



DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES (DENR)  
REGION V

REGIONAL CITIZEN'S CHARTER  
2023 (1<sup>st</sup> Edition)



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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.



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**DENR 5 REGIONAL, PENR AND CENR OFFICE**  
**Admin and Finance**  
**(Internal and External Services)**



## CITIZEN'S CHARTER NO. R5-AF-01 - ISSUANCE OF CERTIFICATE OF EMPLOYMENT/SERVICE RECORD

This service is made upon by the requesting party either internal (presently employed as permanent, casual or under contract of service) or external for the purpose of loan application, retirement, maturity claim and for other legal purpose.

| <b>Office/Division:</b>                     | Amin and Finance Section, PENR Offices and Personnel Section, Administrative Division, Regional Office                       |                 |                  |                    |
|---|--|-----------------|------------------|--------------------|
| <b>Classification:</b>                      | Simple   |                 |                  |                    |
| <b>Type of Transaction:</b>                 | G2B – Government to Business<br>G2C – Government to Citizen<br>G2G – Government to Government                                |                 |                  |                    |
| <b>Who may avail:</b>                       | All permanent, casual or under contract of service of DENR Regional Office and PENR and CENR Offices and external clientele. |                 |                  |                    |
| CHECKLIST OF REQUIREMENTS                   |  |                 | WHERE TO SECURE  |                    |
| 1. Letter of Intent                         |  |                 | Requesting party |                    |
| 2. Government issued ID                     |  |                 | Requesting party |                    |
| 3. SPA if through a representative          |  |                 | Notary Public    |                    |
| CLIENT STEP                                 | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE |
| 1. Letter request submitted to Records Unit | 1.1 Receive, check and stamp date and time on document.<br><br>1.1.a. Forward the letter request to Personnel Section,       | None            | 30 mins          | Records Officer    |



| CLIENT STEP   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|---|--|-----------------|-----------------|--|
|   | Admin Division, Regional Office<br>1.1.b. Forward the letter request to Admin Unit (HR), PENRO   |                 |                 |  |
|   | 1.4 Verify the request, research document in the Records Room of the Personnel Section (Regional Office) or Records Room of the HR (PENRO) | None            | 2 hours         | Personnel Officer / HR Officer                                   |
|   | 1.5 Prepares Certification/Service record and forward to chief Personnel Section (Regional Office) or Chief, MSD (PENRO) for signature     | None            | 1 hour          | Personnel Officer / HR Officer                                   |
|   | 1.6 Review and Approve the Certificate of Employment / Service Record  | None            | 1 hour          | Chief, Personnel Section (Regional Office)<br>Chief, MSD (PENRO) |
| 2. Receive the Certificate of Employment/Service Record | 1.7 Release to Concerned employee  | None            | 30 mins         | Records Officer  |





|              |  |   |
|--------------|--|---|
| <b>TOTAL</b> |  | <b>4 hours</b><br><b>TAT does not include waiting time and the minimum processing time is up to three (3) working days.</b> |
|--------------|--|---|



## CITIZEN'S CHARTER NO. R5-AF-02 - ISSUANCE OF CLEARANCE FROM MONEY, AND PROPERTY ACCOUNTABILITY

This issuance of Regional and PENRO Clearance is made by a requesting party for purposes of Retirement, terminal Leave Claims for separated personnel, also for Maternity, Rehabilitation and all kinds of leave applications of more than thirty (30) days.

| <b>Office/Division:</b>   | Amin and Finance Section, PENR Offices and Personnel Section, Administrative Division, Regional Office   |                 |                  |                      |
|---|--|-----------------|------------------|----------------------|
| <b>Classification:</b>  | Complex  |                 |                  |                      |
| <b>Type of Transaction:</b>   | G2B – Government to Government<br>G2C – Government to Citizen  |                 |                  |                      |
| <b>Who may avail:</b>   | All permanent, casual or under contract of service Personnel and Officials of DENR Regional Office and PENR and CENR Offices and external clientele. |                 |                  |                      |
| CHECKLIST OF REQUIREMENTS   |  |                 | WHERE TO SECURE  |                      |
| 1. Letter of Intent for retirement, resignation, transfer, reassignment and all other leave applications of more than thirty (30) days. |  |                 | Requesting party |                      |
| CLIENT STEP   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE   |
| 1. Regional/ PENRO Clearance prepared by the Admin Officer / HRMO   | 1.1 Forward the clearance to the immediate supervisor of the requesting employee for verification and signature                                      | None            | 30 mins          | Admin Officer / HRMO |



| CLIENT STEP | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|-------------|---|-----------------|-----------------|----------------------|
|             | <p>1.2 Forward the clearance to all concerned officials for verification and signature of officials, particularly:</p> <p>1. Administration Sector:</p> <p>A. General and Property Services</p> <p>B. Supply and Procurement Services</p> <p>C. Human Resource Welfare and Assistance</p> <p>D. Agency-Accredited Union/Cooperative</p> <p>2. Finance and Asset Management</p> <p>A. Financial Services</p> <p>B. Transaction, Processing and Billing Services</p> <p>C. Payroll and Remittance Services</p> <p>3. Professional and Institutional Development</p> | None            | 30 mins         | Admin Officer / HRMO |



| CLIENT STEP | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
|-------------|--|-----------------|-----------------|---|
|             | a. Scholarship Services<br>4. Certification of no pending administrative cases   |                 |                 |   |
|             | 1.3 Checks and verify the record and signs the clearance.<br><ul style="list-style-type: none"><li>▪ Chief, GSS</li><li>▪ Chief, Procurement</li><li>▪ Chief Personnel</li><li>▪ Representative of Cooperative</li><li>▪ DENREU Representative</li><li>▪ Chief Finance</li><li>▪ Chief Accountant</li><li>▪ Chief HR</li><li>▪ Chief Legal</li></ul> | None            | 4 days          | Chief, GSS/<br>Chief, Procurement/<br>Chief Personnel/<br>Representative of Cooperative/<br>DENREU Representative/<br>Chief Finance/<br>Chief Accountant/<br>Chief HR/<br>Chief Legal |
|             | 1.4 Forwards the accomplished clearance to ARD for Management Services (Regional Office) or Chief, MSD (PENRO)   | None            | 30 mins         | Personnel Officer/Chief Admin Div. (Regional Office)<br>Admin Officer / HRMO (PENRO)  |



| CLIENT STEP   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE                          |
|---|---|-----------------|---|---|
|   | 1.5 Checks and review the accomplished clearance and forwards the same to RED/PENRO | None            | 30 mins   | ARD for Management Services<br>Chief, MSD   |
|   | 1.6 Approves and signs the Clearance  | None            | 1 hour  | Regional Executive Director<br>PENR Officer |
| 2. Receive the Certificate of Employment/Service Record | 1.7 Release to Concerned employee   | None            | 30 mins   | Records Officer                             |
| <b>TOTAL</b>  |   |                 | <b>4 days, 3 hours and 30 mins</b><br><b>TAT does not include waiting time and the minimum processing time is up to seven (7) working days.</b> |   |



## CITIZEN'S CHARTER NO. R5-AF-03 - ISSUANCE OF CERTIFICATION/COPY OF DOCUMENT FOR GENERAL CIRCULATION\* BASED ON RECORDS

This service is for the issuance of certification or copy of the document for general circulation based on records filed in the DENR, PENR and CENR offices.

