



DEPARTMENT OF ENVIRONMENT AND
NATURAL RESOURCES (DENR)

REGIONAL CITIZEN'S CHARTER
2024 (1ST Edition)



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

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

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

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

II. VISION

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

III. MISSION

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

IV. SERVICE PLEDGE

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



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



V. LIST OF SERVICES

DENR CENR, PENR AND REGIONAL OFFICE

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DENR REGIONAL OFFICE
Administrative, Finance and Planning Sector
(Internal and External Services)



REGIONAL CITIZEN'S CHARTER NO. RO2-AFP-01. CERTIFICATE OF EMPLOYMENT AND/OR COMPENSATION/ REMUNERATION

The Certificate of Employment and/or Compensation/Renumeration is a formal document that confirms an employee's employment and provides details regarding their salary or compensation.

Office or Division:	Personnel Unit/Section (PS), Administrative Division DENR PENRO and Regional Office				
Classification	Simple				
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government				
Who may avail:	Internal: DENR Employees External: Retired/Resigned Employees or their duly authorized representatives				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Duly accomplished request form			Personnel Unit/Section		
Additional if Requesting Party is a representative					
3. Authorization Letter			Requesting Party, Authorized Representative		
4. Government Issued Identification Card					
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible	
1. Submit duly Accomplished Request form	1. Receive, and check the submitted accomplished form and forwarded to the action officer for verification and preparation of certification.	None	3 mins.	Personnel Unit/Section Staff	



1.	None	1.1	Verify and Prepare the Certificate based on records and forward for the review and signature of the Chief, Personnel Unit/Section	None	10 mins.	Personnel Unit/Section Staff
1.	None	1.2	Review and sign the Certification	None	3 mins	Chief Personnel Unit/Section
1.	None	1.3	Release of the Signed Certification to the requesting party	None	2 mins.	Personnel Unit/Section Staff
2.	Received signed Certificate					
TOTAL:				None	18 mins.	



DENR REGIONAL OFFICE
Administrative, Finance and Planning Sector
(Internal Services)



REGIONAL CITIZEN'S CHARTER NO. RO2-AFP-02 REQUEST FOR CERTIFICATION OF LEAVE CREDITS

The Certification of Leave Credits is a document certifying the total earned leave of DENR Permanent and Casual employee.

Office or Division:	Personnel Unit/Section (PS), Administrative Division (DV), DENR CENR Office, PENR and Regional Office			
Classification	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail	DENR Permanent and Casual Personnel (RO, PENRO, CENRO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request form		Personnel Unit/Section		
Additional if Requesting Party is a representative				
2. Authorization Letter		Requesting Party/ Representative		
3. Government Issued Identification Card		Requesting Party/ Representative		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Submit duly Accomplished Request form	1. Receive, check the submitted accomplished form and forward to the action officer	None	5 min.	<i>Personnel Unit/Section Staff</i>
1.1 None	1.1 Prepare the Certificate of Leave Credits based on records and forward for review and signature of the Chief, Personnel Unit/ Section	None	10 min.	<i>Personnel Unit/Section Staff</i>



1.2 None	1.2 Review and sign the Certificate of Leave Credits	None	4 min.	<i>Chief, Personnel Unit/ Section</i>
2. Receive the signed Certification of Leave Credits	2. Release of the signed Certificate to the requesting party	None	2 min.	<i>Personnel Unit/Section Staff</i>
TOTAL		None	21 min.	



REGIONAL CITIZEN'S CHARTER NO. RO2-AFP-03. PROCESSING OF CERTIFICATION OF NET TAKE HOME PAY, LAST SALARY RECEIVED, NONE PAYMENT AND BONUS AND OTHER PERSONNEL BENEFITS

This request for a certification is a right granted to every official and employee for whatever purpose may it serve to his/her transactions. The service hereto described is an internal transaction availed by the personnel from the office.

Office or Division:	Administration and Finance Unit/Section, Management Services Division (AF-MSD), PENRO and Regional Office	
Classification:	Simple	
Type of Transaction:	G2G-Government to Government	
Who May Avail:	Internal: All DENR Permanent Personnel and Officials	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form (1 original)		Budget Unit/Section
Additional if Requesting Party is a representative		
2. Authorization Letter		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit the request form to the Budget Section (RO) and AF-MSD for PENR Offices.	1. Receive and record the request form in the logbook.	None	5 min.	<i>Receiving Clerk</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1.1 None	1.1. Verify the name of the requesting party in the payroll and index card and prepare Certification, and affix the initials thereon.	None	10 min.	Budget Assistant-RO HR Officer-PENRO
1.2 None	1.2. Review and affix signature on the Certification.	None	4 min.	Chief, Budget Section-RO Chief, Accounting Unit/Section-PENRO HR Officer and Chief MSD-PENRO
2. Receive the certification	Issue the certification to the requesting party	None	1 min	Chief, Budget Section-RO Chief, Accounting Unit/Section-PENRO HR Officer and Chief MSD-PENRO
TOTAL:		None	20 mins.	



REGIONAL CITIZEN'S CHARTER NO. RO2-AFP-04. ISSUANCE OF TRIP TICKET

The Trip Ticket serves as proof that the driver and use of RP vehicle under general dispatch is authorized to ferry DENR personnel to and from the specified destination given a specific time frame and purpose with the approval of the Head of Agency or by the authorized officials.

Office or Division:	General Services Section (GSS) Administrative Division
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who May Avail:	DENR Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished request slip	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Coordinate and submit request slip to the action officer of the General Services Section	1. Check availability of RP Vehicle, assign driver and prepare Trip Ticket. Attached tracking form generated from the DTS and transmit Trip Ticket to the office of the Assistant Regional Executive Director for	None	10 min.	<i>Action Officer</i> General Services Section



CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
		Management Services for recommendation			
1.1	None	1. 1 Receive Trip Ticket	None	1 min.	<i>Receiving/Releasing Officer Office of the ARDMS</i>
1.2	None	1.2 Review and recommend Trip	None	5 min.	<i>Assistant Regional Executive Director for Management Services</i>
1.3	None	1.3 Forward Trip Ticket to the office of the Regional Executive Director	None	5 min.	<i>Receiving/Releasing Officer Office of the ARDMS</i>
1.4	None	1.4 Receive Trip Ticket	None	1 min.	<i>Receiving/Releasing Officer Office of the RED</i>
1.5	None	1.5 Review and approve Trip Ticket	None	5 min	<i>Regional Executive Director</i>
1.6	None	1.6 Forward approved Trip Ticket to the General Services Section	None	5 min.	<i>Receiving/Releasing Officer Office of the RED</i>
1.7	None	1.7 Receive the approved Trip Ticket, assign control number and archive transaction on the DTS. Provide approved Trip Ticket to the assigned driver. Inform the requesting party on the approval of Trip Ticket.	None	10 min	<i>Action Officer General Services Section</i>
TOTAL:			None	42 min	



REGIONAL CITIZEN'S CHARTER NO. RO2-AFP-05. APPROVAL OF TRAVEL ORDER

The Travel Order serves as proof that the employee/official is authorized to travel from and to a specified destination given a specific time frame and purpose with the approval of the Head of Agency or by the authorized officials using the Online Travel Order System.

