DEPARTMENT OF ENVIRONMENT & NATURAL RESOURCES RXII

Koronadal City

REGIONAL CITIZEN'S CHARTER

2023 Edition

DEPARTMENT OF ENVIRONMENT & NATURAL RESOURCES
Region XII

REGIONAL CITIZEN'S CHARTER

2023 Edition

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 Region XII, 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.

V. LIST OF SERVICES

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

This Certificate allows and individual to possess/maintained threatened, non- threatened and exotic species.

Disclaimer: the CWR does not allow the holder any privilege to collect animals from the wild or to acquire, sell, exchange or to receive any wildlife including by-products from illegal sources.

Office or Division:	CENR Office, PENR Office to DENR Regional Office
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen
Who may avail:	Any Filipino citizen

CHECKLIST OF REQUIREMENTS FOR NON-THREATENED SPECIES	**WHERE TO SECURE**
1. Duly accomplished application form with two (2) recent 2" x 2" photos of Requesting Party (original)	CENR Office
2. Proof of legal source 1. Purchase: Deed of Sale/ Official Receipt 2. Donation: Notarized Deed of Donation	Requesting Party
3. Certificate of Wildlife Registration of the original holder of the species or parents of the species (photocopy) with DENR issued transport permit, if applicable	Requesting Party/DENR
Additional Requirements (depending on the threatened status and the number of species applied for)	
1. Copy of Proof of Financial & Technical Capability	Requesting Party
2. Facility to maintained wildlife	Requesting Party/DENR during inspection process

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CENRO				
1. Submit letter or accomplished application form and complete requirements	1. Review the application, and check the completeness of the	None	15 minutes	*Chief* RPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	required documents; then receive, record and forward to the RPS.			
	1.1. Receive and evaluate the application and schedule the inspection of wildlife.	None	1 hour	*Technical Staff/Chief* RPS
2. Assist the inspection team in the facility	2. Conduct inspection of wildlife applied for CWR. Prepare report with attachments (geo-tagged photos) and draft endorsement for PENR Office. Forward documents to Chief, RPS.	None	2 days	*Inspection Team* RPS
None	2.1. Review the inspection report and submit recommendation to CENR Officer.	None	1 hour	*Chief* RPS
None	2.2. Receive and review the application and inspection report. Signed the endorsement to PENRO	None	1 hour	*CENR Officer*
None	2.3. Record and release the endorsement to PENR Office (with complete attachments).	None	1 day	*Receiving/Releasing Clerk* CENRO Records Unit
PENRO				
None	2.4. Receive documents and forward to Chief, Technical Services Division (TSD)	None	1 hour	Receiving/Releasing Clerk PENRO Records Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.5. Review, evaluate application and prepare Memorandum/ Endorsement to Regional Office through Chief, TSD for countersigning.	None	2 hours	Chief/ Technical Staff of the concerned Unit/Section Chief, Technical Services Division
None	2.6. Review and sign Memorandum/endorsement for the RED	None	3 hours	PENR Officer
None	2.7. Record and release the endorsement to Regional Office (with complete attachments)	None	2 days	Receiving/Releasing Clerk PENRO Records Unit
REGIONAL OFFICE				
None	2.8. Receive the application and endorse to RED	None	1 hour	*Regional Office Records Officer*
None	2.9. Receives and record the application and supporting documents and forward to ORED	None	30 min.	*Receiving/ Releasing Clerk* Administrative Division
None	2.10. Forward the Documents to concerned offices	None	3 hours	ORED ARD TS LPDD WRPS
None	2.11. Receive and evaluate the application	None	3 hours	*Technical Staff/ Chief* WRPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Attend RWMC	3.1. Schedule the Regional Wildlife Management Committee (situational)	None	3-5 days (Depends on the schedule of the RWMC members)	*Secretariat/Technical Staff* WRPS
None	3.2. Prepare report and submit categorical recommendation to the LPDD Chief.	None	2 hours	*Chief* WRPS
None	3.3. Prepare Order of Payment. Forward the same to requesting party.	None	10 min.	*Technical Staff* WRPS
4. Receive Order of Payment. Pay Registration Fee.	4.1. Accept payment and issue Official Receipt (O.R).	See below*	10 min.	*Credit Officer*
None	4.2. Review, evaluate application and prepare CWR and endorse to RED thru Assistant Regional Director for Technical Services (ARD TS) for signature.	None	4 Hours	*Chief/Technical Staff* WRPS *Chief* LPDD
None	4.3. Review the report, if found in order, initial CWR and forward to the Office of RED for approval.	None	1 hour	*ARD TS*
None	4.4. Review and approved the CWR.	None	4 hours	*RED*
	4.5. Record and release CWR to the applicant upon presenting the Official Receipt.	None	10 min.	*Receiving/Releasing Clerk* R.O Records Section
5. Receive approved CWR.				

CENRO SUB-TOTAL	Php 3,000.00 Application Fee and Registration Fee **Php 36.00 Oath Fee** **Php 12,000.00 Cash Bond) (per DAO 2004-16)** **= P15,036.00**	**3 days, 3 hours & 15 mins.**
PENRO SUB-TOTAL		**2 days & 6 hours**
REGIONAL OFFICE SUB-TOTAL		**8 days & 4 hours* (with RWMC) 5 days & 4 hours (without RWMC)**
TOTAL		**14 days, 5 hours & 15 min. (with RWMC)**

***Processing time can also be affected depending on the location of inspection; unexpected circumstances such as weather condition, peace and order condition and the availability of personnel involved in the process.*

****Regional Wildlife Management Committee is scheduled if the species applied for is threatened or the number of wildlife species applied for needs significant facility to maintain.*

***Fees:**

Non Threatened Species:			
No. of Heads	**Fee**	**No. of Heads**	**Fee**
1-50	P50.00	101-200	P750.00
51-100	P500.00	201 & above	P1,000.00

Threatened Species (Mammals, Birds, Reptiles, Amphibians & Insects)					
No. of Heads	**Fee**	**No. of Heads**	**Fee**	**No. of Heads**	**Fee**
1-5 hd.	P3,000.00	11-20 heads	.P5,000.00	31 and above	P7,000.00
6-10 hd.	P4,000.00	21-30 heads	P6,000.00		

Except for species classified and listed as critically endangered which shall be imposed a fee of P5,000.00 per head

CITIZEN'S CHARTER NO. ROXII-B-02. ISSUANCE OF WILDLIFE FARM PERMIT (WFP)

The Wildlife Farm Permit allows the holder to develop, operate and maintain a wildlife breeding farm for conservation, trade and/or scientific purposes.

