENRO
• Purchase Request / Job Request (1 original, 2 photocopies), if applicable	Requesting Party or Originating Office
• BAC Resolution – Mode of Procurement (1 original, 2 Photocopies)	BAC Secretariat
• Proof of Posting of RFQ at 3 conspicuous places (1 original, 2 Photocopies), if applicable	BAC Secretariat
• Quotations (1 original Per Service Provider, 2 Photocopies) if applicable	Service Provider
• Abstract of Quotations (1 original, 2 Photocopies), if applicable	Requesting Party or Originating Office & BAC Secretariat
• BAC Resolution – Award approved by HOPE (1 original, 2 Photocopies)	BAC Secretariat
• Notice of Award received by Service Provider (1 original, 2 Photocopies)	Requesting Party or Originating Office & BAC Secretariat
• Notice to Proceed received by Service Provider (1 original, 2 Photocopies)	Requesting Party or Originating Office & BAC Secretariat
• Philgeps Posting of Award/Contract/Proceed (1 original, 2 Photocopies)	BAC Secretariat
• Request for release of 15% Mobilization fee (1 original, 2 Photocopies)	PO's/Requesting Party
• Performance Security	Service Provider





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>LEGAL REQUIREMENTS               <ul style="list-style-type: none"> <li>a. Based on the updated GPPB Issuance as of October 22, 2021 (GPPB Resolution No. 18-2021)</li> <li>b. Certificate of Registration from SEC/CDA/DOLE (3 photocopies)</li> <li>c. Certification from the leader of the service provider that none of its incorporators, organizers, directors or officials is an agent or related by consanguinity or affinity up to the fourth civil degree to the HOPE, members of BAC or other authorized officials (1 original, 2 Photocopies)</li> <li>d. Disclosure of related business, if any and extent of ownership therein (1 original, 2 Photocopies)</li> </ul> </li> </ul>	Service Provider/ ORIGINATING OFFICE/ BAC SECRETARIAT
<ul style="list-style-type: none"> <li>TECHNICAL REQUIREMENTS               <ul style="list-style-type: none"> <li>a. List of completed contracts similar to the procurement (1 original, 2 Photocopies)</li> </ul> </li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>FINANCIAL REQUIREMENTS               <ul style="list-style-type: none"> <li>a. Certificate that the service provider has an existing bank account (1 original, 2 Photocopies) / 3 photocopies of Bank Book</li> <li>b. Updated Audited Financial Statements (1 original, 2, Photocopies)</li> <li>c. Certification that it has financial management system that maintains sets of book of accounts (1 original, 2 Photocopies)</li> </ul> </li> </ul>	Service Provider
<b>B. Progress Billing</b>	
<ul style="list-style-type: none"> <li>Endorsement/Memorandum (1 original, 2 photocopies)</li> </ul>	Concerned CENRO
<ul style="list-style-type: none"> <li>Letter Request to the Auditor for the validation of the accomplishment (1 original, 2 photocopies)</li> </ul>	Concerned CENRO & PENRO (Technical-eNGP)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Geotagged Photos of the validated Accomplishment of Activities (Per Beneficiary/ Family) (1 original, 2 photocopies)</li> </ul>	Joint Validating Team of PENRO & CENRO, Concerned Site Team Leader and PO/Families
<ul style="list-style-type: none"> <li>Statement of Account (1 original, 2 photocopies)</li> </ul>	Payee/Contractor
<ul style="list-style-type: none"> <li>List of Beneficiaries (1 original, 2 photocopies)</li> </ul>	CENRO (NGP Coordinator/Site Team Leader)
<ul style="list-style-type: none"> <li>Parceliarized Plantation Map (Maintained &amp; Protected) (1 original, 2 photocopies)</li> </ul>	GIS Team/eNGP Unit
<ul style="list-style-type: none"> <li>Certificate of Completion and Acceptance (1 original, 2 photocopies), if applicable</li> </ul>	Concerned CENRO
<ul style="list-style-type: none"> <li>Approved Memorandum of Agreement (2 photocopies)</li> </ul>	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> <li>Request for Inspection and Payment (1 original, 2 Photocopies)</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>Statement of Work Accomplished (1 original, 2 Photocopies)</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>Notarized Narrative Report and Notarized Inspection and Acceptance Report (IAR in Matrix form) with attached Validation/ Accomplishment Report (1 original, 2 photocopies)</li> </ul>	Requesting Party or Originating Office Joint Validating Team of PENRO & CENRO
<ul style="list-style-type: none"> <li>Certificate of Acceptance (1 original, 2 Photocopies)</li> </ul>	Requesting Party or Originating Office
<ul style="list-style-type: none"> <li>Fund Utilization Report with attached payroll, if with labor (1 original, 2 Photocopies), if applicable</li> </ul>	Service Provider
<b>C. Release of Retention fee</b>	
<ul style="list-style-type: none"> <li>Endorsement/Memorandum (1 original, 2 photocopies)</li> </ul>	Concerned CENRO
<ul style="list-style-type: none"> <li>PO Request for the release of Retention Fee (1 original, 2 photocopies)</li> </ul>	Contracted PO/Family
<ul style="list-style-type: none"> <li>Third Party Evaluation Report that the PO Plantation attained at least 85% Survival Rate (2 photocopies) (Per DAO 2019-03, this is applicable for 100 hectares and above. In-house validation applies for 99 hectares and below)</li> </ul>	Third Party Contracted/Regional Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Certificate of Final Inspection and Acceptance Report (1 original, 2 photocopies)</li> </ul>	JIC
<ul style="list-style-type: none"> <li>• Certificate of Final Acceptance (1 original, 2 photocopies)</li> </ul>	HOPE
<ul style="list-style-type: none"> <li>• Completed Parceliarized Plantation Map (1 original, 2 photocopies)</li> </ul>	GIS Team/eNGP Unit
<ul style="list-style-type: none"> <li>• Photo Copy of Affidavit of Completion (2 photocopies)</li> </ul>	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> <li>• Photo Copy of Certificates of Completion and Acceptance (2 photocopies)</li> </ul>	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> <li>• Photo copy of Obligation Requests and Status (2 photocopies)</li> </ul>	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> <li>• Photo Copy of Memorandum of Agreements (2 photocopies)</li> </ul>	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> <li>• Photo Copy of Notice to Proceeds (2 photocopies)</li> </ul>	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> <li>• Inspection/Validation Report of Third Party Validators indicating the survival rate for Sites with area of 100 has and above (1 original, 2 Photocopies)</li> </ul>	Requesting Party or Originating Office
<ul style="list-style-type: none"> <li>• Inspection/Validation Report of Regional/PENRO composite team indicating the survival rate for Sites with area of below 100 has (1 original, 2 Photocopies)</li> </ul>	Requesting Party or Originating Office
<ul style="list-style-type: none"> <li>• Fund Utilization Report/Schedule of Payment, if applicable (1 original, 2 Photocopies)</li> </ul>	Requesting Party or Originating Office
<ul style="list-style-type: none"> <li>• Project Completion Report (1 original, 2 Photocopies)</li> </ul>	Requesting Party or Originating Office
<ul style="list-style-type: none"> <li>• Letter of FINAL Turn Over (1 original, 2 Photocopies)</li> </ul>	Service Provider
<ul style="list-style-type: none"> <li>• Certificate of FINAL Acceptance (1 original, 2 Photocopies)</li> </ul>	Requesting Party or Originating Office
<ul style="list-style-type: none"> <li>• Geo-tagged photos of validation and accomplished activities (1 original, 2 Photocopies)</li> </ul>	Requesting Party or Originating Office
<ul style="list-style-type: none"> <li>• Certificate of Site Development (1 original, 2 Photocopies)</li> </ul>	Requesting Party or Originating Office
<b>D. Progress Payment for Seedling Production</b>	
<ul style="list-style-type: none"> <li>• Endorsement/Memorandum (1 original, 2 photocopies)</li> </ul>	Concerned CENRO



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>PO Request for Inspection/Validation and payment (1 original, 2 photocopies)</li> </ul>	PO's/Requesting Party
<ul style="list-style-type: none"> <li>Statement of Work Accomplishment (1 original, 2 photocopies)</li> </ul>	PO's/Requesting Party
<ul style="list-style-type: none"> <li>Letter Request to the Auditor for the validation of the accomplishment (1 original, 2 photocopies)</li> </ul>	Concerned CENRO & PENRO (Technical-eNGP)
<ul style="list-style-type: none"> <li>Validation Report / Accomplishment (1 original, 2 photocopies)</li> </ul>	Joint Validating Team of PENRO & CENRO
<ul style="list-style-type: none"> <li>Nursery Tally Sheet (1 original, 2 photocopies)</li> </ul>	Joint Validating Team of PENRO & CENRO
<ul style="list-style-type: none"> <li>Geotagged Photos of Nurseries (per plot) (1 original, 2 photocopies)</li> </ul>	Joint Validating Team of PENRO & CENRO, Concerned Site Team Leader and PO/Families
<ul style="list-style-type: none"> <li>Statement of Account (1 original, 2 photocopies)</li> </ul>	PO's/Requesting Party
<ul style="list-style-type: none"> <li>Proposed list of Beneficiaries/Families (1 original, 2 photocopies)</li> </ul>	CENRO (NGP Coordinator/Site Team Leader)
<ul style="list-style-type: none"> <li>Photo copy of Approved Memorandum of Agreement (2 photocopies)</li> </ul>	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> <li>Photo copy of Approved Obligation Request (2 photocopies)</li> </ul>	PENRO (Technical-eNGP)
<b>E. Additional if seedlings were procured</b>	
<ul style="list-style-type: none"> <li>Seedlings Acknowledgement Receipt (1 original, 2 photocopies)</li> </ul>	Seedling Supplier
<ul style="list-style-type: none"> <li>Certificate of Registration of Seedling Supplier (1 original, 2 photocopies)</li> </ul>	Seedling Supplier
<ul style="list-style-type: none"> <li>Delivery Receipt duly received by the PO (1 original, 2 photocopies)</li> </ul>	Seedling Supplier & PO
<ul style="list-style-type: none"> <li>Business Permit of Seedling Supplier (1 original, 2 photocopies)</li> </ul>	Seedling Supplier



