



DEPARTMENT OF ENVIRONMENT AND
NATURAL RESOURCES
(Region VI)

Regional Citizen's Charter
2023 (1st Edition)



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NATURAL RESOURCES
(Region VI)

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

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

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

1. Assure the availability and sustainability of the country's natural resources through judicious use and systematic restoration or replacement, whenever possible;
2. Increase the productivity of natural resources in order to meet the demands for forest, mineral, and land resources 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

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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 | 30 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 | 5 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 Accountant | None | 10 min. | <i>Accountant III</i> |



| | | | | |
|---------------|--|-------------|-----------------------------|---|
| | 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 & 35 min. | |



CITIZEN'S CHARTER NO. R6-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 Finance Division</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</i> |



| | | | | |
|---|---|-------------|-----------------------------|-------------------------------------|
| | 1.2. Retrieve remittance list to support preparation of Certificate of Payment/Remittance | None | 15 days | Action Officer/ Finance Division |
| | 1.3. Prepare Certificate of Payment/Remittances | None | 30 min. | Action Officer/ Finance Division |
| | 1.4. Sign Certificate of Payment/Remittance | None | 5 days | Action Officer/ Finance Division |
| 2. Received the approved Certification. | 1. Release signed Certificate of Payment/Remittance. | None | 3 min. | Action Officer/ Finance Division |
| 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. Checklist of Requirements (Per DBM CL No. 99-4 dated February 9, 1999) | Personnel Section |
| 2. List of Actual Retirees to Support Special Budget Request | Accounting Section |
| 3. Application for Terminal Leave | Retiree |
| 4. Certificate of Leave Balance | Personnel Section/PENRO/CENRO HRM Unit |
| 5. Service Record | Personnel Section/PENRO/CENRO HRM Unit |
| 6. Latest Appointment | Retiree |
| 7. Latest Notice of Salary Adjustment (NOSA) | Retiree |
| 8. Latest Notice of Step Increment (NOSI) | Personnel Section/PENRO/CENRO HRM Unit |
| 9. Regional Clearance | Personnel Section/PENRO/CENRO HRM Unit |
| 10. PENRO Clearance (if from the field office) | PENRO HRM Unit |
| 11. CENRO Clearance (if from the field office) | CENRO HRM Unit |
| 12. GSIS Clearance | GSIS |
| 13. Ombudsman Clearance | Ombudsman Visayas |
| 14. Authorization to Deduct all Financial Obligations with the Agency | Retiree |
| 15. Affidavit of Claimant that He/She has no Pending Administrative Case | Retiree |
| 16. Declaration of Pendency/Non-Pendency of Case | Retiree |
| 17. Breakdown of Retirees Deductions | RO/PENRO Accounting Section |



| 18. Latest Statement of Assets, Liabilities and Net Worth (SALN) | Retiree | | | |
|---|---|-----------------|-----------------|---------------------------------------|
| 19. Approved Financial Plan | Budget Section | | | |
| 20. Certified Machine Copy of Leave Cards | Personnel Section/PENRO/CENRO HRM Unit | | | |
| 21. Certification of Lacking Leave Cards (if any) | Personnel Section/PENRO/CENRO HRM Unit | | | |
| 22. Certification of Non-availability of Funds | Budget Section | | | |
| 23. Certification of No PS Savings | Budget Section | | | |
| 24. Justification of Non-payment of Prior Years | Budget Section | | | |
| ADDITIONAL DOCUMENTS FOR SUBMISSION IN CASE OF DEATH CLAIM | | | | |
| 25. Certification Identifying the Legal Heirs | Legal Division | | | |
| 26. Death Certificate Duly Authenticated by PSA | Legal Heir/Authorized Representative | | | |
| 27. Marriage Contract Authenticated by PSA | Legal Heir/Authorized Representative | | | |
| 28. Birth Certificate of All Surviving Legal Heirs Authenticated by PSA | Legal Heir/Authorized Representative | | | |
| 29. Waiver of Rights of Children who are 18 years old and above | Legal Heir/Authorized Representative | | | |
| Additional if from the Government Sector | | | | |
| | | | | |
| Additional if Applicant is a Representative | | | | |
| | | | | |
| 30. _____ (1 original, notarized) | Legal Heir/s | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Submit Intent to Retire (for Optional Retiree only) | 1. Prepares memorandum for approval of the Regional Executive Director | None | 15 min. | <i>Retirement Personnel In-Charge</i> |
| | 2. Forwards memorandum for the signature of Regional Executive Director | None | 3 days | <i>Retirement Personnel In-Charge</i> |



| | | | | |
|--|---|------|--|---------------------------------------|
| 2. Accomplish Application for Terminal Leave | 3. Assists retirees applying for terminal leave | None | 15 min. | <i>Retirement Personnel In-Charge</i> |
| 3. Request for Regional Clearance | 4. Encodes data and prints regional clearance form | None | 15 min. | <i>Retirement Personnel In-Charge</i> |
| | 5. Requests retiree to sign regional clearance | None | 10 working days (depends on the availability of the retiree) | <i>Retirement Personnel In-Charge</i> |
| | 6. Circularizes clearance for signature of concerned officials and Inform retiree if there is a problem in his/her clearance (e.g. Standing loan with DEMCO and PARs for settlement with the GSS) | None | 30 working days (return of clearance depends on the availability of the signatories; and actions of concerned offices depend on the response of the retiree on his/her compliance on the lacking requirements needed by the lending institutions, GSS and/or Accounting Section) | <i>Concerned officials Retiree</i> |
| | 7. Receives and checks the documents as to their completeness | None | 10 min. | <i>Retirement Personnel In-Charge</i> |



| | | | | |
|---------------|--|-------------|---|---------------------------------------|
| | 8. Submits checklist of requirements for the signature of the Regional Executive Director | None | 15 min. | <i>Retirement Personnel In-Charge</i> |
| | 9. Prepares transmittal to the Central Office for endorsement of the Regional Executive Director | None | 10 min. | <i>Retirement Personnel In-Charge</i> |
| | 10. Mails the documents to the Central Office through the Records Unit | None | 5 min. | <i>Retirement Personnel In-Charge</i> |
| TOTAL: | | None | 1 month 21 days, 1 hour & 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 –Government to Citizen | | | |
| 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 | 1.1 Receives the Memorandum request and supporting documents, stamp the date and forward to PENR Officer | None | 15 min. | <i>Regional Office PENRO Staff/Secretary</i> |
| | 2.2 Receive, review and approve the Memorandum Request and Supporting Documents for referral to BAC c/o BAC Secretariat | None | 1 day | <i>Procurement Section PENRO Officer</i> |
| | 2.3 Receive, review the Memorandum Request and its Supporting Documents and schedule deliberation with BAC | None | 7 days | <i>BAC Secretariat</i> |



| | | | | |
|--|---|-------------|-----------------------------------|---------------------------------------|
| | members with regards to the mode of procurement | | | |
| | 2.4 Posting to PhilGEPS website | None | 1 hour | <i>BAC Secretariat</i> |
| | 2.5 Post is reflected in the PhilGEPS website | None | 1 day | <i>PhilGEPS Website Administrator</i> |
| | TOTAL: | None | 9 days, 1 hour and 15 min. | |



CITIZENS CHARTER- R6-AF -05.PREPARATION AND PROCESSING OF E-TRAVEL ORDERS (7 DAYS AND BELOW)

