



DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES (DENR) REGION V

REGIONAL CITIZEN'S CHARTER

2024 (1st 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.

Office/Division:	Amin and Finance Section, PENR Offices and Personnel Section, Administrative Division, Regional Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	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. 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 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) Chief, MSD (PENRO)
2. Receive the Certificate of Employment/Service Record	1.7 Release to Concerned employee	None	30 mins	Records Officer



TOTAL		4 hours
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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.

Office/Division:	Amin and Finance Section, PENR Offices and Personnel Section, Administrative Division, Regional Office			
Classification:	Complex			
Type of Transaction:	G2B – Government to Government G2C – Government to Citizen			
Who may avail:	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 4. Certification of no pending administrative cases			
	1.3 Checks and verify the record and signs the clearance. <ul style="list-style-type: none"> ▪ Chief, GSS ▪ Chief, Procurement ▪ Chief Personnel ▪ Representative of Cooperative ▪ DENREU Representative ▪ Chief Finance ▪ Chief Accountant ▪ Chief HR ▪ Chief Legal 	None	4 days	Chief, GSS/ Chief, Procurement/ Chief Personnel/ Representative of Cooperative/ DENREU Representative/ Chief Finance/ Chief Accountant/ Chief HR/ 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) 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 Chief, MSD
	1.6 Approves and signs the Clearance	None	1 hour	Regional Executive Director PENR Officer
2. Receive the Certificate of Employment/Service Record	1.7 Release to Concerned employee	None	30 mins	Records Officer
TOTAL			4 days, 3 hours and 30 mins	



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.

Office/Division:	Records Unit, CENR and PENR Offices Regional Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	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/ 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* Php 50.00 per set + Php 5.00 per page (Internal Clients are free of charge)	30 mins	Collecting Officer 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) 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	

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.

Office or Division:	DENR Community Environment and Natural Resources (CENRO) or Provincial Environment and Natural Resources Offices (PENRO)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	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
CENRO / Implementing PENRO				
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 Php 50.00; 50-100 HEADS Php 100.00; 100 above 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
Supervising PENRO				
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)
Regional Office				
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)
TOTAL		1-50 HEADS Php 50.00; 50-100 HEADS Php 100.00; 100 above Php 500.00	7 days	

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.

Office/Division:	DENR Regional Office – Licenses, Patents and Deeds Division			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who may avail:	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: 3% of export value (commercial); PhP150.00 (non-commercial)	3 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.

Office/Division:	PENR and CENR Offices and Licenses, Patents and Deeds Division, Regional Office			
Classification:	Highly technical			
Type of Transaction:	G2C – Government to Citizen G2A – Government to Academe			
Who may avail:	Foreign Entity or a Filipino Citizen affiliated with a foreign institution; Any Filipino student			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CENRO / Implementing PENRO				
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)
Supervising PENRO				
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)
Regional Office				
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)
TOTAL		1-50 HEADS Php 50.00; 50-100 HEADS Php 100.00; 100 above Php 500.00	4 days	



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."

Office/Division:	Implementing PENR and CENR Offices			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	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 VI/Releasing and Receiving Clerk/Records Unit
	1.2 Review and refer the application to the Protected Area Superintendent (PASu)/Assistant PASu	None	10 mins	Implementing PENR 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 Php 30.00 Environmental Fee	10 mins	Credit Officer/ Collecting Officer 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
TOTAL		Php 280.00	3 hours and 40 mins.	



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.

Office/Division:	CENR and PENR Offices			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who may avail:	Registered wildlife permittees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CENRO/Implementing PENRO				
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
TOTAL		Php 100.00	1 day 4 hours and 55 mins.	



**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.

Office/Division:	CENR /PENR Offices			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	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
CENRO/Implementing PENRO				
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
TOTAL		Php 446.00	6 days and 25 mins	



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

Office or Division:	Regulation and Permitting Section, DENR CENR Office (or Implementing PENR Office) to PENR Office to Regional Office
Classification:	Highly Technical (Multi-Stage Processing)
Type of Transaction:	G2B - Government to Business
Who may avail:	Any business entities intending to buy and sell wood products.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
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
CENRO / Implementing PENRO				
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> 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</i> RPS
	Prepare Order of Payment.	None	30 min.	<i>Staff in-charge</i> RPS
	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</i> CENRO
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/</i> <i>Inspection Team</i> RPS