## If Infrastructure Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE**
<ul style="list-style-type: none"> <li>Letter request from the contractor for inspection (if applicable) and released of advance/progress/final payment or for substitution in case of release of retention money (1 original, 2 photocopies)</li> </ul>	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> <li>Statement of Work Accomplishment/Progress Billing (1 original, 2 photocopies)</li> </ul>	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> <li>Inspection Report by the Agency's Authorized Engineer (1 original, 2 photocopies)</li> </ul>	Agency's Authorized Engineer/ Inspectorate Team
<ul style="list-style-type: none"> <li>Result of Test Analysis, if applicable (1 original, 2 photocopies)</li> </ul>	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> <li>Statement of Time Elapsed (1 original, 2 photocopies)</li> </ul>	Agency's Authorized Engineer/ Inspectorate Team
<ul style="list-style-type: none"> <li>Monthly Certificate of Payment (1 original, 2 photocopies)</li> </ul>	Agency's Authorized Engineer/ Inspectorate Team
<ul style="list-style-type: none"> <li>Contractor's Affidavit on payment of laborers and materials (1 original, 2 photocopies)</li> </ul>	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> <li>Pictures, before, during and after construction of items of work especially the embedded items (1 original, 2 photocopies)</li> </ul>	Agency's Authorized Engineer/ Inspectorate Team
<ul style="list-style-type: none"> <li>Photocopy of vouchers of all previous payments (2 photocopies)</li> </ul>	GSU/Accounting
<ul style="list-style-type: none"> <li>Certificate of Completion (1 original, 2 photocopies)</li> </ul>	Requesting Party (e.g CENRO)
<ul style="list-style-type: none"> <li>Certificate of Acceptance</li> </ul>	HOPE/Authorized Representatives
<ul style="list-style-type: none"> <li>Letter request from the Agency to the Auditor for the inspection and payment for the work accomplished by the contractor (1 original, 2 photocopies)</li> </ul>	HOPE/Authorized Representatives
<b>A. If advance payment (additional requirements)</b>	
<ul style="list-style-type: none"> <li>Any security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand (amount equivalent to the released MF) (1 original, 2 photocopies)</li> </ul>	Contractor/Payee/Requesting Party



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE**
<ul style="list-style-type: none"> <li>Notarized Contract (1 original, 2 photocopies)</li> </ul>	BAC Secretariat/GSU
<ul style="list-style-type: none"> <li>Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof (1 original, 2 photocopies)</li> </ul>	BAC Secretariat/GSU
<b>B. If final payment (additional requirements)</b>	
<ul style="list-style-type: none"> <li>As-built Plan (1 original, 2 photocopies)</li> </ul>	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> <li>Warranty security (1 original, 2 photocopies)</li> </ul>	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> <li>Clearance from the Provincial Treasurer that the corresponding sand and gravel fees have been paid, if applicable (1 original, 2 photocopies)</li> </ul>	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> <li>Copy of turn over documents/transfer of project and facilities such as motor vehicle, laptops, other equipment and furniture included in the contract to concerned government agency (1 original, 2 photocopies)</li> </ul>	Requesting Party
<b>C. If Release of Retention Money (additional requirements)</b>	
<ul style="list-style-type: none"> <li>Certification from the Requesting Party that the project is completed and inspected (1 original, 2 photocopies)</li> </ul>	Requesting Party
<ul style="list-style-type: none"> <li>Certification of final inspection and acceptance report (1 original, 2 photocopies)</li> </ul>	Agency's Authorized Engineer/ Inspectorate Team
<ul style="list-style-type: none"> <li>Certificate of Final Acceptance (1 original, 2 photocopies)</li> </ul>	HOPE/Authorized Representatives
<ul style="list-style-type: none"> <li>Any security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand, if applicable (1 original, 2 photocopies)</li> </ul>	Contractor/Payee/Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit DV and ORS with complete supporting documents to Budget Unit/Section.	1. Review completeness of documents, receive and record in Logbook the DV and ORS, and forward documents to the concerned Processor.	None	20 min.	<i>Receiving/Releasing Clerk</i> Budget Unit/Section
1.1. None	1.1. Review, check fund availability and allotment, record and assign number in the ORS Control Book, and initial ORS. Forward to Chief Budget Officer.	None	1 hour	<i>Budget Staff</i> Budget Unit/Section
1.2. None	1.2. Review documents and sign Box B of ORS.	None	30 min.	<i>Chief Budget Officer</i> Budget Unit/Section or Designated OIC
1.3. None	1.3. Record ORS and forward the documents to Accounting Unit/Section.	None	30 min.	<i>Receiving/Releasing Clerk</i> Budget Unit/Section
1.4. None	1.4. Review documents, receive, record in Logbook, assign DV number and forward	None	30 min.	<i>Receiving/Releasing Clerk</i> Accounting Unit/Section



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	DV and ORS with complete supporting documents to concerned Accounting Staff.			
1.5. None	<p>1.5. Review documents. Process DV as to completeness of supporting documents, validity and correctness of claims.</p> <p>Compute and deduct applicable taxes.</p> <p>Prepare Certificate of Tax Withheld and record particulars of DV in Individual Index Card.</p> <p>Prepare Journal Entry (Box B) and affix initial in DV.</p> <p>Forward to Chief Accountant for review and approval.</p>	None	<p>3 hours (complex)</p> <p>4 hours (highly technical)</p>	<p><i>Accounting Staff</i> Accounting Unit/Section</p>





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.6. None	1.6. Review DV and sign Box C of DV, and forward to Receiving/Releasing Clerk.	None	2 hours	<i>Chief Accountant Accounting Unit/Section or Designated OIC  and/or other authorized signatories per DAO No. 2022-14</i>
1.7. None	1.7. Release DV and other documents to approving authority based on Manual of Authorities.	None	1 hour	<i>Receiving/Releasing Clerk Accounting Unit/Section</i>
1.8. None	1.8. Receive and batch up ORS, DV and supporting documents. Sign Box D of the DV. Forward to Receiving/Releasing Clerk.	None	1 day	<i>PENR Officer or Designated OIC (PENRO)  Assistant Regional Director (ARD) for Management Service (MS) or Technical Service (TS)/ Regional Executive Director (RED) or Designated OIC (Regional Office)  and/or other authorized signatories per DAO No. 2022-14</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.9. None	1.9. Receive documents and forward to Cashier or Accounting Unit/Section	None	30 min.	<i>Receiving/Releasing Clerk Office of the PENR/ARD for MS/RED</i>
1.10. None	1.10. Receive DV, ORS and other supporting documents, review and record in logbook and forward to concerned Cashier Staff or Accounting Staff	None	30 min.	<i>Receiving/Releasing Clerk Cashier Section/Unit  Receiving/Releasing Clerk Accounting Section/Unit</i>
1.11. None	1.11. Batch-up DVs into batch/folder. Forward to assigned/concerned staff.	None	1 hour	<i>Receiving/Releasing Clerk Accounting Section/Unit  Receiving/Releasing Clerk Cashier Section/Unit</i>
1.12. None	1.12. Prepare Checks or LDDAP-ADA. Forward to Chief Accountant or Head of Cashier.	None	1 hour	<i>Accounting Staff Accounting Unit/Section  Cashier Staff Cashier Section/Unit</i>
1.13. None	1.13. Sign Box No. 1 of LDDAP.	None	30 min.	<i>For LDDAP,  Chief Accountant Accounting Unit/Section</i>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Sign Checks and ADA.			For Checks and ADA,  <i>Head</i> Cashier Section/Unit <i>and/or other authorized</i> <i>signatories per</i> <i>DAO No. 2022-14</i>
1.14. None	1.14. Forward to approving authority based on Manual of Authority.	None	15 min.	<i>Receiving/Releasing Clerk</i> Accounting Section/Unit <i>Receiving/Releasing Clerk</i> Cashier Section/Unit
1.15. None	1.15. Sign Checks and LLDAP-ADA.	None	15 min.	<i>PENRO or authorized DC or</i> <i>Designated OIC</i>  (PS regardless of amount, MOOE-CO regardless of amount)  <b>PENRO level</b>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
				<p><i>Authorized DC or Authorized ARD or RED or Designated OIC</i>  <u>(MOOE-CO up to Php 5M)</u></p> <p><i>ARD MS or ARD TS or RED or Designated OIC</i>  <u>(MOOE-CO above Php 5M)</u></p> <p><b>Regional level</b>  <i>and/or other authorized signatories per DAO No. 2022-14</i></p>
1.16. None	1.16. Forward to Cashier.	None	15 min.	<i>Receiving/Releasing Clerk</i> Office of the PENRO, ARD or RED
1.17. None	1.17. Receive and check the balance of Notice of Cash Allocation (NCA) against the total amount of the DV processed.	None	15 min.	<i>Cashier Staff</i> Cashier Section/Unit
1.18. None	1.18. Record all details in Index Card.	None	5 min.	<i>Cashier Staff</i> Cashier Section/Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.19. None	1.19. Record particulars in Report of Checks Issued and Cancelled (RCIC)/Report of ADA Issued (RADAI). Forward to approving authority.	None	1 hour & 30 min.	Cashier Staff Cashier Section/Unit
1.20. None	1.20. Countersign Check and ACIC based on Manual of Authorities. Forward to Cashier.	None	10 min.	Chief, MSD or PENR Officer  ARD for MS or RED  and/or other authorized signatories per DAO No. 2022-14
1.21. None	1.21. Record receipt of Check/ADA and forward to cashier staff.	None	5 min.	Receiving/Releasing Clerk Cashier Section/Unit
1.22. None	1.22. Record Check/ADA particulars in the Check Register.  Inform the clientele if the check is ready for pick-up, or the ADA	None	30 min.	Cashier Cashier Section/Unit  or Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	was already prepared for them to issue OR upon crediting payment to their account.			
1.23. None	1.23. Release Check/ADA to customer/bank with tax certificate (supplier).	None	15 min.	Cashier Cashier Section/Unit
1.24. None	1.24. Receive LDDAP-ADA and/or Advice/ACIC and supporting documents.  For LDDAP-ADA, transfer amount to respective accounts.	None	Not earlier than 24 hours but not later than 48 hours for Land Bank and DBP.  Crediting may take longer for other servicing banks.	Staff Land Bank of the Philippines or Development Bank of the Philippines (DBP) or any other servicing banks
2. If Service Provider, issue Official Receipt and sign in Cash				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Book and Box E of DV.				
<b>TOTAL:</b>		<b>None</b>	<b>Complex (1-day bank time)</b>	<b>3 days, 7 hours &amp; 55 min.</b>
			<b>Highly Technical (1-day bank time)</b>	<b>4 days &amp; 55 min.</b>
			<b>Complex (2-day bank time)</b>	<b>4 days, 7 hours &amp; 55 min.</b>
			<b>Highly Technical (2-day bank time)</b>	<b>5 days &amp; 55 min.</b>
			<p><b>*Turn-around time (TAT) is the minimum processing time and may vary depending on the claims to pay which may last up to seven (7) working days for Complex and twenty (20) working days for Highly Technical.</b></p> <p><b>*Other factors such as the availability of cash/funds and the bulk of transactions during end of quarter and year-end may cause the Turn-around time (TAT) to be longer.</b></p>	

\*All documents are assumed to be from or submitted to the Admin Division/Section/Unit considering that this process flow starts with the payment, and that the Admin Division has its separate processes for procurement.

