



DEPARTMENT OF ENVIRONMENT AND
NATURAL RESOURCES
(Region VI)

Regional Citizen's Charter
2022 (1st Edition)



DEPARTMENT OF ENVIRONMENT AND
NATURAL RESOURCES
(Region VI)

Regional Citizen's Charter
2022 (1st Edition)

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

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

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

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

II. VISION

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

III. MISSION

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

IV. SERVICE PLEDGE

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

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

DENR REGIONAL OFFICE

ADMINISTRATIVE AND FINANCE

R6-AF-01	DISBURSEMENT FOR NGP PAYMENTS	6-7
RO-AF-02	ISSUANCE OF CERTIFICATE OF PAYMENT/ REMITTANCE (HDMF, BIR, GSIS, PHILHEALTH AND OTHER REMITTANCES)	8-9
R6-AF-03	PROCESSING OF RETIREMENT BENEFIT	10-11
R6-AF-04	PHILGEPS POSTING	12-13
R6-AF -05	PREPARATION AND PROCESSING OF TRAVEL ORDERS	14-15
R6-AF-06	PREPARATION OF NOTICE OF TRANSFER ALLOCATION TO PENROs	16-17
R6-AF-07	PREPARATION OF SUB-ALLOTMENT ADVICE TO PENROs	18-19
R6-.AF-08	PREPARATION AND PAYMENT OF INFRASTRUCTURE PROJECTS	20-25
R6-AF-09	BILLING FOR NATIONAL GREENING PROGRAM CONTRACTS (PENRO)	26-28
R6-AF-10	PROCESSING OF LEAVE APPLICATION	29-30

BIODIVERSITY

R6-B-01	AFFIDAVIT OF UNDERTAKING (AU), MEMORANDUM OF AGREEMENT (MOA) WITH THE DENR AND ISSUANCE OF GRATUITOUS PERMIT (GP)	32-34
R6-B-02	CERTIFICATE OF WILDLIFE REGISTRATION	35-37
R6-B-03	ISSUANCE OF LOCAL TRANSPORT PERMIT FOR WILDLIFE	38-40
R6-B-04	ISSUANCE OF PERMIT FOR REGISTRATION AS IMPORTER/ EXPORTER OF WOOD MATERIALS	41-44
R6-B-05	ISSUANCE OF PERMIT FOR WSUP, WCP, WFP	45-51

FORESTRY

R6-F-01	ISSUANCE OF CERTIFICATE OF REGISTRATION TO LUMBER DEALER	53-58
R6-F-02	ISSUANCE OF LAND TENURE INSTRUMENTS (FLAg/FLAgT, SLUP, IFMA, SIFMA, FLGMA AND CBFMA)	59-64
R6-F-03	ISSUANCE OF WOOD PROCESSING PLANT PERMIT (WPP)- RESAW/ SAWMILL/RE-SAWMILL/CHIPPER	65-69

LANDS

R6-L-01	ISSUANCE OF CERTIFICATION OF CADASTRAL COST, STATUS LOT, AUTHENTICATION, ETC.	71-73
R6-L-02	APPROVAL OF SURVEY PLANS	74-77
R6-L-03	ISSUANCE OF CERTIFICATION OF CADASTRY	78
R6-L-04	ISSUANCE OF PROCLAMATION/ RESEVATION, COMMERCIAL AND AGRICULTURAL LOT	79-83
R6-L-05	REQUEST FOR CERTIFICATION AS TO ALIENABLE AND DISPOSABLE, RESIDENTIAL, COMMERCIAL AND AGRICULTURAL LOT	84-85
R6-L-06	REQUEST FOR THE APPROVAL OF REVOCABLE OR PROVISIONAL PERMIT APPLICATIONS	86-90
R6-L-07	ISSUANCE OF CERTIFICATE OF NO PENDING ADMINISTRATIVE CASES/ CERTIFICATE OF DECEASED PERSON	91-92



Admin and Finance



CHARTER NO.R6-AF-01. DISBURSEMENT FOR NGP PAYMENTS

This service is made upon request of Contract of Service Personnel, LGU and other government agencies or instrumentalities, private individuals and Private Lawyers.

Office or Division:	Management Services Division, PENRO			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	External: External Clientele who are authorized party or representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request for Inspection and Payment				
2. CENRO In-house inspection Report				
3. Disbursement Voucher				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request for inspection and payment of accomplished activities or for billing	1. Check the completeness of submitted requirements, stamp the date and time on documents and forward all documents to action officer.	None	5 min.	<i>Records Officer</i>
	2. Refer to the Chief, Technical Services Division to NGP Focal person/NGP Coordinator for document review and evaluation	None	30 min.	<i>Chief, Technical Services & NGP Focal person/NGP Coordinator</i>
	3. Refer to Administrative and Finance Section for processing of Disbursement Voucher (DV) and Certification of	None	10 min.	<i>Accountant III</i>



	Accountant			
	4. Refer to the PENR Officer for Approval	None	15 min.	<i>PENR Officer</i>
	5. Refer to Administrative and Finance Section for the processor to release the disbursement vouchers to the cashiering unit	None	5 min.	<i>Accountant III/ Accounting Processor</i>
	6. Cashier prepares cheque/list of due and demandable accounts payable (LDDAP)	None	20 min.	<i>Administrative Officer I (Cashier)</i>
	7. PENR Officer signs/approves cheque/LDDAP	None	5 min.	<i>PENR Officer</i>
	8. Cashier releases cheque/LDDAP to the People's Organization	None	5 min.	<i>Administrative Officer I (Cashier)</i>
TOTAL:		None	1 hour & 30 minutes	



CITIZEN'S CHARTER NO. RO-AF-02.ISSUANCE OF CERTIFICATE OF PAYMENT/REMITTANCE (HDMF, BIR, GSIS, PHILHEALTH AND OTHER REMITTANCES)

This Service is made upon request of DENR personnel, official or external party for a Certification of Payment being filed in the DENR. The purpose for the request is included in the Certification.

Office or Division:	Finance Division, DENR Regional Office VI, Iloilo City			
Classification:	Highly Technical			
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. Official Letter Request (1 original)		Requesting Party		
Additional if from the Government Sector				
2. 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 Letter Request of Payment/Remittance to Receiving/Releasing Clerk.	1. Check the letter request as submitted, stamp the date and time on documents and forward all documents to action officer.	None	5 min.	<i>Receiving/Releasing Clerk FD</i>
	1.1. Verify and review the letter request and forward the request to action officer	None	5 min.	<i>Action Officer/ Chief, Finance Division FD</i>
	1.2. Retrieve remittance	None	15 days	<i>Action Officer/</i>



		list to support preparation of Certificate of Payment/Remittance			<i>FD</i>
		1.3. Prepare Certificate of Payment/Remittances	None	30 min.	<i>Action Officer/ FD</i>
		1.4. Sign Certificate of Payment/Remittance	None	5 days	<i>Action Officer/ FD</i>
2. Received the approved Certification.		1. Release signed Certificate of Payment/Remittance.	None	3 min.	<i>Action Officer/ FD</i>
TOTAL:			None	15 days & 53 min	



CITIZEN'S CHARTER NO. R6-AF-03.PROCESSING OF RETIREMENT BENEFIT

This Service is made upon request of DENR personnel who retired from the government service.

Office or Division:	Personnel Section, Administrative Division, DENR Regional Office VI, Iloilo City			
Classification:	Highly Technical			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Internal: Retirees of DENR Region VI External: External Clientele who are authorized party or representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Retirement		Personnel Section		
2. Certificate of Leave Balance		Personnel Section		
3. Service Record		Personnel Section		
4. Latest Appointment		Retiree		
5. Notice of Step Increment		Retiree		
6. PENRO Clearance (if Field office)		Retiree		
7. CENRO Clearance		Retiree		
8. GSIS Clearance		GSIS		
9. Authorization to Deduct all financial obligations with the Agency		Retiree		
10. Affidavit of claimant that he/she has no pending Administrative Case		Retiree		
11. Latest SALN		Retiree		
Additional if from the Government Sector				
Additional if applicant is a representative				
12. _____ (1 original, notarized)		Legal Heir/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish application	1. Assist Retirees	None	15 min.	<i>Retirement In-Charge</i>



for Retirement	applying for retirement;			
	2. Encoding and printing of Regional Clearance after submission of the required documents;	None	30 min.	<i>Retirement In-Charge</i>
	3. Circularized Clearance for signature of Key Officials concerned	None	1 month	<i>Officials concerned</i>
	4. Receives and checks the documents as to their completeness	None	3 min.	<i>Retirement In-Charge</i>
	5. Prepares 1) Checklist of Requirements; 2) List of Retirees to Support Special Budget Request for the approval of the RED	None	1 week	Retirement In-Charge
	6. Prepares transmittal for signature of the RED	None	1 min.	Receiving/Releasing Clerk
	7. Submits the documents to the Records Section for mailing	None	1 min.	Receiving/Releasing Clerk
TOTAL:		None	1 month 5 days 1 hour and 25 min	



CITIZEN'S CHARTER NO.R6-AF-04.PhilGEPS POSTING

This Service is made for Contractor to view in the website.

Office or Division:	DENR Regional Office, PENRO Management Services Division			
Classification:	Complex			
Type of Transaction:	G2C –GovernmenttoCitizen			
Who may avail:	Internal Clients/Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Approved PR		Requesting Party		
2.Approved PPMP		Requesting Party		
3.Memo Request for Posting		Requesting Party		
4.Terms of Reference		Requesting Party		
Additional if Private Property				
Additional if School/Organization				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
PENRO				
1. Submit Memorandum request for PhilGEPS posting	1.1Receives the Memorandum request and supporting documents, stamp the date and forward to PENR Officer	None	15 min.	<i>Regional Office PENRO Staff/Secretary</i>
	2.2Receive, review and approve the Memorandum Request and Supporting Documents for referral toBAC c/oBAC Secretariat	None	1 day	<i>Procurement Section PENRO Officer</i>
	2.3Receive, review the Memorandum Request and its Supporting Documents and schedule deliberation with BAC	None	3 days	<i>BAC Secretariat</i>



	members with regards to the mode of procurement			
	2.4 Posting to PhilGEPS website	None	30 min.	<i>BAC Secretariat</i>
	2.5 Post is reflected in the PhilGEPS website	None	1 day	<i>PhilGEPS Website Administrator</i>
		None	5 days 45 min	



CITIZENS CHARTER- R6-AF -05.PREPARATION AND PROCESSING OF TRAVEL ORDERS

This Travel Order is issued to all personnel who intend to travel for official transactions.

Office or Division:	PENRO/ CENRO			
Classification:	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Meeting (if available) and Special Orders (if available)		Requesting Party		
		Requesting Party		
Additional if from the Government Sector				
Additional if applicant is a representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Prepare Travel Order (2 copies)	1 Review Travel Order, initial, and forward to the PENRO/ CENRO Secretary	None	3min	<i>Assigned Section Chief</i>
	1.4 Record Travel Order, and completeness of attachments and signatures, then, forward to PENR/ CENR Officer for approval	None	3min	<i>PENRO/ CENRO Secretary</i>
	a. Review and Approve the Travel Order	None	3 min	<i>PENR/ CENR Officer</i>
	1.3Release Travel Order	None	3min	<i>PENRO/ CENRO Secretary</i>



	and forward to the Administrative Officer			
	1.4 Record, assign control number, get 1 copy and prepare the transmittal for releasing	None	5 min	<i>Administrative Officer</i>
Total		none	17 min	



CITIZEN'S CHARTER NO. R6-AF-06.PREPARATION OF NOTICE OF TRANSFER ALLOCATION TO PENROS

This Service is made upon request of DENRPENR Offices and end-user for a preparation of Notice of Transfer of Allocation. The purpose for the request is included in the Memorandum approved by the Regional Executive Director.

