



DEPARTMENT OF ENVIRONMENT AND
NATURAL RESOURCES (DENR)
Region 02

REGIONAL CITIZEN'S CHARTER
2020 (1st Edition)

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

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

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

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

II. VISION

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

III. MISSION

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

IV. SERVICE PLEDGE

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

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

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DENR REGIONAL, PENR AND CENR OFFICER¹

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**ADMIN AND FINANCE SECTOR
(INTERNAL AND EXTERNAL SERVICES)**

CITIZEN’S CHARTER NO. R2-AF-01. REQUEST FOR CENRO CLEARANCE

This Clearance is issued upon the request of personnel or his representative who was assigned to the CENR Office prior to his/her promotion, transfer, retirement, resignation or death.

Office or Division:	CENROs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	CENRO Alcala personnel or his representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request letter (1 original copy)		Requesting Party		
2. Any proof of identity (1 photocopy)		Requesting Party		
Additional if Requesting Party is a representative				
Authorization Letter/ Special Power of Attorney (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submission of request letter	1. Receive, and evaluate the completeness of the requirements and forward the same to the CENR Officer for his Information	None	10 minutes	<i>Records Officer</i>
	1.1 Forward to the Planning and Support Unit for the preparation of the Clearance	None	10 minutes	<i>CENR Officer</i>
	1.2 Preparation of Clearance	None	10 minutes	<i>Focal Person for Admin Services</i>
	1.3 Signing of the CENRO Clearance	None	2 hours	<i>Focal for Admin. Services, Records Officer, Focal Person for PPE and CENR Officer</i>
	1.4 Records and releases the Clearance	None	10 minutes	<i>Records Officer</i>

TOTAL:	None	2 hours and 40 minutes
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CITIZEN'S CHARTER NO. R2-AF-02. REQUEST FOR TRAVEL ORDER

This Clearance is issued upon the request of personnel who is assigned to conduct field work within the Administrative Jurisdiction of CENR or the attend official businesses within and outside the province of Cagayan.

Office or Division:	Regional Office, PENROs & CENROs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	CENRO Alcala personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Travel Order (2 original copy)		Requesting Party		
2. Special Order (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submission of request letter	1. Receive, evaluates the completeness of the Travel Order and supporting documents and recommends for the approval to the CENR Officer	None	10 minutes	<i>Section Chiefs/Focal for Admin. Services</i>
	1.1 Approval of the Travel	None	10 minutes	<i>CENR Officer</i>
	1.2 Numbering, recording and releasing of the document	None	10 minutes	<i>Designated Person in the Planning and Support Unit</i>
TOTAL:		None	30 minutes	

CITIZEN’S CHARTER NO. R2-AF-03. ISSUANCE OF CERTIFICATION ON THE COMPLETENESS OF NATIONAL GREENING PROGRAM (NGP) VOUCHERS

This Certification will facilitate the payment of Vouchers of the National Greening Program (NGP) Beneficiaries within the province jurisdiction and shows that gone through inspection, evaluation and being reviewed by the assigned Provincial Environment and Natural Resources Office NGP Coordinator.

Office/Division:		PENROs and CENROs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail of the Service:		NGP Beneficiaries		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher duly signed by the beneficiary/ies and concerned CENR Officer		National Greening Program (NGP) Beneficiary/ies CENR Officer		
2. Request for inspection duly signed by the beneficiary/ies		National Greening Program (NGP) Beneficiary/ies concerned CENRO		
3. Demand for payment and Statement of Account duly signed by the beneficiary/ies		National Greening Program (NGP) Beneficiary/ies concerned CENRO		
4. Duly Approved Obligation Request and Status		CENRO National Greening Program (NGP) Focal Person		
5. Approved Work and Financial Plan (WFP) of the Project		CENRO National Greening Program (NGP) Focal Person		
6. Inspection/evaluation report signed by the concerned inspection team with geo-tagged photos		Inspection Team of concerned CENRO		
7. Certificate of Acceptance duly signed by the CENRO concerned		CENR Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit NGP vouchers to facilitate and ready for payment	1. Verify and check completeness, receive, record, and forward all	None	35 minutes	<i>Assigned Personnel in Receiving/ Releasing Development Unit, Conservation Section</i>

	documents to the assigned personnel/ reviewing officer			<i>(PENR Office)</i>
	1.1. Prepares the Certification on the Completeness of National Greening Program (NGP) Voucher	None	5 minutes	National Greening Program (NGP) Staff/ <i>Encoder (PENR Office)</i>
	1.2. Review and Sign the Certification on the Completeness of National Greening Program (NGP) Voucher ready for payment	None	10 minutes	<i>PENRO National Greening Program (NGP) Coordinator (PENR Office)</i>
	1.3. Attached the signed Certification, record and release the completed documents ready for payment to the Budget Unit	None	5 minutes	<i>Assigned Personnel in Receiving/ Releasing Development Unit, Conservation Section (PENR Office)</i>

TOTAL:	None	55 minutes
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**ADMIN AND FINANCE SECTOR
(INTERNAL SERVICES)**

CITIZEN'S CHARTER NO. R2-AF-01. PROCESSING OF LEAVE APPLICATION

This application for leave of absence is made upon request of DENR personnel and filed before the desired leave in case of vacation leave, and immediately upon reporting back in case of sick leave.

Office or Division:	Regional Office, PENROs & CENROs			
Classification:	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	Internal: Regular Employee of DENR			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Employees Leave Card CSC Form No. 6, Revised 1997 (1 photocopy)			Admin and Finance Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish CSC Form No. 06 (Leave Application Form) in three (3) copies.	1. Signs/ recommends the approval	None	3 min.	<i>Chief, Management Services Division & Chief, Technical Services Division</i>
	1.1. Signs/ approves the application	None	5 min.	PENR Officer
	1.2. Releases the application to the Admin and Finance Section	None	5 min.	Forest Ranger/Admin Clerk (In Concurrent Capacity)
	1.3. Processes application as to certification of available leave credits	None	3 min.	Administrative Officer IV (HRMOII)
	1.4. Segregates the 3 copies : COA File, PENRO File and Regional Office File	None	5 min.	Forest Ranger/ Admin Clerk (In Concurrent Capacity)
TOTAL:			21 minutes	

CITIZEN'S CHARTER NO. R2-AF-02. PROCESSING OF TRIP TICKET

This processing of Trip Ticket is made upon request of DENR personnel and filed after official travel.

Office or Division:	PENROs			
Classification:	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	Internal: Regular Employee of DENR			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Monthly request of cost for consumption of Gas, Fuel Lubricants (1 photocopy)			PENRO Secretary	
2. Itinerary of Travel(1 photocopy, 1 original copy)			PENRO Secretary	
3. Monthly report of Official Travel (1 photocopy, 1 original copy)			PENRO Secretary	
4. Official Receipts (1 original copy)			PENRO Secretary	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request slip of Trip Tickets	1. Receive and prepare Trip Ticket Form	None	3 min.	Administrative Assistant I (Computer Operator I)
	1.2. Forward to PENRO or authorized official for approval/signature	None	3 min.	Administrative Assistant I (Computer Operator I)
	1.3. PENRO or authorized official approves/signs the Trip Ticket	None	5 min.	PENR Officer
	1.4. Assigns Trip Ticket No. (Trips within Isabela)	None	None	Administrative Assistant I (Computer Operator I)

	1.5. Records in the logbook and release to requesting officer	None	None	
	Note: (Approving Official) All PENR Officer and	None	None	
TOTAL:		None	11 minutes	

CITIZEN'S CHARTER NO. R2-AF-03. PROCESSING OF APPLICATION FOR RETIREMENT/LETTER INTENT FOR RETIREMENT

This application for Retirement/Letter Intent for Retirement is made upon request of DENR personnel.