\*\*Processing time is based on the assumption that all documents are **complete and proper**, and that there are no issues identified. Documents that have issues will be forwarded back to the concerned office and processing time shall be paused. **Processing time includes the turnaround time of servicing bank (1 to 2 days) which is beyond the control of DENR.**



**CLASSIFICATION:**

Complex		Highly Technical
<ul style="list-style-type: none"><li>• TEV</li><li>• Utilities</li><li>• Agency Procurement Request (APR)</li><li>• Mandatory Expenses</li><li>• Government Share for Mandatory Deductions</li><li>• Cash Advances</li></ul>	<ul style="list-style-type: none"><li>• Contract</li><li>• Salaries</li><li>• PO through Direct Contracting</li><li>• Meals and Snacks for Seminar/Training</li><li>• TEV (Local)</li><li>• Replenishment of Petty Cash Fund</li></ul>	<ul style="list-style-type: none"><li>• Consulting Services</li><li>• Infrastructure Projects</li><li>• Procurement of goods and services</li></ul>





**DENR CENR, PENR AND REGIONAL OFFICES**  
**Administrative and Finance**  
**(External Services)**



## CITIZEN'S CHARTER NO. RO-AF-03. SALE OF BIDDING DOCUMENTS

The Sale of Bidding Documents are documents issued to prospective bidders of certain goods or services. The Bidders may be asked to pay a fee to recover the cost for the preparation and development of the Bidding Documents pursuant to the Guidelines on the Sale of the Bidding Documents. The BAC shall issue the bidding documents to the prospective bidders upon payment of the corresponding cost thereof.

<b>Office or Division:</b>	Bids and Awards Committee (BAC) Secretariat, Procurement Section/Unit, DENR PENR and Regional Offices		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B - Government to Business		
<b>Who may avail:</b>	Prospective Bidder/s		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE	
1. Present One (1) Valid Company Identification Card		Prospective Bidder Company	
2. Official Receipt (1 original)		Cashier Unit/Section, DENR PENR or Regional Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit copy of Official Receipt as proof of payment as indicated in the invitation to bid (ITB) for the Bidding Documents.	1. Receive copy of Official Receipt and issue copy of the Bidding Documents.	Please refer to the table of fees below.	15 minutes	<i>BAC Secretariat</i> Procurement Section/Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Receive copy of Bidding Documents, register in the logbook and acknowledge receipt of Bidding Documents.	2. Release Bidding Documents and Maintain registry of Bidders who purchased the Bidding Documents.		15 minutes	<i>BAC Secretariat</i> Procurement Section/Unit
	<b>TOTAL:</b>	Please refer to the table of fees below.	<b>30 min.</b>	

*\*Fees of Bidding Documents based on Section 5.0, Appendix 8 of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.*

Approved Budget for the Contract (Php)	Maximum Cost of Bidding Documents (Php)
500, 000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00



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



## CITIZEN'S CHARTER NO. RO-F-01. ISSUANCE OF PRIVATE TREE PLANTATION REGISTRATION (PTPR)

This Certificate shows the ownership of plantations or planted trees within private, titled lands or tax declared alienable and disposable lands. The issuance of PTPR requires inventory and ocular inspection in the area. Tree inventory for permits (e.g. TCP or PLTP) is a process conducted separately from the inspection for PTPR per existing DENR policies, rules and regulations.

<b>Office/Division:</b>	Regulation and Permitting Section, DENR Implementing PENR/CENR Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen	
<b>Who may Avail of the Service:</b>	Filipino Citizen/ Individual or Sole Proprietorship; Private Corporation duly registered with the Securities and Exchange Commission (SEC); Partnership or Association duly registered with SEC; Owners and operators of existing wood processing plants, provided however, that they shall file individual applications for wood processing plants which are independently operated in separate locations; within Alienable and Disposable Lands (A&D)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Application (1 original, 1 photocopy)		Requesting Party
2. OCT, TCT, Judicial Title, CLOA, Tax Declared Alienable and Disposable Lands (1 certified true copy)		Requesting Party, Assessor's Office, Registry of Deeds (ROD), NCIP, DAR
3. Data on the number of seedlings planted, species and area planted		Requesting Party
Additional if the applicant is a representative		
4. Special Power of Attorney (SPA) (1 original)		Requesting Party, Private Lawyer, or Notary Public



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request and supporting documents to CENRO.	1. Check completeness of application and supporting documents, and receive, record (including scanning) and forward the application to Deputy CENR / CENR Officer. Provide Requesting Party an acknowledgement receipt of the documents.	None	50 min.	Chief/Technical Staff Regulation and Permitting Section (RPS)  Receiving/Releasing Clerk, CENRO Records Unit
1.1. None	1.1. Receive and review the application, and assign inspection team to conduct site inspection.	None	30 min.	Chief RPS
2. Guide/accompany the inventory team to the site	2. Conduct inspection of the area (100% inventory of trees) and prepare report with attachments (map, geo-tagged photos and tally sheets). Forward to Chief, RPS.	None	15 working days or less depending on the location and size of the area	Inspection Team RPS
2.1. None	2.1. Evaluate and review the application. And forward to Forest Utilization Unit (FUU)/RPS.	None	4 hours	Chief RPS (CENRO)/ Chief TSD (Implementing PENRO)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2.2. None	2.2. Receive and review application. Prepare two (2) copies of PTPR and initial on the file copy, and forward to Chief, RPS.	None	3 hours	Chief FUU(CENRO) Chief RPS (Implementing PENRO)
2.3. None	2.3. Receive and review the application and inspection report and submit recommendation to CENRO/ Implementing PENRO	None	1 hour	Chief RPS
2.4. None	2.4. Receive and review application. Approve and sign PTPR.	None	1 hour	CENR Officer CENRO / Implementing PENRO
2.5. Non	2.5. Record and release approved PTPR to applicant	None	30 min.	Receiving/Releasing Clerk CENRO Records Unit
3. Receive approved PTPR		None		
<b>TOTAL:</b>		None	<b>16 days, 2 hours and 50 min.</b>  <b>*Additional time may be needed depending on the location and size of area, and bulk of transactions received.</b>	



## **CITIZEN'S CHARTER NO. RO-F-03a. ISSUANCE OF CERTIFICATE OF VERIFICATION (COV) FOR THE TRANSPORT OF PLANTED TREES WITHIN PRIVATE LAND, NON-TIMBER FOREST PRODUCTS EXCEPT RATTAN AND BAMBOO**

COV is a document to be presented when transporting planted trees within private lands not registered under the Private Tree Plantation Registration and/or non-premium trees, non-timber forest products (except rattan and bamboo).

<b>Office or Division:</b>	Regulation and Permitting Section, DENR Implementing PENR/CENR Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
<b>Who may avail:</b>	Concerned Public Individual, Lumber Dealers, Schools and Universities (Public and Private), ERDB, FPRDI and other Government Office, Wood Processing Plants (WPPs)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Request letter including the type of vehicle to be used and plate number (1 original, 1 photocopy)		Requesting Party
2. Certification that the forest products are harvested within the area of the owner (for non-timber) (1 original)		Barangay LGU
3. Approved Tree Cutting Permit, if applicable (1 photocopy)		Requesting Party or concerned DENR Office
4. OR/CR of conveyance and Driver's License (1 photocopy)		Requesting Party
<b>Additional if the owner of the forest product is not the owner of the conveyance</b>		
1. Certificate of Transport Agreement		Requesting Party





<b>Additional if applicant is not the land owner</b>	
2. Special Power of Attorney (SPA) (1 original)	Requesting Party, Private Lawyer or Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request letter and supporting documents	1. Check completeness of request and supporting documents, receive application and forward to PENR/CENR Officer/Deputy CENR Office	None	30 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
1.1. None	1.1. Receive and review application. Forward to Chief RPS (CENRO)/Chief TSD (Implementing PENRO)	None	30 min.	<i>PENR/CENR Officer/ Deputy CENR Officer</i>
1.2. None	1.2. Receive, review/evaluate request, and assign a team to conduct verification.  Prepare Order of Payment	None	1 hour	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment and issue Official Receipt to the client	Php 50.00/ truck load Certificate of Verification Fee	30 min.	<i>Bill Collector Cashier</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
		Php 36.00 Oath Fee per application  Php 360.00 Inspection fee *		
3. Receive OR	3. Inspect the forest products in the area, and prepare Inspection Report, and draft Certificate of Verification (COV) and initial duplicate copy of COV.	None	3 days or less depending on the location and volume of forest products	<i>Inspection Officer CENRO/Implementing PENRO</i>
3.1. None	3.1. Review inspection report and affix initial on the duplicate copy of COV. Forward to the PENR/CENR Officer for approval.	None	1 hour	Chief RPS (CENRO)/Chief TSD (Implementing PENRO)
3.2. None	3.2. Receive and review report. Sign and approve COV.	None	1 hour	<i>PENR/CENR Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.3. None	3.3. Release COV.	None	15 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
4. Receive COV.		None		
<b>TOTAL:</b>		Php 50.00/ truck load Certificate of Verification Fee	<b>3 days, 4 hours &amp; 45 min.</b>	
		Php 36.00 Oath Fee per application  Php 360.00 Inspection Fee  <b>Php 446.00 +</b>	<b><i>TAT does not include waiting time and is the minimum processing time up to seven (7) working days</i></b>	

\*Fees and charges are based on DAO 2004-16



## CITIZEN'S CHARTER NO. RO-F-03b. ISSUANCE OF CERTIFICATE OF LUMBER ORIGIN (CLO) FOR PROCESSED LOGS/LUMBER FROM WOOD PROCESSING PLANT TO OTHER WPP OR DESIRED DESTINATION/S

CLO is a document to secure/present when transporting processed logs or lumber from WPP to another WPP or desired destination