Office or Division:	Planning and Management Division, DENR Regional Office 2	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	DENR Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Special Order, if applicable (scanned copy, uploaded to the system)	Requesting employee	
2. Memorandum/Instructions, if applicable (scanned copy, uploaded to the system)	Requesting employee	
3. Letter of Invitation from other offices either Government/Private, if applicable (scanned copy, uploaded to the system)	Requesting employee	
Additional requirement for key officials (if with previous travel)		
4. Travel Report (scanned copy, uploaded to the system)	Requesting employee	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
For Employees below SG 24				
1. Coordinate with the Travel Order Focal to prepare travel order	1. Encode details of the travel on the Online Travel Order System. Upload requirements, if applicable. Forward accomplished Travel Order to Planning and Management Division	None	5 min.	<i>Travel Order Focal</i> (Division, Office)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.1 None	<p>1.1 Review, verify details of travel order in accordance with the approved Travel Plan.</p> <p>If purpose of the travel is not included in the approved Travel Plan, check uploaded requirements (SO, MEMO etc.) for further verification.</p> <p>Forward verified Travel Order to concerned division/office for recommendation.</p>	None	5 min.	<p><i>Action Officer/ PMD Staff Planning and Management Division</i></p>
1.2 None	<p>1.2 Review, recommend and forward Travel Order to the Assistant Regional Executive Director concerned for approval</p> <p>* Reviews, recommend the Travel Order</p> <p>Forward Travel Order to the Regional Executive Director (for travels more than 7 days)</p>	None	5 min.	<p><i>Concerned Division Chief</i></p> <p><i>* Assistant Regional Executive Director for Management Services (for travels more than 7 days)</i></p>
1.3 None	1.3 Review and approve Travel Order	None	5 min.	<p><i>Concerned Assistant Regional Executive Director</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
				<i>*Regional Executive Director (for travels more than 7 days)</i>
2. Get approved Travel Order	2. Print approved Travel Order, provide a copy to the concerned employee	None	2 min.	<i>Travel Order Focal</i>

For Division Chiefs				
1. Coordinate with the Travel Order Focal assigned to respective offices to prepare travel order	1. Encode details of the travel on the Online Travel Order System. Upload requirements, if applicable. Forward accomplished Travel Order to Planning and Management Division	None	5 min.	<i>Travel Order Focal (Division, Office)</i>
1.1 None	1.1 Review, verify details of travel order in accordance with the approved Travel Plan. If purpose of the travel is not included in the approved Travel Plan, check uploaded requirements (SO, MEMO etc.) for further verification. Forward verified Travel Order to concerned Assistant	None	5 min.	<i>Action Officer/ PMD Staff Planning and Management Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Regional Executive Director for recommendation.			
1.2 None	1.2 Review, recommend and forward Travel Order to the Regional Executive Director for approval * Reviews, recommend and forward Travel Order to the Regional Executive Director (for travels more than 7 days)	None	5 min.	<i>Concerned Assistant Regional Executive Director</i> <i>*Assistant Regional Executive Director for Management Services (for travels more than 7 days)</i>
1.3 None	1.3 Review and approve Travel Order	None	5 min.	<i>Regional Executive Director</i>
2. Receive approved Travel Order	2. Print approved Travel Order and provide a copy to the concerned division chief	None	2 min.	<i>Travel Order Focal</i>

For Executives (Director Level)				
1. Instruct the Travel Order Focal assigned on respective offices to prepare travel order	1. Encode details of the travel on the Online Travel Order System. Upload requirements, if applicable. Forward Travel Order to the Regional Executive Director for review and approval	None	5 min.	<i>Travel Order Focal</i>
1.1 None	1.1 Review and approve Travel Order	None	5 min.	<i>Regional Executive Director</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Receive approved Travel Order	2. Print approved Travel Order and provide a copy to the concerned official	None	2 min.	<i>Travel Order Focal</i>
TOTAL		None	Division Chiefs and below	22 Min.
			Executives	12 Min.

DAO No. 2022-09 dated May 30, 2022 Manual of Authorities on Human Resource Matters

Travel Report based on the Memorandum dated February 22, 2023 "Protocol on Travels of Key Officials in Regional Office" signed by the Regional Executive Director



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



REGIONAL CITIZEN'S CHARTER NO. RO2-F-01. REQUEST FOR SEEDLINGS

This procedure is made upon the request of internal and external clients. The purpose of which is to plant seedlings in denuded forest areas, schools, and other areas designated for tree planting activities.

Office or Division:	Community Environment and Natural Resources Office (CENRO) Provincial Environment and Natural Resources Office (PENRO) Regional Office	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Natural and Juridical citizens of the Philippines	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished request letter stating the reasons for the request, species, no. of seedlings being requested, place where the seedlings are to be planted with location maps and legal classification of the area with attachment (1 original copy) Titled: Photocopy of Title Forestland: Certification from the CENRO Concern		Requesting Party
2. Any proof of identity and contact detail (1 original copy)		Requesting Party
Additional if Requesting Party is a representative		
Authorization Letter		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the request of seedlings	1. Receive, and evaluate the completeness of the requirements and forward the same to the CENR Officer/PENR	None	10 min.	<i>Records Officer/ Administrative Assistant/ Secretary of CENRO/PENRO/CDD Chief</i>



	Officer/Conservation and Development Division Chief			
1.1 None	1.1. Forward the request to the Conservation and Development Section/ National Greening Program Operation Center (NGP Opcen) to check availability of seedlings	None	10 min.	<i>CENR Officer/PENR Officer/CDD Chief</i>
1.2 None	1.2. Check availability of seedlings. if available, prepare for hauling. if not available, notify the requesting party through letter	None	30 min.	<i>CDS/Nursery/NGP Opcen Staff</i>
1.3 None	1.3. Record and release seedlings, and retain a hard copy of the documents submitted	None	10 min. (for every request of 100 seedlings)	<i>CDS/Nursery/NGP Opcen Staff</i>
2. Receive seedlings and fill up acknowledgement receipt	2. Photo document acceptance of seedlings	None	5 min.	<i>Nursery staff</i>
TOTAL:		None	1 hour and 5 minutes	

* Requirements and number of seedlings to be donated will be based on RMC 2021-02



REGIONAL CITIZEN’S CHARTER NO. RO2-F-02. APPROVAL REQUEST FOR INSPECTION FOR THE PAYMENT OF ESTABLISHED NGP MAINTENANCE AND PROTECTION ACTIVITIES

This inspection is made upon the request of National Greening Program (NGP) beneficiaries. The purpose of which is to facilitate the payment of the maintenance and protection activities.