| <b>Office/Division:</b>                                 | Records Unit, CENR and PENR Offices Regional Office   |                 |                                 |   |
|---|---|-----------------|---------------------------------|---|
| <b>Classification:</b>                                  | Simple  |                 |                                 |   |
| <b>Type of Transaction:</b>                             | G2G – Government to Government<br>G2C – Government to Citizen<br>G2B – Government to Business     |                 |                                 |   |
| <b>Who may avail:</b>                                   | Any individual, government agency or instrumentality or entity.                                   |                 |                                 |   |
| CHECKLIST OF REQUIREMENTS                               |   |                 | WHERE TO SECURE                 |   |
| 1. Duly accomplished customer request form (1 original) |   |                 | Records Unit                    |   |
| 2. Government issued ID (present 1 original)            |   |                 | Requesting party                |   |
| Additional if from the Government sector                |   |                 |                                 |   |
| 3. Official Letter Request (1 original)                 |   |                 | Requesting party                |   |
| 4. SPA for representative                               |   |                 | Requesting party, Notary public |   |
| CLIENT STEP   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME                 | PERSON RESPONSIBLE  |
| 1. Letter request submitted to Records Unit             | 1.1 Receive, check and stamp date and time on document. Prepares and initial the Order of Payment | None            | 30 mins                         | Records Officer   |
|   | 1.2 Approves the Order of payment   | None            | 15 mins                         | PENRO Accountant/<br>CENR Officer or designate representative |



| CLIENT STEP   | AGENCY ACTION  | FEES TO BE PAID   | PROCESSING TIME | PERSON RESPONSIBLE                                  |
|---|--|---|-----------------|---|
| 2. Receives the Order of Payment and pays the certification fee | 2.1 Receives payment and issue Official Receipt.   | Certification Fee*<br>Php 50.00 per set +<br>Php 5.00 per page<br><br>(Internal Clients are free of charge) | 30 mins         | Collecting Officer<br>Credit Officer (field Office) |
|   | 2.2 Records Officer checks and verifies the record and prepares the certification / copy of the requested document. Then forwards to Chief, MSD (PENRO) or SvEMS (CENRO) | None  | 1 day           | Records Officer/Admin and Finance Section           |
|   | 2.3 Review the certification and forwards the same to PENR or CENR Officer   | None  | 1 hour          | Chief, MSD (PENRO)<br>SvEMS (CENRO)                 |
|   | 1.6 Review and Approve the Certification   | None  | 1 hour          | PENR or CENR Officer                                |
| 2. Receive the Certificate of                                   | 1.7 Release to Concerned employee  | None  | 30 mins         | Records Officer                                     |



| CLIENT STEP               | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE |
|---------------------------|---------------|-----------------|---|--------------------|
| Employment/Service Record |               |                 |   |                    |
| TOTAL                     |               |                 | 1 day 3 hours and 45 mins<br>TAT does not include waiting time and the minimum processing time is up to three (3) working days. |                    |

Note: Confidential, Restricted and Top Secret documents are subject for approval of the Secretary and is not included in this process.

\*Except those with Official Letter.





**DENR 5 REGIONAL, PENR AND CENR OFFICE**  
**Biodiversity Sector**  
**(Internal and External Services)**



## CITIZEN'S CHARTER NO. R5-B-01. ISSUANCE OF CERTIFICATE OF WILDLIFE REGISTRATION (CWR)

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

| <b>Office or Division:</b>  | DENR Community Environment and Natural Resources (CENRO) or Provincial Environment and Natural Resources Offices (PENRO)   |                   |                 |                     |
|---|--|-------------------|-----------------|---------------------|
| <b>Classification:</b>  | Highly Technical   |                   |                 |                     |
| <b>Type of Transaction:</b>   | G2C - Government to Citizen  |                   |                 |                     |
| <b>Who may avail:</b>   | Any citizen, private or public institution, agency or corporation  |                   |                 |                     |
| CHECKLIST OF REQUIREMENTS   |  | WHERE TO SECURE   |                 |                     |
| 1. Duly accomplished Application Form   |  | CENRO/PENR Office |                 |                     |
| 2. Proof of legal acquisition (i.e Official Receipt of purchased wildlife subject for registration, Local Transport Permit from place of origin of wildlife, if applicable) |  | Requesting Party  |                 |                     |
| 3. Documentary stamp  |  | Requesting Party  |                 |                     |
| 4. Inspection Report from the PENR Office   |  | CENRO/PENR Office |                 |                     |
| 5. Endorsement of the Concerned CENRO/PENR Officer  |  | PENR Office       |                 |                     |
| 6. Inventory of Wildlife  |  | PENR Office       |                 |                     |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID   | PROCESSING TIME | PERSONS RESPONSIBLE |
| <b>CENRO / Implementing PENRO</b>   |  |                   |                 |                     |
| 1. Submit application form and supporting documents to the CENR / PENR Office.  | 1. Check completeness of application and supporting documents. Receive application and forward to Regulatory and Permitting Section or Technical Services Division | None              | 15 min.         | Records Officer     |



| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID  | PROCESSING TIME | PERSONS RESPONSIBLE  |
|--|---|--|-----------------|--|
|  | 1.1. Regulatory and Permitting Section or Technical Services Division Chief refers to Action Officer        | None   | 2 hrs.          | RPS Chief/TSD Chief  |
|  | 1.2. Action Office receive and review documents/application. Prepare and affix initial to Order of Payment. | None   | 45 mins         | Action Officer   |
|  | 1.3. Approves Order of payment  | None   | 15 mins         | PENRO Accountant/CENR Officer or designated representative |
| 2. Receive Order of Payment and pay corresponding fee. | Receive payment and issue Official Receipt (OR).  | 1-50 HEADS<br>Php 50.00;<br>50-100 HEADS<br>Php 100.00;<br>100 above<br>Php 500.00 | 15 min.         | Collecting Officer Credit Officer (field office)           |



| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE            |
|---|--|-----------------|-----------------|--------------------------------|
| 3. Receive OR.                                      | 3.1 Receive the Official Receipt (OR)                            | None            | 1 hour          | Action Officer                 |
| 4. Conducts inspection of wildlife                  | 4.1 Action Officer schedules and conducts inspection of wildlife | None            | 1 day           | Action Officer                 |
|   | 4.2 Prepares endorsement of application to Regional Office       | None            | 4 hrs           | Action Officer                 |
|   | 4.3 Initials endorsement to RO                                   | None            | 1 hour          | RPS Chief/TSD Chief            |
|   | 4.4 Signs endorsement to RO                                      | None            | 1 hour          | CENR / PENR Officer            |
| 5. Transmits application to PENRO / Regional Office | 5.1 Receives endorsement and transmits to PENRO /RO              | None            | 1 day           | Records Officer (Field office) |



| CLIENT STEPS                           | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE               |
|--|--|-----------------|-----------------|-----------------------------------|
| <b>Supervising PENRO</b>               |  |                 |                 |                                   |
| 1. Receives endorsement of application | 1.1 Receives application and transmits to PENR Officer   | None            | 15 min.         | Records Officer (PENRO)           |
|  | 1.2 Affix concurrence to endorsement of CENR Office to RO  | None            | 1 hour          | PENRO                             |
|  | 1.3 Release to Records for transmittal of application to RO                                      | None            | 15 min.         | PENRO                             |
|  | 1.4 Receives and release endorsement to RO   | None            | 4 hrs           | Records Officer (PENRO)           |
| <b>Regional Office</b>                 |  |                 |                 |                                   |
| 1. Receives application at RO          | 1.1 Receives endorsement from field office and transmits to Licenses, Patents and Deeds Division | None            | 2 hrs           | Records Officer (Regional Office) |
|  | 1.2 Records application and transmit to LPDD Chief   | None            | 15 min.         | LPDD Records Officer              |
|  | 1.3 Refers application to Wildlife Resources Permitting Section and/or Action Officer            | None            | 15 min.         | LPDD Chief                        |
|  | 1.4 Reviews and evaluates application and prepares permit for endorsement to the RED             | None            | 5 hrs           | WRPS Chief / Action Officer       |