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

| | | | | |
|--|---|------------------------|--|---|
| Office or Division: | Personnel Section, Administrative Division, DENR Regional Office VI, Iloilo City | | | |
| 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 |
| Log-In to HRMIS personal account and file request for Travel Order thru the https://hrmis.penroiloilo.com.ph/ HRMIS website. | 1. Review Travel Order and recommend/approve <ul style="list-style-type: none"> ➤ ARD/RD ➤ Division Chief-RO ➤ Below Division Chief-RO | None | 3 min. (depends upon the internet connection) | <i>Regional Executive Director</i> <i>Supervising ARD</i> <i>Assigned Division Chief/Head of Office</i> |



| | | | | |
|---|---|-------------|--|--|
| | | | | |
| | <p>2. Record Travel Order and review</p> <ul style="list-style-type: none"> ➤ ARD/RD ➤ Division Chief-RO ➤ Below Division Chief-RO | None | 3 min. (depends upon the internet connection) | <i>Chief, Administrative Division</i> |
| | <p>3. Review and approval</p> <ul style="list-style-type: none"> ➤ Division Chief-RO ➤ Below Division Chief-RO | None | 3 min. (depends upon the internet connection) | <i>Regional Executive Director</i> <i>Supervising ARD</i> |
| <p>Check approved e-TO to HRMIS personal account. Approved e-TO is now ready for printing with system generated control number, date of approval and QR Code for security and authenticity.</p> | | | | |
| Total | | None | | ARD/RD 6 min. DC-RO 9 min. Below DC-RO 9 min. |



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

(8-30 DAYS)

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

| | | | | |
|--|--|------------------------|---|------------------------------------|
| Office or Division: | Personnel Section, Administrative Division, DENR Regional Office VI, Iloilo City | | | |
| Classification: | Simple | | | |
| Type of Transaction | G2G - Government to Government | | | |
| Who may avail: | All Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 2. 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 |
| Log-In to HRMIS personal account and file request for Travel Order thru the https://hrmis.penroiloilo.com.ph/ HRMIS website. | 4. Review Travel Order and recommend Outside the AOR ➤ PENRO/CENRO/ Div. Chief and below Within the AOR | None | 3min. (depends upon the internet connection) | <i>ARD for Management Services</i> |



| | | | | |
|---|---|------|--|---------------------------------------|
| | <ul style="list-style-type: none"> ➤ PENRO/CENRO/ Div. Chief and below | | | |
| | <p>5. Record Travel Order and review</p> <p>Outside the AOR</p> <ul style="list-style-type: none"> ➤ PENRO/CENRO/ Div. Chief and below <p>Within the AOR</p> <ul style="list-style-type: none"> ➤ PENRO/CENRO/ Div. Chief and below | None | 3min. (depends upon the internet connection) | <i>Chief, Administrative Division</i> |
| | <p>6. Review and approval</p> <p>Outside the AOR</p> <ul style="list-style-type: none"> ➤ PENRO/CENRO/ Div. Chief and below <p>Within the AOR</p> <ul style="list-style-type: none"> ➤ PENRO/CENRO/ Div. Chief and below | None | 3 min. (depends upon the internet connection) | <i>Regional Executive Director</i> |
| Check approved e-TO to HRMIS personal account. Approved e-TO is now ready | | | | |



| | | | | |
|--|--|-------------|--|---------------|
| for printing with system generated control number, date of approval and QR Code for security and authenticity. | | | | |
| TOTAL | | None | | 9 min. |



CITIZENS CHARTER- R6-AF -05.PREPARATION AND PROCESSING OF E-TRAVEL ORDERS (LOCAL TRAVEL MORE THAN 30 DAYS)

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

| Office or Division: | Personnel Section, Administrative Division, DENR Regional Office VI, Iloilo City | | | |
|--|---|------------------|--|---|
| Classification: | Simple | | | |
| Type of Transaction | G2G - Government to Government | | | |
| Who may avail: | All Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 3. 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 |
| Log-In to HRMIS personal account and file request for Travel Order thru the https://hrmis.penroiloilo.com.ph/ HRMIS website. | 7. Review Travel Order and recommend <ul style="list-style-type: none"> ➤ DENR RO personnel ➤ PENR/CENR Office, Chief MSD/TSD | None | 3 min. (depends upon the internet connection) | <i>Immediate Supervisor, ARD MS</i> <i>Immediate Supervisor, PENRO, ARD MS</i> |



| | | | | |
|--|---|-------------|--|---------------------------------------|
| | | | | |
| | <p>8. Record Travel Order and review</p> <ul style="list-style-type: none"> ➤ DENR RO personnel ➤ PENR/CENR Office, Chief MSD/TSD | None | 3 min. (depends upon the internet connection) | <i>Chief, Administrative Division</i> |
| | <p>9. Review and approval</p> <ul style="list-style-type: none"> ➤ DENR RO personnel ➤ PENR/CENR Office, Chief MSD/TSD | None | 3 min. (depends upon the internet connection) | <i>Regional Executive Director</i> |
| Check approved e-TO to HRMIS personal account. Approved e-TO is now ready for printing with system generated control number, date of approval and QR Code for security and authenticity. | | | | |
| | Total | None | | 9 min. |



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

This Service is made upon request of DENR PENR 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/ Releasing Clerk</i> Finance Division |
| | 1.1 Verify and review the letter request and forward the request to action officer | None | 5 min. | <i>Action Officer/ Chief, Finance Division</i> Finance Division |
| | 1.2 Prepare Notice of Transfer of Allocation | None | 30 min. | <i>Action Officer/ Finance Division</i> |
| | 1.3 Review and sign Notice of Transfer of Allocation as preparer | None | 10 min. | <i>Chief, Budget Section</i> Finance Division |



| | | | | |
|---------------|--|-------------|----------------------------|---|
| | 1.4 Review, sign, recommend approval Notice of Transfer of Allocation | None | 5 min. | <i>Chief, Finance Division or Supervising Admin. Officer Finance Division</i> |
| | 1.5 Approve and sign Notice of Transfer of Allocation | None | 5 min. | <i>Regional Executive Director or ARD Management Services or ARD Technical Services</i> |
| | 1.6 Certify as to availability of cash and sign Notice of Transfer of Allocation | None | 5 min. | <i>Chief, Accounting Section Finance Division</i> |
| | 1.7 Release signed Notice of Transfer of Allocation to the Cashiering Section | None | 3 min. | <i>Action Officer/ Finance Division</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 DENR PENR Offices and end-user for a preparation of Infrass 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 | | |
| 1. Official Letter Request (1 original) | | Requesting Party | | |
| 2. Work and Financial Plan (if necessary) | | 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</i> Finance Division |
| | 1.1. Verify and review the letter request and forward the request to action officer | None | 5 min. | <i>Action Officer/ Chief, Finance Division</i> Finance Division |
| | 1.2. Prepare Sub-Allotment Advice | None | 30 min | <i>Action Officer/ Finance Division</i> |
| | 1.3. Review and sign Sub-Allotment | None | 10 min. | <i>Chief, Budget Section</i> Finance Division |



| | 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>ARD for Management Services or ARD for Technical Services or Regional Executive Director</i> |
| | 1.6. Release approved Sub-allotment Advice | None | 3 min. | <i>Action Officer/ Finance Division</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: | Management Services Division PENRO | | | | |
| 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 | FEEES 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 | None | 1 day | <i>Receiving/ Releasing Clerk Management Service Division</i> | |



| | | | | |
|---|---|------|--------|---|
| | PASU/Project Focal 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 | | | 2 days | |
| 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 | None | - | <i>CENRO Planning Officer PASU/Project Focal Person</i> |



