



DEPARTMENT OF ENVIRONMENT AND
NATURAL RESOURCES (DENR)

CITIZEN'S CHARTER
2023 (1st Edition)



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NATURAL RESOURCES (DENR)

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

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

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

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

II. VISION

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

III. MISSION

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

IV. SERVICE PLEDGE

We, the Officials and employees of the Department of Environment and



Natural Resources, hereby pledge our commitment to:

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



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DENR CENTRAL OFFICE
Administrative and Finance
(Internal and External Services)



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

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

Office or Division:	Records Management Division (RMD), DENR Central Office	
Classification:	Simple	
Type of Transaction	G2C - Government to Citizen G2G - Government to Government	
Who may avail:	Internal: Permanent Employees of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), and Attached Agencies External: External Clientele who are authorized party or representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished customer request form (1 original)		Receiving Area, RMD, Basement
2. Government issued ID (present 1 original)		Requesting Party
Additional if from the Government Sector		
3. Official Letter Request (1 original)		Requesting Party
Additional if applicant is a representative		
4. SPA for representative (1 original, notarized)		Requesting Party, Private Lawyer or Notary Public



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish Request Form and forward to Receiving/Releasing Clerk.	1. Check the completeness of submitted requirements, stamp the date and time on documents and forward all documents to action officer.	None	5 min.	Receiving/Releasing Clerk RMD
1.1. None	1.1. Verify all requirements, indicate amount to be paid in the Request Form, and verify availability of the requested document.	None	20 min.	Action Officer/ Administrative Officer RMD
1.2. None	1.2. Approve and sign Request Form.	None	5 min.	Chief Administrative Officer RMD
1.3. None	1.3. Prepare/Approve Order of Payment, and forward the same to requesting party.	None	5 min.	Action Officer/ Administrative Officer RMD
2. Pay to the Cashier the Certification Fee, and receive Official Receipt.	2. Accept payment and issue Official Receipt.	Php 25.00 Certification Fee*	5 min.	Action Officer/ Administrative Officer Cashier Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Forward Official Receipt to RMD.	3. Check the Official Receipt and prepare the requested Certification.	None	15 min.	Action Officer/ Administrative Officer RMD
3.1. None	3.1. Determine accuracy and initial the Certification.	None	2 min.	Action Officer/ Administrative Officer RMD
3.2. None	3.2. Determine accuracy of the Certification and affix signature.	None	5 min.	Chief Administrative Officer RMD
3.3. None	3.3. Release the approved Certification to the customer. Forward the received Request Form to Action Officer for filing.	None	5 min.	Receiving/Releasing Clerk RMD
4. Receive copy of the approved Certification.	4. File the Request Form.	None	5 min.	Action Officer/ Administrative Officer RMD
TOTAL:		Php 25.00 Certification Fee	1 hour & 12 min.	
			* TAT does not include waiting time and is the minimum processing time up to three (3) working days	

*Except when covered by Official Letter Request



CITIZEN'S CHARTER NO. CO-AF-02. AUTHENTICATION OF RECORD/S*

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

Office or Division:	Records Management Division (RMD), DENR Central Office	
Classification:	Simple	
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
Who may avail:	All Permanent, Casual and Contractual Personnel and Officials of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), and Head of Attached Agencies; and External Clientele	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request or Request Form (1 original)		Requesting Party, or Receiving Area, RMD
2. Government issued ID (present 1 original)		Requesting Party
Additional if from the Government Sector		
3. Official Letter Request (1 original)		Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish Request Form and forward to Receiving/ Releasing Clerk.	1. Receive, check, and stamp date and time on document.	None	5 min.	Receiving/Releasing Clerk RMD
1.1. None	1.1. Upload the document to Document Action Tracking System.	None	5 min.	Receiving/Releasing Clerk RMD
1.2. None	1.2. Forward document to the concerned Action Officer.	None	5 min.	Receiving/Releasing Clerk RMD
1.3. None	1.3. Check the availability of records, process the request, indicate amount to be paid in the Request Form.	None	15 min.	Action Officer/ Administrative Officer RMD
1.4. None	1.4. Approve and affix signature on the Request Form.	None	5 min.	Action Officer/ Administrative Officer Chief Administrative Officer RMD
1.5. None	1.5. Prepare Order of Payment and forward the same to requesting party.	None	5 min.	Receiving/Releasing Clerk RMD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME		PERSONS RESPONSIBLE
2. Receive the Order of Payment, and pay to the Cashier the Authentication Fee.	2. Accept payment and issue Official Receipt.	Php 50.00 Authentication Fee** per set + Php 5.00 per page	5 min.		Cashier Staff Cashier Section
2.1. None	2.1. Check the Official Receipt and photocopy for filing. Photocopy the requested documents, stamp "Certified True Copy" and affix initial on the stamp, and forward to Chief, RMD.	None	20 min.		Action Officer/ Administrative Officer RMD
2.2. None	2.2. Sign in the stamped/certified documents.	None	Time	No. of Pages	Chief Administrative Officer RMD
			30 min.	1-20	
			1 hr.	21-50	
			2 hr.	51-100	
			4 hr.	101-200	
			1 day	200+	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2.3. None	2.3. Release the approved Authentication to the customer and forward the received Customer Request Form to Action Officer.	None	5 min.	Receiving/Releasing Clerk RMD
3. Receive the authenticated documents/records.	3. File the Customer Request Form and attachments.	None	5 min.	Action Officer/ Administrative Officer RMD
TOTAL:		Php 50.00 Authentication Fee** per set + Php 5.00 per page	1-20 pages	1 hour & 45 min.
			21-50 pages	2 hours & 15 min.
			51-100 pages	3 hours & 15 min.
			101-200 pages	5 hours & 15 min.
			200+ pages	1 day, 1hr. & 15 min.
			<i>TAT does not include waiting time and is the minimum processing time up to three (3) working days</i>	

*Confidential and Top Secret Documents are subject for approval of the Secretary.

**Except those with Official Letter Request



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

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

Office or Division:	Accounting and Budget Divisions-Financial and Management Service, Cashier Section-General Services Division-Administrative Service, DENR Central Office
Classification:	Complex* Highly Technical**
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business
Who may avail:	Internal: DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), and Head of Attached Agencies External: Creditors, Contractors, Suppliers and Service Providers and Consultants

CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
General Requirements	
Disbursement Voucher DV, if applicable (3 Original Copies)	Requesting Party
Obligation Request and Status (ORS) (3 Original Copies)	Requesting Party
1. Travelling Expenses	
A. Local Travel	
• Approved Travel Order (1 Original)	Concerned Employee
• Itinerary of Travel (1 Original)	Concerned Employee
• Air Ticket Travel Order, if applicable (1 Photocopy)	Concerned Employee
• Special Order, if applicable (1 Photocopy)	Concerned Employee /Human Resource Development Service



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> Additional Requirements for Reimbursement <ul style="list-style-type: none"> o Certificate of Travel Completed (1 Original) o Certificate of Appearance (1 Original) o Paper/Electronic Plane Ticket, if applicable (1 Original) o Boat or Bus Tickets, if applicable (1 Original) o Taxi or Transport Receipts (1 Original) o Boarding Pass (1 Original) o Terminal Fee Tickets/Stubs (1 Original) o "Annex A" Certification of Expenses not Requiring Receipts, if applicable (1 Original) o Trip Ticket, if applicable (1 certified true copy) 	Concerned Employee Concerned Employee /Head of Office-Place of Destination Concerned Employee /Airline Company Concerned Employee /Ticketing Office Concerned Employee /Taxi Driver Concerned Employee /Airline Company Concerned Employee /Airline Company Concerned Employee General Services Division (GSD)
B. Foreign Travel	
<ul style="list-style-type: none"> Approved Travel Authority (1 Original) 	Office of the Secretary (for DENR Undersecretaries down to Employees) Office of the President (for the Secretary)
<ul style="list-style-type: none"> Approved Itinerary of Travel (1 original) 	Concerned Employee
<ul style="list-style-type: none"> Letter of Invitation of Host/Sponsoring country (1 original) 	Host Country
<ul style="list-style-type: none"> Flight Itinerary (1 original) 	Airline Company/Ticketing Office/Travel Agency
<ul style="list-style-type: none"> Authority from the Office of the President to claim representation expenses, if applicable (1 original) 	Office of the President
<ul style="list-style-type: none"> Certificate of Appearance/Attendance (original) 	Concerned Employee
<ul style="list-style-type: none"> Certificate of Travel Completed (original) 	Concerned Employee
<ul style="list-style-type: none"> Plane Ticket, if applicable (1 original) 	Concerned Employee /Airline Company
<ul style="list-style-type: none"> Boarding Pass, if applicable (1 original) 	Concerned Employee Airline Company
<ul style="list-style-type: none"> Daily Subsistence Allowance (DSA) Rate (1 photocopy) 	International Civil Service Commission (ICSC) of United Nations



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> Narrative Report on Participation (1 original) 	Concerned Employee
<ul style="list-style-type: none"> Bills/receipts for non-commutable representation expenses approved by the President (1 original) 	Requesting Party/Claimant
2. Catering and Accommodation Expenses	
A. Training/Seminar/Workshop	
<ul style="list-style-type: none"> Approved Purchase Request (1 Original) 	Requesting Party/Concerned Office/Administrative Service
<ul style="list-style-type: none"> Notice of Award (1 Original) 	Property and Supply Management Division (PSMD)
<ul style="list-style-type: none"> Approved Notarized Contract (1 Original) 	Property and Supply Management Division (PSMD)
<ul style="list-style-type: none"> Notice to Proceed (1 Original) 	Property and Supply Management Division (PSMD)
<ul style="list-style-type: none"> Bids and Awards Committee Resolution (1 Original) 	Property and Supply Management Division (PSMD)
<ul style="list-style-type: none"> Signed Notice of Meeting/Special Order (1 original) 	End –User
<ul style="list-style-type: none"> Three (3) Quotations (for transactions above P50,000.00 supplier must be PHILGEPS registered with posting) (1 original) 	End –User/ Service Providers, or Property and Supply Management Division (PSMD)
<ul style="list-style-type: none"> Abstract of Quotations (1 original) 	Requesting Party/Concerned Office
<ul style="list-style-type: none"> Attendance Sheet with Heading/Event/Date/Venue certified by the Requesting Party (1 Original) 	End –User
<ul style="list-style-type: none"> Certificate of Acceptance signed by the Requesting Party (1 Original) 	End –User
<ul style="list-style-type: none"> Billing Statement/Sales Invoice/Statement of Account/Official Receipt (1 original) 	Service Provider



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> Approved Project Procurement Management Plan (PPMP)(1 Photocopy) 	End –User
<ul style="list-style-type: none"> Catering Agreement (for transactions above P50,000.00 must be notarized) (1 original) 	Property Management Section, PSMD
<ul style="list-style-type: none"> Copy of PHILGEPS Document Request List (DRL)/Posting Reference Number/Award Notice Abstract (1 computer generated) 	Property Management Section, PSMD
B. Catering Services for Meeting	
<ul style="list-style-type: none"> Approved Notice of Meeting (1 Original) 	End –User
<ul style="list-style-type: none"> Purchase Request (1 Original) 	End –User
<ul style="list-style-type: none"> Service Agreement (1 Original) 	Service Provider
<ul style="list-style-type: none"> At least three (3) Quotations (certified by the Requesting Party) (1 Original) 	End –User/Service Providers
<ul style="list-style-type: none"> Abstract of Quotation duly noted by Head of Office and Approved by Director's Level (1 Original) 	Property and Supply Management Division (PSMD)
<ul style="list-style-type: none"> Certificate of Acceptance signed by the Requesting Party (1 Original) 	End –User
<ul style="list-style-type: none"> Sales or Charge Invoice/Statement of Accounts (1 Original) 	Service Providers
<ul style="list-style-type: none"> Attendance Sheet certified by the Requesting Party (1 Original) 	End –User
<ul style="list-style-type: none"> Approved Project Procurement Management Plan (PPMP)(1 Photocopy) 	End –User
C. Registration Fee	
<ul style="list-style-type: none"> Letter Invitation (1 original, or printed copy of email) 	Service Provider or End-User
<ul style="list-style-type: none"> Special Order (1 photocopy) 	Secretary or Undersecretary, DENR Central Office, or End-user
3. Mandatory Expenses	
A. Water and Electricity	



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> Billing Statement/Statement of Account (1 Original) 	Electricity and Water Service Provider (Meralco and Manila Water)
B. Communication/Telephone Expenses	
<ul style="list-style-type: none"> Billing Statement/Statement of Account (1 Original) 	Telecommunication Service Providers (e.g. PLDT/ Smart/ Globe)
<ul style="list-style-type: none"> Certification that Phone calls are Official in Nature (1 Original) 	General Services Division (GSD)
<ul style="list-style-type: none"> Contract (1 certified copy) 	Service Provider or Requesting Party (c/o BAC-PSMD)
<ul style="list-style-type: none"> Annual Procurement Plan (APP) (1 certified copy) 	Procurement Unit or Section (c/o BAC-PSMD)
C. Gasoline	
<ul style="list-style-type: none"> Billing Statement /Statement of Account (1 Original) 	Gasoline Service Center
<ul style="list-style-type: none"> Vehicle Trip Ticket (1 Original) 	Motorpool Section, General Services Division (GSD)
<ul style="list-style-type: none"> Charge Invoice (1 Original) 	Gasoline Service Center
<ul style="list-style-type: none"> Daily Trip Record (1 Original) 	General Services Division (GSD)
<ul style="list-style-type: none"> Requisition & Issue Slip (1 original) 	Motorpool Section-General Services Division (GSD)
<ul style="list-style-type: none"> BAC Resolution, if first payment (1 certified true copy) 	Procurement Management Section-PSMD
D. Janitorial Services	
<ul style="list-style-type: none"> Duly signed and notarized Contract with Certificate of Availability of Funds, if first payment (1 certified true copy) 	Property and Supply Management Division (PSMD)
<ul style="list-style-type: none"> Billing Statement/Statement of Account (1 original) 	Janitorial Service Provider
<ul style="list-style-type: none"> Duly approved Daily Time Record (1 original) 	Janitorial Service Provider
<ul style="list-style-type: none"> Certification of Service Rendered (1 original) 	General Services Division (GSD)
<ul style="list-style-type: none"> Duly approved Attendance Sheet with total number of hours/days worked by individual janitors (1 original) 	Janitorial Service Provider
<ul style="list-style-type: none"> Letter Request for additional Janitorial Personnel, if applicable (1 original) 	Requesting Party



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
• BAC Resolution, if first payment (1 certified true copy)	Procurement Management Section-PSMD
• Notice to Proceed, if first payment (1 original)	Property and Supply Management Division (PSMD)
• Notice of Award, if first payment (1 original)	Property and Supply Management Division (PSMD)
• Approved PPMP, if first payment (1 photocopy)	End-user or Property and Supply Management Division (PSMD)
• Purchase Request, if first payment (1 original)	End-user
• Payroll Register (1 certified copy)	Janitorial Service Provider
E. Security Services	
• Duly signed and notarized Contract with Certificate of Availability of Funds, if first payment (1 certified true copy)	Property and Supply Management Division (PSMD)
• Billing Statement/Statement of Account (1 original)	Security Service Provider
• Duly approved Daily Time Record (1 original)	Security Service Provider
• Certification of Service Rendered (1 original)	General Services Division (GSD)
• Duly approved Attendance Sheet with total number of hours/days worked by individual security guards (1 original)	Security Service Provider
• BAC Resolution, if first payment (1 certified true copy)	Procurement Management Section-PSMD
• Terms of Reference (1 Photocopy)	Property and Supply Management Division (PSMD)
• Notice to Proceed, if first payment (1 original)	Property and Supply Management Division (PSMD)
• Notice of Award, if first payment (1 original)	Property and Supply Management Division (PSMD)
• Approved PPMP, if first payment (1 photocopy)	End-user or Property and Supply Management Division (PSMD)
• Purchase Request, if first payment (1 original)	End-user



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> Payroll Register (1 certified copy) 	Security Agency
4. Salaries of Individuals Hired under Contract of Service (COS)	
<ul style="list-style-type: none"> Contract duly signed, notarized with certificate of availability of funds (1 original copy and 2 certified true copies for first claim) 	Concerned Employee or Requesting Party
<ul style="list-style-type: none"> Accomplishment Report approved by Requesting Party (1 original copy) 	Concerned Employee
<ul style="list-style-type: none"> Approved Daily Time Record and duly verified by Personnel Division (1 original copy) 	Concerned Employee
5. Consultancy Services	
<ul style="list-style-type: none"> Approved Purchase Request (1 original) 	Concerned Employee/Requesting Party
<ul style="list-style-type: none"> Three (3) Quotations (1 original) 	Property and Supply Management Division (PSMD)
<ul style="list-style-type: none"> Abstract of Quotation duly noted by Head of Office and Approved by Director's Level (1 Original) 	Property and Supply Management Division (PSMD)
<ul style="list-style-type: none"> Request for Quotation, if first payment (1 certified true copy) 	Procurement Management Section-PSMD
<ul style="list-style-type: none"> BAC Resolution, if first payment (1 certified true copy) 	Procurement Management Section-PSMD
<ul style="list-style-type: none"> PhilGEPS Posting Reference Number & Award Notice Abstract (for transactions amounting to more than P50,000.00), if first payment (1 original) 	Procurement Management Section – PSMD, and PhilGEPS
<ul style="list-style-type: none"> Notice of Award, if first payment (1 original) 	Property and Supply Management Division (PSMD)
<ul style="list-style-type: none"> Signed and notarized contract with Certificate of Availability of Funds (1 certified copy) 	Property and Supply Management Division (PSMD)
<ul style="list-style-type: none"> Notice to Proceed, if first payment (1 original) 	Property and Supply Management Division (PSMD)
<ul style="list-style-type: none"> Terms of Reference, if first payment (1 original) 	Consultant



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> Approved Expected Outputs/deliverables, if first payment (1 original) 	Consultant and Requesting Party
<ul style="list-style-type: none"> Copy of Approved Manning Schedule, if first payment (1 original) 	Consultant
<ul style="list-style-type: none"> Copy of Curriculum Vitae of the Consultants & staff, if first payment (1 original) 	Consultant
<ul style="list-style-type: none"> Approved Project Procurement Management Plan (PPMP) / Supplemental Project Procurement Management Plan (SPPMP), if first payment(1 photocopy) 	Requesting Party
<ul style="list-style-type: none"> Approved Consultancy Progress/Final Reports (1 original) 	Consultant/Concerned Office
<ul style="list-style-type: none"> Progress/Final Billing (1 original) 	Consultant
<ul style="list-style-type: none"> Letter Intent/Proposal, if first payment (1 original) 	Service Provider
<ul style="list-style-type: none"> Letter request for payment (1 original) 	Consultant
6. Cash Advances (Except for Travels)	
<ul style="list-style-type: none"> Special Order for Special Disbursing Officer/Petty Cash Custodian (1 photocopy) 	Records Division/Designated Special Disbursing Officer (SDO)
<ul style="list-style-type: none"> Certification from the Accountant that previous cash advances have been liquidated (1 original) 	Accounting Division
<ul style="list-style-type: none"> Fidelity Bond (1 photocopy) 	Designated Special Disbursement Officer (SDO)
7. Replenishment of Cash Advances	
<ul style="list-style-type: none"> Special Order, if first payment (1 photocopy) 	Records Division
<ul style="list-style-type: none"> Official Receipts/Sales Invoices (1 original) 	Supplier
<ul style="list-style-type: none"> Replenishment Report (1 original) 	Concerned Special Disbursing Officer (SDO)
<ul style="list-style-type: none"> Approved Purchase Request (1 original) 	Requesting Party/Concerned Office
<ul style="list-style-type: none"> Certificate of Emergency Purchase (1 original) 	Requesting Party/Concerned Office