| CLIENT STEPS       | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE  |
|--------------------|--|-----------------|-----------------|----------------------|
|                    | 1.5 Initials in the permit and endorsement of permit to the RED  | None            | 2 hrs           | LPDD Chief           |
|                    | 1.6 Affix initial to permit and endorsement of permit to the RED   | None            | 2 hrs           | ARD for TS           |
| 2. Approves permit | 2.1 Approves and signs permit  | None            | 2 hrs           | RED                  |
|                    | 2.2 Refers signed permit to the Office of the LPDD   | None            | 3 hrs           | RED                  |
|                    | 2.3 Receives and refers approved permit to WRPS  | None            | 15 min.         | LPDD Records Officer |
|                    | 2.4 Generate QR Code and dry seal on the permit and endorse document to concerned field office for release | None            | 3 hours         | WRPS Action Officer  |
|                    | 2.5 Release endorsement of approved permit to Records Section  | None            | 15 min.         | LPDD Records         |



| CLIENT STEPS                               | AGENCY ACTION   | FEES TO BE PAID   | PROCESSING TIME  | PERSONS RESPONSIBLE               |
|--|---|---|--|-----------------------------------|
| 3. Release approved permit to field office | 3.1 Receives endorsement of approved permit and release to field office concerned | None  | 4 hrs  | Records Officer (Regional Office) |
| <b>TOTAL</b>                               |   | <b>1-50 HEADS</b><br>Php 50.00;<br><b>50-100 HEADS</b><br>Php 100.00;<br><b>100 above</b><br>Php 500.00 | <b>7 days</b><br><br><b>TAT does not include waiting time and the minimum processing time is up to twenty (20) working days.</b> |                                   |

## CITIZEN'S CHARTER NO. R5-B-02 - ISSUANCE OF WILDLIFE EXPORT / IMPORT CERTIFICATION (Non-CITES)

This Service is made upon request of the applicant for the exportation and importation of wildlife.

| <b>Office/Division:</b>                                      | DENR Regional Office – Licenses, Patents and Deeds Division |   |                       |                      |
|--|---|---|-----------------------|----------------------|
| <b>Classification:</b>                                       | Complex   |   |                       |                      |
| <b>Type of Transaction:</b>                                  | G2B – Government to Business<br>G2C – Government to Citizen |   |                       |                      |
| <b>Who may avail:</b>  | Registered wildlife permittees.                             |   |                       |                      |
| CHECKLIST OF REQUIREMENTS                                    |   |   | WHERE TO SECURE       |                      |
| 4. Application form  |   |   | DENR-RO               |                      |
| 5. Inspection of wildlife                                    |   |   | DENR-RO personnel     |                      |
| 6. Documents supporting possession of wildlife               |   |   | Applicant             |                      |
| 7. Bank export declaration, if for commercial purpose        |   |   | Applicant             |                      |
| 8. Local Transport Permit                                    |   |   | DENR-CENR/PENR Office |                      |
| 9. Phytosanitary Certificate / Veterinary Health Certificate |   |   | BPI / BAI             |                      |
| CLIENT STEP  | AGENCY ACTION   | FEES TO BE PAID                                 | PROCESSING TIME       | PERSON RESPONSIBLE   |
| 1. Submit application form to DENR Regional Office           | 1.1 Receives application and transmit to Office of the LPDD | None  | 1 hour                | RO Records Office    |
|  | 1.2 Records and transmits application to LPDD Chief         | None  | 30 min.               | LPDD Records         |
|  | 1.3 Refers application to WRPS / Action Officer             | None  | 30 min.               | LPDD Chief           |
| 2. Pay Export Permit Fee                                     | 2.1 Prepares Order of Payment                               | Export Permit: 3% of export value (commercial); | 15 min.               | WRPS/ Action Officer |





| CLIENT STEP  | AGENCY ACTION   | FEES TO BE PAID            | PROCESSING TIME | PERSON RESPONSIBLE         |
|--|---|----------------------------|-----------------|----------------------------|
|  |   | PhP150.00 (non-commercial) |                 |                            |
|  | 2.2 Approves Order of payment   | None                       | 15 mins         | Regional Office Accountant |
| 3. Conducts inspection of wildlife to be exported or facility where the species to be imported will be custodied | 3.1 Conducts inspection of wildlife or facility                             | None                       | 2 days          | WRPS / Action Officer      |
|  | 3.2 Prepares inspection report, permit and endorsement of permit to the RED | None                       | 1 hour          | WRPS / Action Officer      |
|  | 3.3 Initials endorsement to RED   | None                       | 30 min.         | Chief, LPDD                |
|  | 3.4 Approves endorsement of permit to RED                                   | None                       | 30 min.         | ARD for TS                 |
| 4. Approves permit   | 4.1 Approves/signs permit and transmit back to LPDD                         | None                       | 1 hour          | RED                        |
|  | 4.2 Receives and refers approved permit to WRPS                             |                            | 30 min.         | LPDD Records               |
|  | 4.3 Generate QR Code, dry seal and scan approved permit                     | None                       | 30 min.         | WRPS / Action Officer      |
|  | 4.4 Transmits approved permit to Records Section                            | None                       | 30 min.         | WRPS / Action Officer      |



| CLIENT STEP       | AGENCY ACTION                       | FEES TO BE PAID  | PROCESSING TIME  | PERSON RESPONSIBLE |
|-------------------|-------------------------------------|--|--|--------------------|
| 5. Release permit | 5.1 Records and transmits to client | None   | 1 hour   | Records Officer    |
| TOTAL             |                                     | Export Permit:<br>3% of export value<br>(commercial);<br>PhP150.00<br>(non-commercial) | 3 days<br><br>TAT does not include waiting time and the minimum processing time is up to seven (7) working days. |                    |



## CITIZEN'S CHARTER NO. R5-B-03 - ISSUANCE OF GRATUITOUS PERMIT

This Service is made upon request of the applicant for the conduct of scientific research on wildlife.

|  |   |                        |                        |                           |
|--|---|------------------------|------------------------|---------------------------|
| <b>Office/Division:</b>  | PENR and CENR Offices and Licenses, Patents and Deeds Division, Regional Office   |                        |                        |                           |
| <b>Classification:</b>   | Highly technical  |                        |                        |                           |
| <b>Type of Transaction:</b>  | G2C – Government to Citizen<br>G2A – Government to Academe  |                        |                        |                           |
| <b>Who may avail:</b>  | Foreign Entity or a Filipino Citizen affiliated with a foreign institution; Any Filipino student  |                        |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   |                        | <b>WHERE TO SECURE</b> |                           |
| 1. Letter of Intent  |   |                        | Applicant              |                           |
| 2. Research proposal   |   |                        | Applicant              |                           |
| 3. Payment of PhP100.00  |   |                        | Applicant              |                           |
| 4. Prior Informed Clearance from concerned PAMB/LGU/NCIP                       |   |                        | PAMB / LGU / NCIP      |                           |
| 5. Researcher's Profile  |   |                        | Applicant              |                           |
| 6. Endorsement from the Head of School   |   |                        | School                 |                           |
| <b>CLIENT STEP</b>   | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| <b>CENRO / Implementing PENRO</b>  |   |                        |                        |                           |
| 1. Submit application form and supporting documents to the CENR / PENR Office. | 1.1 Check completeness of application and supporting documents. Receive application and forward to Regulatory and Permitting Section or Technical Services Division | None                   | 30 min.                | Records Officer           |
|  | 1.2 Regulatory and Permitting Section / TSD refers to Action Officer  | None                   | 30 min.                | RPS Chief / TSD Chief     |
|  | 1.3 Action Officer receives and reviews documents/  | None                   | 45 mins                | Action Officer            |



