DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES (DENR)

CITIZEN'S CHARTER

2022 (1st Edition)

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I. MANDATE (E.O. 192, s. 1987)

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

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

1. Assure the availability and sustainability of the country's natural resources through judicious use and systematic restoration or replacement, whenever possible;

2. Increase the productivity of natural resources in order to meet the demands for forest, mineral, and land resources if a growing population;

3. Enhance the contribution of natural resources for achieving national economic and social development;

4. Promote equitable access to natural resources by the different sectors of the population; and

5. Conserve specific terrestrial and marine areas representative of the Philippine natural and cultural heritage for present and future generations.

II. VISION

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

III. MISSION

To mobilize our citizenry in protecting, conserving, and managing the environment and natural resources for the present and future generations.

IV. SERVICE PLEDGE

We, the Officials and employees of the Department of Environment and Natural Resources, hereby pledge our commitment to:

- **Provide efficient, prompt, and corrupt- free services** tantamount to the **protection, conservation, management of the environment and natural resources**;
- **Ensure strict compliance to laws, rules and regulations and high degree of professionalism** in the conduct of the DENR business and non-business processes; and
- **Attend to all applicants or requesting parties who are within the premises of the office** prior to end of official working hours and during lunch break.

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DENR CENTRAL OFFICE
Admin and Finance
(Internal and External Services)

CITIZEN'S CHARTER NO. CO-AF-01. ISSUANCE OF CERTIFICATION OF NO RECORDS/APPEAL/MOTION FOR RECONSIDERATION, ETC.

This Service is made upon request of DENR personnel, official or external party for a Certification of No Records/ Appeal/ Motion for Reconsideration, etc. being filed in the DENR. The purpose for the request is included in the Certification.

Office or Division:	Records Management Division (RMD), DENR Central Office
Classification:	Simple
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 Central and Regional Offices), and Attached Agencies External: External Clientele who are authorized party or representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished customer request form (1 original)	Receiving Area, RMD, Basement
2. Government issued ID (present 1 original)	Requesting Party
Additional if from the Government Sector	
3. Official Letter Request (1 original)	Requesting Party
Additional if applicant is a representative	
4. SPA for representative (1 original, notarized)	Requesting Party, Private Lawyer 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. Check the completeness of submitted requirements, stamp the date and time on documents and forward all documents to action officer.	None	5 min.	*Receiving/Releasing Clerk* RMD

1.1. None	1.1. Verify all requirements, indicate amount to be paid in the Request Form, and verify availability of the requested document.	None	20 min.	*Action Officer/ Administrative Officer* RMD
1.2. None	1.2. Approve and sign Request Form.	None	5 min.	*Chief Administrative Officer* RMD
1.3. None	1.3. Prepare/Approve Order of Payment, and forward the same to requesting party.	None	5 min.	*Action Officer/ Administrative Officer* RMD
2. Pay to the Cashier the Certification Fee, and receive Official Receipt.	2. Accept payment and issue Official Receipt.	Php 25.00 **Certification Fee***	5 min.	*Action Officer/ Administrative Officer* Cashier Section
3. Forward Official Receipt to RMD.	3. Check the Official Receipt and prepare the requested Certification.	None	15 min.	*Action Officer/ Administrative Officer* RMD
3.1. None	3.1. Determine accuracy and initial the Certification.	None	2 min.	*Action Officer/ Administrative Officer* RMD
3.2. None	3.2. Determine accuracy of the Certification and affix signature.	None	5 min.	*Chief Administrative Officer* RMD
3.3. None	3.3. Release the approved	None	5 min.	*Receiving/Releasing Clerk* RMD

	Certification to the customer. Forward the received Customer Request Form to Action Officer for filing.			
4. Receive the approved Certification.	4. File the Customer Request Form.	None	5 min.	*Action Officer/ Administrative Officer* RMD
	TOTAL:	**Php 25.00**	**1 hour & 12 min.**	

*Except when covered by Official Letter Request

CITIZEN'S CHARTER NO. CO-AF-02. AUTHENTICATION OF RECORD/S*

Authentication of record/s is made by a requesting party (DENR personnel, official or external clientele) for a certified true copy of a record/s issued by the DENR and being filed in the Records Management Division. The purpose for the request is included in the Request Form.

Office or Division:	Records Management Division (RMD), DENR Central Office
Classification:	Simple
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	All Permanent, Casual and Contractual Personnel and Officials of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), and Head of Attached Agencies; and External Clientele

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request or Request Form (1 original)	Requesting Party, or Receiving Area, RMD
2. Government issued ID (present 1 original)	Requesting Party
Additional if from the Government Sector	
3. Official Letter Request (1 original)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish request form and forward to Receiving/ Releasing Clerk.	1. Receive, check, and stamp date and time on document.	None	5 min.	*Receiving/Releasing Clerk* RMD
1.1. None	1.1. Upload the document to Document Tracking System.	None	5 min.	*Receiving/Releasing Clerk* RMD

1.2. None	1.2. Forward document to the concerned Action Officer.	None	5 min.	*Receiving/Releasing Clerk* RMD
1.3. None	1.3. Check the availability of records, process the request, indicate amount to be paid in the Request Form.	None	15 min.	*Action Officer/ Administrative Officer* RMD
1.4. None	1.4. Approve and affix signature on the Request Form.	None	5 min.	*Action Officer/ Administrative Officer* *Chief Administrative Officer* RMD
1.5. None	1.5. Prepare Order of Payment and forward the same to requesting party.	None	5 min.	*Receiving/Releasing Clerk* RMD
2. Receive the Order of Payment, and pay to the Cashier the Authentication Fee.	2. Accept payment and issue Official Receipt.	Php 50.00 **Authentication Fee**** per set + Php 5.00 per page	5 min.	*Cashier Staff* Cashier Section

2.1. None	2.1. Check the Official Receipt and photocopy for filing. Photocopy the requested documents, stamp "Certified True Copy" and affix initial on the stamp, and forward to Chief, RMD.	None	20 min.	*Action Officer/ Administrative Officer* RMD
2.2. None	2.2. Sign in the stamp/certified documents.	None	Time / No. of Pages 30 min. / 1-20 1 hr. / 21-50 2 hr. / 51-100 1 day / 200+	*Chief Administrative Officer* RMD
2.3. None	2.3. Release the approved Authentication to the customer and forward the received Customer Request Form to Action Officer.	None	5 min.	*Receiving/Releasing Clerk* RMD

3. Receive the certified documents/records.	3. File the Customer Request Form and attachments.	None	5 min.	*Action Officer/ Administrative Officer* RMD
TOTAL:		**Php 50.00 Authentication Fee** per set + Php 5.00 per page**	**1-20 pages**	**1 hour & 45 min.**
			21-50 pages	**2 hours & 15 min.**
			51-100 pages	**3 hours & 15 min.**
			200+ pages	**1 day & 15 min.**

*Confidential and Top Secret Documents are subject for approval of the Secretary.
**Except those with Official Letter Request

CITIZEN'S CHARTER NO. CO-AF-05-06-07. PROCESSING OF PAYMENT OF CLAIMS

This process includes processing of Obligation Request and Status (ORS) and Disbursement Voucher (DV), and preparation, processing and issuance of Checks/LDDAP-ADA and corresponding Advices. This process is used to pay an obligation to DENR employees, individuals, agencies or creditors for goods purchased and services rendered.