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> • Certificate of Inspection and Acceptance (1 original) 	Inspection & Pre-Acceptance Committee (IPC)
<ul style="list-style-type: none"> • Report of Waste Materials, in case of repair (1 original) 	Property Management Section-PSMD
<ul style="list-style-type: none"> • Approved trip ticket for gasoline expenses (1 original) 	Motorpool Section-General Services Division
<ul style="list-style-type: none"> • Three (3) Quotations from suppliers (original) 	Suppliers
<ul style="list-style-type: none"> • Abstract of Quotations (1 original) 	Requesting Party/Concerned Office
8. Vehicle Repair and Maintenance, and Printing	
A. Repair and Maintenance of Motor Vehicles/Equipment	
<ul style="list-style-type: none"> • Duly signed Purchase Order (1 original) 	Supply Management Section - PSMD
<ul style="list-style-type: none"> • Pre-repair Evaluation/Inspection Report (1 original) 	Inspection & Pre-Acceptance Committee (IPC)
<ul style="list-style-type: none"> • Approved Job Order Request (1 original) 	Requesting Party/Administrative Service
<ul style="list-style-type: none"> • BAC Resolution (1 certified true copy) 	Procurement Management Section-PSMD
<ul style="list-style-type: none"> • Warranty Certificate (1 original) 	Service Provider
<ul style="list-style-type: none"> • Inspection & Acceptance Report (1 original) 	Inspection & Pre-Acceptance Committee (IPC)/PSMD
<ul style="list-style-type: none"> • Three (3) Quotations from Suppliers (1 original) 	Service Providers
<ul style="list-style-type: none"> • Abstract of Quotation duly noted by Head of Office and Approved by Director's Level (1 Original) 	Property and Supply Management Division (PSMD)
<ul style="list-style-type: none"> • Certificate of Acceptance (1 original) 	Concerned Requesting Party/Office
<ul style="list-style-type: none"> • Approved Project Procurement Management Plan (PPMP) (1 photocopy) 	Property Management Section-PSMD
B. Printing	
<ul style="list-style-type: none"> • Purchase Request (1 original) 	Requesting Party
<ul style="list-style-type: none"> • BAC Resolution (1 certified true copy) 	Procurement Management Section -PSMD
<ul style="list-style-type: none"> • Three (3) Quotations from suppliers (original) 	Suppliers



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
• Notice of Award (1 original)	Supply Management Section - PSMD
• Notice to Proceed (1 original)	Supply Management Section – PSMD/Administrative Service
• Request for Quotation (1 original)	Procurement Management Section-PSMD
• Abstract of Quotation duly noted by Head of Office and Approved by Director's Level (1 Original)	Property and Supply Management Division (PSMD)
• Certificate of Earmarking of Funds (1 original)	Budget Division
• Project Procurement Management Plan (PPMP) (1 photocopy)	Procurement Management Section-PSMD
• PhilGEPS Posting Reference Number & Award Notice Abstract (for transactions amounting to more than P50,000.00) (1 computer generated)	Supply Management Section - PSMD
9. Government Share for Mandatory Deductions	
• Payroll/List of Personnel with Corresponding amount of Government Share on GSIS, Pag-ibig, and PhilHealth) (1 original)	Personnel Division
10. Salaries and Wages (Regular Employees)	
A. First Salary	
• Duly approved Appointment (1 Certified True Copy)	Concerned Employee/ Personnel Division
• Oath of Office (1 Certified True Copy)	Concerned Employee/ Personnel Division
• Certificate of Assumption (1 Certified True Copy)	Concerned Employee/ Personnel Division
• Statement of Assets, Liabilities and Net Worth (1 Certified True Copy)	Concerned Employee/ Personnel Division
• Approved Daily Time Record and duly verified by Personnel Division (1 original)	Concerned Employee/ Personnel Division
• BIR Certificate of Registration (Form 1902) (1 certified true copy)	Concerned employee
• <i>Additional Requirements (for transferees from one government office to another):</i>	



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
o Office Clearance (1 Certified True Copy)	Concerned Employee
o Certificate of Available Leave Credits (1 original)	Personnel Division
o Service Record (1 original)	Personnel Division
o Certification of Last Salary Received (1 original copy)	Concerned Employee/From the Accounting Division/Unit of previous employer
o BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld) (1 certified true copy)	Concerned Employee/Accounting Division/Unit of previous employer
o Certificate of Available Leave Credits (1 original copy)	Concerned Employee/Personnel Division/Unit of previous employer
B. Salary (if deleted from the payroll)	
• Approved Daily Time Record (1 original)	Personnel Division
• Copy of Payroll (1 Certified True Copy)	Personnel Division
11. Allowances and Other Similar Expenses	
A. Special Counsel Allowance	
• Office Order/Designation/Letter of the OSG deputizing the claimant to appear in court as special counsel (1 photocopy)	Concerned Employee
• Certificate of Appearance issued by the Office of the Clerk of Court (1 original)	Office of the Clerk of Court
• Certification that the cases to be attended by the lawyer personnel are directly related to the nature/function of the particular office represented (1 original)	Legal Service
• Certification issued by the concerned lawyer and Agency Accountant that the amount being claimed is still within the limitation (1 original)	Legal Service/Accounting Division
• Certification that the case is not pursuant to Motion for Extension of postponement of hearing (1 original)	Legal Service



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
B. Loyalty Award Bonus	
• Certification of years in service (1 original)	Personnel Division
• Service Record (1 original)	Personnel Division
C. Step Increment/Salary Adjustment	
• Notice of Step Increment (NOSI) /Notice of Salary Adjustment (NOSA) (1 Certified True Copy)	Personnel Division
• Approved Appointment in case of promotion (1 Certified True Copy)	Malacañang Office/Personnel Division
• Certificate of Assumption of Duties in case of promotion (1 Certified True Copy)	Personnel Division
D. Monetization	
• Special Allotment Release Order (SARO) (1 Certified True Copy)	Department of Budget and Management (DBM)
• Notice of Cash Allocation (NCA) (1 Certified True Copy)	Department of Budget and Management (DBM)
• Matrix of Computation, if applicable (1 original)	Personnel Division
• Application for Leave with Certification of Available Leave Credits (1 Certified True Copy)	Concerned Employee/ Personnel Division
• Updated Leave Card (1 Certified True Copy)	Personnel Division
• Notice of Step Increment (NOSI), if applicable (1 Certified True Copy)	Personnel Division
• Service Record (1 Certified True Copy)	Personnel Division
• Approved leave application (10 days) with leave credit balance certified by the Human Resource Office (1 original)	Personnel Division



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> Request for leave covering more than 10 days duly approved by the head of Agency (if more than 10 days) (1 original) 	Concerned personnel
<ul style="list-style-type: none"> Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs for monetization of 50% or more (1 original) 	Concerned personnel/Hospital original
<ul style="list-style-type: none"> Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc. (1 original) 	Concerned employee/concerned Barangay Original
E. Terminal Leave	
<ul style="list-style-type: none"> Special Allotment Release Order (SARO) (1 Certified True Copy) 	Department of Budget and Management (DBM)
<ul style="list-style-type: none"> Notice of Cash Allocation (NCA) (1 Certified True Copy) 	Department of Budget and Management (DBM)
<ul style="list-style-type: none"> Clearance from money, property and legal accountability from the office of current assignment (1 original) 	Concerned personnel/All concerned offices
<ul style="list-style-type: none"> Certified photocopy of employees leave card as at last date of service duly audited by Personnel Division and COA (1 photocopy) 	Personnel Division
<ul style="list-style-type: none"> Certificate of leave credits issued by (1 original) 	Personnel Division
<ul style="list-style-type: none"> Approved leave application (1 original) 	Personnel Division
<ul style="list-style-type: none"> Complete service record (1 original) 	Personnel Division
<ul style="list-style-type: none"> Statement of Assets, Liabilities and Net Worth (SALN) (1 original) 	Concerned Employee
<ul style="list-style-type: none"> Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if the salary under the last appointment is not the highest (1 original) 	Personnel
<ul style="list-style-type: none"> Certificate of Available Leave Credits (1 original) 	Personnel
<ul style="list-style-type: none"> Applicant's authorization (in affidavit form) to deduct all financial obligations with the agency (1 original) 	Concerned Employee



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> Affidavit of applicant that is no pending criminal investigation or prosecution against him/her (1 original) 	Legal Affairs Service
<ul style="list-style-type: none"> In case of resignation, employee's letter resignation duly accepted by the Head of Agency(1 original) 	Concerned personnel
<ul style="list-style-type: none"> Ombudsman clearance per COA Circular 2013-001 (1 original) 	Ombudsman
<ul style="list-style-type: none"> <i>Additional requirements, if applicable:</i> 	
<ul style="list-style-type: none"> Death certificate authenticated by PSA (1 original) 	Philippine Statistics Authority
<ul style="list-style-type: none"> Marriage contract authenticated by PSA (1 original) 	Philippine Statistics Authority
<ul style="list-style-type: none"> Birth Certificate of all surviving legal heirs authenticated by PSA (1 original) 	Philippine Statistics Authority
<ul style="list-style-type: none"> Designation of next of kin (1 original) 	Authorized claimant
<ul style="list-style-type: none"> Waiver of rights of children 18 years old and above (1 original) 	Authorized claimant
12. Inter-Agency Fund Transfer	
<ul style="list-style-type: none"> Approved Work and Financial Plan (1 certified true copy) 	Implementing Agency
<ul style="list-style-type: none"> Signed and notarized contract with Certificate of Availability of Funds (1 certified true copy) 	Implementing Agency
<ul style="list-style-type: none"> Certification from the Accountant that funds previously transferred has been liquidated (1 original) 	Accounting Division
<ul style="list-style-type: none"> Approved Project Expenditures or Estimated Expenses indicating the project objective and expected output (1 original) 	Implementing Agency
13. Procurement through Public Bidding (Infrastructure, Goods/Services, Consulting Services)	
A. Basic Requirements for all types of procurement through public bidding:	
<ul style="list-style-type: none"> Approved Purchased Request (1 original) 	End-user Unit
<ul style="list-style-type: none"> Approved S/PPMP (1 photocopy) 	End-User Unit
<ul style="list-style-type: none"> Approved APP and any amendment thereto (1 photocopy) 	BAC Secretariat (Procurement Mgt. Section-PSMD)



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> • Certificate of Earmarking of Funds (1 original) 	Budget Division
<ul style="list-style-type: none"> • BAC Resolution recommending Mode of Procurement, as <i>applicable</i> (1 certified photocopy) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> • Approved Contract supported by the following documents: (1 original) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> o Minutes of Pre-procurement Conference (1 original) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> o Approved Invitation to Bid/Request for Expression of Interest (1 certified true copy) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> o Copy of Advertisement of Invitation to Bid/Request for Expression of Interest (PhilGEPS Posting) (1 certified true copy) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> o Bidding Documents which includes a complete set of approved plans/drawings and technical specifications for infrastructure projects, complete technical description for goods and Terms of Reference (TOR) for consulting services. (1certified true copy) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> o Minutes of Pre-bid Conference (1 certified true copy copy) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> o Supplemental/Bid Bulletins, if any (1 certified true copy) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> o Bidder's Technical and Financial Proposals (1 certified true copy) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> o Minutes of Bid Opening (1 certified true copy) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> o Abstract of Bids (1 certified true copy) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> o Notice of Single/Lowest Calculated Bid (1 certified true copy) 	BAC Secretariat (PrMS-PSMD)



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
o Post-qualification Evaluation Report of the BAC-TWG (1 certified true copy)	BAC Secretariat (PrMS-PSMD)
o Notice of Post-Qualification (1 certified true copy)	BAC Secretariat (PrMS-PSMD)
o BAC Resolution declaring Single/Lowest Calculated Bid and Recommending Award of Contract approved by the HOPE (1 certified true copy)	BAC Secretariat (PrMS-PSMD)
o Notice of Award (1 original copy for first payment)	BAC Secretariat (PrMS-PSMD)
o Performance Security (1 original copy)	BAC Secretariat (PrMS-PSMD)
o Notice to Proceed (1 original copy for first payment)	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> • Copy of the Approved PERT/CPM Network Diagram and computations of contract time (<i>for infrastructure projects</i>) (1 certified true copy) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> • Detailed Breakdown of the Contract Cost (1 certified true copy) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> • Ranking of Short-Listed Bidders for Consulting Services (1 certified true copy) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> • Printout copy of posting of Notice of Award, Notice to Proceed and Contract in the PhilGEPS (1 certified true copy) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> • Evidence of Invitation of Three (3) Observers in all stages of procurement process (1 certified true copy) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> • Copy of Memo to COA re Submission of Copy of Perfected Contract/PO with stamped received by COA (1 certified true copy) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> • Original Copy of Delivery Receipt 	Supplier/Contractor/Service Provider/Consultant
<ul style="list-style-type: none"> • Sales Invoice/Billing Invoice/Official Receipt (1 original copy) 	



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> Inspection and Acceptance Report, as applicable (1 original copy) 	Inspection and Pre-acceptance Committee
<ul style="list-style-type: none"> Certificate of Acceptance (1 original copy) 	End-user Unit
B. For the additional documentary requirements per transaction type, please refer to Sections 9.1.1 to 9.1.3 of the COA Circular No. 2012-01	
14. Procurement through Alternative Modes	
A. Basic Requirements Common to All Purchases under AMP	
<ul style="list-style-type: none"> Approved Purchased Request (1 original copy) 	End-user Unit
<ul style="list-style-type: none"> Approved S/PPMP (1 certified true copy) 	End-User Unit
<ul style="list-style-type: none"> Approved APP and any amendment there to (1 certified true copy) 	BAC Secretariat (Procurement Mgt. Section-PSMD)
<ul style="list-style-type: none"> Certificate of Earmarking of Funds (1 original copy) 	Budget Division
<ul style="list-style-type: none"> BAC Resolution recommending Mode of Procurement, <i>as applicable</i> (1 certified true copy) C/O DENREU – DENR Central Office 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> Proof of posting of Invitation or Request for Quotation/Request for Proposal in the PhilGEPS Website and at any conspicuous place (<i>if available</i>) for a period of three (3) calendar days [<i>in case of Shopping under Section 52.1 (b), Negotiated Procurement under Section 53.1 (two failed biddings) and 53.9 Small Value Procurement (SVP) with an ABC above PhP50,000.00</i>] (1 certified true copy) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> Abstract of Quotation (1 original) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> Duly approved Purchased Order/Letter Order/Contract (1 original) 	BAC Secretariat (PrMS-PSMD)



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> Performance Security <i>(for contracts under NP- Emergency Cases specifically Infrastructure Projects, NP-Take-over Contracts, Adjacent/Contiguous, NP-SVP Infrastructure Projects)</i> (1 original) 	Supplier/Contractor/Service Provider/Consultant
<ul style="list-style-type: none"> Warranty Security <i>(for contracts under Direct Contracting, NP- Repeat Order, NP-Two Failed Biddings except for Consulting Services, NP- Emergency Cases except for consulting services, NP- Take-over Contracts, Adjacent/Contiguous, NP-SVP except for Consulting Services)</i> (1 original) 	Supplier/Contractor/Service Provider
<ul style="list-style-type: none"> Proof of Posting of Notice of Award, Contract/PO, including the NTP if necessary, in the PhilGEPS Website and at any conspicuous place in the DENR premises <i>(if available)</i>, for contracts with ABC of above PhP50,000.00<i>(except in Shopping and Negotiated Procurement under Emergency Cases, Agency-to-Agency, and SVP)</i> (1 certified true copy) 	BAC Secretariat (PrMS-PSMD)
<ul style="list-style-type: none"> Original copy of Delivery Receipt (1 or more, if applicable) 	Supplier/Contractor/Service Provider/Consultant
<ul style="list-style-type: none"> Sales Invoice/Billing Invoice/Official Receipt (1 original) 	Supplier/Contractor/Service Provider/Consultant
<ul style="list-style-type: none"> Inspection and Acceptance Report, <i>as applicable</i> (1 original) 	Inspection and Pre-acceptance Committee
<ul style="list-style-type: none"> Certificate of Acceptance (1 original) 	End-user Unit
B. For the additional documentary requirements per transaction type, please refer to Sections 9.2.1 to 9.2.5 of the COA Circular No. 2012-01	

***Based on Commission on Audit (COA) Circular 2012-001 dated June 14, 2012 Revised Guidelines and Documentary Requirements for Common Government Transactions



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Budget Division				
1. Submit Disbursement Voucher (DV) and Obligation Request and Status (ORS) signed by the Head, Requesting Office/Authorized Representative with complete supporting Documents to Budget Division for review and evaluation	1. Receive and record in Logbook all DV and ORS with complete supporting documents, sort into categories and forward to concerned Processor or Controller assigned per Office	None	1 Hour	<i>Receiving / Releasing Clerk Budget Division</i>
1.1 None	1.1 Review/check the accuracy of the prepared DV and ORS and the completeness of the supporting documents. Verify availability of allotment, encode in the ORS system, indicate generated number in the ORS, and initial Box B and forward to the	None	5 Hours (Complex) 2 Days and 3 Hours (Highly Technical)	<i>Processor/Controller Budget Division</i>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Chief/Assistant Chief/ Section Chief, Budget Division in accordance with Manual of Approval.			
1.2 None	1.2 Review and Sign Box B of ORS and forward to Receiving and Releasing Clerk.	None	<p>5 Hours (Complex)</p> <p>2 Days and 3 Hours (Highly Technical)</p>	<p>Chief/Designated In-Charge (No limit)</p> <p>Assistant Chief/ Designated Assistant Chief (Up to Php 2,000,000.00)</p> <p>Administrative Officer V/ Designated Section Chief (Up to Php 200,000.00)</p> <p>Administrative Officer IV (Up to Php 10,000.00)</p> <p>Budget Division</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.3 None	1.3 Batch up several DV and ORS into categories per kind of claim and forward to Accounting Division.	None	1 Hour	<i>Receiving/Releasing Clerk</i> <i>Budget Division</i>
Accounting Division				
1.4 None	1.4. Receive DV/Payroll with signed ORS and supporting documents (SDs).	None	2 hours and 30 minutes	<i>Administrative Assistant</i> <i>Accounting Division</i>
1.5 None	1.5. Stamp "Received", indicate time and date of receipt and initials on the received portion of the DV	None		
1.6 None	1.6. Assigns DV/Payroll number.	None		
1.7 None	1.7. Record in the logbook the DV number and date, name of payee, particulars and amount.	None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.8 None	1.8. Attach and accomplish the Accounting Division Document Tracking (AD-DT) by indicating the payee name, number, date and amount of DV/Payroll, date, time of receipt	None		
1.9 None	1.9. Forward DVs with signed ORS, AD-DT and supporting documents to the designated staff for encoding in the Disbursement database.	None	1 hour and 30 minutes	Administrative Assistant, Accounting Division
1.10 None	1.10. Forward the document to designated staff for processing.	None		
1.11 None	1.11. Indicate the date and time of receipt in the AD-DT	None	4 hours (Complex) 1 day and 5 hours (Highly Technical)	Administrative Assistant Accountant I Accountant II Accounting Division
1.12 None	1.12. Process DVs as to completeness and propriety of supporting documents,	None		
1.13 None	1.13. Compute for applicable taxes, if any.	None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.14 None	1.14. Prepare Certificate of Taxes Withheld (BIR Form 2307), if applicable.	None		
1.15 None	1.15. Prepare Accounting Entries in Box B of DV.	None		
1.16 None	1.16. Affix initial in Box C of DV.	None		
1.17 None	1.17. Accomplish the AD-DT by indicating the date and time when the processing was completed	None		
1.18 None	1.18. Forward DVs with approved ORS, AD-DT and supporting documents to the designated staff for indexing.	None		
1.19 None	1.19. Indicate the date and time of receipt in the AD-DT	None	2 hours	<i>Administrative Assistant</i> Accounting Division
1.20 None	1.20. Record DV date and number, particulars and amount in individual index of payment.	None		