| CLIENT STEP  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|--|---|-----------------|-----------------|--|
|  | application. Prepare and affix initial to Order of Payment. |                 |                 |  |
|  | 1.4 Approves Order of payment                               | None            | 15 mins         | PENRO Accountant/CENR Officer or designated representative |
| 2. Receive Order of Payment and pay corresponding fee. | 2.1 Receive payment and issue Official Receipt (OR).        | PhP 100.00      | 15 min.         | Collecting Officer/ Credit Officer (field office)          |
| 3. Receive OR.   | 3.1 Receive the Official Receipt (OR)                       | None            | 15 min.         | Action Officer   |
| 4. Transmits application to PENR Office / RO           | 4.1 Prepares endorsement of application to PENR Office / RO | None            | 1 day           | Action Officer   |
|  | 4.2 Initials endorsement to RO                              |                 | 15 min.         | RPS Chief / TSD Chief                                      |
|  | 4.3 Signs endorsement to RO                                 | None            | 15 min.         | CENR Officer / PENR Officer                                |
|  | 4.4 Receives endorsement and transmits to PENRO / RO        | None            | 1 day           | Records Officer (CENRO)                                    |
| <b>Supervising PENRO</b>                               |   |                 |                 |  |
| 5. Receives endorsement of application                 | 5.1 Receives application and transmits to PENR Officer      | None            | 15 min.         | Records Officer (PENRO)                                    |
|  | 5.2 Affix concurrence to endorsement of CENR Office to RO   | None            | 15 min.         | PENRO  |
|  | 5.3 Release to Records for transmittal of application to RO | None            | 15 min.         | PENRO  |



| CLIENT STEP                            | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                |
|--|--|-----------------|-----------------|-----------------------------------|
|  | Receives and release endorsement to RO   |                 | 15 min.         | Records Officer (PENRO)           |
| <b>Regional Office</b>                 |  |                 |                 |                                   |
| 6. Receives endorsement of application | 6.1 Receives endorsement from field office and transmits to Licenses, Patents and Deeds Division | None            | 30 min.         | Records Officer (Regional Office) |
|  | 6.2 Records application and transmit to LPDD Chief   | None            | 15 min.         | LPDD Records Officer              |
|  | 6.3 Refers application to Wildlife Resources Permitting Section and/or Action Officer            | None            | 15 min.         | LPDD Chief                        |
|  | 6.4 Reviews and evaluates application and prepares permit for endorsement to the RED             | None            | 15 min.         | WRPS Chief / Action Officer       |
|  | 6.5 Initials in the permit and endorsement of permit to the RED                                  | None            | 15 min.         | LPDD Chief                        |
|  | 6.6 Affix initial to permit and endorsement of permit to the RED                                 | None            | 15 min.         | ARD for TS                        |
| 7. Approves permit                     | 7.1 Approves and signs permit  | None            | 1 hour          | RED                               |
|  | 7.2 Refers signed permit to the Office of the LPDD   | None            | 15 min.         | RED                               |
|  | 7.3 Receives and refers approved permit to WRPS  | None            | 15 min.         | LPDD Records Officer              |



| CLIENT STEP                             | AGENCY ACTION  | FEES TO BE PAID  | PROCESSING TIME  | PERSON RESPONSIBLE                |
|---|--|--|--|-----------------------------------|
|   | Generate QR Code and dry seal on the permit and endorse document to concerned field office for release | None   | 30 min.  | WRPS Action Officer               |
|   | Release endorsement of approved permit to Records Section  | None   | 15 min.  | LPDD Records                      |
| Release approved permit to field office | Receives endorsement of approved permit and release to field office concerned                          | None   | 1 day  | Records Officer (Regional Office) |
| <b>TOTAL</b>                            |  | <b>1-50 HEADS</b><br><b>Php 50.00;</b><br><b>50-100 HEADS</b><br><b>Php 100.00;</b><br><b>100 above</b><br><b>Php 500.00</b> | <b>4 days</b><br><b>TAT does not include waiting time and the minimum processing time is up to twenty (20) working days.</b> |                                   |



## CITIZEN'S CHARTER NO. R5-B-04 - ISSUANCE OF TREKKING/CLIMBING PERMIT WITHIN PROTECTED AREA

This permit authorized any interested individual to experience an Eco-Friendly Trekking within Protected Area in accordance with DAO No. 2016-24 or the "Revised Rates of Fees for Entrance and use of Facilities and Resources in Protected Areas Amending DAO 1993-47."

| <b>Office/Division:</b>   | Implementing PENR and CENR Offices  |                 |                 |  |
|---|---|-----------------|-----------------|--|
| <b>Classification:</b>  | Simple  |                 |                 |  |
| <b>Type of Transaction:</b>   | G2C – Government to Citizen   |                 |                 |  |
| <b>Who may avail:</b>   | Any interested individual.  |                 |                 |  |
| CHECKLIST OF REQUIREMENTS   |   |                 | WHERE TO SECURE |  |
| 1. Letter Request (1 original, 1 photocopy)   |   |                 | Requestee       |  |
| 2. Government issued ID (present 1 original, 1 photocopy)                                     |   |                 | Requestee       |  |
| CLIENT STEP   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
| 1. Submit letter request to the Implementing PENR and CENR Office with complete requirements. | 1.1 Receive the request, check the completeness of the requirements. Record the letter request and forward to Implementing PENR and CENR Officer. | None            | 10 mins         | Administrative Aide<br>VI/Releasing and<br>Receiving<br>Clerk/Records Unit |
|   | 1.2 Review and refer the application to the Protected Area Superintendent (PASu)/Assistant PASu   | None            | 10 mins         | Implementing PENR<br>and CENR Officer                                      |
|   | 1.3 Receive and review the request  | None            | 10 mins         | PASu/Assistant PASu  |



| CLIENT STEP   | AGENCY ACTION   | FEES TO BE PAID   | PROCESSING TIME | PERSON RESPONSIBLE   |
|---|---|---|-----------------|--|
|   | 1.4 Issue a Trekking Form to be filled-up by the requestee                      | None  | 10 mins         | PASu/Assistant PASu  |
| 2. Fill-up the Trekking Form                              | 2.1 Guide the requestee in filling-up the form and review the accomplished form | None  | 15 mins         | PASu/Assistant PASu  |
|   | 2.2 Prepare Order of Payment  | None  | 10 mins         | PASu/Assistant PASu  |
|   | 2.3 Approves Order of Payment and forward the same to client                    | None  | 15 mins         | PENRO Accountant / CENR Officer or designated representative |
| 3. Receive Order of Payment and pay the corresponding fee | 3.1 Receive payment and issue Official Receipt (OR)                             | Php 250.00 Trekking/Climbing Fee<br>Php 30.00 Environmental Fee | 10 mins         | Credit Officer/ Collecting Officer<br>Collection Unit        |
| 4. Receive OR   | 4.1 Check the Official Receipt  | None  | 10 mins         | PASu/Assistant PASu  |
|   | 4.2 Prepare and sign the Trekking Permit. Forward                               | None  | 10 mins         | PASu/Assistant PASu  |





| CLIENT STEP                             | AGENCY ACTION   | FEES TO BE PAID   | PROCESSING TIME  | PERSON RESPONSIBLE  |
|---|---|-------------------|--|---|
|   | the same to Chief TSD/SvEMS   |                   |  |   |
|   | 4.3 Review and Initial the Trekking Permit  | None              | 10 mins  | Chief TSD/SvEMS   |
|   | 4.4 Review and approve the Trekking Permit  | None              | 10 mins  | Implementing PENR/CENR Officer                                    |
|   | 4.5 Conduct briefing orientation regarding the Trekking Policy, Rules and Regulations and Do's and don't's. | None              | 1 hour   | PASu/Assistant PASu   |
|   | 4.6 Forward the approved Trekking Permit to the Records Unit for releasing                                  | None              | 10 mins  | PASu/Assistant PASu   |
| 5. Receive the Approved Trekking Permit | 5.1 Release the Approved Trekking Permit to the client and retain a file copy.                              | None              | 10 mins  | Administrative Aide VI/Releasing and Receiving Clerk/Records Unit |
| <b>TOTAL</b>                            |   | <b>Php 280.00</b> | <b>3 hours and 40 mins.</b><br><br><b>TAT does not include waiting time and the minimum processing time is up to three (3) working days.</b> |   |