Office or Division:	Community Environment and Natural Resources Office (CENRO)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
	G2G - Government to Government	
Who may avail:	National Greening Program (NGP) Beneficiaries	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter request of NGP beneficiary for inspection with photos of activities undertaken	Requesting Party	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request	1. Receive request letter and forward to CENR Officer	None	5 min.	<i>Records Officer</i>
1.1 None	1.1. Review and forward request to Conservation and Development Section (CDS)	None	10 min.	<i>CENR Officer</i>
1.2 None	1.2. Evaluate and forward to NGP Coordinator for action	None	5 min.	<i>Conservation and Development Services</i>
1.3 None	1.3. Inform the PENRO NGP Coordinator of the request and schedule	None	5 min.	<i>CENRO NGP Coordinator</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	date of validation thru fastest means			
1.4 None	1.4. Conform to the schedule and assign PENRO representative to join the inspection. If no representative is available, the PENRO NGP Coordinator shall notify the concern CENRO thru memorandum.		30 min.	<i>PENRO/CENRO NGP Coordinator</i>
1.5 None	1.5. Notify the People's Organization thru letter on the schedule of inspection.	None	35 min.	<i>CENRO</i>
1.6 None	1.6. Prepare letter of notification and forward to CENRO for approval.	None	20 min.	<i>CENRO NGP Coordinator</i>
1.7 None	1.7. Review and approve letter of notification.	None	10 min.	<i>CENR Officer</i>
1.8 None	1.8 Release signed letter of notification	None	10 min.	<i>Records Officer</i>
2. Receive letter of notification				
TOTAL:		None	2 hours & 10 minutes	



**DENR REGIONAL OFFICE
Land Sector
(External Services)**



REGIONAL CITIZEN’S CHARTER NO. RO2-L-01. REQUEST FOR LAND RECORDS CERTIFICATION INVOLVING DOCUMENTS OF GENERAL CIRCULATION (E-FRONTLINE SERVICES)

This Certification is being issued by the land records to online clients for request of documents found to be on file or record. This applies to requests for certified copies of 1) Approved Survey Plan, 2.) Lot Technical Description (TD), 3.) Lot Narrative Technical Description, 4.) Copy of Cadastral Map, 5.) Survey Envelope Documents, and Geographic Position and Plane Coordinate (GPPC) data.

Office or Division:	Land Records Section (LRS), Surveys and Mapping Division (SMD) DENR Regional Office	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
Who may avail:	External: Private GEs, Banks, Corporations, Private Associations e.g. Surveying Firms; Realtors'/Developers' Corporations, Land Owners, all other Government entities and other stakeholders.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form (to be filled-out online)		Online link may be accessed at the DENR Region 2 website r2.denr.gov.ph or http://denr02.host:8080/smdonline22/pages/landing.ph
2. Any document showing the identity of the lot (1 photocopy) e.g. Tax Declaration, copy of approved survey plan, photo copy or electronic copy of the title, Identification card		Requesting Party/Assessor’s Office or Register of Deeds
3. Special Power of Attorney (if representative)		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Access the ONLINE OFFICE PORTAL and accomplish or fill-out all the information required by online office portal.	1. Check the online portal for request	None	3 mins.	<i>Action Officer (Land Records Section Staff)</i>
1.1 None	1.1 Send Short Message Service (SMS) confirming that the request was successfully entered into the E-Frontline Service System. Provide Transaction ID	None	1 min.	<i>E-Frontline System*</i>
1.2 None	1.2. Print Request Slip and forward to Land Records researchers		3 mins	<i>Action Officer (Land Record Section Staff)</i>



2 None	2. Verify if the requested document is on file	None	15 mins.***	<i>Land Records Researcher</i>
3.None	3. Prepare Order of Payment	None	3 mins	<i>Land Records Section Staff</i>
	3.1. Inform the requesting party of the amount to be paid thru SMS (if the document is on file) If not on file, send SMS to the requesting party of the non-availability	None	3 mins	<i>Land Record Section Staff</i>
4.Pay corresponding fee	4.1.Issue Official Receipt	<p>Survey plans: Certification/Verification fee - Php.50.00 Printing fee: White print – 5.00 Blueprint – 25.00</p> <p>Cadastral Map: Certification/Verification fee- Php.50.00</p> <p>Certified Copies: TD- Php. 50.00</p>	5 mins	<i>Cashier</i>



		Narrative TD- Php. 100 GPPC Data – Php. 50 Certified Copies of Survey Envelop Document – Php.50.00 for first page and additional 5.00 for succeeding pages** Certificate of No Record– Php. 25.00		
	6.Prepare and sign the requested document	None	10 mins	Land Record Staff SMD Chief
5.Receive the copy of the document	7. Release document	None	3 mins	<i>Releasing Clerk</i> <i>(Land Records Section)</i>
TOTAL		Survey plans: Certification/Verification fee - Php.50.00 Printing fee: White print – 5.00 Blueprint – 25.00 Cadastral Map: Certification/Verification fee- Php.50.00	44 mins***	



	<p>Certified Copies:</p> <p>TD- Php. 50.00</p> <p>Narrative TD- Php. 100</p> <p>GPPC Data – Php. 50</p> <p>Certified Copies of Survey Envelop Document – Php.50.00 for first page and additional 5.00 for succeeding pages**</p> <p>Certificate of No Record– Php. 25.00</p>	
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* The step is system-generated. The system shall automatically send SMS once the request is entered into the system.

**Fees to be paid are based on Administrative Order No. 2000-16

***Considering that this government service is online, the total processing time is on the assumption that there is no problem with internet connectivity, no other intervening events beyond the control of the agency or responsible person, there is available manpower, and depends on the bulk of online requests entered into the system. The waiting period for the client to proceed to the office to pay and receive the document is not included in the total processing time.