<b>Office or Division:</b>	Regulation and Permitting Section, DENR Implementing PENR/CENR Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen	
<b>Who may avail:</b>	Concerned Public Individual, Wood Processing Plants (WPPs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request letter (1 original, 1 photocopy)		Requesting Party
2. Approved WPP Permit (1 photocopy)		Requesting Party
3. Approved Log/Lumber Supply Contract or Invoice Receipt (1 photocopy)		Requesting WPP
Additional if applicant is not the WPP owner		
4. Special Power of Attorney (SPA) (1 original)		Requesting Party, Private Lawyer or Notary Public
If the owner of the Lumber is not the owner of the Conveyance		
5. Certificate of Transport Agreement (CTA) (1 original, 1 photocopy)		Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request letter and supporting documents	1. Check completeness of request and supporting documents, receive application and forward to PENR/CENR Officer/Deputy CENR Officer	None	30 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
1.1. None	1.1. Receive and review application. Forward to Chief RPS (CENRO)/Chief TSD (Implementing PENRO)	None	30 min.	<i>PENR/CENR Officer/ Deputy CENR Officer</i>
1.2. None	1.2. Receive, review/evaluate request, and assign a team to conduct verification.  Prepare Order of Payment	None	1 hour	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment and issue Official Receipt to the client	Php 50.00/ truck load  Php 36.00 Oath Fee per application  Php 360.00 Scaling fee  *	30 min.	<i>Bill Collector Cashier</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Receive OR	3. Inspect the forest products in the area, and prepare Inspection Report, and draft Certificate of Lumber Origin (CLO) and initial duplicate copy of CLO.	None	2 days or less depending on the location and volume of forest products	<i>Inspection Officer CENRO/Implementing PENRO</i>
3.1. None	3.1. Review inspection report and affix initial on the duplicate copy of CLO. Forward to the PENR/CENR Officer for approval.	None	1 hour	Chief RPS (CENRO)/Chief TSD (Implementing PENRO)
3.2. None	3.2. Receive and review report. Sign and approve CLO.	None	1 hour	<i>PENR/CENR Officer</i>
3.3. None	3.3. Release CLO.	None	15 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
4. Receive CLO		None		
<b>TOTAL:</b>		Php 50.00/ truck load	<b>2 days, 4 hours &amp; 45 min.</b>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
		Php 36.00 Oath Fee per application  Php 360.00 Scaling Fee  <b>Php 446.00 +</b>	<b><i>TAT does not include waiting time and is the minimum processing time up to seven (7) working days</i></b>	

\*Fees and charges are based on DAO 2004-16



## CITIZEN'S CHARTER NO. RO-F-04. APPLICATION FOR CHAINSAW REGISTRATION

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

<b>Office or Division:</b>	Regulation and Permitting Section, DENR Implementing PENR/CENR Office		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
<b>Who may avail:</b>	Holder of Timber License Agreement, Production Sharing Agreement, Co-production Sharing Agreement, or a Private Land Timber Permit/Special Private Land Timber Permit, CBFMA, IFMA, SIFMA, or other tenurial instruments; Orchard or tree farmer; Industrial tree farmer; Licensed wood processor and the chainsaw shall be used for the cutting of timber that has been legally sold to said applicant; Anyone who shows satisfactory proof that the possession and/or use of a chainsaw is for a legal purpose; and Agencies of the government, GOCCs that use chainsaws in some aspects of their functions (except for Palawan where the jurisdiction falls with PCSD); PTPR holders.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Official Receipt of Chainsaw Purchase (1 certified copy and 1 original for verification) or Affidavit of Ownership in case the original copy is lost.		Requesting Party, Store or Dealer	
2. SPA if the applicant is not the owner of the chainsaw		Requesting Party	
3. Stencil Serial Number of Chainsaw		Requesting Party	
4. Duly accomplished Application Form		Implementing PENR/CENR Office	
5. Detailed Specification of Chainsaw (e.g. brand, model, engine capacity, etc.)		Requesting Party, Store or Dealer	
6. Notarized Deed of Absolute Sale, if transfer of ownership (1 original)		Requesting party, Private Lawyer or Notary Public Office	
7. Chainsaw to be registered		Requesting Party	





<b>Additional if Tenurial Instrument holder</b>	
8. Certified True Copy of Forest Tenure Agreement	Requesting Party
<b>Additional if Business Owner</b>	
9. Business Permit (1 photocopy)	Requesting Party
<b>Additional if Registered as Private Tree Plantation Owner</b>	
10. Certificate of Registration	Requesting Party
<b>Additional if the applicant shows satisfactory proof that the possession and/or use of a chainsaw is for a legal purpose</b>	
11. Business Permit from LGU or affidavit that the chainsaw is needed in applicants/profession/work and will be used for legal purpose (1 photocopy)	Requesting Party
<b>Additional if licensed Wood Processor</b>	
12. Wood processing plant permit (1 photocopy)	Requesting Party
<b>Additional if government, and GOCC</b>	
13. Certification from the Head of Office or his/her authorized representative that chainsaws are owned/possessed by the office and use for legal purposes (specify)	Requesting Party
<b>If the application is for renewal of registration</b>	
14. Duly accomplished application form	Implementing PENR/CENR Office
15. Latest Certificate of Chainsaw Registration (1 Photocopy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit application form and supporting documents to the Implementing PENR/CENR Office.	1. Check completeness of application and supporting documents, and receive, record (including scanning) and forward the application to PENR/CENR Officer/Deputy CENR Officer. Provide	None	30 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>  <i>Technical Staff RPS/TSD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Requesting Party an acknowledgement receipt of the documents.			
1.1. None	1.1. Receive and review application. Prepare and sign Order of Payment.  Forward application to Technical Staff.	None	1 hour	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>
2. Receive Order of Payment and pay corresponding fee.	2. Receive payment and issue Official Receipt (OR).	Php 500.00 Registration Fee *	30 min.	<i>Bill Collector Cashier</i>
3. Receive OR.	3. Receive application. Conduct verification of supporting documents and inspection of chainsaw. Prepare Certification and initial on the duplicate copy.	None	1 day	<i>Technical Staff RPS/TSD</i>
3.1. None	3.1. Receive and review application. Affix initial on the duplicate copy. Forward to PENR/CENR Officer for approval.	None	2 hours	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>
3.2. None	3.2. Receive, review and approve Certificate of Registration.	None	1 day	<i>PENR/CENR Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.3. None	3.3. Record, assign control number and release Certification of Registration.	None	30 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
4. Receive Certificate of Chainsaw Registration.		None		
<b>TOTAL</b>		<b>Php 500.00 Registration Fee</b>	<b>2 days, 4 hours &amp; 30 min.</b>	
			<b><i>TAT does not include waiting time and is the minimum processing time up to three (3) working days</i></b>	

\*Fees and charges are based on DAO 2004-16



# **CITIZEN'S CHARTER NO. RO-F-05. ISSUANCE OF TREE CUTTING AND/OR EARTH BALLING PERMIT FOR TREES AFFECTED BY PROJECTS OF NATIONAL GOVERNMENT AGENCIES (DPWH, DOTr, DepEd, DA, DOH, CHED, DOE, and NIA)**

This Permit serves as proof of authorization for the removal/cutting and/or relocation of trees affected by projects of the National Government Agencies (DPWH, DOTr, DepEd, Da, DOH, CHED, DOE and NIA)

<b>Office or Division:</b>	Regulation and Permitting Section, Implementing PENR/CENR Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	National Government Agencies (DPWH, DOTR, DepEd, DA, DOH, CHED, DOE, and NIA)*	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Application (1 original)		Requesting Party
2. LGU Endorsement/Certification of No Objection (1 original)		Concerned LGU (City/Municipal/Barangay)
3. Approved Site Development Plan/Infrastructure Plan with tree charting indicating the geotagged location of individual trees affected by the project, to be numbered sequentially, as basis of validation by the DENR during actual cutting operations (1 original)		Requesting Party
4. Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC), if applicable. The DENR RO/EMB shall determine if the tree cutting activities will require ECC/CNC based on the extent of tree cutting operations, location (e.g. Environmentally Critical Area), among others, if necessary (1 certified copy)		Environmental Management Bureau (EMB) Regional Office
5. Free, Prior and Informed Consent (FPIC), if applicable		Indigenous Community and NCIP
6. Waiver/Consent of owner/s, if titled property, if applicable (1 original)		Concerned lot owner
7. PAMB Clearance/Resolution, if within Protected Area (1 original)		PAMB



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the request/application with complete supporting documents*	1. Check completeness of application and supporting documents, and receive, record and forward the application to PENR/CENR Officer/Deputy CENR Officer. Provide Requesting Party an acknowledgement receipt of the documents.	None	50 min.	<i>Receiving/Releasing Clerk, CENRO/Implementing PENRO Records Unit</i>
1.1. None	1.1. Review and refer the application to Chief, RPS/TSD.	None	1 hour	<i>PENR/CENR Officer/Deputy CENR Officer</i>
1.2. None	1.2. Receive and review application, and assign inspection team to conduct site inspection.	None	30 mins.	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>
1.3. None	1.3. Prepare Order of Payment. Forward the same to the Requesting Party.	None	30 mins.	<i>Staff in-charge RPS/TSD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Pay Application oath and/or Certification Fee	2. Accept payment and issue Official Receipt (OR)	Php 50.00/ Certification Fee <b>(if applicable)</b> Php 36.00/ application Oath Fee **	30 mins.	<i>Credit Officer</i>
3. Receive and forward the OR to RPS.	3. Accept the OR and schedule the ocular inspection/ validation.	None	1 hour	<i>Staff in-charge/ Inspection Team RPS/TSD</i>
4. Guide/accompany the inventory team to the site.	4. Conduct ocular inspection/validation of the area and prepare endorsement to Implementing PENR/ CENR Officer.	None	2 days	<i>Inspection Team RPS/TSD</i>
4.1. None	4.1. Review the inspection report. Prepare cutting permit, initial and forward to the Chief, RPS/TSD for review and initial.	None	1 hour	<i>Chief/Technical Staff Concerned Unit/Section,</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4.2. None	4.2. Receive and Review, initial and forward the cutting permit to the Implementing PENR/ CENR Officer/Deputy CENR Officer.	None	1 hour	Chief RPS (CENRO)/Chief TSD (Implementing PENRO)
4.3. None	4.3. Review and sign/approve the Tree Cutting Permit (TCP).	None	1 hour	PENR/CENR Officer/ Deputy CENR Officer
4.4. None	4.4. Record and release, the approved TCP.		30 min.	Receiving/Releasing Clerk, CENRO/Implementing PENRO Records Unit
5. Receive approved TCP		None		
TOTAL:		Php 50.00/ Certification Fee	2 days, 7 hours & 50 min.	
		Php 36.00/ application Oath Fee **	TAT does not include waiting time and is the minimum processing time up to seven (7) working days	

\*Prior to the application, NGA shall submit their proposal/requirements to the CENR/Implementing PENR Office.