Office or Division:	Accounting and Budget Divisions-Financial and Management Service,Cashier Section-General Services Division-Administrative Service, DENR Central Office
Classification:	Complex*
	Highly Technical**
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business
Who may avail:	Internal: DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central andRegional Offices), and Head of Attached Agencies External: Creditors, Contractors, Suppliers and Service Providers and Consultants

CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
General Requirements	
Disbursement Voucher DV, if applicable (3 Original Copies)	Requesting Party
Obligation Request and Status (ORS) (3 Original Copies)	Requesting Party
1. Travelling Expenses	
A. Local Travel	
• Approved Travel Order (1 Original)	Concerned Employee
• Itinerary of Travel (1 Original)	Concerned Employee
• Air Ticket Travel Order, if applicable (1 Photocopy)	Concerned Employee
• Special Order, if applicable (1 Photocopy)	Concerned Employee /Human Resource DevelopmentService
• Additional Requirements for Reimbursement	
o Certificate of Travel Completed (1 Original)	Concerned Employee

CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
o Certificate of Appearance (1 Original)	Concerned Employee /Head of Office-Place of Destination
o Paper/Electronic Plane Ticket, if applicable (1Original)	Concerned Employee /Airline Company
o Boat or Bus Tickets, if applicable (1 Original)	Concerned Employee /Ticketing Office
o Taxi or Transport Receipts (1 Original)	Concerned Employee /Taxi Driver
o Boarding Pass (1 Original)	Concerned Employee /Airline Company
o Terminal Fee Tickets/Stubs (1 Original)	Concerned Employee /Airline Company
o "Annex A" Certification of Expenses notRequiring Receipts, if applicable (1 Original)	Concerned Employee
o Trip Ticket, if applicable (1 certified true copy)	General Services Division (GSD)
B. Foreign Travel	
• Approved Travel Authority (1 Original)	Office of the Secretary (for DENR Undersecretaries downto Employees) Office of the President (for the Secretary)
• Approved Itinerary of Travel (1 original)	Concerned Employee
• Letter of Invitation of Host/Sponsoring country (1original)	Host Country
• Flight Itinerary (1 original)	Airline Company/Ticketing Office/Travel Agency
• Authority from the Office of the President to claimrepresentation expenses, if applicable (1 original)	Office of the President
• Certificate of Appearance/Attendance (original)	Concerned Employee
• Certificate of Travel Completed (original)	Concerned Employee
• Plane Ticket, if applicable (1 original)	Concerned Employee /Airline Company
• Boarding Pass, if applicable (1 original)	Concerned Employee Airline Company
• Daily Subsistence Allowance (DSA) Rate (1photocopy)	International Civil Service Commission (ICSC) of UnitedNations
• Narrative Report on Participation (1 original)	Concerned Employee
• Bills/receipts for non-commutable representationexpenses approved by the President (1 original)	Requesting Party/Claimant
2. Catering and Accommodation Expenses	
A. Training/Seminar/Workshop	

CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
• Approved Purchase Request (1 Original)	Requesting Party/Concerned Office/Administrative Service
• Notice of Award (1 Original)	Property and Supply Management Division (PSMD)
• Approved Notarized Contract (1 Original)	Property and Supply Management Division (PSMD)
• Notice to Proceed (1 Original)	Property and Supply Management Division (PSMD)
• Bids and Awards Committee Resolution (1 Original)	Property and Supply Management Division (PSMD)
• Signed Notice of Meeting/Special Order (1 original)	End –User
• Three (3) Quotations (for transactions above P50,000.00 supplier must be PHILGEPS registeredwith posting) (1 original)	End –User/ Service Providers, or Property and SupplyManagement Division (PSMD)
• Abstract of Quotations (1 original)	Requesting Party/Concerned Office
• Attendance Sheet with Heading/Event/Date/Venuecertified by the Requesting Party (1 Original)	End –User
• Certificate of Acceptance signed by the RequestingParty (1 Original)	End –User
• Billing Statement/Sales Invoice/Statement of Account/Official Receipt (1 original)	Service Provider
• Approved Project Procurement Management Plan(PPMP)(1 Photocopy)	End –User
• Catering Agreement (for transactions aboveP50,000.00 must be notarized) (1 original)	Property Management Section, PSMD
• Copy of PHILGEPS Document Request List (DRL)/Posting Reference Number/Award NoticeAbstract (1 computer generated)	Property Management Section, PSMD
B. Catering Services for Meeting	
• Approved Notice of Meeting (1 Original)	End –User
• Purchase Request (1 Original)	End –User
• Service Agreement (1 Original)	Service Provider
• At least three (3) Quotations (certified by theRequesting Party) (1 Original)	End –User/Service Providers

CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
• Abstract of Quotation duly noted by Head of Officeand Approved by Director's Level (1 Original)	Property and Supply Management Division (PSMD)
• Certificate of Acceptance signed by the RequestingParty (1 Original)	End –User
• Sales or Charge Invoice/Statement of Accounts (1Original)	Service Providers
• Attendance Sheet certified by the Requesting Party(1 Original)	End –User
• Approved Project Procurement Management Plan(PPMP)(1 Photocopy)	End –User
C. Registration Fee	
• Letter Invitation (1 original, or printed copy of email)	Service Provider or End-User
• Special Order (1 photocopy)	Secretary or Undersecretary, DENR Central Office, orEnd-user
3. Mandatory Expenses	
A. Water and Electricity	
• Billing Statement/Statement of Account (1 Original)	Electricity and Water Service Provider (Meralco andManila Water)
B. Communication/Telephone Expenses	
• Billing Statement/Statement of Account (1 Original)	Telecommunication Service Providers (e.g. PLDT/ Smart/Globe)
• Certification that Phone calls are Official in Nature (1Original)	General Services Division (GSD)
• Contract (1 certified copy)	Service Provider or Requesting Party (c/o BAC-PSMD)
• Annual Procurement Plan (APP) (1 certified copy)	Procurement Unit or Section (c/o BAC-PSMD)
C. Gasoline	
• Billing Statement /Statement of Account (1 Original)	Gasoline Service Center
• Vehicle Trip Ticket (1 Original)	Motorpool Section, General Services Division (GSD)
• Charge Invoice (1 Original)	Gasoline Service Center
• Daily Trip Record (1 Original)	General Services Division (GSD)

CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
• Requisition & Issue Slip (1 original)	Motorpool Section-General Services Division (GSD)
• BAC Resolution, if first payment (1 certified truecopy)	Procurement Management Section-PSMD
D. Janitorial Services	
• Duly signed and notarized Contract with Certificate of Availability of Funds, if first payment (1 certified true copy)	Property and Supply Management Division (PSMD)
• Billing Statement/Statement of Account (1 original)	Janitorial Service Provider
• Duly approved Daily Time Record (1 original)	Janitorial Service Provider
• Certification of Service Rendered (1 original)	General Services Division (GSD)
• Duly approved Attendance Sheet with total number of hours/days worked by individual janitors (1original)	Janitorial Service Provider
• Letter Request for additional Janitorial Personnel, ifapplicable (1 original)	Requesting Party
• BAC Resolution, if first payment (1 certified truecopy)	Procurement Management Section-PSMD
• Notice to Proceed, if first payment (1 original)	Property and Supply Management Division (PSMD)
• Notice of Award, if first payment (1 original)	Property and Supply Management Division (PSMD)
• Approved PPMP, if first payment (1 photocopy)	End-user or Property and Supply Management Division(PSMD)
• Purchase Request, if first payment (1 original)	End-user
• Payroll Register (1 certified copy)	Janitorial Service Provider
E. Security Services	
• Duly signed and notarized Contract with Certificate of Availability of Funds, if first payment (1 certified true copy)	Property and Supply Management Division (PSMD)
• Billing Statement/Statement of Account (1 original)	Security Service Provider
• Duly approved Daily Time Record (1 original)	Security Service Provider
• Certification of Service Rendered (1 original)	General Services Division (GSD)
• Duly approved Attendance Sheet with total number of hours/days worked by individual security guards (1 original)	Security Service Provider

CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
• BAC Resolution, if first payment (1 certified truecopy)	Procurement Management Section-PSMD
• Terms of Reference (1 Photocopy)	Property and Supply Management Division (PSMD)
• Notice to Proceed, if first payment (1 original)	Property and Supply Management Division (PSMD)
• Notice of Award, if first payment (1 original)	Property and Supply Management Division (PSMD)
• Approved PPMP, if first payment (1 photocopy)	End-user or Property and Supply Management Division(PSMD)
• Purchase Request, if first payment (1 original)	End-user
• Payroll Register (1 certified copy)	Security Agency
4. Salaries of Individuals Hired under Contract ofService (COS)	
• Contract duly signed, notarized with certificate of availability of funds (1 original copy and 2 certified true copies for first claim)	Concerned Employee or Requesting Party
• Accomplishment Report approved by RequestingParty (1 original copy)	Concerned Employee
• Approved Daily Time Record and duly verified byPersonnel Division (1 original copy)	Concerned Employee
5. Consultancy Services	
• Approved Purchase Request (1 original)	Concerned Employee/Requesting Party
• Three (3) Quotations (1 original)	Property and Supply Management Division (PSMD)
• Abstract of Quotation duly noted by Head of Officeand Approved by Director's Level (1 Original)	Property and Supply Management Division (PSMD)
• Request for Quotation, if first payment (1 certifiedtrue copy)	Procurement Management Section-PSMD
• BAC Resolution, if first payment (1 certified truecopy)	Procurement Management Section-PSMD
• PhilGEPS Posting Reference Number & Award Notice Abstract (for transactions amounting to morethan P50,000.00), if first payment (1 original)	Procurement Management Section – PSMD, and PhilGEPS
• Notice of Award, if first payment (1 original)	Property and Supply Management Division (PSMD)

CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
• Signed and notarized contract with Certificate of Availability of Funds (1 certified copy)	Property and Supply Management Division (PSMD)
• Notice to Proceed, if first payment (1 original)	Property and Supply Management Division (PSMD)
• Terms of Reference, if first payment (1 original)	Consultant
• Approved Expected Outputs/deliverables, if firstpayment (1 original)	Consultant and Requesting Party
• Copy of Approved Manning Schedule, if firstpayment (1 original)	Consultant
• Copy of Curriculum Vitae of the Consultants & staff,if first payment (1 original)	Consultant
• Approved Project Procurement Management Plan (PPMP) / Supplemental Project Procurement Management Plan (SPPMP), if first payment(1 photocopy)	Requesting Party
• Approved Consultancy Progress/Final Reports (1original)	Consultant/Concerned Office
• Progress/Final Billing (1 original)	Consultant
• Letter Intent/Proposal, if first payment (1 original)	Service Provider
• Letter request for payment (1 original)	Consultant
6. Cash Advances (Except for Travels)	
• Special Order for Special Disbursing Officer/PettyCash Custodian (1 photocopy)	Records Division/Designated Special Disbursing Officer(SDO)
• Certification from the Accountant that previous cashadvances have been liquidated (1 original)	Accounting Division
• Fidelity Bond (1 photocopy)	Designated Special Disbursement Officer (SDO)
7. Replenishment of Cash Advances	
• Special Order, if first payment (1 photocopy)	Records Division
• Official Receipts/Sales Invoices (1 original)	Supplier
• Replenishment Report (1 original)	Concerned Special Disbursing Officer (SDO)
• Approved Purchase Request (1 original)	Requesting Party/Concerned Office

CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
• Certificate of Emergency Purchase (1 original)	Requesting Party/Concerned Office
• Certificate of Inspection and Acceptance (1 original)	Inspection & Pre-Acceptance Committee (IPC)
• Report of Waste Materials, in case of repair (1original)	Property Management Section-PSMD
• Approved trip ticket for gasoline expenses (1original)	Motorpool Section-General Services Division
• Three (3) Quotations from suppliers (original)	Suppliers
• Abstract of Quotations (1 original)	Requesting Party/Concerned Office
8. Vehicle Repair and Maintenance, and Printing	
A. Repair and Maintenance of Motor Vehicles/Equipment	
• Duly signed Purchase Order (1 original)	Supply Management Section - PSMD
• Pre-repair Evaluation/Inspection Report (1 original)	Inspection & Pre-Acceptance Committee (IPC)
• Approved Job Order Request (1 original)	Requesting Party/Administrative Service
• BAC Resolution (1 certified true copy)	Procurement Management Section-PSMD
• Warranty Certificate (1 original)	Service Provider
• Inspection & Acceptance Report (1 original)	Inspection & Pre-Acceptance Committee (IPC)/PSMD
• Three (3) Quotations from Suppliers (1 original)	Service Providers
• Abstract of Quotation duly noted by Head of Officeand Approved by Director's Level (1 Original)	Property and Supply Management Division (PSMD)
• Certificate of Acceptance (1 original)	Concerned Requesting Party/Office
• Approved Project Procurement Management Plan(PPMP) (1 photocopy)	Property Management Section-PSMD
B. Printing	
• Purchase Request (1 original)	Requesting Party
• BAC Resolution (1 certified true copy)	Procurement Management Section -PSMD
• Three (3) Quotations from suppliers (original)	Suppliers
• Notice of Award (1 original)	Supply Management Section - PSMD
• Notice to Proceed (1 original)	Supply Management Section – PSMD/AdministrativeService

CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
• Request for Quotation (1 original)	Procurement Management Section-PSMD
• Abstract of Quotation duly noted by Head of Officeand Approved by Director's Level (1 Original)	Property and Supply Management Division (PSMD)
• Certificate of Earmarking of Funds (1 original)	Budget Division
• Project Procurement Management Plan (PPMP) (1photocopy)	Procurement Management Section-PSMD
• PhilGEPS Posting Reference Number & AwardNotice Abstract (for transactions amounting to more than P50,000.00) (1 computer generated)	Supply Management Section - PSMD
9. Government Share for Mandatory Deductions	
• Payroll/List of Personnel with Corresponding amountof Government Share on GSIS, Pag-ibig, and PhilHealth) (1 original)	Personnel Division
10. Salaries and Wages (Regular Employees)	
A. First Salary	
• Duly approved Appointment (1 Certified True Copy)	Concerned Employee/ Personnel Division
• Oath of Office (1 Certified True Copy)	Concerned Employee/ Personnel Division
• Certificate of Assumption (1 Certified True Copy)	Concerned Employee/ Personnel Division
• Statement of Assets, Liabilities and Net Worth (1Certified True Copy)	Concerned Employee/ Personnel Division
• Approved Daily Time Record and duly verified byPersonnel Division (1 original)	Concerned Employee/ Personnel Division
• BIR Certificate of Registration (Form 1902) (1certified true copy)	Concerned employee
• *Additional Requirements (for transferees from onegovernment office to another):*	
o Office Clearance (1 Certified True Copy)	Concerned Employee
o Certificate of Available Leave Credits (1 original)	Personnel Division
o Service Record (1 original)	Personnel Division
o Certification of Last Salary Received (1 originalcopy)	Concerned Employee/From the Accounting Division/Unit ofprevious employer

CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
○ BIR Form 2316 (Certificate of CompensationPayment/Tax Withheld) (1 certified true copy) ○ Certificate of Available Leave Credits (1 originalcopy)	Concerned Employee/Accounting Division/Unit ofprevious employer Concerned Employee/Personnel Division/Unit of previousemployer
B. Salary (if deleted from the payroll)	
• Approved Daily Time Record (1 original)	Personnel Division
• Copy of Payroll (1 Certified True Copy)	Personnel Division
11. Allowances and Other Similar Expenses	
A. Special Counsel Allowance	
• Office Order/Designation/Letter of the OSG deputizing the claimant to appear in court as specialcounsel (1 photocopy)	Concerned Employee
• Certificate of Appearance issued by the Office of theClerk of Court (1 original)	Office of the Clerk of Court
• Certification that the cases to be attended by the lawyer personnel are directly related to the nature/function of the particular office represented (1 original)	Legal Service
• Certification issued by the concerned lawyer and Agency Accountant that the amount being claimed isstill within the limitation (1 original)	Legal Service/Accounting Division
• Certification that the case is not pursuant to Motionfor Extension of postponement of hearing (1 original)	Legal Service
B. Loyalty Award Bonus	
• Certification of years in service (1 original)	Personnel Division
• Service Record (1 original)	Personnel Division
C. Step Increment/Salary Adjustment	
• Notice of Step Increment (NOSI) /Notice of SalaryAdjustment (NOSA) (1 Certified True Copy)	Personnel Division

CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
• Approved Appointment in case of promotion (1Certified True Copy)	Malacañang Office/Personnel Division
• Certificate of Assumption of Duties in case ofpromotion (1 Certified True Copy)	Personnel Division
D. Monetization	
• Special Allotment Release Order (SARO) (1 CertifiedTrue Copy)	Department of Budget and Management (DBM)
• Notice of Cash Allocation (NCA) (1 Certified TrueCopy)	Department of Budget and Management (DBM)
• Matrix of Computation, if applicable (1 original)	Personnel Division
• Application for Leave with Certification of AvailableLeave Credits (1 Certified True Copy)	Concerned Employee/ Personnel Division
• Updated Leave Card (1 Certified True Copy)	Personnel Division
• Notice of Step Increment (NOSI), if applicable (1Certified True Copy)	Personnel Division
• Service Record (1 Certified True Copy)	Personnel Division
• Approved leave application (10 days) with leave credit balance certified by the Human ResourceOffice (1 original)	Personnel Division
• Request for leave covering more than 10 days duly approved by the head of Agency (if more than 10 days) (1 original)	Concerned personnel
• Clinical abstract/medical procedures to beundertaken in case of health, medical and hospital needs for monetization of 50% or more (1 original)	Concerned personnel/Hospital original
• Barangay Certification in case of need for financialassistance brought about by calamities, typhoons, fire, etc. (1 original)	Concerned employee/concerned BarangayOriginal
E. Terminal Leave	
• Special Allotment Release Order (SARO) (1 CertifiedTrue Copy)	Department of Budget and Management (DBM)

CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
• Notice of Cash Allocation (NCA) (1 Certified TrueCopy)	Department of Budget and Management (DBM)
• Clearance from money, property and legalaccountability from the office of current assignment (1 original)	Concerned personnel/All concerned offices
• Certified photocopy of employees leave card as at last date of service duly audited by Personnel Division and COA (1 photocopy)	Personnel Division
• Certificate of leave credits issued by (1 original)	Personnel Division
• Approved leave application (1 original)	Personnel Division
• Complete service record (1 original)	Personnel Division
• Statement of Assets, Liabilities and Net Worth(SALN) (1 original)	Concerned Employee
• Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if the salary under the last appointment is not the highest (1 original)	Personnel
• Certificate of Available Leave Credits (1 original)	Personnel
• Applicant's authorization (in affidavit form) to deductall financial obligations with the agency (1 original)	Concerned Employee
• Affidavit of applicant that is no pending criminal investigation or prosecution against him/her (1 original)	Legal Affairs Service
• In case of resignation, employee's letter resignationduly accepted by the Head of Agency(1 original)	Concerned personnel
• Ombudsman clearance per COA Circular 2013-001(1 original)	Ombudsman
• *Additional requirements, if applicable:*	
• Death certificate authenticated by PSA (1 original)	Philippine Statistics Authority
• Marriage contract authenticated by PSA (1 original)	Philippine Statistics Authority

CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
• Birth Certificate of all surviving legal heirs authenticated by PSA (1 original)	Philippine Statistics Authority
• Designation of next of kin (1 original)	Authorized claimant
• Waiver of rights of children 18 years old and above(1 original)	Authorized claimant
12. Inter-Agency Fund Transfer	
• Approved Work and Financial Plan (1 certified truecopy)	Implementing Agency
• Signed and notarized contract with Certificate ofAvailability of Funds (1 certified true copy)	Implementing Agency
• Certification from the Accountant that funds previously transferred has been liquidated (1 original)	Accounting Division
• Approved Project Expenditures or Estimated Expenses indicating the project objective and expected output (1 original)	Implementing Agency
13. Procurement through Public Bidding (Infrastructure, Goods/Services, ConsultingServices)	
A. Basic Requirements for all types of procurement through public bidding:	
• Approved Purchased Request (1 original)	End-user Unit
• Approved S/PPMP(1 photocopy)	End-User Unit
• Approved APP and any amendment thereto (1photocopy)	BAC Secretariat (Procurement Mgt. Section-PSMD)
• Certificate of Earmarking of Funds (1 original)	Budget Division
• BAC Resolution recommending Mode of Procurement, *as applicable* (1 certifiedphotocopy)	BAC Secretariat (PrMS-PSMD)
• Approved Contract supported by the following documents: (1 original)	BAC Secretariat (PrMS-PSMD)

CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
o Minutes of Pre-procurement Conference(1 original)	BAC Secretariat (PrMS-PSMD)
o Approved Invitation to Bid/Request for Expression of Interest (1 certified true copy)	BAC Secretariat (PrMS-PSMD)
o Copy of Advertisement of Invitation to Bid/Request for Expression of Interest (PhilGEPS Posting) (1 certified true copy)	BAC Secretariat (PrMS-PSMD)
o Bidding Documents which includes a complete set of approved plans/drawings and technical specifications for infrastructure projects, complete technicaldescription for goods and Terms of Reference (TOR) for consulting services. (1certified true copy)	BAC Secretariat (PrMS-PSMD)
o Minutes of Pre-bid Conference (1 certifiedtrue copy copy)	BAC Secretariat (PrMS-PSMD)
o Supplemental/Bid Bulletins, if any (1certified true copy)	BAC Secretariat (PrMS-PSMD)
o Bidder's Technical and FinancialProposals (1 certified true copy)	BAC Secretariat (PrMS-PSMD)
o Minutes of Bid Opening (1 certified truecopy)	BAC Secretariat (PrMS-PSMD)
o Abstract of Bids (1 certified true copy)	BAC Secretariat (PrMS-PSMD)
o Notice of Single/Lowest Calculated Bid (1certified true copy)	BAC Secretariat (PrMS-PSMD)
o Post-qualification Evaluation Report of theBAC-TWG (1 certified true copy)	BAC Secretariat (PrMS-PSMD)
o Notice of Post-Qualification (1 certifiedtrue copy)	BAC Secretariat (PrMS-PSMD)
o BAC Resolution declaring Single/LowestCalculated Bid and Recommending Award	BAC Secretariat (PrMS-PSMD)

CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
of Contact approved by the HOPE (1certified true copy)	
o Notice of Award (1 original copy for firstpayment)	BAC Secretariat (PrMS-PSMD)
o Performance Security (1 original copy)	BAC Secretariat (PrMS-PSMD)
o Notice to Proceed (1 original copy for firstpayment)	BAC Secretariat (PrMS-PSMD)
• Copy of the Approved PERT/CPM Network Diagram and computations of contract time *(forinfrastructure projects)* (1 certified true copy)	BAC Secretariat (PrMS-PSMD)
• Detailed Breakdown of the Contract Cost (1certified true copy)	BAC Secretariat (PrMS-PSMD)
• Ranking of Short Listed Bidders for ConsultingServices (1 certified true copy)	BAC Secretariat (PrMS-PSMD)
• Printout copy of posting of Notice of Award, Notice to Proceed and Contract in the PhilGEPS(1 certified true copy)	BAC Secretariat (PrMS-PSMD)
• Evidence of Invitation of Three (3) Observers in all stages of procurement process (1 certified truecopy)	BAC Secretariat (PrMS-PSMD)
• Copy of Memo to COA re Submission of Copy of Perfected Contract/PO with stamped received by COA (1 certified true copy)	BAC Secretariat (PrMS-PSMD)
• Original Copy of Delivery Receipt	Supplier/Contractor/Service Provider/Consultant
• Sales Invoice/Billing Invoice/Official Receipt (1original copy)	
• Inspection and Acceptance Report, as applicable(1 original copy)	Inspection and Pre-acceptance Committee
• Certificate of Acceptance (1 original copy)	End-user Unit

CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
B. For the additional documentary requirements per transaction type, please refer to Sections 9.1.1 to 9.1.3 of the COA Circular No. 2012-01	
14. Procurement through Alternative Modes	
A. Basic Requirements Common to All Purchasesunder AMP	
• Approved Purchased Request (1 original copy)	End-user Unit
• Approved S/PPMP(1 certified true copy)	End-User Unit
• Approved APP and any amendment there to(1certified true copy)	BAC Secretariat (Procurement Mgt. Section-PSMD)
• Certificate of Earmarking of Funds (1 originalcopy)	Budget Division
• BAC Resolution recommending Mode of Procurement, *as applicable* (1 certified true copy) C/O DENREU – DENR Central Office	BAC Secretariat (PrMS-PSMD)
• Proof of posting of Invitation or Request for Quotation/Request for Proposal in the PhilGEPS Website and at any conspicuous place *(ifavailable)* for a period of three (3) calendar days *[in case of Shopping under Section 52.1 (b), Negotiated Procurement under Section 53.1 (two failed biddings) and 53.9 Small Value Procurement (SVP) with an ABC above PhP50,000.00]* (1 certified true copy)	BAC Secretariat (PrMS-PSMD)
• Abstract of Quotation (1 original)	BAC Secretariat (PrMS-PSMD)
• Duly approved Purchased Order/LetterOrder/Contract (1 original)	BAC Secretariat (PrMS-PSMD)
• Performance Security *(for contracts under NP- Emergency Cases specifically Infrastructure Projects, NP-Take-over Contracts, Adjacent/Contiguous, NP-SVP Infrastructure Projects)* (1 original)	Supplier/Contractor/Service Provider/Consultant

CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
• Warranty Security *(for contracts under Direct Contracting, NP-Repeat Order, NP-Two Failed Biddings except for Consulting Services, NP- Emergency Cases except for consulting services, NP-Take-over Contracts, Adjacent/Contiguous, NP-SVP except for Consulting Services)* (1 original)	Supplier/Contractor/Service Provider
• Proof of Posting of Notice of Award, Contract/PO, including the NTP if necessary, in the PhilGEPS Website and at any conspicuous place in the DENR premises *(if available),* for contracts with ABC of above PhP50,000.00*(except in Shopping and Negotiated Procurement under Emergency Cases, Agency-to-Agency, and SVP)* (1 certified true copy)	BAC Secretariat (PrMS-PSMD)
• Original copy of Delivery Receipt (1 or more, ifapplicable)	Supplier/Contractor/Service Provider/Consultant
• Sales Invoice/Billing Invoice/Official Receipt (1original)	Supplier/Contractor/Service Provider/Consultant
• Inspection and Acceptance Report, *as applicable* (1 original)	Inspection and Pre-acceptance Committee
• Certificate of Acceptance (1 original)	End-user Unit
B. For the additional documentary requirementsper transaction type, please refer to Sections 9.2.1 to 9.2.5 of the COA Circular No. 2012-01	

***Based on Commission on Audit (COA) Circular 2012-001 dated June 14, 2012 Revised Guidelines and DocumentaryRequirements for Common Government Transactions

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Budget Division				
1. Submit Disbursement Voucher (DV) and Obligation Request and Status (ORS) signed by the Head, Requesting Office/Authorized Representative with complete supporting Documents to Budget Division for review and evaluation	1. Receive and record in Logbook all DV and ORS with complete supporting documents, sort into categories and forward to concerned Processor or Controller assigned per Office	None	1 Hour	*Receiving / Releasing Clerk* *Budget Division*
1.1 None	1.1 Review/check the accuracy of the prepared DV and ORS and the completeness of the supporting documents. Verify availability of allotment, encode in the ORS system, indicate generated number in the ORS, and initial Box B and forward to the Chief/Assistant Chief/ Section Chief, Budget Division in accordance with Manual of Approval.	None	5 Hours (Complex) 2 Days and 3 Hours (Highly Technical)	*Processor/Controller* *Budget Division*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NGTIME	PERSONS RESPONSIBLE
1.2 None	1.2 Review and Sign Box B of ORS and forward to Receiving and Releasing Clerk.	None	5 Hours (Complex) 2 Days and 3 Hours (Highly Technical)	*Chief (Above Php 50,000.00)* *Assistant Chief/ Section Chief (Php 50,000.00 below)* *Budget Division*
1.3 None	1.3 Batch up several DV and ORS into category per kind of claim and forward to Accounting Division.	None	1 Hour	*Receiving/Releasing Clerk Budget Division*
Accounting Division				
1.4. None	1.5. Receive DV/Payroll with signed ORS and supporting documents (SDs).	None	2 hours and 30 minutes	*Administrative Assistant* Accounting Division
1.5. None	1.5. Stamp “Received”, indicate time and date of receipt and initials on the received portion of the DV	None		
1.6 None	1.6. Assigns DV/Payroll number.	None		
1.7 None	1.7. Record in the logbook the DV number and date, name of payee, particulars and amount.	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSINGTIME	PERSONS RESPONSIBLE
1.8 None	1.8. Attach and accomplish the Accounting Division Document Tracking (AD-DT) by indicating the payee name, number, date and amount of DV/Payroll, date, time of receipt	None		
1.9 None	1.9. Forward DVs with signed ORS, AD-DT and supporting documents to the designated staff for encoding in the Disbursement database.	None	1 hour and 30 minutes	Administrative Assistant, Accounting Division
1.10 None	1.10. Forward the document to designated staff for processing.	None		
1.11 None	1.11. Indicate the date and time of receipt in the AD-DT	None	4 hours (Complex) 1 day and 5 hours (Highly Technical)	*Administrative Assistant* *Accountant I* *Accountant II* Accounting Division
1.12 None	1.12. Process DVs as to completeness and propriety of supporting documents,	None		
1.13 None	1.13. Compute for applicable taxes, if any.	None		
1.14 None	1.14. Prepare Certificate of Taxes Withheld (BIR Form 2307), if applicable.	None		
1.15 None	1.15. Prepare Accounting Entries in Box B of DV.	None		
1.16 None	1.16. Affix initial in Box C of DV.	None		