Office /Division:	CENR Office to DENR Regional Office
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
	G2C – Government to Citizen
Who may Avail of the Service:	Any Person, Government and Private Corporations, and Non-Government Organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
SMALL SCALE FARMING (*with capital of Php 1,500,000.00 and below)*	
1. Duly accomplished application form with two recent 2"x2" photo of Applicant	Requesting Party
2. Copy of Certificate of Registration from SEC, CDA, DTI	Requesting Party,
3. Proof of Scientific expertise (veterinarian service and qualifications of manpower)	Requesting Party,
4. Financial capability to go into breeding	Requesting Party, Banks
5. Facility design	Requesting Party
6. **In case of indigenous threatened species,** letter of commitment to undertake conservation breeding or rehabilitation program deemed by the RWMC	Requesting Party
7. Prior clearance of affected communities	Requesting Party, LGUs
8. Copy of document supporting the acquisition of wildlife from legitimate source/s such as: • CWR • Proof of Purchase (Sales Invoice/ Deed of Sale or Captive Bred Certificate) • Notarized Deed of Donation • Local Transport Permit, (if applicable) • CITES or Non-CITES Import permit, if any	Requesting Party
MEDIUM TO LARGE SCALE FARMING *(with capital of more than Php 1,500,000.00)*	
1. Duly accomplished application form with two recent 2"x2" photo of the Applicant	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Management and breeding plan in accordance with the attached outline	Requesting Party
3. Proof of Scientific expertise	Requesting Party,
4. Photo of the existing facility	Requesting Party
5. **In case of indigenous threatened species,** letter of commitment to undertake conservation breeding or rehabilitation program deemed by the RWMC	Requesting Party
6. Certified copy of Land Title or Lease Contract for the facility	Requesting Party
7. financial capability	Requesting Party, Banks
8. Articles of Incorporation, in case of corporation	Requesting Party, SEC
9. Prior clearance of affected communities	Requesting Party, LGUs, NCIPs, PAMB
10. Copy of BIR registration as exporter, if engaged in export	BIR
11. Copy of the documents supporting the acquisition of wildlife from legitimate source/s such as: • Proof of Purchase (Sales Invoice/ Deed of Sale or Captive Bred Certificate) • Notarized Deed of Donation • Local Transport Permit, (if applicable) • CITES or Non-CITES Import permit, if any;	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request and supporting documents to the nearest DENR Office.	1. Check completeness of WFP application based on the checklist of requirements and supporting documents. Receive, record the application on the logbook, encode on eDATS and forward the same to ORED.	None	15 min.	*Receiving/ Releasing Clerk* Administrative Division
None	1.1. Forward the Documents to concerned offices	None	3 hours	ORED ARD TS LPDD WRPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	1.2. Receive, review and refer the application to WRPS technical staff	None	10 min.	*Chief* WRPS
None	1.3. Receive and review the application. Schedule facility inspection and wildlife inventory.	None	30 min.	*Action Officer* WRPS
2. Accompany/ guide the inspection team to the site	2. Conduct a facility inspection and wildlife inventory in coordination with the Requesting Party. Prepare Inspection Report with categorical recommendation and submits the same to WRPS Chief.	None	1 day	*Action officer/ Inspection Team*
None	2.1. Review and evaluate document, endorse the application to Regional Wildlife Management Committee (RWMC) to provide technical and scientific advice.	None	30 min.	*Action Officer/WRPS Chief/* LPDD Chief
None	2.2. Technical Working Group of RWMC conduct a deliberation of the application then forward the results to the Chairman of RWMC for recommendation of approval of WFP application to Regional Executive Director. Returned the documents to LPDD with attached recommendation of RWMC	None	15 days	*RWMC*
None	2.3. Action Officer inform the Requesting Party about the permit and	None	15 min.	*Action Officer* LPDD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	processing fee then prepare the Order of Payment			
3. Pay the corresponding fees.	3. Prepare and issue Official Receipt.	Php 300.00 Inspection Fee Php 500.00 Application Fee Permit and Processing Fee: Php 3,000.00 Small Scale Php 5,500.00 Large Scale	15 min.	*Collection Officer*
	3.1. Prepare the complete staff of work (CSW) and WFP for RED's Approval.	None	2 days	*Action Officer* LPDD
None	3.2. Review and countersign the WFP and forward to ARD for Technical Services.	None	30 min.	*Chief* LPDD
None	3.3. Review the WFP, countersign and forward documents to RED.	None	30 min.	*ARD TS*
None	3.4. Sign/approve the WFP.	None	30 min.	*RED*
None	3.5. Release the approved WFP to the Requesting Party.	None	30 min.	*Regional Record Officer*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4. Received approved WFP.				
	TOTAL	**Php 300.00 Inspection Fee** **Php 500.00 Application Fee** **Permit and Processing Fee:** **Php 3,000.00 Small Scale** **Php 5,500.00 Large Scale** **= Php 3,300.00-2,800.00**	***18 days, 6 hours & 55 min.***	

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

Local Transport Permit for Wildlife allows an individual to bring, carry or ship wildlife, by-products or derivatives acquired from legal sources from the point of origin to final destination within the country.

Validity: 1-3 months

Office or Division:	CENR Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business
	G2C - Government to Citizen
	G2G - Government to Government
Who may avail:	Any Filipino citizen/private corporation/government agencies; CWR/Farm Permit Holder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished application form or letter request	Requesting Party
2. Documents supporting the legal possession or acquisition of wildlife	Requesting Party
3. Phytosanitary Certificate (for plants) or Veterinary Quarantine Certificate (for animals) from the concerned DA Office (original)	Bureau of Plant Industry (BPI)/Bureau of Animal Industry (BAI)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request/application letter with supporting documents.	1. Check completeness of request and attached supporting documents and forward the application to DMO IV/Deputy CENRO.	None	15 min.	*Chief/Technical Staff* Regulation and Permitting Section (RPS)
None	1.1. Receive and review the application and forward to Chief, RPS.	None	30 min.	*Deputy CENR Officer/ CENR Officer*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2. Receive application, assign personnel to conduct inspection.	None	15 min.	*Chief* RPS
None	1.3. Prepare Order of Payment and forward the same to the client.	None	15 min.	*Technical Staff* RPS
2. Pay corresponding fee.	2. Accept fees and issue Official Receipt.	Php 50.00 Certification fee Php 100.00 Application fee	30 min.	*Credit Officer*
3. Receive Official Receipt.	3. Receive Official Receipt and schedule the inspection.	None	15 min.	*Technical Staff* RPS
4. Accompany/guide the verifying team to the flora/fauna subject for transport.	4. Conduct field inspection/verification and take geo-tagged photos.	None	1 day	*Inspecting Officer/ Technical Staff* RPS
None	4.1. Prepare and submit inspection report with geo-tagged photos to Chief, RPS for endorsement to PENRO.	None	1 day	*Inspecting Officer/ Technical Staff* RPS
None	4.2. Review the inspection report , evaluate application and prepare WLTP and affix initial on the documents and forward to CENRO	None	1 hour	*Chief* RPS
None	Review and sign/approved the WLTP.	None	1 hour	*CENR Officer*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	4.3. Record and Release the WLTP.	None	20 min.	*Receiving/Releasing Clerk* Records Unit
5. Receive the approved WLTP.				
	TOTAL	Php 50.00 Certification fee Php 100.00 Application fee **=** **Php 150.00**	**2 days, 4 hours & 20 min.**	

*** Should the applicant bring the wildlife to be transported to the office for inspection, the permit can be obtain within a day since there would be a significant reduction of processing time.

CITIZEN'S CHARTER NO. ROXII-B-04. ISSUANCE OF WILDLIFE SPECIAL USE PERMIT (WSUP)

This Permit authorizes the holder to utilize legally possessed/acquired wildlife, by-products and/or derivatives therefrom for local shows, exhibitions and educational purposes.

Office or Division:	DENR Regional Office
Classification:	Simple
Type of Transaction	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All natural born and naturalized Filipino

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application Form with two recent 2"x2" photo (original)	DENR Regional Office
2. Issued or active Certificate of Wildlife Registration (CWR)	Requesting Party
3. Invitation or engagement letters, contracts or written agreements indicating the date and venue of the show, exhibition or educational events	Requesting Party
4. **In case of animal show using wildlife**, clearance of registration with the Animal Welfare Division of the Bureau of Animal Industry pursuant to RA 8485 (Animal Welfare Act)	Requesting Party
5. **In case of imported animals**, a bond shall be deposited with Biodiversity Management Bureau (BMB) in an amount equal to the transport cost of the animals back to the owner-country of origin	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with supporting documentary requirements.	1. Receive, review and forward the application to the LPDD, Chief.	None	45 min.	*Receiving/ Releasing Clerk Administrative Division*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.1. Receive, review and evaluate application. Prepare Order of Payment and forward the same to client.	None	30 min.	*Chief WRPS*
2. Pay to the cashier the processing fee	2. Accept fees and issue Official Receipt.	Php 100.00 Processing Fee	15 min.	*Collecting Officer Credit Officer* *Cashier Unit/Section*
None	2.1. Conduct further review/evaluation. Prepare the WSUP and memorandum for the Regional Executive Director (RED)'s signature.	None	3 hours	*Chief* WRPS
None	2.2. Review/initial and forward the permit and memorandum to Assistant Regional Director for Technical Services (ARD, TS)	None	3 hours	*Chief* LPDD
None	2.3. Review/initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature.	None	3 hours	*ARD TS, Regional Office*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.4. Sign/approve the permit and memorandum instruction.	None	1 day	*RED, Regional Office*
3. Received the permit	3.1. Informed the client through text and released the permit	None	10 minutes	Releasing Officer
	TOTAL:	***Php 100.00 Processing Fee***	**2 days, 2 hours & 40 min.**	

per DAO 2004-55 and DAO 2016-25

CITIZEN'S CHARTER NO. ROXII-B-05. ISSUANCE OF WILDLIFE SPECIAL LOCAL TRANSPORT PERMIT (WSLTP)

This permit authorizes any person or entity with a valid Wildlife Special Use Permit (WSUP) for in-country conveyance of accredited/registered wildlife, wildlife by-products and/or derivatives therefrom for shows, exhibitions and educational purposes, such as training, teaching and similar learning events. An SLTP shall authorize the multiple journey and round-trip transport of wildlife, wildlife by-products and/or derivatives specified therein from the facility of origin to place/s of destination and vice-versa for a period not to exceed three (3) months.

Note: Each transport shall be accompanied by the original copy of the WSUP, invitation or engagement letter, contract or written agreement indicating the date and venue of the show, exhibition or educational event.