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.21 None	1.21. Affix initial in Box C of DV.	None		
1.22 None	1.22. Accomplish the AD-DT by indicating the date and time when the indexing was completed.	None		
1.23 None	1.23. Forward DVs with approved ORS, AD-DT with SDs to the Chief Accountant/ Asst. Chief Accountant / Chief Disbursement Section for review and signature in Box C.	None		
1.24 None	1.24. Indicate the date and time of receipt in the AD-DT	None	5 hours (Complex) 2 days and 4hours (Highly Technical)	<i>Accountant II (up to Php 20,000.00)</i> <i>Accountant III - Chief, Disbursement Section (up to Php 200,000.00)</i> <i>Accountant IV -</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.25 None	1.25. Review DVs with approved ORS and SDs	None		<i>Assistant Division Chief/Designated Assistant Division Chief (up to Php 2M)</i> <i>Department Chief Accountant/In-Charge Accounting Division (No limit)</i> Accounting Division
1.26 None	1.26. Sign/Certify Box C of DV based on the Manual of Authorities.	None		
1.27 None	1.27. Accomplish the AD-DT by indicating the date and time of approval.	None		
1.28 None	1.28. Forward the duly signed DVs and SDS to the Releasing Staff.	None		
1.29 None	1.29. Indicate the date and time of release in the AD-DT and detach the same.	None	1 hour	<i>Administrative Assistant Accounting Division</i>
1.30 None	1.30. Forward the AD-DT to assigned staff for encoding in the disbursement database.	None		
1.31 None	1.31. Stamp "Released"; indicate time and date in the DV.	None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.32 None	1.32. Release the duly signed DVs together with complete SDs to Approving Authority.	None		
Office of Approving Authority per Manual of Authority				
1.33 None	<p>1.33. Receive signed DV, approved ORS and supporting documents. Record in logbook. Forward to approving authority for signature and approval</p> <p>Record in logbook.</p> <p>Forward to approving authority for signature and approval.</p>	None	30 min.	<p>Receiving/Releasing Clerk</p> <p>Office of the Approving Authority based on Manual of Authorities, as follows:</p> <p>Personnel Services <i>Director HRDS/AS/FMS or ASEC HR/Admin/Finance or Designated OIC (Regardless of amount)</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
				<p>MOOE/CO <i>Director AS/FMS or Designated OIC (up to Php 5M)</i></p> <p><i>Supervising ASEC or ASEC Admin/Finance or Designated OIC (up to Php 20M)</i></p> <p><i>Supervising USEC or USEC Finance or Secretary or Designated OIC (Regardless of amount)</i></p> <p>Transfer of Funds <i>Director FMS/AS or Designated OIC (up to Php 5M)</i></p> <p><i>ASEC Finance/Admin or Designated OIC (up to Php 20M)</i></p> <p><i>USEC Finance or Secretary or Designated OIC (Regardless of Amount)</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
				Remittance-PS Director FMS/AS or Designated OIC (Regardless of Amount)
1.34 None	1.34. Receive documents, review, and sign Box D of DV. Forward to Receiving/Releasing Clerk.	None	7 hours (complex) 3 days & 7 hours (highly technical)	Approving Authority based on Manual of Authorities
1.35 None	1.35. Release approved DV to the Accounting Division	None	30 minutes	Receiving/Releasing Clerk Office of Approving Authority based on Manual of Authorities
Accounting Division				
1.36 None	1.36. Receive signed DV, ORS and supporting documents.		1 hour	Administrative Assistant Accounting Division
1.37 None	1.37. Prepares ADA and forwards to the approving Officer		2 hours and 30 minutes	Administrative Assistant Accounting Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.38 None	1.38. Approving Officer reviews and signs ADA		2 hours (complex) 4 hours (highly technical)	<i>Accountant II</i> <i>(up to Php 20,000.00)</i> <i>Accountant III - Chief, Disbursement Section</i> <i>(up to Php 200,000.00)</i> <i>Accountant IV - Assistant Division Chief/Designated Assistant Division Chief (up to Php 2,000,000.00)</i> <i>Department Chief Accountant/In-Charge Accounting Division (No limit)</i> Accounting Division
1.39 None	1.39. Released ADA to Cashier		30 minutes	<i>Administrative Assistant</i> Accounting Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Cashier Section				
1.40 None	<p>1.40. Receive and record in Logbook the approved LDDAP-ADA, DV, ORS and/or other supporting documents.</p> <p>Check completeness of signatories on the DVs, ORS and/or LDDAP-ADA and forward to concerned Cashier Staff.</p>	None	30 minutes	<i>Receiving/Releasing Clerk (Administrative Assistant) Cashier Unit</i>
1.41 None	<p>1.41. Check the account/funding source and balance of Notice of Cash Allocation (NCA) against amount of the DV.</p> <p>Prepare Check and record in the Check and Advice to Debit Account Disbursement Record (CkADADRec.)</p>	None	30 minutes	<i>Cashier Staff (Cashier I) Cashier Unit</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.42 None	1.42. Prepare Advice of Checks Issued and Cancelled for Checks and LDDAP-ADA (ACIC).	None	1 hour	<i>Cashier Staff (Cashier I) Cashier Unit</i>
1.43 None	1.43. Record Check/LDDAP-ADA particulars in the Index of Payment and indicate Check/LDDAP-ADA number, date, bank name and account number in the portion E of the DV.	None	1 hour	<i>Administrative Assistant Cashier Unit</i>
1.44 None	1.44. Review and sign the Check and the ADA portion of LDDAP-ADA, and ACIC.	None	1 hour	<i>Chief Cashier Cashier Unit</i>
1.45 None	1.45. Record in the Logbook and forward Check/LDDAP-ADA with supporting documents and corresponding ACIC to Approving Officials based on Manual of Authorities.	None	30 minutes	<i>Receiving/Releasing Clerk (Administrative Assistant) Cashier Unit</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Office of Approving Authority				
1.46 None	1.46. Receive Check/ADA, DV and other supporting documents and corresponding ACIC from Cashier Section.	None	30 minutes	<p>Receiving/Releasing Clerk</p> <p>Office of the Approving Authority based on Manual of Authorities</p> <p>LDDAP Personnel Services <i>Director FMS/AS or Designated OIC (Regardless of amount)</i></p> <p>MOOE/CO <i>Director FMS/AS or Designated OIC (up to Php 5M)</i></p> <p><i>ASEC Finance or Designated OIC (up to Php 20M)</i></p> <p><i>USEC Finance or Secretary or Designated OIC (Regardless of amount)</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
				CHECKS/ADA Personnel Services <i>Director FMS/AS or Designated OIC (Regardless of amount)</i> MOOE/CO <i>Director AS/FMS or Designated OIC (up to Php 5M)</i> <i>ASEC Admin/Finance or Designated OIC (up to Php 20M)</i> <i>USEC Admin/Finance or Secretary or Designated OIC (Regardless of amount)</i>
1.47 None	1.47. Countersign Check and approve the LDDAP-ADA based on Manual of Authorities, and corresponding ACIC.	None	5 hours (complex) 3 days & 7 hours (Highly technical)	Approving Authority based on Manual of Authorities



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.48 None	1.48. Forward the signed/ approved Check/LDDAP- ADA with supporting documents and corresponding ACIC to cashier Unit.	None	30 minutes	Receiving/Releasing Clerk Office of the Approving Authority based on Manual of Authorities
1.49 None	1.49. Received the approved LDDAP-ADA with supporting documents and the corresponding ACIC and records in the Logbook. For checks, receive the signed checks, DV and supporting documents and the corresponding ACIC and records the particular in the check register	None	30 minutes	Cashier Staff Cashier Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.50 None	<p>1.50. Prepare the receiving copy and soft copy of LDDAP- ADA and the corresponding ACIC for check and LDDAP-ADA to be forwarded to LBP</p> <p>For checks, receive the signed checks, DV and supporting documents and the corresponding ACIC and records the particular in the check register</p>	None	2 hours and 30 minutes	<p><i>Cashier Staff</i> Cashier Unit</p>
1.51 None	<p>1.51. For LDDAP-ADA, credit amount to respective accounts.</p> <p>For checks, clear for funding and ready for encashment/deposit to assigned account.</p>	None	Not earlier than 24 hours but not later than 48 hours	<p><i>Staff</i> Land Bank of the Philippines</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.52 None	1.52. Inform the claimants/payee that the check is ready for pick-up/ the LDDAP-ADA was forwarded to the bank and to issue OR and to receive the Tax Certificate upon crediting payment to their account.	None	20 minutes	<i>Cashier Staff</i> Cashier Unit
1.53 None	1.53. For Checks, release Check and Tax Certificate to the payee and sign the box D portion of the DV and attach the OR to the DV.	None	10 minutes	<i>Cashier Staff</i> Cashier Unit
2. Receive check and sign Box E of the DV (Checks) or Check bank account (LDDAP-ADA). Issue Official Receipt to Cashier, and pick up tax certificate, if		None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
applicable. Sign in box E of DV (LDDAP-ADA).				
	TOTAL	None	Complex	7 working days
			Highly Technical	20 working days

Note:

1. Processing time is on the assumption that all documents are complete and proper and that no other matters/ meetings are attended to by the signatories.
2. Processing time excludes 24 to 48 bank waiting hours

CLASSIFICATION:

*Complex Transactions	
<ul style="list-style-type: none"> • Remittances of Contributions and Loan Payments to Agencies for Mandatory Deductions and Various Lending/Financing Institutions • Water/Electricity Expenses • Registration fees for Seminar/Workshop • Funding Checks • Land Bank (for salaries and other personnel benefits of permanent employees and payment for service rendered of individuals hired under contract of service) • Payroll for Services rendered under Contract of Service (as to processing of payment by Accounting Division) 	<ul style="list-style-type: none"> • Registration and Insurance of Motor Vehicles (LTO / GSIS) • Honorarium • Catering Services • Laundry Expenses • Advertising Expenses • Special Counsel Allowances



****Highly Technical Transactions** (requires further verification, more time to process, bulk documents to validate, needs additional supporting documents, with tax implications)

- | | |
|---|---|
| <ul style="list-style-type: none">● Payroll Salaries, wages, and other personnel benefits (RATA, etc.) and compensation of permanent● Payroll for Services rendered under Contract of Service (as to issuance of ORS by Budget Division)● Janitorial/Security Services● Travelling Expenses – Pre-travel and Reimbursement (Local and Foreign)● Replenishment of Petty Cash● Fuel, Oil and Lubricants Expenses● Communication and Telephone Expenses● Courier Expenses (JRS)● Hotel and Accommodation● Subscription Expenses (including Newspaper) | <ul style="list-style-type: none">● Purchase of Supplies and Equipment● Repairs and Maintenance of Building, Motor Vehicle, Equipment etc.● Construction of Buildings and Other Structures● Consultancy – Individual and Firms● Lease of Real Property and Venue● Inter-agency Fund Transfer● Grant of Cash Advance for Special Disbursing Officers● Printing and Publication● Rental (printer/copier)● Training and Scholarship Expenses● Plane fare |
|---|---|



CITIZEN'S CHARTER NO. CO-AF-08. PREPARATION AND ISSUANCE OF CERTIFICATE OF REMITTANCES FOR CONTRIBUTIONS AND LOAN PAYMENTS

The Certificate of Remittance is an official document issued by the Accounting Division for officials and employees requesting proof of payments for all remittance of mandatory deductions and loan payments made to Lending and Financing Institutions:

1. Government Service Insurance System (GSIS)
2. Philippine Health Insurance Contribution (Philhealth)
3. Home Development Mutual Fund/PAG-IBIG Fund
4. Mowel Fund
5. Project HOPE
6. DENREU

Office or Division:	Accounting Division-Financial and Management Service (AD-FMS), DENR Central Office	
Classification:	Simple (Loan)	
	Complex (Contributions)	
Type of Transaction:	G2G - Government to Business G2C - Government to Citizen	
Who may avail:	All Permanent, Casual and Contractual Personnel and Officials of DENR Central, Regional, Bureaus (including Central and Regional Offices) including those that are retired and transferred employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
None		None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request for issuance of Certificate of Remittances on Contributions and Loan Payments.	1. Record in the logbook the names of requesting officials and employees, period covered and type of certificate: Contribution and Amortization: <ul style="list-style-type: none"> • GSIS • Philhealth • PAG-IBIG • Mowel • Project HOPE • DENREU Loan Payment: <ul style="list-style-type: none"> • GSIS • PAG-IBIG 	None	30 min.	<i>Administrative Assistant</i> Accounting Division
1.1. None	1.1. Retrieve the Index of Payment and remittance file for reference. Prepare the Certificate and affix initial. Forward to concerned Section Chief for review and initial.	None	1 day (Loan) 3 days (Contribution)	<i>Administrative Assistant</i> Accounting Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.2. None	1.2. Review the Certificate and affix initial. Forward to the Dept. Chief Accountant for signature.	None	4 hours	<i>Accountant III</i> Remittance and Reconciliation Section, Accounting Division
1.3. None	1.3. Sign the Certificate and return to the staff in charge for releasing.	None	3 hours	<i>Department Chief Accountant</i> Accounting Division
1.4. None	1.4. Release the duly signed Certificate to concerned employees.	None	30 min.	<i>Administrative Assistant</i> Accounting Division
2. Receive Certificate.		None		
TOTAL:		None	Loan	2 days
			Contribution	4 days



DENR CENTRAL OFFICE
Administrative and Finance
(Internal Services)



CITIZEN'S CHARTER NO. CO-AF-10. ISSUANCE OF SUPPLIES AND MATERIALS

This process includes activities of **the Issuance Handling Unit (IHU), Supply Management Section (SMS), Property and Supply Management Division (PSMD)** from request for issuance of supplies and materials up to the issuance of the items to end-user/s.

Office/Division:	DENR Central Office - Issuance Handling Unit (IHU)-Supply Management Section (SMS)-Property and Supply Management Division (PSMD)		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government		
Who may Avail of the Service:	Internal/ DENR Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Requisition and Issue Slip (RIS) (1 original & 2 photocopies)		End-user/s	
2. Inventory Custodian Slip (ICS)/Property Acknowledgement Receipt (PAR) (Certified Photocopy)		Property Management Section, PSMD	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Prepare the Requisition Issue Slip (RIS) with attached Inventory Custodian Slip (ICS)/Property Acknowledgement Receipt (PAR), if necessary and forward to SMS, PSMD	1. Receive the RIS and ICS/PAR , if necessary.	None	10 min.	Administrative Assistant Issuance Handling Unit, Supply Management Section (SMS), Property and Supply Management Division (PSMD)
1.1. None	1.1. Review and approve the RIS .	None	10 min.	Chief, Supply Management Section (SMS), Property and Supply Management Division (PSMD)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.2. None	1.2. Prepare the supplies and materials for issuance and update the Bin Card (BC)/ Stock Card (SC)	None	15 min.	Administrative Assistant Issuance Handling Unit, SMS, PSMD
1.3. None	1.3. Inform the requestee of the supplies and materials availability for withdrawal.	None	10 min.	Administrative Assistant/ Data Management Officer Issuance Handling Unit, SMS, PSMD
1.4. None	1.4. Release the Supplies and Materials (PS & NPS Items) to end-user/s	None	15 min.	Unit Head Issuance Handling Unit, SMS, PSMD
2. Receive supplies and materials.	3. Ask for feedback on the service.	None	10 min.	Administrative Assistant Issuance Handling Unit, SMS, PSMD
4. Fill-out survey form.	5. Receive and file survey form.	None	5 min.	Administrative Assistant/ Data Management Officer Issuance Handling Unit/ Office of the Chief, SMS, PSMD
TOTAL:		None	1 hour & 15 min.	



CITIZEN'S CHARTER NO. CO-AF-12. ISSUANCE OF TRIP TICKET

This process shows procedures on how to ensure the effective system of transportation management of DENR Central Office vehicles.

Office or Division:	Motorpool Section (Ticketing Unit)-General Services Division, Administrative Service (GSD-AS), DENR Central Office		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All Employess and Officials of DENR Central Office and Attached Bureaus		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Vehicle Request Form (VRF) (1 original)		Motorpool Section-GSD	
2. Requisition Issue Slip (RIS) (1 photocopy)		Motorpool Section-GSD	
3. Travel Order, if applicable (1 photocopy)		Requesting Party	
4. Daily Trip Record (DTR) (1 original)		Motorpool Section-GSD	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish Vehicle Request Form (VRF)	1. Receive accomplished VRF and assess requirement.	None	10 min.	<i>Dispatcher</i> Motorpool Section-GSD-AS
1.1. None	1.1. Assign driver and vehicle based on requirement.	None	20 min.	<i>Dispatcher</i> Motorpool Section-GSD-AS
1.2. None	1.2. Affix initial on VRF.	None	3 min.	<i>OIC-Chief,</i> Motorpool Section-GSD-AS
1.3. None	1.3. Prepare and Record Trip Ticket and Travel Order	None	15 min.	<i>Administrative Aide VI</i> Motorpool Section-GSD-AS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	(outside Metro Manila) for Dispatch Driver.			
1.4. None	1.4. Inform the requesting party.	None	5 min.	<i>Dispatcher</i> Motorpool Section-GSD-AS
2. Pick-Up the Trip Ticket.		None	5 min.	<i>Driver</i> Motorpool Section-GSD-AS, or <i>Requesting Party</i>
3. Affix signature on Trip Ticket.	3. Accomplish Travel Order of the driver.	None	15 min.	<i>Administrative Aide VI</i> Motorpool Section-GSD-AS
4. Forward to Chief, GSD for approval of trip ticket.	4. Approve the Trip Ticket and forward Travel Order and Trip Ticket to the Office of the Director, AS.	None	15 min.	<i>OIC-Division Chief</i> GSD-AS
4.1. None	4.1. Receive the approved Trip Ticket and dry seal and record. Forward to Driver.	None	5 min.	<i>Administrative Aide I</i> Administrative Service
4.2. None	4.2. Secure Trip Ticket and Travel Order. Perform task/s.	None		<i>Driver</i> Motorpool Section-GSD-AS
TOTAL:		None	1 hour & 33 min.	



CITIZEN'S CHARTER NO. CO-AF-13. REQUEST FOR CCTV FOOTAGE

Footages from CCTVs installed in the compound of the DENR Central Office can be secured upon request of clients.

Office or Division:	Building and Grounds Maintenance Section (BGMS), General Services Division (GSD), Administrative Service (AS), DENR Central Office
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	All Permanent, Casual and Contractual Personnel and Officials of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), and Head of Attached Agencies
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
If footage from CCTV is needed	
Accomplished Request to Secure CCTV Footage Form from BGMS-GSD-AS (1 original)	CCTV Operations, BGMS-GSD-AS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Obtain Request Form.	1. Provide Request Form.	None	1 min.	<i>Project Support Staff</i> BGMS-GSD-AS
2. Accomplish request form. Request for recommendation from the Division Chief of GSD.	2. Assess Request to Secure CCTV Footage Form, particularly Reason of Request, and Affix signature on the Request to Secure CCTV Footage Form.	None	30 min.	<i>OIC Division Chief</i> GSD-AS
3. Request for approval from the Director of AS.	3. Assess Request to Secure CCTV Footage Form, particularly Reason of Request, and Affix signature	None	30 min.	<i>Director</i> AS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	on the Request to Secure CCTV Footage Form.			
4. Submit recommended and approved Request to Secure CCTV Footage Form.	4. Receive accomplished Request to Secure CCTV Footage Form.	None	3 min.	<i>Project Support Staff BGMS-GSD-AS</i>
4.1. None	4.1. Verify information on the Request to Secure CCTV Footage Form and signatures of the Division Chief of GSD and the Director of AS.	None	5 min.	<i>Project Support Staff BGMS-GSD-AS</i>
4.2. None	4.2. Identify CCTVs that have recorded the area of incidence and review footages of these CCTVs.	None	6 hours per 8-hour CCTV footage	<i>Project Support Staff BGMS-GSD-AS</i>
4.3. None	4.3. Generate copies of the identified CCTV footages.	None	4 hours per 8-hour CCTV footage	<i>Project Support Staff BGMS-GSD-AS</i>
4.4. None	4.4. Generate a copy of the selected footage of CCTV.	None	10 min.	<i>Project Support Staff BGMS-GSD-AS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
5. Receive and secure footage of CCTVs.				
6. Provide feedback regarding the service provided on the Request to Secure CCTV Footage Form.	6. Assign number and mark date on the Request to Secure CCTV Footage Form.	None	5 min.	<i>Project Support Staff</i> BGMS-GSD-AS
TOTAL:		None	1 day, 3 hour and 24 min. +*	

*turnaround time varies depending in the length of CCTV footage requested and/or reviewed



CITIZEN'S CHARTER NO. CO-AF-14. REQUEST FOR TECHNICAL SERVICES FROM BUILDING AND GROUNDS MAINTENANCE SECTION THROUGH JOB ORDER

A Job Order is a task scheduled or assigned to personnel with technical expertise, such as but not limited to electrical, carpentry, plumbing, and mechanical.

Office or Division:	Building and Grounds Maintenance Section, General Services Division, Administrative Service (BGMS-GSD-AS), DENR Central Office	
Classification:	Simple (Repair or replacement of fixture)	
	Complex (Repair of furniture & Construction of fixtures or furniture)	
	Highly Technical (Repair or replacement of utilities, including accessories & Repair or renovation of facilities)	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Officials of DENR Central Office and Head of Attached Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
If work requires technical expertise		
Accomplished Job Request Form from BGMS-GSD-AS (1 original)		Releasing counter, BGMS-GSD-AS
Additional if Construction of fixtures or furniture		
Working Drawings (1 photocopy)		Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME*	PERSONS RESPONSIBLE
1. Inform the BGMS regarding Job Request in detail.	1. Assign and inform personnel appropriate for the Job Order.	None	10 min.	<i>Administrative Assistant</i> BGMS-GSD-AS
1.1. None	1.1. Accomplish Job Request Form and verify information, such as nature of request and scope of work.	None	15 min.	<i>Carpenters, Electricians, and other Technical Experts</i> BGMS-GSD-AS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME*	PERSONS RESPONSIBLE
2. Confirm and accommodate assigned personnel.	2. Perform the task as reflected in the Job Order.	None	(A) 2 days (B) 4 days (C) 5 days (D) 10 days (E) 15 days See description below.	<i>Carpenters, Electricians, and other Technical Experts</i> BGMS-GSD-AS
3. Fill-out Job Request Form.	3. Release Job Request Form to the Client and ask for feedback.	None	1 min.	<i>Carpenters, Electricians, and other Technical Experts</i> BGMS-GSD-AS
3.1. None	3.1. Receive and assign Number.	None	10 min.	<i>EMS Project Support Staff or Office Support Staff</i> BGMS-GSD-AS
3.2. None	3.2. Affix signature.	None	2 min.	<i>OIC Section Chief</i> BGMS-GSD-AS
3.3. None	3.3. Assign Control Number.	None	5 min.	<i>EMS Project Support Staff or Office Support Staff</i> BGMS-GSD-AS
TOTAL:		None	A	2 days & 43 min.
			B	4 days & 43 min.
			C	5 days & 43 min.
			D	10 days & 43 min.
			E	15 days & 43 min.