## CITIZEN'S CHARTER NO. R5-B-05 - ISSUANCE OF LOCAL TRANSPORT PERMIT FOR WILDLIFE

This Service is made upon request of the applicant for the local transportation of wildlife.

|  |   |                        |                          |                           |
|--|---|------------------------|--------------------------|---------------------------|
| <b>Office/Division:</b>                                    | CENR and PENR Offices   |                        |                          |                           |
| <b>Classification:</b>                                     | Simple  |                        |                          |                           |
| <b>Type of Transaction:</b>                                | G2B – Government to Business<br>G2C – Government to Citizen   |                        |                          |                           |
| <b>Who may avail:</b>                                      | Registered wildlife permittees  |                        |                          |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>                           |   |                        | <b>WHERE TO SECURE</b>   |                           |
| 1. Letter of Intent  |   |                        | Requestee                |                           |
| 2. Proof of legal acquisition of wildlife                  |   |                        | Requestee                |                           |
| 3. Phytosanitary Certificate for Plants                    |   |                        | Bureau of Plant Industry |                           |
| 4. Quarantine Certificate for Animals                      |   |                        | DA-BAI                   |                           |
| <b>CLIENT STEP</b>   | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>   | <b>PERSON RESPONSIBLE</b> |
| <b>CENRO/Implementing PENRO</b>                            |   |                        |                          |                           |
| 1. Submits letter of intent together with the requirements | 1.1 Check completeness of application and supporting documents. Receive application and forward to Regulatory and Permitting Section or Technical Services Division | None                   | 30 mins                  | Records Officer           |
|  | 1.2 Regulatory and Permitting Section or Technical Services Division Chief refers to Action Officer   | None                   | 30 mins                  | RPS Chief/TSD Chief       |
|  | 1.3 Action Officer receive and review   | None                   | 1 hour                   | Action Officer            |



| CLIENT STEP                                | AGENCY ACTION  | FEES TO BE PAID   | PROCESSING TIME                   | PERSON RESPONSIBLE   |
|--|--|-------------------|-----------------------------------|--|
|  | documents/application. Prepare and affix initial to Order of Payment.                                    |                   |                                   |  |
|  | 1.4 Approves Order of Payment  | None              | 15 mins                           | PENRO Accountant / CENR Officer or designated representative |
| 2. Pay the corresponding fee and submit OR | 2.1 Receive payment and issue Official Receipt (OR).   | Php 100.00        | 15 mins                           | Collecting Officer / Credit Officer (field office)           |
|  | 2.2 Receive the Official Receipt (OR)  | None              | 10 mins                           | Action Officer/RPS   |
|  | 2.3 Action Officer schedules and conducts inspection of wildlife and prepares the Local Transport Permit | None              | 1 day                             | Action Officer /RPS  |
|  | 2.4 Initials Local Transport Permit  | None              | 1 hour                            | RPS Chief/TSD Chief  |
|  | 2.5 Approves and Signs the Local Transport Permit  | None              | 1 hour                            | CENR / Implementing PENR Officer                             |
| 3. Receive the LPT                         | 3.1 Release the LTP to client  | None              | 15 mins                           | Records Officer  |
| <b>TOTAL</b>                               |  | <b>Php 100.00</b> | <b>1 day 4 hours and 55 mins.</b> |  |



|  |  |   |
|--|--|---|
|  |  | <b>TAT does not include waiting time and the minimum processing time is up to three (3) working days.</b> |
|--|--|---|



**DENR 5 REGIONAL, PENR AND CENR OFFICE  
FORESTRY SECTOR  
(Internal and External Services)**



## CITIZEN'S CHARTER NO. R5-F-01 - ISSUANCE OF ENVIRONMENTAL CRITICAL AREA CERTIFICATE

This Service is made upon the request of the applicant for Environmental Critical Area.

| <b>Office/Division:</b>                                    | CENR /PENR Offices   |                 |                    |                    |
|--|--|-----------------|--------------------|--------------------|
| <b>Classification:</b>                                     | Complex  |                 |                    |                    |
| <b>Type of Transaction:</b>                                | G2G – Government to Government<br>G2C – Government to Citizen<br>G2B – Government to Business  |                 |                    |                    |
| <b>Who may avail:</b>                                      | Any person, party, firm, corporation, other entity, or government agency or instrumentality that proposes any activity that could affect a wetland, stream, fish and wildlife habitat, or other critical area. |                 |                    |                    |
| CHECKLIST OF REQUIREMENTS                                  |  |                 | WHERE TO SECURE    |                    |
| 1. Letter Request  |  |                 | Requestee          |                    |
| 2. Zoning Certificate                                      |  |                 | LGU                |                    |
| 3. Approved Lot Plan or Sketch plan duly signed by GE      |  |                 | SMD, DENR          |                    |
| 4. Proof of ownership                                      |  |                 | Requestee          |                    |
| 5. Tax declaration   |  |                 | LGU                |                    |
| 6. Brgy. Resolution on No Objection to the project         |  |                 | Concerned Barangay |                    |
| 7. SPA in case of representative                           |  |                 | Requestee          |                    |
| CLIENT STEP  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME    | PERSON RESPONSIBLE |
| <b>CENRO/Implementing PENRO</b>                            |  |                 |                    |                    |
| 1. Submits letter of intent together with the requirements | 1.1 Check completeness of application and supporting documents. Receive application and forward to CENRO   | None            | 30 mins            | Records Officer    |



| CLIENT STEP                                | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE            |
|--|--|-----------------|-----------------|-------------------------------|
|  |  |                 |                 |                               |
|  | 1.2 Refer to RPS/Chief TSD for evaluation  | None            | 10 mins         | CENRO/Implementing PENRO      |
|  | 1.3 Refers to the Action Officer/RPS for inspection  | None            | 10 mins         | RPS/Chief, TSD                |
|  | 1.4 Action Officer receive and review documents/application. Prepare and affix initial to Order of Payment.                    | None            | 15 mins         | Action Officer/RPS            |
| 2. Pay the corresponding fee and submit OR | 2.1 Receive payment and issue Official Receipt (OR).   | Php 446.00      | 10 mins         | Credit Officer (field office) |
|  | 2.2 Receive the Official Receipt (OR)  | None            | 10 mins         | Action Officer/RPS            |
|  | 2.3 Action Officer schedules and conducts inspection (includes mapping) and prepares inspection report and the ECA certificate | None            | 5 days          | Action Officer /RPS           |
|  | 2.4 Review the inspection report and initials the ECA certificate  | None            | 2 hrs.          | RPS Chief/TSD Chief           |



| CLIENT STEP                    | AGENCY ACTION                              | FEES TO BE PAID   | PROCESSING TIME  | PERSON RESPONSIBLE               |
|--------------------------------|--|-------------------|--|----------------------------------|
|                                | 2.5 Approves and Signs the ECA Certificate | None              | 4 hrs.   | CENR / Implementing PENR Officer |
| 3. Receive the ECA Certificate | Release the ECA Certificate to client      | None              | 1 hr.  | Records Officer                  |
| <b>TOTAL</b>                   |  | <b>Php 446.00</b> | <b>6 days and 25 mins</b><br><b>TAT does not include waiting time and the minimum processing time is up to three (3) working days.</b> |                                  |