Office or Division:	CENR Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business
	G2C - Government to Citizen
	G2G - Government to Government
Who may avail:	Wildlife Farm Permit (WFP)/Certificate of Wildlife Registration (CWR) Holders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished application form (1 original)	PENR Office
2. Wildlife Special Use Permit (WSUP) (1 original)	Regional Office
3. Document/s supporting the legal possession/acquisition of the wildlife species/specimen for WSUP (1 photocopy)	Requesting Party
4. Copy of an invitation or engagement letter, contract or written agreement indicating the date and venue of the show, exhibition or educational event (1 photocopy)	Exhibit Facilitator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request letter and supporting documents to the CENR Office	1. Check completeness of request and supporting documents	None	10 min.	*Technical Staff* Regulation and Permitting Section (RPS)
None	1.1. Receive application and forward to CENRO	None	5 min.	Receiving/Releasing Clerk CENRO Records Unit
None	1.2. Prepare and issue Order of payment.	None	15 min.	*Staff* RPS
2. Pay corresponding fee.	2. Accept payment and issue OR.	See below.*	15 min.	*Bill collector/ Cashier/Credit Officer*
None	2.1. Review and refer the application to the RPS.	None	1 hour	*CENR Officer*
None	2.2. Receive and review the application, and assign inspection team to conduct site inspection	None	30 min.	*Chief* RPS
3. Guide/accompany the inspection team to the site	3. Conduct inspection/inventory of wildlife and submit inspection report to the RPS prepare two (2) copies of SLTP (with complete requirements). Initial on the file copy	None	2 days	*Inspection Team* CENR Office
None	3.1. Receive and evaluate the inspection report/application,	None	1 hour	*Chief* RPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	supporting documents. Initial on the file copy of SLTP.			
None	3.2. Approve/sign the SLTP.	None	1 hour	*CENR Officer*
None	3.3. Release the approved SLTP. Copy furnished concerned Regional/Field Office(s).	None	30 min.	*Receiving/Releasing Clerk* CENRO Records Unit
4. Receive the approved SLTP.				
	TOTAL:	**See below.***	**2 days, 4 hours & 45 minutes**	

***Fees:**			
Application and Processing Fee		**Inspection Fee**	
Php 300.00		Php 500.00	
Permit Fee			
1 week or less	Php 200.00	1 month	Php 500.00
2 weeks	Php 250.00	2 months	Php 750.00
3 weeks	Php 300.00	3 months	Php 1,000.00

CITIZEN'S CHARTER NO. ROXII-B-06. REQUEST OF PAMB CLEARANCE FOR CONDUCT OF RESEARCH ON MARINE ECOSYSTEM/SPECIES DENSITY/SIGHTING

The proponent will be given PAMB clearance/permit prior to proceed with the activity such as conduct of research on marine resources within the Sarangani Bay Protected Seascape.

Office/Division:	Protected Area Management Office, DENR Provincial Environment and Natural Resources Offices (PENRO)
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business
	G2C - Government to Citizen
	G2G - Government to Government
Who may Avail of the Service:	Any Person, Government and Private Corporations, and Non-Government Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for area visit/research indicating the purpose, details, and complete list of name and age of visitors (1 original)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for area visit or research, and complete list/name of groups and age of visitors to the Protected Area Management Office.	1. Check request, receive, record, and forward the request to PAMO Resource Management and Protection Staff.	None	5 min.	*Receiving Officer*
None	1.1. Review the request and supporting documents. Forward to Protected Area Superintendent (PASu)/PA Focal Person for evaluation.	None	10 min.	PAMO Resource Management and Protection Staff
2. Interview with the Protected Area Staff	1.1 Conduct evaluation and interview the visitors or the group representative.	None	20 min.	*PASu*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Attend PA Policy Orientation.	3. Conduct PA Policy Orientation.	None	30 min.	*Ecosystems Management Specialist I*
None	3.1. Prepare and endorse the clearance to visit/conduct research.	None	30 min.	*PASu*
None	3.2. Deliberation of the visit/conduct research by the PAMB Technical Working Committee and DENR Technical Working Group	None	7 days *Depends on the schedule of TWG meeting*	PAMB Technical Working Committee and DENR Technical Working Group
	3.3. Approve the clearance to visit/conduct research	None	7 days	*PAMB Executive Committee Chairperson (RED)*
None	3.4. Record the approved clearance.	None	5 min.	*Records Officer*
None	3.5. Inform the customer if the clearance is ready.	None	30 mins.	*Records Officer*
None	3.6. Release clearance to visit/conduct research and copy furnish the concerned LGU.	None	10 min.	*Records Officer/ Releasing Officer*
4. Receive approved clearance.		None		
TOTAL		**None**	**14 days 2 hours and 20 mins.**	

DENR CENR, PENR AND REGIONAL OFFICES
Forestry Sector
(External Services)

CITIZEN'S CHARTER NO. ROXII-F-01. APPLICATION FOR PERMIT TO SELL/RE-SELL/DISPOSE/ DISTRIBUTE/TRANSFER OF OWNERSHIP OF CHAINSAW

This Permit serves as authorization to sell/re-sell/dispose/distribute/transfer of ownership of chainsaw in the Philippines. The DENR shall issue different permits or certifications for the purchase/import, registration, manufacture, lease, rental or lending of chainsaws.

Office or Division:	DENR Community Environment and Natural Resources Offices (CENRO)
Classification:	Simple
Type of Transaction:	G2B – Government to Business
	G2C – Government to Citizen
	G2G – Government to Government
Who may avail:	Dealers and/or Private Owners Duly Authorized by the Department; Holder of Timber License Agreement, Production Sharing Agreement, Co-production Sharing Agreement, or a Private Land Timber Permit/Special Private Land Timber Permit (PLTP/SPLTP), Community Based Forest Management Agreement(CBFMA), Integrated Forest Management Agreement (IFMA), Social Integrated Forestry Management Agreement (SIFMA),, or other tenurial instruments; Orchard or tree farmer; Industrial tree farmer; Licensed wood processor and the chainsaw shall be used for the cutting of timber that has been legally sold to said applicant; Anyone who shows satisfactory proof that the possession and/or use of a chainsaw is for a legal purpose; and Agencies of the government, GOCCs that use chainsaws in some aspects of their functions (except for Palawan where the jurisdiction falls with PCSD)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application Form (1 original copy)	CENR Office
2. Proof of Ownership of Chainsaw/ Certificate of Registration of Chainsaw (1 original copy)	Requesting Party
3. Business registration (not required for private individuals) (1 original copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit application form and supporting documents to the CENR Office.	1. Check completeness of application and supporting documents. Receive and forward to CENR Officer/Deputy CENR Officer.	None	30 min.	Records Officer 1
None	1.1. Receive and review application. Forward application to Technical Staff.	None	30 min.	*OIC, CENR Officer/ Chief, Regulation and Permitting Section (RPS)*
2. Receive Order of Payment and pay correspondent fee.	2. Receive payment and issue Official Receipt (OR)	Php 500.00 **Registration Fee**	30 min.	*Credit Officer CENR Office*
3. Receive application.	3. Receive application. Conduct verification of supporting documents and inspection of chainsaw. Prepare Permit and initial on the duplicate copy.	None	1 day*	Chief Enforcement Section
None	3.1. Receive and review application. Affix initial on the duplicate copy. Forward to CENR Officer for approval.	None	30 min.	*Chief RPS*
None	3.2. Receive, review and approve Permit to Sell/ Re-Sell/ Dispose/ Distribute/ Transfer of Ownership of Chainsaw	None	1 hour	*CENR Officer*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	3.3. Record and release Permit to Sell/ Re-Sell/ Dispose/ Distribute/ Transfer of Ownership of Chainsaw.	None	30 min.	Records Officer 1
4. Receive Permit to Sell/ Re-Sell/ Dispose/ Distribute/ Transfer of Ownership of Chainsaw		None		
TOTAL		**Php 500.00 Registration Fee**	**1 day and 3 hours and 30 min.**	

- The Processing time particularly for inspection of chainsaw can be affected by the location for inspection.

CITIZEN'S CHARTER NO. ROXII-F-02. APPLICATION FOR SPECIAL LAND USE PERMIT (SLUP)

This is a privilege granted by the State to a person to temporarily occupy, possess and manage in consideration of specified return, any public forest lands for a specific use or purpose.