Description of Services:

- (A) Repair or replacement of fixture
- (B) Repair of furniture
- (C) Construction of fixtures or furniture
- (D) Repair or replacement of utilities, including accessories
- (E) Repair or renovation of facilities

**Processing/turnaround time depends on the complexity and/or size of repairs/request.*



DENR CENTRAL OFFICE
Administrative and Finance
(External Services)



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

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

Office or Division:	Bids and Awards Committee (BAC) Secretariat, DENR Central Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Prospective Bidder/s			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Official Receipt (1 photocopy with accompanying original)			Cashier, DENR Central Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Present original and submit copy of Official Receipt as proof of payment as indicated in the invitation to bid (IB) of the Bidding Documents.	1. Receive copy of Official Receipt, and issue Copy of the Bidding Documents.	Please refer to the table of fees below.	10 min.	<i>BAC Secretariat</i> PSMD
2. Receive copy of Bidding Documents, register in the logbook and acknowledge receipt of Bidding Documents.	2. Maintain registry of Bidders who purchased the Bidding Documents.		10 min.	<i>BAC Secretariat</i> PSMD



	TOTAL:	Please refer to the table of fees below.	20 minutes
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**Fees of Bidding Documents based on Section 5.0, Appendix 8 of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.*

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



DENR CENTRAL OFFICE
Human Resource and Development
(Internal Services)



CITIZEN'S CHARTER NO. CO-HRDS-01. ISSUANCE OF PERSONAL TRAVEL AUTHORITY

This authority will be presented in the Immigration and serves as proof that the employee is authorized to travel abroad and with the approval of the Head of Agency or by the authorized officials.

Office or Division:	Personnel Division-Human Resource Development Service (PD-HRDS), DENR Central Office	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Plantilla appointees/Employees in the DENR	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved Leave form (1 original, except if the Requesting Party is from Regional Office and not a Division Chief in which case 1 photocopy or scanned copy is valid)		Requesting employee (form downloadable in the DENR website)
2. Certification that the travel will not hamper the operations (1 original, except if the Requesting Party is from Regional Office and not a Division Chief in which case 1 photocopy or scanned copy is valid)		Requesting employee
3. Endorsement of Head of Office (1 original, except if the Requesting Party is from Regional Office and not a Division Chief in which case 1 photocopy or scanned copy is valid)		Head of Office/Regional Executive Director
4. Request for personal travel authority form (1 original, except if the Requesting Party is from Regional Office and not a Division Chief in which case 1 photocopy or scanned copy is valid)		Requesting employee
Additional if the travel period is 30 days and more		
5. Office Clearance (1 original, except if the Requesting Party is from Regional Office and not a Division Chief in which case 1 photocopy or scanned copy is valid)		Requesting employee (form downloadable in the DENR website)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request for personal Travel Authority and requirements	1. Receive request from focal person, review completeness of requirements for request for personal Travel Authority.	None	10 min.	<i>Administrative Officer IV/ Administrative Assistant III PD-HRDS</i>
1.1. None	1.1 Prepare personal Travel Authority, print copy, affix initials and forward documents to Chief of Compensation, Benefits and Welfare Section.			
1.2. None	1.2 Review printed copy and attachments, affix initials if in order, and forward documents to Chief, Personnel Division	None	10 min.	<i>Chief, Compensation, Benefits and Welfare Section PD-HRDS</i>
1.3. None	1.3 Review personal Travel Authority, affix initials if in order, and forward documents to Director, HRDS	None	10 min.	<i>Chief, Personnel Division PD-HRDS</i>
1.4. None	1.4 Review documents, affix initials if in order, and forward documents to the Assistant Secretary for HRD	None	10 min.	<i>Director HRDS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.5. None	1.5 Review documents and sign Personal Travel Authority if in order. Forward the same to the Admin. Officer of HRDS for releasing.	None	10 min.	<i>Assistant Secretary supervising HRDS</i>
1.6. None	1.6 Send signed Personal Travel Authority to focal persons through email.	None	10 min.	<i>Administrative Officer IV / Administrative Assistant III PD-HRDS</i>
2. Receive through email, signed Personal Travel Authority.				
TOTAL:		None	1 hour	



CITIZEN'S CHARTER NO. CO-HRDS-02. ISSUANCE OF AUTHORITY TO ENGAGE IN LIMITED PRACTICE OF PROFESSION

This *Authority* is issued to authorize the DENR employee or official to engage in private (limited) practice of profession in accordance with Section 18 of CSC Memorandum Circular (MC) No. 15, s.1999 (*Additional Provisions and Amendments to CSC MC No. 40, s. 1998*), and R.A. 6713. The Authorization shall be renewed annually.

Office or Division:	Personnel Division-Human Resource Development Service (PD-HRDS), DENR Central Office	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Plantilla appointees/Employees in the DENR	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter request (1 Original)		Requesting employee
2. Endorsement from Head of Office/Regional Executive Director (1 Original)		Head of Office/ Regional Executive Director
Additional If Request is Authority to Teach		
3. Certification from the School with Class Schedule (1 Original)		Concerned school

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request for Authority to engage in limited Practice of Profession	1. Receive request, review completeness of supporting documents.	None	20 min.	Administrative Officer V PD-HRDS
1.1. None	1.1 Prepare memorandum endorsing request to the concerned Undersecretary together with the draft <i>Authority</i> , affix initials, and			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	forward the same to the Chief, PD-HRDS.			
1.2. None	1.2 Evaluate request and review draft transmittal and <i>Authority</i> . Affix initials if in order, and forward documents to the Director, HRDS.	None	1 day	<i>Chief</i> PD-HRDS
1.3. None	1.3 Review and evaluate documents. Affix initials if in order, and forward the same to the Assistant Secretary for HRD.	None		<i>Director</i> HRDS
1.4. None	1.4 Review and evaluate documents. Sign transmittal memo if in order, affix initials on the draft <i>Authority</i> , and forward documents to the concerned Undersecretary.	None	1 day	<i>Assistant Secretary</i> <i>supervising HRDS</i>
1.5. None	1.5 Review and evaluate documents. Sign <i>Authority</i> if in order and forward documents to the Personnel Division.	None	3 days	<i>Undersecretary</i> <i>supervising HRDS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.6. None	1.6 Send signed <i>Authority</i> through Records Management Division (through registered mail if the requesting party is from Regional, CENR, or PENR Office).	None	1 day	<i>Administrative Officer V</i> PD-HRDS <i>Administrative Officer/Staff</i> RMD-AS
2. Receive approved Authority.				
TOTAL:		None	6 days & 20 min.	



CITIZEN'S CHARTER NO. CO-HRDS-03. APPROVAL OF GSIS LOAN APPLICATION

All GSIS members in the DENR Central Office who met the requirements of the GSIS can apply a Loan.

Office or Division:	Personnel Division-Human Resource Development Service (PD-HRDS), DENR Central Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Plantilla appointees/Employees in the DENR
CHECKLIST OF REQUIREMENTS	
None	
WHERE TO SECURE	
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Requesting party applies first using the GSIS UMID card through GSIS Wireless Automated Processing System (GWAPS) kiosks, located in all GSIS branches, selected government agencies. *The Requesting party may also personally notify the AAOs of their application.	1. Agency authorized officers (AAOs) will check if there are applications for GSIS Loan by logging in using their account in the GWAPS Site: cert.gsis.gov.ph , daily and from time to time.	None	20 min.	<i>Supervising Administrative Officer</i> <i>or</i> <i>(Administrative Officer V)</i> PD-HRDS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.1. None	<p>1.1. The AAOs will record in the logbook, the application(s) for GSIS loan listed in the GWAPS Site.</p> <p>Information such as Application Name, GSIS ID/BP Number, Loan Type, Loan Term, and other details as may be deemed necessary, shall be recorded in said logbook.</p>			
1.2. None	<p>1.2. The AAOs will check manually using the Payroll and other record of the personnel division of the profile of the Requesting Party, whether the following standards are met:</p> <ul style="list-style-type: none"> a. That the net take home pay of the requesting party is sufficient to cover the regular monthly amortization of loan applied; b. That loan borrowers are in active service; c. That loan borrowers have no pending administrative 	None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	case and/or criminal charge; and d. That in case of separation from the service, the agency shall make the final payment to members only after clearance is obtained from GSIS.			
2. The Requesting Party wait for a text message from GSIS notifying them on the status of their loan application	2. If the above stated standards are met, AAOs will approve the application in the GWAPS site using their account. *GWAPS will automatically generate the application. A notification message will be sent to the requesting party through SMS informing them on the status of their loan application which will be done by the GSIS.	None		
TOTAL:		None	20 min.	



CITIZEN'S CHARTER NO. CO-HRDS-04. ISSUANCE OF CERTIFICATE OF EMPLOYMENT AND COMPENSATION

This certification is issued to authenticate the employment and compensation of the employee.

Office or Division:	Personnel Division-Human Resource Development Service (PD-HRDS), DENR Central Office		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government		
Who may avail:	Plantilla appointees/Employees in the DENR		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Contract of Service Personnel:	Copy of approved contracts	Requesting Personnel (Personal copy) / Accounting Division	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<p>1. Option A: Employee requests for Certification and enter necessary information in the logbook/ information sheet of the HRDS.</p> <p>Option B: (Online request) employee must send a request to the Personnel Division's designated email address and fill</p>	<p>1. Check if the entered data in the information sheet or gsheets is complete. Retrieve the employee's service card and copy of payroll. Then prepare and email the Certification to Section Chief for review.</p>	None	15 min.	<i>Administrative Assistant/ Administrative Officer PD-HRDS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
out the google request form.				
1.1. None	1.1 Review the Certification, affix initials and QR code and email or submit the Certification to the Personnel Division Chief.	None	15 min.	<i>Administrative Officer V</i> PD-HRDS
1.2. None	<p>1.2 Review the Certification, sign it and send/forward the same to the designated Personnel Division's email address and/or Administrative Assistant for releasing.</p> <p>Note: *For rank-and-file employees, approving authority is Chief of Personnel Division.</p> <p>*For Third Level employees, the recommending authority is Chief of Personnel Division and approving authority is the Director for HRDS</p>	None	15 min.	<p><i>Chief, Personnel Division</i> HRDS</p> <p><i>Director</i> HRDS</p>
2. None	2. Release Certification send via email or pick up (for printed request).	None	15 min.	<i>Administrative Assistant/ Administrative Officer</i> PD-HRDS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Employee Receive the Certification or acknowledge the email sent with the requested Certification.				
TOTAL:		None	1 hour	



CITIZEN'S CHARTER NO. CO-HRDS-05. ISSUANCE OF SERVICE RECORD

This is issued to certify the actual service rendered of the employee in the government service and in compliance with E.O. 54 dated August 10, 1954.

Office or Division:	Personnel Division-Human Resource Development Service (PD-HRDS), DENR Central Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Plantilla appointees/Employees in the DENR
CHECKLIST OF REQUIREMENTS	
None	
WHERE TO SECURE	
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<p>1. Option A: Employee/ Authorized staff of Official requests for Service Record and enter necessary information to the logbook/information sheet of the HRDS for such request.</p> <p>Option B: (Online request) employee must send a request to the Personnel Division's designated email address and fill</p>	<p>1. Check if the entered data in the information sheet or gsheet is complete. Retrieve the employee's/ official's service card. Prepare and email the Service Record to Section Chief for review.</p>	None	15 min.	<i>Administrative Assistant/ Administrative Officer PD-HRDS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
out the google request form.				
1.1. None	1.1 Review the Service Record, affix initial and QR code and submit/email to the Chief of Personnel Division.	None	15 min.	<i>Administrative Officer V</i> PD-HRDS
1.2. None	<p>1.2 Review the Service Record and sign it. Then, send the same to the designated Personnel Division's email address and/or Administrative Assistant for releasing.</p> <p>Note: *For rank-and-file employees, approving authority is Chief of Personnel Division.</p> <p>*For Third Level employees, the recommending authority is Chief of Personnel Division and approving authority is the Director for HRDS</p>	None	30 min.	<i>Chief, Personnel Division</i> HRDS <i>Director</i> HRDS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.3. None	1.3 Release Certification send via email or pick up (for printed request).	None		<i>Administrative Assistant/ Administrative Officer PD-HRDS</i>
2. Receive the Certification or acknowledge the email sent with the requested Service Record.				
TOTAL:		None	1 hour	



CITIZEN'S CHARTER NO. CO-HRDS-06. APPLICATION FOR LAND BANK LOAN SAVER

All DENR Central Office employees/official may opt to loan through Land Bank Loan Saver under North Avenue Branch.

Office or Division:	Personnel Division-Human Resource Development Service (PD-HRDS), DENR Central Office		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Plantilla appointees/Employees in the DENR		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
None		None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<p>1. Option A: Employee proceed to the Personnel Division and fills out request application for Land Bank Mobile Saver forms.</p> <p>Option B: (Online request) employee must send a request to the Personnel Division's designated email</p>	<p>1. Receive and record request. Check if filled out forms are in order.</p>	None	10 min.	<p><i>Administrative Assistant</i> V PD-HRDS</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
address and fill out the google form for Land Bank Loan Saver application form.				
1.1. None	<p>1.1. Validate information on record (position, net take home pay for the current month, mobile number, etc.).</p> <p>The Net take home pay for the current month of the Requesting Party must not be less than Php 5,000.00.</p> <p>Must be in the service for not less than one year and must not due for retirement in three (3) years.</p>			
1.2. None	1.2. Prepare Memorandum, White List and CD for transmittal (<i>If request is</i>	None	10 min.	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<i>in order and forms properly filled out).</i>			
1.3. None	1.3. Check if documents are in order and affix initials on the Memorandum for transmittal to the Land Bank of the Philippines (LBP) North Avenue Branch. Forward documents to the Chief of Personnel Division.	None	10 min.	
1.4. None	1.4. Check if documents are in order and affix initials on Memorandum for transmittal to the Land Bank of the Philippines (LBP) North Avenue Branch. Forward the same to the Director, HRDS.	None	10 min.	Chief, Personnel Division HRDS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.5. None	1.5. Sign transmittal letter to Land Bank of the Philippines (LBP) North Avenue Branch, and forward the documents to the Administrative Assistant for releasing.	None	10 min.	<i>Director</i> HRDS
1.6. None	1.6. Receive, check and record Memorandum in office logbook and hand carry the same Memorandum, CD/ White List to the LBP North Avenue Branch.	None	1 hour	<i>Administrative Assistant</i> V PD-HRDS
2. Employee receives text message from designated LBP network on details of action on loan application.				
TOTAL:		None	1 hour & 50 min.	



CHARTER NO. CO-HRDS-07. APPLICATION FOR ISSUANCE OF NOMINATION AND TRAVEL AUTHORITY FOR STUDY TRIPS

Issuance of Nomination and Travel Authority is done in compliance with Executive Order No. 77, as well as other administrative issuances by the Office of the President over the past decades.

The Travel Authority is an official document that grants government employees the permission to travel outside the country, while the Nomination Letter informs the sponsoring agencies/organizations who is authorized to participate or represent the office.

Office or Division:	Career Development Division-Human Resource Development Service (CDD-HRDS), DENR Central Office		
Classification:	Highly Technical		
Type of Transaction:	G2G-Government to Government		
Who may Avail of the Service:	All Permanent Employees and Officials of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices) and Attached Agencies		
Checklist of requirements		Where to secure	
1. Memorandum addressed to the Chair of the Human Resource Development Committee (HRDC) attention: HRDC Secretariat, endorsed by Head of Office with justification on how the travel complies with minimum criteria for travel pursuant to EO 77 and other DENR requirements. Division Chief and above must be concurred by supervising ASec and USec (1 original copy)		• Head of Office where applicant is reporting for duty Office of the supervising USEC/ASEC	
2. Resolution from HRDC counterpart (Region/Bureau/Attached Agency) nominating the applicant (1 original copy)		• Central Office/Region/Bureau/Attached Agency nominating the applicant	
3. Invitation letter disseminated by the DENR/sponsoring agency (1 original/printed/photocopy)		• DENR Central Office • Sponsoring Organization/ Agency	
4. Nomination letter from the head of agency and acceptance from the sponsoring agency (if applicable) (1 original copy)		• Head of Agency (Nomination) Sponsoring Agency (Acceptance)	
5. Service Record; (1 original copy)		• Personnel Division and its counterparts in the Region/Bureau/Attached Agency	



6. Certificate of No Pending Administrative Case (1 original copy)	<ul style="list-style-type: none"> Legal Division/Authorized signatory
7. Certification from the Director supervising Human Resources/Assistant Regional Director for Management Service/Assistant Director (Region/Bureau/Attached Agency) stating: (1 original copy) <ul style="list-style-type: none"> a. That the applicant has no pending scholarship nomination; b. That the nominee has not been a delinquent scholar from a previous scholarship grant; and c. That the nominee has submitted all the required reports from previous foreign travels 	<ul style="list-style-type: none"> Director supervising Human Resources/Assistant Regional Director for Management Service/Assistant Director (Region/Bureau/Attached Agency)
8. Updated Personal Data Sheet with work experience sheet, duly signed by authorized person administering Oath (1 original copy)	<ul style="list-style-type: none"> Requesting Party
9. Self-certification of official travel history (1 original copy)	<ul style="list-style-type: none"> Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request to CDD with complete documentary requirements.	1. Receive the foreign scholarship application, assess the completeness of the documentary requirements and attach a checklist. Applications with incomplete documentary requirements will be returned to the applicant/ concerned office with attached checklist.	None	10 min.	Staff CDD-HRDS
1.1. None	1.1. Conduct initial evaluation of the application documents.	None	50 min.	Chief/In-Charge, Action Officer CDD-HRDS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.2. None	1.2. Prepares the draft CSW (PowerPoint presentation, Notice of Meeting for the DENR Human Resource Development Committee (HRDC) members, and Resolution among others) for applications to be evaluated during the HRDC Meeting.	None	3 days & 5 hours	Action Officer CDD-HRDS
1.3. None	1.3. Review and comment further action on the CSW.	None	2 hours	Chief/In-Charge CDD-HRDS
1.4. None	1.4. Deliberate on the applications/requests presented by the HRDC Secretariat.	None	1 day	HRDC Committee HRDC Secretariat
1.5. None	1.5. Print the final draft of resolution for HRDC members to sign if there are no further revisions.	None	30 min.	HRDC Secretariat
1.6. None	1.6. Prepare the minutes of the meeting of the DENR Scholarship Committee, while the CDD Action Officer prepares the Covering Memorandum, Nomination letter, and the Memorandum for disapproved requests based on the result of the HRDC meeting.	None	1 hour	HRDC Secretariat Action Officer CDD-HRDS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.7. None	1.7. Perform final review and affix initial in the prepared Covering Memorandum, Nomination letter and the Memorandum for disapproved requests, then forward them to the releasing officer.	None	2 hours	<i>Chief/In-Charge CDD-HRDS</i>
1.8. None	1.8. Affix initial in the prepared Covering Memorandum, Nomination letter, and sign the Memorandum for disapproved requests.	None	1 day	<i>Director HRDS</i>
1.9. None	1.9. Sign the prepared Covering Memorandum, and affix initial in the Nomination letter.	None	1 day	<i>Assistant Secretary supervising HRDS</i>
1.10. None	1.10. Sign the Nomination letter. (A copy of the nomination letter is sent to the applicant.)	None	3 days	<i>Undersecretary supervising HRDS</i>
2. Receive a copy of the nomination letter.				
3. Provide HRDC Secretariat a copy of the acceptance letter from the Sponsoring Agency/Organizer.	3. Receive the copy of the Acceptance Letter and forward it to the CDD Action Officer.	None	2 days	<i>Staff CDD-HRDS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.1. None	1.1. Draft Covering Memorandum and Travel Authority. Prepare Scholarship Obligation Contract.	None	1 hour	Action Officer CDD-HRDS
3.2. None	1.2. Perform final review, and affix initial to the Covering Memorandum, Travel Authority and Service Obligation Contract.	None	2 hours	Chief/In-Charge CDD-HRDS
1.3. None	3.3. Sign the Covering Memorandum and Service Obligation Contract, and affix initial in the Travel Authority.	None	2 days	Undersecretary supervising HRDS
3.4. None	1.4. Sign the Travel Authority. The staff under the Office of the Secretary shall release it to HRDS.	None	5 days	Secretary DENR
1.5. None	3.5. Release signed copies of the documents to concerned parties and furnish a copy of the documents to the concerned office.	None	5 min.	Staff CDD-HRDS
4. Receive signed copy of the documents.		None		
	TOTAL:	None	19 days, 6 hours & 35 min.	