## CITIZEN'S CHARTER NO. R5-F-02 - ISSUANCE OF CERTIFICATE OF REGISTRATION AS LUMBER DEALERS

|  |   |                        |  |
|--|---|------------------------|--|
| <b>Office or Division:</b>   | Regulation and Permitting Section, DENR CENR Office (or Implementing PENR Office) to PENR Office to Regional Office |                        |  |
| <b>Classification:</b>   | Highly Technical (Multi-Stage Processing)   |                        |  |
| <b>Type of Transaction:</b>  | G2B - Government to Business  |                        |  |
| <b>Who may avail:</b>  | Any business entities intending to buy and sell wood products.  |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b> |  |
| 1. Application Letter or Duly accomplished Application Form (1 original)   |   | Requesting Party       |  |
| 3. Certified Copy of Business Registration issued by DTI/SEC   |   | DTI/SEC                |  |
| 4. Certified Copy of Mayor's Permit  |   | LGU                    |  |
| 5. Certified Copy of Latest Annual Income Tax Return (for the last 2 years for the new applicant)                                  |   | BIR                    |  |
| 6. Pictures of proposed lumberyard to be certified by the Inspecting Officers and attested under oath by the CENRO/PENRO concerned |   | Requesting Party       |  |
| 7. Original Copy of Bank Certification   |   | Bank                   |  |
| 8. Original Copy of Business Plan  |   | Requesting Party       |  |
| 9. Copy of Lumber Supply Contract  |   | Requesting Party       |  |



| CLIENT STEPS                                       | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE  |
|--|--|-----------------|-----------------|--|
| <b>CENRO / Implementing PENRO</b>                  |  |                 |                 |  |
| 1. Submit letter request and supporting documents. | Check completeness of application and supporting documents, and receive, record (including scanning) and forward the application to CENR Officer/PENR Officer. Provide Requesting Party an acknowledgement receipt of the documents. | None            | 50 min.         | <i>Receiving/Releasing Clerk</i><br>CENRO Records Unit       |
|  | Receive, review and refer the application to Chief, RPS.   | None            | 1 hour          | <i>CENR Officer/PENR Officer</i>                             |
|  | Receive and review the application, and assign inspection team to conduct site inspection.   | None            | 30 min.         | <i>Chief RPS</i>   |
|  | Prepare Order of Payment.  | None            | 30 min.         | <i>Staff in-charge RPS</i>                                   |
|  | Approves Order of Payment  | None            | 15 mins         | PENRO Accountant / CENR Officer or designated representative |



| CLIENT STEPS                       | AGENCY ACTION                                      | FEES TO BE PAID  | PROCESSING TIME   | PERSONS RESPONSIBLE                                 |
|------------------------------------|--|--|---|---|
| 2. Pay certification and oath fee. | 2. Accept payment and issue Official Receipt (OR). | <p>Php 360.00 – Inspection fee</p> <p>Php 480.00 registration fee</p> <p>Php – 600.00 application fee</p> <p>Php 1000.00 – forestry bond</p> | 30 min.   | <i>Credit Officer<br/>CENRO</i>                     |
| 3. Receive OR.                     | 3. Accept the OR. Schedule the inspection.         | None   | <p>Within 1 working day</p> <p>(depends on availability of team, bulk of requests and schedule)</p> | <i>Staff in-charge/<br/>Inspection Team<br/>RPS</i> |



| CLIENT STEPS                                       | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME  | PERSONS RESPONSIBLE           |
|--|--|-----------------|--|-------------------------------|
| 4. Guide/accompany the inventory team to the site. | 4. Conduct inspection/inventory of the lumbers and prepare report with attachments (geo-tagged photos and tally sheets) duly subscribed and sworn and endorsement to PENR Office. Forward to Chief, RPS. | None            | 15 working days or less depending on the location and size of the area | <i>Inspection Team</i><br>RPS |
|  | 4.1. Review the inspection report and submit recommendation to CENRO.  | None            | 1 hour   | <i>Chief</i><br>RPS           |
|  | 4.2. Receive and review the application and inspection report. Approve recommendation. Sign the endorsement to PENR Office.  | None            | 1 working day  | <i>CENR Officer</i><br>CENRO  |



| CLIENT STEPS | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME  | PERSONS RESPONSIBLE  |
|--------------|--|-----------------|--|--|
|              | 4.3. Record and release the application, supporting documents and endorsement to PENR Office.                                  | None            | 3 working days or less depending on the location of PENR Office (calendar days if courier, plus batching up) | <i>Receiving/Releasing Clerk<br/>CENRO Records Unit</i>          |
| <b>PENRO</b> |  |                 |  |  |
|              | 4.4. Receive documents and forward to PENRO  | None            | 2 hours (batching up of documents)   | <i>Receiving/Releasing Clerk<br/>PENRO Records Section</i>       |
|              | 4.5. Receive and review documents. Evaluate documents. Draft and sign the endorsement for Regional Office.                     | None            | 1 day (batching up documents)  | <i>PENR Officer Chief, TSD<br/>PENRO</i>                         |
|              | 4.6. Review, evaluate application and prepare memorandum endorsement to Regional Office through Chief, TSD for countersigning. | None            | 2 hours  | <i>Chief/Staff Concerned Unit/Section<br/><br/>Chief<br/>TSD</i> |



| CLIENT STEPS                | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSONS RESPONSIBLE                                       |
|-----------------------------|--|-----------------|---|---|
|                             | 4.7. Review and sign the memorandum endorsement for the Regional Executive Director (RED). | None            | 1 hour  | <i>PENR Officer</i><br>PENRO                              |
|                             | 4.8. Record and release the application and supporting documents.                          | None            | 3 working days or less depending on the location of Offices<br><br>5 working days for islands or mountain areas<br><br>(calendar days if courier, plus batching up) | <i>Receiving/Releasing Clerk</i><br>PENRO Records Section |
| <b>REGIONAL OFFICE (RO)</b> |  |                 |   |   |
|                             | 4.9. Receive documents and forward to Regional Executive Director.                         | None            | 1 hour  | <i>Receiving/Releasing Clerk</i><br>RO Records Section    |
|                             | 4.10. Receive and review documents. Forward to ARD for Technical Services (ARD for TS).    | None            | 1 working day (batching up of documents)  | <i>RED</i><br>Regional Office                             |



| CLIENT STEPS | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSONS RESPONSIBLE                         |
|--------------|--|-----------------|---|---|
|              | 4.11. Receive and review documents. Forward to Licenses, Patents and Deeds Division (LPDD).  | None            | 4 hours<br>(batching up of documents)                                 | <i>ARD for TS</i><br>Regional Office        |
|              | 4.12. Receive and review documents. Forward to assigned Staff.   | None            | 1 hour<br>(batching up of documents)                                  | <i>Chief, LPDD,</i><br>Regional Office      |
|              | 4.13. Conduct detailed review/evaluation of application.   | None            | 4 working days<br>(or more depending on the bulk of permits received) | <i>Chief/Staff, FUS,</i><br>Regional Office |
|              | 4.14. Prepare the Certificate of Lumber Dealer registration, Acknowledgement Receipt and Memorandum Instruction to concerned CENRO | None            | 4 hours   | <i>Chief/Staff, FUS,</i><br>Regional Office |
|              | 4.15. Receive and review documents. Affix initial to the duplicate of the permit, if in order. Forward to ARD for TS.              | None            | 1 hour<br>(batching up of documents)                                  | <i>Chief, LPDD,</i><br>Regional Office      |