Office or Division:	DENR Community Environment and Natural Resources Office (CENRO), PENRO to Regional Office
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
	G2C – Government to Citizen
	G2G – Government to Government
Who May Avail:	Any private, or public institution, agency or corporation, Non-government organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished application form (1 original, 1 duplicate)	CENRO
2. Map of the area applied for with technical description, coordinates, two (2) sets of longitude and latitude, and tie point from the nearest landmark (1 original, 1 duplicate)	CENRO
3. Pertinent documents showing proof that the applicant is a legitimate entity qualified to be a holder of a forestland tenurial instrument or agreement, as follows (1 original, 1 duplicate):	
• **For an individual applicant**, certified copy of birth certificate or, if applicant is naturalized Filipino citizen, a certified copy of his/her Certificate of Naturalization.	PSA
• **For an association, corporation or partnership**, certified copy of SEC Registration certificate and Articles of Incorporation/partnership, and a 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.	SEC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• **For cooperative**, certified true copy of certificate of registration with the Cooperative Development Authority	CDA
4. Environmental Impact Statement/Initial Environmental Examination (EIS/IEE) which shall be the basis for issuance of CNC/ECC whichever is applicable (1 original, 1 duplicate) (To be prepared/submitted after approval of the SLUP) (1 authenticated copy)	EMB
5. Appropriate clearance from NCIP (1 authenticated copy)	NCIP DAO 2021-27 - In order to provide the applicant ample time to secure the corresponding Certificate of Pre-condition/CNO from the NCIP, a Provisional Agreement (PA) with a validity of Two (2) years shall be issued by the RED after 15 days from the date the NCIP has received the endorsement.
6. Proof of financial capability to develop and manage the area applied for (1 original, 1 duplicate)	
7. Endorsement from Local Government Units (LGUs) (1 original, 1 duplicate)	LGU
8. BIR certification on the zonal valuation of the nearest commercial zone of the Barangay/Municipality/City or Province whichever is higher (duplicate)	BIR
9. Indicative Management Plan	*Requesting party (DAO 2004-59)*

CLIENT STEPS	AGENCY/ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CENRO				
6. Submit letter or accomplished application form and complete supporting documents	1. Receive and review the application, and check the completeness of the required documents.	None	1 hour	*Chief* RPS
	6.1. Conduct survey and assessment of the area and prepare report (including CSW)	None	3 days	*Chief and Technical Staff* RPS
	Prepare Order of Payment.	None	30 min.	*Chief* RPS
7. Receive Order of Payment. Pay the corresponding fees.	7.1. Receive payment and issue Official Receipt.	Php 500 Application Fee Php 50 Oath Fee Rental Fee (5% BIR Zonal Valuation x area in square meters)	30 min.	*Cashier/ Bill Collector/ Credit Officer*
None	7.2. Prepare endorsement to be signed by CENRO	None	1 hour	*Chief* RPS

CLIENT STEPS	AGENCY/ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	7.3. Sign the endorsement.	None	1 hour	*CENR Officer* *Records Officer*
None	7.4. Indorse/Transmit to PENRO Records	None	2 days	*CENRO Records*
PENRO				
None	7.5. Receive the Application and indorse to PENRO for instruction	None	1 hour	*PENRO Records*
None	7.6. Refer the application to PENRO TSD for evaluation	None	30 min.	*PENR Officer*
None	7.7. Review and evaluate the application and prepare endorsement for signature of PENRO	None	2 days	*Chief* TSD
None	7.8. Review and scrutinize the application and sign endorsement to the Regional Office through the PENRO Records	None	2 hours	*PENR Officer*
None	7.9. Indorse the application with complete documents to the Regional Office	None	2 days	*PENRO Records*
REGIONAL OFFICE				
None	7.10. Receive the application and endorse to RED	None	1 hour	*Regional Office* *Records Officer*
None	7.11. Endorse to ARD for Technical Services for action	None	1 hour	*RED/RED Staff*

CLIENT STEPS	AGENCY/ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	7.12. Refer the application to LPDD Chief for evaluation and review	None	30 min.	*ARD TS*
None	7.13. Refer to concerned Section Chief	none	1 hour	*Chief, FUS*
None	7.14. Refer the application to focal person for validation and investigation	None	30 min.	*Chief* FUS
None	7.15. Conduct validation on the land applied and prepare report and recommendation and indorse to Chief, LPDD for review	None	4 days	*Focal Person* LPDD
None	7.16. Review and evaluate the report and countersign recommendation and indorse to ARD for approval/ countersignature/initial	None	2 hours	*Chief* LPDD
None	7.17. Evaluate and countersign the application and indorse to RED for approval	None	2 hours	*ARD for TS/ Staff of ARD*
None	7.18. Approve the SLUP	None	1 day	*Regional Executive Director/RED staff*
None	7.19. Records and notify client for the release of the permit	None	30 min.	*Regional Records Officer*
8. Receive duly approved permit				
	TOTAL	**Php 500 Application Fee** **Php 50 Oath Fee**	**13 days & 6 hours**	

CLIENT STEPS	AGENCY/ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Rental Fee (5% BIR Zonal Valuation x area in square meters) = Php 550.00 +		

*Dao 2020-27

CITIZEN'S CHARTER NO. ROXII-F-03. ISSUANCE OF CERTIFICATE OF REGISTRATION AS DEALER/ IMPORTER OF WOOD MATERIALS/PRODUCTS

This Permit serves as proof of authorization to be a dealer/importer of wood materials/products as evaluated by DENR in accordance with DAO 1999-46 dated November 10, 1999.

Office/Division:	Community Environment and Natural Resources Office (CENRO) to Provincial Environment and Natural Resources Office (PENRO) to Regional Office
Classification:	Complex
Type of Transaction:	G2B - Government to Business
	G2C - Government to Citizen
Who may Avail of the Service:	Any Filipino Citizen, private corporation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished application form (1 original, 4 photocopies)	CENRO/PENRO
2. Authenticated photo static copy of registration as single proprietorship, partnership or corporation (5 photocopies)	Department of Trade and Industry (DTI) Security and Exchange Commission (SEC)
3. Copy of sale/supply contract between the agent, contractor or dealer and the foreign exporter of wood material: at least one (1) year (Duly authenticated by the Philippine attaché/embassy at the country of origin of the wood materials/products (5 photocopies)	Legitimate Supplier/Requesting Party
4. Electronic Purchase Order	Supplier (DAO 2021-06)
5. List of specific species of wood and its scientific name for imported products	Supplier (DAO 2021-06)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit duly accomplished application form and supporting documents to CENRO.	1. Check completeness, receive, record, and forward the request to concerned unit.	None	15 min.	*Receiving/Releasing Clerk,* CENRO Records Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	1.1. Receive documents, prepare Order of Payment (OR), and assign personnel to inspect/verify the application.	None	45 min.	*Technical Staff/ Chief,* Regulation and Permitting Section (RPS)
2. Receive Order of Payment and pay corresponding fee to the CENRO Bill Collector.	2. Accept payment and issue Official Receipt to the applicant/client.	Php 3,000.00 Application Fee and Registration Fee Php 36.00 Oath Fee Php 12,000.00 Cash Bond (per DAO 2004-16)	30 min.	*Collecting Officer*
3. Receive Official Receipt.	3. Evaluate the application and its supporting documents and schedule for inspection.	None	45 min.	*Inspection Team*
4. Assist the Inspection Team	4. Conduct inspection and take geotagged photos of the lumber yard, prepare inspection report then submit to Chief, RPS.	None	3 days	*Inspection Team/Technical Personnel*
None	4.1. Review the inspection report and endorsed the application	None	45 min.	*Chief,* RPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	with complete documents to CENRO			
None	4.2. Endorse the application and forward to PENR Office	None	45 min.	CENR Officer
None	4.3. Record and release the Application to PENRO	None	1 day	*Receiving/Releasing Clerk,* CENRO Records Unit
PENRO				
None	4.4. Receive documents and forward to Chief, TSD	None	20 min.	*Receiving/Releasing Clerk,* PENRO Records Unit
None	4.5. Review documents and prepare Memorandum/Endorsement to RO for approval	None	2 hours	*Chief,* Technical Services Division (TSD)
None	4.6. Record and release the endorsement to RO	None	1 day	*Receiving/Releasing Clerk,* PENRO Records Unit
Regional Office				
None	8.1. Receive the application and endorse to RED	None	1 hour	*Regional Office Records Officer*
None	8.2. Endorse to ARD for Technical Services for action	None	1 hour	*RED/RED Staff*
None	8.3. Refer the application to LPDD Chief for evaluation and review	None	30 min.	*ARD TS*
None	8.4. Refer to concerned Section Chief	none	1 hour	*Chief, FUS*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	4.7. Review, evaluate the completeness of the application and prepare Certificate of Registration (COR) as dealer/importer of wood materials/products and endorse to RED thru ARD for Technical Services for signature.	None	2 hours	Chief, FUS (Forest Utilization Section)
	4.8. Review, countersign the prepared Certificate of Registration	None	30 min.	*Chief,* Licenses, Patents and Deeds Division (LPDD)
None	4.9. Review, countersign the prepared COR for the approval of the Regional Executive Director (RED)	None	I hour	*ARD,* Technical Services
None	4.10. Review and sign the prepared COR.	None	I hour	*RED*
None	4.11. Record and release of the approved COR.	None	20 min.	*Receiving/Releasing Clerk,* RO Records Unit
5. Receive COR as dealer /importer of wood materials/products		None		
CENRO SUB-TOTAL		Php 3,000.00 Application Fee and	**4 days, 3 hours & 45 min.**	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	PENRO SUB-TOTAL	Registration Fee **Php 36.00** **Oath Fee** **Php 12,000.00** **Cash Bond)** **(per DAO 2004-16)** **=** **P15,036.00**	**1 day, 2 hours & 20 min.**	
	REGIONAL OFFICE SUB-TOTAL		**1 day & 20 min.**	
	TOTAL		**6 days & 6 hours & 25 minutes**	

CITIZEN'S CHARTER NO. ROXII-F-04. ISSUANCE OF CERTIFICATE OF REGISTRATION AS LUMBER DEALER

A certificate/document issued to a dealer of lumber, logs, poles or piles upon registration with the RA 1239, s. 1955; FAO 26, 1956; DAO 1994-08; Department Administrative Order 1999-46 and DAO 2022-10.