1.17 None	1.17. Accomplish the AD-DT by indicating the date and time when the processing was completed	None		
1.18 None	1.18. Forward DVs with approved ORS, AD-DT and supporting documents to the designated staff for indexing.	None		
1.19 None	1.19. Indicate the date and time of receipt in the AD-DT	None	2 hours	*Administrative Assistant* Accounting Division
1.20 None	1.20. Record DV date and number, particulars and amount in individual index of payment.	None		
1.21 None	1.21. Affix initial in Box C of DV.	None		
1.22 None	1.22. Accomplish the AD-DT by indicating the date and time when the indexing was completed.	None		
1.23 None	1.23. Forward DVs with approved ORS, AD-DT with SDs to the Chief Accountant/ Asst. Chief Accountant / Chief Disbursement Section for review and signature in Box C.	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSINGTIME	PERSONS RESPONSIBLE
1.24 None	1.24. Indicate the date and time of receipt in the AD-DT	None	5 hours (Complex) 2 days and 4hours (Highly Technical)	*Chief, Disbursement Section (Below Php 50,000.00)* *Assistant Chief Accountant/ Accountant IV (Php 50,000.00-100,000.00)* *Chief Accountant, Accountant V (Php 100,000.00+)* Accounting Division
1.25 None	1.25. Review DVs with approved ORS and SDs	None		
1.26 None	1.26. Sign/Certify Box C of DV based on the Manual of Authorities.	None		
1.27 None	1.27. Accomplish the AD-DT by indicating the date and time of approval.	None		
1.28 None	1.28. Forward the duly signed DVs and SDS to the ReleasingStaff.	None		
1.29 None	1.29. Indicate the date and timeof release in the AD-DT and detaches the same.	None	1 hour	*Administrative Assistant* Accounting Division
1.30 None	1.30. Forward the AD-DT to assigned staff for encoding in the disbursement database.	None		
1.31 None	1.31. Stamp “Released”; indicate time and date in the DV.	None		
1.32 None	1.32. Release the duly signed DVs together with complete SDs to Approving Authority.	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Office of Approving Authority per Manual of Authority				
1.33 None	1.33. Receive signed DV, approved ORS and supporting documents. Record in logbook. Forward to approving authority for signature and approval Record in logbook. Forward to approving authority for signature and approval.	None	30 min.	Receiving/Releasing Clerk Office of the Approving Authority based on Manual of Authorities: Director, FMS or Director, AS (Up to Php 5M) Supervising ASEC (Above Php 5M to 10M) Supervising USEC (Above Php 10M to 15M) Secretary (Above Php 15M)
1.34 None	1.34. Receive documents, review,and sign Box D of DV. Forward to Receiving/Releasing Clerk.	None	7 hours (complex) 3 days &7hours (highly technical)	Approving Authority based on Manual of Authorities
1.35 None	1.35. Release approved DV to the Accounting Division	None	30 minutes	Receiving/Releasing Clerk Office of Approving Authority based on Manual of Authorities

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Accounting Division				
1.36 None	1.36. Receive signed DV, ORS and supporting documents.		1 hour	*Administrative Assistant* Accounting Division
1.37 None	1.37. Prepares ADA and forwardsto the approving Officer		2 hours and 30 minutes	*Administrative Assistant* Accounting Division
1.38 None	1.38. Approving Officer reviewsand signs ADA		2 hours (complex) 4 hours (highly technical)	Chief, Disbursement Section and DivisionChief
1.39 None	1.39. Released ADA to Cashier		30 minutes	*Administrative Assistant* Accounting Division
Cashier Section				
1.40 None	1.40. Receive and record in Logbook the approved LDDAP-ADA, DV, ORS and/or other supporting documents. Check completeness of signatories on the DVs, ORS and/or LDDAP-ADA and forward to concerned Cashier Staff.	None	30 minutes	*Receiving/Releasing Clerk (Administrative Assistant) Cashier Unit*

CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.41 None	1.41. Check the account/funding source and balance of Notice of Cash Allocation (NCA) against amount ofthe DV. Prepare Check and record in the Check and Advice to Debit Account Disbursement Record (CkADADRec.)	None	30 minutes	*Cashier Staff (Cashier I)* *Cashier Unit*
1.42 None	1.42. Prepare Advice of Checks Issued and Cancelled for Checks and LDDAP-ADA (ACIC).	None	1 hour	*Cashier Staff(Cashier I)* Cashier Unit
1.43 None	1.43. Record Check/LDDAP-ADAparticulars in the Index of Payment and indicate Check/LDDAP-ADA number, date, bank name and account number in theportion E of the DV.	None	1 hour	*Administrative Assistant* Cashier Unit
1.44 None	1.44. Review and sign the Check and the ADA portion of LDDAP-ADA, and ACIC.	None	1 hour	*Chief Cashier* Cashier Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.45 None	1.45. Record in the Logbook and forward Check/LDDAP-ADA with supporting documents and corresponding ACIC to Approving Officials based on Manual of Authorities.	None	30 minutes	*Receiving/ReleasingClerk (AdministrativeAssistant)* Cashier Unit
Office of Approving Authority				
1.46 None	1.46. Receive Check/ADA, DV and other supporting documents and corresponding ACIC from Cashier Section.	None	30 minutes	Receiving/Releasing Clerk Office of the Approving Authority based on Manual of Authorities
1.47 None	1.47. Countersign Check and approves the LDDAP-ADA based on Manual of Authorities, and corresponding ACIC.	None	5 hours (complex) 3 days & 7 hours (Highly technical)	Approving Authority based on Manual of Authorities
1.48 None	1.48. Forward the signed/ approved Check/LDDAP-ADA with supporting documents and corresponding ACIC to cashier Unit.	None	30 minutes	Receiving/Releasing Clerk Office of the Approving Authority based on Manual of Authorities

CLIENT STEPS	AGENCY ACTION	FEESTO BEPAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.49 None	1.49. Received the approved LDDAP-ADA with supporting documents and the corresponding ACIC and records in the Logbook. For checks, receive the signed checks, DV and supporting documents and the corresponding ACIC and records the particular inthe check register	None	30 minutes	*Cashier Staff* Cashier Unit
1.50 None	1.50. Prepare the receiving copy and soft copy of LDDAP- ADA and the correspondingACIC for check and LDDAP-ADA to be forwarded to LBP For checks, receive the signed checks, DV and supporting documents and the corresponding ACIC and records the particular in the check register	None	2 hours and 30 minutes	*Cashier Staff* Cashier Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.51 None	1.51. For LDDAP-ADA, credit amount torespective accounts. For checks, clear for funding and ready for encashment/deposit to assigned account.	None	Not earlier than 24 hours but not later than 48 hours	*Staff* Land Bank of the Philippines
1.52 None	1.52. Inform the claimants/payee that the check is ready for pick-up/ the LDDAP-ADA was forwarded to the bank and to issue OR and to receive the Tax Certificate upon crediting payment to their account.	None	20 minutes	*Cashier Staff* Cashier Unit
1.53 None	1.53. For Checks, release Check and Tax Certificate to the payee and sign the box D portion of the DV and attach the OR to the DV.	None	10 minutes	*Cashier Staff* Cashier Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Receive check and sign Box E of the DV (Checks) or Check bank account (LDDAP-ADA). Issue Official Receipt to Cashier, and pick up tax certificate, if applicable. Sign in box E of DV (LDDAP-ADA).		None		
	TOTAL	**None**	**Complex**	**7 working days**
			Highly Technical	**20 working days**

Note:

1. **Processing time is the based on the assumption that all documents are complete and proper and that no other matters/ meetings being attended to by the signatories.**
2. **Processing time excludes 24 to 48 bank waiting hours**