DENR CENTRAL OFFICE
Knowledge and Information System
(Internal Services)



CITIZEN'S CHARTER NO. CO-KISS-01. PROCESSING OF REQUEST FOR INFORMATION SYSTEM (IS) DEVELOPMENT

This service shows the procedures on the processing of request for Information System (IS) development. It covers the activities from the review and assessment of request/s for IS development up to the preparation of the assessment report for submission to the KISS Director.

Office or Division:	Information Systems Division-Knowledge and Information Systems Service (ISD-KISS), DENR Central Office		
Classification:	Highly Technical		
Type of Transaction:	G2G - Government to Government		
Who may avail:	DENR Central Office, Regional Offices, PENROs, CENROs, Bureaus, and Attached Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Memorandum for IS development request (1 original)		Requesting Party	
2. ISD Form UR2019-01		Through the link: https://forms.gle/CiKa2Rq4YqQ1GbACA	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Get and accomplish memo request, and submit form together with documentary requirements.	1. Receive and record the memo request and documentary requirements.	None	5 min.	<i>Sr. Administrative Assistant I / Records Management Assistant</i> ISD-KISS
1.1. None	1.1. Review request/s and assign a team for evaluation.	None	30 min.	<i>Division Chief</i> ISD-KISS
1.2. None	1.2. Conduct Systems Analysis/evaluation.	None	3 days	<i>Evaluation Team*</i> ISD-KISS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.3. None	1.4. Set initial meeting with the requesting office based on the availability of the requesting party.	None	1 day	<i>Evaluation Team</i> ISD-KISS
2. Receive notice of meeting.	3. Conduct meeting with requesting party.	None		
2.1. None	2.1. Prepare and Submit Systems Analysis/evaluation report to Division Chief.	None	3 days	<i>Evaluation Team</i> ISD-KISS
2.2. None	2.2. Review Systems Analysis/evaluation report. Coordinate with the evaluation team if there are comments, clarifications or queries. Otherwise, forward to Director, KISS for approval.	None	1 day (without comment) 2 days (with comment)	<i>Division Chief</i> ISD-KISS
2.3. None	2.3. Review evaluation report. Coordinate with ISD if there are comments, clarifications or queries. If there are no comments or the comments are already clarified, forward to ISD for	None	1 day (without comment) 5 days (with comment)	<i>Director</i> KISS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	the preparation of memorandum for/to the requesting Office.			
2.4. None	2.4. Prepare memorandum for the requesting party.	None	1 day	<i>Evaluation Team</i> ISD-KISS
2.5. None	2.5. Initial on the memorandum and forward to Director, KISS.	None		<i>Division Chief</i> ISD-KISS
2.6. None	2.6. Sign memorandum.	None	1 day	<i>Director</i> KISS
2.7. None	2.7. Forward memorandum to requesting party.	None	15 min.	<i>Receiving/Releasing Clerk</i> KISS
3. Receive memorandum.		None		
TOTAL:		None	Without Comment	11 days & 50 min.**
			With Comment	16 days & 50 min. **
			<i>Turn-around time does not include waiting time and is the minimum processing time up to twenty (20) working days</i>	



CITIZEN'S CHARTER NO. CO-KISS-02. IT TECHNICAL SUPPORT

This support serves as a proof in undertaking requests of personnel located within the DENR Central Office that needs IT assistance.

Office or Division:	Network Infrastructure Management Division (NIMD)-Knowledge and Information Systems Service, DENR Central Office
Classification:	Complex/Highly Technical*
Type of Transaction	G2G - Government to Government
Who may avail:	All Permanent, Casual and Contractual Personnel and Officials of DENR Central Office
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Incident Form or Accomplished Request Form	NIMD, DENR Central Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Contact IT Service Desk / and/or submit to NIMD personnel the accomplished request form.	1. Verify name, office and location of the end-user.	None	5 minutes	Service Desk NIMD-KISS
1.2. None	1.2 Gather details of the request and provide support or give suggestions and prepares service ticket number and provide to end-user.	None	15 minutes	Service Desk NIMD-KISS
1.2.1. None	1.2.1 If necessary, forward to Tech Support for next	None	10 minutes	Service Desk NIMD-KISS



	level of support or if onsite support is needed.			
1.3. None	1.3 Tech Support staff will call back end-user for verification or check the status/condition of the reported issue on the physical location.	None	2 hours	Technical Support NIMD-KISS
1.3.1. None	1.3.1 Escalate problems (when required) to the appropriate technician	None	15 minutes	Technical Support NIMD-KISS
1.3.2. None	1.3.2 Verify the steps taken and apply/make changes required on the issue.	None	1 hour	Escalation Support NIMD-KISS
1.3.3. None	1.3.3 (When needed) Reported concerns will be forwarded to Chief, NIMD for final recommendations and approval	None	10 minutes	Division Chief NIMD-KISS
1.4. None	1.4 Apply necessary steps to solve the issue, and confirm with end-user by acknowledging the incident ticket. Also ask end-user for feedback on the service.	None	1 day (may vary depending on the IT service/Support requested)	Technical Support NIMD-KISS



2. Acknowledge incident form and provide survey feedback.	2. Receive the incident form and return the form to service desk for filing.	None	15 minutes	Technical Support NIMD-KISS
2.1. None	2.1 Service Desk will close ticket and file incident form.	None	5 minutes	Service Desk NIMD-KISS
TOTAL:		None	1 day, 4 hours and 15 minutes	
			Classification and turn-around time (TAT) may vary depending on the IT service/support requested which may last up to seven (7) working days for Complex and twenty (20) working days for Highly Technical	



DENR CENTRAL OFFICE
Knowledge and Information System
(Internal and External Services)



CITIZEN'S CHARTER NO. CO-KISS-03. PROVISION OF ENR STATISTICS FOR WALK-IN CLIENTS AND REQUEST VIA EMAIL AND PHONE

This process only includes ENR statistics readily available with SDRMD. ENR Statistics requested by clients that are not readily available will be coordinated/referred to the office concerned.

Office or Division:	Statistics and Data Resource Management Division-Knowledge and Information Systems Service (SDRMD-KISS), DENR Central Office		
Classification:	Simple		
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government		
Who may avail:	Academe, researchers, general public, business entities and other government agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For walk-in clients: Request Form (1 original) Request via email and phone: logbook		SDRMD	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. For walk-in clients, fill out the Request Form. Request via email or phone	1. Receive and record the request Acknowledge the email or phone request and record the request	None	5 min.	<i>Assistant Statistician</i> SDRMD-KISS
1.1. None	1.1. Assign to concerned Sectoral Coordinator	None	5 min.	<i>Assistant Division Chief</i> SDRMD-KISS (Section Chief of SDRMD-KISS in case that the Assistant Division Chief is not available)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.2. None	<p>1.2. Prepare the ENR statistics requested and submit to Assistant Division Chief (Section Chief in case that the Assistant Division Chief is not available) for review.</p> <p>If data is unavailable, coordinate with the sector concerned to check if requested ENR statistics is available and request for a copy for the client.</p>	None	2 days	<i>Sectoral Coordinator</i> SDRMD-KISS
1.3. None	1.3. Review the information prepared and submit to Division Chief for Approval.	None	2 hours	<i>Assistant Division Chief</i> SDRMD-KISS (Section Chief, SDRMD-KISS in case that the Assistant Division Chief is not available)
1.4. None	1.4. Review and affix date and signature on the document.	None	2 hours	<i>Division Chief</i> SDRMD-KISS
1.5. None	1.5. Record and forward requested data to client. Provide survey form to client.	None	5 min.	<i>Assistant Statistician</i> SDRMD-KISS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Receive requested ENR statistics and fill out survey form.	2. Receive and file survey form	None	5 min.	<i>Assistant Statistician</i> SDRMD-KISS
TOTAL:		None	2 days, 4 hours & 20 min.	



DENR CENTRAL OFFICE
Legal Affairs
(Internal and External Services)



CITIZEN'S CHARTER NO. CO-LAS-01. ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE

This Certification serves as a proof whether a requesting employee or official of the DENR has a pending administrative case filed against him/her in the Department itself based on records of the DENR Central Office. The purpose for the request is included in the Certification.

Office or Division:	Internal Affairs Division-Legal Affairs Service (IAD-LAS), DENR Central Office
Classification:	Simple*
	Complex**
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	Internal: All Regular/Permanent, Casual and Contractual Employees and Officials of DENR Central, Regional, PENR and CENR Offices, and Bureaus (including Central and Regional Offices) External: Heirs, Family Members of Deceased DENR personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
If BAR/Board Exam, Retirement/Leave, or any other reason	
1. Accomplished form from IAD-LAS (1 original)	Request for No Pending Administrative Case in the cubicle of IAD-LAS
Additional if Application for Bond	
2. Filled up Application Form for Bond (1 photocopy) or	Requesting Party
3. Photocopy of the draft Special Order designating the requesting party as Special Disbursing Officer (1 photocopy)	Requesting Party
Additional if Travel Abroad	
4. Travel Authority (1 photocopy) or	HRDS, DENR Central Office
5. Invitation (1 photocopy)	Host country or sponsor
Additional if Scholarship	
6. Invitation (1 photocopy)	Host country or sponsor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Get and accomplish request form, and submit form together with the documentary requirements (in person or via e-mail at request.iad@gmail.com)	1. Receive the accomplished form and the documentary requirements.	None	1 day (simple) 2 days (complex)	<i>Administrative Assistant or Records Officer IAD-LAS</i>
1.1. None	1.1. Check if details provided on the request form are complete and if the submitted documentary requirements are compliant.	None		
1.2. None	1.2. Record request in the database	None		
1.3. None	1.3. Check the IAD-LAS inventory/database of DENR personnel with pending administrative case/s, to verify whether the Requesting Party has a pending Administrative Case or none.	None		
1.4. None	1.4. Draft Certification indicating the result of the verification, and assign control number.	None		
1.5. None	1.5. Confirm the verification.	None	1 day	<i>Special Investigator II IAD-LAS</i>
1.6. None	1.6. Review the draft Certification, affix initials in the Certification, and return the same to the Administrative Assistant	None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.7. None	1.7. Receive the draft Certification with initial and print a final copy of the Certification.	None	1 day	Administrative Assistant IAD-LAS
1.8. None	1.8. Forward the draft and final copy of the Certification to the Division Chief.	None		Division Chief, Assistant Division Chief, or Any Authorized Person IAD-LAS
1.9. None	1.9. Review and sign the Certification.	None		
1.10. None	1.10. Affix date and dry seal to the Certification.	None		Administrative Assistant IAD-LAS
1.11. None	1.11. Update the record in the database.	None		
1.12. None	1.12. Inform the Requesting Party of the availability of the Certification.	None		
1.13. None	1.13. Release Certification to the Requesting Party, and provide client satisfaction survey form.	None		
2. Receive Certification and fill-out survey form.	2. Get receiving copy of the Certification and file.	None		
TOTAL:		None	Simple	3 days
			Complex	4 days

*Simple = Records that don't need confirmation from other offices (e.g. Personnel or Records Management Division)

**Complex = Records that shall need a confirmation from other offices



**DENR CENTRAL OFFICE
STRATEGIC COMMUNICATION AND INITIATIVES
(Internal and External Services)**



CITIZEN'S CHARTER NO. CO-SCIS-02. MEDIA REQUEST FOR INTERVIEW OF DENR OFFICIALS

This process details the procedure for requests of media to interview DENR officials on DENR policies, programs, projects, including environmental issues and other subject matters within the mandate of the Department.

Office or Division:	Public Information Division-Strategic Communication and Initiatives Service (PID-SCIS), DENR Central Office	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	DENR beat reporters and members of the media	
REQUIREMENTS		WHERE TO SECURE
Official request letter sent through the SCIS email (scis@denr.gov.ph) or request sent through phone call and text/Viber message		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request the interview of a DENR official through email, phone call, text/Viber message or request letter on DENR policies, programs, projects, including environmental issues Request letter should be addressed to the SCIS Director, emailed to scis@denr.gov.ph or sent via text/Viber	1. Receive request letter <ul style="list-style-type: none"> a. If request is emailed, print/forward to PID Chief; b. If request is sent through text/Viber, forward to PID Chief; c. If request is received through a phone call, ask for a letter request thru email, or fill out the request form. 	None	10 min.	<i>Chief</i> PID-SCIS <i>Public Relations Officers</i> PID-SCIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<p>message of the assigned Public Relations Officer/SCIS Official/staff indicating the above details and the following (if applicable):</p> <ul style="list-style-type: none"> a. Preferred official b. Preferred schedule of interview c. Guide questions for the interviewee d. Format of interview - taped, live, or phone-patch e. Schedule of airing of the story including station/network, time 	<p>Determine legitimacy of media requesting the interview by asking the following:</p> <ul style="list-style-type: none"> a. Media network/organization of client b. Topic/subject matter to be discussed c. Purpose of interview d. Program/ program host/ airing schedule e. Preferred DENR resource person to be interviewed 			
1.1. None	<p>1.1. Determine legitimacy of media requesting the interview by asking the following:</p> <ul style="list-style-type: none"> a. Media network/ organization of client; b. Contact details of the media representative; c. Topic/subject matter to be discussed; 	None	1 hour.	<i>Public Relations Officers PID-SCIS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	d. Purpose of Interview; e. Program/ program host/ airing schedule; f. Preferred DENR official to be interviewed			
1.2.	1.2. Prepare EDATS using prescribed format and submit to Chief, PID.	None	10 min.	<i>Admin. Assistant III</i> PID-SCIS
1.3. None	1.3. Initial the EDATS form and endorse request to Director, SCIS.	None	5 min.	<i>Chief</i> PID-SCIS
1.4. None	1.4. Approve request and sign EDATS form.	None	10 min.	<i>Director</i> SCIS
1.5. None	1.5. Forward/email approved EDATS form and request letter to concerned head of office.	None	10 min.	<i>Public Relations Assistant</i> PID-SCIS
1.6. None	1.6. Follow up request from concerned office.	None	30 min.	<i>Public Relations Officer</i> PID-SCIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.7. None	1.7. Act on request through any of the following: <ul style="list-style-type: none"> a. Confirm the approval of requested interview b. If not available, request for change in schedule and other details, or c. Assign alternate resource person. 	None	1 day	<i>Head of Office</i> DENR Central, Regional, PENR and CENR Offices, Bureaus and Attached Agencies
1.8. None	1.8. Finalize arrangements for the actual interview with the resource person or alternate. 1.8.1. If the resource person is available, proceed to 1.9; 1.8.2. If the resource person is not available, inform the requesting media and close the transaction.	None	30 min.	<i>Public Relations Officer</i> PID-SCIS
1.9. None	1.9. Call up requesting media and confirm arrangements made with the resource person.	None	10 min.	<i>Public Relations Officer</i> PID-SCIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Confirm schedule and venue/platform of interview.	2. Coordinate and finalize logistics for the interview	None	1 day	<i>Public Relations Officer PID-SCIS</i>
3. Conduct the interview	<p>3. If the venue is in DENR, bring media to venue and record the interview.</p> <p>If the venue is outside DENR (studio, other location, etc.), assist resource person to venue, if needed.</p> <p>If interview is aired live or on scheduled date, inform the Development Communication Division for monitoring purposes.</p> <p>If interview is conducted through a virtual platform (e.g. Zoom, Google Meet), assist the resource person and record the interview.</p>	None	1 day	<i>Public Relations Officer PID-SCIS</i>
TOTAL:		None	3 day, 2 hours & 55 mins.	



CITIZEN'S CHARTER NO. CO-SCIS-03. LENDING OF LIBRARY REFERENCE/RESOURCE MATERIALS

This process details the procedure in borrowing and returning of books, journals and other reference materials from the DENR Centralized Library by DENR employees and the public.

Office or Division:	DENR Centralized Library, Public Information Division – Strategic Communication and Initiatives Service (PID-SCIS), DENR Central Office (Located at DENR Hostel Building).	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	General public. All DENR officials and employees (permanent, contract of service) from DENR offices (DENR Central and Regional, DENR Bureaus, and Attached Agencies).	
REQUIREMENTS		WHERE TO SECURE
Present any valid identification card		Requesting Party

A. Walk-in clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any valid identification card.		Requesting party.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fill out the logbook of the DENR Centralized Library.	1. Provide the logbook to the client. Instruct to fill out all information required in the library log book.	None	5 min.	Librarian PID-SCIS



2. Inquire on availability of material/s related to the topic for research.	<p>2. Determine availability of material/s.</p> <p>2.a. For available material/s, retrieve material/s, instruct client/s to fill up the book card/s with all the information required.</p> <p>2.b. For unavailable material/s, refer the client to other libraries or concerned DENR office/s.</p>	None	30 min.	Librarian PID-SCIS
3. Borrow reference/resource materials	<p>3.a. For reference materials for Library use only, turn over material/s to the client.</p> <p>3.b. For material/s to be taken out of the library:</p> <p>3.b.1. If a client is a DENR employee</p> <p>a. Inform the employee that the lending period is three (3) working days only.</p> <p>b. File accomplished book card.</p>	None	30 min.	Librarian PID-SCIS
	3.b.2. If a client is a non-employee and wants to photocopy materials , request the following:	Php 500.00 (Refundable)	45 min.	



	a. Valid ID b. Contact number/s c. A refundable deposit of P500 d. Valuable items such as mobile phone.			
	3.1. Issue material to the client.	None	15min.	Librarian PID-SCIS
4. Return borrowed library reference/resource material/s.	4. Retrieve material/s from client. 4.a. If a client is a DENR employee , retrieve the book card from the file. 4.a.1. For extended borrowing period: <ul style="list-style-type: none"> • Instruct the client to fill out the book card/s with all the information required. • Turn over material/s to the client. 4.a.2. For non-extension of the borrowing period <ul style="list-style-type: none"> • Indicate “Returned” across client’s name in book card • Insert book card in the book and return to the shelf 	None	15 min.	Librarian PID-SCIS



	4.b. If a client is a non-DENR employee. <ul style="list-style-type: none"> • Retrieve material/s from client. • Return ID, P500 and deposited valuable item/s to client • Return book to the shelf 			
TOTAL:		Php 500.00 (Refundable)	2 hours & 20 min.	

B. Telephone/Email clients.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (sent through DENR Centralized Library email account)		Requesting party.		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Send an inquiry/request to the library through telephone/DENR Centralized Library email account.	1. Receive the inquiry/request and evaluate the needed information/service of the client.	None	1 hour	Librarian PID-SCIS
	1.1. Send a reply to the client on his/her inquiry/request.	None		Librarian PID-SCIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	a. if the library material is available, inform the client to go to the DENR Centralized Library on a scheduled date.			
2. Go to the DENR Centralized Library on the scheduled date.		None		
3. Fill out the logbook of the DENR Centralized Library.	3. Provide the logbook to the client. Instruct to fill up all information required in the Library log book.	None	5 min.	Librarian PID-SCIS
4. Borrow reference/resource materials	<p>4.a. For reference materials for Library use only (8 am-5 pm, no lunch break), turn over material/s to the client.</p> <p>4.b. For material/s to be taken out of the library:</p> <p>4.b.1. If a client is a DENR employee</p> <p>a. Inform the employee that the lending period is three (3) working days only.</p> <p>b. File accomplished book card.</p>	None	30 min.	Librarian PID-SCIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>4.b.2. If a client is a non-employee and wants to photocopy materials, request the following:</p> <ul style="list-style-type: none"> a. Valid ID b. Contact number/s c. A refundable deposit of P500 d. Valuable items such as mobile phone. <p>For materials for photocopying, clients are allowed to borrow a maximum of three (3) materials at a time and a photocopying time of two (2) hours.</p>	Php 500.00 (Refundable)	45 min.	Librarian PID-SCIS
	4.1. Issue material to the client.	None	15min.	Librarian PID-SCIS
5. Return borrowed library reference/resource material/s.	<p>5. Retrieve material/s from client.</p> <p>5.a. If a client is a DENR employee, retrieve the book card from the file.</p>	None	15 min.	Librarian PID-SCIS



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>5.a.1. For extended borrowing period:</p> <ul style="list-style-type: none"> a. Instruct the client to fill up the book card/s with all the information required. b. Turn over material/s to the client. <p>5.a.2. For non-extension of the borrowing period</p> <ul style="list-style-type: none"> a. Indicate "Returned" across client's name in book card b. Insert book card in the book and return to the shelf <p>5.b. If a client is a non-DENR employee.</p> <ul style="list-style-type: none"> a. Retrieve material/s from client. b. Return ID, P500 and deposited valuable item/s to client c. Return book to the shelf 			
TOTAL:		Php 500.00 (Refundable)	2 hours & 50 min.	



