



DEPARTMENT OF ENVIRONMENT AND  
NATURAL RESOURCES  
(Region VI)

Regional Citizen's Charter  
2024 (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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# **Admin and Finance**



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

This service is made upon request of NGP Contracts for payment of their accomplished activities based on the approved Work and Financial Plan.

<b>Office or Division:</b>	Management Services Division, PENRO			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	External: External Clientele who are authorized party or representative			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request for Inspection and Payment				
2. CENRO In-house inspection Report				
3. Disbursement Voucher				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. CENRO submit all required documents to PENRO with checklist: 1. Expense Monitoring Form 2. Document Evaluation Sheet 3. Disbursement Voucher 4. Certificate of Acceptance 5. Application for Payment 6. Monitoring Certification Form 7. Summary Monitoring Form 8. IAC Monitoring Form 9. Certificate of Completion and	1. Check the completeness of submitted requirements, stamp the date and time on documents and forward all documents to action officer.	None	30 min.	<i>Records Officer</i>



acceptance in case of full payment 10. Final Validation Report in case of full payment 11. Letter request to Auditor and accounting for final validation				
	2. Receives and record documents and refer to Chief, Conservation and Development Section for document review and evaluation	None	5 min.	<i>Receiving/ Releasing Clerk Technical Services Division</i>
	3. Receives and verify accomplishments against the target per work and financial plan and check the completeness of the submitted documents. Affix initial	None	1 hour	<i>Chief, CDS NGP Focal person/NGP Coordinator</i>
	4. Final review of documents and affix initial	None	30 min.	<i>Chief, Technical Services Division</i>
	5. Records and forward document to Budget for receiving	None	3 min.	<i>Receiving/ Releasing Clerk Technical Services Division</i>
	6. Refer to Administrative and Finance Section/ assign DV number and refer to processor	None	5 min.	<i>Forest Ranger/ Accounting Clerk Admin and Finance Section</i>
	7. JEV/ indexing of vouchers and refer to Accountant	None	30 min.	<i>Forest Ranger/ Accounting Clerk Admin and Finance Section</i>



	8. Certifies the completeness and correctness	None	10 min.	<i>Accountant III Chief, Finance Section</i>
	9. Refer to MSD for initial and to PENR Officer for approval	None	15 min.	<i>PENR Officer</i>
	10. Refer to Cashier- prepares cheque/ list of due and demandable accounts payable (LDDAP)	None	20 min.	<i>Administrative Officer I / Cashier I Cashier Unit</i>
	11. PENR Officer signs/ approves cheque/ LDDAP	None	5 min.	<i>PENR Officer</i>
	12. Cashier releases cheque/ LDDAP to the People's Organization	None	5 min.	<i>Administrative Officer I Cashier Unit</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 hours &amp; 18 min.</b>	



## CITIZEN'S CHARTER NO. R6-AF-02.ISSUANCE OF CERTIFICATE OF PAYMENT/REMITTANCE (HDMF, BIR, GSIS, PHILHEALTH AND OTHER REMITTANCES)

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

<b>Office or Division:</b>	Finance Division, DENR Regional Office VI, Iloilo City			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction</b>	G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	Internal: Permanent Employees of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), and Attached Agencies External: External Clientele who are authorized party or representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Letter Request (1 original)		Requesting Party		
<b>Additional if from the Government Sector</b>				
2. SPA for representative (1 original, notarized)		Requesting Party, Private Lawyer or Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Submit Letter Request of Payment/ Remittance to Receiving/Releasing Clerk.	1. Check the letter request as submitted, stamp the date and time on documents and forward all documents to action officer.	None	10 min.	<i>Receiving/ Releasing Clerk</i> Finance Division
	1.1. Verify and review the letter request and forward the request to action officer	None	20 min.	<i>Action Officer/ Chief, Finance Division</i>
	1.2. Retrieve remittance list to support	None	15 days	<i>Action Officer/</i>



	preparation of Certificate of Payment/Remittance			Finance Division
	1.3. Prepare Certificate of Payment/Remittances	None	4 hours	Action Officer/ Finance Division
	1.4. Review and Sign Certificate of Payment/Remittance	None	1 day	Action Officer/ Finance Division
2. Received the approved Certification.	1. Release signed Certificate of Payment/Remittance.	None	1 day	Action Officer/ Finance Division
<b>TOTAL:</b>		<b>None</b>	<b>17 days, 4 hours &amp; 30 min</b>	



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

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

<b>Office or Division:</b>	Personnel Section, Administrative Division, DENR Regional Office VI, Iloilo City		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction</b>	G2C - Government to Citizen G2G - Government to Government		
<b>Who may avail:</b>	Internal: Retirees of DENR Region VI External: External Clientele who are authorized party or representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Checklist of Requirements	Personnel Section		
2. List of Actual Retirees to Support Special Budget Request	Accounting Section		
3. Application for Terminal Leave	Retiree		
4. Certificate of Leave Balance	Personnel Section/PENRO/CENRO HRMO		
5. Service Record	Personnel Section/PENRO/CENRO HRMO		
6. Latest Appointment	Retiree		
7. Latest Notice of Salary Adjustment (NOSA)	Retiree		
8. Latest Notice of Step Increment (NOSI)	Retiree		
9. Regional Clearance	Retiree		
10. PENRO Clearance (if from the Field office)	Retiree		
11. CENRO Clearance(if from the Field office)	Retiree		
12. GSIS Clearance	Retiree		
13. Ombudsman Clearance	Retiree		
14. Authorization to Deduct all financial obligations with the Agency	Accounting Section		
15. Affidavit of claimant that he/she has no pending Administrative Case	Retiree		
16. Declaration of Pendency/Non-Pendency of Case	Retiree		
17. Breakdown of Retirees deductions	Budget Section		
18. Latest SALN	Retiree		





19. Approved Financial Plan 20. Certified Machine Copy of Leave Cards 21. Certification of Lacking leave cards (if any) 22. Certification of non-availability of Funds 23. Certification of no PS Savings 24. Justification of non-payment of prior years 25. Special Power of Attorney (SPA) (for those who cannot physically process due to illness)		Personnel Section/PENRO/CENRO HRMO Personnel Section/PENRO/CENRO HRMO Personnel Section/PENRO/CENRO HRMO Budget Section Budget Section Budget Section Retiree		
<b>ADDITIONAL DOCUMENTS FOR SUBMISSION IN CASE OF DEATH CLAIM</b>				
26. Certification from the Chief, Legal Division identifying the legal heirs 27. Death certificate authenticated by NSO/PSA 28. Marriage Contract authenticated by NSO/PSA 29. Birth Certificate of all surviving legal heirs authenticated by NSO/PSA 30. Designation of next-of-kin 31. Waiver of rights of children 18 years old and above		Legal Division  Authorized Representative Authorized Representative Authorized Representative  Authorized Representative Authorized Representative		
<b>Additional if from the Government Sector</b>				
<b>Additional if applicant is a representative</b>				
32. _____ (1 original, notarized)		Legal Heir/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submission of complete documents	1. Check as to the completeness of the documents	None	15 min.	<i>Administrative Officer II Administrative Division</i>
	2. If found incomplete, prepares a Memorandum	None	15 min.	<i>Administrative Officer II Administrative Division</i>



	returning the said documents to the personnel or to the PENROs/CENROs concerned			
2. Request for Regional Clearance (for complete required documents)	3. Prints Regional Clearance and furnish the retiree for signature of concerned officials	None	10 min.	<i>Administrative Officer II Administrative Division</i>
	4. Upon receipt of signed Regional Clearance, prepares a) Draft List of Retirees to Support Special Budget Request for signature of the Finance Division and for the attachment of BP Form 200 Financial Plan	None	25 min.	<i>Administrative Officer II Administrative Division</i>
	5. Upon receipt of signed final List of Retirees to Support Special Budget Request and signed BP Form 200 Financial Plan issued by the Finance Division, prepares Checklist	None	20 min.	<i>Administrative Officer II Administrative Division</i>



	of Requirements and a Memorandum indorsing the documents to the Central Office for signature of the Regional Executive Director.			
	6. Upon receipt of the signed documents, forward the same to the Records Unit for mailing to the Central Office	None	5 min.	<i>Administrative Officer II Administrative Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour &amp; 30 min.</b>	



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

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

<b>Office or Division:</b>	DENR Regional Office, PENRO Management Services Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C –Government to Citizen			
<b>Who may avail:</b>	Internal Clients/Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Approved PR		Requesting Party		
2.Approved PPMP		Requesting Party		
3.Memo Request for Posting		Requesting Party		
4.Terms of Reference		Requesting Party		
<b>Additional if Private Property</b>				
<b>Additional if School/Organization</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
<b>PENRO</b>				
1. Submit Memorandum request for PhilGEPS posting	1.1 Receives the Memorandum request and supporting documents, stamp the date and forward to PENR Officer	None	15 min.	<i>Regional Office PENRO Staff/Secretary</i>
	2.2 Receive, review and approve the Memorandum Request and Supporting Documents for referral to BAC c/o BAC Secretariat	None	1 day	<i>Procurement Section PENRO Officer</i>
	2.3 Receive, review the Memorandum Request and its Supporting Documents and	None	7 days	<i>BAC Secretariat</i>



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



## CITIZENS CHARTER- R6-AF -05.PREPARATION AND PROCESSING OF E-TRAVEL ORDERS (REGIONAL OFFICE)

**(7 DAYS AND BELOW)**

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

<b>Office or Division:</b>	Personnel Section, Administrative Division, DENR Regional Office VI, Iloilo City			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Notice of Meeting (if available) and Special Orders (if available)			Requesting Party	
			Requesting Party	
<b>Additional if from the Government Sector</b>				
<b>Additional if applicant is a representative</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
Log-In to HRMIS personal account and file request for Travel Order thru the <a href="https://hrmis.penroiloilo.com.ph/">https://hrmis.penroiloilo.com.ph/</a> HRMIS website.	1. Review Travel Order and recommend <ul style="list-style-type: none"> <li>➤ ARD/RD</li> <li>➤ Division Chief-RO</li> <li>➤ Below Division Chief-RO</li> </ul>	None	3 min.	Chief, Administrative Division Administrative Division



	2. Record Travel Order and review  ➤ ARD/RD  ➤ Division Chief-RO  ➤ Below Division Chief-RO	None	15 min.	<i>Chief, Administrative Division</i> <i>Administrative Division</i>
Check approved e-TO to HRMIS personal account. Approved e-TO is now ready for printing with system generated control number, date of approval and QR Code for security and authenticity.				
<b>Total</b>		<b>None</b>	<b>ARD/RD</b> <b>DC-RO</b> <b>Below DC-RO</b>	<b>18 min.</b>



## CITIZENS CHARTER- R6-AF -05. PREPARATION AND PROCESSING OF TRAVEL ORDERS (REGIONAL OFFICE)

**(8-30 DAYS)**

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

<b>Office or Division:</b>	Personnel Section, Administrative Division, DENR Regional Office VI, Iloilo City			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
2. Notice of Meeting (if available) and Special Orders (if available)		Requesting Party		
<b>Additional if from the Government Sector</b>				
<b>Additional if applicant is a representative</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
Log-In to HRMIS personal account and file request for Travel Order thru the HRMIS website.	1. Review Travel Order and recommend  Outside the AOR  ➤ PENRO/CENRO/ Div. Chief and below  Within the AOR	None	3 min.	<i>Chief, Administrative Division</i> <i>Administrative Division</i>





	➤ PENRO/CENRO/ Div. Chief and below			
	2. Record Travel Order and review  Outside the AOR  ➤ PENRO/CENRO/ Div. Chief and below  Within the AOR  ➤ PENRO/CENRO/ Div. Chief and below	None	15 min.	Chief, Administrative Division Administrative Division
Check approved e-TO to HRMIS personal account. Approved e-TO is now ready for printing with system generated control number, date of approval and QR Code for security and authenticity.				
<b>TOTAL</b>		<b>None</b>	<b>18 min.</b>	



## CITIZENS CHARTER- R6-AF -05. PREPARATION AND PROCESSING OF TRAVEL ORDERS (REGIONAL OFFICE)

### (LOCAL TRAVEL MORE THAN 30 DAYS)

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

<b>Office or Division:</b>	Personnel Section, Administrative Division, DENR Regional Office VI, Iloilo City			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
3. Notice of Meeting (if available) and Special Orders (if available)			Requesting Party	
			Requesting Party	
<b>Additional if from the Government Sector</b>				
<b>Additional if applicant is a representative</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
Log-In to HRMIS personal account and file request for Travel Order thru the <a href="https://hrmis.penroiloilo.com.ph/">https://hrmis.penroiloilo.com.ph/</a> HRMIS website.	1. Record Travel Order and review  ➤ DENR RO personnel  ➤ PENR/CENR Office, Chief MSD/TSD	None	3 min.	<i>Chief, Administrative Division</i> <i>Administrative Division</i>



	2. Record Travel Order and review  ➤ DENR RO personnel  ➤ PENR/CENR Office, Chief MSD/TSD	None	15 min.	<i>Chief, Administrative Division</i> <i>Administrative Division</i>
Check approved e-TO to HRMIS personal account. Approved e-TO is now ready for printing with system generated control number, date of approval and QR Code for security and authenticity.				
<b>Total</b>		<b>None</b>	<b>18 min.</b>	



## CITIZENS CHARTER- R6-AF -06. PREPARATION AND PROCESSING OF TRAVEL ORDERS (PENRO)

This Electronic Travel Order is issued to all officials and employees, including those whose services are engaged through Contracts of Service (CoS) of PENROs and CENROs, who intend to travel for official transactions within and outside Region 6.

<b>Office or Division:</b>	PENRO/ CENRO			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplishment Report 2. Notice of Meeting, advisory, SO, Referral from Head of Office(if applicable)		Requesting Party		
		Requesting Party		
<b>Additional if from the Government Sector</b>				
<b>Additional if applicant is a representative</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
Log-In to HRMIS personal account and file request for Travel Order thru the <a href="https://hrmis.penroiloilo.com.ph/">https://hrmis.penroiloilo.com.ph/</a> HRMIS website.	1. Review and recommend approval of electronic Travel Order  ➤ CENR Officer ➤ Chief, TSD ➤ Chief, MSD	None	15 min. 15 min. 15 min.	<i>CENR Officer Chief, TSD Chief, MSD</i>



	2. Review and approve e-Travel Order PENR/ CENR Office, Chief MSD, Chief TSD	None	20 min.	<i>PENR Officer</i>
Check approved e-TO to HRMIS personal account. Approved e-TO is now ready for printing with system generated control number, date of approval and QR Code for security and authenticity.				
<b>Total</b>		<b>None</b>	<b>CENRO - 50 min.</b> <b>TSD - 50 min.</b> <b>MSD - 35 min.</b>	



## CITIZEN'S CHARTER NO. R6-AF-07.PREPARATION OF NOTICE OF TRANSFER ALLOCATION TO PENROs

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

<b>Office or Division:</b>	Finance Division, DENR Regional Office VI, Iloilo City			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail:</b>	Internal: PENR Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Letter Request (1 original)		Requesting Party		
2. List of Due and Demandable (1 original) (if necessary)		Requesting Party		
<b>Additional if from the Government Sector</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Submit approved Memorandum of request for downloading of Notice of Transfer of Allocation to PENR Offices to the Receiving/Receiving Clerk.	1. Check the Memorandum as submitted as to completeness of the requirements, stamp the date and time on documents and forward all documents to action officer.	None	10 min.	<i>Receiving/ Releasing Clerk</i> Finance Division
	1.1 Verify letter request and forward the request to action officer	None	20 min.	<i>Action Officer/ Chief, Finance Division</i> Finance Division
	1.2 Review and prepare Notice of Transfer of Allocation	None	1 hour	<i>Budget Officer/</i> Finance Division



	1.3 Review and sign Notice of Transfer of Allocation as preparer	None	30 min.	<i>Chief, Budget Section or Designated OIC Finance Division</i>
	1.4 Review, sign, recommend approval Notice of Transfer of Allocation	None	30 min.	<i>Chief, Finance Division or Supervising Admin Officer or Designated OIC Finance Division</i>
	1.5 Approve and sign Notice of Transfer of Allocation	None	1 hour	<i>Regional Executive Director or ARD Management Services or ARD Technical Services or Designated OIC</i>
	1.6 Certify as to availability of cash and sign Notice of Transfer of Allocation	None	30 min.	<i>Chief, Accounting Section or Designated OIC Finance Division</i>
	1.7 Release signed Notice of Transfer of Allocation to the Cashiering Section	None	10 min.	<i>Action Officer/ Finance Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 hours &amp; 10 min</b>	



## CITIZEN'S CHARTER NO. R6-AF-08.PREPARATION OF SUB-ALLOTMENT ADVICE TO PENROs

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

<b>Office or Division:</b>		Finance Division, DENR Regional Office VI, Iloilo City		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2G - Government to Government		
<b>Who may avail:</b>		Internal: PENR Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Letter Request (1 original)		Requesting Party		
2. Work and Financial Plan (if necessary)		Requesting Party		
<b>Additional if from the Government Sector</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Submit approved Memorandum of request for downloading of Sub-Allotment Advice to PENR Offices to the Receiving/Receiving Clerk.	1. Check the Memorandum as submitted as to completeness of the requirements, stamp the date and time on documents and forward all documents to action officer.	None	10 min.	<i>Receiving/ Releasing Clerk</i> Finance Division
	1.1. Verify letter request and forward the request to action officer	None	20 min.	<i>Action Officer/ Chief, Finance Division</i> Finance Division
	1.2. Review and prepare Sub-Allotment Advice	None	1 hour	<i>Budget Officer/ Finance Division</i>





	1.3. Review and sign Sub-Allotment Advice as preparer	None	30 min.	<i>Chief, Budget Section or Designated OIC Finance Division</i>
	1.4. Review, sign, recommend approval Sub-Allotment Advice	None	30 min.	<i>Chief, Finance Division or Supervising Admin Officer or Designated OIC FD</i>
	1.5. Approve and sign Sub-Allotment Advice	None	1 hour	<i>ARD for Management Services or ARD for Technical Services or Regional Executive Director</i>
	1.6. Release approved Sub-allotment Advice	None	10 min.	<i>Action Officer/ Finance Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 hours &amp; 40 min</b>	



## CITIZEN'S CHARTER NO. R6-.AF-09. PREPARATION AND PAYMENT OF INFRASTRUCTURE PROJECTS

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

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



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



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



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



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



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



## CITIZEN'S CHARTER NO.R6-AF-10. PROCESS BILLING FOR NATIONAL GREENING PROGRAM CONTRACTS

This service is for external clientele of PENROs who wish to verify the status of their billing for National Greening Program contracts.

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





2. Document Evaluation Sheet				
3. Disbursement Voucher				
4. Certificate of Acceptance				
5. Application for Payment				
6. Monitoring Certification Form				
7. Summary Monitoring Form				
8. IAC Monitoring and Evaluation Report				
9. Certificate of Completion and Acceptance in case of full payment				
10. Final validation Report in case of full payment				
11. Letter request to Auditor and accounting for final validation				
	Receives and record documents and refer to Chief, Conservation and Development Section	None	5 min.	<i>Receiving/Releasing Clerk</i>  Technical Services Division
	Reviews and verify accomplishments against the target per work and financial plan and check the completeness of the submitted documents. Affix initial.	None	1 hour	<i>Chief, Conservation and Development Section</i>  NGP Coordinator Technical Services Division



	Final review of documents and affix initial for processing	None	30 min.	Chief, Technical Services Division
	Conduct of Field Inspection/Validation of NGP site requested for payment. .Report Preparation.	None	5 working days per NGP site	PENRO-CENRO IAC Team
	Records and forward documents to budget	None	3 min.	<i>Receiving/Releasing Clerk</i> Technical Services Division
	Citizen's Charter No. RO-AF-06  Processing of Disbursement Voucher	None	6 hours and 30 min. – 7 hours and 30 min.	
	Citizen's Charter No. RO-AF-07  Preparation, Processing and Issuance of Checks/ADA	None	6 hours & 20 min. (LDDAP-ADA), or 3 hours & 30 min. (Check) + 24-hour waiting time of the Servicing Bank	



Customer Received payment/check after 24 hours bank				
*Note: Government Servicing Bank will upload corresponding amount not earlier than 24 hours but not later than 48 hrs.				
<b>TOTAL:</b>		<b>None</b>	<b>5 Days, 14 hours &amp; 1 min. (LDDAP-ADA) or 11 hour &amp; 11 min. (Check) – 15 hours &amp; 11 min. (LDDAP-ADA) or 12 hours &amp; 11 min. (Check) + 24 hour. waiting time of the servicing bank</b>	



## CITIZEN'S CHARTER NO. R6-AF-11.PROCESSING OF LEAVE APPLICATION (REGIONAL OFFICE)

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

<b>Office or Division:</b>		Personnel Section, Administrative Division, Regional Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		Internal: Permanent/Casual Employees of Regional Office and PENROs/CENROs		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Leave Application (4 Copies)		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Submits properly accomplished Leave Form in three (3) copies	1. Check the completeness of data and no. of copies of application	None	15 min.	<i>Administrative Officer II Personnel Section Administrative Division</i>  <i>Administrative Officer I Personnel Section Administrative Division</i>
	2. Compute leave balance of employee, indicate leave balances in leave application form and encode in Leave Control Sheet	None	15 min.	<i>Administrative Officer II Personnel Section Administrative Division</i>  <i>Administrative Officer I Personnel Section Administrative Division</i>



				<i>Administrative Asst. I Personnel Section Administrative Division</i>
	3. Verifies leave balance and signs certification of leave credits balance	None	5 min.	<i>Administrative Officer V (Human Resource Management Officer III) Chief, Personnel Section</i>
	4. Forward computed leave application/s to the Chief, Administrative Division for initial	None	5 min.	<i>Chief, Administrative Division</i>
	5. Records and forward to the ARD for Management Services the computed leave application with initial from the Chief, Administrative Division	None	15 min.	<i>Administrative Assistant I Receiving/Releasing Personnel Administrative Division</i>
	6. Approved leave returned to concerned personnel	None	1 min.	<i>Administrative Officer II Personnel Section Administrative Division</i>  <i>Administrative Officer II Personnel Section Administrative Division</i>  <i>Administrative Officer I Personnel Section Administrative Division</i>



				<i>Administrative Asst. I Personnel Section Administrative Division</i>
	<b>TOTAL:</b>	<b>None</b>	<b>56 min.</b>	



## CITIZEN'S CHARTER NO. R6-AF-12.PROCESSING OF LEAVE APPLICATION (PENRO)

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

<b>Office or Division:</b>	PENRO Management Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Internal: Permanent/Casual Employees of Regional Office and PENROs/CENROs			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly accomplished Leave Application (4 Copies)			HRMO	
<b>Sick Leave</b>				
1.Duly accomplished Leave Application (4 copies)			HRMO	
2.Medical Certificate (if filed in advance or exceeding five days)			End-User/ Requesting Party	
3. Affidavit by the applicant (in case of medical consultation was not availed)			End-User/ Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1.Submits properly accomplished Leave Form in four (4) copies with signature of the applicant	1. Receives the application for leave and checks the completeness of data and no. of copies of the application	None	15 min.	HR Staff/ AO IV (HRMO II)
	2. Compute leave balance of employee, indicate leave balances in leave application form	None	10 min.	HR Staff/ AO IV (HRMO II)



	3. Verifies leave balance and signs certification of leave credits balance	None	15 min.	<i>AO IV /HRMO II</i>
	4. Indicate leave application no. and encode in Employee Leave Card	None	10 min.	<i>AO IV /HRMO II</i>
	5. Releases the application to the Division Chief/ Immediate Supervisor for recommending approval	None	30 min	<i>Division Chief (MSD/TSD)</i> <i>Immediate Supervisor</i>
	6. Approves/ signs the Application for Leave	None	30 min.	<i>PENR Officer</i>
	7. Receives the approved application for leave and forwards the same to the personnel concerned	None	15 min.	<i>HR Staff</i>
	<b>TOTAL:</b>	<b>None</b>	<b>2 hours &amp; 5 min.</b>	

Turn-around time depends on the availability of signatories





# RSCIG



## CITIZENS CHARTER NO. R6-SCI-01- DISSEMINATION OF EDITORIAL MATERIALS ON PRESS/PHOTO RELEASES

This process details the steps from preparing the editorial materials on press/photo releases up until its dissemination to various media outlets and the monitoring of the editorial materials that are published on local/national dailies.