Office /Division:	DENR CENRO/PENRO/REGIONAL OFFICE
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
	G2C – Government to Citizen
Who may Avail of the Service:	Any Private Individual and Private Corporations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished and notarized application form	CENRO
2. Authenticated photo static copy of registration as single proprietorship, partnership or corporation from the Department of Trade and Industry (DTI) and/or Securities and Exchange Commission (SEC)	DTI, SEC
3. Approved lumbers of supply Contract 4. Mayors Business Permit 5. Business Plan 6. Geotagged Photos of the establishment including lumberyard	Requesting Party LGU Requesting party DENR
Additional if the applicant is a representative	
7. Special Power of Attorney (SPA) (1 original)	Requesting party, Private Lawyer, or Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit letter request and supporting documents to CENR Office.	1. Check the completeness of submitted application and supporting document. Prepare Order of Payment.	None	30 min.	*CENRO Receiving Clerk*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Receive Order of Payment. Pay corresponding fee and receive OR	2. Accept payment and issue Official Receipt (OR)	See below.*	30 min.	*Credit Officer*
	2.1. Record the application document on the logbook, encode it on the iDATS and forward the same to the CENR Officer.	None	2 hours	*Receiving Clerk/ Technical Staff* Regulation and Permitting Section (RPS)
	2.2. Receive, review and refer the application to RPS Chief	None	1 hour	*Deputy CENR Officer/ CENR Officer*
	2.3. Receive and review the application and assign inspection team to conduct inspection of lumberyard/proposed lumberyard	None	1 hour	*Chief* RPS
3. Accompany/ guide the inspection/ verifying team to the site	3. Conduct a field inspection of lumberyard/proposed lumberyard in coordination with the applicant. Evaluates the completeness and correctness of submitted requirements based on the checklist of requirements. Prepare report with attachment (geo-tagged photos) and submit reports to Chief RPS.	None	3 days	*Action officer/ Inspecting Team*
	3.1. Review the inspection report/supporting documents. Prepare and affix initials on	None	3 hours	*Chief* RPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	the memorandum endorsement for the RED thru PENRO.			
	3.2. Receive, review and sign endorsement memorandum for RED and forward the same to the PENRO.	None	1 hour	*Deputy CENR Officer/ CENR Officer*
	3.3. Record and release endorsement of application document and update the iDATs (closing the tickets).	None	2 days	*Records Officer*
PENRO				
None	3.4. Receive, record application documents endorsed by CENRO.	None	30 min.	*Receiving/Releasing Clerk*
	3.5. Record and forward application document to PENRO	None	30 min.	*PENRO Records Section*
	3.6. Review and refer to the Chief, Licenses, Patents and Dees Section (LPDS).	None	30 min.	*PENRO Officer*
	3.7. Reviews the document and prepares endorsement to the regional office.	None	1 hour	*Chief* LPDS
	3.8. Review and sign the endorsement memorandum.	None	30 min.	*PENR Officer*
	3.9. Record and release the memorandum and application including the supporting documents and endorse to RED	None	2 days	*PENRO Records Officer*
REGIONAL OFFICE				
None	8.5. Receive the application and endorse to RED	None	1 hour	*Regional Office Records Officer*
	8.6. Endorse to ARD for Technical Services for action	None	1 hour	*RED/RED Staff*
	8.7. Refer the application to LPDD Chief for evaluation and review	None	30 min.	*ARD TS*

	8.8. Refer to concerned Section Chief	none	1 hour	*Chief, FUS*
	3.9. Review and refer application to Action Officer.	None	30 min.	*Chief* LPDD
	3.10. Review/ evaluate document, draft Certificate of Registration as Lumber and other wood products importer and return to Division Chief for review and correction.	None	1 day	*FUS/ Action Team* CENR Office
	3.11. Review the draft Certificate of Registration as and other wood products importer and return to Action Officer for preparation of final Certificate of Registration as Lumber and other wood products importer.	None	1 day	*Chief* LPDD
	3.12. Prepare final Certificate of Registration as and other wood products importer.	None	20 min.	*FUS/LPDD Action Team* CENR Office
	3.13. Arrange documents and forward to Division Chief for counter signature.	None	30 min.	*FUS/LPDD Action Team* CENR Office
	3.14. Countersign Certificate of Registration as lumber and other wood products importer.	None	20 min.	*Chief* LPDD

	3.15. Forward the document to Office of Regional Director.	None	20 min.	*ARD TS*
	3.16. Approve and sign Certificate of Registration as Lumber and other wood products importer.	None	1 day	*RED*
	3.17. Return the approved Certificate of Registration as Lumber and other wood products importer to LPDD.	None	1 day	*Regional Record Officer*
	3.18. Receive and record the approved Certificate of Registration as Lumber and other wood products importer and forward to Record Section for releasing to Requesting Party.	None	30 min.	*Regional Record Officer*
4. Receive Certification.				
	TOTAL	**Php 600.00-12,000.00**	**13 days & 2 hours**	

***Fees:**	**Amount**
Application fee	Php 600.00
Registration fee	Php 480.00
Performance Bond: Surety Bond /Cash Bond	PhP1,250.00/ PhP 1,000.00
Oath Fee	PhP 36.00

CITIZEN'S CHARTER NO. ROXII-F-05. REQUEST FOR SEEDLINGS DISTRIBUTION

This Donation is made upon the request of internal and external client. The purpose of which is to plant seedling in National Greening Program Sites, Denuded Forest area, Schools and other areas designated for tree planting activities.

Office or Division:	Community Environment and Natural Resources Office (CENRO), PASu
	Regional Office
Classification:	Simple
Type of Transaction:	G2B – Government to Business
	G2C – Government to Client
	G2G – Government to Government
Who may avail:	Natural and Juridical citizens of the Philippines

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished request letter stating the reasons for the request, commodity, no. of seedlings being requested and place where the seedlings are to be planted (1 original copy)	Requesting Party
2. Any proof of identity (1 original copy)	Requesting Party
Additional if from the Government Sector	
Official letter Request (1 photocopy)	Requesting Party
Additional if Requesting Party is a representative	
Authorization Letter or Special Power of Attorney (1 original copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request for donation of seedlings	1. Receive, and evaluate the completeness of the requirements and forward the same to the CENR Officer for his Information	None	10 min.	*Records Officer*
None	1.1. Forward to the Conservation and Development Section for seedling donations	None	10 min.	*CENR Officer*

None	1.2. Check of availability of seedlings Donation of seedling based on the request taking into consideration the availability of seedlings	None	30 min.	*Chief,* Conservation and Development Section (CDS)
None	1.3. Record and release donated seedlings, and retain a hard copy of the documents submitted	None	5 min.*	*Assigned Personnel* CDS
2. Receive donated seedlings		None		
	TOTAL:	**None**	**55 min.***	

**The actual time for the delivery/hauling of seedlings may vary depending on the size and volume of seedlings.*
**Requesting party is responsible for the hauling activity*

DENR CENR, PENR AND REGIONAL OFFICES
Water
(External Services)

CITIZEN'S CHARTER NO. ROXII-WA-01. ACCEPTANCE AND VERIFICATION OF WATER PERMIT APPLICATION

The Department of Environment and Natural Resources – Region XII as deputized agency of the National Water Resources Board in the performance of certain functions on water use regulation per Board Resolution No. 25-0817 approved on August 23, 2017.

As deputized agent, DENR Regional Offices (LPDD-WRUS) accept water permit applications with complete supporting documents, verification on the location of diversion points of the water sources, and transmitted to the NWRB. Assists the applicants interpret the entries to the application requirements. Under the Water Code of the Philippines (PD 1067), all water users are required to secure Water Permit for domestic, municipal, irrigation, power generation, fisheries, livestock raising, industrial, recreational, and other kind of utilization of water.

