

CITIZEN'S CHARTER



DEPARTMENT OF ENVIRONMENT AND
NATURAL RESOURCES (DENR)

To Improve Efficiency in the Delivery of Public Service by Reducing Bureaucratic Red Tape.

BRIEF INFORMATION ABOUT THE AGENCY

The Department of Environment and Natural Resources (DENR) was created pursuant to Executive Order No. 192 issued on June 10, 1987 by President Corazon C. Aquino as a primary national government agency responsible for the conservation, management, development and proper use of the country's environment and natural resources. It is an integration of five agencies namely: Bureau of Forest Development (BFD), Bureau of Lands (BL), Forest Research Institute (FORI), Bureau of Mines (BM) and Natural Pollution Control Commission (NPCC)

From these merged agencies thus created the sectoral services, namely: Forest Management Services (FMS), Land Management Services (LMS), Ecosystem Research and Development Services (ERDS) and Protected Areas, Wildlife and Coastal Zone Management Services (PAWCZMS)

With the passage of Republic Act No. 7942 in 1995, the Mines and Geo-sciences Bureau became an attached bureau under the Office of the Secretary with the same status as the DENR Regional Office. The Environmental Management Bureau followed suit in June 23, 1999 when the same also became an attached bureau by virtue of Republic Act 8749, separating it from the Protected Areas and Wildlife Bureau which was left and retained by the DENR Regional Office.

PURPOSE OF CITIZEN'S CHARTER

To promote transparency in the DENR with regard to the manner of transacting with the public through the simplification of frontline service procedures, formulation of service standards for every transaction, and making these known to the customer.

MANDATE (E.O. 192, S. 1987)

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

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

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

VISION

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

MISSION

The DENR shall be the driving force in the pursuit of sustainable development, enabling stakeholder's participation in the protection, conservation and management of the environment and natural resources for the present and future generations.

In pursuit of this, the fast efficient and satisfactory performance of the following frontline services of the DENR **PENRO Aklan** may be demanded by customer:

1. Issuance of Survey Authority
2. Application for Free Patent (Agricultural)
3. Application for Free Patent (Residential)
4. Issuance of Certificate of Tree Plantation Ownership (CTPO) for not more than 1,000 hectares
4. Issuance of Certificate of Verification (Cutting and Transporting of Planted and Non Premium Trees within Private Lands)
6. Issuance of Certificate of Verification (Cutting/Transport on Non-wood Forest Products within Private Lands e.g. Bamboo, Vines, Nipa, etc.)
7. Application for Chainsaw Registration
8. Application for Issuance of Tree Cutting Permits/Special Tree Cutting Permits (public places, private lands, infrastructure projects, government projects.)