| | | | | |
|----------------------|--|------|---|--|
| | <p>-Bid Statement (Bid Amount) -Certificate of Availability Funds, and -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 CENRO Rep. Contractual Engineer PASU 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</p> | None | - | <p><i>PENRO PMO/TSD PENRO IAC CENRO Rep. Contractual Engineer</i></p> |



| | | | | |
|--------------------------|--|------|-------|--|
| | <p>the rep. of COA and 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>PASU Chief, CDS (CENRO) 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. Contractual engineer PASU Chief, CDS, (CENRO) 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</p> | None | 1 day | <p><i>CENR Officer and Planning Officer</i></p> |



| | | | | |
|--|--|------|-------|--|
| | the office of the PENR Officer.) | | | |
| 4.Review and Processing of Request for Payment | <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> | None | 1 day | <p><i>Receiving Clerk to PENRO PMO/Chief, TSD; Chief, CDS; Project Focal Peron; Planning Officer; Budget Officer Processing Clerk Accountant</i></p> |
| 4.Approval for Payments | <p>Initials of Chief, Management Services Division for approval of the PENR Officer</p> <p>-Disbursement Voucher -Obligation Request Status -Inspection and Acceptance -Request for Payment -Bill of Materials -Statement of Work Accomplishment prepared by the IAC signed by all the Members of the IAC and its Chairman; Certified Correct by the CENRO Engineer;</p> | None | 1 day | <p><i>Chief, MSD; PENRO</i></p> |



| | | | | |
|---------------|--|-------------|---------------|-----------------------|
| | Recommending for Approval by the CENR Officer and approved by the PENR Officer. | | | |
| 5.Payments | Receive the DV with complete documents for payment, Issuance of Checks or LDDAP. | None | 2 days | <i>AO I (Cashier)</i> |
| TOTAL: | | None | 8 days | |



CITIZEN'S CHARTER NO.R6-AF-09. PROCESS 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: | Technical Services Division PENRO | | | |
|--|---|-----------------|-----------------|------------------------|
| 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 | | | | |
| | | | | |
| Additional if applicant is a representative | | | | |
| | | | | |
| 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 | Records in logbook and forward to Technical Services Division for Review of Documents | None | 10 min. | <i>Records Officer</i> |



| | | | | |
|---|--|-------------|----------------|--|
| <p>3. Disbursement Voucher 4. Certificate of Acceptance 5. Application for Payment 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</p> | | | | |
| | <p>Receives and record documents and refer to Chief, Conservation and Development Section</p> | <p>None</p> | <p>5 min.</p> | <p><i>Receiving/Releasing Clerk</i> Technical Services Division</p> |
| | <p>Reviews and verify accomplishments against the target per work and financial plan and check the completeness of the submitted documents. Affix initial.</p> | <p>None</p> | <p>30 min.</p> | <p><i>Chief, Conservation and Development Section</i> or SVEMS, NGP Coordinator Technical Services Division</p> |



| | | | | |
|--|---|------|--|---|
| | Conduct of Field Inspection/Validation of NGP site requested for payment. .Report Preparation. | None | 5 working days per NGP site | PENRO-CENRO IAC Team |
| | Records and forward documents to Accounting | None | 3 min. | <i>Receiving/Releasing Clerk</i> Technical Services Division |
| | 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 | 5 Days, 14 hours & 1 min. (LDDAP-ADA) or 11 hour & 11 min. (Check) – 15 hours & 11 min. (LDDAP-ADA) or 12 hours & 11 min. (Check) + 24 hour. 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 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: | Personnel Section, Administrative Division, Regional Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Internal: Permanent/Casual Employees of Regional Office and PENROs/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 | 30 min. | <i>HR Staff</i> |
| | 3. Compute leave balance of employee and indicate leave balances in leave application form | None | 30 min. | HR Staff |
| | 4. Verifies leave balance and signs certification of leave credits balance | None | 30 min. | <i>AO IV/ HRMO II</i> |
| | 5. Indicate Leave Application No. and encode in Leave Control Sheet | None | 30 min. | <i>HR Staff</i> |



| | | | | |
|--|---|------|---|--|
| | <p>6. Recommending Approval of Leave (below 30 days)</p> <p>ARD</p> <p>Division Chiefs-RO</p> <p>Regional Office (below Division Chiefs)</p> | None | <p>20 min.</p> <p>30 min.</p> <p>30 min.</p> | <p>Regional Executive Director</p> <p><i>ARD for Management Services</i></p> <p><i>Division Chief/Immediate Supervisor</i></p> |
| | <p>7. Recommending Approval of Leave (30 days but not to exceed 1 year)</p> <p>Division Chiefs-RO</p> <p>Regional Office (below Division Chief)</p> | None | <p>30 min. (depends on the availability of the signatory)</p> <p>30 min. (depends on the availability of the signatory)</p> | <p><i>ARD for Management Services</i></p> <p><i>Division Chief/Immediate Supervisor</i></p> |
| | <p>8. Approval of Leave (below 30 days)</p> <p>ARDs</p> | None | <p>1 hour (depends on the availability of the signatory)</p> | <p>Regional Executive Director</p> |



| | | | | |
|--|--|-------------|---|--|
| | <p>Division Chiefs-RO</p> <p>Regional Office (below Division Chief)</p> | | <p>1 hour (depends on the availability of the signatory)</p> <p>30 min (depends on the availability of the signatory)</p> | <p>Regional Executive Director</p> <p>ARD <i>for Management Services</i></p> |
| | <p>9. Approval of Leave (30 days but not to exceed 1 year)</p> <p>Division Chiefs-RO</p> <p>Regional Office (below Division Chief)</p> | None | <p>1 hour (depends on the availability of the signatory)</p> <p>1 hour (depends on the availability of the signatory)</p> | <p>Regional Executive Director</p> <p>Regional Executive Director</p> |
| | <p>10. Return approved Leave application form to Personnel for Attachment to DTR</p> | None | 15 min. | <i>HR Staff</i> |
| | TOTAL: | None | 9 hours & 5 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</u> - Foreign Entity/Institution/Individual or a Filipino Citizen affiliated with a foreign institution 2. <u>For Conservation Breeding or Propagation Activities and other Wildlife Conservation/Research Projects</u> - Local Non-Government/Academic Institutions 3. <u>For purposes of thesis and dissertation</u> - Students affiliated with local academic institutions and other government initiated or implemented research or scientific projects |
| CHECKLIST OF REQUIREMENTS | |
| 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 RED concerned. 2. Habitat rehabilitation, protection and management plan for re-introduction and restocking of captive-bred/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 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- Php100.00 | 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: | 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 | | |
| 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 | | | | | |
| 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 with its documents to RPS | | 30 min. | <i>RPS, Chief Wildlife permitting Section</i> |
| | Conduct Inspection of Facility and Inventory of Wildlife | | 6 days, 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 | | 3 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, PENRO and letter to the permittee | | 2 days, 4 hours & 45 minutes | WRPS |
| | Reviews and initial the endorsement, and CWR for the signature of the ARD for Technical Services | | 7 hours | Chief, LPDD |
| | Reviews and initial the endorsement and CWR for the signature of the Regional Executive Director | | 5 Hours & 30 min. | ARD TS |
| | Signs the Endorsements and CWR and receive by client and indorse to client | | 5 Hours & 30 min. | RED/ Client |
| TOTAL: | | | | 15 days |

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 TRANSPORT PERMIT FOR WILDLIFE