<b>Office or Division:</b>		Regional Strategic Communication and Initiatives Group		
<b>Classification:</b>		Complex		
<b>Type of Transaction</b>		G2C Government to Clients G2G Government to Government		
<b>Who may avail:</b>		All DENR Officials & Employees, external clients who are members of the media/journalists and the General Public		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Copy of approved editorial materials on press/photo releases 2. Email addresses of clients (media outlets)			RSCIG, Bldg. III, Julian D. Amador Bldg., DENR 6 Regional Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
None	1. Assigned RSCIG staff to prepare an editorial material on press and photo release	None	2 hours	RSCIG Chief
None	2. RSCIG staff to gather data and relevant information on the topic	None	1 day & 4 hours	Communication Development Officer II Information Officer (COS)
None	3. RSCIG staff conducts interview with the concerned official (whenever necessary)	None	1 day	Communication Development Officer II Information Officer (COS)
None	4. RSCIG staff drafts first copy of the editorial material on press and photo release	None	1 day & 4 hours	Communication Development Officer II Information Officer (COS)



<b>Office or Division:</b>		Regional Strategic Communication and Initiatives Group		
<b>Classification:</b>		Complex		
<b>Type of Transaction</b>		G2C Government to Clients G2G Government to Government		
<b>Who may avail:</b>		All DENR Officials & Employees, external clients who are members of the media/journalists and the General Public		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Copy of approved editorial materials on press/photo releases 2. Email addresses of clients (media outlets)			RSCIG, Bldg. III, Julian D. Amador Bldg., DENR 6 Regional Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
None	5. Chief RSCIG checks draft copy and make changes/corrections	None	1 day	RSCIG Chief
None	6. RSCIG staff inputs changes/corrections to the copy from Chief, RSCIG then print final copy	None	4 hours	Communication Development Officer II Information Officer (COS)
None	7. Chief, RSCIG affixes initial on the final copy of the editorial material on press and photo release	None	2 hours	RSCIG Chief
None	8. Submit copy to the Office of the Regional Executive Director for approval	None	4 hours	Communication Development Officer II Information Officer (COS)
None	9. Email approved editorial material on press and photo release to media entities and posting to official website or any social media platform.	None	4 hours	Communication Development Officer II Communication Development Officer I Information Officer (COS)
<b>TOTAL:</b>		<b>None</b>	<b>7 days</b>	



# Biodiversity



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

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

Office or Division:	Licenses Patents and Deeds Division, DENR Regional Office VI, Iloilo City		
Classification:	COMPLEX		
Type of Transaction	G2C – Government to Citizen G2G - Government to Government		
Who may avail:	General: <b>Individual, Academe, Research Institution, or Organization</b> Specific: 1. <u>For conduct of Scientific Research on wildlife</u> - <b>Foreign Entity/Institution/Individual or a Filipino Citizen affiliated with a foreign institution</b> 2. <u>For Conservation Breeding or Propagation Activities and other WildlifeConservation/Research Projects</u> - <b>Local Non-Government/Academic Institutions</b> 3. <u>For purposes of thesis and dissertation</u> - <b>Students affiliated with local academic institutions and other government initiated or implemented research or scientific projects</b>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Research Project Proposal		Applicant/Requesting Party	
2. Institution’s Profile, if applicable;		Applicant/Requesting Party	
3. Endorsement Letter - If Institution - Head of the Institution, or - If individual researcher - from the recognized expert or a research institution or a conservation organization; - If student applicant - from concerned dean		Applicant/Requesting Party	
4. Payment of application and processing fees		Applicant/Requesting Party	



5. In case collection of wildlife is necessary - prior clearance from the affected neighborhood/communities, i.e. concerned LGUs, recognized head of the indigenous people in accordance with RA 8371, or Protected Area Management Board	LGU, NCIP/PAMB
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Additional Requirements for Conservation Breeding or Propagation Activities, and other Wildlife Conservation/Researched Projects				
1. Affidavit of Undertaking by the applicant shall be submitted to the RED concerned. 2. Habitat rehabilitation, protection and management plan for reintroduction and restocking of captive-bred/propagated individuals (for conservation breeding projects only)			Applicant/Requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the request/application with complete supporting documents directly to Regional Office or thru PENRO/CENRO	1. Receive the application/documents, stamp the date, assign control number and log the same in the Division's Tracking System. Forward the application/documents to the Chief, LPDD	none	30 min.	<i>Receiving/Releasing Clerk</i>
	2. Review and refer the application to Chief, WRPS	none	1 hour	<i>Chief, LPDD</i>
	3. Receive, review, schedule inspection and assign to personnel concerned the application/documents for processing.	none	30 min.	<i>Chief, WRPS</i>



	<p>4. Evaluation of the completeness of the submitted requirements</p> <p>4.a In case the requirements are not complete application shall be returned immediately informing the applicant of the deficiencies</p>	none	2 days	<i>Action Officer/ WRPS</i>
	<p>5. If the applicant documents are found in order prepare and approve order of Payment and forward the same to the requesting party</p>	none	2 hours	<i>Action Officer/Chief, LPDD/Accountant</i>
	<p>6. Accept payment and issue official receipt</p>	GP- Php100.00	1 hour	<i>Action Officer/cashier</i>
	<p>7. Process document/Prepare the GP/MOA and endorsement for review of the chief, LPDD</p>	none	5 days	<i>Action Officer/WRPS</i>



	8. Reviews and initial the endorsement, and MOA/GP for the signature of the ARD for Technical Services		1 day	<i>Action Officer Chief, LPDD</i>
	9. Reviews and initial the endorsement and MOA/GP for the signature of the Regional Executive Director		1 day	<i>Action Officer ARD for Technical services</i>
	10. Signs the Endorsement and MOA/GP		1 day	<i>Regional Executive Director</i>
<b>TOTAL:</b>		<b>Ph/100.00</b>	<b>10 days &amp; 5 hours</b>	





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

<b>Office or Division:</b>	Licenses Patents and Deeds Division, DENR Regional Office VI, Iloilo City			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction</b>	G2C – Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	Internal: Permanent Employees of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Regional and Central Offices), attached Agencies  External: External Clientele who are authorized party or representative			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly accomplished application form (to be secured at the DENR field offices);			Requesting party	
2. Documentary stamp (to be affixed on the Certificate of Wildlife Registration);			Requesting party	
3. Inventory List of Wildlife;			Concerned CENRO	
4. Registration fee;			Requesting party	
5. Proof for the legal acquisition of wildlife;			Requesting party	
5. Inspection Report (inspection of facility and inventory of wildlife using the prescribed form)			Concerned CENRO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Submission of requirements and forward to the receiving /releasing clerk	Received the submitted requirements, stamp the date and time on documents and forward all documents to CENRO	none	30 min.	<i>CENRO Receiving Clerks</i>
1. Payment of fees	Receive payment of fees	P50	15 min.	<i>CENRO Cashier</i>



	Referral of Application, together with its documents to RPS		30 min.	<i>RPS, Chief Wildlife permitting Section</i>
	Conduct Inspection of Facility and Inventory of Wildlife		2 days, 7 hours and 30 min	<i>Wildlife permitting CENRO Personnel</i>
	Forward Memorandum-Endorsement of Application including with its supporting documents to PENRO		1 day	<i>CENR Officer/CENRO Releasing Clerk</i>
	Receive by PENRO Receiving Clerk		15 min.	<i>PENRO Receiving Clerk</i>
	Referral of Application, together with its documents to TS		30 min.	<i>PENRO</i>
	Evaluate/Review Documents conducted by PENRO		3 days	<i>PENRO Technical Service Division Chief</i>
	Forward Memorandum-endorsement of the Application including supporting documents to the Regional Office		30 min.	<i>PENRO and PENRO Releasing Clerk</i>
	Receives the submitted requirements, stamp the date and time on documents and forward all documents to LPDD Chief		30 min.	<i>LPDD Receiving Clerks</i>
	Refers the documents to WRPS for processing		30 min.	<i>LPDD Clerk, Chief, LPDD</i>



	Evaluates the documents, if the documents are in order prepare CWR, endorsement to the RED, PENRO and letter to the permittee		2 days, 4 hours & 45 minutes	WRPS
	Reviews and initial the endorsement, and CWR for the signature of the ARD for Technical Services		7 hours	Chief, Licenses, Patents and Deeds Division
	Reviews and initial the endorsement and CWR for the signature of the Regional Executive Director		5 Hours & 30 min.	ARD for Technical Services
	Signs the Endorsements and CWR and receive by client and indorse to client		5 Hours & 30 min.	Regional Executive Director/ Client
<b>TOTAL:</b>			<b>10 days, 2 Hours &amp; 45 min.</b>	

*Note:*

*This service is under the following laws:*

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



## CITIZEN'S CHARTER NO.R6-B-03. ISSUANCE OF LOCAL TRANSPORT PERMIT FOR WILDLIFE

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

<b>Office or Division:</b>		Forest Utilization and Wildlife Permitting Unit - CENRO		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2C –Government to Citizen		
<b>Who may avail:</b>		Concerned Public Individual, Administrator of Schools and Other Public Places		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Application Letter			Requesting Party	
2. Image/Picture of Wildlife Species			Requesting Party	
<b>Additional if Private Property</b>				
Additional if School/Organization				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Submit letter request and supporting documents to the Receiving Clerk	1. Receives the letter request and supporting documents, stamp the date and forward to the Office of the CENRO	None	30 min.	<i>Receiving Clerk</i>
	1.1 Receive letter request and supporting documents and forward to the CENR Officer	None	30 min.	<i>CENRO Staff/Secretary</i>
	1.2 Receive, review and refer the application to Chief, RPS	None	30 min.	<i>CENR Officer</i>



	1.3 Receive, review and refer the application to Chief, FUWP Unit	None	30 min.	<i>Chief, Regulation and Permitting Section</i>
	1.4 Receive and review the application, and assign inspection team to conduct site inspection.	None	2 days	<i>Chief, FUWP Unit</i>
2. Guide/accompany the inventory team to the site.	2.1 Conduct inspection of the area and prepare inspection report	None	2 days	<i>Inspection Team</i>
3. Pay certification Fee	3. Accept payment and issue Official Receipt (OR).	P 100.00	1 day	<i>Credit Officer</i>
4. Receive OR.	4.1 Prepare Local Transport Permit for approval of CENRO	None	30 min.	<i>Chief, FUWP</i>
	4.2 Receive and review the inspection report and Local transport permit. Approve recommendation.	None	1 hour	<i>CENR Officer</i>
	4.3 Record and release the approved certification	None	15 min.	<i>Receiving/Releasing Clerk CENRO Records Unit</i>
5. Received the approved Certification	5. File the customer Request form	None	10 min.	
<b>TOTAL</b>		<b>P 100.00</b>	<b>5 days, 3 hours &amp; 55 min.</b>	



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

### B-04-01. WILDLIFE SPECIAL USE PERMIT (WSUP) for Other Uses of Wildlife

Office or Division:	Licenses Patents and Deeds Division, DENR Regional Office VI, Iloilo City		
Classification:	COMPLEX		
Type of Transaction	G2C – Government to Citizen G2G - Government to Government		
Who may avail:	Internal: Permanent Employees of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Regional and Central Offices), attached Agencies  External: External Clientele who are authorized party or representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Animal/plant shows/exhibition using wildlife			
a.1. Duly Accomplished application form (ANNEX “A”) with two recent 2”x2” photo of applicant;		Requesting party	
a.2. In case of animal shows using wildlife, clearance from or registration with the Animal Welfare Division of the Bureau of Animal Industry pursuant to Republic Act 8485 (Animal Welfare Act.		DA	
a.3 In case of imported animals, no importation shall be permitted except upon deposit of a bond with PAWD in an amount equal to the transport cost of the animals back to the owner-country of origin. Import/export permits shall be secured in accordance with section 8 of DAO 2004-55.		Requesting party	
a.4. Proof of Legal source; and,		Requesting party	
B. Educational/Documentation for commercial purposes:			
b.1. Duly Accomplished application form (ANNEX “A”) with two recent 2”x2” photo of applicant;		Requesting party	



b.2. Letter request specifying the species, quantity and areas of collection or area, subject of documentation, as the case maybe;			Requesting party	
b.3. Clearance from the recognized head of Indigenous People in accordance with RA No. 8371 (Indigenous People's Rights Act (IPRA) of 1997, concerned LGUs or Protected Area Management Board;			NCIP, PAMB, LGU	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<b>For Animal/plant shows/exhibition using wildlife</b>				
1.Submission of requirements and forward to the receiving /releasing clerk	1. Received the submitted requirements, stamp the date and time on documents and forward all documents to LPDD Chief	none	30 min.	<i>Receiving/Releasing Clerk</i>
	2. Referred the documents to WRPS for processing	none	1 hour	<i>Chief, LPDD</i>
	3. Receive; review, schedule inspection and assign to personnel concerned the application/documents for processing.	none	30 min.	<i>Chief, WRPS</i>
	4. Evaluation of the completeness of the submitted requirements 4.a In case the requirements are not complete, the application shall be returned immediately	none	2day	<i>Action Officer/ WRPS</i>



	informing the applicant of the deficiencies			
	If the applicant documents are found in order process document/Prepare the WSUP and endorsement for review of the chief, LPDD	none	3 days	<i>Action Officer/WRPS</i>
	Reviews and initial the endorsement, and WSUP for the signature of the ARD for Technical Services	none	1 day	<i>Chief, LPDD</i>
	Review & signs the Endorsement and WSUP for approval of the Regional Executive Director	none	1 day	<i>ARD, Technical Services</i>
	Review & signs the Endorsement and WSUP	none	1 day	<i>Regional Executive Director</i>
<b>TOTAL</b>		<b>NONE</b>	<b>8 days, 2 hours</b>	





## B-04-02. WILDLIFE COLLECTOR'S PERMIT (WCP)

<b>Office or Division:</b>	Licenses Patents and Deeds Division, DENR Regional Office VI, Iloilo City	
<b>Classification:</b>	COMPLEX	
<b>Type of Transaction</b>	G2C – Government to Citizen G2G - Government to Government	
<b>Who may avail:</b>	Internal: Permanent Employees of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Regional and Central Offices), attached Agencies  External: External Clientele who are authorized party or representative	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
a.1. Duly Accomplished application form (ANNEX “A”) with two recent 2”x2” photo of applicant;		Requesting party
a.2. In case of animal shows using wildlife, clearance from or registration with the Animal Welfare Division of the Bureau of Animal Industry pursuant to Republic Act 8485 (Animal Welfare Act.		DA
a.3 In case of imported animals, no importation shall be permitted except upon deposit of a bond with PAWD in an amount equal to the transport cost of the animals back to the owner-country of origin. Import/export permits shall be secured in accordance with section 8 of DAO 2004-55.		Requesting party
a.4. Proof of Legal source; and,		Requesting party
B. Educational/Documentation for commercial purposes:		
b.1. Duly Accomplished application form (ANNEX “A”) with two recent 2”x2” photo of applicant;		Requesting party
b.2. Letter request specifying the species, quantity and areas of collection or area, subject of documentation, as the case maybe;		Requesting party
b.3. Clearance from the recognized head of Indigenous People in accordance with RA No. 8371 (Indigenous People’s Rights Act		NCIP, PAMB, LGU



(IPRA) of 1997, concerned LGUs or Protected Area Management Board;				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.Submission of requirements and forward to the receiving /releasing clerk	Received the submitted requirements, stamp the date and time on documents and forward all documents to LPDD Chief	none	6 min.	<i>Receiving/Releasing Clerk</i>
	Referred the documents to WRPS for processing	none	5 min.	<i>Chief, LPDD</i>
	In case the requirements are not complete , the application shall be returned immediately informing the applicant of the deficiencies	none	2 days	<i>Action Officer/WRPS</i>
	If the applicant documents are found in order process document/Prepare the GP/MOA and endorsement for review of the chief, LPDD	none	3 days	<i>Action Officer/WRPS</i>
	Reviews and initial the endorsement, and MOA/GP for the signature of the ARD for Technical Services	none	1 day	<i>Chief, LPDD</i>
	Signs the Endorsement and MOA/GP for approval of the Regional Executive Director	none	5 min.	<i>ARD, Technical Services</i>
	Signs the Endorsement and MOA/GP	none	5 min.	<i>Regional Executive Director</i>
<b>TOTAL</b>		<b>NONE</b>	<b>6 days &amp; 21 min.</b>	



### B-04-03. WILDLIFE FARM PERMIT (WFP)

<b>Office or Division:</b>	Licenses Patents and Deeds Division, DENR Regional Office VI, Iloilo City	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction</b>	G2C – Government to Citizen G2G - Government to Government	
<b>Who may avail:</b>	Internal: Permanent Employees of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Regional and Central Offices), attached Agencies  External: External Clientele who are authorized party or representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Small Scale Farming ( with capital of P/ 1,500,000.00 and below):		
a.1. Duly Accomplished application form (ANNEX “A”) with two recent 2”x2” photo of applicant;		Requesting party
a.2. Copy of Certificate of Registration from appropriate Government agencies such as the Security and Exchange Commission (SEC), Cooperative Development Authority, etc.;		SEC, CDA, Etc.
a.3. Proof of Scientific expertise (list and qualifications of manpower);		Requesting party
a.4. Financial plan showing financial capability to go into breeding;		Requesting party
a.5. Proposed facility design;		Requesting party
a.6. In case of indigenous threatened species, letter of commitment to simultaneously undertake conservation breeding and propose measures on rehabilitation and/or protection of habitat, where appropriate, as may be determined by the RWMC; and		Requesting party
a.7 Prior clearance from the affected communities, i.e. concerned LGUs, recognized head of the indigenous people in accordance with RA 8371, or Protected Area management Board.		NCIP, PAMB, LGU
b. Medium to Large Scale Farming (with capital of more than PhP 1,500,000.00):		
b.1 Duly Accomplished application form (ANNEX “A”) with two recent 2”x2” photo of applicant;		Requesting party



b.2. Management and breeding plan in accordance with the attached outline;			Requesting party	
b.3. Proof of Scientific expertise (list and qualifications of manpower);			Requesting party	
b.4. Photo of the existing facility (for those converted to wildlife farm) or sketch/development plan of proposed facility;			Requesting party	
b.5. In case of indigenous threatened species, letter of commitment to simultaneously undertake conservation breeding and propose measures on rehabilitation and/or protection of habitat, where appropriate, as may be determined by the RWMC; and			Requesting party	
b.6. Certified copy of Land Title or Lease Contract for the facility;			Requesting party	
b.7. Financial plan showing financial capability to go into breeding;			Requesting party	
b.8. Photo copy of Article of Incorporation, in case of corporation;			Requesting party	
b.9. Prior clearance from the affected communities, i.e. concerned LGUs, recognized head of the indigenous people in accordance with RA 8371, or Protected Area management Board;			NCIP, LGU, PAMB	
b.10 Copy of BIR registration as exporter, if applicant will engage in export, and			Requesting party	
b.11. Payment of fees in accordance with section 9 hereof.			Requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.Submission of requirements and forward to the receiving /releasing clerk	Receives the submitted requirements, stamp the date and time on documents and forward all documents to CENRO	none	30 min.	<i>CENRO Receiving Clerk/s</i>
	Forward Memorandum-Endorsement of Application including with its supporting documents to PENRO		4 hours	<i>CENRO Releasing Clerk/CENRO</i>
	Forward Memorandum-Endorsement of Application including with its supporting		3 hours	<i>PENRO Releasing Clerk/PENRO</i>



	documents to Regional Office Wildlife			
	Receives the submitted requirements, stamp the date and time on documents and forward all documents to LPDD Chief		30 min.	<i>LPDD Receiving Clerk</i>
	Refers the documents to WRPS for processing		7 hours	<i>LPDD Clerk, Chief, LPDD</i>
	Conducts Initial Evaluation Report and Facility Inspection Report		5 days	<i>WRPS</i>
	Final Evaluation Report by the RWMC (within 15 days)		15 days	<i>RWMC</i>
2. Payment of fees	Receives payment of fees	P2,500 for small scale P5,000 for large scale	1 hour	<i>RO Cashier</i>
	Wildlife Farm Permit prepared for approval		3 days & 6 hours	<i>WRPS/Chief, LPDD/ARDTs</i>
3. Electronically-Receive by Client	Approves WFP		1 day	<i>Regional Executive Director</i>
3. Electronically receive by client	Transmits to Client		2 hours	<i>Releasing Clerk/WRPS Staff/Client</i>
<b>TOTAL:</b>		Small scale – 2,500.00 Large scale – 5,000.00	<b>25 days</b>	



## CITIZEN'S CHARTER NO. R6-B-05. ACCEPTANCE, VERIFICATION AND TRANSMITTAL OF WATER PERMIT APPLICATION TO THE NATIONAL WATER RESOURCES BOARD (NWRB)

A Water Permit is issued for different purposes: Municipal, Irrigation, Power Generation, Fisheries, Livestock Raising, Industrial, Recreational and Other purposes

Office or Division	Water Resource Utilization Section – Licenses, Patents and Deeds Division, DENR Regional Office VI, Iloilo City	
Classification	Highly Technical	
Type of Transaction	G2C - Government to Citizen G2C - Government to Government G2B - Government to Business	
Who May Avail?	<ol style="list-style-type: none"> <li>1. Filipino Citizen of legal age</li> <li>2. Associations, duly registered Cooperatives or Corporations organized under the Philippine Law and at least 60% of the Capital is owned by Filipino citizen</li> <li>3. Government entities and instrumentalities, including Government Owned and Control Corporations (GOCC)</li> </ol>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Proof of Land ownership: Title or right to use of the property on which the water source is located; Deed of Sale; Tax Declaration		Proof of Land ownership – Requesting party Title – registry of Deeds Right to Use – DENR, PAMB, NCIP, and MGB
2. Certificate of Registration from relevant Agencies		DTI, SEC, CDA, or DOLE
3. Vicinity Map/Location plan showing the exact location and coordinates of the diversion point; Google Map		Title holder's copy, Geodetic Engineer
4. Environmental Compliance Certificate except for Level I and Level II Water Systems if for Municipal Use; irrigation service area less than 300 has. for Irrigation Use		Environmental Management Bureau (EMB) National Irrigation Administration (NIA)
5. Well Drilling Data except for Power Generation Use		Groundwater – Accredited Well Driller of NWRB or Groundwater related data form from DENR
6. Brief Description of the Project stating among others how water will be used; amount of water needed in liters per second; etc., for Fisheries, Livestock and Industrial use.		Applicant/Permittee