Office or Division:	PENROs			
Classification:	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	Internal: Regular Employee of DENR			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request (1 original copy and 1 photocopy)			Requesting Party	
2. Service Record (1 original copy)			Management	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Letter Request	1. Receives the letter request from the requesting employee	None	2 min.	<i>Admin Aide VI Receiving/Releasing Clerk Records Unit</i>
	1.1. Prepare Document Action Tracking System Form to be forwarded to the PENRO for further instruction / notation	None	3 min.	<i>Adm. Officer I/Records Officer I Records Unit</i>
	1.2 Refer the document to Chief, MSD / HRMO for review and proper action	None	5 min.	PENR Officer
	1.3. Review documents, do appropriate action and prepare endorsement	None	10 min.	Chief, Management Services Division/ Administrative Officer IV

	for the RED, attention to Administrative Division / Personal Section			
	1.4. Signing of Endorsement	None	3 min.	<i>PENR Officer</i>
2. Receive copy of Endorsement		None		Concerned Personnel
3. Forward copy of endorsement to the Records Unit	3. Release and Forward Copy of endorsement with attached documents to the Regional Office		3 min.	Records Officer
TOTAL:		None	26minutes	

CITIZEN'S CHARTER NO. R2-AF-04. FILING OF APPLICATION FOR LEAVE OF ABSENCES

This application for leave of absence is made upon request of DENR personnel and filed before the desired leave in case of vacation leave, and immediately upon reporting back in case of sick leave.

Office or Division:	CENROs and PENROs			
Classification:	Simple			
Type of Transaction:	G2P - Government to Government			
Who may avail:	Internal: Regular Employees of DENR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished form (4 copies)		Administrative Unit/Section		
2. Medical certificate in case of sick leave incurred for more than five (5) days (1 photocopy)		Requesting Party/Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish request form and forward to Receiving/ Releasing Clerk	1. Receive, and check the completeness if the application is properly filled up and make the necessary tracking document and forward to CENRO.	None	10 minutes	<i>Records Officer</i>
	1.1. Review the application and forward to Chief, Planning & Support Unit	None	10 minutes	<i>CENR Officer</i>
	1.2. Determine the applicant's available leave credits and sign the certification of total leave balances	None	10 minutes	<i>Chief, Planning & Support Unit</i>

	1.3. Approve and sign Request Form	None	5 minutes	<i>CENR Officer</i>
	1.4. Forward duly accomplished leave form to PENRO	None	15 minutes	<i>Records Officer (PENR Office)</i>
Total:		None	50 minutes	

CITIZEN'S CHARTER NO. R2-AF-05. PROCESSING OF FOREIGN/LOCAL TRAVEL AUTHORITY

This Travel Authority is made upon request of DENR personnel being filed in the DENR. The purpose for the request is stated in the request itself.

Office or Division:	PENROs			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal: Regular personnel of DENR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Letter Request (1 original copy and 2 duplicate copy)		Requesting Party		
Application for Leave (1 original copy and 2 duplicate copy)		Admin and Finance Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Request for Travel Authority with Application for Leave	1. Receive and check the completeness of attachment and forward to HRMO	None	5 min.	<i>Records Officer</i>
	1.1. Review/verify leave credits of the Requesting Party, fill out and sign Certification of Leave Credit Portion of the Application for Leave	None	10 min.	<i>Human Resource Management Officer</i>
	1.2. Sign the Recommending Portion of the Application for Leave	None	5 min.	<i>Chief, Technical Services Division Chief, Management Services Division</i>
	1.3. Approve the Application for Leave	None	5 min.	<i>OIC, PENR Officer</i>

	1.4. Prepare Indorsement to the Regional Office	None	10 min.	<i>Human Resource Management Officer</i>
	1.5. Review Indorsement and Affix Initials	None	5 min.	<i>Chief, Management Services Division</i>
	1.6. Sign Indorsement	None	5 min.	<i>OIC, PENR Officer</i>
	1.7. Record and release Indorsement and retain a copy of the documents for filing (201 file)	None	5 min.	<i>Records Officer</i>
Total:		None	50 mins.	

CITIZEN’S CHARTER NO. R2-AF-06. ISSUANCE OF CERTIFICATION OF LEAVE BALANCES

This Certification is made upon request of DENR permanent employees of Leave Balances being assigned in the Province of Cagayan. The purpose for the request is included in the Certification.

Office or Division:	Regional Office & PENROs			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal: Regular Employee of DENR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form (1 original copy) or through phone		Personnel Section, Management Services Division		
CLIENT STEPS	AGENCY ACTION	FEEs TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request Certification of Leave Balances personally or through phone	1. Receive, and verify the name in the Leave Card of Personnel, prepares the Certification and forward documents to action officer	None	10 minutes	<i>Assigned Personnel in Receiving/ Releasing Personnel Section</i>
	1.1 Review the content and sign the Certification	None	10 minutes	<i>Chief of Personnel Section</i>
	1.2. Record and release in the log book, and retain a hard copy of the Certification	None	5 minutes	<i>Assigned Personnel in Receiving/ Releasing Personnel Section</i>
TOTAL:		None	25 minutes	

CHARTER NO. R2-AF-07. ISSUANCE OF WILDLIFE LOCAL TRANSPORT PERMIT

This permit serves as proof of authorization for transporting wildlife species for commercial/exhibit/breeding.

Office or Division:	Regulation and Permitting Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
	G2G – Government to Government			
Who may avail:	Internal: Regular and Contract of Service Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy, 1 photocopy)		Requesting Party		
2. Photo of transported species		Requesting Party		
Additional if from the Government Sector				
Official Letter Request (1 original copy)		Requesting Party		
Additional if Requesting Party is a representative				
Authorization Letter/ Special Power of Attorney (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits Letter Request	1. Receives the Letter Request and enters into the record book	None	5 minutes	<i>Records Officer</i>
	1.1 Refers to the Chief, Regulation and Permitting Section	None	5 minutes	<i>Chief, PENRO Cagayan Sub-Office</i>
	1.2 Refers to Focal Person for Licenses (Wildlife)	None	5 minutes	<i>Chief, Regulation and Permitting Section</i>
	1.3 Reviews Request Letter and conducts Inspection	None	1 hour	<i>Focal Person for Licenses (Wildlife)</i>
	1.4 Prepares and initials Order of Payment for Wildlife Local Transport Permit	None	5 minutes	<i>Records Officer</i>
	1.5 Signs Order of Payment	None	5 minutes	<i>Chief, PENRO</i>

				<i>Cagayan Sub-Office</i>
2. Pays to the Credit Officer the Wildlife Transport Permit Fee	2. Receives payment and issue Official Receipt	Php 100.00	5 minutes	<i>Records Officer</i>
	2.1 Prepares Inspection Report and Wildlife Transport Permit	None	5 minutes	<i>Focal Person for Licenses (Wildlife)</i>
	2.2 Reviews and verifies the prepared Wildlife Transport Permit	None	5 minutes	<i>Chief, Regulation and Permitting Section</i>
	2.3 Approves the prepared Wildlife Transport Permit	None	5 minutes	<i>Chief, PENRO Cagayan Sub-Office</i>
	2.4 Release Wildlife Transport Permit	None	5 minutes	<i>Records Officer</i>
3. Receives Wildlife Transport Permit				
TOTAL:		None	1 hour and 50 minutes	

CITIZEN’S CHARTER NO. RO-AF-08. ISSUANCE OF CERTIFICATION OF NET TAKE HOME PAY/REMITTANCES

Certification of net take home pay/remittances is issued by the Budget Section of DENR. The purpose for the request is included in the Request Form.