\*\*Forest charges may apply to all naturally growing trees

**Note: Seedling replacement shall be complied by the requesting agency after the cutting**



## CITIZEN'S CHARTER NO. RO-F-06. ISSUANCE OF TREE CUTTING PERMIT FOR PLANTED TREES AND NATURALLY GROWING TREES FOUND WITHIN PUBLIC PLACES (PLAZA, PUBLIC PARKS, SCHOOL PREMISES OR POLITICAL SUBDIVISIONS) FOR PURPOSES OF PUBLIC SAFETY

This Permit serves as proof of authorization for the removal/cutting of trees in public places (Plaza, Public Parks, School Premises or Political Subdivisions for purposes of public safety).

<b>Office or Division:</b>	Regulation and Permitting Section, Implementing PENR/CENR Office														
<b>Classification:</b>	Highly Technical														
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business														
<b>Who may avail:</b>	Any Filipino citizen, Local Government Units (LGUs), Schools, Homeowners														
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">CHECKLIST OF REQUIREMENTS</th><th style="width: 50%; text-align: center;">WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. Application Letter (1 original)</td><td>Requesting Party</td></tr> <tr> <td>2. LGU Endorsement/Certification of No Objection/Resolution (1 original)</td><td>Concerned LGU (City/Municipal/Barangay)</td></tr> <tr> <td colspan="2"><b>Additional if within Subdivisions</b></td></tr> <tr> <td>3. Homeowner's Resolution (1 original)</td><td>Homeowner's Association</td></tr> <tr> <td colspan="2"><b>Additional if School/Organization</b></td></tr> <tr> <td>4. PTA Resolution or Resolution from any organize group of No Objection and Reason for Cutting (1 original)</td><td>Requesting Party, School PTA, or Organization</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Application Letter (1 original)	Requesting Party	2. LGU Endorsement/Certification of No Objection/Resolution (1 original)	Concerned LGU (City/Municipal/Barangay)	<b>Additional if within Subdivisions</b>		3. Homeowner's Resolution (1 original)	Homeowner's Association	<b>Additional if School/Organization</b>		4. PTA Resolution or Resolution from any organize group of No Objection and Reason for Cutting (1 original)	Requesting Party, School PTA, or Organization
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE														
1. Application Letter (1 original)	Requesting Party														
2. LGU Endorsement/Certification of No Objection/Resolution (1 original)	Concerned LGU (City/Municipal/Barangay)														
<b>Additional if within Subdivisions</b>															
3. Homeowner's Resolution (1 original)	Homeowner's Association														
<b>Additional if School/Organization</b>															
4. PTA Resolution or Resolution from any organize group of No Objection and Reason for Cutting (1 original)	Requesting Party, School PTA, or Organization														

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request and complete requirements	1. Check completeness of application and supporting documents, and receive, record (including scanning) and forward the application to Deputy CENR Officer/ CENR/PENR Officer. Provide Requesting Party an acknowledgement receipt of the documents.	None	50 min.	<i>Receiving/Releasing Clerk</i> Implementing PENRO/CENRO Records Unit





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.1. None	1.1. Receive, review and refer the application to Chief, RPS.	None	1 hour	<i>Deputy CENR Officer/ CENR/PENR Officer</i>
1.2. None	1.2. Receive and review the application, and assign inspection team to conduct site inspection.	None	30 min.	<i>Chief RPS</i>
1.3. None	1.3. Prepare Order of Payment.	None	30 min.	<i>Staff in-charge RPS</i>
1.4. None	1.4. Approve Order of Payment and forward to Requesting Party.	None	10mins	Accountant /CENR Officer or designated representative
2. Pay certification and oath fee	2. Accept payment and issue Official Receipt (OR).	Php 50.00/ Certification Fee  Php 36.00/ application Oath Fee  Php 1,200.00/ha Inventory Fee* (for 1 ha and above)	30 min.	<i>Credit Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Receive and forward the OR to RPS.	3. Accept the OR. Schedule the inspection.	None	Within 1 working day	<i>Staff in-charge/ Inspection Team RPS</i>
4. Guide/accompany the inventory team to the site.	4. Conduct inspection of the area (100% inventory of trees) and prepare report with attachments (map, geo-tagged photos and tally sheets) and endorsement to PENR/CENR Office. Forward to Chief, RPS/TSD.  (Inspection in accordance to DMO No. 1991-08 and FMB Technical Bulletin No. 3)	None	15 working days or less depending on the location and size of the area/urgency	<i>Inspection Team RPS</i>
4.1. None	4.1. Review the inspection report and submit recommendation to PENR/CENR Officer.	None	1 hour	<i>Chief RPS/TSD</i>
4.2. None	4.2. Receive and review the application and inspection report. Approve the Tree Cutting Permit (TCP)	None	1 hour	<i>PENR/CENR Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4.3. None	4.3. Record and release approved Tree Cutting Permit to requesting party, copy furnished to PENRO and CENRO	None	30 min.	Receiving/Releasing Clerk Implementing PENRO/CENRO Records Unit
4.4. Receive the approved Tree Cutting Permit		None		
<b>TOTAL</b>		Php 50.00/ Certification Fee	<b>16 days &amp; 6 hours</b>	
		Php 36.00/ application Oath Fee  Php 1,200.00/ha Inventory Fee*	<b><i>TAT does not include waiting time and is the minimum processing time up to twenty (20) working days</i></b>	

\*Inventory Fee plus actual, available and most economical transport cost of the inventory team from its official station to site (based on DAO 2004-16)

Note: Forest charges shall be paid after the cutting of trees.



## CITIZEN'S CHARTER NO. RO-F-07. ISSUANCE OF PRIVATE LAND TIMBER PERMIT (PLTP) FOR NON-PREMIUM SPECIES, OR SPECIAL PLTP (SPLTP) FOR PREMIUM/NATURALLY-GROWN TREES WITHIN PRIVATE/ TITLED LANDS

PLTP or SPLTP serves as the official authority to cut, gather and utilize naturally grown trees within private or titled lands. This shall not cover the trimming, pruning, cutting and removal of trees within power line corridors which no longer require to secure prior clearance or permit from, but with due notice to, the DENR Field Offices, pursuant to RA No. 11361, S. 2019. Further, the transport of logs derived therefrom shall require a transport permit consistent with existing rules and regulations.

All new applications and requests for extension of Tree Cutting and Earth-balling Permits for naturally growing trees shall be issued by the concerned DENR Regional Executive Director, **except cutting for public purposes of National Government Agencies which includes the DPWH, DOTr, DepEd, DA, DOH, CHED, DOE, and NIA** pursuant to DAO No. 2020-06, which shall be issued by the concerned Community Environment and Natural Resources Officer/implementing Provincial Environment and Natural Resources Officer (CENRO/Implementing PENRO). The issuance of these Permits for naturally growing trees shall be governed by existing laws, rules and regulations like E.O. No. 23 and other related guidelines.

<b>Office or Division:</b>	Regulation and Permitting Section, DENR CENR Office (or Implementing PENR Office) to PENR Office to Regional Office	
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)	
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen	
<b>Who may avail:</b>	Concerned Public Individual, Administrator of Schools and Other Public Places	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Letter (1 original)		Requesting Party
2. Endorsement/Certification from concerned LGU interposing no objection to the cutting of trees under the following conditions (1 original):		Concerned LGU (City/Municipal/Barangay)
a. <b>If the trees to be cut falls within one barangay</b> , an endorsement from the Barangay Captain shall be secured		Barangay LGU
b. <b>If the trees to be cut falls within more than one barangay</b> , endorsement shall be secured either from the Municipal/City Mayor or all the Barangay Captains concerned		Municipal/City LGU or all Barangay LGUs



c. <b>If the trees to be cut fall within more than one municipality/city</b> , endorsement shall be secured either from the Provincial Governor or all the Municipal/City Mayors concerned	Provincial LGU or all Municipal/City LGUs
3. Authenticated copy of Land Title/CLOA issued by LRA or Registry of Deeds, whichever is applicable with approved sketch map of the area applied for	Land Registration Authority (LRA)/Registry of Deeds (ROD)
4. Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC), if applicable. The DENR RO/EMB shall determine if the tree cutting activities will require ECC/CNC based on the extent of tree cutting operations, location (e.g. Environmentally Critical Area), among others, <b><u>if necessary</u></b> (1 certified copy)	EMB Regional Office
<b>Additional if application covers ten (10) hectares or larger</b>	
5. Utilization Plan with at least 50% of the area covered with forest trees (1 original)	Requesting Party
<b>Additional if covered by CLOA</b>	
6. Endorsement by local agrarian reform officer interposing No Objection (1 original)	Municipal/City Agrarian Reform Office, Municipal/City Hall
<b>Additional if School/Organization</b>	
7. PTA Resolution or Resolution from any organized group of No Objection and Reason for Cutting (1 original)	Requesting Party, School PTA, or Organization

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<b>CENRO</b>				
1. Submit letter request and supporting documents.	1. Check completeness of application and supporting documents, and receive, record (including scanning) and forward the application to Deputy CENR Officer/ CENR Officer. Provide	None	50 min.	<i>Receiving/Releasing Clerk</i> CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Requesting Party an acknowledgement receipt of the documents.			
1.1. None	1.1. Receive, review and refer the application to Chief, RPS.	None	1 hour	<i>Deputy CENR Officer/ CENR Officer CENRO</i>
1.2. None	1.2. Receive and review the application, and assign inspection team to conduct site inspection.	None	30 min.	<i>Chief RPS</i>
1.3. None	1.3. Prepare Order of Payment. Forward the same to Requesting Party.	None	30 min.	<i>Staff in-charge RPS</i>
2. Pay certification and oath fee.	2. Accept payment and issue Official Receipt (OR).	Php 50.00/ Certification Fee  Php 36.00/ application Oath Fee  Php 1,200.00/ha Inventory Fee*	30 min.	<i>Credit Officer CENRO</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Receive OR.	3. Accept the OR. Schedule the inspection.	None	Within 1 working day  (depends on availability of team, bulk of requests and schedule)	<i>Staff in-charge/ Inspection Team RPS</i>
4. Guide/accompany the inventory team to the site.	4. Conduct inspection of the area (100% inventory of trees to be cut) and prepare report with attachments (map, geo-tagged photos and tally sheets) duly subscribed and sworn and endorsement to PENR Office. Forward to Chief, RPS.  (Inspection in accordance to DMO No. 1991-08 and FMB Technical Bulletin No. 3)	None	15 working days or less depending on the location and size of the area	<i>Inspection Team RPS</i>
4.1. None	4.1. Review the inspection report and submit recommendation to CENRO.	None	1 hour	<i>Chief RPS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4.2. None	4.2. Receive and review the application and inspection report. Approve recommendation. Sign the endorsement to PENR Office.	None	1 working day	<i>CENR Officer</i> CENRO
4.3. None	4.3. Record and release the application, supporting documents and endorsement to PENR Office.	None	3 working days or less depending on the location of PENR Office (calendar days if courier, plus batching up)	<i>Receiving/Releasing Clerk</i> CENRO Records Unit
<b>PENRO</b>				
4.4. None	4.4. Receive documents and forward to PENRO	None	2 hours (batching up of documents)	<i>Receiving/Releasing Clerk</i> PENRO Records Section
4.5. None	4.5. Receive and review documents. Evaluate documents. Draft and sign the endorsement for Regional Office.	None	1 day (batching up documents)	<i>PENR Officer Chief, TSD</i> PENRO