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

| Office or Division: | Forest Utilization and Wildlife Permitting Unit - CENRO | | | |
|--|--|------------------------|-----------------|------------------------------|
| Classification: | Simple | | | |
| Type of Transaction | G2C –Government to Citizen | | | |
| Who may avail: | Concerned Public Individual, Administrator of Schools and Other Public Places | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Application Letter | | 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 CENRO | None | 15 min. | <i>Receiving Clerk</i> |
| | 1.1 Receive letter request and supporting documents and forward to the CENR Officer | None | 15 min. | <i>CENRO Staff/Secretary</i> |
| | 1.2 Receive, review and refer the application to Chief, RPS | None | 15 min. | <i>CENR Officer</i> |



| | | | | |
|--|--|-----------------|--------------------------------------|---|
| | 1.3 Receive, review and refer the application to Chief, FUWP Unit | None | 15 min. | <i>Chief, Regulation and Permitting Section</i> |
| | 1.4 Receive and review the application, and assign inspection team to conduct site inspection. | None | 30 min. | <i>Chief, FUWP Unit</i> |
| 2. Guide/accompany the inventory team to the site. | 2.1 Conduct inspection of the area and prepare inspection report | None | 3 days | <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 for approval of CENRO | None | 30 min | <i>Chief, FUWP</i> |
| | 4.2 Receive and review the inspection report and Local transport permit. Approve recommendation. | None | 1 hour | <i>CENR Officer</i> |
| | 4.3 Record and release the approved certification | None | 15 min. | <i>Receiving/Releasing Clerk CENRO Records Unit</i> |
| 5. Received the approved Certification | 5. File the customer Request form | None | 10 min. | |
| TOTAL | | P 100.00 | 3 days, 3 hours & 40 min. | |



CITIZEN'S CHARTER NO. R6-B-04. ISSUANCE OF PERMIT FOR WSUP, WCP, WFP

B-04-01. 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. | |



B-04-02. 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 | 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> |
| | 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 | |



B-04-03. 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 outline; | | Requesting party | | |
|---|--|------------------|-----------------|------------------------------------|
| 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 | | 3 hours | <i>PENRO Releasing Clerk/PENRO</i> |



| | | | | |
|-------------------------------------|---|--|--------------------|--|
| | documents to Regional Office Wildlife | | | |
| | Receives the submitted requirements, stamp the date and time on documents and forward all documents to LPDD Chief | | 30 min. | <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>Regional Executive Director</i> |
| 3. Electronically receive by client | Transmits to Client | | 2 hours | <i>Releasing Clerk/WRPS Staff/Client</i> |



| | | |
|---------------|--|----------------|
| <i>TOTAL:</i> | 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.

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|--|--|------------------------|
| 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; | Concerned CENRO/Implementing PENRO | |
| 2. Application Fee: Fees (Application – P600.00; Registration – P480.00; Oath – P36.00; Certification – P50.00/picture) Performance (Cash) Bond- P1,000.00 (for new applicant only) | Concerned CENRO/Implementing PENRO | |
| 3. Mayor's Permit; | Concerned Local Government Unit (LGU) Office | |
| 4. Latest Income Tax Return; | Office of the Bureau of Internal Revenue (BIR) | |
| 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 applicant 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)- Corporation ; | Office of the Security and Exchange Commission (SEC) | |



| 9. Certificate of Registration with the DTI (single proprietorship); | | Office of the Department of Trade Industry (DTI) | | |
|---|---|--|-----------------|------------------------------------|
| Additional: | | | | |
| 10. 1 pc. 2 x 2 picture of the applicant | | Applicant | | |
| Additional if applicant is a representative | | | | |
| 11. Special Power of Attorney (SPA) and/or Board Resolution of the Company | | Applicant | | |
| 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 Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Office of the Regional Executive Director for eventual routing | None | 15 min. | <i>Regional Records Unit</i> |
| | Receive and review documents. Forward to ARD for Technical Services (ARD for TS). | None | 1 hour | <i>Regional Executive Director</i> |
| | Receive and review documents. Forward to License, Patents and Deeds Division (LPDD). | None | 1 hour. | <i>ARD for Technical services</i> |



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|--|--|------|----------------|-----------------------------------|
| | Receive and review documents. Forward to assigned Staff. | None | 2 hours. | Chief, LPDD |
| | 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 | 15 min. | Receiving Personnel, FUS |
| | Reviews and assigns to Personnel concerned the documents/communications | None | 1 working day | Chief, Forest Utilization Section |
| | Review and evaluate the submitted documents. | | | |
| | <p>If incomplete documents Prepares communications/Memorandum to the concerned CENRO/Implementing PENRO for compliance of lacking requirements and/or correction of the submitted documents</p> <p>If complete documents Prepares the following documents for approval of the Regional Executive Director: - Certificate of Registration as Lumber Dealer; -Terms and Conditions 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</p> | None | 4 working days | LPDD FUS Staff |



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|--|---|---|------|---------------|--|
| | | -Letter to the Permittee with a copy of returned letter of acceptance | | | |
| | 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 the following documents for approval of the Regional Executive Director -Certificate of Registration as Lumber Dealer -Terms and Conditions 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 | 1 working day | <i>Chief, Forest Utilization Section</i> |
| | 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 | 2 hours. | <i>Chief, LPD Division</i> |



| | | | | | |
|--|---|--|--------|------------------------------------|----------------------------|
| | <p>Reviews and Initials communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance</p> | <p>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</p> | None | 1 hour | ARD for Technical Services |
| | <p>Signs communications /applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance.</p> <p>Signs documents of Certificate of Registration as Lumber Dealer with attachment :</p> <p>-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</p> | None | 1 hour | <i>Regional Executive Director</i> | |



| | | | | | |
|--|---|---|---------------|---------------|---|
| | -Letter to the Permittee with a copy of returned letter of acceptance | | | | |
| | Releases to Records Section the approved communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance for mailing | Releases approved Certificate of Registration as Lumber Dealer and attachment for mailing: -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 | 15 min. | <i>Releasing Personnel, LPDD-FUS</i> |
| | Releases all communications for mailing to PENROs/CENROs and permittee | | None | 15 min. | <i>Records Section, Regional Office</i> |
| | | | TOTAL: | 7 days | |

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.

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| 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/Letter intent (CBFMA) 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 (original or authenticated copy),</p> <p>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/sign documents for and in behalf of the company, and PO Resolution (CBFMA) (original).</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/Implementing PENRO | |
| <p>2. Payment of Application fee for FLAg / FLAgT / SLUP of P500.00, (DAO No. 2004-16 Amount paid P _____ O.R. Number _____</p> | CENRO Level/Implementing PENRO | |