REGIONAL CITIZENS CHARTER NO. RO2-L-02. CORRECTION OF DEFECTIVE TECHNICAL DESCRIPTION OF CADASTRAL LOTS

To reflect the corrected technical descriptions in the original Lot Data Computation Sheet.

Office or Division	Aggregate Survey and Correction Section (ASCS), Survey and Mapping Division (SMD) DENR Regional Office
Classification	Highly Technical
Type of Transaction	G2B Government to Business G2C Government to Citizen G2G Government to Government
Who may Avail	External: Land Owners, Corporation, Surveying Teams, Realtors/Developers Banks, LGUs, DPWH, DAR, Philippine Post Authorities and Other Stakeholders
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter request	Requesting party
2. Certified Lot Data Computation Sheet/Technical Description	Land Record Section (LRS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON'S RESPONSIBLE
1. Submit a letter request with an attached certified lot data computation sheet and technical description to the General Services Section	1. Receive, record and encode in the DTS the request letter and check attached document, and forward to the Office of the Assistant Regional Director for Technical Services (ARDTS)	None	10 min.	<i>Records Officer</i>
1.1 None	1.1 Receive and record the request letter and attached documents and refer to the Chief, SMD	None	10 min.	<i>Receiving Clerk Office of ARDTS</i>



1.2 None	1.2 Receive and record the request letter and attached documents and refer to the Aggregate Survey and Correction Section (ASCS)	None	10 min.	<i>Receiving Clerk Office of Chief, SMD</i>
1.3 None	1.3 Receive the request letter and attached document	None	5 min.	<i>Receiving Clerk</i>
1.4 None	1.4 Correct the inaccuracies specified by the client based on the LDCs or TD of adjacent lots and recompute, correct and reflect the corrected LDCs or TD in the Original LDCs or TD	None	1 day	<i>Technical Staff</i>
1.5 None	1.5. Prepare an action letter for the client with corrected LDCs or TD and forward letter to office of ARDTs for Approval (if found in order) *Subject for field validation and verification if applicable	None	30 min.	<i>Chief, ASCS</i>
1.6 None	1.6. Receive and record letter for signature of the ARD TS	None	5 min.	<i>Receiving Clerk Office of the ARD Technical Services</i>
1.7 None	1.7. Review, evaluate and affix signature in the letter	None	1 hour	<i>ARD for Technical Services</i>



1.8 None	1.8 Forward to LAMS the corrected LDCS/TD to correct the previous uploaded LDCS/TD	None	5 min.	<i>Receiving Clerk</i>
1.9 None	1.9 Inform the client thru text or email and letter with attached certified photocopy of the corrected LDCs/TD.	None	5 min.	<i>Chief, ASCS</i>
2. Received letter with attached certified photocopy of corrected LDCs/TD				
	TOTAL	None	1 Day & 2 hours & 20 minutes	



REGIONAL CITIZENS CHARTER NO. RO2-L-03. PROJECTION OF PREVIOUSLY APPROVED SURVEY INTO THE APPROVED CADASTRAL LOTS

To project/plot lots that will not project in the Cadastral Map.

Office or Division	Aggregate Survey and Correction Section (ASCS), Survey and Mapping Division (SMD), DENR Regional Office
Classification	Highly Technical
Type of Transaction	G2B Government to Business G2C Government to Citizen G2G Government to Government
Who may Avail	External: Land Owners, Corporation, Surveying Teams, Realtors/Developers Banks, LGUs, DPWH, DAR, Philippine Post Authorities and Other Stakeholders
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter request	Requesting Party
2. Certified Lot Data Computation Sheet/Technical Description and Survey Plan	Land Record Section (LRS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON'S RESPONSIBLE
1. Submit letter request with attached certified lot data computation sheet and technical description and survey plan to the General Services Section	1. Receive, record and encode in the DTS the letter request and check attachment, and forward to Office of the Assistant Regional Director for Technical Services (ARDTS)	None	10 min.	<i>Records Officer</i>
1.1 None	1.1. Receive and record the request letter and attached	None	10 min.	<i>Receiving Clerk ARD Technical Services</i>



	documents and refer to the Chief, Surveys and Mapping Division			
1.2. None	1.2. Receive and record the request letter and attached documents and refer to the Aggregate Survey and Correction Section (ASCS)	None	10 min.	<i>Receiving Clerk Chief, SMD</i>
1.3. None	1.3. Receive the document and research Cadastral Map	None	5 min.	<i>Receiving Clerk</i>
1.4. None	1.4. Project manually the lot in the Cadastral Map Scan, Geo-reference, upload and print Cadastral Map	None	7 hours, 25 min.	<i>Technical Staff</i>
1.5. None	1.5. Certify photocopy of Cadastral Map Prepare an action letter for the client with attached certified photocopy of the Cadastral Map Inform client thru text, email and letter with attached certified	None	30 min.	<i>Section Chief</i>
2. Receive letter with the attached Certified photocopy of Cadastral Map				
TOTAL		None	1 day & 30 minutes	



REGIONAL CITIZEN'S CHARTER NO. RO2-L-04. CONDUCT OF MANDATORY ALTERNATIVE DISPUTE RESOLUTION

The service aims to settle land disputes through Alternative Dispute Resolution. (note: applies only to unregistered lands)

Office or Division:	Community Environmental and Natural Resources Office (CENRO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client G2G-Government to Government			
Who may avail:	External Clientele: Local Government Unit, other government agencies and private individuals			
CHECKLIST OF REQUIREMENTS (DAO 2016-31)			WHERE TO SECURE	
1. Copy of Formal Protest letter (1 original copy)			Requesting Party	
2. Certificate to file action from the Barangay concerned, if applicable (1 original copy)			Office of the Barangay Chairman	
3. Certification and Verification of Non-Forum Shopping			Notary Public	
4. Recent 2x2 ID picture of the protestant or his duly authorized representative			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submission of Formal Protest	1. Receive and evaluate the protest and determine compliance to the documentary requirements	None	20 min.	<i>Records Officer/ Land Management Officer</i>
	1.1 Prepare Order of payment, forward order of payment to the client.	None	15 min.	<i>Land Management Officer</i>