<b>Additional Requirements for Municipal Use</b>				
Conditional Certificate of Conformance from Local Water Utilities Administration (LWUA), for Water District only		LWUA		
Certificate of Potability from Local Health Office; including Physical and Chemical Analysis (if water source is existing)		Local Health Office or Rural Health Unit where water source is located		
Sangguniang Resolution/Endorsement (for LGU managed water supply facilities)		Sangguniang Barangay, Sangguniang Bayan, or Sangguniang Panlungsod		
<b>Additional requirements for Irrigation Use</b>				
General Lay-out of the system, including delineation of area indicating hectareage for which water will be used; and adjoining lands and their corresponding lot owners duly indicated relative to the point of diversion		NIA		
<b>Additional Requirements for Power Generation Use</b>				
<b>Pre-feasibility study with Hydrologic study</b>				
Hydropower Service Contract and/or Certificate of Registration from DOE (if already available)				
<b>Additional Requirements for Fisheries Use</b>				
Clearance from existing dam/reservoir operated by NIA, NPC and other government entities (for Fisheries located upstream and not within the existing dam/reservoir				
<b>Additional Requirements if Applicant is a Representative</b>				
SPA for Representative		Requesting Party, Lawyer or Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Client / Applicant submit Water Permit	Receives the WPA documents for proper evaluation.	none	2 hours	<i>Cartographer / Water Resource Utilization Section</i>



Application (WPA) documents to LPDD	Inform Applicant of on-line submission of WPA to the NWRB.			<i>Licenses, Patents and Deeds Division</i>
	Review/ evaluate documents presented; check lacking documents for completion.	none	1 hour	<i>Development Management Officer II LPDD</i>
2. Set schedule of verification/inspection and on-line application to the NWRB	Conduct field verification/ inspection and geo-tagging on the location of the water source. (water related data gathering)	none	3 days	<i>DMO II LPDD</i>  <i>Cartographer I LPDD</i>
	a. Submit/process WPA documents to the NWRB thru on-line application using Internet on the location of the Applicant/Permittee, or  b. On-line WPA processing is done in the Office for areas where Internet signal is not available  Get the Reference No. (REF No.) of WPA issued by the NWRB,	None	1 day	<i>DMO II LPDD</i>  <i>Cartographer I LPDD</i>
	Inform Applicant/Permittee to wait for the advice by the	none	1 hour	<i>DMO II LPDD</i>





	NWRB thru e-mail (to submit hard copies of documents including payment);			<i>Cartographer I LPDD</i>
3. Submit Hardcopy of Water Permit Application and attach documents including Payment of Applicant for the required filing fees ex. (Postal Money Order/ Cashier, Personal or Manager's Check)	Inform Applicant/Permittee to Prepare hard copies of all documents submitted including payment is to be paid/ transmitted to the NWRB plus the penalty fee of Drilling without Permit to Drill	Php 500.00 for level I and II water system, and Communal Irrigation; Php 7,200.00 for Other Purposes (payable to the NWRB); Php 1000.00 penalty fee (drilling without permit to drill);	-	<i>Applicant/Permittee</i>
4. Filing/Encoding of WPA endorsed to the NWRB	File/Encode WPA REF No. (Serve as proof of Applicant/Permittee; submitted his/her WPA documents to the NWRB)	none	1 hour	<i>Cartographer I LPDD</i>
	<b>TOTAL:</b>	<b>Php 500.00 Php 7,200.00 Php 1,000.00</b>	<b>4 days &amp; 5 hours</b>	

**PRESIDENTIAL DECREE NO. 1067 otherwise known as the Water Code of the Philippines:**

A decree instituting a Water Code, thereby revising and consolidating the Laws governing the ownership, appropriation, utilization, exploitation, development, conservation and protection of water resources.

**NWRB RESOLUTION No. 03-0715, 2015**

July 22, 2015 – 144<sup>th</sup> Meeting of the Reconstituted Board Approval of the Revised 2015 NWRB Fees and Charges.



## CITIZEN'S CHARTER NO.R6-B-06. CONDUCT OF CONTINUING INVENTORY OF WATER USERS; IDENTIFICATION OF WATER SOURCES AND PREPARATION OF WATER SOURCES INVENTORY MAP

An inventory of every water user includes information about their water source, which may be groundwater, surface water, or both, as well as the identification of available water sources within the area.

Office or Division	Water Resource Utilization Section – Licenses, Patents and Deeds Division, DENR Regional Office VI, Iloilo City			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen G2C - Government to Government G2B - Government to Business			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	Prepare communication letter address to the LGU's and signed by the RED.	None	1 day	<i>Development Management Officer II LPDD</i>  <i>Cartographer I LPDD</i>
None	Coordinate and set schedule of activity.	None	1 day	<i>DMO II LPDD</i>
None	Conduct field verification/ inspection and geo-tagging on the location of the water source. (water user information: name, address, business name, contact details; water	None	5 days	<i>DMO II LPDD</i>  <i>Cartographer I LPDD</i>



	source: type (groundwater/ surface water), name of water source, purpose/ water use, coordinate (Latitude/Longitude))			
None	Prepare monthly accomplishment report (water sources inventory map, geotag photos, inventory report) with prescribed forms.	None	2 days	<i>DMO II LPDD</i>  <i>Cartographer I LPDD</i>
None	Endorse report (signed by the RED) to the NWRB every 2 <sup>nd</sup> day of the ensuing month via mail (Records Office).	None	1 day	<i>DMO II LPDD</i>  <i>Cartographer I LPDD</i>
None	File/Encode accomplishment report.	None	2 days	<i>Cartographer I LPDD</i>
	<b>TOTAL:</b>		<b>12 days</b>	

# **NWRB RESOLUTION No. 15-1116, 2016**

Deputation of DENR Regional Offices on certain functions of water use regulation.

## **MANUAL ON THE INVENTORY OF WATER USERS AND WATER SOURCES**



## CITIZENS CHARTER NO. R6-B-07- REVIEW AND DELIBERATION OF SPECIAL USE AGREEMENTS IN PROTECTED AREAS

Office or Division:	Conservation and Development Division (CDD), DENR Regional Office VI	
Classification:	Complex	
Type of Transaction	G2C - Government to Citizen G2G - Government to Government	
Who may avail:	Groups/Corporation/Association/ Cooperatives/NGOs/Tenured Migrants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>General Requirements</b> 1. Duly accomplished application form 2. Certified of birth certificate or any other evidence of Fil. Citizenship (for individual) or ownership ( for corporations); 3. Project description supported by maps and pictures of proposed area, development plan, time table and description of activities from preparation to project implementation 4. Proof of Financial capability to manage and develop the area applied for based on paid up capital and/or 5. FPIC		PAMO/PENRO Requesting Party  Requesting Party with the assistance of PAMO/PENRO  Requesting Party  NCIP
<b>For Groups/Corporation/Association/ Cooperatives/NGOs</b>  ➤ Copy of SEC registration, Articles of Incorporation and By-laws ➤ Copy of Resolution or Ordinance approved by the respective SP/SB if the applicant is LGU. It shall specify the authority of the Local Chief Executive or the concerned LGU that she/he is authorized to enter into contract and she/he acts for and on behalf of the LGU ➤ Copy of the SEC registration, Articles of Incorporation and By laws. A resolution of the governing board designating the authorized representative of the said corporation, association or partnership, if applicable;		Requesting Party/SEC/LGU Requesting Party/LGU  Requesting Party  Requesting Party/CDA



<p>➤ For cooperatives, a Certificate of Registration with the Cooperative Development Authority</p> <p><b>For Individual/s</b></p> <ol style="list-style-type: none"> <li>1. Tenured Migrants , certification from PAMB</li> <li>2. MOA (proponent and PACBRMA)</li> <li>3. IPs (Cert from the Regional/Prov'l. NCIP that the IP is living within PA)</li> </ol>			PAMO/PENRO PAMO/PENRO NCIP	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
33. PENRO submits Special Use Agreements in Protected Area (SAPA) Application documents for review.	a. Receives the Special Use Agreements in Protected Areas (SAPA) documents from the Office of the Regional Executive Director or the Office of the Assistant Regional Director for Technical Services and submits to Conservation and Development Division (CDD).	None	15 min.	<i>CDD Desk Officer/ Information Systems Analyst</i>
	b. Reviews the documents and refers to the Protected Area Management and Biodiversity Conservation Section (PAMBCS).	None	1 hour	<i>CDD Chief /Asst. CDD Chief/Office-in-Charge</i>
	c. Reviews the documents if in accordance with DAO 2007-17, 2018-05 and DAO 2019-05 and other related policies.	None	8 hours	<i>Chief, PAMBCS/ Office-in-Charge</i>
	d. Endorses the Comprehensive Development and Management Plan (CDMP) to the RTRC Secretariat and to schedule the deliberation	None	4 hours	<i>PAMBCS Staff/RTRC Secretariat</i>
34. RTRC reviews and deliberates the CDMP	a. PAMBCS staff/ RTRC secretariat facilitate the conduct of review and deliberation of the CDMP	None	8 hours	<i>ARD for Technical Services</i>



	b. Prepares endorsement to the Regional Executive Director (RED) for approval of CDMP as recommended by RTRC.	None	30 min.	PAMBCS
	c. Prepares memorandum endorsement of the SAPA application documents and CDMP to the Secretary thru to Biodiversity and Management Bureau (BMB) for review and approval	None	30 min.	PAMBCS
2. If SAPA application has deficiencies and/or has revisions based on the RTRC deliberation, the application is referred back to the concerned PENRO/CENRO and applicants/s				
3. PENRO resubmits the completed SAPA application documents with the revised CDMP	3.1. Receives the resubmitted SAPA application documents with revised CDMP	None	15 min.	CDD Desk Officer/ Information Systems Analyst
	3.2. Reviews and refers revised SAPA Application documents to PAMBCS	None	30 min.	CDD Chief /Asst. CDD Chief/Office- in-Charge



	3.3. Reviews the resubmitted SAPA documents as to the completeness and additional requirements and / or comments of RTRC	None	8 hours	Chief, PAMBCS/ Office-in-Charge
	3.4. Prepares endorsement to the Regional Executive Director (RED) for approval of CDMP as revised	None	30 min	PAMBCS/CDD
	3.5. Prepares memorandum for Secretary thru to Biodiversity and Management Bureau (BMB) for approval of SAPA.	None	30 min.	PAMBCS/CDD
4. Receives approved SAPA from the BMB			The approval of SAPA depends on the action of the BMB and the availability of the approving officer/s at the Central Office Level	
<b>TOTAL:</b>		<b>Php 0.00</b>	<b>22 hours &amp; 15 min. or 2 days &amp; 6 hours and 15</b>	



## CITIZENS CHARTER NO. R6-B-08- PROVISION OF TECHNICAL ASSISTANCE TO THE LOCAL GOVERNMENT UNITS ON COASTAL AND MARINE-RELATED CONCERNS

This service is made upon request of Local Government Units for technical assistance on coastal and marine-related concerns

<b>Office or Division:</b>	DENR Region 6, Office of the ARD for Technical Services, Conservation and Development Division (CDD), Coastal Resource and Foreshore Management Section (CRFMS)			
<b>Classification:</b>	Complex/Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	External: Local Government Unit			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request of the Local Government Unit		Local Government Unit (Requesting Party)		
<b>Additional if from the Government Sector</b>				
<b>Additional if Requesting Party is a representative</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION (CONSERVATION AND DEVELOPMENT DIVISION)</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. LGU submits letter request for technical	1.1.Receives the letter request from the Office of the Regional Executive Director and Regional Technical	None	5 min.	<i>CDD Desk Office/ Information Systems Analyst</i>





assistance to the Regional Office	Director and submits the document to CDD Chief/Assistant Chief for action.			
	1.2. Checks/Reviews the letter request and refers to the concerned section	None	1 hour	<i>CDD Chief/ Assistant Chief, CDD</i>
	1.3. Receives the letter request from CDD Chief and releases to concerned section	None	5 min.	<i>CDD Desk Office/ Information Systems Analyst</i>
	1.4 Reviews the letter request and determines whether the request can be provided or not and assigns personnel for appropriate action	None	1 hour	<i>Chief, Coastal Resource and Foreshore Management Section (CRFMS)</i>



2. Agrees and prepare for the needed arrangements and provides the required logistics to include the venue and final schedule	2.1. If the service requested <b>can be</b> provided, prepares acceptance letter or inform the proponent of the approval through telephone call, messages or any fastest means. Coordinates with the proponent for the needed arrangements and logistics.	None	1 day	<i>CRFMS Staff</i>
	2.2. Prepares for the required technical assistance, documents and logistics	None	5 days	<i>CRFMS Staff</i>
	2.3. If the service being requested <b>cannot be</b> provided, prepare letter response and inform the proponent of the action or referral made by the office	None	1 hour	<i>CRFMS Staff</i>
3. Prepares needed logistics for the provision of the technical assistance. Gives feedback as to the services provided.	3.1 Provides the requested technical assistance to the Local Government Unit	Depends if the requesting Local Government Unit will shoulder the expenses for the provision of technical assistance (e.i. venue, food and accommodation for the conduct of training on habitat assessment)	5 days	<i>Assigned CRFMS Staff</i>



4. Provides feedback on the assistance received	3.2 Prepares and submits report for the technical assistance provided	None	1 day	CRFMS/CDD Staff
TOTAL:		No fees shall be collected from the requesting party. However, they can shoulder the expenses for the technical assistance, except TA target for completion per approved current WFP		<b>12- days, 3 hours &amp; 10 min.</b>



## CITIZEN'S CHARTER NO. R6-B-09-TECHNICAL ASSISTANCE ON CAVE ASSESSMENTS

This service is made upon request of DENR CENR/PENR Offices for Technical Assistance on Cave Assessments

<b>Office or Division:</b>	Conservation and Development Division (CDD), DENR Regional Office VI, Iloilo City			
<b>Classification:</b>	Highly Technical/Complex			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail:</b>	Provincial Environment and Natural Resources (PENR) and Community Environment and Natural Resources (CENR) Offices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Official Memorandum request (1 original)			Requesting Party	
<b>Additional if from the Government Sector</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Submits memorandum request for technical assistance on cave assessments.	1.1. Receives the request from the office of the Regional Executive Director (RED)/ Assistant Regional Director for Technical Services (ARDTS) and submit to Chief CDD	None	10 min.	<i>CDD Desk Officer/ Information Systems Analyst</i>
	1..2.Reviews the request and refers to PAMBCS.	No	30 min.	<i>CDD Chief and/or Asst. Chief CDD</i>
	1.3. Reviews the documents and contacts the requesting party.	None	1 hour	<i>PAMBCS</i>
4. Provides details on the requests and	4.1. Assigns focal person for coordination and	None	3 hours	<i>PAMBCS</i>



schedule meetings.	of	preparation of draft special order for the creation of cave assessment team.			
		4.2. Calls for cave assessment team meeting for schedule of deployment	None	4 hours	<i>PAMBCS</i>
		4.3. Conducts cave assessment	None	12 days	<i>PAMBCS &amp; Cave Assessment Team</i>
		4.4. Prepares cave assessment group technical report and submits to CENRO/ PENRO	None	4 days	<i>PAMBCS &amp; Cave Assessment Team</i>
3. Consolidates group technical reports and submit final cave assessment report to regional office		3.1. Receives the report from the PENRO thru the office of the RED and ARD for TS and submits to chief CDD	None	10 min.	<i>CDD Desk Officer/ Information Systems Analyst</i>
		3.2. Reviews and refers to PAMBCS	None	30 min.	<i>CDD Chief and/or Asst. Chief CDD</i>
		3.3. Reviews the documents and schedule RCC meeting for the presentation of assessment for cave classification for approval of RED	None	8 hours	<i>CDD Chief and ARD for TS</i>
		3.4. Prepare Resolution and minutes of RCC Meeting for approval of the RED	None	4 hours	<i>PAMBCS</i>



	3.5. Submits to BMB cave assessment and draft SO for cave classification	None	30 min.	<i>CDD</i>
4. Receives approved cave assessment report and draft SO for cave classification and wait for BMB final action		May take months to be approved by the Central Office and received by the customer		<i>CDD</i>
<b>TOTAL:</b>		<b>None</b>	<b>18 days 5 hour &amp; 50 min.</b>	



## CITIZEN'S CHARTER NO. R6-B-10-TECHNICAL ASSISTANCE ON MANAGEMENT PLAN PREPARATION RELATED TO PROTECTED AREAS (PAs)

This service is made upon request of DENR CENR/PENR Offices for technical assistance on management plan preparation related to Protected Areas.

<b>Office or Division:</b>	Conservation and Development Division (CDD), DENR Regional Office VI, Iloilo City			
<b>Classification:</b>	Complex/Technical			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail:</b>	Provincial Environment and Natural Resources (PENR) and Community Environment and Natural Resources (CENR) Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Memorandum request (1 original)		Requesting Party		
Additional if from the Government Sector				
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Concerned PENRO/CENRO submits to the Regional Office a memorandum request for technical assistance on management plan preparation related to protected areas	1.1. Receives the request from the office of the Regional Executive Director (RED)/ Assistant Regional Director for Technical Services (ARDTS) and submit to Chief CDD	None	10 min.	<i>Desk Officer/ Information Systems Analyst</i>
	1.2. Reviews the request and refers to PAMBCS for appropriate actions	None	30 min.	<i>CDD Chief and/or Asst. Chief CDD</i>
	1.3. Reviews the documents and	None	2 hours	<i>PAMBCS</i>



	contacts the requesting party.			
2. Provides details on the requests and schedules of meeting and/or consultation as agreed with CDD	2.1. Finalize schedule and prepare required documents and other logistic support	None	1day.	PAMBCS
	2.2. Provides the needed technical assistance	None	3 days	CDD/PAMBCS
3. Concerned PENRO/ CENRO receives the requested technical assistance and provides feedback	3.1. Prepares accomplishment report for the assistance provided and submits to the Office of the Regional Executive Director thru the ARD for Technical Services	None	2 days	CDD/PAMBCS
<b>TOTAL:</b>		<b>None</b>	<b>6 days, 2 hours &amp; 40 min.</b>	





# Forestry



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

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

<b>Office or Division:</b>	Forest Utilization Section -Licenses, Patents and Deeds Division, DENR Regional Office VI, Iloilo City		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction</b>	G2C - Government to Citizen G2B - Government to Business		
<b>Who may avail:</b>	External: External Clientele who are authorized party or representative		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Application form duly accomplished;		Concerned CENRO/Implementing PENRO	
2. Application Fee: Fees (Application – P600.00; Registration – P480.00; Oath – P36.00; Certification – P50.00/picture) Performance (Cash) Bond- P1,000.00 (for new applicant only) Penalty - P1,000.00 (for Late Filing of application for renewal of CRLD)		Concerned CENRO/Implementing PENRO	
3. Mayor’s Permit;		Concerned Local Government Unit (LGU) Office	
4. Latest Income Tax Return;		Office of the Bureau of Internal Revenue (BIR)	
5. Lumber Supply Contract (LSC) with a validity period of at least one (1) year- (renewal), new application-validity (3) years		Applicant	
6. Business Plan duly prepared by the applicant in collaboration with a registered forester (private practitioner);		Applicant	
7. Two (2) copies of pictures of Business Establishment including the Lumberyard;		Applicant	



8. Articles of Incorporation, Partnership or association duly certified by the SEC (new)- Corporation ;		Office of the Security and Exchange Commission (SEC)		
9. Certificate of Registration with the DTI (single proprietorship);		Office of the Department of Trade Industry (DTI)		
10. Endorsement from the PENR Council		DENR-Provincial Environment and Natural Resources (PENRO)		
11. Copy of monthly reports		Applicant, CENRO/Implementing PENRO		
<b>Additional:</b>				
10. 1 pc. 2 x 2 picture of the applicant		Applicant		
<b>Additional for renewal</b>				
11. Copy of latest Certificate of Registration as Lumber Dealer		Applicant/CENRO/Implementing PENRO		
12. Copy of Monthly Reports/Summary of Monthly Reports		Applicant		
<b>Additional if applicant is a representative</b>				
13. Special Power of Attorney (SPA) and/or Board Resolution of the Company		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO thru PENRO submits Completed Staff Work (CSW) application for Certificate of Registration as Lumber Dealer to the Regional Office	Receives the applications/documents for logging the same in the Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Office of the Regional Executive Director for eventual routing	None	30 min.	<i>Regional Records Unit</i>
	Receive and refer application to ARD for Technical Services (ARD for TS).	None	2 hours	<i>Regional Executive Director</i>



	Receive and refer application to License, Patents and Deeds Division (LPDD).	None	2 hours	<i>ARD for Technical Services</i>
	Receive and refer application to assigned Section for appropriate action.	None	4 hours	<i>Chief, LPDD</i>
	Receives the applications/documents for logging the same in the Section's Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Section Chief for eventual routing	None	1 hour	<i>Receiving Personnel, FUS</i>
	Reviews and assigns to Personnel concerned the documents application	None	2 days	<i>Chief, Forest Utilization Section</i>
	Review and evaluate the submitted documents.	None	10 days	<i>LPDD FUS Staff</i>
	<p><b>If incomplete documents</b> Prepares communication s/ Memorandum to the concerned CENRO/Implementing PENRO for</p> <p><b>If complete documents</b> Prepares the following documents for approval of the Regional Executive Director: - Certificate of Registration as Lumber Dealer; -Terms and Conditions of Certificate of Registration as Lumber Dealer</p>			



	compliance of lacking requirements and/or correction of the submitted documents	-Memo to the PENRO concerned endorsing copy of Approved Certificate of Registration as Lumber Dealer -Letter to the Permittee providing copy of approved Certificate of Registration as Lumber Dealer -Letter to the Permittee with a copy of returned letter of acceptance			
	Reviews and Evaluates all communications/documents acted by the Personnel Concerned				
	Initials communication s to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance	Initials the following documents for approval of the Regional Executive Director -Certificate of Registration as Lumber Dealer -Terms and Conditions of Certificate of Registration as Lumber Dealer -Memo to the PENRO concerned endorsing copy of Approved Certificate of Registration as Lumber Dealer -Letter to the Permittee providing copy of	None	3 days & 5 hours	<i>Chief, Forest Utilization Section</i>



		approved Certificate of Registration as Lumber Dealer -Letter to the Permittee with a copy of returned letter of acceptance - Summary of documents acted			
	Reviews and Initials communications /applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance; Reviews and initials Certificate of Registration as Lumber Dealer and attachment for signature of ARD for Technical Services and Regional Executive Director		None	1 day	<i>Chief, LPD Division</i>
	Reviews and Initials communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance	Reviews and initials documents of Certificate of Registration as Lumber Dealer with attachment for approval of the Regional Executive Director -Terms and Condition of Certificate of Registration as Lumber Dealer -Memo to the PENRO concerned endorsing copy of Approved Certificate of Registration as Lumber Dealer -Letter to the Permittee providing copy of approved	None	1 day	<i>ARD for Technical Services</i>