Office or Division:	Finance Division, DENR Regional Office VI, Iloilo City			
Classification:	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	Internal: PENR Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Letter Request (1 original)		Requesting Party		
2. List of Due and Demandable (1 original)		Requesting Party		
Additional if from the Government Sector				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit approved Memorandum of request for downloading of Notice of Transfer of Allocation to PENR Offices to the Receiving/Receiving Clerk.	1. Check the Memorandum as submitted as to completeness of the requirements, stamp the date and time on documents and forward all documents to action officer.	None	10 min.	<i>Receiving/ReleasingClerk FD</i>
	1.1 Verify and review the letter request and forward the request to action officer	None	5 min.	<i>Action Officer/ Chief, Finance Division FD</i>
	1.2 Prepare Notice of Transfer of Allocation	None	30 min.	<i>Action Officer/ FD</i>
	1.3 Review and sign Notice of Transfer of Allocation as preparer	None	10 min.	<i>Chief, Budget Section FD</i>



	1.5 Review, sign, recommend approval Notice of Transfer of Allocation	None	5 min.	<i>Chief, Finance Division FD</i>
	1.6 Approve and sign Notice of Transfer of Allocation	None	5 min.	<i>Regional Executive Director FD</i>
	1.7 Certify as to availability of cash and sign Notice of Transfer of Allocation	None	5 min.	<i>Chief, Accounting Section FD</i>
	1.7 Release signed Notice of Transfer of Allocation to the Cashiering Section	None	3 min.	<i>Action Officer/ FD</i>
TOTAL:		None	1 hour & 13 min	



CITIZEN'S CHARTER NO. R6-AF-07.PREPARATION OF SUB-ALLOTMENT ADVICE TO PENROS

This Service is made upon request of DENRPENR Offices and end-user for a preparation of Sub-Allotment Advice. The purpose for the request is included in the Memorandum approved by the Regional Executive Director.

Office or Division:	Finance Division, DENR Regional Office VI, Iloilo City			
Classification:	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	Internal: PENR Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 Official Letter Request (1 original)		Requesting Party		
3 List of Due and Demandable (1 original)		Requesting Party		
Additional if from the Government Sector				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit approved Memorandum of request for downloading of Sub-Allotment Advice to PENR Offices to the Receiving/Receiving Clerk.	1. Check the Memorandum as submitted as to completeness of the requirements, stamp the date and time on documents and forward all documents to action officer.	None	10 min.	<i>Receiving/Releasing Clerk FD</i>
	1.1. Verify and review the letter request and forward the request to action officer	None	5 min.	<i>Action Officer/ Chief, Finance Division FD</i>
	1.2. Prepare Sub-Allotment Advice	None	30 min	<i>Action Officer/ FD</i>
	1.3. Review and sign Sub-Allotment	None	10 min.	<i>Chief, Budget Section FD</i>



	Advice as preparer			
	1.4. Review, sign, recommend approval Sub-Allotment Advice	None	5 min.	<i>Chief, Finance Division FD</i>
	1.5. Approve and sign Sub-Allotment Advice	None	5 min.	<i>Regional Executive Director FD</i>
	1.6. Release approved Sub-allotment Advice	None	3 min.	<i>Action Officer/ FD</i>
TOTAL:		None	1 hour & 8 min	



CITIZEN'S CHARTER NO. R6-.AF-08. PREPARATION AND PAYMENT OF INFRASTRUCTURE PROJECTS

This Service is used to pay Contractors of the Infrastructure Projects of PENROs.

Office or Division:	PENRO Management Services Division			
Classification:	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	External: External Clientele/Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request of the contractor attach Notice to Proceed, Schedule of Works, Application to undertake work.		Contractor		
2. Statement of Work Accomplishment (SWA) (Prepared by Project Engineer and Certified Correct by Contractor only)		Project Engineer and Certified By Contractor		
3. Letter request by the Contractor Bank guarantee for retention money; credit line certificate from the bank or Surety Bond (Insurance)		Contractor		
Additional if from the Government Sector				
Additional if applicant is a representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Contractors to prepare and submit letter request of the ff:	1. Received by the receiving and releasing clerk forwarded to the Office of the CENR Officer thru the PASU/Project Focal	None	1 day	<i>Receiving/ReleasingClerk MSD</i>



	Person/Manager.			
a. 15% Mobilization	-do-	None	-	-do-
b. 1st Billing	-do-	None	-	-do-
c. 2nd/Final Billing	-do-	None	-	-do-
d. 10% Retention	-do-	None	-	-do-
2. Preparation of Disbursement Voucher and Supporting Documents			2days	
a. 15% Mobilization	<p>Obligation Request Status prepares disbursement vouchers, and Supporting Documents</p> <ul style="list-style-type: none"> -Obligation Request Status -Notice of Award, -Contract (approved and notarized), -Bid Schedule and Proposals, -Plans and Design, Bill of Materials, -BAC Resolution -Minutes of opening of Bids -Bid Statement (Bid Amount) 	None	-	<i>CENRO Planning Officer PASU/Project Focal Person</i>



	<p>-Certificate of Availability Funds, and</p> <p>-PhilGEPS posting</p>			
b. 1st Billing	<p>Review and prepares endorsement of contractors letter request and SWA to the office of the PENR Office to for inspection of PENRO IAC.</p> <p>PENRO IAC will conduct the inspection together with the hired Engineer of the CENRO and CENRO Rep. Immediately after the Inspection and Validation of the Project; the IAC will prepare the Narrative Report and the Statement of Work Accomplishment in the CENR Office for immediate preparation of Disbursement Vouchers.</p> <p>Prepares endorsement for payment to the PENR Office with the complete supporting documents.</p>	None	-	<p><i>PENRO IAC</i> <i>CENRO Rep.</i> <i>Contractual Engineer</i> <i>PASU</i> <i>Chief, CDS (CENRO)</i></p> <p><i>PASU; Chief, CDS; CENR Officer</i></p>
c. 2nd/Final Billing	<p>Prepares endorsement for payment to the PENR office with the complete supporting documents letter request for the rep. of COA and</p>	None	-	<p><i>PENRO PMO/TSD</i> <i>PENRO IAC</i> <i>CENRO Rep.</i> <i>Contractual Engineer</i> <i>PASU</i></p>



	<p>Accounting Sec.</p> <p>(Same documents of 1st billing with the letter request for the Rep. of COA and Accounting Sec.; Certification of Completions with pictures of Infra. Project.)</p>			<p><i>Chief, CDS (CENRO)</i> <i>COA Rep.</i></p>
d. 10% Retention	<p>Prepares endorsement for payment to the PENR office with the complete supporting documents.</p> <p>Letter request by the Contractor; Bank guaranty for retention money; credit line certificate from the bank of Surety Bond (Insurance) ; Certificate of Completion and Acceptance; Final monitoring report with pictures. Memorandum/Endorsement recommending for payment to the office of the PENR Officer.</p>	None	-	<p><i>CENRO Rep.</i> <i>Contractual engineer</i> <i>PASU</i> <i>Chief, CDS, (CENRO)</i> <i>CENR Officer and Planning Officer</i></p>
3.Recommend for Payments	<p>The CENR Officer recommends for payment and endorse to the office of the PENR Officer.</p> <p>(Memorandum/Endorsement recommending for payment to the office of the PENR Officer.)</p>	None	1 day	<p><i>CENR Officer and Planning Officer</i></p>



<p>4.Review and Processing of Request for Payment</p>	<p>Receive for review as to specification of the project; within the approved Work and Financial Plan Approval of ORS and control of charging processing as to the completeness of supporting documents.</p> <p>Letter request by the Contractor; Attached Statement of Work Accomplishment prepared by the Project Engineer and certified correct by the Contractor only.</p>	<p>None</p>	<p>1 day</p>	<p><i>Receiving Clerk to PENRO PMO/Chief, TSD; Chief, CDS; Project Focal Peron; Planning Officer; Budget Officer Processing Clerk Accountant</i></p>
<p>4.Approval for Payments</p>	<p>Initials of Chief, Management Services Division for approval of the PENR Officer</p> <ul style="list-style-type: none"> -Disbursement Voucher -Obligation Request Status -Inspection and Acceptance -Request for Payment -Bill of Materials -Statement of Work <p>Accomplishment prepared by the IAC signed by all the Members of the IAC and its Chairman; Certified Correct by the CENRO Engineer; Recommending for Approval by the CENR Officer and</p>	<p>None</p>	<p>1 day</p>	<p><i>Chief, MSD; PENRO</i></p>



	approved by the PENR Officer.			
5.Payments	Receive the DV with complete documents for payment, Issuance of Checks or LDDAP.	None	1 day	<i>AO I (Cashier)</i>
TOTAL:		None	7 days	



CITIZEN'S CHARTER NO.R6-AF-09.BILLING FOR NATIONAL GREENING PROGRAM CONTRACTS

This service is for external clientele of PENROs who wish to verify the status of his/her apprehended conveyance.

Office or Division:	PENRO Technical Services Division			
Classification:	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	External: External Clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Expense Monitoring Form	CENRO Office			
2. Document Evaluation Sheet	CENRO Office			
3. Disbursement Voucher	CENRO Office			
1. Certificate of Acceptance	CENRO Office			
2. Application for Payment	CENRO Office			
3. Monitoring Certification Form	CENRO Office			
4. Summary Monitoring Form	CENRO Office			
5. Narrative Report on the conduct of Monitoring and Inspection	CENRO Office			
9. Work and Financial Plan	CENRO Office			
10. Certificate of Completion and Final Validation Report	CENRO Office			
in case of full payment (With representative of COA and Accounting	CENRO Office			
Additional if from the Government Sector				
3.				
Additional if applicant is a representative				
4.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Customers thru the CENRO to submit all required documents to PENRO 1. Expense Monitoring Form 2. Document Evaluation Sheet 3. Disbursement Voucher 4. Certificate of Acceptance 5. Application for Payment	Records in logbook and forward to Technical Services Division for Review of Documents	None	10 min.	<i>Records Officer</i>



6. Monitoring Certification Form 7. Summary Monitoring Form 8. Narrative Report on the conduct of Monitoring and Inspection 9. Work and Financial Plan 10. Certificate of Completion and Final Validation Report in case of full payment (With representative of COA and Accounting)				
	Receives and record documents and refer to Chief, Conservation and Development Section	None	5 min.	<i>Receiving/Releasing Clerk</i> TSD
	Reviews and verify accomplishments against the target per work and financial plan and check the completeness of the submitted documents. Affix initial.	None	30 min.	<i>Chief, Conservation and Development Section or SVEMS, NGP Coordinator</i> TSD
	Records and forward documents to Accounting	None	3 min.	<i>Receiving/Releasing Clerk</i> TSD



	Citizen's Charter No. RO-AF-06 Processing of Disbursement Voucher	None	6 hours and 30 min. – 7 hours and 30 min.	
	Citizen's Charter No. RO-AF-07 Preparation, Processing and Issuance of Checks/ADA	None	6 hours & 20 min. (LDDAP-ADA), or 3 hours & 30 min. (Check) + 24-hour waiting time of the Servicing Bank	
Customer Received payment/check after 24 hours bank *Note: Government Servicing Bank will upload corresponding amount not earlier than 24 hours but not later than 48 hrs.				
TOTAL:		None	14 hrs. & 1 min. (LDDAP-ADA) or 11 hr. & 11 min. (Check) – 15 hrs. & 11 min. (LDDAP-ADA) or 12 hrs. & 11 min. (Check) + 24 hr. waiting time of the servicing bank	



CITIZEN'S CHARTER NO. R6-AF-10.PROCESSING OF LEAVE APPLICATION

This service is made to increase efficiency of this service to PENRO personnel. This service also provides database of all leave applications processed by the HR Unit and creates a means for tracking the document through the use of Leave Control Sheet.