2. Pay protest fee and receive Official Receipt	2. Accept payment and issue Official Receipt	Php 50.00	10 min.	<i>Credit Officer</i>
3. Forward Official Receipt to LMO	3. Receive and check the Official Receipt	None	5 min.	<i>Land Management Officer</i>
3.1 None	3.1 Evaluate formal Protest if in due form and endorses the same to the PENR Officer	None	1day	<i>Land Management Officer I or the Land Management Examiner/ CENR Officer</i>
3.2 None	3.2 Evaluate the protest if sufficient in form and substance and issue Order of Investigation	None	Within 3 days from receipt of the protest	<i>Claims and Conflicts Unit/PENR Officer</i>
3.3 None	3.3 Issue summons to the Parties and require the submission of answer	None	Within 5 days from receipt of the Order of Investigation	<i>Land Investigation Officer</i>
4. Submission of Answer of the Party Respondent/s	4. The Respondent shall file answer	None	Within 15 days from receipt of Notice/summons extendible for another 15 days upon motion of the party	<i>Land Investigation Officer</i>
4.1 None	4.1 Issue notice of Preliminary Conference	None	Within 10 days from receipt of the Answer	<i>Land Investigation Officer</i>
4.2 None	4.2 Conduct Preliminary Conference	None	30 days from the date of the first preliminary conference	<i>Land Investigation Officer</i>



4.3 None	4.3 Issues Preliminary Conference Order	None	10 days from the termination of the Preliminary Conference	<i>Land Investigation Officer</i>
5. Filing request for amendment of Preliminary Conference Order (option of the party)	5.The party shall file request for amendment of Preliminary Conference Order, as the case maybe	None	Within 5 days from receipt of the Preliminary Conference Order	<i>Parties</i>
5.1 None	5.1 Issue amended Preliminary Conference Order, if necessary	None	1 day from receipt of the request	
5.2 None	5.2 Issue Notice of Ocular Inspection	None	1 day	<i>Land Investigation Officer</i>
5.3 None	5.3 Conduct Mandatory Ocular Inspection	None	Within 15 days from the termination of the preliminary conference	<i>Land Investigation Officer</i>
5.4 None	5.4 Refer the protest to the ADRO for Mandatory Alternative Dispute Resolution	None	1 day	<i>Land Investigation Officer</i>
5.5 None	5.5 Issue Notice of Preliminary ADR Conference	None	1 day	<i>ADR Officer</i>
5.6 None	5.6 Conduct Preliminary ADR Conference (not more than 3 sessions)	None	30 days from the date of the first Preliminary ADR Conference	<i>ADR Officer</i>
5.7 None	5.7 Endorse the Compromise Agreement to the PENR Officer (If	None	1 day	<i>ADR Officer and CENR Officer</i>



	agreement is reached) or Issue Certificate of Failure to Settle (CFS) and refer back the case to the Land Investigation Officer (If no settlement was reached)			
5.8 None	5.8 Evaluate the Compromise Agreement and issue Order of Compromise Agreement/Order based on Compromise Agreement or Refer back the case to the Land Investigation Officer should the Compromise agreement be contrary to law, morals, public order and public policy	None	15 days	<i>Claims and Conflicts unit/PENR Officer</i>
TOTAL:		P50.00	159 days & 50 minutes	



**DENR CENR, AND REGIONAL OFFICE
Biodiversity Sector
(External Services)**



REGIONAL CITIZEN'S CHARTER NO. RO2-B-01. REQUEST FOR PAMB CLEARANCE FOR CONDUCT OF RESEARCH ON MARINE ECOSYSTEM/SPECIES DENSITY/SIGHTING

The purpose for the request for PAMB Clearance is to confirm if the research activity is in accordance to the management plan and will not cause detrimental effect to the protected area. The issuance of PAMB Clearance will also be the basis for the issuance of Gratuitous Permit.

Office or Division:	PAMO, CENRO, Protected Area Management and Biodiversity Conservation Section-Conservation and Development Division (PAMBCS-CDD), DENR Regional Office
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	Researcher within Marine and Terrestrial Protected Area
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Research proposal (1 original)	Requesting Party
2. Request letter for PAMB Clearance (1 original)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Regional Office				
1. Submit request and supporting documents	1. Receive, check the completeness of submitted requirements, stamp the date and time on documents and forward documents to CENR Officer or PENRO Officer for evaluation.	None	15 min.	<i>Receiving/Releasing Clerk CENR Office/ PENR Office</i>
1.1 None	2.3 Evaluate and refer to the Protected Area Superintendent (PASu) concern	None	1 hour	CENR Officer/PENR Officer
1.2 None	2.3 Review document and include in next PAMB Meeting's agenda,	None	1 hour	<i>PASu</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	and contact the proponent for the scheduled presentation of the research Proposal during the PAMB meeting			
2. Present the Research Proposal in the scheduled PAMB Meeting	2. Conduct PAMB Meeting	None	1 day	<i>PASu</i>
2.1 None	2.1 Prepare PAMB Minutes of Meeting with attached Resolution/s and endorse it to PENRO	None	3 days	<i>PASu</i> <i>CENR Officer</i>
2.2 None	2.2 Review minutes of meeting and resolution and endorse it to the Regional Executive Director (RED)	None	2 days	<i>PENR Officer</i>
REGIONAL OFFICE				
2.3 None	2.3 Receive and check the completeness of submitted PAMB Minutes of Meeting and PAMB Resolution/s, stamp the date and time on documents and refer to RED for evaluation.	None	15 min.	<i>Receiving/Releasing Clerk</i> <i>Office of the RED</i>
2.4 None	2.4 Refer to CDD for evaluation and appropriate action	None	20 min.	<i>Rergiopnal Executive Director</i>
2.5 None	2.5 Evaluate the document and forward to PAMBCS for appropriate action.	None	1 hour	<i>Chief, Conservation and Development Division</i>
2.6 None	2.6 Review document and instruct Action Officer to prepare memo for RED's approval of the PAMB minutes of meeting and resolution/s, and memorandum to	None	1 hour	<i>Chief</i> <i>PAMBCS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	the PENRO forwarding approved copy of minutes and resolution			
2.7 None	2.7 Review and sign memo. Forward the same to the Assistant Regional Director for Technical Services	None	15 min.	Chief, Conservation and Development Division
2.8 None	2.8 Review the memo and attached documents. Affix initial on memo, and endorse to RED's office for approval.	None	30 min.	ARD Technical Services
2.9 None	2.9 Evaluate documents and sign memorandum and forward to General Services Section (Records Unit) for release	None	1 hour	Regional Executive Director Receiving/Releasing Clerk Office of the RED
2.10 None	2.10 Release approved documents	None	5 min.	Records Officer GSS
2.11 None	2.11 Receive approved minutes and resolution and forward to PENR Officer	None	1 day	Receiving Clerk PENRO
2.12 None	2.12 Forward to CENR Officer	None	10 min.	PENR Officer
2.13 None	2.13 Forward to PASu	None	10 min.	CENR Officer
2.14 None	2.14 Furnish the proponent with the approved resolution	None	5 min.	PASu
3. Receive copy of approved resolution				
TOTAL:		None	7 days 7 hours and 15 minutes (turned-around time will be reduced to 2 days if the RED will chair the PAMB Meeting)	

Legal Basis: RA 11038



REGIONAL CITIZEN'S CHARTER NO. RO2-B-02. ISSUANCE OF WILDLIFE LOCAL TRANSPORT PERMIT (WLTP)

Wildlife Local Transport Permit authorizes an individual to bring, carry or ship wildlife, by-products or derivatives acquired from legal sources from the point of origin to final destination within the country.