		Certificate of Registration as Lumber Dealer -Letter to the Permittee with a copy of returned letter of acceptance			
	<p>Signs communications /applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance.</p> <p>Signs documents of Certificate of Registration as Lumber Dealer with attachment :</p> <p>-Terms and Condition of Certificate of Registration as Lumber Dealer</p> <p>-Memo to the PENRO concerned endorsing copy of Approved Certificate of Registration as Lumber Dealer</p> <p>-Letter to the Permittee providing copy of approved Certificate of Registration as Lumber Dealer</p> <p>-Letter to the Permittee with a copy of returned letter of acceptance</p>		None	1 day	<i>Regional Executive Director</i>
	Releases to Records Section the approved communications to applications/documents with	Releases approved Certificate of Registration as Lumber Dealer and attachment for mailing: -Terms and Condition of Certificate of Registration as Lumber Dealer	None	1 hour	<i>Releasing Personnel, LPDD-FUS</i>



	discrepancies to be returned to PENROs/ CENROs for rectification/ compliance for mailing	-Memo to the PENRO concerned endorsing copy of Approved Certificate of Registration as Lumber Dealer -Letter to the Permittee providing copy of approved Certificate of Registration as Lumber Dealer -Letter to the Permittee with a copy of returned letter of acceptance			
	Releases all communications for mailing to PENROs/CENROs and permittee		None	30 minutes	<i>Records Section, Regional Office</i>
	<b>TOTAL:</b>		Application – P600.00  Registration – P480.00  Oath- P36.00;  Certification – P50.00/picture)  Performance (Cash) Bond- P1,000.00 (for new applicant only)  Penalty- P1,000.00 (for late filing of	<b>20 days</b>	





		application for renewal of CRLD)	
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This service is under the following policy guidelines of the Department:

- RA No. 1239, FAO No. 26, Series of 1956
- Memorandum Order No. 13, series of 1986
- DAO No. 08, Series of 1994
- DAO No. 18, Series of 1994
- DENR Regional Circular No. 97-182, Series of 1997
- DENR Regional Circular No. 96-404 Series of 1997 (Late Filing for renewal of CRLD)



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

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

<b>Office or Division:</b>	Forest Utilization Section -Licenses, Patents and Deeds Division, DENR Regional Office VI, Iloilo City	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction</b>	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
<b>Who may avail:</b>	External: External Clientele who are authorized party or representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly Accomplished Application Form/Letter intent accompanied by the ff: a. For an Individual applicant: - Certified copy of Birth Certificate, or Certificate of Naturalization b. For Association, Corporation or partnership, - Certified copy of SEC registration - Articles of Incorporation/partnership (original or authenticated copy) - Resolution of the corporate governing body (Board of Directors, Board of Trustees, etc.) designating the authorized representative of said corporation, association or partnership to apply/sign documents for and in behalf of the company, and PO Resolution (CBFMA) (original). c. For cooperative - Certified copy of certificate of registration from the Cooperative Development Authority (CDA).		CENRO Level/Implementing PENRO
2. NCIP Clearance (Certificate of Pre and Prior Consent or Non-overlap)		Applicant (Office of the NCIP, Regional Office) with endorsement from the Office
3. Sketch map of the applied area		Applicant



4. LGU/s Endorsement (Barangay, City/Municipality/Province) – (Resolution) Brgy. Reso-for project implemented in 1 Brgy., Municipal Resolution if project. covered by 2 Brgys., Provincial Resolution for projects covered by 2 Municipalities	To be secured by the applicant with the Local Government Unit (LGU)
5. Posting of Performance bond - twice the annual rental or users fee as the case maybe, but not less than P10, 000.00. Provided, that 50% of the computed bond deposit shall be posted in CASH and a balance in the form of surety bond with a duration of five (5) years renewable every five (5) years in case of lease or management agreement or coterminous of the Flag. <b>Except</b> for CBFMA application.	Applicant to be paid to DENR-CENRO/Implementing PENRO
6. Proof of Financial Capability and/or technical capability to develop and manage the area applied for. (Except CBFMA application)	Applicant
7. Board resolution authorizing any of the officers to file the application in behalf of the corporation, cooperative, association and/or partnership to apply for the tenurial instruments	Applicant
8. Inspection Report duly signed by the inspecting officer attested by the CENR Officer concerned.(Chief, of the Section or Technical Division Chief in case of Implementing PENRO)	CENRO Level/Implementing PENRO
9. If the area applied is located in Palawan, clearance from the Palawan Council for Sustainable Development (PCSD)	Palawan Council for Sustainable Development (PCSD)
10. Zonal Valuation of the area applied (except CBFMA)	Can be accessed in the Official website of the Bureau of Internal Revenue (BIR)
<b>Additional Requirements:</b>	
<b>For FLAg/FLAgT/SLUP</b>	
<ul style="list-style-type: none"> <li>- Payment of Fee: <ul style="list-style-type: none"> <li>▪ Application Fee: P500.00</li> <li>▪ Government Share (after issuance of the agreement): FLAg/FLAgT- 5% of the nearest Zonal Value of the commercial zone of the nearest and adjacent barangay/municipality/city or province whichever is higher. The Government share be paid within thirty (30) days upon</li> </ul> </li> </ul>	Applicant



issuance of the FLaG/FLaGT. For energy projects- 3,000/has. and a fraction thereof;	
<ul style="list-style-type: none"> <li>- Indicative Management Plan.</li> <li>- Comprehensive Development and Management Plan (CDMP)</li> </ul>	<p>Applicant to be submitted to DENR CENRO/implementing PENRO</p> <p>For FLaGT- CDMP shall be submitted upon application</p> <p>For FLaG and IFMA- to be submitted 6 months after the issuance of tenure instrument</p>
<ul style="list-style-type: none"> <li>- Tourism Development Plan prepared by the LGU and duly approved by the Department of Tourism or Certification (if there is no approved plan) for FLaGT application</li> </ul>	Concerned Local Government Unit (LGU)
<ul style="list-style-type: none"> <li>- Initial Environment Examination (IEE) as basis for the issuance of ECC.</li> </ul>	Applicant - Environmental Management Bureau (EMB Office)
<ul style="list-style-type: none"> <li>- Other requirements for FLaG (Energy Projects):               <ol style="list-style-type: none"> <li>a. Certificate of Registration of the applicant as a renewable energy developer for hydroelectric power plant;</li> <li>b. Hydropower Energy Service Contract;</li> <li>c. Water Permits; and</li> <li>d. Clearance</li> </ol> </li> </ul>	<p>Issued by DOE (RA No. 9513)</p> <p>Between DOE and applicant</p> <p>Issued by NWRB</p> <p>From CAAP (for wind energy project)</p>
<b>For CBFMA (No application Fee)</b>	
<ul style="list-style-type: none"> <li>- List of Officers and members of the PO and their respective address</li> </ul>	People's Organization
<ul style="list-style-type: none"> <li>- Constitution and By-laws of the Peoples' Organization</li> </ul>	
<ul style="list-style-type: none"> <li>- Community Based-Forest Management Agreement (CBFMA)</li> </ul>	The agreement will be prepared by CENRO following the updated format provided by DENR Central Office
<ul style="list-style-type: none"> <li>- Community Resource Management Framework (CRMF)</li> </ul>	Shall be prepared thirty (30) days after the issuance/approval of CBFMA
<b>For IFMA</b>	
<ul style="list-style-type: none"> <li>- Payment of Application Fee: P0.60/hectare</li> </ul>	Applicant – CENRO/Implementing PENRO



- Audited financial statements for the last two (2) preceding years		Certified Public Accountant		
- Government share shall be registered between the holder and DENR immediately falling the approval of CDMP		To be paid after the issuance of the IFMA		
<b>For SIFMA</b>				
- Payment of Application Fee: P1.00/hectare or fraction but not lower than P250.00		Applicant – CENRO/Implementing PENRO		
- Audited financial statements for the last two (2) preceding year		Certified Public Accountant		
- Community Tax Certificate				
- Certificate from the Department of Trade and Industry (DTI)		Applicant		
- Government share: first fifth year= free 6 <sup>th</sup> to 10 <sup>th</sup> year=300/ha 11 <sup>th</sup> year onwards = 500/ha.		Applicant – CENRO/Implementing PENRO		
<b>For FLGMA</b>				
- Payment of Application Fee: P10.00/hectare or fraction but not less than P500.00/application		Applicant-CENRO/Implementing PENRO		
- Initial Environmental Examination (IEE)/Environmental Impact Statement (EIS)		Applicant - Environmental Management Bureau (EMB Office)		
- Government share: 40.00/ha and fraction thereof				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO thru PENRO submits Completed Staff Work (CSW) application of Land Tenure Instrument (FLAg/FLAgT, IFMA, SIFMA,	Receives the applications/documents for logging the same in the Division's Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Division Chief for eventual routing	None	20 min.	Records



SLUP, FLGMA and CBFMA to the Regional Office				
	Refers all incoming applications/documents to ARD TS	None	20 min.	<i>RED</i>
	Receive documents/applications for referral to concerned Division		20 min.	<i>ARD TS</i>
	Refer incoming applications / documents and routes the same for appropriate action to concerned Sections	None	1 day	<i>Chief, LPD Division</i>
	Receives the applications/documents for logging the same in the Section's Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Section Chief for eventual routing	None	10 min.	<i>Receiving Personnel, FUS</i>
	Reviews and assigns to Personnel concerned the documents/communications	None	1 day	<i>Chief, Forest Utilization Section</i>
	Refers map of tenure application to (OCM) and then LESS for verification	None	25 days	<i>Chief, LPDD</i>
	Reviews, evaluates and conducts data analysis on the documents. Conduct site assessment/validation of the applied area (as deemed necessary)			
	<b>If incomplete documents</b> Prepares communications / documents / applications with <b>If complete documents</b> -Prepares agreement and Memorandum of forest tenure Instrument application to the Chief, FUS for review of	None	12 days	<i>LPDD FUS Staff</i>



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



	for rectification/ compliance				
	Signs communications / documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance; Approve forest tenure Applications		None	1 day	<i>Regional Executive Director</i>
	Return documents to LPDD for record and securing of files copy		None	1 day	<i>Regional Executive Director</i>
	Releases to Records Section the approved communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance for mailing	-Releases to Records Section the approved forest tenure Applications to PENRO/CENRO	None	1 hour	<i>Releasing Personnel, LPDD-FUS</i>
	Releases all communications for mailing to PENROs/CENROs DENR Central Office		None	30 min.	<i>Records Section, Regional Office</i>
	<b>TOTAL:</b>		<b><u>Application Fee:</u></b>  <b>FLAg/FLAgT/ SLUP-</b> P500.00  <b>IFMA-</b> P0.60/hectare	<b>52 days, 2 hours &amp; 30 mins.</b>	





		<p><b>SIFMA-</b> P1.00/hectare or fraction but not lower than P250.00</p> <p><b>FLGMA-</b> P10.00/hectare or fraction but not less than P600.00/applic ation</p> <p><b><u>Performance bond</u></b> - twice the annual rental or users fee as the case maybe, but not less than P10, 000.00. Provided, that 50% of the computed bond deposit shall be posted in CASH and a balance in the form of surety bond with a duration of five (5) years renewable</p>	
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		every five (5) years in case of lease or management agreement or coterminous of the Flag. <b>Except</b> for CBFMA application.	
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**Legal Bases:**

- DENR Administrative Order (DAO) No. 2004-28 (FLAgT)
- DAO 2004-59 (FLAg/SLUP)
- DAO 1999-53 (IFMA)0
- DAO 2004-30 (SIFMA)
- DAO 1999-36 & DAO 2004-35 (FLGMA)
- EO No. 263 dated July 19, 1985, EO 318 dated June 9, 2004, DAO 1996-29 and DAO 2004-29 (CBFMA)
- DAO 2004-16 (Administrative Fees)



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

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

<b>Office or Division:</b>	Forest Utilization Section -Licenses, Patents and Deeds Division, DENR Regional Office VI, Iloilo City	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction</b>	G2B - Government to Business G2C - Government to Citizen	
<b>Who may avail:</b>	External: External Clientele who are authorized party or representative	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly accomplished application form		DENR CENRO/Implementing PENRO
2. Copy of Certificate of Registration of Articles of Incorporation, Partnership or Cooperation as the case maybe;		Any Registry Office (CDA, SEC, DOLE)
3. Authorization issued by the Corporation, Partnership or Association in favor of the person signing the application;		Applicant
4. Feasibility Study/Business Plan;		Applicant
5. Business Permit issued by the Municipal/City Mayor;		Concerned Local Government Unit (LGU)
6. Copy of the Environmental Compliance Certificate issued by the Environmental management Bureau (EMB) and all pertinent permits and requirements stipulated therein		Office of the Environmental Management Bureau (EMB) 6
7. Proof of sustainable sources of legally cut logs for a period of at least 5 years, supported by the following documents:		Applicant/CENRO or Implementing PENRO

**FOR LOCAL WOOD RAW MATERIALS**

- Original copy of Log/Veneer/Lumber Supply Contracts duly approved by the concerned Regional Executive Director;
- At least 5% Tree Inventory of the forest/private tree plantation that includes under oath, narrative report, tally sheets, stand and stock table, geo-tagged photographs, and map of the area;
- Electronic copy of the inventory data in MS Excel format;
- Under oath validation report of the PENRO/RO as to the availability and sustainability of the volume of raw material covered by a Log/Veneer/Lumber Supply Contract duly approved by the Regional Executive Director;
- In case the source of raw materials is coming from forest plantations, a copy of tenure instrument (i. e. SIFMA/IFMA/CADT/CBFMA, etc.) and a copy of harvesting permit; and
- In case the source of raw materials is coming from private tree plantations, a copy of Certificate of Tree Plantation Ownership (CTPO) and corresponding map of the area

**FOR IMPORTED WOOD RAW MATERIALS**

- Certificate of Registration as Log/Veneer/Lumber Importer; and
- Original copy of Log/Veneer/Lumber Supply Contracts duly approved by the concerned Regional Executive Director.



8. For individual persons, documents reflecting proof of Filipino citizenship such as Birth Certificate or Certificate of Naturalization;	Philippine Statistics Authority (PSA)			
9. Evidence of ownership of machineries;	Applicant			
10. GIS generated map with corresponding geo-tagged photos showing the location of WPP; and	DENR			
11. Certification from the Regional Office that the WPP is not within the illegal logging hotspot area.	DENR			
12. FEES: - Performance Bond – P/720.00/cu. m based on daily rated capacity but not less than P/6,000.00 - Application Fee: 600.00 Permit fees: - DRC below 24 cubic meters=P/900.00 - 24 cubic meters to 47 cubic meters = P/ 1,080.00 - above 47 cubic meters =P/ 1,200.00	Applicant			
<b>Additional documents for renewal</b>				
13. Certificate of Good Standing to be executed by the concerned CENRO/Implementing PENRO stating among others that the subject WPP has never been involved in any illegal logging activities in the past	DENR CENRO or Implementing PENRO			
14. Certification from the concerned CENRO/Implementing PENRO that the WPP has already installed the required CCTV Camera	DENR CENRO or Implementing PENRO			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>



	Receives the applications/documents for logging the same in the Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Office of the Regional Executive Director for eventual routing	None	30 min.	<i>Regional Records Unit</i>
	Receive and refer the application to ARD for Technical Services (ARD for TS).	None	2 hours	<i>Regional Executive Director</i>
	Receive and refer the application to Licenses, Patents and Deeds Division (LPDD).	None	2 hours	<i>ARD for Technical Services</i>
	Receive and refer the application to assigned Section for appropriate action.	None	4 hours	<i>Chief, LPDD</i>
	Receives the applications/documents for logging the same in the Section's Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Section Chief for eventual routing	None	1 hour	<i>Receiving Personnel, FUS</i>
	Reviews and assigns to Personnel concerned the documents/communications	None	2 days	<i>Chief, Forest Utilization Section</i>
	Reviews and evaluates the submitted documents.	None	10 working days	<i>LPDD FUS Staff</i>



	<b>If incomplete documents or for renewal</b> Prepares communications/documents/applications with discrepancies to be returned to the CENRO thru the PENRO concerned for appropriate action; Prepares permit for approval of the RED	<b>If new application and complete documents</b> Prepares endorsement of application to the DENR Central Office thru the Forest management Bureau (FMB) for approval			
	Reviews and Evaluates all communications/documents acted by the Personnel Concerned		None	3 days & 5 hours	Chief, Forest Utilization Section
	Initials communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance; Initial permit for approval of the RED	Initials all endorsement of application to the DENR Central Office thru the Forest Management Bureau (FMB) for approval			
	Reviews and initial communications to applications/documents with discrepancies to be returned to PENROs/CENROs for rectification/compliance / Reviews and Initials		None	1 day	Chief, LPD Division



	all communications/endorsement acted by the Personnel concerned				
	Reviews and Initials communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance; Reviews and Initial permit for approval of the RED	Reviews and Initials all communications/endorsement acted by the Personnel concerned	None	1 day	<i>ARD for Technical Services</i>
	Signs communications to/endorsement applications/documents with discrepancies to be returned to PENROs/CENROs for rectification/compliance/Sign communications/endorsement acted by the Personnel concerned; Approves the Permit		None	1 day	<i>Regional Executive Director</i>
	Releases to Records Section the approved communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance for	Releases to Records Section the approved communications/endorsement for DENR Central Office to Records Section for mailing	None	1 hour	<i>Releasing Personnel, LPDD-FUS</i>





	mailing; Release to Records Unit the approved permit				
	Releases all communications for mailing to DENR Central Office/PENRO's and CENRO's		None	30 minutes	Records Section, Regional Office
	TOTAL:		FEES:	20 days	
			Performance Bond: P/720.00/cu. m based on daily rated capacity but not less than P/6,000.00  Application Fee: 600.00  Permit fees: DRC below 24 cubic meters=P/900.00 24 cubic meters to 47 cubic meters = P/1,080.00 above 47 cubic meters =P/ 1,200.00		

Legal Basis:

- **DENR Administrative Order No. 2021-05** dated March 26, 2021 Re: Revised Regulations Governing the Establishment and Operations of Wood Processing Plants (WPPs)
- **DENR Administrative Order No. 2004-16** dated June 15, 2004 Re: Prescribing the Revised Schedule of Forestry Administrative Fees



## CITIZEN'S CHARTER NO. R6-F-04. ISSUANCE OF CERTIFICATE OF REGISTRATION AS IMPORTER/EXPORTER OF WOOD MATERIALS

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

Office or Division:	Licenses Patents and Deeds Division, DENR Regional Office VI, Iloilo City		
Classification:	Complex		
Type of Transaction	G2C - Government to Citizen, Government to Business		
Who may avail:	External: External Clientele who are authorized party or representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Importer of Wood Materials			
1. Duly signed application form (pre-formatted)		CENRO	
2. Authenticated copy of registration as cooperative, single proprietorship, partnership or corporation from the Cooperative Development Authority, Department of Trade in Industry (DTI) and/or Security and Exchange Commission (SEC)		Applicant	
11. Electronic copy of Purchase Order between the foreign supplier and the Agent, Contractor or Dealer for the procurement, sell or supply wood materials to be imported		Applicant - Contract from other Countries to Supply Imported Wood Materials(Importer) Contract form Suppliers in the Philippines to export to other countries (Exporter)	
12. Payment of the following fees: Application fee: P3,000.00 Cash Bond : P12,000.00 (In case of surety bond, 50% of the bond deposit shall be posted in CASH and the balance in the form of surety bond. Provided that the face value of the surety bond shall be increased by 25%)		Applicant (Importer)	
5. List of specific species of wood and its scientific names for imported products belonging to AHTN Code No. 44.03 (Wood in the rough, whether or not stripped of bark or sapwood, or roughly squared) and 44.07 (Wood		Applicant - Bureau of Customs (local)	



sawn or chipped lengthwise, sliced or peeled, whether or not planed, sanded or end-jointed of a thickness exceeding 6mm)	
<b>For Exporter of Wood Materials</b>	
1. Duly accomplished application form	CENRO
2. Purchase Order	Applicant
3. Application Fee (P100.00)	CENRO
<b>Additional Documents:</b>	
<b>Logs:</b>	
- Log Supply/Sales Contract if exporter buys the logs for export	Applicant
- Copy of Cutting Permit, if logs are taken from forest land covered with Tenure Instrument	CENRO/Applicant
- Certificate of Verification from CENRO concerned if logs are taken from Private Lands or A & D Lands – repealed by DAO 2020-18	CENRO
- Certificate of Registration as Plantation Log Dealer	CENRO/Applicant
<b>Lumber:</b>	
- Sales Invoice if lumber were bought	Applicant
- Copy of sawmill permit if exporter is the holder thereof	Applicant/CENRO
- Auxiliary Invoice	Applicant
- Certificate of Lumber Origin	CENRO
- Certificate of Registration as Lumber Dealer	Applicant/CENRO
<b>Finished and Semi-finished Wood Products</b>	
<b>For Individual</b>	
1. Photocopy of Purchase Order	Applicant
2. Letter of Credit issued by the Central Bank of the Philippines	Central Bank of the Philippines
3. Certified Photo copies of Income Tax Returns for the last three (3) years (for new applicants); and	Bureau of Internal Revenue (BIR)
4. Sworn Statement authorizing DENR Representative/s to verify submitted information	Applicant
<b>For Holder of WPP Permit:</b>	
5. Photocopy of Permit to Operate a Wood Processing Plant and corresponding Official Receipts	Applicant/CENRO



<b>For Corporations, Partnership and Associations other than Licensed Wood Processors or Exporters:</b>				
1. Photocopy of Purchase Order		Applicant		
2. Letter of Credit issued by the Central Bank of the Philippines		Central Bank of the Philippines		
3. Certified Photo copies of Income Tax Returns for the last three (3) years (for new applicants)		Bureau of Internal Revenue (BIR)		
4. Sworn Statement authorizing DENR representative/s to verify submitted information		Applicant		
5. Certified Photocopy of Certificate of Registration issued by the Securities and Exchange Commission (SEC) (for new applicants)		Security on Exchange Commission (SEC)		
6. Certified Photocopy of the Articles of Incorporation and By Laws of Partnership/Association and/or Corporation		Security on Exchange Commission (SEC)		
7. Audited Financial Statement for the immediately preceding three (3) years (for new applicants); and		Applicant		
8. Authorization letter duly approved by the Board of Directors of the corporation, partnership and/or association designating their representative to sign and follow-up documents for and in behalf of the said corporation, partnership and/or association		Applicant		
<b>Additional:</b>				
- Copy of 1 x 1 picture of the applicant		Applicant		
- Inspection Report (under oath)		CENRO level		
<b>Additional if applicant is a representative</b>				
- Board Resolution authorizing a certain person to represent in behalf of the corporation/company		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
CENRO thru PENRO submits Completed Staff Work (CSW) application for Wood Importation / Exportation Wood	Receives the applications/documents for logging the same in the Division's Tracking System for numbering and monitoring purposes; Transmits documents / communications to the Division Chief for eventual routing	None	30 min.	<i>Regional Records Unit</i>