Office or Division:	PENRO Management Services Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal: Permanent Employees of PENROs and CENROs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Leave Application (4 Copies)			HRMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits properly accomplished Leave Form in four (4) copies	2. Check the completeness of data and no. of copies of application	None	2 min.	<i>HR Staff</i>
	3. Compute leave balance of employee and indicate leave balances in leave application form	None	5 min.	HR Staff
	4. Verifies leave balance and sign certification of leave credits balance	None	2 min.	<i>AO IV/ HRMO II</i>
	5. Indicate Leave Application No. and encode in Leave Control Sheet	None	2 min.	<i>AO IV/ HRMO II</i>



	6. Recommending Approval of Leave	None	2 min.	<i>Division Chief (MSD/TSD)</i>
	7. Recommending Approval of Leave	None	2 min.	PENR Officer
	8. Return approved Leave application form to Personnel for Attachment to DTR	None	2 min.	<i>HR Staff</i>
	TOTAL:	None	17 min	



Biodiversity



CITIZEN'S CHARTER NO. R6-B-01 - AFFADAVIT OF UNDERTAKING (AU), MEMORANDUM OF AGREEMENT (MOA) WITH THE DENR AND ISSUANCE OF GRATUITOUS PERMIT (GP)

Gratuitous Permit is a privilege given to an individual, academe, research institution, or organization to capture/harvest and transport wildlife species from the natural habitat for scientific and other authorized purposes.

Office or Division:	Licenses Patents and Deeds Division, DENR Regional Office VI, Iloilo City
Classification:	COMPLEX
Type of Transaction	G2C – Government to Citizen G2G - Government to Government
Who may avail:	General: Individual, Academe, Research Institution, or Organization Specific: 1. <u>For conduct of Scientific Research on wildlife - Foreign Entity/Institution/Individual or a Filipino Citizen affiliated with a foreign institution</u> 2. <u>For Conservation Breeding or Propagation Activities and other Wildlife Conservation/Research Projects - Local Non-Government/Academic Institutions</u> 3. <u>For purposes of thesis and dissertation - Students affiliated with local academic institutions and other government initiated or implemented research or scientific projects</u>
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Research Project Proposal	Applicant/Requesting Party
2. Institution's Profile, if applicable;	Applicant/Requesting Party
3. Endorsement Letter - If Institution - Head of the Institution, or - If individual researcher - from the recognized expert or a research institution or a conservation organization; - If student applicant - from concerned dean	Applicant/Requesting Party
4. Payment of application and processing fees	Applicant/Requesting Party
5. In case collection of wildlife is necessary - prior clearance from the affected neighborhood/communities, i.e. concerned LGUs, recognized head of the indigenous people in accordance with RA 8371, or Protected Area Management Board	LGU, NCIP/PAMB



Additional Requirements for Conservation Breeding or Propagation Activities, and other Wildlife Conservation/Researched Projects				
1. Affidavit of Undertaking by the applicant shall be submitted to the REDconcerned. 2. Habitat rehabilitation, protection and management plan for re-introduction and restocking of captive-bed/propagated individuals (for conservation breeding projects only)		Applicant/Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the request/application with complete supporting documents directly to Regional Office or thru PENRO/CENRO	1.1. Receive the application/documents, stamp the date, assign control number and log the same in the Division's Tracking System. 1.2. Forward the application/documents to the Chief, LPDD	none	6 min.	<i>Receiving/Releasing Clerk</i>
	2. Review and refer the application to Chief, WRPS	none	5 min.	<i>Chief, LPDD</i>
	3. Receive, review, schedule inspection and assign to personnel concerned the application/documents for processing.	none	5 min.	<i>Chief, WRPS</i>
	Evaluation of the completeness of the submitted requirements	none	1 working day	<i>Action Officer/ WRPS</i>
	If the applicant documents are found in order prepare In case the requirements are not complete , the	none	5 min.	<i>Action Officer/Chief, LPDD</i>



	and approve order of Payment and forward the same to the requesting party	application shall be returned immediately informing the applicant of the deficiencies			
	Accept payment and issue official receipt		GP-Php 100.00	5 min.	<i>Action Officer/cashier</i>
	Process document/Prepare the GP/MOA and endorsement for review of the chief, LPDD		none	Within 3 days	<i>Action Officer/WRPS</i>
	Reviews and initial the endorsement, and MOA/GP for the signature of the ARD for Technical Services			30 min	<i>Action Officer Chief, LPDD</i>
	Reviews and initial the endorsement and MOA/GP for the signature of the Regional Executive Director			10 min.	<i>Action Officer ARD for Technical services</i>
	Signs the Endorsement and MOA/GP			5 min.	<i>Regional Executive Director</i>
TOTAL:			Ph/100.00	4 days, 1 hour & 11 min	



CITIZEN'S CHARTER NO. R6-B-02. CERTIFICATE OF WILDLIFE REGISTRATION

Office or Division:	LPDD			
Classification:	COMPLEX			
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 Regional and Central Offices), attached Agencies External: External Clientele who are authorized party or representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished application form (to be secured at the DENR field offices);			Requesting party	
2. Documentary stamp (to be affixed on the Certificate of Wildlife Registration);			Requesting party	
3. Inventory List of Wildlife;			Concerned CENRO	
4. Registration fee;			Requesting party	
5. Proof for the legal acquisition of wildlife;			Requesting party	
5. Inspection Report (inspection of facility and inventory of wildlife using the prescribed form)			Concerned CENRO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submission of requirements and forward to the receiving /releasing clerk	Received the submitted requirements, stamp the date and time on documents and forward all documents to CENRO	none	30 min	<i>CENRO Receiving Clerks</i>
2. Payment of fees	Receive payment of fees	P50	15 min	<i>CENRO Cashier</i>
	Referral of Application, together		30 min	<i>RPS, Chief</i>



	with its documents to RPS			<i>Wildlife permitting Section</i>
	Conduct Inspection of Facility and Inventory of Wildlife		1 day, 7 hours and 30 min	<i>Wildlife permitting CENRO Personnel</i>
	Forward Memorandum-Endorsement of Application including with its supporting documents to PENRO		15 min	<i>CENR Officer/CENRO Releasing Clerk</i>
	Receive by PENRO Receiving Clerk		15 min	<i>PENRO Receiving Clerk</i>
	Referral of Application, together with its documents to TS		30 min	<i>PENRO</i>
	Evaluate/Review Documents conducted by PENRO		2 days	<i>PENRO Technical Service Division Chief</i>
	Forward Memorandum-endorsement of the Application including supporting documents to the Regional Office		30 min	<i>PENRO and PENRO Releasing Clerk</i>
	Receives the submitted requirements, stamp the date and time on documents and forward all documents to LPDD Chief		30 min	<i>LPDD Receiving Clerks</i>
	Refers the documents to WRPS for processing		30 min	<i>LPDD Clerk, Chief, LPDD</i>
	Evaluates the documents, if the documents are in order prepare CWR, endorsement to the RED,		1 day & 7 hours and 45 minutes	<i>WRPS</i>



	PENRO and letter to the permittee			
	Reviews and initial the endorsement, and CWR for the signature of the ARD for Technical Services		7 hours	<i>Chief, LPDD</i>
	Reviews and initial the endorsement and CWR for the signature of the Regional Executive Director		1 Hour and 30 minutes	<i>ARD TS</i>
	Signs the Endorsements and CWR and receive by client and indorse to client		1 Hour and 30 minutes	<i>RED/Client</i>
TOTAL:			7 days & 3 Hours	

Note:

This service is under the following laws:

- R.A. No. 9147
- DAO No. 2004-15
- Joint DENR-DA-PCSD AD #01, s. 2004, May 18, 2004
- DAO 2004-58, August 31, 2004
- DAO 2004-60, September 27, 2004
- DAO 2004-62, October 12, 2004
- TB No. 2013-04, May 21, 2013



CITIZEN'S CHARTER NO.R6-B-03.ISSUANCE OF LOCAL TRANSPORTPERMIT FOR WILDLIFE

This Service is made upon request of Concerned Public Individual, Administrator of Schools and Other Public Places.

Office or Division:	PENRO Technical Services Division			
Classification:	Simple			
Type of Transaction	G2C –GovernmenttoCitizen			
Who may avail:	Concerned Public Individual, Administrator of Schools and Other Public Places			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter		Requesting Party		
2. Image/Picture of Wildlife Species		Requesting Party		
Additional if Private Property				
Additional if School/Organization				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request and supporting documents to the Receiving Clerk	1. Receives the letter request and supporting documents, stamp the date and forward to the Office of the PENRO	None	15 min.	<i>Receiving Clerk</i>
	1.1 Receive letter request and supporting documents and forward to the PENR Officer	None	15 min.	<i>PENRO Staff/Secretary</i>
	1.2 Receive, review and refer the application to Chief, TSD	None	15 min.	<i>PENR Officer</i>
	1.3 Receive, review and refer the application to	None	15 min.	<i>Chief, TSD</i>



	Chief, Regulation and Permitting Section			
	1.4 Receive, review and refer the application to Chief, Licensing Unit	None	15 min.	<i>Chief, Regulation and Permitting Section</i>
	1.5 Receive and review the application, and assign inspection team to conduct site inspection.	None	30 min.	<i>Chief, Licensing Unit</i>
2. Guide/accompany the inventory team to the site.	2.1 Conduct inspection of the area and prepare inspection report	None	1 day	<i>Inspection Team</i>
3. Pay certification Fee	3. Accept payment and issue Official Receipt (OR).	P 100.00	15 min.	<i>Credit Officer</i>
4. Receive OR.	4.1 Prepare Local Transport Permit and endorsement to PENR Officer. For signature and approval	None	30 min	<i>Chief, Licensing Unit</i>
	4.2 Receive the Local transport permit for approval of the PENRO	None	15 min.	<i>PENRO Staff</i>
	4.3 Receive and review the inspection report and Local transport permit. Approve recommendation.	None	1 hour	<i>PENR Officer</i>
	4.4 Record and release the approved certification	None	15 min.	<i>Receiving/Releasing Clerk PENRO Records Unit</i>
5. Received the approved	5. File the customer Request form	None	10 min.	



Certification			
TOTAL		P 100.00	1 day, 4 hours & 10 minutes



CITIZEN'S CHARTER NO. R6-B-04.ISSUANCE OF PERMIT FOR REGISTRATION AS IMPORTER/EXPORTER OF WOOD MATERIALS

This Service is made upon request of external party for a Wood Exportation/Importation Permit to rationalize the development of the wood based industries in order to continuously provide the Wood supply needed of the country and a stop gap measures until such time that the local supply from natural and plantation can adequately meet the local towards economic growth.