Article 13 of PD 1067 states that "no person including government instrumentalities or government-owned or controlled corporations shall appropriate water without a "**W*ater Right***", which shall be evidenced by a document known as a "***Water Permit***".

Water Right is a privilege granted by the government to appropriate and use water.

Office or Division:	DENR Regional Office (LPDD-WRUS) to National Water Resources Board (NWRB)
Classification:	Highly Technical (Multi-Stage Processing)
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	All Water Users Appropriating/Utilizing Water Sources and Other Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter (1 original, 1 photocopy) address to the Executive Director of the NWRB thru the DENR Regional Executive Director	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Duly Accomplished Water Permit Application Form (4 copies) must be notarized	DENR Regional Office/LPDD-WRUS/NWRB website
3. Notice of Water Permit Application (10 copies, 1 original and 9 photocopies)	DENR Regional Office/LPDD-WRUS/NWRB website
4. Proof of land ownership of, legal title to, or right to use, the property on which the water source is situated (1 certified photocopy)	Requesting Party, ROD, Assessors Office
5. Location Plan/Vicinity Map with scale of 1:10,000 or 1:50,000 showing the exact location and coordinates of the point of diversion, or spacing of proposed drilling sites (in case of groundwater) (1 original, 1 duplicate)	Requesting Party
6. Certificate of registration from relevant agencies (1 original, 1 duplicate):	
a. Certified copy of birth certificate or, if applicant is naturalized Filipino citizen, a certified copy of his/her Certificate of Naturalization (Individual Applicant)	PSA
b. SEC Registration with Articles of Incorporation & By-Laws and certificate of latest Corporate Financial Structure issued by the Corporate Secretary (Corporation/Partnership)	SEC
c. Certificate of Registration from DTI (Single Proprietorship)	DTI
d. Certificate of Registration from CDA (Cooperative)	CDA
e. Certificate of conformance from LWUA (Water District)	LWUA
f. Certificate of Registration (Brgy. Waterworks Association, Rural Waterworks and Sanitation Association)	Barangay LGU
g. For irrigators association, a certification from the municipal assessor on the list of farmer with corresponding irrigable area in hectares	Municipal/City Assessor
h. Clearance from BFAD or any agency accredited from BFAD (for Bottled Water)	BFAD
7. Sangguniang Bayan/Regional Development Council endorsement (for LGU Managed water supply facilities) (1 original, 1 photocopy)	BLGU/LGU
8. Environmental Compliance Certificate (ECC) except for refilling stations, Level I, Level II and for irrigation service area of less than 300 ha., or Certificate of Exemption/Certificate of Non-Coverage (1 original, 1 photocopy)	DENR-EMB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
9. Bacteriological Test/Physical & Chemical Water Analysis (for Municipal, Water Refilling Stations and Recreational purposes) (if found negative, attached duly notarized manifestation letter stating water treatment process (1 original, 1 photocopy)	Municipal Health Office, Water Laboratory (DOH Accredited), Physio-Chemical Water Analysis Center
10. Subdivision Plan (if applicable)	Requesting Party
11. Brief Description of the project which includes: a. How water will be used b. Amount of water needed in liters per second c. Power expected to be generated d. Amount of water to be discharged back to the source e. Measures to be taken to avoid water pollution f. Population area to be served g. Area of water surface needed to be served h. Scheme of development	Requesting Party
12. Well Drilling Data (Pumping Test, Well Log Data, Water Analysis) in case of existing groundwater source. **NOTE: Well Drillers must have a valid NWRB Certificate of Registration**	Requesting Party/Well Driller
13. Pre-feasibility study with Hydrologic Study (for power generation only) (1 original, 1 photocopy)	Requesting Party
14. Certificate of Registration from DOE (for Power Generation) (1 original, 1 photocopy)	DOE
15. Indorsement of the Project from DOE for Power Generation Purposes) (1 original, 1 photocopy)	DOE
16. Clearance from existing dam/reservoir operated by NIA, NPC and other government entities (for fisheries located upstream not within said existing dam/reservoir) (1 original, 1 photocopy)	NIA, NPC, OGAs
17. General layout of the system, including delineation of area indicating hectarage for which water will be used and adjoining lands and their corresponding owners duly indicated relative to the point of diversion (for irrigation use)	Requesting Party
18. Application Fee payable to the National Water Resources Board thru Postal Money Order, Manager's Check	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
19. Special Power of Attorney, if applicant is not the owner of lot applied for (1 original, 1 photocopy)	Requesting Party, Private Lawyer, or Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request and duly accomplished Water Permit Application with complete supporting documents to the Regional Office the complete documents	1. Receive, record and entered into Idats	None	5 minutes	*Records Section, Admin Division*
None	1.1. Receive and record the documents. Forward to the Office of the Regional Executive Director (ORED) for routing.	None	30 min.	*Receiving Officer/ORED*
None	1.2. Review documents and forward to the Office of ARD for Technical Services (ARD TS) for appropriate action.	None	30 min.	*Head Executive Assistant (HEA)* ORED
None	1.3. Review documents and forward to License, Patent and Deeds Division (LPDD).	None	30 min.	*ARD TS*
None	1.4. Review documents and forward to Water Resource Utilization Section (WRUS).	None	30 min.	*Chief* LPDD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	1.5. Review documents and forward to Action Officer.	None	10 min.	*Chief* WRUS
None	1.6. Conduct detailed review and evaluation of the application;	None	30 min.	*Action Officer or Technical Staff* WRUS
None	1.7. Conduct verification on the location of diversion point of the water sources	None	1 day depending on the location of diversion point (water source)	*Action Officer or Technical Staff* WRUS
None	1.8. Prepare report with attachments (geo-tagged photos)	None	30 min.	*Action Officer or Technical Staff* WRUS
	1.9. If the application is found in order, prepare the following; (1) Indorsement of the Water Permit Application to the National Water Resource Board (2) Letter to the proponent/ applicants on the status of the application	None	10 min.	*Action Officer or Technical Staff* WRUS
	1.10. If the application is found lacking or insufficient, prepares (1) endorsement to the concerned field office and (2) letter to the proponent on the lacking document or	None	10 min.	*Action Officer or Technical Staff* WRUS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	insufficiency of the application.			
None	1.11. Review and initial the endorsement/s and forward to LPDD Chief.	None	10 min.	*Chief WRUS*
None	1.12. Review and initial the endorsement/s and forward to ARD TS.	None	1 hour	*Chief LPDD*
None	1.13. Review and initial the endorsement/s and forward to RED.	None	4 hours	*ARD TS*
None	1.14. Review and sign the indorsement of the memorandum/letter.	None	4 hours	*RED*
None	1.15. Forward documents to LPDD for release	None	1 hour	*Receiving/Releasing Clerk* ORED
None	1.16. Scan documents and forward documents through private courier for transmittal to NWRB.	None	1 hour	*Receiving/Releasing Clerk* WRUS
None	1.17. Transmittal to NWRB	None	2 days	*Private Courier*
None	1.18. Receive and process Water Permit Application.	See below.*	20 days	*NWRB*
2. Receive the Water Permit.				
TOTAL		**None**	**23 days + 6 hours + 45 minutes**	

***Filing Fee to be paid directly to NWRB's account (not DENR):**			
1. Municipal		3. Power Generation	Php 7,200.00
▪ *Level I*	Php 500.00	4. Fisheries	Php 7,200.00
▪ *Level II*	Php 500.00	5. Livestock Raising	Php 7,200.00
▪ *Level III*	Php 7,200.00	6. Industrial	Php 7,200.00
2. Irrigation		7. Recreational	Php 7,200.00
▪ *Communal/Individual*	Php 550.00	8. Other Purposes	Php 7,200.00
▪ *National/Corporation*	Php 7,200.00		

DENR CENR, PENR AND REGIONAL OFFICES
Lands

CITIZEN'S CHARTER NO. ROXII-L-01 - LAND RECORDS CERTIFICATION FOR GENERAL CIRCULATION DOCUMENTS

Land Records Certification is made by a requesting party for a certified true copy of a record issued by the DENR. The purpose for the request is included in the Request Form.