Office or Division:	Community Environment and Natural Resources Office (CENRO), Provincial Environment and Natural Resource Officer (PENRO) in case of implementing PENRO
Classification:	Simple
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	External: Any Filipino citizen/private corporation/government agencies; CWR/Farm Permit Holder and GP Holder
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished application form (1 original)	CENR/PENRO Office
0. Documents supporting the legal possession or acquisition of wildlife (1 photocopy)	Requesting Party
0. Phytosanitary Certificate (for plants) or Veterinary Quarantine Certificate (for animals) from the concerned DA Office (1 original)	Bureau of Plant Industry (BPI)/Bureau of Animal Industry (BAI)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File/submit application and supporting documents to the CENR Office	1. Check completeness of application and supporting documents, Receive application and forward to RPS	None	30 min.	Staff RPS Receiving Clerk Records Unit
1.1 None	1.1 Receive, review, evaluate the completeness and correctness of submitted requirements; approves	None	1 hour & 30 min.	RPS Chief



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	order of payment and refer the application for inspection			
2. Pay corresponding fee.	2 Receive Order of Payment and issue Official Receipts (OR).	Php 100.00 Application fee	30 min.	Cashier
3. Guide/accompany the inspection team to the site	3. Conduct inspection/inventory of wildlife and submit inspection report to Chief, RPS; prepare two (2) copies of LTP (with complete requirements). Affix initial on the file copy	None	1 day	Inspection Team
3.1 None	3.1 Receive and evaluate the inspection report/ application, supporting documents. Affix initial on the file copy of LTP and forward to CENRO (thru TSD for implementing PENRO)	None	2 hours	Chief, RPS (and TSD for implementing PENRO)
3.2 None	3.2 Review, approve and sign the LTP.	None	2 hours	CENR Officer PENR Officer (for implementing PENRO)
3.3 None	3.3 Release the approved LTP. Copy furnished concerned Regional/Field Office(s).	None	30 min.	Receiving/Releasing Clerk CENRO (PENRO) Records Unit
4. Receive the approved SLTP.				
	TOTAL:	Php. 100.00 application fee	1 day and 7 hours	



REGIONAL CITIZEN’S CHARTER NO. RO2-B-03 ISSUANCE OF CERTIFICATE OF WILDLIFE REGISTRATION (CWR)

This Certificate authorizes the possession of threatened, non- threatened and exotic faunal species by private person(s) and entities. The registration also applies to animals being maintained in parks, zoos, aviaries, circus, shows, rescue centers and resorts and the like for recreational, educational, research and/or scientific purposes.

Limitation: The CWR does not confer the holder the privilege to collect animals from the wild or to purchase, exchange or to receive any wild faunal species including its by-products from illegal sources. Further, the CWR does not confer the holder the privilege to loan or make the animals as collateral for any transaction or financial obligation.

Office or Division:	Regulation and Permitting Section (RPS), CENR Office PENR Office Wildlife Resources Permitting Section-Licenses, Patents and Deeds Division (WRPS-LPDD), DENR Regional Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
Who may avail:	External: Any Filipino citizen/private corporation, entity/government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished application form with recent 2"x2" photos of Requesting Party (1 original)	CENRO, PENRO or DENR Regional Office
2. Proof of legal source (e.g. Notarized Deed of Donation, if donated or Notarized Deed of Sale/	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Sales Receipt, if purchased) (1 original) and documentary stamp	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CENRO				
1. Submit duly accomplished application form together with the complete requirements to the CENRO Office.	1. Check completeness of application and supporting documents. <i>If found complete</i> ; receive, record and forward the application to Chief, RPS.	None	20 min.	<i>Technical Staff</i> RPS <i>Receiving/Releasing Clerk</i> CENRO Records Unit
1.1 None	1.1 Receive and evaluate the application and schedule the inspection/inventory of wildlife.	None	1 hour	<i>Technical Staff/Chief</i> RPS
2. Assist the inspection team in the facility	2. Conduct inspection of wildlife applied for CWR. Prepare CSW report with complete attachments (geo-tagged photos) and prepare endorsement for PENR Office. Forward documents to Chief, RPS	None	1 day and 4 hours	<i>Inspection Team</i> RPS
2.1 None	2.1 Review the inspection report; prepare order of payment and endorsement for signature of the CENRO	None	1 hour	<i>Chief, RPS/ Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay Registration Fee	3. Accept payment and issue Official Receipt (O.R)	Php 50.00 (for 1-50hd per DAO 2004-65)*	15 min.	<i>Credit Officer</i>
3.1 None	3.1 Review and sign the endorsement for the PENR Officer.	None	15 mins.	<i>CENR Officer</i>
3.2 None	3.2 Record, forward and transmit the endorsement to PENR Office (with complete attachments).	None	1 day	<i>Receiving/Releasing Clerk CENRO Records Unit</i>
PENRO				
3.3 None	3.3 Receive, record and encode to e-DATS documents and forward to the Chief, RPS	None	20 mins	Receiving/Releasing Clerk PENRO Records Unit
3.4 None	3.4 Review, evaluate application and prepare endorsement to the Regional Office thru the Chief, TSD for countersigning.	None	2 hours	Chief, RPS/Permitting Unit Chief, Technical Services Division
3.5 None	3.5 Review and sign endorsement for the RED	None	20 mins.	PENR Officer
3.6 None	3.6 Record, forward and transmit the endorsement (with complete attachments) to the Regional Office	None	1 day	Receiving/Releasing Clerk PENRO Records Unit
REGIONAL OFFICE				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.7 None	3.7 Receive documents and forward to the Chief, LPDD.	None	20 mins	<i>Receiving/Releasing Clerk</i> R.O Records Section
3.8 None	3.8 Evaluate, assess and prepare the Certificate of Wildlife Registration and Memorandum for the RED thru the ARDTS for signature.	None	4 hours	<i>Chief, WRPS</i> <i>Chief,</i> Licenses, Patents and Deeds Division
3.9 None	3.9 Countersign CWR and sign Memorandum for endorsement to the Office of RED for approval.	None	2 hours	<i>ARD Technical Services</i>
3.10 None	3.10 Evaluate and approve the CWR.	None	1 hour	<i>Regional Executive Director</i>
	4. Record and release CWR to the applicant, copy furnish PENROs and CENROs concerned	None	30 mins.	<i>Receiving/Releasing Clerk</i> GSS,Records Unit
5. Receive CWR				
TOTAL	<i>CENRO</i>	Php. 50.00 <i>(See below)</i>	<i>2 days, 6 hours, 50 mins.</i>	
	<i>PENRO</i>		<i>1 day, 2 hours, 40 mins.</i>	
	<i>Regional Office</i>		<i>7 hours, 50 mins.</i>	
	TOTAL		5 Days, 1 hours, 20 mins.	