Office or Division:	Licenses Patents and Deeds Division, DENR Regional Office VI, Iloilo City
Classification:	Complex
Type of Transaction	G2C - Government to Citizen, Government to Business
Who may avail:	External: External Clientele who are authorized party or representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Duly signed application form (pre-formatted)	CENRO
2. Authenticated copy of business registration as single proprietorship, partnership or corporation from DTI or SEC. Mayors permit	Applicant
3. Original copy of sale/supply contract between the agent, contractor and dealer and the foreign exporter of wood materials at least one (1) year, duly authenticated by the Philippine Embassy at the Country of Origin of the wood materials. (translated in English/Affidavit informing that the signatory of the supplier in foreign language is the person certified by the Philippine Embassy in the Country (origin)	Applicant - Contract from other Countries to Supply Imported Wood Materials(Importer) Contract form Suppliers in the Philippines to export to other countries (Exporter)
4. Two (2) pictures of establishment (picture must show the Office with signage and the lumberyard/stock area)	Applicant (Exporter)
5. Custom accreditation (NSW) optional	Applicant - Bureau of custom (local)
6. Copy of the previous permit (applicable for renewal)	
7. Original copy of Certificate from Philippine Wood Producers Association that the type or kind and volume of a particular wood materials, the agent, contractor, or dealer intends to import within a current year are well within the importation rationalization program of total "allowable capacity measure"	Applicant - Office of the Philippines Wood Procedures Association base in Manila
8. Fees and Bond (Oath, application, registration fees, Cash Bond or Surety Bond)	CENRO level
9. Inspection Report (under oath)	CENRO level



Additional if from the Government Sector				
Additional if applicant is a representative				
1.SPA authorizing to apply for wood importer/exporter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO thru PENRO submits Completed Staff Work (CSW) application for Wood Importation / Exportation Wood Materials to the Regional Office	Receives the applications/documents for logging the same in the Division's Tracking System for numbering and monitoring purposes; Transmits documents / communications to the Division Chief for eventual routing	None	20 min.	<i>Receiving Clerk, LPDD</i>
	Evaluates incoming documents/communications and routes the same for appropriate action	None	20 min.	<i>Chief, LPD Division</i>
	Receives the applications / documents for logging the same in the Section's Tracking System for numbering and monitoring purposes; Transmits documents / communications to the Section Chief for eventual routing	None	10 min.	<i>Receiving Personnel, FUS</i>
	Reviews and assigns to Personnel concerned the documents/communications	None	1 hour	<i>Chief, Forest Utilization Section</i>
	Reviews, evaluates and conducts data analysis on the documents	None	5 days	<i>LPDD FUS Staff</i>



	If incomplete documents Prepares communications / documents / applications with discrepancies to be returned to the CENRO thru the PENRO concerned for appropriate action	If complete documents Prepares permit for Registration as Importer/Exporter of Wood Materials for approval of the Regional Executive Director			
	Reviews and Evaluates all communications/documents acted by the Personnel Concerned				
	Initials communications to applications / documents with discrepancies to be returned to PENROs / CENROs for rectification / compliance	Initials all documents of permit for Registration as Importer/Exporter of Wood Materials for approval of the Regional Executive Director	None	1 day	<i>Chief, Forest Utilization Section</i>
	Reviews and Initials communications to applications /documents with discrepancies to be returned to PENROs / CENROs for rectification / compliance; Reviews and initials permit for Registration as Importer/Exporter of Wood Materials for signature of ARD for Technical Services and Regional Executive Director		None	4 hours	<i>Chief, LPD Division</i>
	Reviews and initials communications / documents with discrepancies to be returned to PENROs / CENROs for rectification / compliance	Reviews and initials documents of permit for Registration as Importer/Exporter of Wood Materials for approval of the Regional Executive Director	None	20 min.	ARD for Technical Services
	Signs communications documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance. Signs documents of permit for Registration		None	10 min.	<i>Regional Executive Director</i>



	as Importer/Exporter of Wood Materials				
	Releases to Records Section the approved communications / documents with discrepancies to be returned to PENROs / CENROs for rectification / compliance	Releases to Records Section the approved permit for Registration as Importer/Exporter of Wood Materials and its attachment	None	20 min.	<i>Releasing Personnel, LPDD-FUS</i>
	Releases all communications for mailing to PENROs/CENROs and permittee		None	20 min.	Records Section, Regional Office
	TOTAL:		NONE	7 days	

This service is under the following rules:

- RA No. 1239, PD 705 and DAO 99-46, Series of 1999.



CITIZEN'S CHARTER NO. R6-B-05. ISSUANCE OF PERMIT FOR WSUP, WCP, WFP

WILDLIFE SPECIAL USE PERMIT (WSUP) for Other Uses of Wildlife

Office or Division:	Licenses Patents and Deeds Division, DENR Regional Office VI, Iloilo City			
Classification:	Highly Technical			
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 Regional and Central Offices), attached Agencies External: External Clientele who are authorized party or representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly Accomplished application form (ANNEX "A") with two recent 2"x2" photo of applicant;			Requesting party	
2. List of species to be collected indicating the quantity for each, and methods of collection to be used;			SEC, CDA, Etc.	
3. Prior clearance from the affected communities, i.e. concerned LGUs, recognized head of the indigenous people in accordance with RA 8371, or Protected Area management Board.			NCIP, PAMB, LGU	
4. Name and Address of authorized collectors/trappers; and,			Requesting party	
5. Payment of fees			Requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.Submission of requirements and forward to the receiving /releasing clerk	Received the submitted requirements, stamp the date and time on documents and forward all documents to LPDD Chief	none	6 min.	<i>Receiving/Releasing Clerk</i>
	Referred the documents to WRPS for processing	none	5 min.	<i>Chief, LPDD</i>



	Initial Evaluation of the submitted requirements and schedule inspection		4 hours	<i>Action Officer/ WRPS</i>
	If the applicant documents are found in order prepare and approve order of Payment for application fee and forward the same to the requesting party	none	5 min.	<i>Action Officer/Chief, LPDD</i>
	Accept payment and issue official receipt	500.00	5 min.	<i>Action Officer/cashier</i>
	Conduct of site Inspection of the holding facility	None	Within 5 days	<i>Action Officer</i>
	Evaluation of application by the RWMC	None	Within 5 days	<i>Chief, LPDD, WRPS, RWMC and its secretariat</i>
	Preparation and approval by the Regional Executive Director	none	Within 3 days	<i>Action Officer, Chief, LPDD, ARD, Technical, RED</i>
TOTAL:		NONE	13 days, 4 hours & 21 min	



WILDLIFE COLLECTOR'S PERMIT (WCP)

Office or Division:	Licenses Patents and Deeds Division, DENR Regional Office VI, Iloilo City
Classification:	COMPLEX
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 Regional and Central Offices), attached Agencies External: External Clientele who are authorized party or representative
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
a.1. Duly Accomplished application form (ANNEX "A") with two recent 2"x2" photo of applicant;	Requesting party
a.2. In case of animal shows using wildlife, clearance from or registration with the Animal Welfare Division of the Bureau of Animal Industry pursuant to Republic Act 8485 (Animal Welfare Act).	DA
a.3 In case of imported animals, no importation shall be permitted except upon deposit of a bond with PAWD in an amount equal to the transport cost of the animals back to the owner-country of origin. Import/export permits shall be secured in accordance with section 8 of DAO 2004-55.	Requesting party
a.4. Proof of Legal source; and,	Requesting party
B. Educational/Documentation for commercial purposes:	
b.1. Duly Accomplished application form (ANNEX "A") with two recent 2"x2" photo of applicant;	Requesting party
b.2. Letter request specifying the species, quantity and areas of collection or area, subject of documentation, as the case maybe;	Requesting party
b.3. Clearance from the recognized head of Indigenous People in accordance with RA No. 8371 (Indigenous People's Rights Act (IPRA) of 1997, concerned LGUs or Protected Area Management Board;	NCIP, PAMB, LGU



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.Submission of requirements and forward to the receiving /releasing clerk	Received the submitted requirements, stamp the date and time on documents and forward all documents to LPDD Chief	none	6 min.	<i>Receiving/Releasing Clerk</i>
	Referred the documents to WRPS for processing	none	5 min.	<i>Chief, LPDD</i>
	In case the requirements are not complete , the application shall be returned immediately informing the applicant of the deficiencies	none	(within 2 days)	<i>Action Officer/WRPS</i>
	If the applicant documents are found in order process document/Prepare the GP/MOA and endorsement for review of the chief, LPDD	none	Within 3 days	<i>Action Officer/WRPS</i>
	Reviews and initial the endorsement, and MOA/GP for the signature of the ARD for Technical Services	none	1 day	<i>Chief, LPDD</i>
	Signs the Endorsement and MOA/GP for approval of the Regional Executive Director	none	5 min.	<i>ARD, Technical Services</i>
	Signs the Endorsement and MOA/GP	none	5 min.	<i>Regional Executive Director</i>
TOTAL		NONE	5 days, 7 hours & 10 min	



WILDLIFE FARM PERMIT (WFP)

Office or Division:	Licenses Patents and Deeds Division, DENR Regional Office VI, Iloilo City
Classification:	Highly Technical
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 Regional and Central Offices), attached Agencies External: External Clientele who are authorized party or representative
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. Small Scale Farming (with capital of P/ 1,500,000.00 and below):	
a.1. Duly Accomplished application form (ANNEX “A”) with two recent 2”x2” photo of applicant;	Requesting party
a.2. Copy of Certificate of Registration from appropriate Government agencies such as the Security and Exchange Commission (SEC), Cooperative Development Authority, etc.;	SEC, CDA, Etc.
a.3. Proof of Scientific expertise (list and qualifications of manpower);	Requesting party
a.4. Financial plan showing financial capability to go into breeding;	Requesting party
a.5. Proposed facility design;	Requesting party
a.6. In case of indigenous threatened species, letter of commitment to simultaneously undertake conservation breeding and propose measures on rehabilitation and/or protection of habitat, where appropriate, as may be determined by the RWMC; and	Requesting party
a.7. Prior clearance from the affected communities, i.e. concerned LGUs, recognized head of the indigenous people in accordance with RA 8371, or Protected Area management Board.	NCIP, PAMB, LGU
b. Medium to Large Scale Farming (with capital of more than PhP 1,500,000.00):	
b.1. Duly Accomplished application form (ANNEX “A”) with two recent 2”x2” photo of applicant;	Requesting party
b.2. Management and breeding plan in accordance with the attached	Requesting party



outline;				
b.3. Proof of Scientific expertise (list and qualifications of manpower);			Requesting party	
b.4. Photo of the existing facility (for those converted to wildlife farm) or sketch/development plan of proposed facility;			Requesting party	
b.5. In case of indigenous threatened species, letter of commitment to simultaneously undertake conservation breeding and propose measures on rehabilitation and/or protection of habitat, where appropriate, as may be determined by the RWMC; and			Requesting party	
b.6. Certified copy of Land Title or Lease Contract for the facility;			Requesting party	
b.7. Financial plan showing financial capability to go into breeding;			Requesting party	
b.8. Photo copy of Article of Incorporation, in case of corporation;			Requesting party	
b.9. Prior clearance from the affected communities, i.e. concerned LGUs, recognized head of the indigenous people in accordance with RA 8371, or Protected Area management Board;			NCIP, LGU, PAMB	
b.10 Copy of BIR registration as exporter, if applicant will engage in export, and			Requesting party	
b.11. Payment of fees in accordance with section 9 hereof.			Requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.Submission of requirements and forward to the receiving /releasing clerk	Receives the submitted requirements, stamp the date and time on documents and forward all documents to CENRO	none	30 min.	<i>CENRO Receiving Clerk/s</i>
	Forward Memorandum-Endorsement of Application including with its supporting documents to PENRO		4 hours	<i>CENRO Releasing Clerk/CENRO</i>
	Forward Memorandum-Endorsement of Application including with its supporting documents to Regional Office		3 hours	<i>PENRO Releasing Clerk/PENRO</i>



	Wildlife			
	Receives the submitted requirements, stamp the date and time on documents and forward all documents to LPDD Chief		30 minutes	<i>LPDD Receiving Clerk</i>
	Refers the documents to WRPS for processing		60 min	<i>LPDD Clerk, Chief, LPDD</i>
	Conducts Initial Evaluation Report and Facility Inspection Report		5 days	<i>WRPS</i>
	Final Evaluation Report by the RWMC (within 15 days)		15 days	<i>RWMC</i>
2. Payment of fees	Receives payment of fees	P2,500 for small scale P5,000 for large scale	60 min.	<i>RO Cashier</i>
	Wildlife Farm Permit prepared for approval		2 days and 6 hours	<i>WRPS/Chief, LPDD/ARDTs</i>
3. Electronically-Receive by Client	Approves WFP		1 day	<i>RED</i>
3. Electronically receive by client	Transmits to Client		2 hours	<i>Releasing Clerk/WRPS Staff/Client</i>
TOTAL:		Small scale – 2,500.00 Large scale – 5,000.00	25 days	



Forestry



CITIZEN'S CHARTER NO. R6-F-01.ISSUANCE OF CERTIFICATE OF REGISTRATION AS LUMBER DEALER

This service is made upon request of external party willing to engage, intend to engage in dealer or selling lumber.