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> RPS
	4.1. Review the inspection report and submit recommendation to CENRO.	None	1 hour	<i>Chief</i> 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> 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 CENRO Records Unit</i>
PENRO				
	4.4. Receive documents and forward to PENRO	None	2 hours (batching up of documents)	<i>Receiving/Releasing Clerk PENRO Records Section</i>
	4.5. Receive and review documents. Evaluate documents. Draft and sign the endorsement for Regional Office.	None	1 day (batching up documents)	<i>PENR Officer Chief, TSD PENRO</i>
	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 Chief 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> PENRO
	4.8. Record and release the application and supporting documents.	None	3 working days or less depending on the location of Offices 5 working days for islands or mountain areas (calendar days if courier, plus batching up)	<i>Receiving/Releasing Clerk</i> PENRO Records Section
REGIONAL OFFICE (RO)				
	4.9. Receive documents and forward to Regional Executive Director.	None	1 hour	<i>Receiving/Releasing Clerk</i> 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> 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 (batching up of documents)	<i>ARD for TS</i> Regional Office
	4.12. Receive and review documents. Forward to assigned Staff.	None	1 hour (batching up of documents)	<i>Chief, LPDD,</i> Regional Office
	4.13. Conduct detailed review/evaluation of application.	None	4 working days (or more depending on the bulk of permits received)	<i>Chief/Staff, FUS,</i> Regional Office
	4.14. Prepare the Certificate of Lumber Dealer registration, Acknowledgement Receipt and Memorandum Instruction to concerned CENRO	None	4 hours	<i>Chief/Staff, FUS,</i> 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 (batching up of documents)	<i>Chief, LPDD,</i> Regional Office



CLIENT STEPS	AGENCY ACTION	FEEES 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)	<i>ARD, TS,</i> Regional Office
	4.17. Sign/approve the CRLD Acknowledgement Letter to Client and memorandum of instruction	None	1 working day (batching up of documents)	<i>RED,</i> 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.	<i>Receiving/Releasing Clerk</i> RO Records Section
5. Receive the approved		None		
CENRO SUB-TOTAL			20 days, 4 hrs & 35 min.	
PENRO SUB-TOTAL			4 days & 5 hrs	



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



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.

Office/Division:	CENR /PENR Offices			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Any citizen, entity or government agency or instrumentality.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CENRO/Implementing PENRO				
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) CENRO or Designated Representative



2. Pay the corresponding fee and submit the OR	2.1 Receive payment and issue Official Receipt (OR).	Certification Fee 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 PENR Officer Or Designated Representative
3. Receives the Lot Status Certification	3.1 Release the Lot Status Certification to client	None	15 mins	Records Officer
TOTAL		Certification Fee Php 50.00	3 hours and 15 mins	



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.

Office or Division:		SURVEYS AND MAPPING DIVISION		
Classification:		SIMPLE		
Type of Transaction		G2C - Government to Citizen		
Who may avail:		External Clientele/GE Practitioners/ Real Estate Brokers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Owner/Heirs				
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		
If applicant is a representative				
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		
Geodetic Engineer's Secretary/ Real Estate Agents				
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
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.	<i>PACDO</i>
	3. Evaluation of the availability of the requested Land Survey Records from LAMS and NAS	None	3 hrs.	<i>Land Records Section (LRS) Receiving Clerk</i>
	4. If digitally available, reproduce and stamps the requested Land Survey Record and Prepares Payment Order	None	4 hrs. and 30 mins.	<i>LRS Receiving Clerk</i>
	5. Approval of Payment Order	None	1 hours	<i>OIC, Land Records Section</i>
	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 Php50.00 per LOT/PLAN/MAP	2 hours	<i>Special Collecting Officer</i>



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 (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 (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>
TOTAL		AUTHENTICATION FEE Php 50.00 per LOT/PLAN/MAP	3 days	

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">1. Get a copy of the Client Satisfaction Survey (CSR) Form.2. Answer the CSR Form.3. Check the Feedback and/or Commendation portion of the CSR Form.4. Drop it in the designated drop box in front of the Public Assistance Unit Office.
How feedback is processed?	<p>Every Friday, the Public Assistance Officer shall open the drop box, and compile and record all feedback submitted.</p> <p>Feedback requiring answers shall be forwarded to the relevant offices and where they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the concern office shall be then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and email address:</p> <p>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">1. Get a copy of the Client Satisfaction Survey (CSR) Form.2. Answer the CSR Form.3. Check the Complaint portion of the CSR Form.4. Drop the CSR Form at the designated drop box in front of the Public Assistance Unit Office.



	<p>5. Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none">• Name of person being complained• Incident• Evidence
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">• Minor• Moderate• Very Grave <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>4th and 5th Floor NFA Building, NFA Compound, Visayas Avenue, Quezon City Hotline:8888 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/</p>



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/civilservice.gov.ph
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



LIST OF OFFICES

DENR Region V	DENR Regional Office No. 5 Regional Center Site, Rawis, Legazpi City	red_reg5@yahoo.com
PENRO Albay	Lapu-Lapu St., Legazpi City	penro_albay@yahoo.com 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 cenroguinobatan@yahoo.com.ph
CENRO Iriga City	Sta. Cruz Sur, Iriga City, Camarines Sur	denr5cenroiriga@yahoo.com 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