Office or Division:		Regional Office		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Internal: Regular Employee of DENR		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 original copy)		Budget Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request Certification personally or through phone.	1. Prepare request form to be given to the requestee	None	1 minute	Administrative Aide
2. Fill-up and submit the Request form to the Receiving Clerk	2. Receive the filled-out request form from the requestee	None	1 minute	Administrative Aide

	2.1. Verify the name of the requestee in the payroll/index card	None	1 minute	Administrative Officer IV
	2.2. Prepare Certification and Affix the initial of the Verifying Officer	None	10 minutes	Administrative Officer IV
	2.3. Sign the Certification	None	1 minute	<i>Chief, Budget Section</i>
	2.4. Record the Certification in the logbook Retain a hard copy of the Certification	None	1 minute	<i>Administrative Assistant I</i>
	2.5. Inform the requestee of the availability of the Certification	None	1 minute	Administrative Aide
	Release the Certification to the requestee	None	1 minute	<i>Administrative Assistant I</i>
3. Receive Certification of No Pending Administrative Case/Clearance				
Total:		None	17 minutes	

**FORESTRY SECTOR
(INTERNAL AND EXTERNAL SERVICES)**

CITIZEN'S CHARTER NO. R2-F-01. REQUEST FOR SEEDLINGS

This Certification is made upon request of DENR personnel, official or external party for Request for Seedlings. The purpose for the request should be detailed and specified in the request.

Office or Division:	Regional Office, PENROs & CENROs			
Classification:	Simple			
Type of Transaction	G2B – Government Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Internal: Regular Employee of DENR, including its Bureaus and Attached Agencies External: Contract service Personnel, Local Government Unit (LGU) and other government agencies or instrumentalities and private individuals.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished customer request form (1 original copy)		Public Assistance Desk, Receiving Area or Records		
2. Government issued ID (present 1 original copy)		Requesting Party		
3. Memorandum of Agreement (if any)		Requesting Party		
4. Scheduled of Activities for Schools/Government/Private Entities		Requesting Party		
Additional if from the Government Sector				
1. Official Letter Request (1 original copy)		Requesting Party		
Additional if applicant is a representative				
2. SPA for representative (1 original copy, notarized)		Requesting Party, Private Lawyer or Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish request form and forward to Receiving/ Releasing Clerk.	1. Receive, and check the completeness of submitted requirements, stamp the date and time on documents to action officer.	None	5 min.	<i>Receiving/Releasing Clerk</i> Record Units/section
	1.1. Verify all requirements	None	5 min.	Records Officer Record Unit/Section

	1.2. Approve and sign Request Form.	None	5 min.	Records Officer Record Unit/Section
	1.3. Receive and review application and forward to the Chief, Conservation and Development	None	5 min.	CENR Officer
	1.4. Receive and review application and assign the nursery In-Charge to check if there are available seedlings for disposable	None	5 min.	Chief, Conservation and Development Section
	1.5. When request is granted, prepare and initial the Acknowledge Receipt for Client signature 1.6. If request is declined, inform the client through Formal letter with Heading for CENRO signature	None	25 min.	<i>Nursery IN-Charge</i>
	1.7. Determine accuracy of the Acknowledge Receipt (if granted) and Letter (if declined) and affix signature	None	5 min.	CENR Officer
	1.8. Release the seedlings to the customer and forward the received Customer Request Form	None	10 min.	<i>Receiving/Releasing Clerk</i> Record Units/section

	to Action Officer			
2. Received the approved Certification	2. File the customer Request Form	None	5 min.	Record Unit/Section
TOTAL:			1 hour & 10 minutes	

**FORESTRY SECTOR
(EXTERNAL SERVICES)**

CITIZEN’S CHARTER NO. R2-F-01. ISSUANCE OF CERTIFICATE OF VERIFICATION (COV) FOR THE TRANSPORT OF FINISHED AND SEMI-FINISHED FOREST PRODUCTS

Certificate of Verification is a document to be presented when transporting finished and semi-finished forest product from furniture makers/ sash factories.

Office or Division:	CENROs			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	External: Concerned Public Individual, Furniture makers, Sash factories			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (1 original copy, 1 photocopy)		Requesting Party		
2. Legal Sources (1 original copy) a. Self-monitoring form Certificate of Tree Plantation Ownership (CTPO), if applicable b. Approved Tree Cutting Permit c. Auxiliary invoice with paid Forest Charges (if naturally grown species)		Requesting Party or concerned DENR Office		
3. Business Permits (1 photocopy) a. Municipal Permit b. Department of Trade and Industry (DTI), Registration c. Lumber Dealer Permit (if applicable)		Municipal/ Local Government unit (LGU), City Local Government Unit (LGU), Department of Trade and Industry (DTI), Requesting Party		
4. Sales Invoice/ Delivery Receipt		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 CENR Officer/Deputy CENR Officer	None	30 min.	CENR Officer

	1.1. Receive and review application. Forward to Chief, RPS	None	30 min.	<i>CENR Officer Chief, Regulation and Permitting Section</i>
	1.2. Receive, review/evaluate request, and assign a team to conduct verification. Prepare Order of Payment	None	1 hour	<i>Chief, Regulation and Permitting Section</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 Php 36.00 Oath Fee	30 min.	Credit Officer 1
3. Receive OR	3. Inspect the forest products in the area, and prepare Inspection Report, and prepare and sign Certificate of Verification (COV).	None	2 days	Inspection Team
	3.1. Review inspection report and affix initial on the duplicate copy of Certificate of Verification (COV). Forward to CENR Officer for approval.	None	1 hour	<i>Chief, Regulation and Permitting Section</i>

	3.2. Receive and review report. Sign and approve Certificate of Verification (COV).	None	1 hour	<i>OIC, CENR Officer</i>
	3.3. Release Certificate of Verification (COV).	None	15 min.	Records Officer 1
4. Receive COV.		None		
TOTAL		Php 86.00	2 days, 4 hours & 45 minutes	

CITIZEN'S CHARTER NO. R2-F-02. APPLICATION FOR PERMIT TO PURCHASE CHAINSAW

This Permit serves as authorization to purchase chainsaw from registered chainsaw dealers in the Philippines. The DENR shall issue different permits or certifications for the registration, importation, manufacture, selling/re-selling, disposal, distribution, transfer of ownership, lease, rental or lending of chainsaws.