Materials to the Regional Office				
	Receive and refer application to ARD for Technical Services (ARD for TS).	None	2 hours	<i>Regional Executive Director</i>
	Receive and refer the application to Licenses, Patents and Deeds Division (LPDD).	None	2 hours	<i>ARD for Technical Services</i>
	Evaluates incoming application and refer to the concerned Section for appropriate action	None	4 hours	<i>Chief, LPD Division</i>
	Receives the applications / documents for logging the same in the Section's Tracking System for numbering and monitoring purposes; Transmits documents / communications to the Section Chief for eventual routing	None	1 hour	<i>Receiving Personnel, FUS</i>
	Reviews and assigns to Personnel concerned the documents/communications	None	2 days	<i>Chief, Forest Utilization Section</i>
	Reviews, evaluates and conducts data analysis on the documents	None	10 days	<i>LPDD FUS Staff</i>



	<b>If incomplete documents</b> Prepares communications / documents / applications with discrepancies to be returned to the CENRO thru the PENRO concerned for appropriate action	<b>If complete documents</b> Prepares permit for Registration as Importer/Exporter of Wood Materials for approval of the Regional Executive Director			
	Reviews and Evaluates all communications/documents acted by the Personnel Concerned				
	Initials communications to applications / documents with discrepancies to be returned to PENROs / CENROs for rectification / compliance	Initials all documents of permit for Registration as Importer/Exporter of Wood Materials for approval of the Regional Executive Director	None	3 days & 5 hours	<i>Chief, Forest Utilization Section</i>
	Reviews and Initials communications to applications /documents with discrepancies to be returned to PENROs / CENROs for rectification / compliance; Reviews and initials permit for Registration as Importer/Exporter of Wood Materials for signature of ARD for Technical Services and Regional Executive Director		None	1 day	<i>Chief, LPD Division</i>
	Reviews and initials communications / documents with discrepancies to be returned to PENROs / CENROs for rectification / compliance	Reviews and initials documents of permit for Registration as Importer/Exporter of Wood Materials for approval of the Regional Executive Director	None	1 day	ARD for Technical Services



	Signs communications documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance. Signs documents of permit for Registration as Importer/Exporter of Wood Materials		None	1 day	<i>Regional Executive Director</i>
	Releases to Records Section the approved communications / documents with discrepancies to be returned to PENROs / CENROs for rectification / compliance	Releases to Records Section the approved permit for Registration as Importer/Exporter of Wood Materials and its attachment	None	1 hour	<i>Releasing Personnel, LPDD-FUS</i>
	Releases all communications for mailing to PENROs/CENROs and permittee		None	30 min.	<i>Records Section, Regional Office</i>
	<b>TOTAL:</b>		<u><b>Importer</b></u> Application fee: P3,000.00 Cash Bond: P12,000  <u><b>Exporter</b></u> Application fee: P100.00	<b>20 days</b>	

This service is under the following rules:

- RA No. 1239, PD 705 and DAO 99-46, Series of 1999.
- DENR Administrative Order No. 2021-06 Re: Revised Regulations Governing the Entry and Disposition of Imported Wood Products
- DENR Administrative Order No. 1988-33 Regulations Governing the Exportation of Lumber and Plantation Logs

DENR Administrative Order No. 1991-54 Rules and Regulations Governing the Exportation of Finished and



## CITIZEN'S CHARTER NO. R6-F-05. CONDUCT OF INVESTIGATION ON ENR COMPLAINTS

This service is made upon receipt of DENR of the request for conduct of investigation, verification or validation of environment and natural resources-related complaints (limited to PD 705, RA 9147, RA 9175) by the concerned citizen, complainant or aggrieved party. The purpose of the request is to shed light on the veracity of issue/s being raised, determine the nature of violation, identify the offender and/or persons involved, and provide recommended action/remedial measures to address the identified issue/s.

<b>Office or Division:</b>	Enforcement Division, DENR Regional Office VI, Iloilo City			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction</b>	G2B-Government to Business G2C-Government to Citizen G2G-Government to Government			
<b>Who may avail:</b>	Internal: Regular Employee of DENR, including its Bureaus and Attached Agencies External: Contract of Service Personnel, LGUs, other government agencies or instrumentalities, and private individuals			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter request or complaint (written/electronic mail) for investigation or verification with attached photographs of violation and if possible, with contact number. Preferably, it shall indicate the site of violation.			Requesting Party	
<b>Additional if from the Government Sector</b>				
None				
<b>Additional if applicant is a representative</b>				
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Submit request for investigation/ verification/ follow-up/ letter complaint/ emailed complaint	1.1. Receives and log (stamp the date and time on documents) from the Office of the ARD for Technical Services and forward to the Office of the Chief Enforcement Division	None	30 mins.	<i>Receiving/ Releasing Staff, Enforcement Division</i>





None	1.2. Validate/examine the complaint and assign to the staff/s who shall handle the request for investigation/ verification follow-up/ letter complaint/ emailed complaint by the requesting party in the routing slip	None	1 day	<i>Chief, Enforcement Division or OIC Chief ED</i>
None	1.3. Refer the document to the assigned staff as indicated in the routing slip	None	30 mins.	<i>Receiving/Releasing Staff, Enforcement Division</i>
None	1.4. Review the nature of the request for investigation/ verification/ follow-up/ letter and/or emailed complaint: <ul style="list-style-type: none"> <li>• ED to conduct investigation on the ground</li> <li>• Refer to field offices for their action</li> <li>• Creation of Regional Team, through Special Order, to conduct joint investigation</li> </ul>	None	2 days	<i>Action Man/Technical Personnel, Enforcement Division</i>
2. Coordinate/ cooperate with the Investigating/ Validating Team	2.1. Conduct investigation/ verification of the complaint/ request (Gather data from secondary sources, interview of persons involve, site visit/inspection, survey of the	None	5 days	<i>Action Man/Technical Personnel, Enforcement Division (Sometimes a joint-investigation is being conducted together with</i>



	extent of affected area, inventory of affected trees/structures, photo-documentation, etc.)			<i>the personnel from other Divisions in the Regional Office)</i>
None	2.2. Prepare investigation/ verification report and forward to the Chief, Enforcement Division for review.	None	7	<i>Action Man/Technical Personnel, Enforcement Division</i>
None	2.3. Review investigation/ verification report and return to action man for completion of additional requirements and finalization of reports.	None	4 days	<i>Chief, Enforcement Division or OIC Chief ED</i>
None	2.4. Approved and sign the investigation report	None	2 hours	<i>Chief, Enforcement Division or OIC Chief ED</i>
None	2.5. Forward investigation/ verification report to the Office of the ARD for Technical Services for further instruction	None	2 hours	<i>Receiving/ Releasing Staff, Enforcement Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>19 days and 5 hours</b>	



## **CITIZEN'S CHARTER NO. R6-F-06. DEPUTATION OF ENVIRONMENT AND NATURAL RESOURCES OFFICERS (ENRO)**

This service is made upon request of individuals or groups that are willing to be involved in the protection and conservation of the environment and natural resources through the issuance of the deputation order by DENR pursuant to DENR Administrative Order No. 2008-22. The deputation order provides them authority to assist DENR in the enforcement of laws, rules, and regulations governing environment, forestlands, mineral lands, protected areas and other lands of the public domains under the jurisdiction of DENR.

<b>Office or Division:</b>	Enforcement Division, DENR Regional Office VI, Iloilo City
<b>Classification:</b>	Highly Technical
<b>Type of Transaction</b>	G2B-Government to Business G2C-Government to Citizen G2G-Government to Government
<b>Who may avail:</b>	External: <ul style="list-style-type: none"><li>• Filipino Citizen (natural born or naturalized) of legal age);</li><li>• Duly elected or appointed local government officials except for members of the Protected Area Management Board;</li><li>• Military and Police Officers;</li><li>• Environment and Natural Resources Officers (ENROs) of the local government units;</li><li>• Company Foresters and Concession Guards of TLA Holders and other tenurial instrument holders such as Forest Land Grazing Management Agreement (FLGMA) and Socialized Industrial Forest Management Agreement (SIFMA) and Industrial Forest Management Agreement (IFMA); Qualified employees of Financial or Technical Assistance Agreement (FTAA) and Mineral Production Sharing Agreement (MPSA) holders and other holders of environment and natural resources agreements;</li><li>• Participants of the Community-Based Forest Management Program (CBFMP), Community Based Program in Protected Areas (i.e., Protected Areas Community Based Resources Management Agreement holders), Ancestral Domain Management Program (ADMP), and other members/officers of Multi-Sectoral Committees created under and/or by virtue of DENR rules and regulations.</li><li>• Members of DENR-accredited non-government organizations as defined under DENR Adm. Or. No. 52, s. 1992 ("Amending Department Administrative Order No. 120, s. 1989,</li></ul>



	Otherwise Known as the "General Rules and Regulations on the Participation of Non-Governmental Organizations in the DENR Programs"); • Other individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
35. Endorsement from the organization head/employer, or barangay clearance signed by the Punong Barangay certifying that the applicant is physically fit and mentally sound 36. Bio-data with ID Picture 37. Certificate of good moral character issued by the Punong Barangay or from the Parish Priest/ Minister/ Imam where the applicants reside 38. Police Clearance 39. Sworn Statement that the applicant is willing to perform the functions and duties of a DENRO without compensation 40. Memorandum endorsement from concerned PENRO		- Organization/Employer/Barangay LGU  - Requesting Party - Barangay LGU/Religious Groups Affiliation  - Municipal/City Police Station - Requesting Party  - Concerned PENRO		
<b>Additional if from the Government Sector</b>				
None				
<b>Additional if applicant is a representative</b>				
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Applications shall be submitted to the nearest CENR Office accompanied by the complete documents. (Assumptions: Applicants endorsed to RO possessed the qualifications, have complete documents, have no record of	1.1. Receives and log (stamp the date and time on documents) from the Office of the ARD for Technical Services and forward to the Chief Enforcement Division	None	30 mins.	<i>Receiving/Releasing Staff, Enforcement Division</i>



violations of any ENR laws, rules and regulations and undergone training/ orientation)				
None	1.2. Assign staff to handle the evaluation of documents in the routing slip	None	5 hours	<i>Chief Enforcement Division or OIC Chief ED</i>
None	1.3. Refer the documents to the assigned staff indicated in the routing slip	None	30 mins.	<i>Receiving/Releasing Staff, Enforcement Division</i>
None	1.4. Check the completeness of documents and the qualifications of applicants:  a. For qualified applicants with complete documents, input their profiles in the database and prepare the deputation order, individual DENRO	None	3 days	<i>Action Man/ Technical Personnel, Enforcement Division</i>



	<p>identification card, and the memorandum endorsement. Forward to the Chief ED for initial.</p> <p>b. For applicants with lacking/incomplete requirements, prepare memorandum return to the Field Offices informing them the findings/ observations.</p>			
None	1.5. Initial of the Chief/ OIC Chief ED in the deputation order and the memorandum endorsement for approval and/or memorandum for the lacking requirements	None	3 days	<i>Chief, Enforcement Division or OIC Chief ED</i>
None	1.6. Initial of the ARD TS/ OIC ARD in the deputation order and the memorandum endorsement for approval and/or	None	3 days	<i>Assistant Regional Director for Technical Services/ OIC</i>



	memorandum for the lacking requirements			
None	1.7. Initial of the ARD MS/ OIC in the deputation order and the memorandum endorsement for approval.	None	3 days	<i>Assistant Regional Director for Management Services/ OIC</i>
None	1.8. Approve the deputation order and the memorandum endorsement for approval and/or memorandum for the lacking requirements	None	7 days	<i>Regional Executive Director</i>
None	1.9. Forward the approved documents to Records Unit for releasing to the concerned PENRO.	None	2 hours	<i>Receiving/ Releasing Staff, Enforcement Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 days</b>	



## CITIZEN'S CHARTER NO. R6-F-07. LECTURE/ORIENTATION ON ENR LAWS, RULES, AND REGULATION

This service is made upon request of DENR Official or external party for a Resource Person to conduct Lecture/Orientation on ENR Laws, Rules, and Regulation.

<b>Office or Division:</b>	Enforcement Division, DENR Regional Office VI, Iloilo City			
<b>Classification:</b>	Complex			
<b>Type of Transaction</b>	G2B-Government to Business G2C-Government to Citizen G2G-Government to Government			
<b>Who may avail:</b>	Internal: Regular Employee of DENR, including its Bureaus and Attached Agencies External: LGUs, Other Government Agencies or Instrumentalities, Civil Society Organizations, Academe, Peoples Organizations, and private individuals/entities.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request specifying the purpose, venue, date and participants of the lecture/orientation 2. Program of Activities indicating schedule and topics to be discussed		Requesting Party		
<b>Additional if from the Government Sector</b>				
None				
<b>Additional if applicant is a representative</b>				
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Submit request and program of activities of the lecture/orientation ( <i>Note: The request/ invitation should be received by the</i>	1.1 Receives and log (stamp the date and time on documents) from the Office of the ARD for Technical Services and forward to the Chief Enforcement Division	None	30 mins.	<i>Receiving/Releasing Staff Enforcement Division</i>





<i>Office at least 5 days prior to the schedule of the lecture/ orientation)</i>				
None	1.2 Gives instruction to the Staff/s who shall handle the topics for the lecture desired by the requesting party in the routing slip	None	1 hour	<i>Chief, Enforcement Division or OIC Chief ED</i>
None	1.3 Refer the documents to the assigned staff indicated in the routing slip	None	30 mins.	<i>Receiving/Releasing Staff Enforcement Division</i>
None	1.4 Prepare the presentation of the topics assigned	None	5 days	<i>Technical Personnel/ Enforcement Division</i>
None	1.5 Conducts lectures as scheduled	None		<i>Technical Personnel/ Enforcement Division</i>
2. Evaluates the Resource Person ability in the delivery of the topics being discussed		None	1 hour	<i>Trainees/participants/ attendees of the Lecture/ Orientation</i>
None	2.1. Adheres to the participants observation/evaluation for the improvement of the lecture presentation/discussion	None		<i>Technical Personnel/ Enforcement Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 days and 3 hours</b>	



## CITIZEN'S CHARTER NO. R6-F-08. TECHNICAL REVIEW OF RESOLUTIONS ON APPREHENDED FOREST PRODUCTS

This Service is made upon receipt of the case folder of apprehended and seized illegal forest products including conveyances, tools, and equipment from the DENR PENR Offices with complete supporting documents pursuant to DENR Administrative Order No. 97-32. This process is prelude to the preparation of Order of Confiscation/Release by the Legal Division for approval of the Regional Executive Director.

<b>Office or Division:</b>	Enforcement Division, DENR Regional Office VI, Iloilo City	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction</b>	G2G-Government to Government	
<b>Who may avail:</b>	Internal: Employee/s of DENR PENROs/ CENROs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"><li>1. Spot/Incident/Apprehension Report duly signed</li><li>2. Apprehension Receipt duly signed with attached tally sheet of apprehended forest products</li><li>3. For abandoned forest products or with unknown claimants, Notice of Apprehension posted</li><li>4. Investigation report with photo-documentation</li><li>5. Turn-over Receipt or Certification from non-DENR apprehending officers</li><li>6. Seizure Order duly signed</li><li>7. Notice/s of Hearing</li><li>8. For abandoned forest products or unknown claimants, Notices of Hearing posted three (3) times a week for three consecutive weeks in at least three (3) public places</li><li>9. Affidavits of apprehending officers, witnesses and violators, other certification or permits which may support the claims of violators</li><li>10. Minutes of Administrative Hearing and Attendance Sheet</li><li>11. DENR Confirmation, Sworn Statement and Undertaking of the claimant, and Payment of bond (cash or surety) equivalent to 125% value of conveyance if the owner requested for temporary release of conveyance</li><li>12. Resolution prepared and signed by the Hearing Officer</li></ol>		DENR PENR/ CENR Office having jurisdiction of the case.



13. Certification as to the market value of the apprehended items (Reference in the booking of properties) (Optional)				
<b>Additional if from the Government Sector</b>				
None				
<b>Additional if applicant is a representative</b>				
14. Special Power of Attorney for the representative/s of the respondent/s if the counsel attended the Administrative Hearing		Respondent/s or Legal Counsel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. After the termination of Administrative Adjudication Proceedings (AAP) in the CENR/PENR Offices, forward the case folder with complete supporting documents to the Regional Office through Memorandum.	1.1. Receives from the Office of the ARD for Technical Services and log (stamp the date and time on documents) and forward to the Office of the Chief Enforcement Division	None	30 mins.	<i>Receiving/ Releasing Staff, Enforcement Division</i>
None	1.2. Review the resolution of the case and gives instruction to staff who will handle the technical review in the routing slip	None	1 day	<i>Chief, Enforcement Division/ OIC</i>
None	1.3. Forward the case folder to the Monitoring Officer for control and indexing.	None	30 mins	<i>Receiving/ Releasing Staff, Enforcement Division</i>



None	1.4. Encode the case details in the database and assign case number. Refer the case folder to the assigned staff (action man) indicated in the routing slip	None	2 hours	<i>Monitoring Officer, Enforcement Division</i>
None	1.5. Review all documents contained in the case folder:  a. If with lacking documents or inconsistencies in information, prepare draft memorandum to PENROs for their compliance.  b. If with complete documents and consistent information, prepare draft memorandum to Legal Division stating the result of the technical review.	None	10 days	<i>Action Man/ Technical Personnel, Enforcement Division</i>



None	1.6. Review the draft Memorandum. Indicate "OK" for the finalization of the Memorandum, otherwise, mark "REDRAFT". Return the document to the action man.	None	5 days	<i>Chief, Enforcement Division</i>
None	1.7. Finalize/ Redraft the Memorandum for approval of the Chief, Enforcement Division	None	3 hours	<i>Action Man/ Technical Personnel, Enforcement Division</i>
None	1.8. Approve the memorandum:  a. Memorandum to DePENROs for their compliance, affix initial in the second copy, or  b. Memorandum to Legal Division for issuance of decision of the case, sign the Memorandum.	None	2 days	<i>Chief, Enforcement Division</i>



None	1.9. Release the Memorandum to the Office of the ARD for Technical Services or to Legal Division	None	2 hours	<i>Receiving/Releasing Staff, Enforcement Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>19 days</b>	



## CITIZENS CHARTER NO. R6-F-09-REVIEW AND DELIBERATION OF COMMUNITY RESOURCE MANAGEMENT FRAMEWORK (CRMF) WITH FIVE YEAR WORK PLAN (FYWP)

This service is made upon request of DENR CENR/PENR Offices for Review and Deliberation of Community Resource Management Framework (CRMF) with Five Year Work Plan (FYWP) prior to its Affirmation and Approval.

<b>Office or Division:</b>		Conservation and Development Division (CDD), DENR Regional Office VI			
<b>Classification:</b>		Complex			
<b>Type of Transaction</b>		G2G - Government to Government			
<b>Who may avail:</b>		Provincial Environment and Natural Resources (PENR) and Community Environment and Natural Resources (CENR) Offices			
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>	
41. Request for Deliberation/ Technical Review of the Community Resource Management Framework (CRMF), and 42. Copy of CRMF.				Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>		<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
2. PENRO/CENRO submits CRMF for review	a. Receives the request from the Office of the Regional Executive Director (RED)/ Assistant Regional Director for Technical Services (ARDTS) and submit to Chief CDD		None	10 min.	<i>Desk Officer/ Information Systems Analyst</i>



	b.	Reviews the CRMF and refers to Production Forest Management Section (PFMS).	None	30 min.	<i>CDD Chief and/or Asst. Chief CDD</i>
	c.	Reviews the CRMF and refers to the Regional CBFM Coordinator	None	30 min.	<i>Chief, PFMS</i>
	d.	Reviews details of the CRMF and assigns CBFM Staff for review of the CRMF	None	4 hours	<i>PFMS-RCBFM Coordinator</i>
	e.	Reviews if in accordance with FMB TB 20 and prepares report findings and recommendations	None	6 days	<i>CBFM staff</i>
	1.6	Endorses to the Regional Technical Review Committee (RTRC) for further review and deliberation	None	1 hour	<i>PFMS-RCBFM Coordinator</i>
	1.7	Notice of Meeting for deliberation	None	Dependent on the availability of the approving officer	
	1.8	Issues Notice of Meeting to the PENRO & committee	None	2 hours	<i>PFMS-RCBFM Coordinator</i>
	1.9	Deliberation of CRMF	None	4 hours	<i>Regional Technical Review Committee</i>
	1.10	Endorses CRMF to PENRO for revision (if any)	None	1 hour	<i>PFMS-RCBFM Coordinator</i>
<b>TOTAL:</b>				<b>7 days, 5 hours &amp; 10 min.</b>	

NOTE: If document is for revision then it is referred back to the concerned PENRO/CENRO. Upon compliance, PENRO/CENRO returned the revised CRMF to Regional Office for further evaluation.





## CITIZEN'S CHARTER NO. R6-F-10-TECHNICAL ASSISTANCE IN REQUESTING FOR PLANTING MATERIALS

This service is made upon request of Local Government Units (LGUs) Other Government and Non-government agencies, Private Individual/s, Company/ies and other interested Stakeholders including DENR Offices and Employees for technical assistance in requesting for planting materials.