*Registration Fee				
DAO 2004-65	No. of Heads		Fee	
		1-50	Php 50.00	101-200



	51-100	Php 500.00	201 and above	Php 1,000.00
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This service is under the following laws:

- *Republic Act No. 9147 or the Wildlife Resources Conservation and Protection Act and its IRR*
- *DAO 2004-58, DAO 2004-62, DAO 2004-65, DAO 2004-60*
- *DAO 2022-10*



REGIONAL CITIZEN'S CHARTER NO. RO2-B-04. ISSUANCE OF WILDLIFE FARM PERMIT (WFP)

This Permit authorizes the holder to develop, operate and maintain a wildlife breeding farm for conservation, trade and/or scientific purpose provided under Department Administrative Order No. 2004-55

Office or Division:	DENR CENR Offices / Regional Office	
Classification:	Highly Technical	
Type of Transaction	G2C – Government to Citizen	
Who may avail:	All natural born and naturalized Filipino	
CHECKLIST OF REQUIREMENTS (per DAO 2004-55)		WHERE TO SECURE
A. SMALL SCALE FARMING (capital of Php 1,500,000.00 and below)		
1. Duly accomplished Application Form with two recent 2"x2" photo of applicant	Regional Office	
2. Copy of Certificate of Registration from SEC, CDA	SEC, CDA	
3. Proof of scientific expertise (list and qualifications of manpower	Applicant	
4. Financial plan showing financial capability to go into breeding	Applicant	
5. Facility design	Applicant	
6. Prior clearance from affected communities, i.e concerned LGU's, recognized Head of Indigenous Cultural Communities in accordance with RA 8371, or Protected Area Management Board (PAMB)	Applicant (to be secure from Concerned LGU, ICC, NCIP, PAMB)	
7. In case of indigenous threatened species, letter of commitment to simultaneously undertake conservation breeding and propose measures on rehabilitation and/or protection of habitat, where appropriate, as may be determined by the RWMC	Applicant	
8. Certificate of Non-Coverage or Environmental Compliance Certificate issued by the Environmental Management Bureau (EMB)	EMB	
9. Animal Facility Registration issued by Bureau of Animal Industry (BAI)	BAI	
B. MEDIUM TO LARGE SCALE FARMING (capital of more than Php 1,500,000.00 and above)		
1. Duly accomplished Application Form with two recent 2"x2" photo	Regional Office	
2. Management and breeding plan	Applicant	
3. Proof of scientific expertise	Applicant	



4. Photo of existing facility or sketch/development plan	Applicant
5. In case of indigenous threatened species, letter of commitment to undertake conservation breeding	Applicant
6. Certified copy of land title or lease contract for the facility	Applicant
7. Financial capability to go into breeding	Applicant
8. Photocopy of Articles of incorporation, in case of corporation	Applicant
9. Prior clearance from the affected communities (LGUs, IPs, PAMBs)	Applicant (to be secured from the Concerned LGU, IP, PAMB)
10. Copy of BIR registration as exporter, if engage in export	Applicant
11. Certificate of Non-Coverage or Environmental Compliance Certificate issued by the Environmental Management Bureau (EMB)	EMB
12. Animal Facility Registration issued by Bureau of Animal Industry (BAI)	BAI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
If the application is submitted to the CENRO/PENRO*				
PENRO/CENRO				
1. Submit the duly accomplished application form with supporting documentary requirements	1. Receive, review and endorse the application to the Regional Office	None	1 day	<i>PENRO/CENRO</i>
REGIONAL OFFICE				



2. Submit the duly accomplished application form with supporting documentary requirements	1. Receive and forward the application to the LPDD	None	30 min.	<i>Receiving/Releasing Clerk</i>
None.	1.1. Receive and refer to Wildlife Regulation and Permitting Section (WRPS)	None	30 min.	LPDD Chief
None	2. Check completeness of application form and supporting documents, and prepare Order of Payment,	None	4 hours	<i>Wildlife Permitting Utilization Section Chief / Technical Staff</i>
3. Pay the corresponding fee to the Cashier.	3. Accept fees and issue Official Receipt.	Application fee for Small scale/Large-scale: Php.500.00	30 min.	<i>Cashier</i>
	4. Evaluate documents and Conduct of site inspection	None	4 days	<i>WRPS Chief or Technical staff Inspection team</i>
None	5. Regional Wildlife Management Committee (RWMC) conducts deliberation on the application and result of evaluation and site Inspection**	None	15 days***	<i>RWMC LPDD</i>



4. Receive Order of Payment and pay the corresponding fee to the Cashier.	6. Accept fees and issue an Official Receipt.	Permit Fee: <i>Small Scale – Php. 2,500.00</i> <i>Large Scale – Php.5,000.00</i>	30 min.	<i>Cashier Cash Section</i>
None	7. Prepare WFP and supporting documents (Completed Staff Work with the recommendation of RWMC) and forward to ARD-TS for his initial	None	1 Day and 4 hours	<i>WRPS Chief LPDD Chief</i>
None	7.1. Review, countersign and forward documents to the Office of the RED for approval	None	4 hours	<i>ARED-TS</i>
None	8. Approve WFP	None	1 day	<i>RED</i>
5. Receive document (WFP)	9. Release to Client the WFP and furnish a copy to the concerned CENRO/PENRO	None	1 day	<i>Releasing Clerk Records Section</i>
CENRO/PENRO-TOTAL			<i>1 day</i>	
REGIONAL OFFICE			<i>23 days, 4 hours</i>	