| | |
|--|---|
| <p>Date paid _____</p> <p>2.2 IFMA – P0.60/hectare</p> <p>2.3 SIFMA – P1.00/hectare or fraction but not lower than P250.00</p> <p>2.4 FLGMA – P10.00/hectare or fraction but not less than P500.00/application</p> <p>2.5 CBFMA -application fee not applicable</p> | |
| <p>3. NCIP Clearance (Certificate of Pre and Prior Consent or Non-overlap)</p> | <p>Applicant (Office of the NCIP, Regional Office) with endorsement from the Office</p> |
| <p>4. Map of the area applied for, with technical description, coordinates (2) sets of longitude and tie point from the nearest landmark. (DAO No. 2004 -16)</p> | <p>CENRO Level/Implementing PENRO</p> |
| <p>5. Inspection Report duly signed by the inspecting officer attested by the CENRO Officer concerned.(Chief, of the Section or Technical Division Chief in case of Implementing PENRO)</p> | <p>CENRO Level/Implementing PENRO</p> |
| <p>6. Indicative Management Plan.</p> | <p>To be prepared by the Applicant in collaboration of Private Forester of practitioner</p> |
| <p>7. Initial Environment Examination (IEE) as basis for the issuance of ECC</p> | <p>Applicant - Environmental Management Bureau (EMB Office)</p> |
| <p>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)</p> | <p>It can be downloaded thru the Internet</p> |
| <p>9. Proof of Financial Capability to develop and manage the area applied for.</p> | <p>Applicant</p> |
| <p>10. LGU/s Endorsement (Barangay, City/Municipality/Province) – (Resolution) Brgy. Reso-for project implemented in 1 Brgy., Municipal Resolution if project covered by 2 Brgys., Provincial Resolution for projects covered by 2 Municipalities</p> | <p>Applicant - Resolution to be requested by the applicant from the Local Government Unit (LGU)</p> |
| <p>11. For areas covered by specific laws, clearance/authorization from a governing body i.e. Palawan</p> | <p>N/A</p> |
| <p>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.</p> | <p>Applicant to be paid to DENR-CENRO/Implementing PENRO</p> |



| | | | | |
|--|----------------------|--|------------------------|----------------------------|
| (Note: No payment for CBFMA applicant) | | | | |
| <p>13.a. The Government Share is computed based on the 5% of the nearest 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 | | |
| 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 | | Applicant to be submitted to DENR CENRO/implementing PENRO | | |
| 15. Approve DOT plan prepared by LGU or Certification (if there is no approved plan). | | | | |
| 18. Other requirements for FLAg: | | | | |
| <ol style="list-style-type: none"> 1. Certificate of Registration of the applicant as a renewable energy developer for hydroelectric power plant 2. Hydropower Energy Service Contract 3. Water Permits 4. Clearance | | <p>Issued by DOE (RA No. 9513)</p> <p>Between DOE and applicant Issued by NWRB From CAAP (for wind energy project)</p> | | |
| 19. Audited financial statement for the last preceding years (IFMA/SIFMA) | | Certified Public Accountant | | |
| 20. List of Officers and Members | | People's Organization | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |



| | | | | | | |
|--|---|---|--|--|--------|-----------------------|
| CENRO thru PENRO submits Completed Staff Work (CSW) application of Land Tenure Instrument (FLAg/FLAgT, IFMA, SIFMA, SLUP, FLGMA and CBFMA 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>Records</i> | | |
| | Refers all incoming applications/documents to ARD TS | None | 20 min. | <i>RED</i> | | |
| | Receive documents/applications for referral to concerned Division | | 20 min. | <i>ARD TS</i> | | |
| | Refer incoming applications / documents and routes the same for appropriate action to concerned Sections | 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> | | |
| | Refers map of tenure application to (OCM) and then LESS for verification | None | 25 days | Chief, LPDD | | |
| | Reviews, evaluates and conducts data analysis on the documents | | | | | |
| | <table border="0"> <tr> <td>If incomplete documents Prepares communications / documents</td> <td>If complete documents -Prepares agreement and Memorandum of forest tenure Instrument application to the Chief, FUS for review of</td> </tr> </table> | If incomplete documents Prepares communications / documents | If complete documents -Prepares agreement and Memorandum of forest tenure Instrument application to the Chief, FUS for review of | None | 4 days | <i>LPDD FUS Staff</i> |
| If incomplete documents Prepares communications / documents | If complete documents -Prepares agreement and Memorandum of forest tenure Instrument application to the Chief, FUS for review of | | | | | |



| | | | | | |
|--|--|--|------|--------|--|
| | applications with discrepancies to be returned to the CENRO thru the PENRO concerned for appropriate action | Agreement (FLAg, FLAgT, IFMA, SIFMA, FLGMA and CBFMA) | | | |
| | Reviews and Evaluates all communications/documents acted by the Personnel Concerned | | | | |
| | Correct or Initials communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance | -correct or Initials endorsement of Land Tenure Applications acted by the concerned personnel for signature of the Chief, LPDD | 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 endorsement of forest tenure Applications acted by the Section Chief for signature of RED. | | None | 2 days | <i>Chief, LPD Division</i> |
| | Reviews and Initials communications to applications/documents with discrepancies to be returned to PENROs/ CENROs | Reviews and Initials endorsement of forest tenure Applications and endorsed to the RED | None | 2 days | ARD for Technical Services |



| | | | | | |
|--|---|---|---------------|--------------------------------------|--------------------------------------|
| | for rectification/ compliance | | | | |
| | Signs communications / documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance; Approve forest tenure Applications | | None | 1 day | <i>Regional Executive Director</i> |
| | Return documents to LPDD for record and securing of files copy | | None | 1 day | <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/ compliance for mailing | -Releases to Records Section the approved forest tenure Applications to PENRO/CENRO | None | 30 min. | <i>Releasing Personnel, LPDD-FUS</i> |
| | Releases all communications for mailing to PENROs/CENROs DENR Central Office | | None | 30 min. | Records Section, Regional Office |
| | | | TOTAL: | 46 days 2 hours & 10 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.

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|--|--|---|
| 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 | | DENR CENRO/Implementing PENRO |
| 2. Duly accomplished application form | | DENR CENRO/Implementing PENRO |
| 3. Copy of Certificate of Registration of Articles of Incorporation, Partnership or Cooperation as the case maybe; | | Any Registry Office (CDA, SEC, DOLE) |
| 4. Business Permit issued by the Municipal/City Mayor; | | Concerned Local Government Unit (LGU) |
| 5. For individual persons, documents reflecting proof of Filipino citizenship such as Birth Certificate or Certificate of Naturalization; | | Applicant (NSO or Local Civil Registrar) |
| 6. Authorization issued by the Corporation, Partnership or Association in favor of the person signing the application; | | Applicant |
| 7. Copy of the Environmental Compliance Certificate issued by the Environmental management Bureau (EMB) and all pertinent permits and requirements stipulated therein | | Office of the Environmental Management Bureau (EMB) 6 |



| | |
|--|-----------|
| 8. Business Plan/ Feasibility Study, in collaboration with Private Forester/Private Practitioner | Applicant |
| <p>9. Proof of sustainable sources of legally cut logs for a period of at least 5 years, supported by the following documents:</p> <p><u>FOR IMPORTED WOOD RAW MATERIALS</u></p> <ul style="list-style-type: none"> - Certificate of Registration as Log/Veneer/Lumber Importer; and - Original copy of Log/Veneer/Lumber Supply Contracts duly approved by the concerned Regional Executive Director. <p><u>FOR LOCAL WOOD RAW MATERIALS</u></p> <ul style="list-style-type: none"> - Original copy of Log/Veneer/Lumber Supply Contracts duly approved by the concerned Regional Executive Director; - At least 5% Tree Inventory of the forest/private tree plantation that includes under oath, narrative report, tally sheets, stand and stock table, geo-tagged photographs, and map of the area; - Electronic copy of the inventory data in MS Excel format; - Under oath validation report of the PENRO/RO as to the availability and sustainability of the volume of raw material covered by a Log/Veneer/Lumber Supply Contract duly approved by the Regional Executive Director; - In case the source of raw materials is coming from forest plantations, a copy of tenure instrument (i. e. IFMA/CADT/CBFMA, etc.) and a copy of harvesting permit; and - In case the source of raw materials is coming from private tree plantations, a copy of Certificate of Tree Plantation Ownership (CTPO) and corresponding map of the area | Applicant |
| 10. Evidence of ownership of machineries; | Applicant |