<b>Office or Division:</b>	Conservation and Development Division (CDD), DENR Regional Office VI, Iloilo City			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	Internal: Offices and Employees of DENR (including Central Bureaus and Regional Offices), External: Local Government Units (LGUs) Other Government and Non-government agencies, Private Individual/s, Company/ies and other interested Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Memorandum/Letter Request (1 original)		Requesting Party		
<b>Additional if from the Government Sector</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Concerned client sends letter request to Regional Office	1.1 Receives the request from the Office of the Regional Executive Director (RED)/ Assistant Regional Director for Technical Services (ARDTS) and submits to Chief CDD	None	10 min.	CDD Desk Officer/ Information Systems Analyst
	1.2 Reviews the request and refers to Production Forest Management Section (PFMS)	None	2 hours & 30 min.	Chief, CDD and/or Assistant Chief, CDD



	1.3	Reviews the documents and contacts the requesting party	None	2 hours & 30 min.	Chief, PFMS
2. Provides details of the requests	2.1	Refers to the appropriate PENRO/CENRO for the provision of planting materials	None	2 hours	<i>PFMS Staff</i>
	2.2	Follow-up on the action taken and the status of the request	None	1 hour	<i>PFMS Staff</i>
3. Concerned client receives feedback from concerned PENROs and CENROs and requested planting materials if available				Depends on the availability of planting materials	
	3.1.	Secures copy of Requisition and Issue Slip (RIS) from PENRO/CENRO and/or Acknowledgement Receipt from the Client that the seedlings received are in good condition.			<i>PENRO/ CENRO</i>
<b>TOTAL:</b>			<b>None</b>	<b>1 day &amp; 10 min.</b>	



## CITIZENS CHARTER NO.R6-F-11. TECHNICAL ASSISTANCE ON COMMUNITY-BASED FOREST MANAGEMENT – COMPREHENSIVE AGRARIAN REFORM PROGRAM (CBFM-CARP) PROJECT PROPOSAL REVIEW

This service is made upon request of DENR CENR/PENR Offices for CBFM-CARP Project Proposal Review

<b>Office or Division:</b>	Conservation and Development Division (CDD), DENR Regional Office VI			
<b>Classification:</b>	Complex			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail:</b>	Provincial Environment and Natural Resources (PENR) and Community Environment and Natural Resources (CENR) Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
43. Certified true copy of CBFM Agreement; 44. Certified true copy of PO Registration; 45. Certified true copy of ratified CRMF including the PO Resolution; 46. Work and Financial Plan (WFP); 47. Planting Design/scheme of the proposed area for development; 48. GIS-generated map showing the relative location of the proposed area for development; 49. PO Resolution expressing their commitment to implement and sustain the project; 50. Geo-tagged photos of the proposed project sites; 51. In case of change of PO Name, the ff. shall also be submitted: <ul style="list-style-type: none"> <li>○ For the old PO - Board Resolution transferring its rights and obligations under the CBFMA in favor of the new PO;</li> <li>○ For the new PO - Board Resolution accepting the rights and obligations of the CBFMA from the old PO; and</li> <li>○ The old and new PO must enter into a deed of assignment/waiver of rights and must be notarized.</li> </ul>			Requesting Party/Proponent	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE



3. PENRO/CENRO submits project proposal for review	a.	Receives the request from the office of the Regional Executive Director (RED)/ Assistant Regional Director for Technical Services (ARDTS) and submit to Chief CDD	None	10 min.	<i>CDD Desk Officer/ Information Systems Analyst</i>
	b.	Reviews the proposal and refers to Production Forest Management Section (PFMS).	None	30 min.	<i>CDD Chief and/or Asst. Chief CDD</i>
	c.	Reviews the proposal and refers to the Regional CBFM Coordinator	None	30 min.	<i>Chief, PFMS</i>
	d.	Review details of the proposal and assigns CBFM Staff for review of the proposal and Work and Financial Plan for CBFM-CARP Projects	None	4 hours	PFMS-RCBFM Coordinator
	e.	Prepares report findings and recommendations	None	5 days	<i>CBFM staff</i>
	f.	Final proposal for indorsement to CO-FMB			
5. If document is for revision then it is referred back to the concerned PENRO/CENRO					
6. PENRO/CENRO submits revised proposal and WFP to Regional Office	6.1.	Receives the revised proposal and WFP from the PENRO thru the office of RED and ARD for TS and submits to chief CDD	None	10 min.	<i>CDD Desk Officer/ Information Systems Analyst</i>
	6.2.	Reviews and refers revised proposal & WFP to PFMS-RCBFM	None	30 min.	<i>CDD Chief and/or Asst. Chief CDD</i>



	6.3. Reviews the revised proposal and refers to the Regional CBFM Coordinator	None	1 hour	<i>Chief, PFMS</i>
	6.4. Reviews the revised proposal and Work and Financial Plan and prepares indorsement to FMB -CFMS for approval of RED	None	4 hour	<i>PFMS-RCBFM Coordinator</i>
	6.5. Approves memorandum/ endorsement of revised proposal and Work and Financial Plan for CBFM-CARP Project to ORED for signature	None	30 min.	<i>CDD Chief and Asst. Chief CDD</i>
	6.6. Submits/releases the Final Proposal and Work and Financial Plan for CBFM-CARP Project to FMB thru email/hard copy.	None	5 min.	<i>CDD Desk Officer/ Information Systems Analyst</i>
<b>TOTAL:</b>		<b>5 days, 5 hours &amp; 10 min.</b>		



## **CITIZEN'S CHARTER NO. R6-F-12. REQUEST FOR SEEDLINGS TO PENRO AKLAN PROVINCIAL NURSERY/CLONAL NURSERY/PAMANA NURSERY//MECHANIZED AND MODERNIZED FOREST NURSERY (MMFN)**

The Mechanized and Modernized Forest Nursery (MMFN) at Barangay Jawili, Tangalan, Aklan of DENR R6 under the direct supervision and management of PENRO Aklan including the Provincial Nursery and Clonal Nursery within the DENR Aklan Regional Training Center at Barangay Jawili, Tangalan, Aklan and PAMANA Nursery located at Barangay Cabugao, Ibajay, Aklan produces seedlings needed for the establishment of new plantations and maintenance and/or enhancement of graduated established plantations of National Greening Program/enhanced National Greening Program in Region VI and established clonal plantations of PENRO Aklan. These nurseries also provide seedlings needed for other tree planting activities by other stakeholders within and outside the Province of Aklan. The engagement and participation of other private sectors in planting of the produced seedlings helps further in the re-greening of our environment and carbon sequestration, our action towards climate change mitigation.

<b>Office or Division:</b>	DENR-R6/PENRO-Aklan/Community Development Services - Provincial Nursery/Clonal/PAMANA Nursery/MMFN
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen
<b>Who may Avail:</b>	Internal: DENR-R6/PENROs/CENROs/NGPs and other tree planting activities by administration External: Other tree planting activities of NGAs, NGOs, LGUs, PNPs, POs, Academe, corporation, private sectors/individuals



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Primary requirement/s:				
a. Letter request approved by the PENRO for more than 500 seedlings		DENR-PENRO Aklan, BLISS Site, Kalibo, Aklan		
b. Filled-up Letter Request for a maximum of 500 seedlings at Nursery Management level		Provincial Nursery/Clonal/MMFN, Barangay Jawili, Tangalan, Aklan and PAMANA Nursery, Barangay Cabugao, Ibajay, Aklan		
c. Walk-in clients may avail of seedlings directly from Provincial Nursery/Clonal/MMFN project sites for a maximum 100 seedlings upon signing of the Acknowledgment Form prior to the release of seedlings.				
2. Secondary requirements:				
a. For NGP: maps/coverage area to be planted/replanted/enhanced		DENR-R6/PENROs/CENROs/NGPs NGAs, NGOs, LGUs, PNPs, POs, Academe, corporation, private sectors/individuals		
b. For other stakeholders: Maps/Development Plan as maybe requested				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare/Submit Letter Request and submit to PENRO Aklan	1.1 Receive Letter Request and furnish the client with the received Letter Request. Encode in DATS database and forward to office of the OIC-PENRO	None	1 hour	Records Officer I Records Unit ----- OR ----- PENRO Receiving Clerk



	1.2 Receive/Record and forward Letter Request to OIC-PENR Officer	None	3 hours	<i>Forest Technician I PENRO Technical Staff</i>
	1.2.1 Review/Approve the Letter Request of the client and forward to the Technical Services Division	None		<i>DMO V/OIC-PENR Officer</i>
	1.2.2 Forward the Letter Request of the clients approved by the OIC-PENRO to Technical Services Division	None		<i>Forest Technician I PENRO Technical Staff</i>





	1.3 Receive/Record and forward the Letter Request to the OIC-Chief, Technical Services Division	None	2 hours	<i>Administrative Aide II TSD Secretary</i>
	1.3.1 Review the letter request and Instruct the Chief, Conservation Development Section for appropriate action	None		<i>OIC-Chief, Technical Services Division</i>
	1.3.2 Forward the Letter Request of the clients approved by the OIC-PENRO with the recommendation of the OIC-Chief TSD to CDS Chief	None		<i>Administrative Aide II TSD Secretary</i>
	1.4 Receive/Record and forward the Letter Request to the Chief, Conservation and Development Services	None	30 min.	<i>Forest Technician CDS Secretary</i>
	1.4.1 Receives the Letter Request duly approved by the OIC-PENRO and prompt the concerned	None	1 hour	<i>Chief, Community Development Section</i>



	Nursery in charge for appropriate action			
	1.4.2 Forward/Endorse the approved letter request to the concerned PENRO Aklan Provincial Nursery/Clonal/PAMANA Nursery/MMFN management thru SMS/emails/calls/chat.	None	30 min.	<i>Forest Technician CDS Secretary</i>
	1.5 Retrieve/Receive/Print copy of the approved Letter Request of the client/s endorsed by the CDS Secretary and notify the nursery staff to prepare the requested seedlings. Likewise, notify the CDS Secretary to inform the clients on the availability of preferred seedling species for pick-up of seedling if available at releasing dates (Wednesday to Friday). Otherwise, inform the clients of the non-availability of the requested seedlings through CDS Secretary.	None	4 hours	<i>DMO II/MMFN Nursery Manager ----- OR ----- EMS II/Clonal Nursery Focal Person ----- OR ----- Forest Technician I/ Provincial Nursery Coordinator ----- OR ----- Ecosystems Management Specialist I/ PAMANA Focal Person</i>



	1.5.1 Prepare seedlings species as instructed by the nursery manager/focal/coordinator	None	1 day	<i>MMFN Support Staff</i> <i>----- OR -----</i> <i>MMFN Support Staff</i> <i>----- OR -----</i> <i>EMS II/Clonal Nursery</i> <i>Focal Person</i> <i>----- OR -----</i> <i>Forest Technician I/</i> <i>Provincial Nursery</i> <i>Coordinator</i> <i>----- OR -----</i> <i>Ecosystems Management</i> <i>Specialist I/</i> <i>PAMANA Focal Person</i>
	1.6 Inform the clients on the availability of preferred seedling species for pick-up of seedling if available at releasing dates (Wednesday to Friday). Otherwise, inform the clients of the non-availability of the requested seedlings.	None	4 hours	<i>Forest Technician</i> <i>CDS Secretary</i>
2. Pick Up seedling as per request				
<b>TOTAL</b>			<b>3 days</b>	



## CITIZEN'S CHARTER NO. R6-F-13. ISSUANCE OF LAND TENURE INSTRUMENTS (GSUP)

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

Office or Division:	Regulations and Permitting Section, CENRO Boracay	
Classification:	Highly Technical	
Type of Transaction	G2C - Government to Government	
Who may avail:	External: External Clientele who are authorized party or representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Letter		Requesting Party
2. Application fee of Php 3,000.00		Requesting Party
3. Certification as to the land classification of the area being applied for GSUP		DENR
4. Map of the applied area		Requesting Party
5. NCIP Clearance		NCIP R6
6. Indicative Management Plan		Requesting Party
7. Proof of Budget Allocation for the development and management of the project		Requesting Party
8. Agency resolution or authorization designating the authorized representative of government agency to officially transact with the DENR and other relevant agencies regarding the GSUP acquisition		Requesting Party
9. LGU endorsement (in case the applicant is an NGA)		LGU Concerned/Requesting party
10. Resolution authorizing the local chief executive to apply for a Gratuitous Special Use Permit (GSUP) (in case the applicant is LGU)		Requesting Party
11. In case of LGUs, a proof that a proposed project is indicated in the Forest Land Use Plan (FLUP) and within the ambit of the approved Comprehensive Plan (CLUP)		Requesting Party



12. ECC from EMB (within 3 months from the issuance of GSUP)		EMB R6		
13. Certification of no objection to the cutting of trees		LGU (Brgy & Sanguniang Bayan) 1. On the later part of the development if they already decided to develop the area; 2. Separate request for Permit to cut		
CLIENT STEPS		AGENCY ACTION		
1. Submit letter request and supporting documents to CENRO		1.1 Check/Verifies completeness of application and supporting documents (receive, review and refer the application to Chief, RPS)		
		1.2 Receives the letter request and supporting documents (if attachment is complete), stamp the date for instruction of CENRO		
		1.3 Conduct inspection of the area and prepare report and endorsement to PENR Office. For signature and recommendation for approval and issuance of tenurial of the RED		
		1.4 Submit documents as needed to PENRO with transmittal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request and supporting documents to CENRO	1.1 Check/Verifies completeness of application and supporting documents	None	30 min.	Chief, Licensing
2. Submit letter request and supporting	2.1 Receives the letter request and supporting documents, stamp the date for instruction of CENRO	None	15 min.	HELPDESK/Receiving/Releasing Clerk/Officer of the Day



documents to the Receiving Clerk				
	2.2 Receive, review and refer the application to Chief, RPS	None	15 min.	<i>OIC, CENR Officer</i>
	2.3 Conduct inspection of the area and prepare report and endorsement to PENR Officer for signature and recommendation for approval and issuance of tenurial of the RED	None	20 days	<i>Chief, Licensing</i>
	2.4 Submit documents with complete attachments to PENRO with transmittal	None	2 day	<i>Driver/Messenger and Concerned personnel</i>
	<b>TOTAL</b>	<b>none</b>	<b>22 days &amp; 1 Hour</b>	



## CITIZEN'S CHARTER NO. R6-F-14. PROCESS FOR THE OBSERVATION OF 25+5 METER BEACH EASEMENT AND 12 METER ROAD EASEMENT IN BORACAY ISLAND

This Service is made upon request of DENR Clients prerequisite prior to LGU Malay/Other agencies issuance of business permits to establishments. Proper observation of easements contributes to controlled development, preventing overcrowding of structures and maintaining a balance between tourism and environmental sustainability. Adhering to easement regulations ensures legal compliance, helping establishments avoid penalties, fines, and potential closure contributes to the responsible and sustainable development of Boracay and still continue to attracts visitors while preserving its natural beauty.

<b>Office or Division:</b>	Monitoring and Enforcement Section, CENRO Boracay			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction</b>	G2G – Government to Government G2B- Government to Business G2C - Government to Citizen			
<b>Who may avail:</b>	Clientele/Stakeholders/Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		CENRO		
Certification of Land Classification Status		PENRO		
Sketch Map		Client		
Tax Declaration		Client		
Contract of Lease (if Lessor)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fill out and submit request form with complete requirements	1.1 Receive/Verify to the CENRO data base if listed in the inventory of Structures Encroached within the 25+5meter beach easement and 12-meter road easement for CY 2018 and had	None	2 hours	<i>HELP Desk/Release/receiving clerk/Officer of the day/Verifier of CENRO Data base</i>



	received any notices from DENR/LGU;  If included in the inventory-proceed to next step; if not, reject the application			
	1.2 Conduct quick ocular inspection on the area (If there is an issues and concerns arise during verification) (Optional)	None	1 day	<i>Inspecting Officer</i>
1. Payment of Certification Fee	2.1 Receive Payment and issuance of Official Receipt	Php25.00	2 day	<i>PENRO Cashier</i>
2. Submit Official Receipt	3.1 Receive OR from client	none	5 min.	<i>HELP Desk/Release/receiving clerk/Officer of the day</i>
	3.2 Receive, review and refer the application to Chief, MES with instruction	None	20 min.	<i>OIC, CENR Officer</i>
	3.3 Conduct ocular inspection/investigation	None	1 day	<i>Inspecting Officer</i>
	3.4 Prepare and submit inspection/investigation report for review with CoC and endorsement for CENRO Signature	None	1 day	<i>Inspecting Officer/ MES, Chief/Data Base Verifier</i>
	3.5 Review and signed CoC and endorsement to PENRO	None	4 hour	<i>OIC, CENRO</i>





	3.6 submit documents for approval of PENRO	None	1 day	<i>Driver/Messenger and Concerned Personnel</i>
<b>TOTAL:</b>		<b>Php25.00</b>	<b>6 days, 6 hours &amp; 25 min.</b>	



# Lands



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

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

<b>Office or Division:</b>	Records Unit – CENROs			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2B – Government to Business G2C–Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Internal: Regular Employee of DENR, including its Bureaus and Attached Agencies External: Contract of Service Personnel, LGU and other government agencies or instrumentalities and private individuals			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter from the client/ FOI Request Form			Implementing PENRO/CENRO Records Office or Public Assistance Desk	
2. Any document showing the identity of the lot (1 photocopy)			End-user or Assessor's Office	
3. Identification Card				
<b>Additional if Requesting Party is a representative</b>				
4. SPA for representative (1 original) with Identification Card/ Authorization Letter with attached ID				
			Requesting Party or CENRO concerned	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Accomplish letter-request and forward to Receiving/ Releasing Clerk	1.1 Check the completeness of request of the submitted requirements.	None	30 min.	Chief/Staff Concerned Unit/Section  Receiving/Releasing Clerk, CENRO Records Unit



	Receive the documents, stamp the date and time on documents and forward all documents to CENR Officer			
	1.2. Receive and review the request and forward to action officer	None	1 hour	<i>CENR Officer (Omit this process)</i>
	1.3. Evaluates the request, verifies and prepares and signs Order of Payment and forward the same to the client for payment to Cashier	None	1 hour	<i>Chief/Staff Concerned Unit/Section</i>
2. Pay corresponding fee.	1.1. Accept fees and issue Official Receipt.	Authentication of any official records or documents ₱50.00 Certification of any document or information based on records ₱25.00 Copy for every page/sheet of official records or documents ₱5.00	45 min.	<i>Credit Officer</i>



	<p>1.2 Check status and verify cadastral claimant area and prepare Certification.</p> <p>Forward the Certification and supporting documents, if any, to Chief, RPS/TSD.</p>	None	<p>3 days</p> <p>(Other factors such as no reference data available on file needed for verification that may cause the turn-around-time to be longer)</p>	<i>Chief/ Staff Concerned Unit/Section</i>
	1.3 Receive, review and sign the Certification and forward to PENR/CENR Officer.	None	1 hour	Chief RPS/TSD
	1.4 Determine the accuracy of the Certification and affix signature	None	1 hour	<i>CENR Officer/PENR Officer</i>
	1.5 Releases the Approved Certification to the client		10 min.	<i>Receiving/Releasing Clerk, CENRO Records Unit</i>
2. Receives the Approved Certification	1.1. Files the Client's Received Copy		5 min.	<i>Receiving/Releasing Clerk, CENRO Records Unit</i>



<b>TOTAL:</b>	Authentication of any official records or documents 50.00 Certification of any document or information based on records 25.00 Copy for every page/sheet of official records or documents 5.00	<b>3 Days, 5 hours and 30 min.</b>
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## CITIZEN'S CHARTER NO. R6-L-02. APPROVAL OF SURVEYS PLANS

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

<b>Office or Division:</b>	Original and Other Surveys Section, Surveys and Mapping Division (SMD), DENR, Region VI			
<b>Classification:</b>	Complex to Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	External: LGU and other government agencies or instrumentalities and private individuals Internal: Field Offices; CENROs and PENROs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Titled and Untitled Property <ul style="list-style-type: none"> <li>a. Survey Envelope</li> <li>b. Drafting Film</li> <li>c. Survey Returns and</li> <li>d. Supporting Documents</li> </ul> *Complied Checklist of Requirements		Requesting Party/Geodetic Engineer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit survey returns for verification and approval	1.1 Preliminary verification of requirements (Checklist) Survey return that falls on the location within Timberland are forwarded to Land Evaluation Survey Section (LES) for verification to LC Maps	None	1 day	<i>Engineering Aide Surveys and Mapping Division</i>



2. Payment of Verification Fees	2.1 Accept payment and issue an official receipt.	Php. 20.00 Minimum depends on the no. of lots and corners	20 min.	Cashier/Administrative Aide VI (SMD)
	2.2 Receive and encode Marginal information or upload Digital Land Survey Data (DLSD).		1 hour	Mathematician I (SMD)
	2.3 Checking of the uploaded DLSD against the plan	None	45 min.	Mathematician I (SMD)
	2.4 Encoding of lot reference for survey returns and research data (if needed).	None	2 days	Engineering Aide (SMD)
	2.5 Projection, verification and plotting in the PM/CM (manually/electronically) Research work: Research Projections/cadastral Maps in the Records Section or in the projection unit Computes the Latitude, Longitude of the subject Lot. Checks the adjoining Lots in the Cadastral Map	None	2 days	Tracer Cartographer I Cartographer II Cartographer IV (SMD)
	2.6 Final Projection Final check all the projection aspects on the plan	None	1 hour	Cartographer II (SMD)





	2.7 Verification of Survey Return and final drafting of cartographic works	None	15 days	<i>Mathematician Aide II</i> <i>Mathematician II</i> <i>Engineering Aide</i> <i>Engineering Aide II</i> (SMD)
	2.8 Final verification/ checking/review/layout design/ certification on the plan	None	1 hour	<i>Engineer III</i> (SMD)
	2.9 Recommending Approval	None	1 hour	<i>Engineer IV</i> (SMD)
	3.0 Approval of survey plan	None	1 hour	<i>Assistant, Chief Surveys and Mapping Division</i> (SMD)
3. Pick up approved survey Plan	3. Release of approved survey plan for updating of status and archiving by the Records Section		10 min.	<i>Releasing Clerk</i> <i>Records Section</i> (SMD)
<b>TOTAL:</b>		Php. 20.00 Minimum depends on the no. of lots and corners	<b>20 days, 6 hours &amp; 15 min.</b>	



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

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

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



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

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

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

<b>Office or Division:</b>	Patents and Deeds Section – Licenses, Patents and Deeds Division, DENR Regional Office VI, Iloilo		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
<b>Who may avail:</b>	Public Corporations/Institutions, Private Individuals/Corporations/Entities		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Letter request for issuance of proclamation/reservation/special patent		Applicant	
<b>2. COMMENT AND/ OR RECOMMENDATION</b> a. DPWH District/City Engr; b. PPA; c .LGU concerned; d. DOT (for Beach purposes only);		- DPWH District Eng’r. & DPWH Regional Office - Philippine Ports Authority - LGU concerned - Department of Tourism	
3. Survey Plan of the land to be reserved duly approved by the Regional Technical Director for Lands concerned and <b>approved plan</b> ;		- CENRO/DENR Region - Surveys and Mapping Division	
4. Verified and certified correct <b>technical descriptions</b> ;		- CENRO/DENR Region - Surveys and Mapping Division	
5. Certified <b>photographs</b> (or visual documentation) showing panoramic view of the area subject of the proposed proclamation as well as adjacent vicinities, improvements introduced, landmarks, identifying features, settlements, if any, etc;		-Applicant	



<b>6. Land classification or municipal index map</b> Projecting the area covered by the proposed proclamation and land uses of the area and surrounding vicinities within 2 kilometer radius;		- CENRO		
<b>7. Report</b> pursuant to M.C. No. 28 dated January 19, 1993 following the tenets of <b>Completed Staff Work (CSW)</b> , draft memorandum should incorporate the justification, legal basis, coordination with concerned agencies and their comments and potential problem, if any, in the case of watershed reservation, the setting up of Watershed Management Council is a requisite;		- CENRO		
<b>8. Narrative Report of investigation</b> with Recommendation officially indorsed to the Secretary by the Regional Executive Director through the Undersecretary for Field Operations.		- CENRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO thru PENRO submits Completed Staff Work (CSW) of proclamation/reservation/special patent application to LPDD	Receives the applications/documents for logging the same in the Division's Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Division Chief for eventual routing	None	10 min.	<i>Receiving Personnel Cartographer I LPDD</i>
	Evaluates all incoming documents/communications and routes the same for appropriate action	None	20 min.	<i>Chief, LPD Division</i>
	Receives the applications/documents for logging the same in the Section's Tracking System for numbering and monitoring purposes; Transmits documents/communications to the Section Chief for eventual routing	None	10 min.	<i>Receiving Personnel, Patents &amp; Deeds Section</i>



	Reviews and assigns to Personnel concerned the documents/communications		None	20 min.	<i>Chief, Personnel, Patents &amp; Deeds Section</i>
	Reviews, evaluates and conducts data analysis on the documents.		None	5 days	<i>LPDD PDS Staff</i>
	<b>If incomplete documents</b>  Prepares communications/documents/applications to be returned with discrepancies indicated to the CENRO thru the PENRO concerned for appropriate action	<b>If complete documents</b>  Prepares proclamation/reservation/special patent for approval of the Regional Executive Director/Land Management Bureau/DENR Secretary/President	None	10 days	<i>LPDD PDS Staff</i>
	Reviews and Initials all communications/documents acted by the Personnel Concerned		None	20 min.	<i>Chief, Patents and Deeds Section</i>
	Initials communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/compliance	Endorses CSW of proclamation/reservation/special patent to the Office of the Regional Executive Director for approval.			