Office or Division:	CENROs			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Holder of Timber License Agreement, Production Sharing Agreement, Co-production Sharing Agreement, or a Private Land Timber Permit/Special Private Land Timber Permit (PLTP/SPLTP), Community Based Forest Management Agreement(CBFMA), Integrated Forest Management Agreement (IFMA), Social Integrated Forestry Management Agreement (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)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application Form (1 original copy)		CENR Office		
2. Business Name Registration of Applicant from DTI, SEC, or CDA Registration (1 photocopy)		Requesting Party		
3. If individual applicant, affidavit that he will use the chainsaw for legal purposes only (1 original copy)		CENR Office, Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit application form and supporting documents to the CENR Office.	1. Check completeness of application and supporting documents. Receive and forward to CENR Officer/Deputy CENR Officer.	None	30 min.	Records Officer 1

	1.1. Receive and review application. 1.2. Forward application to Technical Staff.	None	30 min.	<i>OIC, CENR Officer/ Chief, Regulation and Permitting Section</i>
2. Receive Order of Payment and pay correspondent fee.	2. Receive payment and issue Official Receipt (OR)	Php 500.00 Registration Fee	30 min.	<i>Credit Officer CENR Office</i>
3. Receive application.	3. Receive application. Conduct verification of supporting documents. Prepare Permit and initial on the duplicate copy.	None	1 hour	Chief, Enforcement Section
	3.1. Receive and review application. Affix initial on the duplicate copy. Forward to CENR Officer for approval.	None	30 min.	<i>Chief, Regulation and Permitting Section</i>
	3.2. Receive, review and approve Permit to Purchase.	None	1 hour	<i>OIC, CENR Officer</i>
	3.3. Record and release Permit to Purchase.	None	30 min.	Records Officer 1
4. Receive Permit to Purchase.		None		
TOTAL		P500.00	4 hours and 30 min.	

CITIZEN’S CHARTER NO. R2-F-03. APPLICATION FOR PERMIT TO SELL/ RE-SELL/ DISPOSE/ DISTRIBUTE/ TRANSFER OF OWNERSHIP OF CHAINSAW

This Permit serves as authorization to sell/ re-sell/ dispose/ distribute/ transfer of ownership of chainsaw in the Philippines. The DENR shall issue different permits or certifications for the purchase/import, registration, manufacture, lease, rental or lending of chainsaws.

Office or Division:	DENR Community Environment and Natural Resources Offices (CENRO)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Dealers and/or Private Owners Duly Authorized by the Department; Holder of Timber License Agreement, Production Sharing Agreement, Co-production Sharing Agreement, or a Private Land Timber Permit/Special Private Land Timber Permit (PLTP/SPLTP), Community Based Forest Management Agreement(CBFMA), Integrated Forest Management Agreement (IFMA), Social Integrated Forestry Management Agreement (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)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application Form (1 original copy)		CENR Office		
2. Proof of Ownership of Chainsaw/ Certificate of Registration of Chainsaw (1 original copy)		Requesting Party		
3. Business registration (not required for private individuals) (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit application form and supporting documents to the	1. Check completeness of application and supporting documents. Receive and	None	30 min.	Records Officer 1

CENR Office.	forward to CENR Officer/Deputy CENR Officer.			
	1.1. Receive and review application. 1.2. Forward application to Technical Staff.	None	30 min.	<i>OIC, CENR Officer/ Chief, Regulation and Permitting Section</i>
2. Receive Order of Payment and pay correspondent fee.	2. Receive payment and issue Official Receipt (OR)	Php 500.00 Registration Fee	30 min.	<i>Credit Officer CENR Office</i>
3. Receive application.	3. Receive application. Conduct verification of supporting documents and inspection of chainsaw. Prepare Permit and initial on the duplicate copy.	None	1 hour	Chief, Enforcement Section
	3.1. Receive and review application. Affix initial on the duplicate copy. Forward to CENR Officer for approval.	None	30 min.	<i>Chief, Regulation and Permitting Section</i>
	3.2. Receive, review and approve Permit to Sell/ Re-Sell/ Dispose/ Distribute/ Transfer of Ownership of Chainsaw	None	1 hour	<i>OIC, CENR Officer</i>
	3.3. Record and release Permit to Sell/ Re-Sell/ Dispose/ Distribute/ Transfer of Ownership of Chainsaw.	None	30 min.	Records Officer 1
4. Receive Permit to Sell/ Re-Sell/ Dispose/ Distribute/ Transfer of Ownership of Chainsaw		None		

TOTAL	P500.00	4 hours and 30 min.
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CITIZEN'S CHARTER NO. R2-F-04. APPLICATION FOR PERMIT TO LEASE/ RENT/ LEND CHAINSAW

This Permit serves as authorization to lease/rent/lend chainsaw in the Philippines. The DENR shall issue different permits or certifications for the purchase/import, registration, manufacture, sell/ re-sell/ dispose/ distribute/ transfer of ownership of chainsaws.

Office or Division:	Regional Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Holder of Timber License Agreement, Production Sharing Agreement, Co-production Sharing Agreement, or a Private Land Timber Permit/Special Private Land Timber Permit (PLTP/SPLTP), Community Based Forest Management Agreement(CBFMA), Integrated Forest Management Agreement (IFMA), Social Integrated Forestry Management Agreement (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)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Requesting Party		
2. Contract of Lease/Rent/Lending (1 original copy)		Requesting Party		
3. Copy of Chainsaw Registration (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit application form and supporting documents to the CENR Office.	1. Check completeness of application and supporting documents. Receive and forward to CENR Officer/Deputy CENR Officer.	None	30 min.	Records Officer 1

	1.1. Receive and review application. 1.2. Forward application to Technical Staff.	None	30 min.	<i>OIC, CENR Officer/ Chief, Regulation and Permitting Section</i>
2. Receive Order of Payment and pay correspondent fee.	2. Receive payment and issue Official Receipt (OR)	Php 500.00 Registration Fee	30 min.	<i>Credit Officer CENR Office</i>
3. Receive application.	3. Receive application. Conduct verification of supporting documents and inspection of chainsaw. Prepare Permit and initial on the duplicate copy.	None	1 hour	Chief, Enforcement Section
	3.1. Receive and review application. Affix initial on the duplicate copy. Forward to CENR Officer for approval.	None	30 min.	<i>Chief, Regulation and Permitting Section</i>
	3.2. Receive, review and approve Permit to Lease/Rent/Lend Chainsaw.	None	1 hour	<i>OIC, CENR Officer</i>
	3.3 Record and release Permit to Lease/Rent/Lend Chainsaw.	None	30 min.	Records Officer 1
4. Receive Permit to Lease/Rent/Lend Chainsaw.		None		
TOTAL		P500.00	4 hours and 30 min.	

CITIZEN'S CHARTER NO. R2-F-05. DONATIONS OF SEEDLINGS

This Donation is made upon the request of internal and external client. The purpose of which is to plant seedling in National Greening Program Sites, Denuded Forest area, Schools and other areas designated for tree planting activities.