Office or Division:	Forest Utilization Section -Licenses, Patents and Deeds Division, DENR Regional Office VI, Iloilo City	
Classification:	Complex	
Type of Transaction	G2C - Government to Citizen, Government to Business	
Who may avail:	External: External Clientele who are authorized party or representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application form duly accomplished;		CENRO Level
2. Application Fee: Fees (Application – P600.00; Registration – P480.00; Oath – P36.00; Certification – P50.00/picture).		CENRO
3. Mayor's Permit;		Applicant
4. Latest Income Tax Return;		Applicant
5. Lumber Supply Contract (LSC) with a validity period of at least one (1) year; (renewal), new application-validity (3) years		Applicant
6. Business Plan duly prepared by the application in collaboration with a registered forester (private practitioner);		Applicant
7. Two (2) copies of pictures of Business Establishment including the Lumberyard;		Applicant
8. Articles of Incorporation, Partnership or association duly certified by the SEC (new);		Applicant
9. Certificate of Registration with the DTI (single proprietorship);		Applicant



Additional if applicant is a representative						
1.Special Power of Attorney (SPA) Board resolution of the Company						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE		
CENRO thru PENRO submits Completed Staff Work (CSW) application for Certificate of Registration as Lumber Dealer to the Regional Office	Receives the applications/documents for logging the same in the Division's Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Division Chief for eventual routing	None	20 min.	<i>Receiving Clerk, LPDD</i>		
	Evaluates all incoming documents/communications and routes the same for appropriate action	None	20 min.	<i>Chief, LPD Division</i>		
	Receives the applications/documents for logging the same in the Section's Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Section Chief for eventual routing	None	10 min.	<i>Receiving Personnel, FUS</i>		
	Reviews and assigns to Personnel concerned the documents/communications	None	1 hour	<i>Chief, Forest Utilization Section</i>		
	Conduct validation/site visit to the lumberyard and to check the available lumber stock. Reviews, evaluates and conducts data analysis on the documents					
	<table border="0"> <tr> <td>If incomplete documents Prepares communications / documents / applications with discrepancies to be</td> <td>If complete documents Prepares Certificate of Registration as Lumber Dealer and attachment for approval of the Regional Executive Director -Terms and Condition of Certificate of Registration as</td> </tr> </table>	If incomplete documents Prepares communications / documents / applications with discrepancies to be	If complete documents Prepares Certificate of Registration as Lumber Dealer and attachment for approval of the Regional Executive Director -Terms and Condition of Certificate of Registration as	None	4 working days 5	<i>LPDD FUS Staff</i>
If incomplete documents Prepares communications / documents / applications with discrepancies to be	If complete documents Prepares Certificate of Registration as Lumber Dealer and attachment for approval of the Regional Executive Director -Terms and Condition of Certificate of Registration as					



	<p>returned to the CENRO thru the PENRO concerned for appropriate action</p>	<p>Lumber Dealer -Memo to the PENRO concerned endorsing copy of Approved Certificate of Registration as Lumber Dealer -Letter to the Permittee providing copy of approved Certificate of Registration as Lumber Dealer -Letter to the Permittee with a copy of returned letter of acceptance - Summary of documents acted</p>			
	<p>Reviews and Evaluates all communications/documents acted by the Personnel Concerned</p>				
	<p>Initials communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance</p>	<p>Initials all documents of Certificate of Registration as Lumber Dealer and attachment for approval of the Regional Executive Director -Terms and Condition of Certificate of Registration as Lumber Dealer -Memo to the PENRO concerned endorsing copy of Approved Certificate of Registration as Lumber Dealer -Letter to the Permittee providing copy of approved Certificate of Registration as Lumber Dealer -Letter to the Permittee with a copy of returned</p>	<p>None</p>	<p>1 day</p>	<p><i>Chief, Forest Utilization Section</i></p>



		letter of acceptance - Summary of documents acted			
	Reviews and Initials communications /applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance; Reviews and initials Certificate of Registration as Lumber Dealer and attachment for signature of ARD for Technical Services and Regional Executive Director		None	4 hours	<i>Chief, LPD Division</i>
	Reviews and Initials communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance	Reviews and initials documents of Certificate of Registration as Lumber Dealer with attachment for approval of the Regional Executive Director -Terms and Condition of Certificate of Registration as Lumber Dealer -Memo to the PENRO concerned endorsing copy of Approved Certificate of Registration as Lumber Dealer -Letter to the Permittee providing copy of approved Certificate of Registration as Lumber Dealer -Letter to the Permittee with a copy of returned letter of acceptance -	None	20 min.	ARD for Technical Services



		Summary of documents acted			
	<p>Signs communications /applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance. Signs documents of Certificate of Registration as Lumber Dealer with attachment :</p> <ul style="list-style-type: none"> -Terms and Condition of Certificate of Registration as Lumber Dealer -Memo to the PENRO concerned endorsing copy of Approved Certificate of Registration as Lumber Dealer -Letter to the Permittee providing copy of approved Certificate of Registration as Lumber Dealer -Letter to the Permittee with a copy of returned letter of acceptance -Summary of documents acted 		None	10 min.	<i>Regional Executive Director</i>
	<p>Releases to Records Section the approved communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance for mailing</p>	<p>Releases approved Certificate of Registration as Lumber Dealer and attachment for mailing:</p> <ul style="list-style-type: none"> -Terms and Condition of Certificate of Registration as Lumber Dealer -Memo to the PENRO concerned endorsing copy of Approved Certificate of Registration as Lumber Dealer -Letter to the Permittee providing copy of approved Certificate of Registration as Lumber Dealer -Letter to the Permittee with a copy of returned letter of acceptance 	None	20 min.	<i>Releasing Personnel, LPDD-FUS</i>



		-Summary of documents acted			
	Releases all communications for mailing to PENROs/CENROs and permittee		None	20 min.	<i>Records Section, Regional Office</i>
			TOTAL:	6 days& 7 hours	

This service is under the following rules:

- RA No. 1239, FAO No. 26, series of 1956, Memorandum Order No. 13, series of 1986, DAO No. 08, series of 1994, DAO No. 18 (Administrative Fine), DENR Regional Circular Bo. 97-182, series of 1997, Lumber Supply Contract (LSC)
- DAO No. 8 (LCS at least 12 months) and DMC No. 18, series of 1993 (Approval of LSC)



CITIZEN'S CHARTER NO. R6-F-02.ISSUANCE OF LAND TENURE INSTRUMENTS (FLAG/FLAGT, IFMA, SIFMA, FLGMA AND CBFMA)

This service is made upon request of external party to sustainably managed and provide equitable access to forestland and forest resources and provide security of tenure to qualified persons to occupy, develop utilize and sustainably manage forestland through appropriate land use agreements consistent with Government Share/Users Fee.

Office or Division:	Forest Utilization Section -Licenses, Patents and Deeds Division, DENR Regional Office VI, Iloilo City	
Classification:	Highly Technical	
Type of Transaction	G2C - Government to Citizen, Government to Government, Government to Business	
Who may avail:	External: External Clientele who are authorized party or representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>1.Duly Accomplished Application Form accompanied by the ff:</p> <p>1. a For an Individual applicant: -Certified copy of Birth Certificate, or Certificate of Naturalization</p> <p>1. b For Association, Corporation or partnership, - certified copy of SEC registration</p> <p>1.b.1 -Articles of Incorporation/partnership, 1.b.2 -Resolution of the corporate governing body (Board of Directors, Board of Trustees, etc.) designating the authorized representative of said corporation, association or partnership to apply/sig documents for and in behalf of the company.</p> <p>1.c For cooperative -Certified copy of certificate of registration from the Cooperative Development Authority (CDA).</p> <p>(Note: No application for CBFMA)</p>		CENRO Level
<p>2. Payment of Application fee for FLAg / FLAgT / SLUP of P500.00, except for mining prospecting permit – P1.50/ha or a fraction thereof but not less than P600.00 (DAO No. 2004-16 Amount paid P _____ O.R. Number _____</p>		CENRO Level



Date paid _____ 2.2 IFMA – P0.60/hectare 2.3 SIFMA – P1.00/hectare or fraction but not lower than P250.00 2.4 FLGMA – P10.00/hectare or fraction but not less than P500.00/application	
3. NCIP Clearance (Certificate of Pre and Prior Consent)	Applicant (Office of the NCIP, Regional Office)
4. Map of the area applied for, with technical description, coordinates (2) sets of longitude and tie point from the nearest landmark. (Note: Inspection and Survey fees of P400.00/km. Plus the actual available and most economical transport cost of the survey team from the official station to site (DAO No. 2004 -16)	CENRO Level
5. Inspection Report duly signed by the inspecting officer attested by the CENR Officer concerned.	CENRO Level
6. Indicative Management Plan.	To be prepared by the Applicant in collaboration of Private Forester of practitioner
7. Initial Environment Examination (IEE) as basis for the issuance of ECC	Applicant - Environmental Management Bureau (EMB Office)
8. BIR Certification on the zonal valuation of the nearest commercial zone of the Barangay/Municipality or Province whichever is higher. (for computation of the minimum entry fee-sec. 12.8 DAO 2004-59)	It can be downloaded thru the Internet
9. Proof of Financial Capability to develop and manage the area applied for.	Applicant
10. LGU/s Endorsement (Barangay, City/Municipality/Province) – (Resolution)	Applicant - Resolution to be requested by the applicant from the Local Government Unit (LGU)
11. For areas covered by specific laws, clearance/authorization from a governing body i.e. Palawan	N/A
12. Posting of Performance bond - twice the annual rental or users fee as the case maybe, but not less than P10, 000.00. Provided, that 50% of the computed bond deposit shall be posted in CASH and a balance in the form of surety bond with a duration of five (5) years renewable every five (5) years in case of lease or management agreement or coterminous of the Flag. (Note: No payment for CBFMA applicant)	Applicant to be paid to DENR-CENRO
13.a. The Government Share is computed based on the 5% of the nearest	