| 11. GIS generated map with corresponding geo-tagged photos showing the location of WPP; and | | DENR | | |
|---|---|----------------------------------|-----------------|------------------------------------|
| 12. Certification from the Regional Office that the WPP is not within the illegal logging hotspot area. | | DENR | | |
| 13. Performance Bond – P/720.00/cu. m based on daily rated capacity but not less than P/6,000.00 | | | | |
| Additional for renewal | | | | |
| 14. Certificate of Good Standing to be executed by the concerned CENRO/Implementing PENRO stating among others that the subject WPP has never been involved in any illegal logging activities in the past | | | | |
| 15. Certification from the concerned CENRO/Implementing PENRO that the WPP has already installed the required CCTV Camera | | DENR CENRO or Implementing PENRO | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| | Receives the applications/documents for logging the same in the Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Office of the Regional Executive Director for eventual routing | None | 15 min. | <i>Regional Records Unit</i> |
| | Receive and review documents. Forward to ARD for Technical Services (ARD for TS). | None | 1 hour | <i>Regional Executive Director</i> |



| | | | | | | |
|---|--|---|---|--|--------|-----------------------|
| | Receive and review documents. Forward to License, Patents and Deeds Division (LPDD). | None | 1 hour | <i>ARD for Technical Services</i> | | |
| | Receive and review documents. Forward to assigned Staff. | None | 2 hours | <i>Chief, LPDD</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 | 15 min. | <i>Receiving Personnel, FUS</i> | | |
| | Reviews and assigns to Personnel concerned the documents/communications | None | 1 day | <i>Chief, Forest Utilization Section</i> | | |
| | Reviews and evaluates the submitted documents. | | | | | |
| | <table border="1"> <tr> <td> If incomplete documents or for renewal Prepares communications/documents/applications with discrepancies to be returned to the CENRO thru the PENRO concerned for appropriate </td> <td> If new application and complete documents Prepares endorsement of application to the DENR Central Office thru the Forest management Bureau (FMB) for approval </td> </tr> </table> | If incomplete documents or for renewal Prepares communications/documents/applications with discrepancies to be returned to the CENRO thru the PENRO concerned for appropriate | If new application and complete documents Prepares endorsement of application to the DENR Central Office thru the Forest management Bureau (FMB) for approval | None | 4 days | <i>LPDD FUS Staff</i> |
| If incomplete documents or for renewal Prepares communications/documents/applications with discrepancies to be returned to the CENRO thru the PENRO concerned for appropriate | If new application and complete documents Prepares endorsement of application to the DENR Central Office thru the Forest management Bureau (FMB) for approval | | | | | |



| | | | | | |
|--|---|---|------|---------|--|
| | action; Prepares permit for approval of the RED | | | | |
| | 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; Initial permit for approval of the RED | Initials all endorsement of application to the DENR Central Office thru the Forest Management Bureau (FMB) for approval | None | 1 day | <i>Chief, Forest Utilization Section</i> |
| | 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/ | Reviews and Initials all communications/endorsement acted by the Personnel concerned | None | 1 hour | ARD for Technical Services |



| | | | | | |
|--|--|--|---------------|---------------|---|
| | compliance; Reviews and Initial permit for approval of the RED | | | | |
| | Signs communications to/endorsement applications/documents with discrepancies to be returned to PENROs/CENROs for rectification/compliance/Sign communications/endorsement acted by the Personnel concerned; Approves the Permit | | 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/ compliance for mailing; Release to Records Unit the approved permit | Releases to Records Section the approved communications/endorsement for DENR Central Office to Records Section for mailing | None | 15 min. | <i>Releasing Personnel, LPDD-FUS</i> |
| | Releases all communications for mailing to DENR Central Office/PENRO's and CENRO's | | None | 15 min. | <i>Records Section, Regional Office</i> |
| | | | TOTAL: | 7 days | |



CITIZEN'S CHARTER NO. R6-F-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 | FEE 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 as Importer/Exporter of Wood Materials | None | 10 min. | <i>Regional Executive Director</i> | |
| | 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.



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/ FOI Request Form | | Implementing PENRO/CENRO Records Office or Public Assistance Desk End-user or Assessor's Office | | |
| 2. Any document showing the identity of the lot (1 photocopy) | | | | |
| 3. Identification Card | | | | |
| Additional if Requesting Party is a representative | | | | |
| 4. SPA for representative (1 original) with Identification Card | | | | |
| | | Requesting Party or CENRO concerned | | |
| CLIENT STEPS | AGENCY ACTION | FEEES 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. | None | 30 min. | <i>Chief/Staff Concerned Unit/Section</i> <i>Receiving/Releasing Clerk, CENRO Records Unit</i> |



| | | | | |
|---------------------------|--|---|---------|---|
| | Receive the documents, stamp the date and time on documents and forward all documents to CENR Officer | | | |
| | 1.2. Receive and review the request and forward to action officer | None | 1 hour | <i>CENR Officer (Omit this process)</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 | 1 hour | <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 | 45 min. | <i>Credit Officer</i> |



| | | | | |
|--|---|------|---|--|
| | <p>1.2 Check status and verify cadastral claimant area and prepare Certification.</p> <p>Forward the Certification and supporting documents, if any, to Chief, RPS/TSD.</p> | None | <p>3 days</p> <p>(Other factors such as no reference data available on file needed for verification that may cause the turn-around-time to be longer)</p> | <i>Chief/ Staff Concerned Unit/Section</i> |
| | <p>1.3 Receive, review and sign the Certification and forward to PENR/CENR Officer.</p> | None | 1 hour | Chief RPS/TSD |
| | <p>1.4 Determine the accuracy of the Certification and affix signature</p> | None | 1 hour | <i>CENR Officer/PENR Officer</i> |
| | <p>1.5 Releases the Approved Certification to the client</p> | | 10 min. | <i>Receiving/Releasing Clerk, CENRO Records Unit</i> |
| 2. Receives the Approved Certification | <p>1.1. Files the Client's Received Copy</p> | | 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 | 3 Days, 5 hours and 30 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: | Complex to Highly 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 Internal: Field Offices; CENROs and PENROs | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. For Titled and Untitled Property <ul style="list-style-type: none"> a. Survey Envelope b. Drafting Film c. Survey Returns and d. Supporting Documents *Complied Checklist of 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 within Timberland are forwarded to Land Evaluation Survey Section (LES) for verification to LC Maps | None | 45 min | <i>Tracer</i> |



| | | | | |
|---------------------------------|--|--|---|--|
| 2. Payment of Verification Fees | 2.1 Accept payment and issue an official receipt. | Php. 20.00 Minimum depends on the no. of lots and corners | 10 min. | <i>Cashier/Administrative Aide VI</i> |
| | 2.2 Assignment of Survey Number Receive and encode Marginal information or upload Digital Land Survey Data (DLSD). | | 1 hour | <i>Administrative Assistant</i> |
| | 2.3 Checking of the uploaded DLSD against the plan | None | 30 min. | <i>Administrative Assistant</i> |
| | 2.4 Encoding of lot reference for survey returns and research data (if needed). | None | 1 hour (complex) 2 days (highly technical) | <i>Engineering Aide</i> |
| | 2.5 Projection, verification and plotting in the PM/CM (manually/electronically) Research work: Research Projections/cadastral Maps in the Records Section or in the projection unit Computes the Latitude, Longitude of the subject Lot. Checks the adjoining Lots in the Cadastral Map | None | 45 – 90 min. | <i>Tracer</i> <i>Cartographer I</i> <i>Cartographer II</i> <i>Cartographer IV</i> |