| CLIENT STEPS            | AGENCY ACTION   | FEE TO BE PAID | PROCESSING TIME                          | PERSONS RESPONSIBLE                             |
|-------------------------|---|----------------|--|---|
|                         | 4.16. Review/initial and forward the CRLD, Acknowledgement Letter to Client and memorandum of Instruction for the Regional Executive Director (RED)'s signature | None           | 4 hours (batching up of documents)       | ARD, TS, Regional Office                        |
|                         | 4.17. Sign/approve the CRLD Acknowledgement Letter to Client and memorandum of instruction  | None           | 1 working day (batching up of documents) | RED, Regional Office                            |
|                         | 4.18. Record and release approved CRLD and Acknowledgement Letter to applicant, copy furnished to PENRO and CENRO together with the Memorandum of Instruction.  | None           | 30 min.                                  | Receiving/Releasing Clerk<br>RO Records Section |
| 5. Receive the approved |   | None           |  |   |
| <b>CENRO SUB-TOTAL</b>  |   |                | <b>20 days, 4 hrs &amp; 35 min.</b>      |   |
| <b>PENRO SUB-TOTAL</b>  |   |                | <b>4 days &amp; 5 hrs</b>                |   |





|                                     |  |  |
|-------------------------------------|--|--|
| <b>IMPLEMENTING PENRO SUB-TOTAL</b> |  | <b>25 days, 1 hr &amp; 20 min.</b>   |
| <b>REGIONAL OFFICE SUB-TOTAL</b>    |  | <b>7 days 7 hrs &amp; 30min.</b>   |
| <b>TOTAL</b>                        |  | <b>33 working days, 1 hour &amp; 5 min.<br/>(for relatively non-remote areas)<br/>to<br/>35 working days 1 hour &amp; 5 min.<br/>(for relatively remote areas)</b> |



**DENR 5 REGIONAL, PENR AND CENR OFFICE**  
**Lands Sector**  
**(Internal and External Services)**



## CITIZEN'S CHARTER NO. R5-L-01 - ISSUANCE OF LOT STATUS CERTIFICATION

This certification is being issued based from the land records/status whether the lot is titled, with issued patent or not.

|   |   |                        |                        |   |
|---|---|------------------------|------------------------|---|
| <b>Office/Division:</b>   | CENR /PENR Offices  |                        |                        |   |
| <b>Classification:</b>  | Simple  |                        |                        |   |
| <b>Type of Transaction:</b>   | G2B – Government to Business<br>G2C – Government to Citizen<br>G2G – Government to Government                                       |                        |                        |   |
| <b>Who may avail:</b>   | Any citizen, entity or government agency or instrumentality.  |                        |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   |                        | <b>WHERE TO SECURE</b> |   |
| 1. Request Form   |   |                        | Requesting party       |   |
| 2. Any document showing the identity of the lot (ie. Tax declaration, Deed of Conveyance) |   |                        | LGU/Requesting party   |   |
| 3. SPA in case of representative  |   |                        | Notary Public          |   |
| <b>CLIENT STEP</b>  | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| <b>CENRO/Implementing PENRO</b>   |   |                        |                        |   |
| 1. Submits letter of intent together with the requirements                                | 1.1 Check completeness of application and supporting documents. Receive application. Prepare and affix initial to Order of Payment. | None                   | 30 mins                | Records Officer   |
|   | 1.2 Approve Order of Payment and forward the same to client   | None                   | 15 mins                | Accountant (Implementing PENRO)<br>CENRO or Designated Representative |



|  |   |  |   |   |
|--|---|--|---|---|
| 2. Pay the corresponding fee and submit the OR | 2.1 Receive payment and issue Official Receipt (OR).  | Certification Fee<br>Php 50.00         | 15 mins   | Credit Officer (field office)   |
|  | 2.2 Receive the Official Receipt (OR) and verify in the Records and prepares Lot Status Certification | None                                   | 1 hours   | Records Officer   |
|  | 2.3 Review and initial the Lot Status Certification   | None                                   | 30 mins   | SvEMS/MSD Chief   |
|  | 2.4 Approves and Signs Lot Status Certification   | None                                   | 30 mins   | CENR / Implementing<br>PENR Officer<br><br>Or Designated Representative |
| 3. Receives the Lot Status Certification       | 3.1 Release the Lot Status Certification to client  | None                                   | 15 mins   | Records Officer   |
| <b>TOTAL</b>                                   |   | <b>Certification Fee<br/>Php 50.00</b> | <b>3 hours and 15 mins</b><br><br><b>TAT does not include waiting time and the minimum processing time is up to three (3) working days.</b> |   |



## CITIZEN'S CHARTER NO. R5-L-02 - ISSUANCE OF CERTIFIED COPIES OF LAND SURVEY RECORDS

This Service is made by a requesting party (External Clientele/GE Practitioners/ Real Estate Brokers) being filed in the DENR. The purpose for the request is included in the Certification.

|   |   |   |                        |                            |
|---|---|---|------------------------|----------------------------|
| <b>Office or Division:</b>  | SURVEYS AND MAPPING DIVISION  |   |                        |                            |
| <b>Classification:</b>  | SIMPLE  |   |                        |                            |
| <b>Type of Transaction</b>  | G2C - Government to Citizen   |   |                        |                            |
| <b>Who may avail:</b>   | External Clientele/GE Practitioners/ Real Estate Brokers                |   |                        |                            |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b>                            |                        |                            |
| <b>Owner/Heirs</b>  |   |   |                        |                            |
| 1. Duly accomplished request slip   |   | Requesting Party                                  |                        |                            |
| 2. Proof of ownership (Tax Dec., TCT/OCT, Etc.)                               |   | Requesting Party                                  |                        |                            |
| 3. Government issued ID of the owner  |   | Requesting Party                                  |                        |                            |
| <b>If applicant is a representative</b>                                       |   |   |                        |                            |
| 1. Duly accomplished request slip   |   | Requesting Party                                  |                        |                            |
| 2. Authorization letter/ duly notarized Special Power of Attorney (SPA)       |   | Requesting Party, Private Lawyer or Notary Public |                        |                            |
| 3. Government issued ID of the owner  |   | Requesting Party                                  |                        |                            |
| 4. Government issued ID of the representative                                 |   | Requesting Party                                  |                        |                            |
| <b>Geodetic Engineer's Secretary/ Real Estate Agents</b>                      |   |   |                        |                            |
| 1. Duly accomplished request slip   |   | Requesting Party, Private Lawyer or Notary Public |                        |                            |
| 2. Authorization/ SPA of the Geodetic Engineer/ Real Estate Broker            |   | Requesting Party, Private Lawyer or Notary Public |                        |                            |
| 3. Government issued ID of the secretary                                      |   | Requesting Party                                  |                        |                            |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b>                            | <b>PROCESSING TIME</b> | <b>PERSONS RESPONSIBLE</b> |
| Provides duly complied documentary requirements and accomplished request form | 1. Acceptance of the Duly accomplished request form or official request | None  | 1 hour                 | PACDO                      |