Office or Division:	Regional Office, PENROs & CENROs			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Client 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, commodity, no. of seedlings being requested and place where the seedlings are to be planted (1 original copy)		Requesting Party		
2. Any proof of identity (1 original copy)		Requesting Party		
Additional if from the Government Sector				
Official letter Request (1 photocopy)		Requesting Party		
Additional if Requesting Party is a representative				
Authorization Letter or Special Power of Attorney (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request for donation of seedlings	1. Receive, and evaluate the completeness of the requirements and forward the same to the CENR Officer for his Information	None	10 minutes	<i>Records Officer</i>
	1.1 Forward to the Conservation and Development Section for	None	10 minutes	<i>CENR Officer</i>

	seedling donations			
	1.2 Donation of seedling based on the request taking into consideration the availability of seedlings	None	10 minutes	<i>Chief, Conservation and development</i>
	1.3 Record and release donated seedlings, and retain a hard copy of the documents submitted	None	5 minutes	<i>Assigned Personnel in Conservation and development</i>
TOTAL:		None	35 minutes	

CITIZEN'S CHARTER NO. R2-F-06. APPROVAL REQUEST FOR INSPECTION FOR THE PAYMENT OF ESTABLISHED NATIONAL GREENING PROGRAM MAINTENANCE AND PROTECTION ACTIVITIES

This Inspection is made upon the request of National Greening Program Beneficiaries. The purpose of which is to facilitate the payment of their Maintenance and Protection Activities.

Office or Division:	CENRO to PENRO			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	National Greening Program Beneficiaries/Peoples Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request letter stating the accomplished activities of the beneficiaries (1 original copy)		Requesting Party		
2. Any proof of identity (1 photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request for inspection	1. Receive, and evaluate the completeness of the requirements and forward the same to the CENR Officer for his Information	None	10 minutes	<i>Records Officer</i>
	1.1 Forward to the Conservation and Development Section for appropriate action	None	10 minutes	<i>CENR Officer</i>
	1.2 Deployment of personnel who will conduct inspection	None	10 minutes	<i>Chief, Conservation and development</i>
	1.4 Conduct of inspection by the team	None	2 days	<i>Assigned Personnel in Conservation and development</i>

	1.5 If at least 85% survival rate was attained, the same shall be recommended for payment (preparation of vouchers and other attachments)	None	3 days	<i>Chief, Conservation and development</i>
	1.6 Submission to PENRO for payment	None	1 hour	<i>Record Officer (PENR Office)</i>
	1.7. Review document	None	30 min.	<i>Chief, Conservation and development</i>
	1.8. Approved for Payment/Sign of PENR Officer	None	30 min.	<i>Accounting Section/PENR Officer (PENR Office)</i>
TOTAL:		None	3 days, 2 hour and 30 minutes	

CITIZEN’S CHARTER NO. R2-F-07. ISSUANCE OF CERTIFICATE OF VERIFICATION (COV) FOR THE TRANSPORT OF NON-TIMBER FOREST PRODUCT (BAMBOO)

COV is a document to be presented when transporting non-timber forest products, planted and/or non-premium trees within private land, and semi-finished forest product from a WPP to another WPP.

Office or Division:	CENROs			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen			
Who may avail:	Concerned Public Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. Request letter (1 original, 1 photocopy)		Requesting Party		
6. Tax Declaration or Land Title (1 photocopy)		Requesting Party, Assessor’s Office, Registry of Deeds (ROD), NCIP, DAR		
7. Certification that the forest products are harvested within the area of the owner (for non-timber) (1 original copy)		Barangay and LGU		
8. Approved Tree Cutting Permit, if applicable (1 photocopy)		Requesting Party or concerned DENR Office		
Additional if applicant is not the land owner				
9. Special Power of Attorney (SPA) (1 original copy)		Requesting Party, Private Lawyer or Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Submit request letter and supporting documents	3. Check completeness of request and supporting documents, receive application and forward to CENR Officer/Deputy CENR Officer	None	30 min.	<i>Records Officer /</i> CENRO Records Unit
	3.1. Receive and review application. Forward to Chief, RPS	None	30 min.	<i>Supervising EMS/Deputy</i> <i>CENR Officer</i>

				<i>CENR Officer</i>
	3.2. Receive, review/evaluate request, and assign a team to conduct verification. Prepare Order of Payment	None	1 hour	<i>LMO III/Chief,</i> Regulation and Permitting Section
4. Receive Order of Payment and pay corresponding fees	5. Accept payment and issue Official Receipt to the client	Php 50.00/ truck load Certificate of Verification Fee Php 36.00 Oath Fee	30 min.	Credit Officer I
4. Receive OR	6. Inspect the forest products in the area, and prepare Inspection Report, and draft Certificate of Verification (COV) and initial duplicate copy of COV.	None	1 day	<i>Forester II</i> <i>Forester I</i> <i>Park Maintenance Foreman</i>
	6.1. Review inspection report and affix initial on the duplicate copy of COV. Forward to CENR Officer for approval.	None	1 hour	<i>LMO III/Chief,</i> Regulation and Permitting Section

	6.2. Receive and review report. Sign and approve COV.	None	1 hour	<i>CENR Officer</i>
	6.3. Release COV.	None	15 min.	<i>Records Officer I CENRO Records Unit</i>
7. Receive COV.		None		
TOTAL		Php 86.00	1 day, 4 hours & 45 min.	

CITIZEN'S CHARTER NO. R2-F-08. ISSUANCE OF CERTIFICATE OF WILDLIFE REGISTRATION

This Service is made upon request of the applicant for the registration of wildlife in his/her possession.

Office/Division:	Regional, PENROs AND CENROs			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	External: Any Filipino Citizen who is technically and financially capable and with legal source			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished application form / letter of intent (1 original copy)			Nearest CENRO Office, where the facility is located	
2. Proof of legal acquisition (1 original copy)			Applicant	
3. Documentary stamp (1 original copy)			Applicant	
4. Payment of fee (1 photocopy)			Applicant	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Application form and submit to nearest DENR Office	Receive application and check completeness of requirements/ documents	None	20 mins.	Records Officer
	Refer application to Chief, TSD/Chief, LPDS	None	1 day	PENRO/CENRO
	Refer application to WRP Unit Head	None	20 mins.	Chief, Licenses, Patents Deeds Division (Regional Office)
	Evaluates application	None	20 mins.	Wildlife Resources Permitting Section Head / staff
	Conducts inspection of facility and wildlife	None	1 day	
	Prepares report endorsement of application to PENRO and Regional Office	None	1 day	Wildlife Resources Permitting Section Head / staff
2. Pay registration fee	Receives payment of fee	PhP 50.00 (1-50)	1 day	Applicant / Bill collector

		heads) PhP100.00 (51-100 heads) PhP500.00 (above 100 heads)		
	Sign and transmit endorsement to Regional Office	None	1 day	PENRO and Records Officer
	Receives endorsement of application and transmit to Office of the RED	None	1 day	Regional Office Records Office
	Refers application to OARD and Chief, LPDD	None	1 day	RED, ARD for Technical Services
	Refer application to Chief, WRPS	None	20 mins	Chief, Licenses, Patents Deeds Division
	Evaluates and process application	None	1 Day	Chief, Wildlife Resources Permitting Section / staff
	Prepares permit and endorse to Chief, LPDD	None	20 mins.	Chief, Wildlife Resources Permitting Section / staff
	Endorse to ARD for TS	None	1 day	Chief, Licenses, Patents Deeds Division
	Endorse to RED	None	1 day	ARD for Technical Services
	Approves/signs permit and transmit back to LPDD	None	1 day	RED
	Records and scans permit	None	30 mins	Licenses, Patents Deeds Division staff
	Records and transmits to PENRO	None	30 mins	Records Officer
TOTAL		P650.00	11 days, 2 hours, 40 mins.	