| | | | | |
|--|---|------|---|--|
| | 2.6 Final Projection Final check all the projection aspects on the plan | None | 20 min. | <i>Cartographer II</i> |
| | 2.7 Verification of Survey Returns and review corners on cartographic works | None | 4 hours (simple survey plans) 7 days (complex survey plan) | <i>Mathematician Aide II</i> <i>Mathematician II</i> <i>Engineering Aide</i> <i>Engineering Aide II</i> |
| | 2.8 Final verification/ checking/review/layout design/ certification on the plan | None | 45 min. | <i>Engineer III</i> |
| | 2.9 Recommending Approval | None | 45 min. | <i>Engineer IV</i> |
| | 3.0 Approval of survey plan | None | 20 min. | <i>Assistant, Chief Surveys and Mapping Division</i> |



| | | | | |
|---------------------------------|--|--|---|--|
| 3. Pick up approved survey Plan | 3. Release of approved survey plan for updating of status and archiving by the Records Section | | 10 min. | <i>Tracer/Releasing Clerk Records Section</i> |
| TOTAL: | | Php. 20.00 Minimum depends on the no. of lots and corners | 7 to 15 days (depending on the weight of the Survey Plans) | Complex(7 to 15 days) Highly Technical (20 days) |



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 *grant ceding and conveying 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 a. DPWH District/City Engr; b. PPA; c. LGU concerned; d. DOT (for Beach purposes only); | <ul style="list-style-type: none"> - DPWH District Eng'r. & DPWH Regional Office - Philippine Ports Authority - LGU concerned - Department of Tourism |
| 3. Survey Plan 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 covered by the proposed proclamation and land uses of the area and surrounding vicinities within 2 kilometer radius; | | - CENRO | | |
|---|---|-----------------|-----------------|--|
| 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, LPDD 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.



L-04-01. ISSUANCE OF SPECIAL PATENT

Special Patent - A patent issued to a *grant ceding and conveying 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: | Regulation and Permitting Section PENR Office | |
|--|--|------------------------|
| 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 special patent | Applicant | |
| 2. Certification from DWPH (if along National Road) | -DPWH District Eng'r. & DPWH Regional Office | |
| 3. Tax Declaration (declared as School site or Special) | - Municipal Assessors Office (where the land is located) | |
| 4. Court Certification (if the land applied for has no pending land registration cases) | -Municipal Circuit /Regional Trial Court (MCTC/RTC) having jurisdiction | |
| 5. Approved Survey of the land (if covered with isolated survey) | - Concerned Geodetic Engineer conducted the survey (Surveys and Mapping Division, Regional Office) | |
| 6. Verified and certified correct technical descriptions ; | - CENRO/DENR Region - Surveys and Mapping Division | |
| 7. Recent photographs showing the panoramic view of the area as well as adjacent areas, vicinity improvements introduced, buildings, landmarks, identifying features , settlements, if any, etc. | -Applicant | |
| 8. Certification of A&D | -CENRO | |
| 9. Vicinity plan | -CENRO | |
| 10. Historical background of Possession or occupation | -CENRO | |
| 11. Others: | | |



| a. Document to support ownership | | -Applicant | | |
|---|--|-----------------|-----------------|--|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| CENRO | | | | |
| 1. Submit accomplished Application Form to the CENR Office with complete supporting documents | 1. Check completeness of application. If found in order, register, allocate, index and assign application number. Scan, encode and upload records in LAMS. | None | 3 hours | LMO RPS CENRO Staff CENRO Records Unit |
| 2. None | 2. Review application by the assigned Land Management Officer | None | 1 hour | LMO/RPS Chief CENRO |
| 2.1 None | 2.1. Prepare posting of notices at the barangay, municipal, or provincial hall where the property is situated. | None | 1 day | LMO CENRO |
| 2.2 None | 2.2. Posting of Notices in the Barangay Hall/Municipal Hall | None | 15 days | LMO CENRO |
| 2.3 None | 2.3. Get the signed proof of posting from the Barangay/Municipal fifteen (15) days after posting | None | 2 days | LMO CENRO |
| 2.4 None | 2.4. Conduct investigation of the land being applied for. Prepare, sign and submit Investigation Report. | None | 10 days | LMO CENRO |
| 2.5 None | 2.5. Screen the carpeta and prepare V37/certified lot data computation, Order of Award and Judicial Form, and forward to Geodetic Engineer (GE) | None | 10 days | LMO/Cartographer /Encoder CENRO |
| 2.6 None | 2.6. Verify and certify the correctness of the Technical Description and forward to the CENRO RPS Chief | None | 5 days | GE CENRO |



| | | | | |
|--------------|--|------|---|--|
| 2.7 | 2.7. Do final screening of carpeta and forward to CENRO for recommendation | None | 5 days | <i>CENRO RPS Chief</i> |
| 2.8 | 2.8. Review and initial file copy of Patent and sign indorsement to PENRO approval | None | 3 days | <i>CENR Officer CENRO</i> |
| 2.9 | 2.9. Transmit carpeta to PENRO | None | 3 days or less depending on the location of the PENR Office | <i>Records Officer CENRO Records Unit</i> |
| PENRO | | | | |
| 2.1. None | 2.10. Receive the carpeta and forward to Chief, RPS. Update data in LAMS, if applicable. | None | 2 hours | Records Officer PENRO Records Section |
| 2.11. None | 2.2. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD). | None | 2 hours | PENRO Chief RPS |
| 2.3. None | 2.12. Do the final review of carpeta, initial file copy of Free Patent, and forward to PENRO for approval of application and issuance of Patent. | None | 2 days | PENRO Chief TSD |
| 2.13. None | 2.4. Review and sign Order of Approval and Free Patent. Forward to PENRO Records for numbering. | None | 2 days | PENR Officer PENRO |
| 2.5. None | 2.14. Assign Patent Number/ Indexing, prepare transmittal letter and forward to PENRO for signature. | None | 2 hours | Records Officer/Staff PENRO Records Section |
| 2.15. None | 3.17. Sign transmittal letter and forward to PENRO records for transmittal to Registry of Deeds (ROD). | | | PENR Officer PENRO |



| | | | | |
|-----------------|--|------|--|---|
| 3.18. None | 2.16. Scan the signed Judicial Form and transmittal letter to Registry of Deeds (ROD) Transmit documents to ROD, and copy furnish the client. | None | 5 days | Liaison Officer PENRO Records Section |
| CENRO SUB-TOTAL | | None | 55 days (+ up to 55 additional processing days due to extreme case were corrections or revisions on the details of the patentee that needs to be done or when the signatories are suddenly replaced which will result into further review) | |
| PENRO SUB-TOTAL | | None | 10 working days | |
| | | | 120 days maximum | |