| CLIENT STEPS | AGENCY ACTION   | FEES TO BE PAID                                 | PROCESSING TIME     | PERSONS RESPONSIBLE                        |
|--------------|---|---|---------------------|--|
|              | 2. Evaluation of the request and encoding to Land Administration and Management System (LAMS) and Network Access Storage (NAS) Transaction Form. Releasing of claim stub to the requesting party. | None  | 1 hour and 30 mins. | PACDO                                      |
|              | 3. Evaluation of the availability of the requested Land Survey Records from LAMS and NAS  | None  | 3 hrs.              | Land Records Section (LRS) Receiving Clerk |
|              | 4. If digitally available, reproduce and stamps the requested Land Survey Record and Prepares Payment Order   | None  | 4 hrs. and 30 mins. | LRS Receiving Clerk                        |
|              | 5. Approval of Payment Order  | None  | 1 hours             | OIC, Land Records Section                  |
|              | 6. Prepare the Official receipt (OR) and collect the payment due, Indexing of O.R. Number to the Requested Land Survey Records and issue receipt to client  | AUTHENTICATION FEE<br>Php50.00 per LOT/PLAN/MAP | 2 hours             | Special Collecting Officer                 |



| CLIENT STEPS | AGENCY ACTION   | FEES TO BE PAID  | PROCESSING TIME                                       | PERSONS RESPONSIBLE                        |
|--------------|---|--|---|--|
|              |   |  |   |  |
|              | 7. If for reference purposes only, Review and Signing of the Document Certification (Proceed to Step 8) | None   | 5 hours<br>(depends on the availability of signatory) | <i>OIC, Land Records Section</i>           |
|              | 7.B. If for registration purposes, Review and Signing of the Document Certification                     | None   | 5 hours<br>(depends on the availability of signatory) | <i>Chief, Surveys and Mapping Division</i> |
|              | 8. Release certified records to client  | None   | 1 hour  | <i>Special Collecting Officer</i>          |
| <b>TOTAL</b> |   | <b>AUTHENTICATION FEE<br/>Php 50.00 per<br/>LOT/PLAN/MAP</b> | <b>3 days</b>   |  |

*Note:*

*The maximum no. of lots per request is 5 lots; if request exceeds 5 lots, secure and submit an official letter request addressed to the Assistant Regional Director for Technical Services. Furthermore, this service only covers **digitally available** requested records.*



## FEEDBACK AND COMPLAINTS

| FEEDBACK AND COMPLAINTS MECHANISM |   |
|-----------------------------------|---|
| How to send a feedback?           | <ol style="list-style-type: none"><li>1. Get a copy of the Client Satisfaction Survey (CSR) Form.</li><li>2. Answer the CSR Form.</li><li>3. Check the Feedback and/or Commendation portion of the CSR Form.</li><li>4. Drop it in the designated drop box in front of the Public Assistance Unit Office.</li></ol>   |
| How feedback is processed?        | <p>Every Friday, the Public Assistance Officer shall open the drop box, and compile and record all feedback submitted.</p> <p>Feedback requiring answers shall be forwarded to the relevant offices and where they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the concern office shall be then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and email address:</p> <p>red_reg5@yahoo.com</p> <p>personel.section@yahoo.com</p> <p>Arlene A. Magnata, Admin Officer II/Public Assistance Unit</p> |
| How to file complaints?           | <ol style="list-style-type: none"><li>1. Get a copy of the Client Satisfaction Survey (CSR) Form.</li><li>2. Answer the CSR Form.</li><li>3. Check the <b>Complaint portion</b> of the CSR Form.</li><li>4. Drop the CSR Form at the designated drop box in front of the Public Assistance Unit Office.</li></ol>   |





|   |  |
|---|--|
|   | <p>5. Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>• Name of person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul>  |
| How complaints are processed?                         | <p>The Public Assistance Complaints Desk Officer (PACDO) shall open the complaints drop box on a weekly basis and evaluate each complaint. The complaints shall be classified according to gravity:</p> <ul style="list-style-type: none"> <li>• Minor</li> <li>• Moderate</li> <li>• Very Grave</li> </ul> <p>Upon evaluation, and approval of the Chief, Administrative Division, the PACDO shall forward the complaint to the relevant office for their appropriate action. The minor complaint shall be submitted to Chief, Administrative Division; moderate to Office of the Assistant Regional Director for Management Services; and very grave complaint to the Office of the Regional Executive Director.</p> |
| Contact Information of Anti-Red Tape Authority (ARTA) | <p>4<sup>th</sup> and 5<sup>th</sup> Floor NFA Building,<br/>NFA Compound, Visayas Avenue, Quezon City<br/>Hotline:8888<br/>Contact No.: (02) 8478-5091, 8478-5093, 8478-5099<br/>Email: <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a> and <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a><br/>Web: <a href="http://arta.gov.ph/fileacomplaint/complaint-form/">http://arta.gov.ph/fileacomplaint/complaint-form/</a></p>  |



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|--|---|
| Contact Information of Presidential Complaint Center (PCC) | Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila<br>Hotline:8888<br>Contact No. (02) 8736 8645, 8736 8603<br>Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a><br>Web: <a href="https://osetc.gov.ph/agency/presidential-complain-center-pcc/">https://osetc.gov.ph/agency/presidential-complain-center-pcc/</a>  |
| Contact Information of Contact Center ng Bayan (CCB)       | Text: 0908 881 6565<br>Contact No.: 1-6565* (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines)<br>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a><br>Web: <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a><br><a href="https://www.facebook.com/civilservice.gov.ph">www.facebook.com/civilservice.gov.ph</a> |
| Contact Center of the Office of the Ombudsman (OMB)        | Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City<br>Contact No.: (02) 89262-OMB (662)<br>Text Hotline: 0926 6994 703<br>Trunkline: (02) 8479-7300<br>Email: <a href="mailto:pab@ombudsman.gov.ph">pab@ombudsman.gov.ph</a>  |



## LIST OF OFFICES

|                           |   |  |
|---------------------------|---|--|
| <b>DENR Region V</b>      | DENR Regional Office No. 5<br>Regional Center Site, Rawis, Legazpi City | red_reg5@yahoo.com   |
| PENRO Albay               | Lapu-Lapu St., Legazpi City   | penro_albay@yahoo.com<br>denrpenroalbay@gmail.com              |
| PENRO Camarines Norte     | Pamorangon, Daet, Camarines Norte                                       | penro.comnorte@yahoo.com                                       |
| PENRO Camarines Sur       | Panganiban Drive, Naga City, Camarines Sur                              | penro_camsur@yahoo.com.ph                                      |
| PENRO Catanduanes         | San Isidro Village, Virac, Catanduanes                                  | denrcatanduanespenro@yahoo.com.ph                              |
| PENRO Masbate             | Airport Road, Masbate City  | denr_penro_mbt@yahoo.com                                       |
| PENRO Sorsogon            | Flores St., Burabod, Sorsogon City                                      | denr_sorcity@yahoo.com.ph                                      |
| CENRO Guinobatan          | BUCAF Compound, Guinobatan, Albay                                       | cenroguinobatan.denr@gmail.com<br>cenroguinobatan@yahoo.com.ph |
| CENRO Iriga City          | Sta. Cruz Sur, Iriga City, Camarines Sur                                | denr5cenroiriga@yahoo.com<br>records_cenroiriga@yahoo.com      |
| CENRO Sipocot             | South Centro, Sipocot, Camarines Sur                                    | cenrosipocot@yahoo.com.ph                                      |
| CENRO Goa                 | Catagbacan, Goa, Camarines Sur  | cenrogoa@yahoo.com.ph  |
| CENRO Masbate City (Mobo) | Mobo, Masbate City  | denr_cenromobo@yahoo.com                                       |
| CENRO San Jacinto         | San Jacinto, Masbate City   | denrcenrosj@gmail.com  |