**LAND SECTOR
(INTERNAL AND EXTERNAL SERVICES)**

CITIZEN’S CHARTER NO. R2-AF-01. REQUEST FOR CASE STATUS

This Case Status is made upon request of internal and external clients through the Customer/Client Service and Feedback Form being filed in the DENR. The purpose for the request is included in the said Form.

Office or Division:	Legal Division DENR - Regional Office No. 02			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Duly accomplished Customer/Client Service and Feedback Form (in Duplicate Copy)		Customer Service Desk, Legal Division, DENR – RO2		
3. Government issued ID (present 1 original)		Requesting Party		
Additional if from the Government Sector				
4. Official Letter Request (1 original)		Requesting Party		
Additional if Requesting Party is a representative				
5. 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
2. Accomplish Customer/Client Service and Feedback Form and forward to Assigned Officer of the Day	1.8. Receive, and check the completeness of the submitted Form, the additional requirements, if necessary, and refer the matter to Records Officer	None	2 min.	Assigned Officer of the Day (Order of Preference) Legal Assistant II/Front Desk Officer Administrative Aide IV Administrative Assistant I

				Legal Assistant II LMI/Legal Assistant
1.9. Customer/ Client waits for his/her request in the visitor's lounge <i>(free water and coffee are available)</i>	9.1. Records Officer shall research the case on Electronic Database and Logbook	None	5 min.	Records Officer Legal Assistant II/Front Desk Officer <i>(Land Records)</i> Administrative Assistant I <i>(Administrative Disciplinary Records)</i> Legal Assistant II <i>(Forestry Records)</i>
	9.2. Records Officer refers the matter to the Chief, Legal Division, Legal Officer, or Legal Assistant concerned <i>(together with the Original Case Folder or Provisional Case Folder)</i>	None	2 min.	Records Officer Legal Assistant II/Front Desk Officer <i>(Land Records)</i> Administrative Assistant I <i>(Administrative Disciplinary Records)</i> Legal Assistant II <i>(Forestry Records)</i>

	<p>9.3. The Chief, Legal Division, Legal Officer, or Legal Assistant concerned examines the records</p>	<p>None</p>	<p>5 min.</p>	<p>The OIC Chief, Legal Division The Assistant Chief, Legal Division Attorney III Attorney III Attorney II Attorney II PMF/Legal Officer Legal Assistant II/Front Desk Officer Legal Assistant II LMI/Legal Assistant</p>
	<p>9.4. The Chief, Legal Division, Legal Officer, or Legal Assistant concerned shall explain to Customer/Client</p>	<p>None</p>	<p>3 min.</p>	<p>The OIC Chief, Legal Division The Assistant Chief, Legal Division Attorney III</p>

	<p>thoroughly the status of the case;</p> <p style="text-align: center;">OR</p> <p>The Chief, Legal Division, Legal Officer, or Legal Assistant concerned shall indicate on the Customer Service Form the action taken and require the Officer of the Day to give the said Form to the Customer/Client for information.</p>	None	5 min.	<p>Attorney III</p> <p>Attorney II</p> <p>Attorney II</p> <p>PMF/Legal Officer</p> <p>Legal Assistant II/Front Desk Officer</p> <p>Legal Assistant II</p> <p>LMI/Legal Assistant</p>
	<p>9.5. The Chief, Legal Division, Legal Officer, or Legal Assistant concerned shall return the original case folder/provisional case folder to the Records Officer for safekeeping</p>	None	2 min.	<p>Records Officer</p> <p>Legal Assistant II/Front Desk Officer <i>(Land Records)</i></p> <p>Administrative Assistant I <i>(Administrative Disciplinary Records)</i></p> <p>Legal Assistant II <i>(Forestry Records)</i></p>

<p>1.10. Customer/Client receives the original copy (<i>white slip</i>) of the Customer/Client Service and Feedback Form with remarks as to the Case Status.</p>	<p>3. The Officer of the Day collates the duplicate (<i>pink slip</i>) of Customer/Client Service and Feedback Form at the tray.</p>	<p>None</p>	<p>1 min.</p>	<p>Assigned Officer of the Day (Order of Preference)</p> <p>Legal Assistant II/Front Desk Officer</p> <p>Administrative Aide IV</p> <p>Administrative Assistant I</p> <p>Legal Assistant II</p> <p>LMI/Legal Assistant</p>
<p>TOTAL:</p>		<p>NONE</p>	<p>20 min. – 22 min.</p>	

**LAND SECTOR
(EXTERNAL SERVICES)**

CITIZEN'S CHARTER NO. R2-L-01. ISSUANCE OF A AND D CERTIFICATION

This Certification is issued upon the request of external clients. The purpose of which is to determine the legal status of the land of public domain whether it falls under Agricultural, Timberland (Forest Zone), Mineral Land and Natural Parks. If it falls under Alienable and Disposable, it is a subject of Alienable and Disposition.

Office or Division:	PENROs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Natural and Juridical citizens of the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request for A and D Certification (1 original copy)		Requesting Party		
2. Sketch Plan of the lot (1 original copy)		Requesting Party		
3. Any proof of identity (1 photocopy)		Requesting Party		
Additional if from the Government Sector				
Official Letter Request (1 original copy)		Requesting Party		
Additional if Requesting Party is a representative				
Authorization Letter/ Special Power of Attorney (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits Letter and documentary requirements	1. Receives the Request Letter and enters into the record book	None	5 minutes	<i>Records Officer</i>
	1.1 Verifies the status of Lot subject for the request	None		<i>Records Officer</i>
	1.2 Prepares and initials Order of Payment for Alienable and Disposable Certification	None	5 minutes	<i>Records Officer</i>
	1.3 Signs Order of Payment	None	5 minutes	<i>Chief, PENRO Cagayan Sub-Office</i>
2. Pays to the Credit Officer the	2. Receives payment and issue Official Receipt	Php 100.00	5 minutes	<i>Records Officer</i>

Certification Fee				
3. Submits Official Receipt to the Receiving Clerk	3. Receives Official Receipt and attach to the Letter Request	None	5 minutes	<i>Records Officer</i>
	3.1 Refers Letter Request to the Chief, Regulation and Permitting Section	None	5 minutes	<i>Chief, PENRO Cagayan Sub-Office</i>
	3.2 Refers to Projection Focal Person	None	5 minutes	<i>Chief, Regulation and Permitting Section</i>
	3.3 Projection on LC Map and conduct ground verification if necessary	None	10 minutes (projection) 1 day (if ground verification)	<i>Projection Focal Person</i>
	3.4 Types the A and D Certification at the back of the Sketch Plan	None	5 minutes	<i>Assigned personnel in Regulation and Permitting Section</i>
	3.5 Review and verify the prepared A and D Certification and affix signature	None	5 minutes	<i>Chief, Enforcement and Monitoring Section</i>
	3.6 Approves the prepared A and D Certification	None	5 minutes	<i>Chief, PENRO Cagayan Sub-Office</i>
	3.7 Release A and D Certification	None	5 minutes	<i>Records Officer</i>
4. Receives A and D Certification		None		
TOTAL:		None	2 days	