Office or Division:	Surveys and Mapping Division - Land Records Section, Regional Office
Classification:	Simple to Complex
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	Private individuals, other government agencies and instrumentalities, Local Government Units, private firms

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request duly signed by the survey claimant or land owner	Public Assistance Desk or Receiving Area of the Land Records Section
2. Government issued ID (present 1 original)	Requesting Party
Additional if from the Government Sector	
3. Official Letter Request (1 original) to be received at the Administrative Division for EDATS	Requesting Party
Additional if Requesting Party is a representative	
4. SPA as authorized by the land owner duly signed and notarized by the lawyer; or 5. authorization letter duly signed by the land owner attaching copy of valid ID of the land owner.	Requesting Party, Private Lawyer, Public Attorney's Office (PAO) or Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish request form and forward to Receiving/ Releasing Clerk.	1. Receive, and check the completeness of submitted requirements, fill out date and time on logbook. Give client queuing number. Forward document to the researcher assigned.	None	20 min.	Receiving/Releasing Clerk Land Records Section
	1.1. Verify all requirements, approve and sign Request Form	None	10 min.	*Land Records Chief*
	1.2. Check the availability of records. Indicate amount to be paid in the Order of Payment.	None	30 min. (Simple) 7 days (Complex)	*Land Records Researchers/ Personnel*
	1.3 Approve Order of Payment.	None	5 min.	*Land Records Chief or Assistant Chief*
2. Pay to the Cashier the Certification Fee and Reproduction Fee	2. Accept payment and issue Official Receipt.	Certification Fee: Php 50.00 per Survey Number + Php 5.00 per extra copy except those with Official Letter Request Reproduction Fee: DAO No. 2000-16.	15 min.	*Collecting Officer* *Credit Officer* Cashier Unit/Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	2.1. Check the Official Receipt Reproduce the request (blueprint copy or sepia copy)	None	15 min.	*Machine operator*
	2.2 stamp "*Certified True Copy*" and date Initial the certification	None	5 min.	*Land Records Researchers/ Personnel*
	2.3 initial the certification	None	5 min.	*Land Records Assistant Chief*
	2.4 Determine accuracy of the Certification and affix signature	None	5 min.	*Land Records Chief*
	2.5. Release the approved Certification to the customer	None	5 min.	*Receiving/Releasing Clerk* Records Unit/Section
3. Received the approved Certification	3. Fill out release time in logbook	None	5 min.	Receiving/Releasing Clerk Land Records Section
TOTAL:		**Certification Fee: Php 50.00 Per survey number + Php 5.00 per copy** **Reproduction Fee: DAO 2000-16**	**2 hours. - 7 days, 1 hour & 30 min.**	

*Confidential Documents are subject for approval of the Regional Executive Director

CITIZEN'S CHARTER NO. RXII-L-03. APPROVAL OF SURVEYS PLANS THRU THE SYSTEM OF LAND ADMINISTRATION MANAGEMENT

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-SMD.

Office or Division:	Original and Other Surveys Section, Aggregate Surveys and Correction Section, Assistant Division Chief, SMD, Chief SMD, DENR Region XII
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	External: Contract of Service Personnel, LGU and other government agencies or instrumentalities and private individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Survey Envelope with the following Checklist Requirements:	GEODETIC ENGINEER/ REQUESTING PARTY
(TITLED PROPERTY) a. Survey Plan signed by Geodetic Engineer and land owner for conformity b. System generated copy of land title from Register of Deeds c. Notarized Field Notes cover and inside signed by Geodetic Engineer d. Transmittal of survey returns signed by Geodetic Engineer e. Lot Data Computations signed Geodetic Engineer f. Traverse computation as needed (signed by Geodetic Engineer) g. Uploaded Digital Land Survey Data (DLSD) h. Notarized Joint Affidavit of conformity if land title is owned by 2 or more persons i. Court Order (for those land with Lis Pendens and Bail Bond annotation) j. Certification Interposing No objection signed by Adverse Claimant (for those title with Adverse Claim annotation) k. DAR indorsement or Certificate of Full payment from the Landbank of the Philippines (for those CLOA Title issued less than 10 years)	

(UNTITLED PROPERTY) **a. Survey Returns signed by the Geodetic Engineer** a.1 Survey Plan a.2 Boundary Computation a.3 Lot Data Computation a.4 Field Notes cover and inside a.5 Traverse Computation a.6 Transmittal of Survey Returns a.7 Uploaded Digital Land Survey Data (DLSD) b. Transmittal of complete Survey Returns from CENRO concern c. Transmittal of complete Survey Returns from PENRO concern d. Survey Authority/ Order signed by CENR Officer Concern e. Indicative map signed by the Geodetic Engineer from CENRO concerned showing the geographical location of area subject for survey with coordinates and Land Classification Map used must be indicated f. Court clearance except under DMC 2019-10 **ADDITIONAL REQUIREMENTS FOR ORIGINAL SURVEY** • PRS'92 certification of its tie line used • Survey Notification • Geodetic Engineer Certification • Preliminary investigation report signed by Deputy Public Land Inspector with Geotagged photos from CENRO concern	

ADDITIONAL REQUIREMENTS UNDER DMC 2019-10 • Request for clearance for Survey Order/Authority • Certification of CENRO concerned that the Lots covered are within alienable and disposable (A&D) land. (AS ANNEX A) • Certification PENRO concerned that the lots covered are within alienable and disposable (A&D) land Annex B. • Confirmation of Land Classification signed by Chief, SMD (As Annex C) • Preliminary investigation report signed by Deputy Public Land Inspector with Geotagged photos to CENRO concern Land status verification from CENRO Concern (As Annex D) • Transmittal of the Report by CENR Officer Concern (As Annex E) • Transmittal of the Report by PENR Officer Concern (As Annex F) • ARD for Technical Services issue clearance of Survey Authority/ Order to CENRO concerned of 12 hectares below and if 12 hectares above, the ARD Technical Services issue Survey Order/ Authority.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Uploading of Digital Land Survey Data (DLSD)	None	None	GE/ Clients
1. Preliminary Unit	1.1 Receiving of Survey Returns for verification and approval with uploaded DLSD based on the checklist requirement	None	25 minutes to 30 minutes	Engr. Kimberly T. Egalin, Enginner II Engr. Jackelyn Grace E. Dida, Engineer I

	1.2 Preliminary examination of survey returns for verification and approval	None	30 minutes to 1 hour for minimum of 9 lots 1 to 3 working days for Complex Subdivision	Engr. Kimberly T. Egalin, Enginner II Engr. Jackelyn Grace E. Dida, Engineer I
	1.3 Data Encoding of the accepted and pending survey returns		15 minutes to 20 minutes	Vanessa B. Leagogo, Mathematician Aide II
	1.4 Issuance of Order of Payment for Verification fee		15-30 min.	Linda L. Guiling, Cartographer I
2. Payment of verification fee	2.1 Payment of verification fee at the DENR Cashier Section and issue official receipt	Php 70.00 Minimum (depends on the no. of lots and corners)	5-30 min.	Rohaima Lumabao, Credit Officer I, Administrative Division
3. LAMS - Front desk	3.1 Encode Marginal information of the submitted Survey Returns	None	20 minutes to 1 hour	Anthony R. Cosa, Cartographer I
	3.2 Automated notification received by the client via LAMS short message services (SMS) for Client Transaction Monitoring (CTM)	None	Instantaneous	System Generated
4. LAMS - Encoding of Survey Records	4.1 Research, Encode and attach soft copy of lot references of survey records	None	30 minutes to 1 hours	Aliyah B. Ali, Engineering Aide Apolinario Henido III, Job Order

5. LAMS - Projection Unit	4. Projection of the submitted survey plan against Digital Cadastral Database (DCDB) and Land Classification (LC) Maps	None	1 to 2 working days	Engr. Amate I. Amate, Engineer III Sayeed Mohben K. Abduladsis, Statistician I Mhadie M. Badrodin, Cartographer III Abdulrahman M. Mohammad Taha, Engineering Aide Mark Lawrence T. Borja, Mathematician Aide I Abdulrauf Yusoff A. Basag, Engineer I Sokre C. Tomawis, Job order Mc. Arthur L. Mambuay, Job Order
6. LAMS - Verification Unit	6.1 Verify the correctness of the submitted technical documents if it is in accordance with the Manual on Land Survey Procedures per DMC No. 2010-13 and against DENR survey records 6.2 Cartographic Works	None	45 minutes to 1 hour for minimum of 9 lots 7 working days if Complex Subdivision	Engr. Mojahed K. Datu-Dacula, Engineer II Engr. Noroline I. Makilala, Engineer I Ashlia A. Deca, Administrative Officer II Sarah M. Mangoao, Mathematician Aide I Anuar O. Sangcopan, Mathematician Aide I Maricel D. Agnes, Cartographer II Ruby P. Balofiños, Job Order Abdulbasit Abdillah, Job Order Abdullah L Mamiscal, Cartographer IV