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4.6. None	4.6. Review, evaluate application and prepare memorandum endorsement to Regional Office through Chief, TSD for countersigning.	None	2 hours	Chief/Staff Concerned Unit/Section  Chief TSD
4.7. None	4.7. Review and sign the memorandum endorsement for the Regional Executive Director (RED).	None	1 hour	PENR Officer PENRO
4.8. None	4.8. Record and release the application and supporting documents.	None	3 working days or less depending on the location of Offices  5 working days for islands or mountain areas  (calendar days if courier, plus batching up)	Receiving/Releasing Clerk PENRO Records Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<b>REGIONAL OFFICE (RO)</b>				
4.9. None	4.9. Receive documents and forward to Regional Executive Director.	None	1 hour	<i>Receiving/Releasing Clerk</i> RO Records Section
4.10. None	4.10. Receive and review documents. Forward to ARD for Technical Services (ARD for TS).	None	1 working day (batching up of documents)	<i>RED</i> Regional Office
4.11. None	4.11. Receive and review documents. Forward to License, Patents and Deeds Division (LPDD).	None	4 hours (batching up of documents)	<i>ARD for TS</i> Regional Office
4.12. None	4.12. Receive and review documents. Forward to assigned Staff.	None	1 hour (batching up of documents)	<i>Chief, LPDD,</i> Regional Office
4.13. None	4.13. Conduct detailed review/evaluation of application.	None	4 working days (or more depending on the bulk of permits received)	<i>Chief/Staff, FUS,</i> Regional Office
4.14. None	4.14. Prepare the Tree Cutting Permit (TCP) and Memorandum Instruction to concerned CENRO to supervise the cutting.	None	4 hours	<i>Chief/Staff, FUS,</i> Regional Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4.15. None	4.15. Receive and review documents. Affix initial to the duplicate of draft permit, if in order. Forward to ARD for TS.	None	1 hour (batching up of documents)	<i>Chief, LPDD,</i> Regional Office
4.16. None	4.16. Review/initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature	None	4 hours (batching up of documents)	<i>ARD, TS,</i> Regional Office
4.17. None	4.17. Sign/approve the permit and memorandum instruction	None	1 working day (batching up of documents)	<i>RED,</i> Regional Office
4.18. None	4.18. Record and release approved S/PLTP to applicant, copy furnished to PENRO and CENRO. Copy of S/PLTP may be forwarded through email.	None	30 min.	<i>Receiving/Releasing Clerk</i> RO Records Section
5. Receive the approved S/PLTP***		None		



<b>CENRO SUB-TOTAL</b>	<b>Php 86.00</b>	<b>20 days, 4 hrs &amp; 20 min.</b>
<b>PENRO SUB-TOTAL</b>	<b>None</b>	<b>4 days &amp; 5 hrs 6 days &amp; 5 hrs (for relatively remote areas)</b>
<b>IMPLEMENTING PENRO SUB-TOTAL</b>	<b>Php 86.00</b>	<b>25 days, 1 hr &amp; 20 min. 27 days, 1 hr &amp; 20 min. (for relatively remote areas)</b>
<b>REGIONAL OFFICE SUB-TOTAL</b>	<b>None</b>	<b>7 days 7 hrs &amp; 30min.</b>
<b>TOTAL</b>	<b>Php 50.00/ certification Certification Fee</b>  <b>Php 36.00/ application Oath Fee</b>  <b>Php 1,200.00/ha Inventory Fee*</b> <b>**</b>	<b>33 working days &amp; 50 min. (for relatively non-remote areas) to 35 working days &amp; 50 min. (for relatively remote areas)</b>

\*Inventory Fee plus actual, available and most economical transport cost of the inventory team from its official station to site (based on DAO 2004-16)

\*\*Forest charges shall be paid after the cutting of trees.



Validity of Permit Upon Receipt of S/PLTP			
Volume	Validity	Volume	Validity
1 - 50 cu.m.	50 days	501 - 650 cu.m.	7 months
51 - 70 cu.m.	60 days	651 - 750 cu.m.	8 months
71 - 100 cu.m.	90 days	751 - 850 cu.m.	9 months
101 - 200 cu.m.	120 days	851 - 950 cu.m.	10 months
201 - 300 cu.m.	150 days	951 - 1000 cu.m.	11 months
301 - 500 cu.m.	6 months	1001 - up cu.m.	1 year

Note: All naturally grown trees cut and harvested inside private and public/forest lands shall also be subjected to payment of forest charges pursuant to RA No. 7161 (Sec. 6, p3)



**DENR CENR, PENR AND REGIONAL OFFICES**  
**Land**  
**(External Services)**



## CITIZEN'S CHARTER NO. RO-L-01. ISSUANCE OF CERTIFICATION OF LAND CLASSIFICATION STATUS\*

This Certification is being issued based from the land records/status and projection in the land classification map for alienability or disposability of the land being applied for. This Certification does not construe ownership and is for reference only.

<b>Office or Division:</b>	Regulation and Permitting Section, DENR Implementing PENR/CENR Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
<b>Who may avail:</b>	Banks, Corporations, Private Associations e.g. Surveying Firms; Realtors'/Developers' Corporations, Land Owners, LGUs, DPWH, Philippine Port Authority, Department of Tourism, DepEd and other stakeholders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form (1 original, 1 duplicate copy)		Implementing PENRO/CENRO Records Office or Public Assistance Desk
2. Any document showing the identity of the lot (1 photocopy)		End-user or Assessor's Office
3. Sketch Plan with Complete Technical Description (1 original)		Geodetic Engineer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. File application with complete supporting documents to the Implementing PENRO/CENRO Receiving Area/Records Unit.	1. Check completeness of application and supporting documents and receive the request, record in logbook and/or Document Tracking System, and forward to RPS.	None	30 min.	<i>Receiving/Releasing Clerk</i>  Implementing PENRO/CENRO Records Unit
1.1. None	1.1. Receive request and prepare Order of Payment	None	30 min.	<i>Technical Staff</i>  Regulation and Permitting Section (RPS)
1.2. None	1.2. Approve Order of Payment and forward the same to client.	None	10min.	<i>Accountant</i> <i>(Implementing PENRO)</i>  <i>CENRO or Designated Representative</i>
2. Receive Order of Payment and pay corresponding fee.	2. Receive payment and issue and photocopy Official Receipt.	<b>Certification Fees</b>  Php 25.00	30 min.	<i>Bill Collector</i>  Cashier





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Receive Official Receipt and forward the same to Technical Staff, RPS.	<p>3. Receive copy of official receipt.</p> <p>Verify and project the lot, and prepare and sign the Certification.</p> <p>Forward the Certification and supporting documents, if any, to Chief, RPS/TSD.</p>	None	4 days	<p><i>Technical Staff</i></p> <p>RPS</p>
3.1. None	3.1. Receive, review and sign the Certification and forward to PENR/CENR Officer.	None	30 min.	<p><i>Chief</i></p> <p>RPS/TSD</p>
3.3. None	3.2. Receive, review, sign and approve the Certification.	None	1 hour	<i>PENR/CENR Officer</i>
3.3. None	3.4. Record and release documents.	None	15 min.	<p><i>Receiving/Releasing Clerk</i></p> <p>PENRO/CENRO Records Unit</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4. Receive the Certification.		None		
<b>TOTAL:</b>		<b>Certification Fees***:</b> Php 25.00	4 days, 3 hours & 25 min.	
			<i>TAT does not include waiting time and is the minimum processing time up to twenty (20) working days</i>	

*\*Except judicial titling*



## CITIZEN'S CHARTER NO. RO-L-02. ISSUANCE OF SURVEY AUTHORITY

This document is an authority given to private Geodetic Engineers (GEs) for the survey of public lands.

<b>Office or Division:</b>	Regulation and Permitting Section, DENR Implementing PENRO, CENRO
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen
<b>Who may avail:</b>	Private Geodetic Engineers and Land owners

CHECKLIST OF REQUIREMENTS*	WHERE TO SECURE
1a. Duly accomplished Letter-Request Form from the land owner requesting for survey authority and authorizing certain private GE to conduct the survey (1 original) <i>or</i>	Land Owner/Geodetic Engineer
1b. Duly accomplished Letter-Request Form from the GE on behalf of his/her client (1 original)	Land Owner/Geodetic Engineer
2. Any proof of claim or acquisition of the property	Land Owner/LGU
<ul style="list-style-type: none"> <li>• Latest, Updated Tax declaration for the last year (1 certified copy)</li> </ul>	Assessor's Office
<ul style="list-style-type: none"> <li>• Deed of Sale (1 photocopy with accompanying Original Copy)</li> </ul>	Land Owner
<ul style="list-style-type: none"> <li>• Extra Judicial Settlement (1 original)</li> </ul>	Land Owner, Private Lawyer, Public Attorney's Office, or LGU
<ul style="list-style-type: none"> <li>• Waiver of Rights (1 original)</li> </ul>	Land Owner



CHECKLIST OF REQUIREMENTS*	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Other documents</li> </ul>	Land Owner/LGU
<i>*Note: DENR may request for additional documents or combination of documents mentioned above depending on the situation of the application/request</i>	
3. Survey Authority <u>form</u> duly signed by the applicant and private Geodetic Engineer (1 original, 1 duplicate copy)	Concerned Implementing PENR/CENR Office
4. Certification of Land Classification Status	Concerned Implementing PENR/CENR Office
5. Scheme of subdivision from GE (1 photocopy)	Geodetic Engineer
6. Certification from the Regional Trial Court concerned that there is no pending land registration case involving the parcel being applied for (1 original)	Regional Trial Court having Jurisdiction
7. Certification from barangay that there is no record of claims and conflict (1 original, 1 duplicate)	Office of the Barangay Captain having Jurisdiction
8. Copy of Approved Survey Plan with Technical Description (if with previously approved surveys) (1 blueprint copy)	Geodetic Engineer, Land Owner, or Concerned DENR Regional Office
9. Certification of status of land from LRA (if the municipality is under cadastral proceedings or if there is an old survey) (Private Survey) (1 original, 1 duplicate copy)	Land Registration Authority (LRA) Central Office, Quezon City
10. Lot Status (whether titled or not) (1 original)	Land Registration Authority (LRA) Central Office, Quezon City