CITIZEN'S CHARTER NO. R2-L-02. ISSUANCE OF SURVEY ORDER

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

Office or Division:	CENRO to PENRO	
Classification:	Complex to Highly Technical	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen	
Who may avail:	PLS Team	
CHECKLIST OF REQUIREMENTS*		WHERE TO SECURE
1a. Duly accomplished Letter-Request Form from the land owner requesting for inspection and investigation and for the issuance of survey order and authorizing Public Land Survey (PLS) Team to conduct the survey (1 original copy)		Public Land Survey (PLS) Team / Land Owner
1b. Duly accomplished Letter-Request Form from the Land Owner (1 original copy)		Land Owner
2. Any proof of claim or acquisition of the property		Land Owner/Local Government Unit (LGU)
<ul style="list-style-type: none"> • Latest, Updated Tax declaration for the last year (1 certified copy) 		Assessor's Office
<ul style="list-style-type: none"> • Deed of Sale (1 photocopy with accompanying Original Copy) 		Land Owner
<ul style="list-style-type: none"> • Extra Judicial Settlement (1 original copy) 		Land Owner, Private Lawyer, Public Attorney's Office, or Land Government Unit (LGU)
<ul style="list-style-type: none"> • Waiver of Rights (1 original copy) 		Land Owner
<ul style="list-style-type: none"> • Other documents 		Land Owner
<i>*Note: DENR may request for additional documents or combination of documents mentioned above depending on the situation of the application/request</i>		
3. Scheme of subdivision from GE (1 photocopy)		Geodetic Engineer
4. Certification from the Regional Trial Court concerned that there is no pending land registration case involving the parcel being applied for (1 original copy)		Regional Trial Court having Jurisdiction
5. Certification from barangay that there is no record of claims and conflict (1 original copy, 1 duplicate copy)		Office of the Barangay Captain having Jurisdiction

6. Copy of Approved Survey Plan with Technical Description (if with previously approved surveys) (1 blueprint copy)			Land Owner, or Concerned DENR Regional Office	
7. 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 copy, 1 duplicate copy)			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 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 Regulation and Permitting Section (RPS)	None	1 hour	<i>Admin Aide VI / Receiving/Releasing Clerk,</i> CENR Officer, Records Officer

	1.1. Receive request. Prepare Order of Payment and forward the same to client	None	40 min.	<i>Land Management Officer II Regulation and Permitting Section</i>
	1.2. Receive request, and assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI)	None	15 min.	
	1.3. Conduct field investigation, prepare and submit Investigation report with recommendation, and forward the same to Chief, Regulation and Permitting Section	None	3 days or more depending on the location and size of the area	<i>Special Investigator I</i>
				<i>Land Management Officer II Regulation and Permitting Section</i>
	1.4. Receive and review request, report, and affix signature in the Survey Order, and forward to PENRO	None	30 min.	<i>Land Management Officer III Chief, Regulation and Permitting Section</i>

	1.5. Review documents/ reports, and approve and sign Survey Order, and forward to PENRO Records for releasing	None	30 min.	<i>OIC, PENR Officer</i>
	1.6. Assign control number on Survey Order and enters into the record book	None	30 min.	<i>Adm. Officer I/Records Officer I Records Unit</i>
	1.7. Release Survey Order	None	15 min.	
2. Receive Survey Order, sign in the duplicate copy.		None	15 min.	Chief, Public Land Survey Team
TOTAL:		None	3 days, 4 hours & 5 minutes	

CITIZEN’S CHARTER NO. R2-L-03. ISSUANCE OF ORDER TRANSFER OF HOMESTEAD

The application is a mode of acquiring ownership of a certain parcel of alienable and disposable public land.

Office or Division:	Regional Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Clients holding a Homestead Title			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Electronic Copy of Title (1 original copy)		Office of the Register of Deeds		
2. Document of Transfer, Donation or Deed of Sale (1 photocopy)		Requesting Party		
3. Affidavit of two-persons attesting (1 original copy)		Requesting Party		
4. That the lot is not alienated nor occupied by other persons (1 original copy)		Requesting Party		
5. Certificate of Land holding (1 photocopy) • Transferor • Transferee		Local Government Unit (LGU) /Provincial Local Government Unit (PLGU)		
6. Tax declaration (1 original copy)		Applicant/ Local Government Unit (LGU)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submission of requirements	1. Check completeness of application and its requirement and prepare Order of Payment		1 hour	<i>Records Officer, Land Management Officer I and Land Management Examiner</i>
2. Payment of transfer fee	2. Received Order of payment and issue Official Receipt	P50.00 Transfer fee	10 mins.	<i>Credit Officer</i>
	2.1. Review and drafting of the Order of Transfer	None	3 days	<i>Chief, Regulation and Permitting Section</i>

	2.2. Finalize the Order of Transfer	None	5 days	<i>CENRO for initial and PENRO to sign the Order</i>
TOTAL:		P50.00	8 days, 1 hour and 10 minutes	

CITIZEN’S CHARTER NO. R2-L-04. ISSUANCE OF SPECIAL PATENTS FOR SCHOOL AND GOVERNMENT LOT

The application is a mode of acquiring ownership of a certain parcel of alienable and disposable public land.

Office/Division:	CENRO			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may Avail of the Service:	National Government Agency, State Universities and Local Government Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Application Form		Concerned CENR Office		
Any document showing identity of land and claims of ownership (1 original copy)		Applicant		
<ul style="list-style-type: none"> • Tax declaration (1 certified copy) 				
<ul style="list-style-type: none"> • Duly Notarized Deed of Sale (1 photocopy, present original copy) • Duly Notarized Extrajudicial Settlement (1 photocopy, present original copy) • Waiver of Rights (1 photocopy, present original copy) 		Applicant/Notary Public		
Certification from the Municipal Trial Court (MTC)/Municipal Trial Court in Cities (MTCC)/Municipal Circuit Trial Court (MCTC)/Regional Trial Court (RTC)/Land Regulation Authority (LRA) concerned that there is no pending land registration case involving the parcel being applied for (1 original copy, 1 photocopy)		Municipal Trial Court (MTC)/ Municipal Trial Court in Cities (MTCC)/Municipal Circuit Trial Court (MCTC)/Regional Trial Court (RTC)/having jurisdiction over the area applied for		
Narrative or brief history of how the lot is acquired; Panoramic view of the lot and improvement (1 original copy, 1 photocopy)		Applicant		
Additional if the applicant is a representative				
Special Power of Attorney (1 original copy)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

1. Submit accomplished Application Form to the CENR Office with the complete supporting documents	1. Check completeness of application. If found in order, register, allocate, index and assign application no. scan, encode and upload records in LAMS	None	3 hours	<i>Land Management Officer I and Records Officer</i>
	1.1 Prepare Order of Payment and forward the same to client	None	30 minutes	<i>Records Officer</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt to the applicant	None	30 minutes	<i>Credit Officer</i>
	2.1 Review application, assign Land Management Inspector/Deputized Public Land Inspector for inspection and investigation	None	3 hours	<i>Chief Regulation and Permitting Section</i>
	2.2 Prepare posting of notices at the barangay, municipal and provincial hall where the property is situated	None	5 minutes	<i>Deputized Public Land investigation/Land Management Investigation/CENR Officer</i>
	2.3 Travel to the barangay, municipality of province	None	2 days	<i>Deputized Public Land investigation/Land Management Investigation</i>