	Reviews and Initials endorsement acted by the Section Chief; Reviews and initials endorsement/reports/documents for signature of ARD for Technical Services or Regional Executive Director		None	30 min.	<i>Chief, LPDD Division</i>
	Signs communications to applications/documents with discrepancies to be returned to PENROs/CENROs for rectification/compliance	Reviews and initials communications to applications/documents/ reports for signature of the Regional Executive Director	None	30 min.	<i>ARD for Technical Services</i>
	Signs communications to applications/documents CSW of proclamation/reservation/special patent		None	30 min	<i>Regional Executive Director</i>
	Releases communications to applications/documents with discrepancies for release/ mailing	Releases signed communications to applications/documents/ reports to Records Section	None	10 min.	<i>Receiving Personnel Cartographer I LPDD</i>
	Releases all communications for mailing to PENROs/CENROs	Releases all communications for mailing to Office of the DENR Secretary thru the Director, Land Management Bureau	None	10 min.	<i>Releasing Personnel, Records Section Regional Office</i>
	<b>TOTAL:</b>		<b>None</b>	<b>15 days, 3 hours and 10 min.</b>	



This service is under the following rules:

- **DENR Memorandum Circular No. 2001-13** – Submission of CSW Reports
- **DENR Memorandum Circular No. 2000-04** – Prescribing Guidelines in Complying with CSW in relation to the documentation requirements of Presidential Proclamation
- **DENR Memorandum Circular No. 1997-02** – Requirements in the Issuance of Proclamation/Special Patents
  - Salient Provisions of the RA No. 10023 and Other Land Related Laws and Administrative Issuances – Section 4 on Special Patents
  - DAO No. 2016-21: Guidelines Governing the Processing of requests for Proclamations and Issuance of Special Patents over Agricultural Lands



## L-04-01. ISSUANCE OF SPECIAL PATENT

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

<b>Office or Division:</b>	Regulation and Permitting Section PENR Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	Public Corporations/Institutions, Private Individuals/Corporations/Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for issuance of special patent		Applicant		
2. Certification from DWPH (if along National Road)		-DPWH District Eng'r. & DPWH Regional Office		
3. Tax Declaration (declared as School site or Special)		- Municipal Assessors Office (where the land is located)		
4. Court Certification (if the land applied for has no pending land registration cases)		-Municipal Circuit /Regional Trial Court (MCTC/RTC) having jurisdiction		
5. Approved Survey of the land (if covered with isolated survey)		- Concerned Geodetic Engineer conducted the survey (Surveys and Mapping Division, Regional Office)		
6. Verified and certified correct <b>technical descriptions</b> ;		- CENRO/DENR Region - Surveys and Mapping Division		
7. Recent photographs showing the panoramic view of the area as well as adjacent areas, vicinity improvements introduced, buildings, landmarks, identifying features , settlements, if any, etc.		-Applicant		
8. Certification of A&D		-CENRO		
9. Vicinity plan		-CENRO		
10. Historical background of Possession or occupation		-CENRO		
11. Others: a. Document to support ownership		-Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE





CENRO				
1. Submit accomplished Application Form to the CENR Office with complete supporting documents	1. Check completeness of application. If found in order.  2. register, allocate, index and assign application number. Scan, encode and upload records in LAMS.	None	1 day  1 day	LMO RPS CENRO  Staff CENRO Records Unit
2. None	3. Review application by the assigned Land Management Officer	None	1 day	LMO/RPS Chief CENRO
2.1 None	3.1. Prepare posting of notices at the barangay, municipal, or provincial hall where the property is situated.	None	2 days	LMO CENRO
2.2 None	3.2. Posting of Notices in the Barangay Hall/Municipal Hall	None	15 days	LMO CENRO
2.3 None	3.3. Get the signed proof of posting from the Barangay/Municipal fifteen (15) days after posting	None	20 days	LMO CENRO
2.4 None	3.4. Conduct investigation of the land being applied for. Prepare, sign and submit Investigation Report.	None	35 days	LMO CENRO
2.5 None	3.5. Screen the carpeta and prepare V37/certified lot data computation, Order of Award and Judicial Form, and forward to Geodetic Engineer (GE)	None	15 days	LMO/Cartographer /Encoder CENRO
2.6 None	3.6. Verify and certify the correctness of the Technical Description and forward to the CENRO RPS Chief	None	5 days	GE CENRO
2.7	3.7. Do final screening of carpeta and forward to CENRO for recommendation	None	5 days	CENRO RPS Chief



2.8	3.8. Review and initial file copy of Patent and sign indorsement to PENRO approval	None	5 days	<i>CENR Officer CENRO</i>
2.9	3.9. Transmit carpeta to PENRO	None	5 days	<i>Records Officer CENRO Records Unit</i>
<b>PENRO</b>				
2.1. None	3.10. Receive the carpeta and forward to Chief, RPS. Update data in LAMS, if applicable.	None	2 hours	Records Officer PENRO Records Section
3.11. None	2.2. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD).	None	2 hours	PENRO Chief RPS
2.3. None	3.12. Do the final review of carpeta, initial file copy of Free Patent, and forward to PENRO for approval of application and issuance of Patent.	None	2 days	PENRO Chief TSD
3.13. None	2.4. Review and sign Order of Approval and Free Patent. Forward to PENRO Records for numbering.	None	2 days	PENR Officer PENRO
2.5. None	3.14. Assign Patent Number/ Indexing, prepare transmittal letter and forward to PENRO for signature.	None	2 hours	Records Officer/Staff PENRO Records Section
3.15. None	3.17. Sign transmittal letter and forward to PENRO records for transmittal to Registry of Deeds (ROD).			PENR Officer PENRO
3.18. None	3.16. Scan the signed Judicial Form and transmittal letter to Registry of Deeds (ROD)  Transmit documents to ROD, and copy furnish the client.	None	5 days	Liaison Officer PENRO Records Section



CENRO SUB-TOTAL	None	110 working days
PENRO SUB-TOTAL	None	10 working days
		<b>120 days maximum</b>



## CITIZEN'S CHARTER NO.R6-L-05.REQUEST FOR CERTIFICATION OF LAND CLASSIFICATION STATUS.

This Certification is being issued based from the land status and projection in the land classification map for alienability and disposability of the land being applied for. This Certification does not constitute ownership and is for reference only.

<b>Office or Division:</b>	Records Unit, CENROs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original)		Requesting Party		
2. Any document showing identity of the lot, e.g. Tax Declaration/title (1 photocopy)		Requesting Party		
3. Special Power of Attorney, if applicable		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request and supporting documents to the CENR Office.	1. Check completeness of application and supporting documents. Receive and forward to CENR Officer/Deputy CENR Officer for routing.	None	30 min.	<i>Receiving/Releasing Clerk</i> CENRO Records Unit
1.1. None	1.1 Receive request and prepare Order of Payment	None	30 min.	<i>Technical Staff</i> RPS - Surveys and Mapping Unit



1.2. None	1.2. Approve Order of Payment and forward the same to client	None	10 min.	<i>Accountant</i>
2. Receive Order of Payment and pay corresponding fee.	2. Receive payment and issue Official Receipt (OR).	Php25.00 Certification Fee	30 min.	<i>Bill Collector Cashier</i>
3. Receive Official Receipt and forward the same to Technical Staff, RPS	3. Receive copy of official receipt  Verify and project the lot, and prepare and sign the certification  Forward the Certification and supporting documents, if any, to Chief, RPS/TSD	None	4 days	<i>Technical Staff SMU</i>
3.1. None	3.1. Receive, review and sign the Certification and forward to PENRO/CENR Officer.	None	30 min.	<i>Chief RPS/TSD</i>
3.2. None	3.2. Receive, review, sign the Certification.	None	1 hour	<i>PENR/CENR Officer</i>



3.3 None	3.3. Record and release Certification.	None	15 min.	<i>Receiving/Releasing Clerk</i> CENRO Records Unit
4. Receive Certificate as of the lot status.		None		
<b>TOTAL</b>		<b>Certification fee Php25.00</b>	<b>4 days, 3 hours &amp; 25 min.</b>	

**TAT does not include waiting time and is the minimum processing time up to twenty (20) working days**



## CITIZEN'S CHARTER NO. R6-L-06 REQUEST FOR THE APPROVAL OF APPRAISAL/RE-APPRAISAL REPORT AND PROVISIONAL PERMIT (PPA)

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

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



7.c By-Laws: Secretary Certificate/ Board Resolution; 7.d Feasibility Study				
<b>8. Certification as to the legal classification of the area:</b>		Concerned CENRO office		
<b>9. Comment/recommendation from other Government agencies concerned:</b> 9.a DPWH 9.b PPA- if area adjoins a navigable body of Water; 9.c DOT- if area is for beach resort or tourism-oriented; 9.d LGU;		DPWH, PPA, DOT, LGU/ Proponent		
<b>10. Geotagged Photos</b>		Concerned CENRO office		
<b>11. Complete Staff Work (CSW) Report</b>		Concerned CENRO office		
<b>12. Appraisal/Re-appraisal Report</b> 12.a Attach certified copies of latest tax Declaration, Assessors Certification and/or BIR zonal valuation; 12.b Cost Estimates of the proposed and existing improvements		Concerned CENRO office Proponent/ Concerned CENRO office  Proponent		
<b>13. Payment of at least one (1) year occupation fee:</b> <b>Official receipt of the occupation fee;</b>		Concerned CENRO office		
<b>14. Draft copy of the Provisional Permit</b> 14.a Sketch of the land applied for at the back thereof;		Concerned CENRO office Concerned CENRO office		
<b>15. Endorsement of CENRO and PENRO</b>		Concerned CENRO office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO thru PENRO submits Completed Staff Work (CSW) of	Receives the applications/documents for logging the same in the Division's Tracking System for numbering and monitoring purposes; Transmits documents/ communications to the Division Chief for eventual routing	None	20 min.	<i>Receiving Clerk Cartographer I LPDD</i>





Appraisal/Re-appraisal and Provisional Permit to LPDD	Evaluates all incoming documents/communications and routes the same for appropriate action		None	4 hours	Chief, LPD Division
	Receives the applications/documents for logging the same in the Section's Tracking System for numbering and monitoring purposes; Transmits documents /communications to the Section Chief for eventual routing		None	10 min.	Receiving Personnel Cartographer I LPDD
	Reviews and assigns to Personnel concerned the documents/communications		None	4 hours	Chief, Patents and Deeds Section
	Reviews, evaluates and conducts data analysis on the documents		None	12 days	LPDD PDS Staff
	<b>If incomplete documents</b>  Prepares communications/ documents/applications to be returned with discrepancies indicated to the CENRO thru the PENRO concerned for appropriate action	<b>If complete documents</b>  Prepares Appraisal/ Re-appraisal Report and Provisional Permit for approval of the Regional Executive Director			
	Reviews and initials all communications/documents acted by the Personnel Concerned		None	3 days	Chief, Patents and Deeds Section



	Initials communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance	Endorses Appraisal/Re-appraisal Report and Provisional Permit to the Office of the Regional Executive Director for approval.			
	Reviews and initials Appraisal/Re-appraisal Report and Provisional Permit for signature of ARD for Technical Services and Regional Executive Director		None	2 days	Chief, LPD Division
	Signs communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance	Reviews and initials communications and Appraisal/Re-appraisal Report and Provisional Permit for signature of the Regional Executive Director	None	2 days	ARD for Technical Services

	Signs Appraisal/Re-appraisal Report and Provisional Permit as per DAO 2016-07		None	1 day	Regional Executive Director
	Releases communications to applications/documents with discrepancies for release/ mailing	Releases signed communications and Appraisal/Re-appraisal Report and Provisional Permit to Records Section	None	20 min.	Receiving Personnel Cartographer I LPDD
	Releases all communications for mailing to PENROs/CENROs		None	20 min.	Records Section Regional Office



	Total	None	20 days, 9 Hours & 10 min.
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This service is under the following rules:

- **Section 68 of C.A. No. 141** – the secretary of Agriculture and Natural Resources may grant to qualify persons temporary permission, upon payment of a reasonable charge, for the use of any portion of the lands covered by this chapter for any lawful private purpose, subject to revocation at any time when, in his judgment, the public interest shall require it.
- **DANR Lands Administrative Order No. 8-3 entitled:** “Rules and Regulations Governing the Issuance of temporary Permits of Occupation and Use of Non-Mineral, Non-Timber Public Lands, and of Lands and other Real properties of the Commonwealth of the Philippines
- **DAO 2022-10** entitled: Manual of Authorities on Technical Matters
- **Section 58 of C.A. No. 141** “Any track of land of the public domain which being neither timber nor mineral land is intended to be used for residential purposes, or for commercial, industrial or other productive purposes other than agricultural and is open for disposition or concession shall be disposed of under Chapter 9. “Except for Residential purposes per Memorandum dated January 29, 2009 of Undersecretary, Manuel B. Gerochi, CESO I
- **DENR Administrative Order No. 2004-24** entitled: “Revised Rules and Regulations Governing the Administration and Management of Foreshore Lands.”



## CITIZEN'S CHARTER NO. R6-L-07 REQUEST FOR THE APPROVAL OF APPRAISAL/RE-APPRAISAL REPORT AND REVOCABLE PERMIT (RPA)

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

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



Secretary Certificate/ Board Resolution; 7.d Feasibility Study	
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<b>8. Certification as to the legal classification of the area:</b>		Concerned CENRO office		
<b>9. Comment/recommendation from other Government agencies concerned:</b> 9.a DPWH 9.b PPA- if area adjoins a navigable body of Water; 9.c DOT- if area is for beach resort or tourism-oriented; 9.d LGU;		DPWH, PPA, DOT, LGU/ Proponent		
<b>10. Geotagged Photos</b>		Concerned CENRO office		
<b>11. Complete Staff Work (CSW) Report</b>		Concerned CENRO office		
<b>12. Appraisal/Re-appraisal Report</b> 12.a Attach certified copies of latest tax Declaration, Assessors Certification and/or BIR zonal valuation; 12.b Cost Estimates of the proposed and existing improvements		Concerned CENRO office Proponent/ Concerned CENRO office  Proponent		
<b>13. Payment of at least one (1) year occupation fee:</b> <b>Official receipt of the occupation fee;</b>		Concerned CENRO office		
<b>14. Draft copy of the Revocable Permit</b> 14.a Sketch of the land applied for at the back thereof;		Concerned CENRO office Concerned CENRO office		
<b>15. Endorsement of CENRO and PENRO</b>		Concerned CENRO office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO thru PENRO submits Completed Staff Work (CSW) of Appraisal/Re-	Receives the applications/documents for logging the same in the Division's Tracking System for numbering and monitoring purposes; Transmits documents/ communications to the Division Chief for eventual routing	None	20 min.	<i>Receiving Clerk Cartographer I LPDD</i>
	Evaluates all incoming documents/communications and routes the same for appropriate action	None	4 hours	<i>Chief, LPD Division</i>



appraisal and Revocable Permit to LPDD	Receives the applications/documents for logging the same in the Section's Tracking System for numbering and monitoring purposes; Transmits documents /communications to the Section Chief for eventual routing		None	10 min.	<i>Receiving Personnel Cartographer I LPDD</i>
	Reviews and assigns to Personnel concerned the documents/communications		None	4 hours	<i>Chief, Patents and Deeds Section</i>
	Reviews, evaluates and conducts data analysis on the documents		None	12 days	<i>LPDD PDS Staff</i>
	<b>If incomplete documents</b>  Prepares communications/ documents/applications to be returned with discrepancies indicated to the CENRO thru the PENRO concerned for appropriate action	<b>If complete documents</b>  Prepares Appraisal/ Re-appraisal Report and Revocable Permit for approval of the Regional Executive Director			
	Reviews and initials all communications/documents acted by the Personnel Concerned		None	3 days	<i>Chief, Patents and Deeds Section</i>
	Initials communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance	Endorses Appraisal/Re-appraisal Report and Revocable Permit to the Office of the Regional Executive Director for approval.			



	Reviews and initials Appraisal/Re-appraisal Report and Revocable Permit for signature of ARD for Technical Services and Regional Executive Director		None	2 days	Chief, LPD Division
	Signs communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance	Reviews and initials communications and Appraisal/Re-appraisal Report and Revocable Permit for signature of the Regional Executive Director	None	2 days	ARD for Technical Services

	Signs Appraisal/Re-appraisal Report and Revocable Permit as per DAO 2016-07		None	1 day	Regional Executive Director
	Releases communications to applications/documents with discrepancies for release/ mailing	Releases signed communications and Appraisal/Re-appraisal Report and Revocable Permit to Records Section	None	20 min.	Receiving Personnel Cartographer I LPDD
	Releases all communications for mailing to PENROs/CENROs		None	20 min.	Records Section Regional Office
	<b>Total</b>		<b>None</b>	<b>20 days, 9 hours &amp; 10 min.</b>	

This service is under the following rules:

- **Section 58 of C.A. No. 141** “Any track of land of the public domain which being neither timber nor mineral land is intended to be used for residential purposes, or for commercial, industrial or other productive purposes other than agricultural and is open for disposition or concession shall be disposed of under Chapter 9.
- **Section 59**, foreshore lands are disposable through lease.



- The Updated checklist of requirements as per instruction of Land Management Bureau representative during the Exit Conference last October 2023
- **DAO 2022-10** entitled: Manual of Authorities on Technical Matters





## CITIZEN'S CHARTER NO. R6-L-08. REQUEST FOR THE APPROVAL OF MISCELLANEOUS/FORESHORE LEASE CONTRACT

**Miscellaneous/Foreshore Lease** – is an agreement executed by and between the DENR and the applicant to occupy, utilize, and manage the foreshore lands. It may also cover marshy land or lands covered with the water bordering upon the shores or banks of navigable lakes or rivers.

<b>Office or Division:</b>	Patents and Deeds Section – Licenses, Patents and Deeds Division, DENR Regional Office VI, Iloilo		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
<b>Who may avail:</b>	Public Corporations/Institutions, Private Individuals/Corporations/Entities		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>1. Duly Accomplished Application;</b> 1.a Application Fee; 1.b Documentary Stamp; 1.c Survey Claimant; 1.d Verification by R.O.; 1.e Sketch at the back;		CENRO Applicant Applicant CENRO CENRO CENRO	
<b>2. If corporation/Association:</b> 2.a Article of Incorporation; 2.b SEC Registration/Certification; 2.c By-Laws; 2.d Secretary Certificate Board Resolution;		Applicant Applicant Applicant Applicant Applicant	
<b>3. Certification of A and D</b>		CENRO	
<b>4. Feasibility Study (for Industrial)/Development Plan (for Commercial)</b>		Applicant	
<b>5. PRELIMINARY INVESTIGATION REPORT</b> 5.a Sketch at the back; 5.b Duly indorsed by CENRO; 5.c.Actual occupants & improvements		CENRO CENRO CENRO	



5.d Area is A & D	CENRO
5.e Area is free from Claims and Conflict	CENRO
<b>6. APPRAISAL/RE-APPRAISAL REPORT</b>	CENRO
6.a BIR Zonal Valuation;	Applicant
6.b Tax Declaration/Assessor's Assessed Value;	Applicant
6.c Duly signed by the Committees;	CENRO
6.d Cost Estimates of the improvements introduced and to be introduced	Applicant
<b>7. Sketch Plan with Location Map;</b>	Applicant
<b>8. COMMENT AND/OR RECOMMENDATION</b>	
8.a DPWH District/City Engineering and Regional Director;	DPWH District/City Engineering and Regional Director;
8.b PPA	Philippines Port Authority
8.c LGU concerned;	LGU concerned
8.d DOT (for Beach purposes only);	Department of Tourism
<b>9. Recommendation approval of Appraisal/Re-appraisal and Request of Authority to Lease</b>	Regional Executive Director
<b>10. Approval of Appraisal/Re-Appraisal and Grant of Authority to Sell the land;</b>	Regional Executive Director
<b>11. Approved Survey Plan;</b>	
<b>12. Publication and Posting of Notice to Lease</b>	
12.a Publication;	Publishing Company
Official Gazette (6 consecutive weeks)	Proponent
12.b Newspapers (6 consecutive weeks)	Proponent
a. English	Proponent
b. Local Dialects/Spanish	Proponent
12.c Posting	
CENRO Bulletin Board	CENRO
12.c.1 Provincial/Municipal/City Hall Building	LGU
12.c 2 Land itself	Barangay
<b>13. Proof of Publication and Posting</b>	
13.a Publication;	Publishing Company/Proponent



Certification of Affidavit of Publisher 13.a.1 Official Gazette; 13.a.2 Official Receipt; 13.a.3 Newspaper; - English - Local Dialect/Spanish 13.b Posting; Affidavit of Applicant 13.b.1 Certificate/Affidavit of Provincial/Municipal/City Hall Officials concerned; 13.b.2 Certificate/Affidavit of CENRO concerned;		Publishing Company/Proponent Publishing Company/Proponent Publishing Company/Proponent Publishing Company/Proponent Publishing Company/Proponent Publishing Company/Proponent Publishing Company/Proponent Applicant Provincial/Municipal/City concerned		
<b>14. Oral Bidding (sealed with approved permit)</b>		CENRO		
<b>15. Report of Bidding</b>		CENRO		
<b>16. Order Award</b>		CENRO		
<b>17. Proof of Payment of One Year Rental</b>		CENRO		
17.a Official Receipt		CENRO		
17.b DFIR		CENRO		
<b>18. Environmental Compliance Certificate (ECC)</b>		Applicant		
<b>19. Completed Staff Work (CSW) Report</b>		CENRO		
<b>20. Geotagged Photos</b>		Applicant		
<b>21. Lease Contract</b>		CENRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO thru PENRO submits Completed Staff Work (CSW) of Miscellaneous/Foreshore Lease Application to LPDD	Receives the applications/documents for logging the same in the Division's Tracking System for numbering and monitoring purposes; Transmits documents/ communications to the Division Chief for eventual routing	None	10 min.	Receiving Personnel Cartographer I LPDD
	Evaluates all incoming documents/communications and routes the same for appropriate action	None	20 min.	<i>Chief, LPD Division</i>



	Receives the applications/documents for logging the same in the Section's Tracking System for numbering and monitoring purposes; Transmits documents/ communications to the Section Chief for eventual routing		None	10 min.	Receiving Personnel, Patents & Deeds Section
	Reviews and assigns to Personnel concerned the documents/communications		None	20 min.	Chief, Personnel, Patents & Deeds Section
	Reviews, evaluates and conducts data analysis on the documents.		None	25 days	<i>LPDD PDS Staff</i>
	<b>If incomplete documents</b>  Prepares communications/ documents/applications to be returned with discrepancies indicated to the CENRO thru the PENRO concerned for appropriate action	<b>If complete documents</b>  Prepares miscellaneous/ foreshore lease contract for approval of the Regional Executive Director/Land Management Bureau/DENR Secretary/President	None	5 days	<i>LPDD PDS Staff</i>
	Reviews and initials all communications/documents acted by the Personnel Concerned		None	20 min.	<i>Chief, Patents and Deeds Section</i>
	Initials communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance	Endorses CSW of proclamation/ reservation/ special patent to the Office of the Regional Executive Director for approval.			