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Letter Request to the Implementing PENR/CENR Office with complete supporting requirements	1. Check completeness of supporting documents based on the checklist, and receive and enter into the record book. Forward to RPS	None	1 hour	<i>Records Officer</i> Implementing PENRO/ CENRO Records Unit
1.1. None	1.1 Receive documents check and verify the lot status in the LAMS allocation book or index card whether covered by any public land application or not	None	2 hours	<i>Records Officer</i> Implementing PENRO/ CENRO Records Unit
1.2. None	1.2. Receive request. Prepare Order of Payment	None	30 min.	<i>Technical Staff</i> Regulation and Permitting Section (RPS)
1.3. None	1.3. Approve Order of Payment and forward the same to client.	None	10 min.	<i>Accountant</i> <i>(Implementing PENRO)</i> <i>CENRO or Designated Representative</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	>Php 200.00 <b>Field Inspection Deposit*</b>	30 min.	<i>Bill collector</i> Cashier
3. Receive OR	3. Photocopy and attach OR in the request, and record OR number in the Survey Authority form. Forward to Chief, RPS/TSD.	None	30 min.	<i>Technical Staff</i> RPS
3.1. None	3.1. Receive request, and assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI)	None	30 min.	<i>Chief</i> RPS/TSD
3.2. None	3.2. Conduct field investigation, prepare and submit Investigation report with recommendation, and forward the same to Chief, RPS/TSD	None	4 days or more depending on the location and size of the area	<i>LMI/DPLI</i> RPS/TSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.3. None	3.3. Receive and review request, report, and affix signature in the Survey Authority, and forward to PENR/CENR Officer	None	30 min.	<i>Chief</i> RPS/TSD
3.4. None	3.4. Review documents/ reports, and approve and sign Survey Authority	None	30 min.	<i>PENR/CENR Officer</i>
3.5. None	3.5. Assign control number on Survey Authority and enters into the record book	None	30 min.	<i>Records Officer</i> Implementing PENRO/CENRO Records Unit
3.6. None	3.6. Release Survey Authority to client/GE	None	15 min.	<i>Records Officer</i> Implementing PENRO/ CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4. Receive Survey Authority, sign in the duplicate copy, and forward the same to the Records Officer for filing.		None		
<b>TOTAL:</b>		<b>&gt;Php 200.00 Field Inspection Deposit</b>	<b>4 days, 6 hours &amp; 55min. or more depending on the location and size of the area</b>	
			<i><b>TAT does not include waiting time and is the minimum processing time up to twenty (20) working days</b></i>	

Note: 1. Excluding provinces covered by DMC No. 2019-10  
2. Additional documents may be required for Baguio City per DMC 2007-11

<b>Computation:</b>
<p><b>*Field Inspection Deposit = (11 x H) + (1 x K) + 110</b></p> <p>where</p> <p>H = area in hectares per survey plan; a fraction of a hectare is considered one hectare</p> <p>K = road network distance in kilometers of the survey site from the provincial district office or the official station of inspector</p>





## CITIZEN'S CHARTER NO. RO-L-03. APPLICATION FOR FREE PATENT (AGRICULTURAL)\*

Free Patent Application is a mode of acquiring ownership of a certain parcel of alienable and disposable land.

<b>Office or Division:</b>	Regulation and Permitting Section, DENR CENRO to PENRO
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may avail:</b>	All natural born Filipino and with dual citizenship Filipino

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Free Patent Application and prescribed forms (1 original)	Concerned CENR Office
1.1. Notarized SPA (in case the application is filed by a representative or by the heirs of the original applicant)	Land Owner/Notary Public
2. Tax declaration in the name of the applicant. If the tax declaration is in the name of the applicant's predecessor-in-interest, any of the following documents shall be presented: <ul style="list-style-type: none"> <li>2.1. Deed of Sale</li> <li>2.2. Extra Judicial Settlement</li> <li>2.3. Waiver of Rights</li> <li>2.4. Deed of Donation or other form of monuments of ownership</li> </ul>	Assessor's Office  Land Owner, Notary Public, or LGU
3. Certification of status of land from LRA, if the municipality is under cadastral proceedings or if there is an old survey (Private and Original Survey) (1 photocopy)	Land Registration Authority (LRA) Central Office, Quezon City
4. Documentary Stamp (to be attached in the application form)	BIR or Post Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>DOCUMENTS TO BE SECURED BY THE CENRO / IMPLEMENTING PENRO</b>	
1. Copy of approved Survey Plan / Cadastral Map	Concerned Regional/CENR Office
2. Technical Description / V-37	Concerned CENR Office
3. Certification that the land applied for is alienable and disposable (1 original, 1 photocopy)	Concerned CENR Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<b>CENRO</b>				
1. Submit accomplished Application Form to the CENR Office with complete supporting requirements  Applicant may also submit the application through email or courier, where, applicable, the applicant may also apply online or through LMI/SI/DPLI.  **	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	<i>LMO / RPS</i>  <i>Staff</i> CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.1. None	1.1. Prepare Order of Payment	None	20 min.	<i>Staff</i> CENRO Records Unit
1.2. None	1.2. Approve Order of Payment and forward the same to client.	None	10 min.	<i>CENRO or Designated Representative</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	Php 150.00 <b>Application Fee</b>	30 min.	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 Chief, RPS	None	1 hour	<i>Staff</i> 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	<i>Chief</i> RPS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.2. None	3.2. Prepare posting of notices at the barangay, municipal, or provincial hall where the property is situated.	None	2 days	<i>LMI/DPLI</i> CENR Officer CENRO
3.3. None	3.3. Travel to the barangay, municipality or province.	None	2 days	<i>LMI/DPLI</i> CENRO
3.4. None	3.4. Posting of Notices in the Barangay Hall and take geo-tagged photo.  Simultaneously conduct investigation on the land being applied for.	None	15 days posting of Notices in the municipal bldg. hall & in the brgy. hall where the land applied for is located. (Section 9.2.2.)  Notice of posting may also be made in the website in the concerned LGU.	<i>LMI/DPLI</i> CENRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.5. None	3.5. Prepare, sign and submit investigation report, and forward to LMO I (Annex E of IRR)	None	3 days	<i>DPLI/LMI</i> CENRO
3.6. None	3.6. 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	<i>LMO I/Cartographer/Encoder</i> <i>whoever is available</i> RPS CENRO
3.7. None	3.7. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	5 days	<i>GE</i> RPS
3.8. None	3.8. Do final screening of carpeta and forward to CENRO for recommendation.	None	5 days	<i>Chief</i> RPS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.9. None	3.9. Review and initial file copy of Patent and Sign Indorsement to PENRO for approval.	None	3 days	<i>CENR Officer</i> CENRO
3.10. None	3.10. Transmit carpeta to PENRO	None	3 days or less depending on the location of the PENR Office	<i>Records Officer</i> CENRO Records Unit
<b>PENRO</b>				
3.11. None	3.11. Receive the carpeta and forward to Chief, RPS. Update data in LAMS, if applicable.	None	1 day	<i>Records Officer</i> PENRO Records Section
3.12. None	3.12. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD).	None	1 day	<i>Chief</i> RPS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.13. None	3.13. 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	1 day	Chief TSD
3.14. None	3.14. Sign Order of Approval and Free Patent. Forward to PENRO Records for numbering.	None	1 day	PENR Officer PENRO
3.15. None	3.15. Assign Patent Number/ Indexing, prepare transmittal letter and forward to PENRO for signature.	None	1 day	Records Officer/Staff PENRO Records Section
3.16. None	3.16. Sign transmittal letter and forward to PENRO records for transmittal to			PENR Officer PENRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Registry of Deeds (ROD).			
3.17. None	3.17. Scan the order of Approval, signed Free Patent and transmittal letter. Upload to Land Administration and Management System (LAMS). Transmit documents to ROD, and copy furnish the client.	None	5 days	<i>Liaison Officer</i> PENRO Records Section
<i>CENRO SUB-TOTAL</i>		<i>Php 50.00</i>	<i>64 days (+ up to 36 additional processing days due extreme case where 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)</i>	
<i>PENRO SUB-TOTAL</i>		<i>None</i>	<i>10 days as per IRR</i>	





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
For Implementing PENRO*** SUB-TOTAL		Php 50.00	64 days + 36 days additional due to extreme case + 10 days	
		Php 50.00	130 days maximum	
		+ Transfer fee of Php 10.00 per hectare but not less than Php 100.00, if applicable		
TOTAL:		Php 50.00 – 150.00		
If the approving authority is the PENRO				
Processing of Patent		– 120 calendar days		
Review, Approval/Disapproval of patent		– 5 calendar days		
Transmittal to ROD		– 5 calendar days		

*\*Application covers below 5 hectares*

*\*\*The filing of application may also be done in the Barangay where titling operation is on-going consistent with DAO No. 2019-08.*

*\*\*\*For Implementing PENRO, they shall absorb the function of the CENRO*



*Note:*

- *Transfer fee shall be paid when the lot is transferred during the processing of the application. The fee shall be paid based on where the application is being processed during the transfer i.e. CENR or PENR Office.*

*This service is under the following laws:*

- *Commonwealth Act No. 141 or the “Public Land Act” (1936)*
- *Republic Act No. 782 or the “An Act to Grant Free Patents to Occupants of Public Agricultural Land since or prior to July Fourth, Nineteen Hundred and Forty-Five” (1945)*
- *Republic Act No. 11231 or the “Agricultural Free Patent Reform Act” (2018)*
- *Republic Act No. 11573 (see title)*

*\*There is an existing MOA with the DENR and the LRA to resolve the difficulties in obtaining the certification.*

*Certification of status of land from LRA may be submitted by the applicant w/in 90 calendar days from the filing of application. Failure of the applicant to submit the Certification w/in the prescribed period shall cause the rejection of the application w/o prejudice to the refiling of the same.*

*In cases where the subject application is covered by a cadastral subdivision plan (CSD), the LRA Certification shall be waived provided that the applicant indicates in the application that no petition for judicial titling has been filed.*



## CITIZEN'S CHARTER NO. RO-L-04. APPLICATION FOR FREE PATENT (RESIDENTIAL)

Free Patent Application is a mode of acquiring ownership of a certain parcel of alienable and disposable land.