	2.4 Posting of Notices in the Barangay Hall and simultaneously conduct investigation on the land being applied for	None	15 days	<i>Deputized Public Land investigation/Land Management Investigation</i>
	2.5 Get the signed proof of posting from the barangay (15) days after posting, and prepare, signed and submit investigation report, and forward to LMO I	None	5 days	<i>Deputized Public Land investigation/Land Management Investigation</i>
	2.6 Screen the carpeta and prepare the V37/certified lot data computation, Order of Award, and judicial Form, and forward to geodetic engineer	None	10 days	<i>Land Management Officer I/Cartographer/ Encoder whoever is available</i>
	2.7 Verify and certify the correctness of the technical description and forward to Chief Regulation and Permitting Section	None	5 days	<i>Chief, Regulation and Permitting Section</i>
	2.8 Do final screening of carpeta and forward to CENRO for recommendation	None	5 days	<i>Chief Regulation and Permitting section</i>
	2.9 Review and initial file copy of patent and sign endorsement to PENRO for	None	3 days	<i>CENR Officer</i>

	Approval			
	2.10 Transmit carpeta to PENRO	None	5 days	<i>Records Officer</i>
TOTAL:		None	63 days 7 hours and 5 minutes	

CITIZEN’S CHARTER NO. R2-L-05. CONDUCT OF ALTERNATIVE DISPUTE RESOLUTION

The activity aims to settle land dispute in a manner that both parties will have a win-win standing.

Office or Division:	Regional Office & CENROs			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Local Government Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Protest letter (1 original copy)		CENR Office		
2. Indorsement from the Barangay Chairman where the lot is located (1 original copy)		Office of the Barangay Chairman		
3. Document of Sale, Donation, Waiver and other proofs of Ownership (1 photocopy)		Register of Deeds (ROD)		
4. Certification (Status of the Lot) (1 photocopy)		CENR Office – Regional Office		
5. Municipal Trial Court (MTC), Land Regulation Authority (LRA), Regional Trial Court (RTC) Certification (1 original copy and 1 photocopy)		MTC, LRA and RTC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submission of a Protest Letter and attachments	1. Receive, and evaluate the completeness of the requirements and forward the same to the CENR Officer for his Information	None	1 hour	<i>Records Officer</i>
	1.1 Refer to Regulation and Permitting Section for evaluation and preparation of Order of Payment	None	30 min.	<i>CENR Officer</i>

2. Payment of Protest fee	2. Receive Order of payment and issue Official Receipt	P50.00	30 mins.	<i>Credit Officer</i>
	2.1. Review the Protest and prepare Order of payment for Certification of Land Status	None	3 hours	<i>Land Management Office I and Land Management Examiner</i>
3. Secure Status of the Lot and payment of certification fee	3. Received Order of payment and issue receipt	P25.00	30 min.	<i>Credit Officer</i>
	3.1. To notify the parties concerned for 15 days to 1 month duration	None	15 days	<i>Land Management office and Chief, Regulation and Permitting Section</i>
	3.2. Administrative adjudication for 2-3 hearing dates	None	30 days	<i>Chief, Regulation and Permitting Section</i>
	3.3. If notices are returned back, then send notices for 2 nd and 3 rd time	None	60 days	<i>Records Officer and Chief, Regulation and Permitting section</i>
TOTAL:		P75.00	105 days, 5 hour and 30 minutes	

VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Get a copy of the Client Satisfaction Survey (CSR) Form from the Public Assistance and Complaint Desk 2. Accomplish 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 and Complaint Desk.
How feedback is processed	<p>Every Friday, the Public Assistance and Complaint Desk shall open the drop box, collect, compile and record all feedback submitted.</p> <p>Complaints requiring appropriate action/response shall be forwarded to the concerned offices to act upon/respond to within three (3) days upon receipt.</p> <p>The action/response of the concerned office shall then be relayed to the client.</p> <p>For follow-up and inquires, clients may contact the following telephone number and email address:</p> <p><u>hrdsdenr02@gmail.com</u></p> <p>Ms. Mitos Clavecillas (Public Assistance and Complaint Desk)</p>
How to file complaints	<ol style="list-style-type: none"> 1. Get a copy of the Client Satisfaction Survey (CSR) Form. 2. Accomplish 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 and Complaint Desk. 5. Complaints can also be filed via telephone. Make sure to provide the following information: <ul style="list-style-type: none"> • Name of person being complained • Incident • Evidence

<p>How complaints are processed?</p>	<p>The Public Assistance and Complaint Desk (PADC) 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 ARD for Management, the Public Assistance and Complaint Desk (PACD) shall forward the complaint to the relevant office for their appropriate action. The minor complaint shall be submitted to HRDS; moderate to Office of the Legal Division; and very grave complaint to the Office of the RED.</p>
<p>Contact Information of Anti-Red Tape Authority (ARTA)</p>	<p>Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City Hotline: 1-ARTA (1-2782) Contact No.: (02) 478-5091, 478-5099 Email: complaints@arta.gov.ph Web: http://arta.gov.ph/pages/complaintform.php</p>
<p>Contact Information of Presidential Complaint Center (PCC)</p>	<p>Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline: 8888 Contact No. (02) 736 8621, 736 8645, 736 8603, 736 8629, 736 8621 Email: pcc@malacanang.gov.ph Web: https://op-proper.gov.ph/presidential-action-center/</p>

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

VII. LIST OF OFFICES

DENR Region II	14 Dalan Na Pagayaya Corner Angicacua, Regional Government Center, Carig Sur Tuguegarao City	(078) 304 8049; 304 7563; 304 8036; 304 1648
PENRO Batanes	San Antonio, Basco, Batanes	0917 504 7757; penrobatanes@gmail.com
PENRO Cagayan	Nursery Compound, San Gabriel, Tuguegarao City	(078) 846 7209
PENRO Isabela	National Highway, Ilagan, Isabela	(078) 622 3936
PENRO Nueva Vizcaya	Capitol Compound, Bayombong Nueva Vizcaya	(078) 321 2084
PENRO Quirino	Andres Bonifacio, Diffun, Quirino	(078) 694 7084
CENRO Alcala	KM 512 Maharlika Highway Baybayog, Alcala, Cagayan	(078) 822 8562
CENRO Aparri	Punta, Aparri Cagayan	0906 577 1213; cenroaparri@yahoo.com
CENRO Sanchez Mira	Centro 02, Sanchez Mira, Cagayan	(078) 822 9354
CENRO Solana	Lannig, Solana, Cagayan	0917 4528 453; cenrosolana@gmail.com
CENRO Cabagan	Cansan, Cabagan Isabela	(078) 636 3089
CENRO Cauayan	Silawit, Cauayan, Isabela	(078) 652 2203
CENRO Naguillan	San Manuel, Naguillan, Isabela	0915 0020 429; cenronaguilian@denr.gov.ph
CENRO Palanan	Centro West, Palanan, Isabela	0997 8936 900; denrpalanan@gmail.com
CENRO San Isidro	Ramos East, San Isidro Isabela	(078) 682.7579
CENRO Aritao	Brgy. Banganan, Aritao Nueva Vizcay	(078) 299 1145
CENRO Dupax	Dupax del Norte, Nueva Vizcaya	(078) 808 1094
CENRO Diffun	Andres Bonifacio, Diffun, Quirino	(078) 694 7084
CENRO Nagtipunan	Brgy. Dipantan, Nagtipunan, Quirino	0997 3384 274; 0927 5269 198; nagtipunandenr@gmail.com