CITIZEN'S CHARTER NO.R6-L-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 | |
| 1. Letter Request | | | Requesting Party | |
| 2. Tax Declaration | | | 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 verify/projects and review prepare certification. Affix signature/ initial on the Certification | | 30 min. | <i>Receiving/Releasing Clerk</i> CENRO Records Unit/ CENRO Geodetic Engineer |
| 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 | 30min. | <i>CENR Officer</i> |
| | 3.2Record, assign control number and release Certification of Lot Status. | None | 20 min. | <i>Receiving/Releasing Clerk CENRO Records Unit</i> |
| 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 | | Proponent |



| 7.b SEC Reg. Certificate 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: 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; | | DPWH, PPA, DOT, LGU/ Concerned CENRO office | | |
| 10. Appraisal Report 10.a Attach certified copies of latest tax Declaration, Assessors Certification and/or BIR zonal valuation; | | Concerned CENRO office | | |
| 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. Endorsement 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 | | | | | | | |
| | <table border="1"> <tr> <td>If incomplete documents</td> <td>If complete documents</td> </tr> <tr> <td>Prepares communications/documents/applications to be returned with discrepancies indicated to the CENRO thru the PENRO concerned for appropriate action</td> <td>Prepares Revocable or Provisional Permit for approval of the Regional Executive Director</td> </tr> </table> | If incomplete documents | If complete documents | Prepares communications/documents/applications to be returned with discrepancies indicated to the CENRO thru the PENRO concerned for appropriate action | Prepares Revocable or Provisional Permit for approval of the Regional Executive Director | None | 10 working days | <i>LPDD PDS Staff</i> |
| If incomplete documents | If complete documents | | | | | | | |
| Prepares communications/documents/applications to be returned with discrepancies indicated to the CENRO thru the PENRO concerned for appropriate action | Prepares Revocable or Provisional Permit for approval of the Regional Executive Director | | | | | | | |
| | 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”



Legal



CITIZEN'S CHARTER NO. R6-L-01. 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 | | | |
| 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 | |



Feedback and Complaints Mechanism

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



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



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



VI. LIST OF OFFICES

| OFFICE | OFFICE ADDRESS | CONTACT DETAILS | EMAIL ADDRESS |
|-------------------------------------|--|---|---|
| DENR Central Office | Visayas Avenue, Diliman, Quezon City | (02) 8-920-0689 0917-868-3367 0917-885-3367 | aksyonkalikasan@denr.gov.ph actioncenter@denr.gov.ph |
| DENR NCR | National Ecology Center, East Avenue, Quezon City | (2) 8876-1484 Loc. 1206 | denrncrored@gmail.com denr.ncr.rscig@gmail.com |
| DENR Region VI, Iloilo City | Doña Pepita Aquino Street, Brgy. Concepcion, Port Area Iloilo City | (033) 329-47-24 | r6@denr.gov.ph |
| ARD for Technical Services | Doña Pepita Aquino Street, Brgy. Concepcion, Port Area Iloilo City | (033) 320-65-00 | ardmanagement123@gmail.com |
| ARD for Management Services | Doña Pepita Aquino Street, Brgy. Concepcion, Port Area Iloilo City | (033) 329-47-35 | denroardts.19@gmail.com |
| Planning Management Division | Doña Pepita Aquino Street, Brgy. Concepcion, Port Area Iloilo City | IP PHONE- 2908 | denr6@yahoo.com |
| Administrative Division | Doña Pepita Aquino Street, Brgy. Concepcion, Port Area Iloilo City | (033) 329-47-41 | denr6personnel2020@gmail.com |
| Licenses Patents and Deeds Division | Doña Pepita Aquino Street, Brgy. Concepcion, Port Area Iloilo City | (033) 328-18-16 | denr6_lpdd@yahoo.com lpdd.denr6@gmail.com |
| Legal Division | Doña Pepita Aquino Street, Brgy. Concepcion, Port Area Iloilo City | (033) 328-18-28 | denrlegal6@gmail.com |



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|---|---|------------------|------------------------------|
| Conservation and Development Division | Doña Pepita Aquino Street, Brgy. Concepcion, Port Area Iloilo City | (033) 328-1813 | denrcddr6.2018@gmail.com |
| Finance Division | Doña Pepita Aquino Street, Brgy. Concepcion, Port Area Iloilo City | (033) 329-47-32 | denr6finance@yahoo.com.ph |
| Surveys and Mapping Division | Burgos Street. Brgy. Sto. Rosario Duran, Iloilo City | (033) 503-74-33 | denr6lms@yahoo.com |
| Enforcement Division | DENR Manuel L. Lagunilla Building, FMS Compound, Mueley Loney Parola, Iloilo City | (033) 329-48-19 | railtf_region6@yahoo.com |
| Human Resource Development | Doña Pepita Aquino Street, Brgy. Concepcion, Port Area Iloilo City | (033) 328-18-20 | hrds.6.denr@gmail.com |
| Regional Strategic Communication Information Group Office | Doña Pepita Aquino Street, Brgy. Concepcion, Port Area Iloilo City | (033) 329-48-19 | denrrpao6@gmail.com |
| General Services Section | Monitoring Bldg. Muelley Loney, Parola Iloilo City | (033) 329-47-53 | denr6gss@gmail.com |
| Procurement Section | Doña Pepita Aquino Street, Brgy. Concepcion, Port Area Iloilo City | 033) 329-47-23 | procurementdenrr6@yahoo.com |
| Cashiering Section | Doña Pepita Aquino Street, Brgy. Concepcion, Port Area Iloilo City | (033) 503-33-84 | cashieringunit6@yahoo.com.ph |
| PENRO Aklan | Bliss Site, Kalibo, Aklan | (036) 268- 41-02 | penroaklan@denr.gov.ph |
| PENRO Antique | Maybato Sur, San Jose, Antique | (036) 641-54-18 | denr_ant@yahoo.com |
| PENRO Capiz | Primier de Mayo St. Roxas City, Capiz | (036) 621- 60-69 | penrocapiz@gmail.com |



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|--|---|-------------------------------|-------------------------------|
| PENRO Guimaras | San Miguel, Jordan, Guimaras | (033) 581 -29- 91 | denrguim@yahoo.com |
| PENRO Iloilo City | Old Rotary Park, Brgy. Concepcion Iloilo City | (033) 331-28-30 | denr6_iloilo@yahoo.com |
| PENRO Negros Occidental | Brgy. 39, Bacolod City | (034) 435 74-11 | penrneg@yahoo.com |
| CENRO Boracay | Brgy. Manoc-manoc, Boracay, Malay Aklan | (034) 288-97-27 | cenroboracay@denr.gov.ph |
| CENRO Mabusao | Mambusao Government and Business Center, Villareal Highway, Poblacion Proper, MambusaoCapiz | (036) 651 90-67 | cenromambusaobackup@gmail.com |
| CENRO Culasi | Centro Poblacion, Culasi, Antique | 033) 641-3593 / 0917-716-7256 | cenroculasi@denr.gov.ph |
| CENRO Belison (San Jose) | Poblacion, Belison, Antique | (036) 641-04-26 | cenrobelison@yahoo.com |
| CENRO Barotac Nuevo | Brgy. Tabucan, Barotac Nuevo, Iloilo | (033) 361 2778 | cenrobarotac@yahoo.com |
| CENRO Guimbal (Iloilo) | Brgy. Guibongan, Miag-ao, Iloilo | (033) 337-67-43 | cenroiloilo@denr.gov.ph |
| CENRO Sara | San Nicolas, San Dionisio, Iloilo | (033) 396 3201 | denrcenrosara@yahoo.com |
| CENRO Bago City (San Carlos City/Bacolod City) | Bantayan Park, Brgy. Poblacion, Bago City Negros Occidental | (034) 445 8433 | cenrobago@gmail.com |
| CENRO Cadiz City | Narra Heights, Brgy. Tinampa-an, Cadiz City | (034) 476 4036 | denrcenrocadizcity@gmail.com |
| CENRO Kabankalan City | ZaycoSubd.,Kabankalan City, Negros Occ. | (034) 746 7722 09512261891 | cenrokabankalancity@yahoo.com |