<p>Zonal Value of the commercial zone of the nearest and adjacent barangay/municipality/city or province whichever is higher. The Government share be paid within thirty (30) days upon issuance of the FLAg.</p> <p>13.b. IFMA- Government Share shall be registered between the holder and DENR immediately falling the approval of CDMP.</p> <p>13.c SIFMA – first fifth year= free 6th to 10th year=300/ha 11th year onwards = 500/ha.</p> <p>13.d FLGMA = 40.00/ha and fraction</p> <p>13.e CBFMA = Government Share is free</p>		Applicant to be paid to DENR-CENRO		
<p>14. Submission of Comprehensive Management Development Plan (CDMP) is within six (6) months from the issuance of the FLAg. For FLAgT application CDMP is submitted upon filing of application</p>		Applicant to be submitted to DENR CENRO		
<p>15. Certification of no outstanding nor anticipated issues from any sector against the tree cutting (Public Consultation)</p>		LGU(Brgy. /Municipal) and other sectors present in the locality		
<p>16. Certificate of No Objection to the cutting of trees from the LGU (Brgy., Municipal and Provincial) and/or Endorsement</p>		Applicant-LGU(Brgy. /Municipal)		
<p>17. Municipal Clearance/Certification manifesting that the project tourism facilities is within the FLUP/CLUP and approved tourism framework of the locality.</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<p>CENRO thru PENRO submits Completed Staff Work (CSW) application of Land Tenure Instrument (FLAg/FLAgT, IFMA, SIFMA, SLUP, FLGMA and CBFMA to the Regional</p>	<p>Receives the applications/documents for logging the same in the Division's Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Division Chief for eventual routing</p>	None	20 min.	<i>Receiving Clerk, LPDD</i>



Office				
	Evaluates all incoming applications / documents and routes the same for appropriate action	None	1 day	<i>Chief, LPD Division</i>
	Receives the applications/documents for logging the same in the Section's Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Section Chief for eventual routing	None	10 min.	<i>Receiving Personnel, FUS</i>
	Conducts site assessment validation of the applied area/Reviews and assigns to Personnel concerned the documents/communications	None	4 days	<i>Chief, Forest Utilization Section</i>
	Reviews, evaluates and conducts data analysis on the documents			
	<p>If incomplete documents Prepares communications / documents / applications with discrepancies to be returned to the CENRO thru the PENRO concerned for appropriate action</p> <p>If complete documents -Prepares endorsement of Land tenure Instrument application to DENR Central Office for review of Forest Management Bureau (FMB) and endorsed to USEC for field Operation for approval of Agreement (FLAg, FLAgT, IFMA, SIFMA, FLGMA and CBFMA)</p>	None	20 days	<i>LPDD FUS Staff</i>



	Reviews and Evaluates all communications/documents acted by the Personnel Concerned				
	Initials communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/compliance	-Initials endorsement of Land Tenure Applications acted by the concerned personnel for signature of ARD for Technical Services and Regional Executive Director	None	10 days	<i>Chief, Forest Utilization Section</i>
	Reviews and Initials communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/compliance; Reviews and Initials endorsement of Land tenure Applications acted by the Section Chief for signature of ARD for Technical Services and Regional Executive Director for submission to the Central Office		None	2 days	<i>Chief, LPD Division</i>
	Reviews and Initials communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/compliance	Reviews and Initials endorsement of Land tenure Applications and endorsed to the Central Office	None	2 days	ARD for Technical Services
	Signs communications / documents with discrepancies to be returned to PENROs/ CENROs for rectification/compliance; Signs endorsement of Land tenure Applications and endorsed to the Central Office		None	1 day	<i>Regional Executive Director</i>
	Releases to Records Section the	-Releases to Records Section the approved endorsement of	None	30 min.	<i>Releasing Personnel,</i>



	approved communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance for mailing	Land tenure Applications to DENR Central Office			<i>LPDD-FUS</i>
	Releases all communications for mailing to PENROs/CENROs DENR Central Office		None	30 min.	Records Section, Regional Office
			TOTAL:	40 days 5 hour & 30 min	



CITIZEN'S CHARTER NO. R6-F-03.ISSUANCE OF WOOD PROCESSING PLANT PERMIT (WPP) – RESAW/SAWMILL/RE-SAWMILL/CHIPPER

Wood Processing Plant is a mechanical device, machine, combination of machines or set up used for the treatment of wood poles and piles, or for the conversion of logs and other raw materials into lumber, veneer, plywood, wall board, black board, wood cement board, paper board, pulp, paper, wood chips, or for the processing of other finished wood products. The permit is issued to owners and operators of existing wood processing plant that may apply for and be granted a Wood Processing Plant Permit.

Office or Division:	Forest Utilization Section -Licenses, Patents and Deeds Division, DENR Regional Office VI, Iloilo City	
Classification:	Complex	
Type of Transaction	G2B - Government to Business G2C – Government to Citizen	
Who may avail:	External: External Clientele who are authorized party or representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.Application Fee: 600.00 Permit fees: a. DRC below 24 cubic meters=P/900.00 b. 24 cubic meters to 47 cubic meters = P/ 1,080.00 c. above 47 cubic meters =P/ 1,200.00		CENRO jurisdiction where the WPP is located
2. Duly accomplished application form with notation by authorized DENR collecting officer on the Official Receipt number and the date of payment of the application;		CENRO
3. Certificate of Registration of Articles of Incorporation, Partnership or Cooperation as the case maybe, duly certified by SEC (new);		Applicant - Any Registry Office (CDA, SEC, DOLE)
4. In case of single proprietorship, a copy of Certificate of Registration with the DTI;		Applicant (DTI Office)
5. Document reflecting proof of Filipino citizenship such as Birth Certificate or Certificate of Naturalization;		Applicant (NSO or Local Civil Registrar)
6. Authorization issued by the corp., partnership, association or proprietor in favor of the person signing the application;		Applicant
7. Environmental Compliance Certificate or Certificate of Non-Coverage, as		EMB Office



the case maybe, issued by the EMB pursuant to DAO 96-37				
8. Sworn statement of the applicant declaring the source of wood raw materials for a period of five (5) years supported by documents such as but not limited to supply contracts or other appropriate proof of availability and legitimacy of wood source;				
9. Business Plan/ Feasibility Study, in collaboration with Private Forester/Private Practitioner		Applicant		
10. Clearance from the USEC for Field Operations (memo dated July 11, 2014)		DENR Endorsement of documents to Central Office		
11. Geo-tagged photographs of sources of raw materials (e.g. CTPO holder), machineries & equipment, installed CCTV, among others (memo dated April 07, 2014)				
12. Performance Bond – P/720.00/cu.m based on daily rated capacity but not less than P/6,000.00				
Additional if from the Government Sector				
Additional if applicant is a representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
PENRO endorsed Staff Work (CSW) for the application of wood processing plant (WPP)-Resaw/ Sawmill / Re-Sawmill to the Regional Office	Receives the applications/documents for logging the same in the Division's Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Division Chief for eventual routing	None	20 min.	<i>Receiving Clerk, LPDD</i>
	Evaluates all incoming documents/communications and routes the same for appropriate action	None	2 hours	<i>Chief, LPD Division</i>



	Receives the applications/documents for logging the same in the Section's Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Section Chief for eventual routing		None	20 min.	<i>Receiving Personnel, FUS</i>
	Reviews and assigns to Personnel concerned the documents/communications		None	20 min.	<i>Chief, Forest Utilization Section</i>
	Conducts site visit/inspection of the wood processing plant site. Reviews, evaluates and conducts data analysis on the documents		None	4 days	<i>LPDD FUS Staff</i>
	If incomplete documents Prepares communications/documents/applications with discrepancies to be returned to the CENRO thru the PENRO concerned for appropriate action	If complete documents Prepares endorsement of application to the DENR Central Office thru the Forest management Bureau (FMB) for approval			
	Reviews and Evaluates all communications/documents acted by the Personnel Concerned		None	1 day	<i>Chief, Forest Utilization Section</i>
	Initials communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/compliance	Initials all endorsement of application to the DENR Central Office thru the Forest Management Bureau (FMB) for approval			



	Reviews and initial communications to applications/documents with discrepancies to be returned to PENROs/CENROs for rectification/compliance / Reviews and Initials all communications/endorsement acted by the Personnel concerned		None	2 hours	<i>Chief, LPD Division</i>
	Reviews and Initials communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance	Reviews and Initials all communications/endorsement acted by the Personnel concerned	None	30 min.	ARD for Technical Services
	Signs communications to/endorsement applications/documents with discrepancies to be returned to PENROs/CENROs for rectification/compliance/Signscommunications/endorsement acted by the Personnel concerned		None	1 hour	<i>Regional Executive Director</i>
	Releases to Records Section the approved communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliancefor	Releases to Records Section the approved communications/endorsement for DENR Central Office to Records Section for mailing	None	20 min	<i>Releasing Personnel, LPDD-FUS</i>



	mailing			
	Releases all communications for mailing to DENR Central Office/PENRO's and CENRO's	None	20 min	<i>Records Section, Regional Office</i>
		TOTAL:	7 days	



Lands



CITIZEN'S CHARTER NO.R6-L-01.ISSUANCE OF CERTIFICATION OF CADASTRAL COST, STATUS OF LOT, CERTIFICATE OF AUTHENTICATION, ETC.

This certification is made upon request of DENR Personnel, official or external party of Certification of Cadastral Cost, Status of Lot, Certificate of Authentication, etc.

Office or Division:	Records Unit – CENROs			
Classification:	Simple			
Type of Transaction	G2B – Government to Business G2C–Government to Citizen G2G – Government to Government			
Who may avail:	Internal: Regular Employee of DENR, including its Bureaus and Attached Agencies External: Contract of Service Personnel, LGU and other government agencies or instrumentalities and private individuals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter from the client 2. Identification Card			Requesting Party	
Additional if Requesting Party is a representative				
3. SPA for representative (1 original)			Requesting Party or CENRO concerned	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish letter-request and forward to Receiving/Releasing Clerk	1.1 Check the completeness of request of the submitted requirements. Receive the documents, stamp the date and time on documents and forward all documents to CENRO.	None	10 min.	<i>Chief/Staff Concerned Unit/Section</i> <i>Receiving/Releasing Clerk, CENRO Records Unit</i>



	1.2. Receive and review the request and forward to action officer	None	5 min.	<i>CENR Officer</i>
	1.3. evaluates the request, verifies and prepares and signs Order of Payment and forward the same to the client for payment to Cashier	None	30 min.	<i>Chief/Staff Concerned Unit/Section</i>
2. Pay corresponding fee.	1.1. Accept fees and issue Official Receipt.	Authentication of any official records or documents 50.00 Certification of any document or information based on records 25.00 Copy for every page/sheet of official records or documents 5.00	5 min.	<i>Credit Officer</i>
	2.2. Check the official receipt, review, prepares certification and initial for signature of CENRO	None	30 min.	<i>Chief/Staff Concerned Unit/Section</i>
	2.3. Determine the accuracy of the Certification and affix signature	None	5 min.	<i>CENR Officer</i>



	2.4. Releases the Approved Certification to the client		5 min.	<i>Receiving/Releasing Clerk, CENRO Records Unit</i>
3. Receives the Approved Certification	1.1. Files the Client's Received Copy		5 min.	<i>Receiving/Releasing Clerk, CENRO Records Unit</i>
TOTAL:		Authentication of any official records or documents 50.00 Certification of any document or information based on records 25.00 Copy for every page/sheet of official records or documents 5.00	1hour &35 min	



CITIZEN'S CHARTER NO. R6-L-02.APPROVAL OF SURVEYS PLANS

Documents required for the approval of Survey Plans are provided by the requesting party. Submitted Survey Plan will be verified/checked and approved by the DENR.