CITIZEN'S CHARTER NO. CO-SCIS-04. DISTRIBUTION OF IEC MATERIALS

Development Communication Division produces environment-related information, education and communication (IEC) materials that are available for internal and external use. The Simplified Process Flow for the distribution of print and video materials aims to fast-track the acquisition of these materials by clients.

Office or Division:	Development Communication Division-Strategic Communication and Initiatives Service (DCD-SCIS), DENR Central Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government
Who may avail:	All Permanent, Casual and Contractual Personnel and Officials of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), Head of Attached Agencies, and Stakeholders
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Request Form (1 original)	DCD-SCIS, 2nd Floor, DENR Central Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish and submit request form	1. Receive the accomplished form	None	1 min.	Administrative Assistant II DCD-SCIS
1.1. None	1.1. Review the print / video materials as to the suitability of the requestee and/or the event	None	8 min. (print) 5 min. (video)	Administrative Assistant II DCD-SCIS
1.2. None	1.2. Determine availability of the requested print/video materials.	None	8 min. (print)	Division Chief DCD-SCIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Packaging of the IEC print/video materials		8 min. (video)	
1.3. None	1.3. Record the print/video materials in the logbook and release the requested material	None	1 min.	Administrative Assistant II DCD-SCIS
2. Receive requested material and fill-out survey form.	2. Receive and file survey form.	None	2 min.	Administrative Assistant II DCD-SCIS
TOTAL:		None	Print	20 min.
			Video	17 min.



**DENR CENTRAL OFFICE
STRATEGIC COMMUNICATION AND INITIATIVES
(Internal Services)**



CITIZEN'S CHARTER NO. CO-SCIS-01. REQUEST FOR EVENT COVERAGE

This process details the procedure in event coverage including drafting a news story, photo release, and invitation to media up to the time it is communicated or sent out to DENR beat reporters and the DENR Regional Public Affairs Officers. The Public Information Division (PID) disseminates media materials following approval from the concerned DENR offices.

Office or Division:	Public Information Division-Strategic Communication and Initiatives Service (PID-SCIS), DENR Central Office
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DENR Central Office Officials and Service, Bureaus/Attached Agencies
REQUIREMENTS	
WHERE TO SECURE	
<ul style="list-style-type: none"> Request through phone call, email, or text message or Request through memo (1 copy) 	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request for event coverage through memo, phone call, email, or text message.	1. Receive and review request. Encode in E-DATS or logbook. Forward to Chief, PID	None	5 min.	<i>Public Relations Assistant</i> PID-SCIS
1.1. None	1.1. Receive and review request. Assign to staff writer	None	10 min.	<i>Chief</i> PID-SCIS
1.2. None	1.2. Prepare media advisory and email to DENR beat reporters. 1.2.1. Cover the event (within or outside Metro Manila). Draft the news story and email to Chief, PID	None	2 days & 40 min.	<i>Assigned staff writer</i> PID-SCIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.3. None	1.3. Review submitted draft. Make revisions if necessary. Coordinate with staff writer for clarifications, if any. Email to editor-consultant.	None	4 days, 2 hrs. & 10 min.	<i>Chief</i> PID-SCIS
1.4. None	1.4. Finalize article using prescribed template and email to Chief, PID.	None	10 min.	<i>Assigned staff writer</i> PID-SCIS
1.5. None	1.5. Transmit news story to Director, SCIS for review	None	5 min.	<i>Chief</i> PID-SCIS
1.6. None	1.6. Review news story. Forward to DENR Spokesperson for clearance, if needed, based on nature of the story. If no clearance is needed, proceed to 1.8.	None	10 min.	<i>Director</i> SCIS
1.7. None	1.7. Review and give final clearance to edited news story. Transmit to Director, SCIS	None	45 min.	<i>Supervising Undersecretary</i> DENR Central Office
1.8. None	1.8. Transmit to Chief, PID the cleared story	None	10 min.	<i>Director</i> SCIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.9. None	1.9. Upon approval of the article, schedule its release to media and email e-copy to DENR web content administrator with instructions on schedule of release.	None	20 min.	<i>Chief</i> PID-SCIS
1.10. None	1.10. Release/email approved news story to DENR beat reporters and Regional Strategic Communication and Initiatives Group Post approved news article on DENR website as per schedule. Furnish copy to requesting DENR Central Office Official/Service/Bureau/Attached Agency	None	20 min.	<i>Web Super Administrator</i> PID-SCIS
2. Receive story from DENR and release by various means of media e.g. social media, official website				
TOTAL:		None	6 days, 5 hours & 5 min.	



**DENR CENTRAL OFFICE
STRATEGIC COMMUNICATION AND INITIATIVES
(External Services)**



CITIZEN'S CHARTER PROCESS NO. CO-SCIS-05. HANDLING PUBLIC ASSEMBLIES AND PROTESTS

Define controls to ensure that stakeholders have direct (face to face) access to the Department's officials/decision makers to ventilate ENR issues relevant to the Department.

Office or Division:	Stakeholder Management and Conflict Resolution Division - Strategic Communication and Initiatives Service (SMCRD-SCIS), DENR Central Office		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizens		
Who may Avail of the Service:	Any citizen or individual		
Checklist of requirements		Where to secure	
1. Request/notice for a dialogue (1 original or photocopy)		CSO or Office of the Secretary	
2. Resolution and other related documents, if any (1 original or photocopy)		CSO or Office of the Secretary	
3. Names of a minimum of 5 and maximum of 20 persons authorized to represent their organization/group		Requesting Party	
4. Names of DENR officials, focal/technical persons requested to participate in the dialogue		Requesting Party	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Go to DENR for a public assembly and/or protest	1. Notify SMCRD of rallies/protests happening at the entrance gate	None	5 min.	Security Guard Security Agency/DENR
1.1. None	1.1. Go down and request from the rally group the necessary documents.	None	1 hour	Staff SMCRD-SCIS
2. Provide a copy of request or notice for a dialogue, and names of a minimum of 5 and maximum of 20	2. Coordinate with Senior Officials e.g. Undersecretaries, Assistant Secretaries, Bureau Directors and/or other focal persons requested to participate in the	None	1 hour	Staff SMCRD-SCIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
representatives who will participate in the dialogue	dialogue and request for photographer to document the dialogue.			
2.1. None	2.1. Prepare the venue and other equipment needed (microphone, lap top, projector).	None	1 hour	Staff SMCRD-SCIS
2.2. None	2.2. Allow participants to accomplish the attendance sheet.	None	30 min.	Staff SMCRD-SCIS
2.3. None	2.3. Start the dialogue/meeting by allowing each one present to introduce themselves, discussion follows then take down notes.	None	4 hours	Division Chief SMCRD-SCIS
2.4. None	2.4. Prepare the highlights of dialogue.	None	2 days	Staff SMCRD-SCIS
2.5. None	2.5. Finalize the highlights of dialogue.	None	2 days	Staff/Division Chief SMCRD-SCIS
2.6. None	2.6. Released the approved highlights to concerned Offices	None	15 min.	Releasing Officer SMCRD-SCIS
	TOTAL:	None	4 days, 7 hours & 50 min.	



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



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

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

Office or Division:	Records Unit/Section, DENR CENR, Implementing PENR, PENR and Regional Offices														
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														
<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 50%; text-align: center;">CHECKLIST OF REQUIREMENTS</th><th style="width: 50%; text-align: center;">WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. Duly accomplished customer FOI request form (1 original)</td><td>Public Assistance Desk, Receiving Area or Records Unit/Section</td></tr> <tr> <td>2. Government issued ID (present 1 original)</td><td>Requesting Party</td></tr> <tr> <td>Additional if from other Government Sector</td><td></td></tr> <tr> <td>3. Official Letter Request (1 original)</td><td>Requesting Party</td></tr> <tr> <td>Additional if Requesting Party is a representative</td><td></td></tr> <tr> <td>4. SPA for representative (1 original, notarized)</td><td>Requesting Party, Private Lawyer or Notary Public</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Duly accomplished customer FOI request form (1 original)	Public Assistance Desk, Receiving Area or Records Unit/Section	2. Government issued ID (present 1 original)	Requesting Party	Additional if from other Government Sector		3. Official Letter Request (1 original)	Requesting Party	Additional if Requesting Party is a representative		4. SPA for representative (1 original, notarized)	Requesting Party, Private Lawyer or Notary Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE														
1. Duly accomplished customer FOI request form (1 original)	Public Assistance Desk, Receiving Area or Records Unit/Section														
2. Government issued ID (present 1 original)	Requesting Party														
Additional if from other Government Sector															
3. Official Letter Request (1 original)	Requesting Party														
Additional if Requesting Party is a representative															
4. SPA for representative (1 original, notarized)	Requesting Party, Private Lawyer or Notary Public														



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



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



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

*If transaction is in the Regional Office

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

***Except when covered by Official Letter Request



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

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

Office or Division:	Records Unit/Section, DENR CENR, Implementing PENR, PENR and Regional Offices														
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														
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. FOI Request Form (1 original)</td><td>Public Assistance Desk, Receiving Area or Records Unit/Section</td></tr> <tr> <td>2. Government issued ID (present 1 original)</td><td>Requesting Party</td></tr> <tr> <td>Additional if from the Government Sector</td><td></td></tr> <tr> <td>3. Official Letter Request (1 original)</td><td>Requesting Party</td></tr> <tr> <td>Additional if Requesting Party is a representative</td><td></td></tr> <tr> <td>4. SPA for representative (1 original, notarized)</td><td>Requesting Party, Private Lawyer, Public Attorney's Office (PAO) or Notary Public</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. FOI Request Form (1 original)	Public Assistance Desk, Receiving Area or Records Unit/Section	2. Government issued ID (present 1 original)	Requesting Party	Additional if from the Government Sector		3. Official Letter Request (1 original)	Requesting Party	Additional if Requesting Party is a representative		4. SPA for representative (1 original, notarized)	Requesting Party, Private Lawyer, Public Attorney's Office (PAO) or Notary Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE														
1. FOI Request Form (1 original)	Public Assistance Desk, Receiving Area or Records Unit/Section														
2. Government issued ID (present 1 original)	Requesting Party														
Additional if from the Government Sector															
3. Official Letter Request (1 original)	Requesting Party														
Additional if Requesting Party is a representative															
4. SPA for representative (1 original, notarized)	Requesting Party, Private Lawyer, Public Attorney's Office (PAO) or Notary Public														



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



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



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

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

**If transaction is in the Regional Office

***Except those with Official Letter Request



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

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

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

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



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



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



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



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



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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Certification that Phone Calls are official in nature (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> • Contract (1 original for first payment only) 	Service Provider Or Requesting Party
C. Gasoline	
<ul style="list-style-type: none"> • Billing/Statement of Account (1 original, 2 Photocopies) 	Service Provider
<ul style="list-style-type: none"> • Vehicle Trip Ticket (1 original, 2 Photocopies) 	Driver In Duty
<ul style="list-style-type: none"> • Contract (1 original for first payment only) 	Service Provider Or Requesting Party
<ul style="list-style-type: none"> • Fuel/Lubricants Requisition and Issue Slip (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> • Fuel Consumption Report, if applicable 	General Services Section/Supply Officer
<ul style="list-style-type: none"> • Monthly Report of Official Travels, if applicable 	General Services Section/Supply Officer/Drivers
If Government Share For Mandatory Deductions	
<ul style="list-style-type: none"> • List of Personnel with Corresponding Amount of Government Share (1 original, 2 Photocopies) 	Personnel Section/Unit-Administrative Division/Section or Accounting Unit/Section-Finance Section/Division
If TEV (Local)	
A. Approved Travel Order (1 original, 2 Photocopies)	Requesting Party or Originating Office and CENR Officer, PENR Officer or Regional Executive Director (RED)
B. Itinerary (1 original, 2 Photocopies)	Requesting Party or Originating Office
C. Special Order, if Applicable (3 Photocopies)	CENR Officer, PENR Officer, RED, Usec or Secretary
D. Additional Requirement For Reimbursement	
<ul style="list-style-type: none"> • Travel Report (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> • Certificate of Travel Completed (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> • Certificate of Appearance (1 original, 2 Photocopies) 	Destination Office
<ul style="list-style-type: none"> • Tickets (1 original, 2 Photocopies) 	Airline Company
<ul style="list-style-type: none"> • PAL/Cebu Pacific or any other Airline TO (1 original, 2 Photocopies) 	Requesting Party or Originating Office, and RED
<ul style="list-style-type: none"> • Boarding Pass (1 original, 2 Photocopies) 	Airline Company



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Terminal Fee Ticket/Stub (1 original, 2 Photocopies) 	Airline Company
<ul style="list-style-type: none"> Certificate of Expenses not Requiring Receipt (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Receipt from Accommodation, if applicable (1 original, 2 Photocopies) 	Accommodation Provider
If Cash Advances	
<ul style="list-style-type: none"> Special Order of SDO/Allotment Letter (3 Photocopies) 	PENR Officer or RED
<ul style="list-style-type: none"> Certificate of No Unliquidated Cash Advance (1 original, 2 Photocopies) 	Accounting Unit/Section, Finance Section/Division
<ul style="list-style-type: none"> Authority from the Head of Office to Grant the Cash Advance, if applicable 	Head Of Office
<ul style="list-style-type: none"> Activity Design and Budgetary Requirements/Budget Estimates, if applicable 	End-user/s
If Replenishment of Petty Cash Fund	
<ul style="list-style-type: none"> Report on Paid Petty Cash Vouchers (1 original, 2 photocopies) 	Petty Cash Custodian
<ul style="list-style-type: none"> Petty Cash Vouchers (1 original, 2 photocopies) 	Petty Cash Custodian
<ul style="list-style-type: none"> Special Order, if First Payment (1 original, 2 photocopies) 	Records Section/Unit
<ul style="list-style-type: none"> Official Receipts/Sales Invoices (1 original, 2 photocopies) 	Supplier
<ul style="list-style-type: none"> Petty Cash Replenishment Report (1 original, 2 photocopies) 	Concerned Special Disbursing Officer (SDO)
<ul style="list-style-type: none"> Approved Purchase Request (1 original, 2 photocopies) 	Requesting Party/Concerned Office
<ul style="list-style-type: none"> Certificate of Emergency Purchase (1 original, 2 photocopies) 	Requesting Party/Concerned Office
<ul style="list-style-type: none"> Certificate of Inspection and Acceptance (1 original, 2 photocopies) 	Inspection & Pre-Acceptance Committee (IPC)
<ul style="list-style-type: none"> Report of Waste Materials, in case of repair (1 original, 2 photocopies) 	GSS
<ul style="list-style-type: none"> Approved Trip Ticket for Gasoline Expenses (1 original, 2 photocopies) 	GSS
<ul style="list-style-type: none"> Three (3) Quotations from Suppliers (1 original, 2 photocopies) if Php1,000 above-single transaction 	Suppliers
<ul style="list-style-type: none"> Abstract of Quotations (1 original, 2 photocopies) 	Requesting Party/Concerned Office



If eNGP/CBFM Contracts

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



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



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



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



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



If Infrastructure Projects

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



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



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



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



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



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



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



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



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



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



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

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

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

**CLASSIFICATION:**

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



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



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

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

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

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



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

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

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



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



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

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

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



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



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



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

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

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



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

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



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



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

*Fees and charges are based on DAO 2004-16



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

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

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



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



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



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

*Fees and charges are based on DAO 2004-16



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

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

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



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

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



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



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

*Fees and charges are based on DAO 2004-16



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

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

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



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



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



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

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

**Forest charges may apply to all naturally growing trees

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



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

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

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

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



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



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



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

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

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



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

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

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

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



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

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



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



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



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



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



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



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



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

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

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



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

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



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



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

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

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



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



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



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

**Except judicial titling*



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

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

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

CHECKLIST OF REQUIREMENTS*	WHERE TO SECURE
1a. Duly accomplished Letter-Request Form from the land owner requesting for survey authority and authorizing certain private GE to conduct the survey (1 original) or	Land Owner/Geodetic Engineer
1b. Duly accomplished Letter-Request Form from the GE on behalf of his/her client (1 original)	Land Owner/Geodetic Engineer
2. Any proof of claim or acquisition of the property	Land Owner/LGU
<ul style="list-style-type: none"> • 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) 	Land Owner, Private Lawyer, Public Attorney's Office, or LGU
<ul style="list-style-type: none"> • Waiver of Rights (1 original) 	Land Owner



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



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



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



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



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

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

Computation:

$$\text{*Field Inspection Deposit} = (11 \times H) + (1 \times K) + 110$$

where

H = area in hectares per survey plan; a fraction of a hectare is considered one hectare

K = road network distance in kilometers of the survey site from the provincial district office or the official station of inspector



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

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

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

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



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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit accomplished Application Form to the CENR Office with complete supporting requirements Applicant may also submit the application through email or courier, where, applicable, the applicant may also apply online or through LMI/SI/DPLI. **	1. Check completeness of application. If found in order, register, allocate, index and assign application number. Scan, encode and upload records in LAMS.	None	3 hours	<i>LMO / RPS</i> <i>Staff</i> CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.1. None	1.1. Prepare Order of Payment	None	20 min.	<i>Staff</i> CENRO Records Unit
1.2. None	1.2. Approve Order of Payment and forward the same to client.	None	10 min.	<i>CENRO or Designated Representative</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	Php 150.00 Application Fee	30 min.	Bill collector Cashier
3. Receive (OR) and forward the same to Records Unit/Section	3. Accept OR, indicate OR number, amount paid, and date in the application form and forward the application to Chief, RPS	None	1 hour	<i>Staff</i> CENRO Records Unit
3.1. None	3.1. Review application. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for inspection/ investigation	None	3 hours	<i>Chief</i> RPS



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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.5. None	3.5. Prepare, sign and submit investigation report, and forward to LMO I (Annex E of IRR)	None	3 days	<i>DPLI/LMI</i> CENRO
3.6. None	3.6. Screen the carpeta and prepare V-37/certified lot data computation, Order of Award, and Judicial Form, and forward to Geodetic Engineer (GE).	None	10 days	<i>LMO I/Cartographer/Encoder</i> <i>whoever is available</i> RPS CENRO
3.7. None	3.7. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	5 days	<i>GE</i> RPS
3.8. None	3.8. Do final screening of carpeta and forward to CENRO for recommendation.	None	5 days	<i>Chief</i> RPS



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



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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Registry of Deeds (ROD).			
3.17. None	3.17. Scan the order of Approval, signed Free Patent and transmittal letter. Upload to Land Administration and Management System (LAMS). Transmit documents to ROD, and copy furnish the client.	None	5 days	<i>Liaison Officer</i> PENRO Records Section
<i>CENRO SUB-TOTAL</i>		<i>Php 50.00</i>	<i>64 days (+ up to 36 additional processing days due extreme case where corrections or revisions on the details of the patentee needs to be done or when the signatories are suddenly replaced which will result into further review)</i>	
<i>PENRO SUB-TOTAL</i>		<i>None</i>	<i>10 days as per IRR</i>	



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

**Application covers below 5 hectares*

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

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



Note:

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

This service is under the following laws:

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

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

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

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



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

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

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

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



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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit accomplished Application Form to the CENR Office with complete supporting requirements	1. Check completeness of application. If found in order, register, allocate, index and assign application number. Scan, encode and upload records in LAMS.	None	3 hours	LMO / RPS Staff CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Applicant may also submit the application through email or courier, where, applicable, the applicant may also apply online or through LMI/SI/DPLI.				
1.1. None	1.1. Prepare Order of Payment	None	30 min.	<i>Staff</i> CENRO Records Unit
1.2. None	1.2. Approve Order of Payment and forward the same to client.	None	10mins	<i>CENRO or Designated Representative</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	Php 50.00 Application Fee	30 min.	Bill collector Cashier
3. Receive (OR) and forward the same to Records Unit/Section	3. Accept OR, indicate OR number, amount paid, and date in the application form and forward the application to Chief, RPS	None	1 hour	<i>Staff</i> CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.1. None	3.1. Review application. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for inspection/ investigation	None	3 hours	Chief RPS
3.2. None	3.2. Prepare posting of notices at the barangay, municipal, or provincial hall where the property is situated.	None	1 day	LMI/DPLI CENR Officer CENRO
3.3. None	3.3. Travel to the barangay, municipality or province.	None	2 days	LMI/DPLI CENRO
3.4. None	3.4. Posting of Notices in the Barangay Hall and take geo-tagged photo.	None	15 days (per DAO 2010-12)	LMI/DPLI CENRO
3.5. None	3.5. Prepare Certification for the proof of posting and forward to the CENR Officer for Approval	None	2 days	DPLI/LMI CENRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.6. None	3.6. Approve Certification of proof of posting	None	1day	<i>CENR Officer</i>
3.7. None	3.7. Conduct investigation on the land being applied for. Prepare, sign and submit investigation report, and forward to LMO I.	None	30 days	<i>LMI/DPLI</i> CENRO
3.8. None	3.8. Screen the carpeta and prepare V37/certified lot data computation, Order of Award, and Judicial Form, and forward to Geodetic Engineer (GE).	None	10 days	<i>LMO I/Cartographer/</i> <i>Encoder</i> <i>whoever is available</i> RPS
3.9. None	3.9. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	5 days	<i>GE</i> RPS
3.10. None	3.10. Do final screening of carpeta and forward to CENRO for recommendation.	None	5 days	<i>Chief</i> RPS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.11. None	3.11. Review and initial file copy of Patent and Sign Indorsement to PENRO for approval.	None	3 days	<i>CENR Officer</i> CENRO
3.12. None	3.12. Transmit carpeta to PENRO	None	3 days or less depending on the location of the PENR Office	<i>Records Officer</i> CENRO Records Unit
PENRO				
3.13. None	3.13. Receive the carpeta and forward to Chief, RPS. Update data in LAMS, if applicable.	None	2 hours	<i>Records Officer</i> PENRO Records Section
3.14. None	3.14. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD).	None	2 hours	<i>Chief</i> RPS
3.15. None	3.15. Do the final review of carpeta, initial file copy of Free Patent, and forward to PENRO for approval of application and issuance of Patent.	None	2 days	<i>Chief</i> TSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.16. None	3.16. Review and sign Order of Approval and Free Patent. Forward to PENRO Records for numbering.	None	2 days	<i>PENR Officer</i>
3.17. None	3.17. Assign Patent Number/ Indexing, prepare transmittal letter and forward to PENRO for signature.	None	2 hours	<i>Records Officer/Staff</i> PENRO Records Section
3.18. None	3.18. Sign transmittal letter and forward to PENRO records for transmittal to Registry of Deeds (ROD).			<i>PENR Officer</i>
3.19. None	3.19. Scan the order of Approval, signed Free Patent and transmittal letter. Upload to Land Administration and Management System (LAMS).	None	5 days	<i>Liaison Officer</i> PENRO Records Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Transmit documents to ROD, and copy furnish the client.			
CENRO SUB-TOTAL		Php 50.00	78 days (+ up to 32 additional processing days due extreme case were corrections or revisions on the details of the patentee needs to be done or when the signatories are suddenly replaced which will result into further review)	
PENRO SUB-TOTAL		None	10 working days	
For Implementing PENRO SUB-TOTAL		Php 50.00	78 days + 32 days additional due to extreme case + 10 days	
TOTAL:		Php 50.00 Application Fee + Transfer fee of Php 100.00 for lands not exceeding 1,000 sq. m., if applicable TOTAL Php 50.00 – 150.00	130 days maximum	



If the approving authority is the PENRO

Processing of Patent	– 120 working days
Review, Approval/Disapproval of patent	– 5 working days
Transmittal to ROD	– 5 working days

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

This service is under the following laws:

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

Notes:

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



Feedback and Complaints Mechanism

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



How to file complaints?	<ol style="list-style-type: none">1. Get a copy of the DENR Feedback Form.2. Fill out the client information3. Answer the Complaint portion.4. Drop the accomplished DENR Feedback Form at the designated drop box in front of the Public Assistance Complaint Desk5. Complaints can also be filed via telephone. Make sure to provide the following information:<ul style="list-style-type: none">• Name of person being complained• Position/Office• Incident• Evidence
How complaints are processed?	<p>The Public Assistance Complaints Desk Officer (PACDO) shall open the DENR Feedback drop box on a weekly basis and evaluate each complaint. The complaints shall be classified according to gravity.</p> <p>Upon evaluation, and approval of the SCIS (for Central Office) and Regional Strategic Communication and Initiatives Group (for Regional Offices) the PACDO shall forward the complaint to the relevant office for their appropriate action.</p>



Contact Information of Anti-Red Tape Authority (ARTA)	<p>4th and 5th Floor NFA Building, NFA Compound, Visayas Avenue, QC</p> <p>Hotline: 888</p> <p>Contact No.: (02) 8478-5091, 8478-5093, 8478-5099</p> <p>Email: info@arta.gov.ph and complaints@arta.gov.ph</p> <p>Web: http://arta.gov.ph/fileacomplaint/complaint-form/</p>
Contact Information of Presidential Complaint Center (PCC)	<p>Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</p> <p>Hotline: 8888</p> <p>Contact No. (02) 8736 8645, 8736 8603</p> <p>Email: pcc@malacanang.gov.ph</p> <p>Web: https://osetc.gov.ph/agency/presidential-complain-center-pcc/</p>
Contact Information of Contact Center ng Bayan (CCB)	<p>Text: 0908 881 6565</p> <p>Contact No.: 1-6565* (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines)</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: www.contactcenterngbayan.gov.ph www.facebook.com/civilservicegovph</p>
Contact Center of the Office of the Ombudsman (OMB)	<p>Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City</p> <p>Contact No.: (02) 89262-OMB (662)</p> <p>Text Hotline: 0926 6994 703</p> <p>Trunkline: (02) 8479-7300</p> <p>Email: pab@ombudsman.gov.ph</p>



List of Offices

Office	Address	Contact No.	Email Address
DENR Central Office	Visayas Avenue, Diliman, Quezon City	(02) 8-920-0689 0917-868-3367 0917-885-3367	aksyonkalikasan@denr.gov.ph actioncenter@denr.gov.ph
DENR NCR	National Ecology Center, East Avenue, Quezon City	(2) 8876-1484 Loc. 1206	denrncrored@gmail.com denr.ncr.rscig@gmail.com
MEO West		(2) 8256-1690	
MEO North		(2) 8251-1863	
MEO East		(2) 8855-6350	
MEO South		(2) 8252-8292	
CAR	Pacdal, Baguio City	(074) 442-4531 0998-589-5974 / 0925-711-8445 0917-855-5953	car@denr.gov.ph
PENRO Abra	Casamata Hill, Bangued, Abra	(074) 752-8252	penroabra@denr.gov.ph
PENRO Apayao	San Isidro, Luna, Apayao		penroapayao@denr.gov.ph
PENRO Benguet	Wangal, La Trinidad, Benguet	(074) 665-7038	penrobenguet@denr.gov.ph
PENRO Ifugao	Bannit, Payawan, Lamut, Ifugao		penroifugao@denr.gov.ph
PENRO Kalinga	Bulanao, Tabuk City, Kalinga	(074) 627-5118	penrokalinga@denr.gov.ph



Office	Address	Contact No.	Email Address
PENRO Mt. Province	NIA Compound, Caluttit, Bontoc, Mt. Province	(074) 604-0079	penromountainprovince@denr.gov.ph
CENRO Bangued	Casamata Hill, Bangued, Abra	(074) 614-5884	cenrobangued@denr.gov.ph
CENRO Lagangilang	Lagangilang, Abra		cenrolagangilang@denr.gov.ph
CENRO Calanasan	Payanan, San Gregorio, Luna, Apayao		cenrocalanasan@denr.gov.ph
CENRO Conner	Bullan, Conner, Apayao		cenroconner@denr.gov.ph
CENRO Baguio	DENR Compound, Gibraltar, Baguio City	(074) 447-0398	cenrobaguio@denr.gov.ph
CENRO Buguias	Km. 21, Atok, Benguet		cenrobuguias@denr.gov.ph
CENRO Lamut	Bannit Payawan, Lamut, Ifugao		cenrolamut@denr.gov.ph
CENRO Alfonso Lista	Namillangan, Alfonso Lista, Ifugao		cenroalfonsolista@denr.gov.ph
CENRO Pinukpuk	Pinukpuk Junction, Pinukpuk, Kalinga		cenropinukpuk@denr.gov.ph
CENRO Tabuk	Dagupan Centro, Tabuk City, Kalinga	(074) 627-5243	cenrotabuk@denr.gov.ph
CENRO Paracelis	Poblacion, Paracelis, Mt. Province		cenroparacelis@denr.gov.ph
CENRO Sabangan	Cabunagan, Balaoa, Mt. Province		cenrosabangan@denr.gov.ph
REGION I	Government Center, Brgy. Sevilla, City of San Fernando, La Union	(072) 242-0704 / (072) 607-8461	denr1ored@yahoo.com rpao1sfc@yahoo.com



Office	Address	Contact No.	Email Address
PENRO Ilocos Norte	PFDPIN Bldg., Laoag City, Ilocos Norte	(072) 888-2975 VOIP 2423	penroilocosnorte@denr.gov.ph
PENRO Ilocos Sur	Gobernor Reyes Street Vigan City, Ilocos Sur	(072) 888-2975 VOIP 2427	penroilocossur@denr.gov.ph
PENRO La Union	Government Center, Sevilla City of San Fernando, La Union	(072) 888-2975 VOIP 2434	penrolaunionsfc@yahoo.com.ph
PENRO Pangasinan	DENR Compound, AB Fernandez West, Dagupan City, Pangasinan	(072) 888-2975 VOIP 2430	penropang@denr.gov.ph
CENRO Bangui	Brgy. Manayon, Bangui, Ilocos Norte	(077) 600 3661	
CENRO Laoag City	Brgy. Barrit, Laoag City, Ilocos Norte	(077) 772 0970	
CENRO Tagudin	CENRO Tagudin, Ilocos Sur	0915 287 7084	
CENRO Bantay (Vigan City)	Gomez St., Vigan, Ilocos Sur	(077) 674 0549	
CENRO Alaminos	Pob. Alaminos City, Pangasinan	(075) 632 3174; 552 7020	
CENRO Dagupan City	Bonuan, Tondaligan, Dagupan City, Pangasinan	(075) 529 2823; 529 2824	
CENRO Urdaneta	Brgy. Anonas West, Urdaneta City, Pangasinan	(075) 696 1065	
REGION II	14 Dalan Na Pagayaya Corner Angicacua, Regional Government Center, Carig Sur Tuguegarao City	0965-065-5607	



Office	Address	Contact No.	Email Address
PENRO Batanes	DENR Building, PENRO Compound, Basco 3900 Batanes DENR Building, PENRO Compound, Basco 3900 Batanes	0917-822-6183 0998-565-9285	penrobatanes@gmail.com
PENRO Cagayan	Bagay Road, Tuguegarao City, Cagayan	0906-353-8607 0907-3688	
PENRO Isabela	Osmena Highway, Bulan Compound, Ilagan City, Isabela	0915-480-8856	
PENRO Nueva Viscaya	Datacom Capitol Building, Capitol Street, Capitol Compound, Bayombong, Nueva Vizcaya	0917-301-6196	
PENRO Quirino	DENR Compound, National Highway, Andres Bonifacio, Diffun 3401 Quirino	0956-280-2769	
CENRO Alcala	Maharlika Highway, Baybayog, Alcala, Cagayan	(078) 822 8562	
CENRO Aparri	Punta, Aparri 3515 Cagayan	0906 577 1213;	cenroaparri@yahoo.com
CENRO Sanchez Mira	National Highway, Sanchez Mira, 3518 Cagayan	(078) 822 9354	
CENRO Solana	Barangay Nangalisan, Solana, Cagaya	0917 4528 453;	cenrosolana@gmail.com
CENRO Cabagan	National H-way at Cansan, Cabagan, Isabela	(078) 636 3089	
CENRO Cauayan	Cauayan City, Isabela	(078) 652 2203	
CENRO Naguillan	Naguilian, Isabela	0915 0020 429;	cenronaguilian@denr.gov.ph



Office	Address	Contact No.	Email Address
CENRO Palanan	Barangay Centro West, Palanan, Isabela	0997 8936 900;	denrpalanan@gmail.com
CENRO San Isidro	Daang Maharlika Highway; 3310 San Isidro, Isabela	(078) 682.7579	
CENRO Aritao	CENRO Compound, Banganan, Aritao 3704 Nueva Vizcaya	(078) 299 1145	
CENRO Dupax	DENR Building, CENRO Compound, Lamo, Dupax Del Sur 3707 Nueva Vizcaya	(078) 808 1094	
CENRO Diffun	DENR Compound, National Highway, Andres Bonifacio, Diffun 3401 Quirino	(078) 694 7084	
CENRO Nagtipunan	Brgy. Dipantan, Nagtipunan, Quirino	0997 3384 274; 0927 5269 198;	nagtipunandenr@gmail.com
REGION III	Diosdado P. Macapagal Government Center, Maimpis, City of San Fernando, Pampanga	(045) 455-3648 0945-368-5303	r3@denr.gov.ph dac_r3@yahoo.com
PENRO Aurora	National Highway, DENR-PENRO Compound, Baler, Aurora	(042) 724-6630 (+63) 977-832-2956	penrobaler@denr.gov.ph penroauroraplanning@gmail.com denr_penro_baler@yahoo.com
PENRO Bataan	<i>Bataan Government Center, Pilar, Bataan</i>	(047) 633-5406	penrobataan@denr.gov.ph
PENRO Bulacan	Citta di Oro Subdivision, Brgy. Sta. Rita, Guiguinto, Bulacan	(044) 794-7090	penrobulacan@denr.gov.ph



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PENRO Nueva Ecija	Government Center, Palayan City, Nueva Ecija	(044) 463-4739	penronuevaecija@denr.gov.ph
PENRO Pampanga	Brgy. San Antonio, Guagua, Pampanga	(045) 436-5779 (045) 425-0197	penropampanga@denr.gov.ph penropampanga@gmail.com
PENRO Tarlac	MacArhur Highway, Paraiso, Tarlac City	(045) 985-5928 (045) 985-3486	penrotarlac@denr.gov.ph
PENRO Zambales	Palanginan, Iba, Zambales	(047) 811-1339 (047) 821-1294	penrozambales@denr.gov.ph
CENRO Casiguran	Provincial Capitol Compound, Casiguran, Aurora		cenrcasiguran@denr.gov.ph cenrocasiguran@yahoo.com.ph
CENRO Dingalan	Brgy. Caragsacan, Dingalan, Aurora		cenrodingalan@denr.gov.ph
CENRO Bagac	Brgy. Binukawan, Bagac, Bataan		cenrobagac@denr.gov.ph cenrobagacbataan@yahoo.com.ph
CENRO Dinalupihan	Roosevelt, Dinalupihan, Bataan	(047) 237-6639	cenrodinalupihan@denr.gov.ph cenrodinalupihan@yahoo.com.ph
CENRO Guiguinto	Brgy. Sta. Cruz, Guiguinto, Bulacan	(044) 795-0788	cenroguiguinto@denr.gov.ph cenro_tabang@yahoo.com
CENRO Baliuag	DRT Highway, Brgy. Pagala, Baliwag, Bulacan	(044) 764-6057	cenrobaliuag@denr.gov.ph cenrosanrafaelbulacan@yahoo.com
CENRO Cabanatuan City	Capitol Compound, Cabanatuan City, Nueva Ecija	(044) 940-9695 (044) 411-1496	cenrocabanatuan@denr.gov.ph cenro_cabcity@yahoo.com



Office	Address	Contact No.	Email Address
CENRO Muñoz	Brgy. Poblacion West, Muñoz, Nueva Ecija	(044) 456-0712	cenromunoz@denr.gov.ph cenromunoz@yahoo.com.ph
CENRO Camiling	Romulo Highway, Camiling, Tarlac	(045) 491-5736	cenrocamiling@denr.gov.ph cenrocamiling@yahoo.com.ph
CENRO Capas	Death March Monument, Cut-Cut II, Capas, Tarlac	(045) 982-6637	cenrocapas@denr.gov.ph cenrocapas@gmail.com
CENRO Olongapo City	Ohio St., Upper Kalaklan, Olongapo City, Zambales	(047) 224-2669	cenroolongapo@denr.gov.ph
CENRO Masinloc	Brgy. Sta. Rita, Masinloc, Zambales	(047) 821-1294	cenromasinloc@denr.gov.ph
REGION IV-A	Mayapa Main Road Brgy. Mayapa, Calamba City, Laguna	0956-182-5774 09199-874-4369 Landline Trunkline No. (049) 540-DENR (3367) (049) 554-9840 - 48 local - 121 IP Phone Trunkline No. 8249-DENR (3367), 8248-DENR (3367) Local 2625	r4a@denr.gov.ph
PENRO Cavite	Brgy. Gregorio, Trece Martires City, Cavite	0908-194-3573	penrocavite@denr.gov.ph
PENRO Laguna	Brgy. Lalakay, Los Baños, Laguna	(049) 536-5889 / 536-3854	penrolaguna@denr.gov.ph



Office	Address	Contact No.	Email Address
PENRO Batangas	Solomon Rd. Sitio Hospital, Kumintang Ibaba, Batangas City	(043) 723-4399	penrobatangas@denr.gov.ph
PENRO Rizal	Don Hilario Cruz Ave., Brgy San Juan, Taytay Rizal	02) 286-6173 - TSD 286-6172 - Admin 286 6170 - PENR Office	penrorizal@denr.gov.ph
PENRO Quezon	Iyam Lucena City, Quezon	(042) 373-5524 / 710- 3133	penroquezon@denr.gov.ph
CENRO Sta. Cruz, Laguna	Brgy. Duhat, Sta.Cruz, Laguna	(049) 536-8903	cenrostacruz@denr.gov.ph
CENRO Lipa City, Batangas	Brgy. Marawoy, Lipa City	(043) 774-2976	cenrolipa@denr.gov.ph
CENRO Calaca, Batangas	Vizconde St., Poblacion, Calaca, Batangas	(043) 424-0162	cenrocalaca@denr.gov.ph
CENRO Calauag, Quezon	Brgy. Sabang Dos, Calauag, Quezon	(042) 717-7205 / 717- 4870	cenrocalauag@denr.gov.ph
CENRO Catanauan, Quezon	Brgy. 9, Catanauan, Quezon	(042) 315-8236	cenrocatanauan@denr.gov.ph
CENRO Tayabas, Quezon	Brgy. Potol, Tayabas City, Quezon	(0917) 154-2303	cenrotayabas@denr.gov.ph
CENRO Real, Quezon	Real Poblacion, Real, Quezon	(042) 536-6093 / 536- 7200	cenroreal@denr.gov.ph



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REGION IV-B	DENR by the Bay, 1515 L&S Bldg., Roxas Blvd., Manila	(02) 7002-3114(02) 8248-3367(02)8249-3367 loc 2701	mimaroparegion@denr.gov.ph
PENRO Marinduque	Capitol Compound., Brgy. Bangbangalon, Boac, Marinduque, 4900	(042) 332-1490 (042) 332-0727	penromarinduque@denr.gov.ph
PENRO Occidental Mindoro	Brgy. Payompon, Mamburao, Occidental Mindoro	(043) 711-0140	penroocc.mindoro@denr.gov.ph planningoccmndo@gmail.com
PENRO, Oriental Mindoro	Sitio II, Ilang-ilang St., Brgy. Suqui, Calapan City 5200	(043) 288-3017 (043) 288-7441	penroor.mindoro@denr.gov.ph penroormindoro@gmail.com penro_orientalmin@yahoo.com
PENRO Palawan	Brgy. Sta. Monica, Pto. Princesa City, Palawan	(048) 433-5638 (048) 434-8791	penropalawan@denr.gov.ph
PENRO Romblon	Formilleza Street, Brgy. Tabing Dagat, Odiongan, Romblon	(042) 567-5030	penroromblon@denr.gov.ph
CENRO Sablayan, Occidental Mindoro	National H-way, So. Balud, Brgy. Sto. Niño, Sablayan, Occidental Mindoro	0917-514-4938	cenrosablayan@denr.gov.ph
CENRO San Jose, Occidental Mindoro	National Hi-way, Brgy. Labangan, San Jose, Occidental Mindoro	(043) 457-0236	cenrosanjose@denr.gov.ph
CENRO Roxas, Oriental Mindoro	Purok Camia II, Brgy. San Mariano, Roxas, Oriental Mindoro	0977-624-5970 0917-169-0232	cenroroxasormindoro@denr.gov.ph cenroroxas_orientalmin@yahoo.com