<b>Office or Division:</b>	Regulation and Permitting Section, DENR CENRO to PENRO
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may avail:</b>	All natural born and naturalized Filipino

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Free Patent Application and prescribed forms (1 original)	Concerned CENR Office
2. Any of the following document showing identity of land and claims of ownership	Land Owner/LGU
<ul style="list-style-type: none"> <li>Tax declaration if applicable (1 certified copy)</li> </ul>	Assessor's Office
<ul style="list-style-type: none"> <li>Deed of Sale/Deed of donation/Deed of transfer (1 photocopy, present original copy) *if applicable</li> </ul>	Land Owner, Notary Public, or LGU
<ul style="list-style-type: none"> <li>Extra Judicial Settlement (1 photocopy) *if applicable</li> </ul>	Land Owner, Notary Public, or LGU
<ul style="list-style-type: none"> <li>Waiver of Rights, Barangay certification (1 photocopy) *if applicable</li> </ul>	Land Owner, Notary Public, or LGU
3. Affidavit of at least two (2) disinterested person residing in the area	Land Owner, Notary Public, or LGU
4. Certification from the Municipal Circuit/Regional Trial Court (MCTC/RTC) concerned that there is no pending land registration case involving the parcel being applied for (1 original, 1 photocopy)	Land Owner, or Municipal Circuit/Regional Trial Court (MCTC/RTC) having Jurisdiction
5. Approved Survey Plan with Technical Description/Form V37	Concerned CENR Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(if covered with isolated survey) (1 certified copy)	
6. Certification of status of land from LRA, if the municipality is under cadastral proceedings or if there is an old survey (Private and Original Survey) (1 photocopy)	Land Registration Authority (LRA) Central Office, Quezon City
7. Certification that the land applied for is alienable and disposable (1 original, 1 photocopy)	Concerned CENR Office
8. Documentary Stamp (4 pieces) (2-Affidavits, 1-Application Form, 1-Notice of Posting)	BIR or Post Office
9. Certification from LGU that the area applied for is zoned as Residential (1 original), or approved CLUP, if applicable (1 photocopy)	LGU
10. Latest photograph of land and house (preferably geo-tagged)	Land owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<b>CENRO</b>				
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 / RPS  Staff CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Applicant may also submit the application through email or courier, where, applicable, the applicant may also apply online or through LMI/SI/DPLI.				
1.1. None	1.1. Prepare Order of Payment	None	30 min.	<i>Staff</i> CENRO Records Unit
1.2. None	1.2. Approve Order of Payment and forward the same to client.	None	10mins	<i>CENRO or Designated Representative</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	Php 50.00 <b>Application Fee</b>	30 min.	Bill collector Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
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 Chief, RPS	None	1 hour	<i>Staff</i> 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	<i>Chief</i> RPS
3.2. None	3.2. Prepare posting of notices at the barangay, municipal, or provincial hall where the property is situated.	None	1 day	<i>LMI/DPLI</i> <i>CENR Officer</i> CENRO
3.3. None	3.3. Travel to the barangay, municipality or province.	None	2 days	<i>LMI/DPLI</i> CENRO
3.4. None	3.4. Posting of Notices in the Barangay Hall and take geo-tagged photo.	None	15 days	<i>LMI/DPLI</i> CENRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
			(per DAO 2010-12)	
3.5. None	3.5. Prepare Certification for the proof of posting and forward to the CENR Officer for Approval	None	2 days	<i>DPLI/LMI</i> CENRO
3.6. None	3.6. Approve Certification of proof of posting	None	1day	<i>CENR Officer</i>
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	<i>LMI/DPLI</i> CENRO
3.8. None	3.8. 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	<i>LMO I/Cartographer/</i> <i>Encoder</i> <i>whoever is available</i> RPS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.9. None	3.9. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	5 days	<i>GE</i> RPS
3.10. None	3.10. Do final screening of carpeta and forward to CENRO for recommendation.	None	5 days	<i>Chief</i> RPS
3.11. None	3.11. Review and initial file copy of Patent and Sign Indorsement to PENRO for approval.	None	3 days	<i>CENR Officer</i> CENRO
3.12. None	3.12. Transmit carpeta to PENRO	None	3 days or less depending on the location of the PENR Office	<i>Records Officer</i> CENRO Records Unit
<b>PENRO</b>				
3.13. None	3.13. Receive the carpeta and forward to Chief, RPS. Update data in LAMS, if applicable.	None	2 hours	<i>Records Officer</i> PENRO Records Section





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.14. None	3.14. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD).	None	2 hours	<i>Chief</i> 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	<i>Chief</i> TSD
3.16. None	3.16. Review and sign Order of Approval and Free Patent. Forward to PENRO Records for numbering.	None	2 days	<i>PENR Officer</i>
3.17. None	3.17. Assign Patent Number/ Indexing, prepare transmittal letter and forward to PENRO for signature.	None	2 hours	<i>Records Officer/Staff</i> PENRO Records Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.18. None	3.18. Sign transmittal letter and forward to PENRO records for transmittal to Registry of Deeds (ROD).			<i>PENR Officer</i>
3.19. None	3.19. Scan the order of Approval, signed Free Patent and transmittal letter.  Upload to Land Administration and Management System (LAMS).  Transmit documents to ROD, and copy furnish the client.	None	5 days	<i>Liaison Officer</i> PENRO Records Section
<b>CENRO SUB-TOTAL</b>		<i>Php 50.00</i>	<i>78 days (+ up to 32 additional processing days due 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)</i>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<i>PENRO SUB-TOTAL</i>	<i>None</i>	<i>10 working days</i>	
	<i>For Implementing PENRO SUB-TOTAL</i>	<i>Php 50.00</i>	<i>78 days + 32 days additional due to extreme case + 10 days</i>	
	<b>TOTAL:</b>	Php 50.00 <b>Application Fee</b>  <b>+ Transfer fee of Php 100.00 for lands not exceeding 1,000 sq. m., if applicable</b>  <b>TOTAL</b> <b>Php 50.00 – 150.00</b>	<b>130 days maximum</b>	

If the approving authority is the PENRO

Processing of Patent – 120 working days

Review, Approval/Disapproval of patent – 5 working days

Transmittal to ROD – 5 working days

*\*\*for Implementing PENRO, they shall absorb the function of the CENRO*



*This service is under the following laws:*

- *Republic Act No. 10023 or “An Act Authorizing the Issuance of Free Patents to Residential Lands” (2009)*

*Notes:*

- *Transfer fee shall be paid when the lot is transferred during the processing of the application. The fee shall be paid based on where the application is being processed during the transfer i.e. CENR or PENR Office.*
- *One (1) application per applicant for Residential Free Patent.*
- *The maximum area for the application of Residential Free Patent is:*
  - *200 sq. m. for highly urbanized cities*
  - *500 sq. m. for other cities*
  - *750 sq. m. for first to second class municipalities*
  - *1,000 sq. m. for third and below/all others.*
- *Per RA No. 10023, the **CENR Office is allowed a maximum of 120 calendar days** to process the application of RFPA, while the **PENR Officer is allowed a maximum of five (5) working days** to do the same*



## Feedback and Complaints Mechanism

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



How to file complaints?	<ol style="list-style-type: none"><li>1. Get a copy of the DENR Feedback Form.</li><li>2. Fill out the client information</li><li>3. Answer the <b>Complaint portion</b>.</li><li>4. Drop the accomplished DENR Feedback Form at the designated drop box in front of the Public Assistance Complaint Desk</li><li>5. Complaints can also be filed via telephone. Make sure to provide the following information:<ul style="list-style-type: none"><li>• Name of person being complained</li><li>• Position/Office</li><li>• Incident</li><li>• Evidence</li></ul></li></ol>
How complaints are processed?	<p>The Public Assistance Complaints Desk Officer (PACDO) shall open the DENR Feedback drop box on a weekly basis and evaluate each complaint. The complaints shall be classified according to gravity.</p> <p>Upon evaluation, and approval of the SCIS (for Central Office) and Regional Strategic Communication and Initiatives Group (for Regional Offices) the PACDO shall forward the complaint to the relevant office for their appropriate action.</p>



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



## List of Offices

Office	Address	Contact No.	Email Address
<b>DENR Central Office</b>	Visayas Avenue, Diliman, Quezon City	(02) 8-920-0689 0917-868-3367 0917-885-3367	aksyonkalikasan@denr.gov.ph actioncenter@denr.gov.ph
<b>REGION X</b>	DENR, Region 10, Macabalan, Cagayan de Oro City	(088) 861-2593 0955-142-9501	r10@denr.gov.ph denrxactioncenter@gmail.com
PENRO Bukidnon	Capitol Drive, Malaybalay City, Bukidnon	(088) 8132104	penrobukidnon@denr.gov.ph
PENRO Camiguin	Lakas, Poblacion, Mambajao, Camiguin	(088) 3870040	penrocamiguin@denr.gov.ph
PENRO Lanao del Norte	Tubod, Lanao del Norte	(088) 2276070	penrolanaodelnorte@denr.gov.ph
PENRO Misamis Occidental	Capitol Complex, Oroquieta City, Misamis Occidental	(088) 5450464	penromisamisoccidental@denr.gov.ph
PENRO Misamis Oriental	Malasag Heights, Cugman, Cagayan de Oro City	(088) 8552318	penromisamisoriental@denr.gov.ph
CENRO Valencia City	Valencia City Integrated Bus Terminal, Valencia City, Bukidnon	(088) 8282096	cenrovalencia@denr.gov.ph
CENRO Manolo	Fortich Manolo Fortich, Bukidnon	(088) 2282495	cenromanoloofortich@denr.gov.ph
CENRO Don Carlos	Don Carlos, Bukidnon	(088) 2262632	cenrodoncarlos@denr.gov.ph
CENRO Talakag	Talakag, Bukidnon		cenrotalakag@denr.gov.ph
CENRO Iligan City	4th East Ext., Rosario Heights, Tubod, Iligan City, Lanao del Norte	(063) 2231058 2212823	cenroiligan@denr.gov.ph





Office	Address	Contact No.	Email Address
CENRO Kolambugan	Kolambugan, Lanao Del Norte	(063) 3554431	cenrokolambugan@denr.gov.ph
CENRO Oroquieta City	Misamis Occidental Capitol Complex, Oroquieta City, Misamis Occidental	(088) 5312003	cenrooroquieta@denr.gov.ph
CENRO Ozamiz City	Gango, Ozamiz City	(088) 5211253	cenroozamiz@denr.gov.ph
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