Office or Division:	Original and Other Surveys Section, Surveys and Mapping Division (SMD), DENR, Region VI			
Classification:	Simple to Technical			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	External: Contract of Service Personnel, LGU and other government agencies or instrumentalities and private individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Titled and Untitled Property a. Survey Envelope b. Drafting Film c. Survey Returns and d. Supporting Documents *Complied Checklist Requirements		Requesting Party/Geodetic Engineer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit survey returns for verification and approval	1.1 Preliminary verification of requirements (Checklist) Survey return that falls on the location with Timberland are forwarded to Land Evaluation Survey Section (LES) for verification to LC Maps	None	15 min.	<i>Cartographer II</i>



	1.2 Prepare the Approve Order of Payment		3-5 min.	<i>Cartographer II</i>
	1.3 Receive and encode Marginal information or upload Digital Land Survey Data (DLSD).	None	5-10 min.	<i>Mathematician Aide II</i>
	1.4 Send Notification to the applicant that the transaction was received and in process	None	Instantaneous	
2. Pay the verification fee	2. Accept payment and issue official receipt	Php. 20.00 Minimum depends on the no. of lots and corners	3-5 min.	<i>Cashier/Administrative Aide VI</i>
	2.1 Encode lot reference of survey returns and research data	None	30 min.	<i>Engineering Aide</i>
	2.2 Project and verify submitted plan	None	30 min.-1 hour	<i>Cartographer I</i> <i>Cartographer II</i>



	2.3 Final Projection	None	20 min.	<i>Cartographer II</i>
	2.4 Verification and cartographic works	None	3 hours (Simple Survey Plans) 1-3 days (complex survey plan)	<i>Mathematician Aide II</i> <i>Mathematician II</i> <i>Engineering Aide</i> <i>Engineering Aide</i> <i>Engineering Aide II</i> <i>Engineering Aide</i> <i>Engineering Aide</i> <i>Engineering Aide</i>
	2.5 Final checking/review/countersign and recommend approval of survey returns to Chief Surveys and Mapping Division	None	20 min.	<i>Engineer III</i>
	2.6 Recommend approval to ARD for Technical Services	None	20 min.	<i>Engineer V</i>



	2.7 Sign and approve the survey plan	None	5 min.	<i>Assistant Regional Director</i>
	2.8 Send SMS to applicant that the survey plan has been approved	None	Instantaneous	<i>System generated</i>
3. Pick up approved survey Plan	3. Release approved survey plan		5 min.	<i>Tracer/Releasing Clerk Records Section</i>
TOTAL:		Php. 20.00 Minimum depends on the no. of lots and corners	1-3 days (depending on the weight of the Survey Plans)	Simple (6 hours & 15 min) Complex(3 days, 3 hours & 15 min)



CITIZEN'S CHARTER NO.R6-L-03. ISSUANCE OF CERTIFICATION OF CADASTRY

This Certification is being issued based from the land title being applied for. The requesting party may also request for the This Certification does not construe ownership and is for reference only.

Office or Division:	Billing/Cashier Unit, CENROs			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Land Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form (1 original, 1 duplicate copy)			CENRO Collecting Officer	
2. Land Title (1 photocopy)				
3. Tax Identification Number				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. File application with complete supporting documents to the CENRO Collecting Officer	1.1 Receive the request form and other documents	None	5 min.	<i>Receiving Clerk</i>
	1.2 Check the documents	None	5 min.	<i>Collecting Officer/ Cashier</i>
2. Pay to the cashier	Receive payment and issue Official Receipt.	Php25.00 Cadastry Certification Fee	10 min.	<i>Collecting Officer/ Cashier</i>
	2. Make certificate and give it to the owner		30 min.	<i>Collecting Officer/ Cashier</i>
	3. Release certification		10 min.	<i>Collecting Officer/ Cashier</i>
3. Received Certification				
TOTAL:		Php25.00	1 hour	



CITIZEN'S CHARTER NO. R6-L-04.ISSUANCE OF PROCLAMATION/RESERVATION/SPECIAL PATENT

Presidential Proclamation – is a presidential act reserving tract of land of the public domain to be utilized by the government for public or quasi-public use or purpose.

Special Patent - A patent issued to a *grantcedingandconveying full ownership of Agricultural (A & D) lands pursuant to a special law, act of Congress or a Proclamation*, authorizing the DENR Secretary to issue patent.

Office or Division:	Patents and Deeds Section – Licenses, Patents and Deeds Division, DENR Regional Office VI, Iloilo
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	Public Corporations/Institutions, Private Individuals/Corporations/Entities
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter request for issuance of proclamation/reservation/special patent	Applicant
2. COMMENT AND/ OR RECOMMENDATION DPWH District/City Engr; a PPA; b LGU concerned; c DOT (for Beach purposes only);	<ul style="list-style-type: none"> - DPWH District Eng'r. & DPWH Regional Office - Philippine Sports Authority - LGU concerned - Department of Tourism
3. Survey of the land to be reserved duly approved by the Regional Technical Director for Lands concerned and approved plan ;	- CENRO/DENR Region - Surveys and Mapping Division
4. Verified and certified correct technical descriptions ;	- CENRO/DENR Region - Surveys and Mapping Division
5. Certified photographs (or visual documentation) showing panoramic view of the area subject of the proposed proclamation as well as adjacent vicinities, improvements introduced, landmarks, identifying features, settlements, if any, etc;	-Applicant
6. Land classification or municipal index map Projecting the area	- CENRO



covered by the proposed proclamation and land uses of the area and surrounding vicinities within 2 kilometer radius;				
7. Report pursuant to M.C. No. 28 dated January 19, 1993 following the tenets of Completed Staff Work (CSW) , draft memorandum should incorporate the justification, legal basis, coordination with concerned agencies and their comments and potential problem, if any, in the case of watershed reservation, the setting up of Watershed Management Council is a requisite;		- CENRO		
8. Narrative Report of investigation with Recommendation officially indorsed to the Secretary by the Regional Executive Director through the Undersecretary for Field Operations.		- CENRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO thru PENRO submits Completed Staff Work (CSW) of proclamation/reservation/special patent application to LPDD	Receives the applications/documents for logging the same in the Division's Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Division Chief for eventual routing	None	10 min.	Receiving Personnel, LPDD
	Evaluates all incoming documents/communications and routes the same for appropriate action	None	20 min.	<i>Chief, LPD Division</i>
	Receives the applications/documents for logging the same in the Section's Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Section Chief for eventual routing	None	10 min.	Receiving Personnel, Patents & Deeds Section
	Reviews and assigns to Personnel concerned the documents/communications	None	20 min.	Chief, Personnel, Patents & Deeds Section



	Reviews, evaluates and conducts data analysis on the documents.		None	5 working days	<i>LPDD PDS Staff</i>
	If incomplete documents Prepares communications/documents/applications to be returned with discrepancies indicated to the CENRO thru the PENRO concerned for appropriate action	If complete documents Prepares proclamation/reservation/special patent for approval of the Regional Executive Director/Land Management Bureau/DENR Secretary/President	None	5 working days	<i>LPDD PDS Staff</i>
	Reviews and Initials all communications/documents acted by the Personnel Concerned				
	Initials communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/compliance	Endorses CSW of proclamation/reservation/special patent to the Office of the Regional Executive Director for approval.	None	20 min.	<i>Chief, Patents and Deeds Section</i>
	Reviews and Initials endorsement acted by the Section Chief; Reviews and initials endorsement/reports/documents for signature of ARD for Technical Services or Regional Executive Director		None	30 min.	<i>Chief, LPD Division</i>



	Signs communications to applications/documents with discrepancies to be returned to PENROs/CENROs for rectification/compliance	Reviews and initials communications to applications/documents/ reports for signature of the Regional Executive Director	None	30 min.	<i>ARD for Technical Services</i>
	Signs communications to applications/documents CSW of proclamation/reservation/special patent		None	30 min	Regional Executive Director
	Releases communications to applications/documents with discrepancies for release/mailing	Releases signed communications to applications/documents/ reports to Records Section	None	10 min.	Receiving Personnel, LPDD
	Releases all communications for mailing to PENROs/CENROs	Releases all communications for mailing to Office of the DENR Secretary thru the Director, Land Management Bureau	None	10 min.	Releasing Personnel, Records Section Regional Office
Receives communications/documents to Foreshore/Miscellaneous Lease Applications for appropriate action					



	TOTAL:	None	10 days 3 hours and 10 minutes
--	---------------	-------------	---------------------------------------

This service is under the following rules:

Legal Basis:

- **DENR Memorandum Circular No. 2001-13** - Submission of CSW Reports
- ↳ **DENR Memorandum Circular No. 2000-04** - Prescribing Guidelines in Complying with CSW in relation to the documentation requirements of Presidential Proclamation

DENR Memorandum Circular No. 1997-02 - Requirements in the Issuance of Proclamation/Reservation

- ↳ Salient Provisions of The Ra No. 10023 And Other Land Related Laws And Administrative Issuances – Section 4 On Special Patents
- ↳ Dao No. 2016-21: Guidelines Governing the Processing Of Requests For Proclamations And Issuance Of Special Patents Over Agricultural Lands.



CITIZEN'S CHARTER NO.R6-05.REQUEST FOR CERTIFICATION AS TO ALIENABLE AND DISPOSABLE, RESIDENTIAL, COMMERCIAL AND AGRICULTURAL LOT.

This Certification serve as a legal proof regarding to the status of lot if it is Alienable and Disposable, Residential, Commercial and Agricultural lot.

Office or Division:	Records Unit, CENROs			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
2. Letter Request			Requesting Party	
3. Tax Declaration			Requesting Party	
			CENR Office	
			Official Receipt, Package or the Physical Chainsaw	
			Requesting party, Private Lawyer or Notary Public Office	
			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request and supporting documents to the CENR Office.	1. Check completeness of application and supporting documents. Receive and forward to CENR Officer/Deputy CENR Officer.	None	10 min.	<i>Receiving/Releasing Clerk</i> CENRO Records Unit
	1.1 Check records on record books and prepare certification. Affix signature on the Certification		30 min.	<i>Receiving/Releasing Clerk</i> CENRO Records Unit



2. Receive Order of Payment and pay corresponding fee.	2.Receive payment and issue Official Receipt (OR).	Php25.00 Certification Fee	10 min.	<i>Credit Officer</i> CENR Office
3. Receive certification and OR	3.1Receive Certification . Conduct review and evaluation of supporting documents. Affix signature on the certification	None	30mins	<i>CENR Officer</i>
	3.2Record, assign control number and release Certification of Lot Status.	None	20 min.	<i>Receiving/Releasing Clerk</i> CENRO Records Unit
4. Receive Certificate as of the lot status.		None		
TOTAL		Php25.00	1 hour &40 min.	



CITIZEN'S CHARTER NO. R6-L-06. Request for the Approval of Revocable or Provisional Permit Applications

Provisional Permit – a permit used for the temporary occupation and use of a tract of land covered by a prescribed public land application.

Revocable Permit – a permit used for the temporary occupation and used of a tract of land not covers by a regular public land application.