Office	Address	Contact No.	Email Address
CENRO Socorro, Oriental Mindoro	PASI II, Socorro, Oriental Mindoro	(043) 288-55-17	cenrosocorro@denr.gov.ph
CENR Officer, Brooke's Point, Palawan	Brgy. Poblacion, Brooke's Point, Palawan	0917-502-8961	cenrobrookespoint@denr.gov.ph cenrobrkspt@gmail.com
CENRO, Coron, Palawan	Brgy. Poblacion 6, Coron, Palawan	0917-504-2633	cenrocoron@denr.gov.ph
CENRO Pto. Princesa City, Palawan	Brgy. Sta. Monica, Pto. Princesa City, Palawan	0917-504-2633	cenrocoron@denr.gov.ph
CENRO Pto. Princesa City, Palawan	Brgy. Sta. Monica, Pto. Princesa City, Palawan	(048) 433-06-60	cenropuertoprincesa@denr.gov.ph
CENRO, Quezon, Palawan	Poblacion, Quezon, Palawan	0917-160-4920	cenroquezon@denr.gov.ph
CENRO Roxas, Palawan	Sandoval Street, Brgy. 3, Poblacion Roxas, Palawan	0917-502-8647	cenroroxaspalawan@denr.gov.ph
CENR Officer, Taytay, Palawan	Poblacion, Taytay, Palawan	0917-158-9399 0917-506-6106	cenrotaytay@denr.gov.ph
REGION V	DENR Regional Office No. 5, Regional Center Site, Rawis Legaspi City	431-3126 voip 2800 2801	red_reg5@yahoo.com



Office	Address	Contact No.	Email Address
PENRO Albay	Lapu-lapu st., Legaspi City	(052) 480-7295 w/ fax (052) 742-2019	penro_albay@yahoo.com denrpenroalbay@gmail.com
PENRO Camarines Norte	Pamorangon, Daet, Camarines Norte	440-0727 440-0737	penro.camnorte@yahoo.com
PENRO Camarines Sur	Panganiban Drive, Naga City	472-8252 w/ fax 472-3843	penro_camsur@yahoo.com.ph
PENRO Catanduanes	San Isidro Village, Virac, Catanduanes	(052) 740-5735	denrcatanduanespenro@yahoo.com.ph
PENRO Masbate	Airport Road, Masbate City	333-3393	denr_penro_mbt@yahoo.com
PENRO Sorsogon	B. Flores St. Burabod, Sorsogon City	(056) 421-5545 (056) 311-8730 (056) 311-8747	denr_sorcity@yahoo.com.ph
CENRO Guinobatan	Morera, Guinobatan, Albay		cenroguinobatan.denr@gmail.com cenroguinobatan@yahoo.com.ph
CENRO Iriga	Sta. Cruz Sur, Iriga City	871-5685 456-0901 w/ fax	denr5cenroiriga@yahoo.com records_cenroiriga@yahoo.com
CENRO Sipocot	South Centro Sipocot, Camarines Sur	450-6044 w/ fax 881-3652	cenrosipocot@yahoo.com.ph
CENRO Goa	Catagbacan, Goa, Camarines Sur	453-1383 453-1594 w/ fax	cenrogoa@yahoo.com.ph



Office	Address	Contact No.	Email Address
CENRO San Jacinto	Along National Road, Brgy. Burgos, San Jacinto, Masbate City	533-6104	denrcenrosj@gmail.com
REGION VI	Pepita Aquino Street, Port Area, Iloilo City	(033) 329-4724	r6@denr.gov.ph
PENRO, Aklan	Bliss Site, Kalibo Aklan	(036) 268-4102	
PENRO, Antique	Binirayan Hills, San Jose, Antique	(036) 641-5429	
PENRO, Capiz	Primier de Mayo St. Roxas City, Capiz	(036) 633-0299	
PENRO, Guimaras	San Miguel, Jordan, Guimaras	(033) 581-2970	
PENRO, Iloilo City	FMS Compound, Parola, Port Area, Iloilo City	(033) 331-2830	
PENRO, Negros Occidental	Barangay 39, Bacolod City	(034) 435-7411	
CENRO Boracay	Boracay, Malay, Aklan 5600	(036) 288-9727	
CENRO, Culasi	Centro Poblacion, Culasi, Antique	(036) 277-8125	
CENRO, Belison	Poblacion, Antique	(036) 540-7294 09778269144	
CENRO Mambusao	ATI Building, Andaya St., Poblacion Proper, Mambusao, Capiz	(036) 651-9067	



Office	Address	Contact No.	Email Address
CENRO, Barotac Nuevo	Barangay Tabucon, Barotac Nuevo	(033) 361-2422	
CENRO, Guimbal	Brgy. Guibongan, Miagao, Iloilo, Miagao, Philippines	9953967832	
CENRO, Sara	San Nicolas, San Dionisio, Iloilo	(033) 517-2174 09177075960	
CENRO, Bago City	Cascuela Bldg., Gatuslao St. Bacolod City	(034) 445-8433	
CENRO, Cadiz City	Brgy. Mabini, Cadiz City	(034) 476-4036	
<i>CENRO, Kabankalan City</i>	Zayco Subd., Kabankalan City, Negros Occidental	9512261891	
REGION VII	2nd Floor, Administrative Bldg., DENR-7, Sudlon, Lahug, Cebu City	(+6332) 328 3335 to 36	reddenr7@yahoo.com r7@denr.gov.ph
PENRO Bohol	Cortes, Bohol	(038) 411-0228	penro_bohol@yahoo.com penrobohol@denr.gov.ph
PENRO Cebu	Greenplains Subd., Banilad, Mandaue City	(032) 236-5732	penrocebu@denr.gov.ph penrocebu@yahoo.com
PENRO Negros Oriental	Larena Drive, Dumaguete City, Negros Oriental	(035) 522-0219 422-1560	penronegrosoriental@denr.gov.ph penronegros@yahoo.com
PENRO Siquijor	Port Area, Larena, Siquijor	(035) 377-2029	penrosiquijor@denr.gov.ph denrpenrosiquijor@yahoo.com



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CENRO Talibon	San Jose, Talibon, Boho	9173246520	cenrotalibon@denr.gov.ph cenro_talibon@yahoo.com
CENRO Argao	Lamacan, Argao, Cebu	(032) 367-7411	cenroargao@denr.gov.ph cenroargao_cebu@yahoo.com
CENRO Cebu City	Arellano Blvd. cor. V. Sotto St., Pier 3 Area, Cebu City	(032) 253-6733	cenrocebu@denr.gov.ph cenro_cebucity@yahoo.com
CENRO Ayungon	Tiguib, Ayungon, Negros Oriental	(035) 404-0829	cenroayungon@denr.gov.ph cenro1_ayungon@yahoo.com
CENRO Dumaguete City	Larena Drive, Dumaguete City, Negros Oriental	(035) 225-0660	cenrodumaguete@denr.gov.ph denrodumaguete@yahoo.com.ph
REGION VIII	DENR Regional Office 8, Sto. Niño Extension, Tacloban City	(053) 832-0825 (053) 832-0281	ored8@yahoo.com r8@denr.gov.ph
PENRO Leyte	Baras, Candahug, Palo, Leyte	(053) 832-4283	penroleyte@yahoo.com
PENRO Southern Leyte	Capitol Compound Site, Brgy. Asuncion Maasin City, S. Leyte	(053) 802-5936	denrpenrosouthernleyte@ymail.com penroso.leyte@denr.gov.ph
PENRO Biliran	Brgy. Larrazabal, Naval, Biliran	(053) 500-4115	penrobiliran@yahoo.com
PENRO Eastern Samar	Capitol Site Brgy. Alang-alang, Borongan, Eastern Samar	(055) 560-9374	penroborongan@yahoo.com.ph



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PENRO Northern Samar	UEP Compound, Catarman, N. Samar	(055) 251-7117	penro.nsamar@gmail.com
CENRO Palo	Government Center, Candahug, Palo Leyte	(053) 888-1291	cenropalo@gmail.com
CENRO Baybay	Zone 23, Magsaysay St. Baybay City, Leyte	(053) 335-3644	cenrobaybaycity@gmail.com
CENRO Ormoc	Poblacion, Albuera, Leyte	(053) 561-8074	cenro.albuera@yahoo.com
CENRO Maasin	Capitol Site Brgy. Asuncion, Maasin City, Southern Leyte	(053) 570-3429	denr_cenromsn@yahoo.com cenromaasin@denr.gov.ph
CENRO San Juan	Brgy. Sto. Niño, San Juan, Southern Leyte	(053) 577-6562	cenro_san_juan@yahoo.com cenrosanjuan@denr.gov.ph
CENRO Catbalogan	Brgy. Poblacion, Catbalogan City, Samar	(055) 543-9618	cenrocatbalogan@yahoo.com
CENRO Sta. Rita	Brgy. San Juan, Sta Rita, Samar		cenrostarita@yahoo.com
CENRO Borongan	Capitol Site Brgy. Alang-alang, Borongan, Eastern Samar	(055) 560-9389	denr_cenroborongan@yahoo.com
CENRO Dolores	Brgy. 10, Dolores, Eastern Samar		denrcenrodol_esam@yahoo.com
CENRO Catarman	UEP Compound, Catarman, N Samar	(055) 832-2196	cenro.catarman@yahoo.com
CENRO Pambujan	Brgy. 8, Pambujan, Northern Samar	(055) 832-2196	cenro.pambujan@gmail.com



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REGION IX	2ND Floor, DENR Bldg., Pres. Corazon C. Aquino Regional Government Center, Balintawak, Pagadian City	(062) 945-0870 (062) 945-0914 Tel Fax: (062) 945-0945 0948-1471-250	denr_r9@yahoo.com rscig.denr9@gmail.com
PENRO Zamboanga del Norte	Sta. Filomina, Dipolog City, Zamboanga del Norte	(065) 212 - 6750	
PENRO Zamboanga Del Sur	V. Sagun St., Gatas Dist., Pagadian City	(062) 214-1455	
PENRO, Sibugay	Poblacion Ipil, Zamboanga - Sibugay	(062) 955-2507	
CENRO, Piñan	Piñan, Zamboanga del Norte	(0955) 413-9704	
CENRO, Liloy	Baybay, Liloy, Zamboanga del Norte	(0909) 285-9934	
CENRO, Manukan	Poblacion, Manukan, Zamboanga del Norte	(065) 212-2767	
CENRO, Siocon	Siocon, Zamboanga del Norte	(065) 212-5505	
CENRO, Guipos	Katipunan, Guipos, Zamboanga del Sur	(0938) 135-9347	
CENRO, Ramon Magsaysay	Ramon Magsaysay Zamboanga del Sur	(062) 214-1453	
CENRO, Imelda	Poblacion Imelda, Zamboanga - Sibugay	(062) 957-6468	



Office	Address	Contact No.	Email Address
CENRO, Kabasalan	Kabasalan, Zamboanga - Sibugay	(062) 957-6495	
CENRO, Zamboanga City	Gen. Alvarez St., Zone IV, Zamboanga City	(062) 993-7479	
REGION X	DENR, Region 10, Macabalan, Cagayan de Oro City	(088) 861-2593 0955-142-9501	r10@denr.gov.ph denrxactioncenter@gmail.com
PENRO Bukidnon	Capitol Drive, Malaybalay City, Bukidnon	(088) 8132104	penrobukidnon@denr.gov.ph
PENRO Camiguin	Lakas, Poblacion, Mambajao, Camiguin	(088) 3870040	penrocamiguin@denr.gov.ph
PENRO Lanao del Norte	Tubod, Lanao del Norte	(088) 2276070	penrolanaodelnorte@denr.gov.ph
PENRO Misamis Occidental	Capitol Complex, Oroquieta City, Misamis Occidental	(088) 5450464	penromisamisoccidental@denr.gov.ph
PENRO Misamis Oriental	Malasag Heights, Cugman, Cagayan de Oro City	(088) 8552318	penromisamisoriental@denr.gov.ph
CENRO Valencia City	Valencia City Integrated Bus Terminal, Valencia City, Bukidnon	(088) 8282096	cenrovalencia@denr.gov.ph
CENRO Manolo	Fortich Manolo Fortich, Bukidnon	(088) 2282495	cenromanoloftich@denr.gov.ph
CENRO Don Carlos	Don Carlos, Bukidnon	(088) 2262632	cenrodoncarlos@denr.gov.ph
CENRO Talakag	Talakag, Bukidnon		cenrotalakag@denr.gov.ph



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CENRO Iligan City	4th East Ext., Rosario Heights, Tubod, Iligan City, Lanao del Norte	(063) 2231058 2212823	cenroiligan@denr.gov.ph
CENRO Kolambugan	Kolambugan, Lanao Del Norte	(063) 3554431	cenrokolambugan@denr.gov.ph
CENRO Oroquieta City	Misamis Occidental Capitol Complex, Oroquieta City, Misamis Occidental	(088) 5312003	cenrooroquieta@denr.gov.ph
CENRO Ozamiz City	Gango, Ozamiz City	(088) 5211253	cenroozamiz@denr.gov.ph
CENRO Initao	Jampason, Initao, Misamis Oriental		cenroinitao@denr.gov.ph
CENRO Gingoog City	Dugenio St., Gingoog City, Misamis Oriental	(088) 427421	cenrogingoog@denr.gov.ph
REGION XI	Km. 7, Lanang, Davao City	(082) 233-2779 (082) 234-5599 (FAX) 234-0811 IP Phone 3500 0906-378-8784 0947-611-6083	oredenrxi@yahoo.com.ph r11@denr.gov.ph ureport.denr11@gmail.com
PENRO Davao Oriental	Government Center, Dahican, Mati, Davao Oriental	(087)388-3275	denrxi2mati@hotmail.com penrodavaooriental@denr.gov.ph
PENRO Davao Del Norte	Km. 55, National Hiway, Tagum City, Davao del Norte	(084) 216-6302	denrpenro_ddn@yahoo.com penrodavaodelnorte@denr.gov.ph
PENRO Davao De Oro	Benjamin Bautista Sr. Training Center, Malita Davao Occidental	0935-984-5466	penro.comval@gmail.com penrodavaodeoro@denr.gov.ph
PENRO Davao Del Sur	Prk. 2 Brgy. Poblacion Nabunturan, Comval	(082) 553-2009	denrpenro_delsur@yahoo.com penrodavaodelsur@denr.gov.ph



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CENRO Baganga	Lambajon, Baganga, Davao Oriental	0917-120-4106	cenrobaganga@denr.gov.ph cenrobaganga@yahoo.com
CENRO Manay	San Ignacio, Manay, Davao Oriental	0955-3125729	cenromanay@denr.gov.ph cenroxi2cmanay@gmail.com
CENRO Mati	Magsaysay, Mati, Davao Oriental	(087)388-3569	cenromati@denr.gov.ph cenromati@yahoo.com
CENRO Lupon	Lupon, Davao Oriental	(087) 808-0132	cenrolupon@denr.gov.ph cenro_denrlupon@yahoo.com
CENRO New Corella	Brgy. Magdum, Tagum City	(084) 400-6348	cenronewcorella@denr.gov.ph bingcparilla@yahoo.com
CENRO Panabo	Km 55 National Highway, Tagum City	(084) 823 - 2011	cenropanabo@denr.gov.ph denr11cenropanabo@yahoo.com
CENRO Maco	Anislagan, Maco, Comval Province	0908-242-8899	cenromaco@denr.gov.ph cenromaco@yahoo.com
CENRO Monkayo	Poblacion Monkayo, Compostela Valley Province	0977-826-8193	cenromonkayo@denr.gov.ph cenromonkayo@yahoo.com
CENRO Digos	Mabini Super Highway, Digos City	(082) 553-8758	cenrodigos@denr.gov.ph denr.digos@gmail.com
CENRO Malalag	Malalag, Davao del Sur	(082) 272-0244	cenromalalag@denr.gov.ph cenro_malalag@yahoo.com
CENRO Davao City	Gov. Chavez St., Davao City	(082) 228-2557	cenrodavao@denr.gov.ph cenroeast@yahoo.com
REGION XII	Aurora St., City of Koronadal, South Cotabato	(083)228-6225 - 26	red_reg12@yahoo.com r12@denr.gov.ph



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PENRO, Cotabato Province	Quirino Drive, Kidapawan City, N. Cotabato	(064)557-1412 0927-1472091	penroxiikidapawancity@gmail.com
PENRO, South Cotabato	Martinez St., Koronadal, South Cotabato	(083)228-3502 0928-9717791	penro.southcotabato@yahoo.com sha_msu88a@yahoo.com
PENRO, Sarangani Province	Alabel, Sarangani Province	(083)508-2008 (083)508-2009 0917-4842013	denrpenro_alabel@yahoo.com.ph
PENRO, Sultan Kudarat Province	Isulan, Sultan Kudarat	(064)471-0321 0917-7004705	denr_penrosk@yahoo.com dzarshim22@gmail.com
CENRO, Midsayap, Cotabato	Pob. 3, Lapu lapu St., Midsayap, North Cotabato	(064)471-1867 0998-9581716	cenromidsayap@gmail.com
CENRO, Matalam, Cotabato	Municipal Bldg., Matalam, North Cotabato	(064)288-13670919- 4502877	cenromidsayap@gmail.com
CENRO, Kiamba, Sarangani	Kiamba, Sarangani Province	(083)509-4020 0908-2626272	cenrokiamba4a@gmail.com
CENRO, Glan, Sarangani	Sto. Niño St. Pob., Glan Sarangani	(083)225-8011 0999-5359157	cenro_glan@yahoo.com rosalindabc@yahoo.com
CENRO, General Santos City	Buayan, General Santos	(083)225-9040 0916-2732342	denrcenrogensan@gmail.com
CENRO, Banga, South Cotabato	San Vicente, Banga South Cotabato	(083)239-2754	cenrobanga_surallah@yahoo.com
CENRO, Tacurong City	Bo. 2, EJC Montilla Tacurong City, Sultan Kudarat	(064)229-8658 0945-1105928	cenrotacurong@yahoo.com.ph
CENRO, Kalamansig, Sultan Kud.	Poblacion Kalamansig, Sultan Kudarat	(064)204-6051 09173521845	cenrokalamansig@yahoo.com



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REGION XIII	Ambago, Butuan City	(085) 341-1996 VOIP 3900 (085) 815-2277 0917-7088920	r13@denr.gov.ph denrcaraga13hotline@yahoo.com
PENRO Agusan del Norte	Brgy. Tiniwisan Butuan City	(085) 345-5831 VOIP 3922	penroagusandelnorte@denr.gov.ph
PENRO Agusan del Sur	Patin-ay Properidad, Agusan del Sur	(085) 343-7308 VOIP 3926	penroagusandelsur@denr.gov.ph
PENRO Surigao del Norte	Barangay San Juan, Surigao City	(086) 826-8160 VOIP 3936	penrosurigaodelnorte@denr.gov.ph
PENRO Surigao del Sur	Telaje, Tandag, Surigao del Sur	(086) 211-2227 VOIP 3931	penrosurigaodelsur@denr.gov.ph
PENRO Dinagat Islands	Sta. Cruz, San Jose, Province of Dinagat Island	0907 417 5841	penrodinagat@denr.gov.ph
CENRO Nasipit	Agusan Norte, Talisay, Nasipit, Agusan del Norte	(085) 343-2872	cenronasipit@denr.gov.ph
CENRO Tubay	Agusan Norte, Nat'l. Highway, Doña Rosario, Tubay, Agusan del Norte	0910 025 6271; 0917 6240 667	cenrotubay@denr.gov.ph
CENRO Bayugan	Maygatasan, Bayugan City, Agusan del Sur	(085) 343-6191	cenrobayugan@denr.gov.ph
CENRO Talacogon	Del Monte, Talacogon, Agusan del Sur	0909 287 3336	cenrotalacogon@denr.gov.ph
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CENRO Lianga	Poblacion, Lianga, Surigao del Sur	0919 239 0714	cenrolianga@denr.gov.ph
CENRO Bislig	Maharlika, Bislig City, Surigao del Sur	0939 878 4171	cenrobislig@denr.gov.ph
CENRO Cantilan	Poblacion Cantilan, Surigao del Sur	0929 974 1629	cenrorcantilan@denr.gov.ph