	6.3 Custody of pending SR • Controller • LAMS SMS • Notification letter DCDB Rescue Unit	None	None	Vanessa B. Leagogo, Mathematician Aide II Abdul Hakeem C. Sumandar, Cartographer I Caesar June Patrimonio, Engineer I Engr. Ernie M. Figueroa, Engineer I Amenodin C. Musa, Mathematician Aide II Charry Bajenting, Job Order Farhan Mamosaka, Job Order
7. LAMS - Final Verification	7.1 Final verification with regards to the correctness of the submitted technical documents if it is in accordance with the Manual on Land Survey Procedures per DMC No. 2010-13 and against DENR survey records	None	1 to 3 working days	Engr. Adelaida T. Naga, DMO III Engr. Amira Noreen D. Magarang, Engineer II
8. Recommending Approval	8.1 Recommend and countersign for the final approval of survey returns to the Chief, SMD per DMC-2022-13	None	1 to 2 working days	Engr. Tajoden A. Naga, DMO III
9. Final Approval	9.1 Sign and approve the survey plan per DMC- 2022-13	None	1 to 2 working days	Sultan Caidar S. Sambarani, Chief SMD

10. LAMS - Front Desk	10.1 Automated notification received by the client via LAMS short message services (SMS) for Client Transaction Monitoring (CTM) informing him/her that the survey plan has been approved for records archive	None	Instantaneous	System Generated
	10.2 Assignment of Survey Number of the Approved Survey Plan		20 minutes per plan	Linda L. Guiling, Cartographer I Anthony R. Cosa, Cartographer I Abdullah L. Mamiscal, Cartographer IV
11. LAMS - Scanner	11.1 Scanning of the Approved Survey plan including the attached survey documents		45 minutes to 1 hour	James Nachon, Job Order
	11.2 Transmittal of approved Survey Returns to Land Records Section.	None	1 hour	Stephanie F. Baute, Cartographer I Acmad L. Mamiscal, Tracer
12. Records Section	12.1. Achieve of Approved Survey Plan 12.2	None	1 hour	ENP Sittie Mairah K. Abduladsis, Administrative Officer III Saripa I. Macasapal, Administrative Officer III Almera B. Lomondot, Mathematician Aide I Arnold S. Salva, Administrative Aide I

TOTAL:	Php 70.00 Minimum depends on the no. of lots and corners	20 days (depending on the weight of the Survey Plans)	12 days & 20 mins

CITIZEN'S CHARTER NO. ROXII-L-05. ISSUANCE OF CERTIFICATION OF LAND STATUS

This CERTIFICATION is being issued based from the projection in the land classification map for alienability or disposability of the land being applied for. The CERTIFICATION does not construe ownership and is for reference only.

Office or Division:	Regulation and Permitting Section, DENR-CENRO
Classification:	Highly Technical
Type of Transaction:	G2B-Government to Business G2C-Government to Citizen G2G-Government to Government
Who may avail:	Banks, Corporations, Private Associations e.g. Surveying Firms;Realtors'/Developers' Corporations, Land Owners, LGUs, DPWH, Philippine Port Authority, Department of Tourism, DepEd and other stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form (1 original, 1 duplicate copy) 2. Barangay Certification indicating that the area is free from adverse claims and conflict (1 original, 2 duplicate copy) 3. Any document showing the identity of the lot (if applicable) (1 original copy, 2 duplicate copy)	CENRO Officer-Of-the-Day/ Public Assistance Desk End-user End-user

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.File application with complete supporting documents to the CENRO Receiving	1. The CENRO Receiving Clerk receives the requirements then submitted to CENR Officer for referral to CDS Chief;	None	30 mins	Receiving/ Officer-of-the-day/PACD
	1.1 The CENR Officer refers to the Chief of Conservation and Development Section for review of the completeness	None	30 mins	CENR Officer/Chief, CDS

	and correctness of the submitted documents then refers to Technical Staff;			
	1.2The Technical Staff prepares the order of payment	None	30 mins	Technical Staff, Conservation and Development Section
2. Receive Order of payment and pay corresponding fee	Receive Payment and issue and Photocopy Official receipt	PhP 20.00 (certification fee) Php 30.00 (Documentary Stamp)	30 mins	
	The Technical Staff verifies the status of the land, whether A and D or Timberland, prepare and submit report, (conduct of actual ground verification)	None	15 days	Technical Staff, Conservation and Development Section
	The Chief CDS reviews the report and affix signature on the Land Status Verification and forward to CENRO	none	3 days	Chief, Conservation and Development Section
	The CENR Officer reviews document/report, approves the land status verification and forward to Records Officer for releasing;	none	1 day	
	The CENRO Records Officer assigns control number on land status verification and enters the record book for release of land status verification to client.		**30 mins**	
	Client receives land status verification		**30 mins**	
TOTAL:		**NONE**	**19 days and 3 hrs**	

VIII. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	1. Get a copy of the Client Satisfaction Survey (CSR) Form. 2. Answer the CSR Form. 3. Check the Feedback and/or Commendation portion of the CSR Form. 4. Drop it in the designated drop box in front of the Public Assistance Unit Office.
How feedback is processed?	Every Friday, the Public Assistance Officer shall open the drop box, and compile and record all feedback submitted. 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. The answer of the concern office shall be then relayed to the client. For inquiries and follow-ups, clients may contact the following telephone number and email address: scis.smcrd2019@gmail.com 8926 5595 Jireh Rodriguez (Public Assistance Unit) 8927 6336 Julie Gorospe Ibuan Stakeholder Management and Conflict Resolution Division

How to file complaints?	1. Get a copy of the Client Satisfaction Survey (CSR) Form. 2. Answer the CSR Form. 3. Check the **Complaint portion** of the CSR Form. 4. Drop the CSR Form at the designated drop box in front of the Public Assistance Unit Office. 5. Complaints can also be filed via telephone. Make sure to provide the following information: • Name of person being complained • Incident • Evidence
How complaints are processed?	The Public Assistance Officer (PAO) shall open the complaints drop box on a weekly basis and evaluate each complaint. The complaints shall be classified according to gravity: • Minor • Moderate • Very Grave Upon evaluation, and approval of the SMCRD Chief, the PAO shall forward the complaint to the relevant office for their appropriate action. The minor complaint shall be submitted to SMCRD; moderate to Office of the Assistant Secretary for HRDS; and very grave complaint to the Office of the Secretary.
Contact Information of Anti-Red Tape Authority (ARTA)	4th and 5th Floor NFA Building, NFA Compound, Visayas Avenue, QC Hotline: 1-ARTA (1-2782) Contact No.: (02) 8478-5091, 8478-5093, 8478-5099 Email: info@arta.gov.ph and complaints@arta.gov.ph Web: http://arta.gov.ph/pages/complaintform.php

Contact Information of Presidential Complaint Center (PCC)	Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline:8888 Contact No. (02)736 8621, 736 8645, 736 8603, 736 8629, 736 8621 Email: pcc@malacanang.gov.ph Web: https://op-proper.gov.ph/presidential-action-center/
Contact Information of Contact Center ng Bayan (CCB)	Text: 0908 881 6565 Contact No.: 1-6565 (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: email@contactcenterngbayan.gov.ph Web: www.contactcenterngbayan.gov.ph www.fcebook.com/civilservicegovph
Contact Center of the Office of the Ombudsman (OMB)	Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City Contact No.: (02) 9262-OMB (662) Text Hotline: 0926 6994 703 Lifestyle Check: (02) 927-4102, 927-2404 Trunkline: (02) 479-7300 Email: pab@ombudsman.gov.ph

IX. LIST OF OFFICES UNDER REGION XII

OFFICE	OFFICE ADDRESS	CONTACT DETAILS
DENR Regional Office XII	Upper Aurora St., Koronadal City, South Cotabato	(083) 228 6225; 09209496945
PENRO Cotabato	Quirino Drive, Kidapawan City, Cotabato	(064)557-1412; 0927-1472091
PENRO Sarangani	Alabel, Sarangani Province	(083) 508 2008; (083)508-2009; 0917-4842013
PENRO South Cotabato	Martinez St.., Koronadal City, South Cotabato	(083) 228 3502; 0928-9717791
PENRO Sultan Kudarat	National Highway, Isulan, Sultan Kudarat	(064)471-0321; 0917-7004705
CENRO Glan	Sto. Niño St. Poblacion., Glan, Sarangani	(083) 225 8011; 0999-5359157
CENRO Kiamba	Kiamba, Sarangani Province	(083) 508 4020; 0908-2626272
CENRO General Santos City	Brgy. Buayan, General Santos City	(083) 225 9040; 0916-2732342
CENRO Banga	Purok San Vicente, Banga, South Cotabato	(083) 239 2754
CENRO Matalam	National Highway., Matalam, Cotabato	(064) 288 1367; 0919-4502877
CENRO Midsayap	Pob. 3, Lapu lapu St., Midsayap, Cotabato	(064) 471 1867; 0998-9581716
CENRO Kalamansig	Poblacion Kalamansig, Sultan Kudarat	(064) 204 6051; 09173521845
CENRO Tacurong City	Bo. 2, EJC Montilla Tacurong City, Sultan Kudarat	(064) 229 8658; 0945-1105928