Office or Division:	Patents and Deeds Section – Licenses, Patents and Deeds Division, DENR Regional Office VI, Iloilo City	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen	
Who may avail:	Private Individuals/Corporations/Entities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly Accomplished Provisional Permit Application; (1 original, 2 certified copies) 1.a Documentary Stamp; 1.b Sketch of the land applied for at the back thereof; 1.c Subscription by the concerned Official;		Concerned CENRO office
2. Official receipt of the application fee;		Concerned CENRO office
3. Certified machine copy of the regular public land application (FLA);		Concerned CENRO office
4. Sketch plan or approved survey plan;		Survey and Mapping Division
5. Development Plan;		Proponent
6. Investigation Report; 6.a Sketch at the back; 6.b Duly endorsed by the CENRO;		Concerned CENRO office
7. Proof of ownership of the littoral owner, such as Certificate of Title, Tax Declaration. If applicant is other than the Littoral owner, Waiver of Rights from the latter. If applicant is a Corporation/ Association; 7.a Articles of Incorporation 7.b SEC Reg. Certificate		Proponent



7.c By-Laws: Secretary Certificate/ Board Resolution;				
7.d Feasibility Study				
8. Certification as to the legal classification of the area:		Concerned CENRO office		
9. Comment/recommendation from other Government agencies concerned:		DPWH, PPA, DOT, LGU/ Concerned CENRO office		
9.a DPWH				
9.b PPA- if area adjoins a navigable body of Water;				
9.c DOT- if area is for beach resort or tourism-oriented;				
9.d LGU;				
10. Appraisal Report		Concerned CENRO office		
10.a Attach certified copies of latest tax Declaration, Assessors Certification and/or BIR zonal valuation;				
11. Payment of at least one (1) year occupation fee: Official receipt of the occupation fee;		Concerned CENRO office		
12. Draft copy of the Provisional Permit		Concerned CENRO office		
12.a Sketch of the land applied for at the back thereof;		Concerned CENRO office		
13. Indorsement of CENRO and PENRO		Concerned CENRO office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO thru PENRO submits Completed Staff Work (CSW) of Revocable or Provisional Permit Applications to LPDD	Receives the applications/documents for logging the same in the Division's Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Division Chief for eventual routing	None	20 min.	<i>Receiving Clerk, LPDD</i>
	Evaluates all incoming documents/communications and routes the same for appropriate action	None	4 hours	<i>Chief, LPD Division</i>



	Receives the applications/documents for logging the same in the Section's Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Section Chief for eventual routing		None	10 min.	<i>Receiving Personnel, LPDD</i>
	Reviews and assigns to Personnel concerned the documents/communications		None	4 hours	<i>Chief, Patents and Deeds Section</i>
	Reviews, evaluates and conducts data analysis on the documents		None	10 working days	<i>LPDD PDS Staff</i>
	<p>If incomplete documents</p> <p>Prepares communications/documents/applications to be returned with discrepancies indicated to the CENRO thru the PENRO concerned for appropriate action</p>	<p>If complete documents</p> <p>Prepares Revocable or Provisional Permit for approval of the Regional Executive Director</p>			
	Reviews and Initials all communications/documents acted by the Personnel Concerned		None	3 days	<i>Chief, Patents and Deeds Section</i>



	Initials communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/compliance	Endorses Revocable or Provisional Permit to the Office of the Regional Executive Director for approval.			
	Reviews and Initials Revocable or Provisional Permit Applications acted by the Section Chief; Reviews and initials Revocable or Provisional Permit Applications for signature of ARD for Technical Services and Regional Executive Director		None	2 days	<i>Chief, LPD Division</i>
	Signs communications to applications/documents with discrepancies to be returned to PENROs/CENROs for rectification/compliance	Reviews and initials communications and Revocable Permit/Provisional Permit for signature of the Regional Executive Director	None	2 days	ARD for Technical Services
	Signs Revocable or Provisional Permit as per DAO 2016-07		None	1 day	<i>Regional Executive Director</i>



	Releases communications to applications/documents with discrepancies for release/mailing	Releases signed communications and Revocable/Provisional Permit to Records Section	None	20 min.	<i>Receiving Personnel, LPDD</i>
	Releases all communications for mailing to PENROs/CENROs		None	20 min.	Records Section, Regional Office
Receives communications/documents/Revocable Permit/Provisional Permit					
	Total		None	20 days	

This service is under the following rules:

- **Section 68 of C.A. No. 141** – the secretary of Agriculture and Natural Resources may grant to qualify persons temporary permission, upon payment of a reasonable charge, for the use of any portion of the lands covered by this chapter for any lawful private purpose, subject to revocation at any time when, in his judgment, the public interest shall require it.
- **DANR Lands Administrative Order No. 8-3 entitled:** “Rules and Regulations Governing the Issuance of temporary Permits of Occupation and Use of Non-Mineral, Non-Timber Public Lands, and of Lands and other Real properties of the Commonwealth of the Philippines”



CITIZEN'S CHARTER NO. R6-L-07. ISSUANCE OF CERTIFICATE OF NO PENDING ADMINISTRATIVE CASES/CERTIFICATE OF DECEASED PERSON

This Service is made upon request of Concerned Personnel.

Office or Division:	Legal Division, DENR Region VI, Western Visayas			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen (Request for Certificate of No Pending Administrative Cases/Certificate of Deceased Person)			
Who may avail:	DENR Personnel/Heirs of the Deceased DENR Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Issuance of Certificate of No Pending Administrative Cases/Certificate of Deceased Person		Legal Division		
Additional if from the Government Sector				
Additional if applicant is a representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. File written request for issuance of Certificate of No Pending Administrative Cases/Certificate of the Deceased Person	1. Receive the request through Memorandum/Letter	None	15 min	<i>Receiving Clerk</i>
	2. Check with the unit records officer if the requesting personnel has pending administrative case	None	15 min	<i>Assigned Personnel</i>
	3. Prepared and print the Certificate for the signature of the Chief, Legal Division	None	15 min	<i>Assigned Personnel</i>



	4. Sign the Certificate	None	1 day or depending on the availability of the signatory	<i>Chief, Legal Division</i>
	5. Release the certificate to the requesting personnel or to the Personnel Section	None	15 min	<i>Releasing Clerk</i>
2. Requesting party receive copy of the Certificate				
TOTAL:		None	1 day& 1 hour	

V. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<ol style="list-style-type: none"> 1. Get a copy of the Client Satisfaction Survey (CSR) Form. 2. Answer the CSR Form. 3. Check the Feedback and/or Commendation portion of the CSR Form. 4. Drop it in the designated drop box in front of the Public Assistance Unit Office.
How feedback is processed?	<p>Every Friday, the Public Assistance Officer shall open the drop box, and compile and record all feedback submitted.</p> <p>Feedback requiring answers shall be forwarded to the relevant offices and where they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the concern office shall be then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and email address:</p> <p><u>scis.smcrd2019@gmail.com</u></p> <p>89265595 Louise Andrea Gonzales (Public Assistance Unit)</p> <p>8927 6336 Julie Gorospelbuan Stakeholder Management and Conflict Resolution Division</p>
How to file complaints?	<ol style="list-style-type: none"> 1. Get a copy of the Client Satisfaction Survey (CSR) Form. 2. Answer the CSR Form. 3. Check the Complaint portion of the CSR Form. 4. Drop the CSR Form at the designated drop box in front of the Public Assistance Unit Office. 5. Complaints can also be filed via telephone. Make sure to provide the following information: <ul style="list-style-type: none"> • Name of person being complained • Incident

	<ul style="list-style-type: none"> • Evidence
How complaints are processed?	<p>The Public Assistance Officer (PAO) shall open the complaints drop box on a weekly basis and evaluate each complaint. The complaints shall be classified according to gravity:</p> <ul style="list-style-type: none"> • Minor • Moderate • Very Grave <p>Upon evaluation, and approval of the SMCRD Chief, the PAO shall forward the complaint to the relevant office for their appropriate action. The minor complaint shall be submitted to SMCRD; moderate to Office of the Assistant Secretary for HRDS; and very grave complaint to the Office of the Secretary.</p>
Contact Information of Anti-Red Tape Authority (ARTA)	<p>Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City Hotline: 1-ARTA (1-2782) Contact No.: (02) 478-5091, 478-5099 Email: complaints@arta.gov.ph Web: http://arta.gov.ph/pages/complaintform.php</p>
Contact Information of Presidential Complaint Center (PCC)	<p>BahayUgnayan, J.P. Laurel Street Malacañang, Manila Hotline:8888 Contact No. (02)736 8621, 736 8645, 736 8603, 736 8629, 736 8621 Email: pcc@malacanang.gov.ph Web: https://op-proper.gov.ph/presidential-action-center/</p>
Contact Information of Contact Center ng Bayan (CCB)	<p>Text: 0908 881 6565 Contact No.: 1-6565 (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: email@contactcenterngbayan.gov.ph Web: http://contactcenterngbayan.gov.ph/contact-us</p>
Contact Center of the Office of the Ombudsman (OMB)	<p>Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City Contact No.:(02) 9262-OMB (662) Text Hotline: 0926 6994 703 Lifestyle Check: (02) 927-4102, 927-2404 Trunkline: (02) 479-7300 Email: pab@ombudsman.gov.ph</p>

VI. LIST OF OFFICES

OFFICE	OFFICE ADDRESS	CONTACT DETAILS
DENR Central Office	Visayas Avenue, Diliman, Quezon City	Tel. No. 926 3011,920 4301; Trunkline No. 929 6626 local 2258; IP Phone Trunkline No. 249 3367, 248 3367 local 1104, 1105
DENR Region VI, Iloilo City	Pepita Aquino Street, Port Area, Iloilo City	(033)329-47-24
ARD for Technical Services	Pepita Aquino Street, Port Area, Iloilo City	(033) 320-65-00
ARD for Management Services	Pepita Aquino Street, Port Area, Iloilo City	033-329-47-35
Planning Management Division	Pepita Aquino Street, Port Area, Iloilo City	IP PHONE- 2908
Administrative Division	Pepita Aquino Street, Port Area, Iloilo City	(033) 329-47-41
Licenses Patents and Deeds Division	Pepita Aquino Street, Port Area, Iloilo City	(033) 328-18-16
Finance Division	Pepita Aquino Street, Port Area, Iloilo City	(033) 3299-47-32
Surveys and Mapping Division	Sto. Rosario St., Iloilo City	(033) 503-74-33
Enforcement Division	Pepita Aquino Street, Port Area, Iloilo City	(033) 503-02-93
Human Resource Development	Pepita Aquino Street, Port Area, Iloilo City	(033) 328-18-20
Regional Strategic Communication Information Group Office	Pepita Aquino Street, Port Area, Iloilo City	(033) 329-49-19
General Services Section	Pepita Aquino Street, Port Area, Iloilo City	(033) 329-47-53
Procurement Section	Pepita Aquino Street, Port Area, Iloilo City	033) 329-47-23
Cashiering Section	Pepita Aquino Street, Port Area, Iloilo City	033) 503-33-84
PENRO Aklan	Bliss Site, Kalibo, Aklan	(036) 268- 41-02
PENRO Antique	Binirayan Hills, San Jose,	(036) 641-54-29

	Antique	
PENRO Capiz	Primier de Mayo St. Roxas City, Capiz	(036) 621- 60-69
PENRO Guimaras	San Miguel, Jordan, Guimaras	(033) 581 -29- 91
PENRO Iloilo City	FMS Compound, Parola, Port Area, Iloilo City	(033) 331-28-30
PENRO Negros Occidental	Brgy. 39, Bacolod City	(034) 435 74-11
CENRO Boracay	Brgy. Manoc-manoc, Boracay, Malay Aklan	(034) 288-97-27
CENRO Mabusao	Mambusao Government and Business Center, Villareal Highway, Poblacion Proper, MambusaoCapiz	(036) 651 90-67
CENRO Culasi	Centro Poblacion, Culasi, Antique	(036) 277 8125
CENRO Belison (San Jose)	Poblacion, Belison, Antique	(036)641-04-26
CENRO Barotac Nuevo	Brgy. Tabucan, Barotac Nuevo, iloilo	(033) 361 2778
CENRO Guimbal (Iloilo)	Brgy. Guibongan, Miag-ao, Iloilo	(033) 337-67-43
CENRO Sara	San Nicolas, San Dionisio, Iloilo	(033) 396 3201
CENRO Bago City (San Carlos City/Bacolod City)	Bantayan Park, Brgy. Poblacion, Bago City Negros Occidental	(034) 445 8433
CENRO Cadiz City	Narra Heights, Brgy. Tinampa-an, Cadiz City	(034) 476 4036
CENRO Kabankalan City	ZaycoSubd.,Kabankalan City, Negros Occ.	(034) 746 7722 09512261891