	Reviews and initials endorsement acted by the Section Chief; Reviews and initials endorsement/reports/ documents for signature of ARD for Technical Services or Regional Executive Director		None	30 min.	Chief, LPDD Division
	Signs communications to applications/documents with discrepancies to be returned to PENROs/ CENROs for rectification/ compliance	Reviews and initials communications to applications/documents / reports for signature of the Regional Executive Director	None	30 min.	ARD for Technical Services
	Signs communications to applications/documents CSW of miscellaneous/foreshore lease contract		None	30 min	Regional Executive Director
	Releases communications to applications/documents with discrepancies for release/ mailing	Releases signed communications to applications/documents / reports to Records Section	None	10 min.	Receiving Personnel, LPDD
	Releases all communications for mailing to PENROs/CENROs	Releases all communications for mailing to Office of the DENR Secretary thru the Director, Land Management Bureau	None	10 min.	Releasing Personnel, Records Section Regional Office
	<b>TOTAL:</b>		<b>None</b>	<b>30 days 3 hours and 10 minutes</b>	

This service is under the following rules:



- **Section 68 of C.A. 141** – the secretary of Agriculture and Natural Resources may grant to qualify persons temporary permission, upon payment of a reasonable charge, for the use of any portion of the lands covered by this chapter for any private purpose, subject to revocation at any time when, in his judgment, the public interest shall require it.
- **DANR Lands Administrative Order No. 8-3 entitled:** “Rules and Regulations Governing the Issuance of temporary Permits of Occupation and Use of Non-Mineral, Non-Timber Public Lands, and of Lands and other Real properties of the Commonwealth of the Philippines”
- **DAO 2022-10** entitled: Manual of Authorities on Technical Matters
- **Section 58 of C.A. No. 141** “Any track of land of the public domain which being neither timber nor mineral land is intended to be used for residential purposes, or for commercial, industrial or other productive purposes other than agricultural and is open for disposition or concession shall be disposed of under Chapter 9.” Except for Residential purposes per Memorandum dated January 29, 2009 of Undersecretary, Manuel B. Gerochi, CESO I
- **DAO DENR 2004-24** entitled: Revised Rules and Regulations Governing the Administration and Management of Foreshore Lands.”



# Legal



## CITIZEN'S CHARTER NO. R6-LD-01. ISSUANCE OF CERTIFICATE OF NO PENDING ADMINISTRATIVE CASES

This Service is made upon request of Concerned Personnel.

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





	5. Release the certificate to the requesting personnel or to the Personnel Section	None	15 min.	<i>Administrative Aide VI Legal Division</i>
2. Requesting party receive copy of the Certificate				
<b>TOTAL:</b>		<b>None</b>	<b>4 days &amp; 30 min.</b>	



## CITIZEN'S CHARTER NO. R6-LD-02. ISSUANCE OF ORDER OF FINALITY OF DECISION IN CLAIMS AND CONFLICT CASES

This service is made upon request of Parties involved in the case.

<b>Office or Division:</b>	Legal Division, DENR , Regional Office VI, Iloilo City			
<b>Classification :</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen (Request for Order of Finality)			
<b>Who may avail:</b>	Parties involved in the case			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. request on Issuance of Order of Finality either through Motion or Manifestation		Parties Concerned		
<b>Additional if from the Government Sector</b>				
<b>Additional if applicant is a representative</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. File written request for issuance of Order of Finality either through Motion or Manifestation with proof of receipt/	1. Receive the request and forward it to the Chief, Legal Division for initial evaluation and assignment	None	20 min.	Administrative Aide VI



registry return card from all parties concerned				
	2. Evaluate initially the request and assign to handling lawyer or legal assistant for preparation of draft order	None	3 days	Chief, Legal Division
	3. Check with the unit records officer for the records of the case if the Decision was appealed or under Motion for Reconsideration and/or the same has become final or 15 days have lapsed upon receipt of the parties	None	4 days	Assigned Lawyer/ Legal Assistant
	4. Draft Order of Finality of Decision if the same has become final or letter for the requesting party informing him/her that the Decision is still under appeal	None	3 days	Assigned Lawyer/ Legal Assistant
	5. Review Order or letter, make correction when necessary, and give instructions to print it in final form	None	4 days	Chief, Legal Division
	6. Print the final form of Order or letter, affix initial and endorse to the Chief, Legal Division for approval and initial	None	20 min.	Assigned Lawyer/ Legal Assistant
	7. Affix initial to the Order or letter and endorsed to the Regional Executive Director for signature	None	20 min.	Chief, Legal Division



	8. Review and sign the Order or letter	None	3 days	Regional Executive Director
	9. Record the signed Order or letter in the outgoing log, retain an original copy for file and send it to the requesting party through registered mail copy furnished the PENRO/CENRO	None	2 days	Administrative Aide VI
3. Requesting party receive mailed Order of Finality of Decision or letter denying the request				
<b>TOTAL:</b>		<b>None</b>	<b>20 days</b>	<b>Waiting time of 15 days from the last day of filing of MR/Appeal thru registered mail</b>



## CITIZEN'S CHARTER NO. R6-LD-03. ISSUANCE OF ORDER OF FINALITY OF DECISION IN FORESTRY CASES

This service is made upon request of Parties involved in the case.

<b>Office or Division:</b>	Legal Division, DENR , Regional Office VI, Iloilo City			
<b>Classification :</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen (Request for Order of Finality)			
<b>Who may avail:</b>	PENR/CENR Officer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request on Issuance of Order of Finality through Memoranda		Legal Division		
<b>Additional if from the Government Sector</b>				
<b>Additional if applicant is a representative</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. File written request for issuance of Order of Finality either through Motion or Manifestation with proof of receipt/ registry return card	1. Receive the request and forward it to the Chief, Legal Division for initial evaluation and assignment	None	20 min.	Administrative Aide VI



from all parties concerned				
	2. Evaluate initially the request and assign to handling lawyer or legal assistant for preparation of draft order	None	3 days	Chief, Legal Division
	3. Check with the unit records officer for the records of the case if the Decision was appealed or under Motion for Reconsideration and/or the same has become final or 15 days have lapsed upon receipt of the parties	None	4 days	Assigned Lawyer/ Legal Assistant
	4. Draft Order of Finality of Decision if the same has become final or letter for the requesting party informing him/her that the Decision is still under appeal	None	3 day	Assigned Lawyer/ Legal Assistant
	5. Review Order or letter, make correction when necessary, and give instruction to print it in final form	None	4 days	Chief, Legal Division
	6. Re-draft or re-print the final form of Order or letter, affix initial and endorse to the Chief, Legal Division for approval and initial	None	20 min.	Assigned Lawyer/ Legal Assistant
	7. Affix initial to the Order or letter and endorsed to the Regional Executive Director for signature	None	20 min.	Chief, Legal Division



	8. Review and sign the Order or letter	None	3 days	Regional Executive Director
	9. Record the signed Order or letter in the outgoing log, retain an original copy for file and send it to the requesting party through registered mail copy furnished the PENRO/CENRO	None	2 days	Administrative Aide VI
2. Requesting party receive mailed Order of Finality of Decision or letter denying the request				
<b>TOTAL:</b>		<b>None</b>	<b>20 days</b> <b>Waiting time of 15 days from the last day of filing of MR/Appeal thru registered mail</b>	



## CITIZEN'S CHARTER NO. R6-LD-04. DOCUMENT AUTHENTICATION

This service is made upon request of Parties involved in the case.

<b>Office or Division:</b>	Legal Division, DENR , Regional Office VI, Iloilo City			
<b>Classification :</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen (Document Authentication)			
<b>Who may avail:</b>	PENR/CENR Officer/ Parties involved in the case			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. letter request				
Additional if from the Government Sector				
Additional if applicant is a representative				
1. SPA for representative (1 original, notarized)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. File written request for the authentication of official document	1. Receive the request and forward it to the Chief, Legal Division for initial evaluation and assignment	Payment depends on the quantity of the documents requested	15 min	Administrative Aide VI
	2. Evaluate the request and assign to handling personnel for	None	30 min	Chief, Legal Division





	preparation of the document requested for authentication			
	3. Check with the records if the requested documents are available and certified the same	None	3 days	Assigned Lawyer/Legal Assistant
2. Requesting party receive copy of the authenticated documents				
TOTAL:		None	3 days & 45 min	



## CITIZEN'S CHARTER NO. R6-LD-05. RESOLUTION OF ENR CASES, DISPOSITION OF LAND CASES AND ADMINISTRATIVE CASES

This service is made upon request of Parties involved in the case.

<b>Office or Division:</b>	Legal Division, DENR , Regional Office VI, Iloilo City			
<b>Classification :</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen (Resolution of ENR Cases, Disposition of Land cases and administrative cases)			
<b>Who may avail:</b>	PENR/CENR Officer/ Parties involved in the case			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. written Motion or Manifestation 2. Memorandum from Enforcement Division for forestry cases				
<b>Additional if from the Government Sector</b>				
<b>Additional if applicant is a representative</b>				
1. SPA for representative (1 original, notarized)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. File written Motion or Manifestation for Early Resolution of the case	1. Receive copy of Motion/Manifestation and forward it to the Chief, Legal Division for initial evaluation and assignment	None	15 min	Administrative Aide VI



	2. Evaluate the case and assign to personnel for preparation of draft Decision or Order	None	2 days	Chief, Legal Division
	3. Indorsed the carpeta/case folder to the assigned personnel	None	1 day	Administrative Aide VI
	4. Review and evaluate the carpeta/case folder for the preparation of Decision/Order. If necessary, handling personnel will conduct ocular inspection, investigation or mediation proceeding before the drafting of the Decision/Order	None	15 days	Assigned Lawyer/Legal Assistant
	5. Draft the Decision and submit the same to the Chief, Legal Division for review	None	10 days	Assigned Lawyer/Legal Assistant
	6. Review Decision/Order for correction when necessary, and give instruction to print it in final form	None	2 days	Chief, Legal Division
	7. Print the final form of Decision/Order, affix initial and endorse to the Chief, Legal Division for approval and initial	None	15 min.	Assigned Lawyer/Legal Assistant
	8. Affix initial to the Decision/Order and endorse to the Regional Executive Director for signature	None	2 days	Chief, Legal Division
	9. Review and sign the Decision/Order	None	3 days	Regional Executive Director



	10. Record the signed Order or letter in the outgoing documents log, retain an original copy for file and send it to the party involved through registered mail, copy furnished the PENRO/CENRO	None	2 days	Administrative Aide VI
2. Parties involved receive mailed copy of Decision/Order				
<b>TOTAL:</b>		<b>None</b>	<b>39 days and 30 min.</b>	



## CITIZEN'S CHARTER NO. R6-LD-06. PROVIDE LEGAL ASSISTANCE AND PREPARE LEGAL OPINION

This service is made upon request of Parties involved in the case.

<b>Office or Division:</b>	Legal Division, DENR , Regional Office VI, Iloilo City			
<b>Classification :</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen (Provide legal assistance and prepare legal opinion)			
<b>Who may avail:</b>	PENR/CENR Officer and Client			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request/ Memorandum		Legal Division		
<b>Additional if from the Government Sector</b>				
<b>Additional if applicant is a representative</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. PENRO/CENRO/client may send request thru memorandum or letter	1. Receive copy of memorandum/letter and forward it to the Chief, Legal Division for initial evaluation and assignment	None	15 min.	Administrative Aide VI



	2. Evaluate the request and assign it to personnel for preparation of action needed. In case of walk-in client, lawyers were assigned to provide legal assistance or advice	None	1 day	Chief, Legal Division
	3. Assigned personnel to provide assistance or prepare legal opinion	None	2 hours	Assigned Personnel Lawyer / Legal Assistant
	4. Legal opinion in memorandum form was submitted to Chief, Legal Division for review	None	2 days	Assigned Personnel Lawyer / Legal Assistant
	5. Review legal opinion and give instruction to print it in final form	None	1 days	Chief, Legal Division
	6. Print the final form of legal opinion, affix initial and endorse to the Chief, Legal Division for approval	None	30 min.	Assigned Personnel Lawyer / Legal Assistant
	7. Affix signature to the legal opinion	None	30 min.	Chief, Legal Division
	8. Send copy of the legal opinion to the requesting PENRO/CENRO through mail/JRS	None	2 days	Administrative Aide VI
<b>TOTAL:</b>		<b>None</b>	<b>6 days, 3 hours &amp; 15 min.</b>	



## CITIZEN'S CHARTER NO. R6-LD-07. CONDUCT INVESTIGATION ON ADMINISTRATIVE CASE

This service is made upon request of Parties involved in the case.

<b>Office or Division:</b>	Legal Division, DENR , Regional Office VI, Iloilo City			
<b>Classification :</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen (issuance of order to conduct investigation)			
<b>Who may avail:</b>	Client			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint against DENR personnel		Legal Division		
<b>Additional if from the Government Sector</b>				
<b>Additional if applicant is a representative</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Client filed complaint at the Regional Office against DENR Personnel	1. Receive copy of complaint and forward it to the Chief, Legal Division for initial evaluation and assignment	None	15 min.	<i>Administrative Aide VI</i>
	2. Evaluate the case and assign to personnel for preparation of action needed	None	30 min.	<i>Chief, Legal Division</i>



	3. Assigned lawyer/legal assistant received the document and evaluate the same	None	1 day	<i>Assigned Personnel Lawyer / Legal Assistant</i>
	4. Assigned lawyer/legal assistant reviews and evaluates the complaint. If necessary, conduct a preliminary conference/investigation	None	15 days	<i>Assigned Personnel Lawyer / Legal Assistant</i>
	5. Prepare show cause order	None	10 day	<i>Assigned Personnel Lawyer / Legal Assistant</i>
	6. Sends show cause order to the DENR Personnel	None	1 day	<i>Administrative Aide VI</i>
	7. Receives response of DENR Personnel to the show cause order	None	15 min.	<i>Administrative Aide VI</i>
	8. Assigned lawyer/legal assistant reviews the response and drafts a formal charge or dismissal of the complaint	None	3 days	<i>Assigned Personnel Lawyer / Legal Assistant</i>
	9. Review of formal charge or dismissal order and give instruction to print it in final form. Affix initial for signature of Regional Executive Director	None	3 days	<i>Chief, Legal Division</i>
	10. Finalize or revise formal charge or dismissal order	None	1 day	<i>Assigned Personnel Lawyer / Legal Assistant</i>





	11. Review and sign the Order or letter	None	3 days	<i>Regional Executive Director</i>
	12. Record the signed Order or letter in the outgoing documents log, retain an original copy for file and send it to PENRO/CENRO through mail/JRS	None	2 days	<i>Administrative Aide VI</i>
<b>TOTAL:</b>		<b>None</b>	<b>39 days &amp; 1 hour</b>	



## CITIZEN'S CHARTER NO. R6-LD-08. ISSUANCE OF ORDER OF INVESTIGATION OR DISMISSAL OF THE PROTEST

This service is made upon request of Parties involved in the case.

<b>Office or Division:</b>	Legal Division, DENR , Regional Office VI, Iloilo City			
<b>Classification :</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen (Conduct on Administrative Case)			
<b>Who may avail:</b>	PENR/CENR Officer			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Protest in due form			Legal Division	
<b>Additional if from the Government Sector</b>				
<b>Additional if applicant is a representative</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
2. PENRO/CENRO receives notarized protest from Client and indorse the same to the	3. Receive copy of notarized protest/ complaint and forward it to the Chief, Legal Division for initial evaluation and assignment	None	15 min.	Administrative Aide VI



Regional Office if Patented				
	4. Evaluate the case and assign to personnel for preparation of action needed	None	30 min.	Chief, Legal Division
	5. Assigned personnel received the document and evaluate the same	None	15 days	Assigned Personnel Lawyer / Legal Assistant
	6. Review and evaluate the protest. Draft an order of investigation, if necessary, or the dismissal of protest	None	15 days	Assigned Personnel Lawyer / Legal Assistant
	7. Review Order/Decision for correction when necessary, and give instruction to print it in final form	None	3 days	Chief, Legal Division
	8. Print the final form of legal opinion, affix initial and endorse to the Chief, Legal Division for approval	None	30 min.	Assigned Personnel Lawyer / Legal Assistant
	9. Affix initial to the Decision/Order and endorse to the Regional Executive Director for signature	None	30 min.	Chief, Legal Division
	10. Review and sign the Decision/Order	None	3 days	Regional Executive Director
	11. Record the signed Order or letter in the outgoing documents log, retain an original copy for file and send it to PENRO/CENRO through mail/JRS	None	2 days	Administrative Aide VI
<b>TOTAL:</b>		<b>None</b>	<b>38 days, 1 hour and 45 min.</b>	



## Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
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 Complaints Desk Officer (PACDO) shall open the drop box, and compile and record all feedback submitted.</p> <p>Feedback requiring answers shall be forwarded to the relevant offices and where they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the concern office shall be then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and email address:</p> <p>8927 6336</p> <p><a href="mailto:scis.smcrd@denr.gov.ph">scis.smcrd@denr.gov.ph</a></p> <p>Julie Gorospe Ibuan</p> <p>Stakeholder Management and Conflict Resolution Division</p>



<p>How to file complaints?</p>	<ol style="list-style-type: none"><li>1. Get a copy of the DENR Feedback Form.</li><li>2. Fill out the client information</li><li>3. Answer the <b>Complaint portion</b>.</li><li>4. Drop the accomplished DENR Feedback Form at the designated drop box in front of the Public Assistance Complaint Desk</li><li>5. Complaints can also be filed via telephone. Make sure to provide the following information:<ul style="list-style-type: none"><li>• Name of person being complained</li><li>• Position/Office</li><li>• Incident</li><li>• Evidence</li></ul></li></ol>
<p>How complaints are processed?</p>	<p>The Public Assistance Complaints Desk Officer (PACDO) shall open the DENR Feedback drop box on a weekly basis and evaluate each complaint. The complaints shall be classified according to gravity.</p> <p>Upon evaluation, and approval of the SCIS (for Central Office) and Regional Strategic Communication and Initiatives Group (for Regional Offices) the PACDO shall forward the complaint to the relevant office for their appropriate action.</p>



Contact Information of Anti-Red Tape Authority (ARTA)	4 <sup>th</sup> and 5 <sup>th</sup> Floor NFA Building, NFA Compound, Visayas Avenue, QC Hotline: 888 Contact No.: (02) 8478-5091, 8478-5093, 8478-5099 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> Web: <a href="http://arta.gov.ph/fileacomplaint/complaint-form/">http://arta.gov.ph/fileacomplaint/complaint-form/</a>
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: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 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 Contact No.: 1-6565* (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a> <a href="https://www.facebook.com/civilservicegovph">www.facebook.com/civilservicegovph</a>
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: <a href="mailto:pab@ombudsman.gov.ph">pab@ombudsman.gov.ph</a>



## VI. LIST OF OFFICES

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



Conservation and Development Division	Doña Pepita Aquino Street, Brgy. Concepcion, Port Area Iloilo City	(033) 328-1813	denrcddr6.2018@gmail.com
Finance Division	Doña Pepita Aquino Street, Brgy. Concepcion, Port Area Iloilo City	(033) 329-47-32	denr6finance@yahoo.com.ph
Surveys and Mapping Division	Burgos Street. Brgy. Sto. Rosario Duran, Iloilo City	(033) 503-74-33	denr6lms@yahoo.com
Enforcement Division	DENR Manuel L. Lagunilla Building, FMS Compound, Muelle Loney Parola, Iloilo City	(033) 329-48-19 (033) 503-02-93	railtf_region6@yahoo.com enforcement.r6@denr.gov.ph
Human Resource Development	Doña Pepita Aquino Street, Brgy. Concepcion, Port Area Iloilo City	(033) 328-18-20	hrds.6.denr@gmail.com
Regional Strategic Communication Information Group Office	Doña Pepita Aquino Street, Brgy. Concepcion, Port Area Iloilo City	(033) 329-48-19	denrrpao6@gmail.com
General Services Section	Monitoring Bldg. Muelley Loney, Parola Iloilo City	(033) 329-47-53	denr6gss@gmail.com
Procurement Section	Doña Pepita Aquino Street, Brgy. Concepcion, Port Area Iloilo City	033) 329-47-23	procurementdenrr6@yahoo.com
Cashiering Section	Doña Pepita Aquino Street, Brgy. Concepcion, Port Area Iloilo City	(033) 503-33-84	cashieringunit6@yahoo.com.ph
PENRO Aklan	Bliss Site, Kalibo, Aklan	(036) 268- 41-02	penroaklan@denr.gov.ph
PENRO Antique	Maybato Sur, San Jose, Antique	(036) 641-54-18	denr_ant@yahoo.com
PENRO Capiz	Primier de Mayo St. Roxas City, Capiz	(036) 621- 60-69	penrocapiz@gmail.com





PENRO Guimaras	San Miguel, Jordan, Guimaras	(033) 581 -29- 91	denrguim@yahoo.com
PENRO Iloilo	Old Rotary Park, Brgy. Concepcion Iloilo City	(033) 331-28-30	denr6_iloilo@yahoo.com
PENRO Negros Occidental	Brgy. 39, Bacolod City	(034) 435 74-11	penrneg@yahoo.com
CENRO Boracay	Brgy. Manoc-manoc, Boracay, Malay Aklan	(034) 288-97-27	cenroboracay@denr.gov.ph
CENRO Mabusao	Mambusao Government and Business Center, Villareal Highway, Poblacion Proper, MambusaoCapiz	(036) 651 90-67	cenromambusaobackup@gmail.com
CENRO Culasi	Centro Poblacion, Culasi, Antique	033) 641-3593 / 0917-716-7256	cenroculasi@denr.gov.ph
CENRO Belison (San Jose)	Poblacion, Belison, Antique	(036) 641-04-26	cenrobelison@yahoo.com
CENRO Barotac Nuevo	Brgy. Tabucan, Barotac Nuevo, Iloilo	hotline number 09129778129	cenrobarotac@yahoo.com
CENRO Guimbal (Iloilo)	Brgy. Guibongan, Miag-ao, Iloilo	hotline number 09683018397	cenroiloilo@denr.gov.ph
CENRO Sara	San Nicolas, San Dionisio, Iloilo	09153265754	denrcenrosara@yahoo.com
CENRO Bago City	Bantayan Park, Brgy. Poblacion, Bago City, Negros Occidental	(034) 445 8433 0985 134 0303	cenrobago@denr.gov.ph
CENRO Cadiz City	Sitio Narra, Barangay Tinampa-an, Cadiz City, Negros Occidental	(034) 454 1262 (02) 703 9171	cenrocadiz@denr.gov.ph
CENRO Kabankalan City	Zayco Subd.,Kabankalan City, Negros Occ.	VOIP # 2946	cenrokalbankalancity@yahoo.com