TOTAL:	Small scale: Php. 3,000.00 (application fee plus permit fee) Large scale: Php. 5,500 (application fee plus permit fee)	24 days, 4 hours****

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

*** The members of the RWMC include representatives from other National Government Agencies and members from the academe. Thus, the schedule for RWMC meeting is set to be held every quarter only. This is also based on the Approved Work and Financial Plan.*

**** The processing time for this step does not include waiting time for the scheduling of RWMC meetings.*

***** The total processing time for this government service is based on the DAO 2004-55 and on the assumption that there are no intervening events beyond the control of this Office or the responsible person.*



VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<ol style="list-style-type: none">1. Get a copy of the Client Satisfaction Survey (CSR) Form.2. Answer the CSR Form.3. Check the Feedback and/or Commendation portion of the CSR Form.4. Drop it in the designated drop box in front of the Public Assistance Unit Office.
How feedback is processed?	<p>Every Friday, the Public Assistance Officer shall open the drop box, and compile and record all feedback submitted.</p> <p>Feedback requiring answers shall be forwarded to the relevant offices and where they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the concern office shall be then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and email address:</p> <p><u>r2@denr.gov.ph</u></p> <p>0965 065 5607 Jennifer C. Calica (Regional Strategic Communication and Initiatives Group)</p>



<p>How to file complaints?</p>	<ol style="list-style-type: none">1. Get a copy of the Client Satisfaction Survey (CSR) Form.2. Answer the CSR Form.3. Check the Complaint portion of the CSR Form.4. Drop the CSR Form at the designated drop box in front of the Public Assistance Unit Office.5. Complaints can also be filed via telephone. Make sure to provide the following information:<ul style="list-style-type: none">● Name of person being complained● Incident● Evidence
<p>How complaints are processed?</p>	<p>The Public Assistance Officer (PAO) shall open the complaints drop box on a weekly basis and evaluate each complaint. The complaints shall be classified according to gravity:</p> <ul style="list-style-type: none">● Minor● Moderate● Very Grave <p>Upon evaluation, and approval of the SMCRD Chief, the PAO shall forward the complaint to the relevant office for their appropriate action. The minor complaint shall be submitted to SMCRD; moderate to Office of the Assistant Secretary for HRDS; and very grave complaint to the Office of the Secretary.</p>
<p>Contact Information of Anti-Red Tape Authority (ARTA)</p>	<p>Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City Hotline: 1-ARTA (1-2782) Contact No.: (02) 478-5091, 478-5099 Email: complaints@arta.gov.ph Web: http://arta.gov.ph/pages/complaintform.php</p>



Contact Information of Presidential Complaint Center (PCC)	Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline:8888 Contact No. (02)736 8621, 736 8645, 736 8603, 736 8629, 736 8621 Email: pcc@malacanang.gov.ph Web: https://op-proper.gov.ph/presidential-action-center/
Contact Information of Contact Center ng Bayan (CCB)	Text: 0908 881 6565 Contact No.: 1-6565 (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: email@contactcenterngbayan.gov.ph Web: http://contactcenterngbayan.gov.ph/contact-us
Contact Center of the Office of the Ombudsman (OMB)	Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City Contact No.: (02) 9262-OMB (662) Text Hotline: 0926 6994 703 Lifestyle Check: (02) 927-4102, 927-2404 Trunkline: (02) 479-7300 Email: pab@ombudsman.gov.ph



VII. LIST OF OFFICES

OFFICE	OFFICE ADDRESS	CONTACT DETAILS
Regional Office	14 Dalan Na Pagayaya Corner Angicacua, Regional Government Center, Carig Sur Tuguegarao City	0975 665 4213 r2@denr.gov.ph
PENRO Batanes	Barsana Street, Barangay San Antonio, Basco, Batanes	0917 822 6183 penroBatanes@denr.gov.ph/ penrobatanes@gmail.com
PENRO Cagayan	Nursery Compound, Bagay Road, San Gabriel, Tuguegarao City, Cagayan	0906 353 8607 penrocagayan@denr.gov.ph
PENRO Cagayan Sub Office Tuguegarao	Regional Government Center, Carig Sur, Tuguegarao City, Cagayan	0916 866 9003 cenro_tug@yahoo.com
CENRO Alcala	512 Km Maharlika Highway, Baybayog, Alcala, Cagayan	0915 132 1361 cenroalcala@denr.gov.ph
CENRO Aparri	Punta, Aparri, Cagayan	0977 365 4785 cenroaparri@denr.gov.ph
CENRO Sanchez Mira	Centro 2, Sanchez Mira, Cagayan	0945 632 9303 cenrosanchezmira@denr.gov.ph
CENRO Solana	Lannig, Solana, Cagayan	0966 550 3794 cenrosolana@denr.gov.ph
PENRO Isabela	Osmeña, City of Ilagan, Isabela	(078) 325-5701 penroisabela@denr.gov.ph
PENRO Isabela Sub Office Roxas	LGU Compound, Rizal, Roxas, Isabela	(078) 324-8104 cenro_roxas@yahoo.com
CENRO Cabagan	National Highway, Cansan, Cabagan, Isabela	0977 019 8082 cenrocabagan@denr.gov.ph



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CENRO Palanan	Barangay Dicabisagan West, Palanan, Isabela	(078) 325-3561 cenropalanan@denr.gov.ph
CENRO San Isidro	Ramos East, San Isidro, Isabela	(078) 325-2737 cenrosanisidro@denr.gov.ph
PENRO Nueva Vizcaya	Capitol Compound, Bayombong, Nueva Vizcaya	0917 301 6196 penronuevavizcaya@denr.gov.ph
PENRO Nueva Vizcaya Sub Office Bayombong	Magsaysay, Bayomong, Nueva Vizcaya	0917 301 6196 cenrobaynv@gmail.com.ph
CENRO Aritao	Darapidap, Aritao, Nueva Vizcaya	0917 560 2605 cenroaritao@denr.gov.ph
CENRO Dupax	Dupax del Norte, Nueva Vizcaya	0917 672 8455 cenrodupax@denr.gov.ph
PENRO Quirino	Andres Bonifacio, Diffun, Quirino	(078) 374-2025 penroquirino@denr.gov.ph
CENRO Diffun	Andres Bonifacio, Diffun, Quirino	0995 067 1167 cenrodifun@denr.gov.ph
CENRO Nagtipunan	Dipantan, Nagtipunan, Quirino	0969 295 4376 cenronagtipunan@denr.gov.ph