CLASSIFICATION:

***Complex Transactions**	
• Remittances of Contributions and Loan Payments to Agencies for Mandatory Deductions and Various Lending/Financing Institutions • Water/Electricity Expenses • Registration fees for Seminar/Workshop • Funding Checks • Land Bank (for salaries and other personnel benefits of permanent employees and payment for service rendered of individuals hired under contract of service) • Payroll for Services rendered under Contract of Service (as to processing of payment by Accounting Division)	• Registration and Insurance of Motor Vehicles (LTO / GSIS) • Honorarium • Catering Services • Laundry Expenses • Advertising Expenses • Special Counsel Allowances
****Highly Technical Transactions** (requires further verification, more time to process, bulk documents to validate, needs additional supporting documents, with tax implications)	
• Payroll Salaries, wages, and other personnel benefits (RATA, etc.) and compensation of permanent • Payroll for Services rendered under Contract of Service (as to issuance of ORS by Budget Division) • Janitorial/Security Services • Travelling Expenses – Pre-travel and Reimbursement (Local and Foreign) • Replenishment of Petty Cash • Fuel, Oil and Lubricants Expenses • Communication and Telephone Expenses • Courier Expenses (JRS) • Hotel and Accommodation • Subscription Expenses (including Newspaper)	• Purchase of Supplies and Equipment • Repairs and Maintenance of Building, Motor Vehicle, Equipment etc. • Construction of Buildings and Other Structures • Consultancy – Individual and Firms • Lease of Real Property and Venue • Inter-agency Fund Transfer • Grant of Cash Advance for Special Disbursing Officers • Printing and Publication • Rental (printer/copier) • Training and Scholarship Expenses • Plane fare

CITIZEN'S CHARTER NO. CO-AF-08. PREPARATION AND ISSUANCE OF CERTIFICATE OF REMITTANCES FOR CONTRIBUTIONS AND LOAN PAYMENTS

The Certificate of Remittance is an official document issued by the Accounting Division for officials and employees requesting proof of payments for all remittance of mandatory deductions and loan payments made to Lending and Financing Institutions:

1. Government Service Insurance System (GSIS)
2. Philippine Health Insurance Contribution (Philhealth)
3. Home Development Mutual Fund/PAG-IBIG Fund
4. Mowel Fund
5. Project HOPE
6. DENREU

Office or Division:	Accounting Division-Financial and Management Service (AD-FMS), DENR Central Office
Classification:	Simple (Loan)
	Complex (Contributions)
Type of Transaction:	G2G - Government to Business G2C - Government to Citizen
Who may avail:	All Permanent, Casual and Contractual Personnel and Officials of DENR Central, Regional, Bureaus (including Central and Regional Offices) including those that are retired and transferred employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request for issuance of Certificate of Remittances on Contributions and Loan Payments.	1. Record in the logbook the names of requesting officials and employees, period covered and type of certificate: Contribution and Amortization: ● GSIS ● Philhealth ● PAG-IBIG ● Mowel ● Project HOPE ● DENREU Loan Payment: ● GSIS ● PAG-IBIG	None	30 min.	*Administrative Assistant* Accounting Division
1.1. None	1.1. Retrieve the Index of Payment and remittance file for reference. Prepare the Certificate and affix initial. Forward to concerned Section Chief for review and initial.	None	1 day (Loan) 3 days (Contribution)	*Administrative Assistant* Accounting Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.2. None	1.2. Review the Certificate and affix initial. Forward to the Dept. Chief Accountant for signature.	None	4 hours	*Accountant III* Remittance and Reconciliation Section, Accounting Division
1.3. None	1.3. Sign the Certificate and return to the staff in charge for releasing.	None	3 hours	*Department Chief Accountant* Accounting Division
1.4. None	1.4. Release the duly signed Certificate to concerned employees.	None	30 min.	*Administrative Assistant* Accounting Division
2. Receive Certificate.		None		
TOTAL:		**None**	**Loan** **Contribution**	**2 days** **4 days**

DENR CENTRAL OFFICE
Admin and Finance
(Internal Services)

CITIZEN'S CHARTER NO. CO-AF-10. ISSUANCE OF SUPPLIES AND MATERIALS

This process includes activities of the Issuance Handling Unit (IHU), Supply Management Section (SMS), Property and Supply Management Division (PSMD) from request for issuance of supplies and materials up to the issuance of the items to end-user/s.

Office/Division:	Issuance Handling Unit (IHU)-Supply Management Section (SMS)-Property and Supply Management Division (PSMD)-Administrative Service (AS), DENR Central Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may Avail of the Service:	Internal/ DENR Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition and Issue Slip (RIS) (1 original & 2 photocopies)	End-user/s
2. Inventory Custodian Slip (ICS)/Property Acknowledgement Receipt (PAR) (1 original, 2 photocopies)	Property Management Section, PSMD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Prepare the Requisition Issue Slip (RIS) with attached Inventory Custodian Slip (ICS)/Property Acknowledgement Receipt (PAR), if necessary and forward to SMS, PSMD	1. Receive the RIS and ICS/PAR, if necessary.	None	10 min.	*Administrative Assistant/ Office Support Staff* Supply Management Section (SMS), Property and Supply Management Division (PSMD)
1.1. None	1.1. Review and approve the RIS.	None	10 min.	*Interim Chief* SMS-PSMD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.2. None	1.2. Prepare the supplies and materials for issuance and update the Bin Card (BC) and Stock Card (SC)	None	15 min.	*Administrative Assistant/ Office Support Staff* SMS-PSMD
1.3. None	1.3. Inform the requestee of the supplies and materials availability for withdrawal.	None	10 min.	
1.4. None	1.4. Release the Supplies and Materials (PS & NPS Items) to end-user/s	None	15 min.	INTERIM UNIT HEAD/S SMS-PSMD
2. Receive supplies and materials.	3. Ask for feedback on the service.	None	10 min.	*Administrative Assistant/ Office Support Staff* MHS-PSMD
4. Fill-out survey form.	5. Receive and file survey form.	None	5 min.	
	TOTAL:	**None**	**1 hour & 15 min.**	

CITIZEN'S CHARTER NO. CO-AF-12. ISSUANCE OF TRIP TICKET

This process shows procedures on how to ensure the effective system of transportation management of DENR Central Office vehicles.

Office or Division:	Motorpool Section (Ticketing Unit)-General Services Division, Administrative Service (GSD-AS), DENR Central Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Employess and Officials of DENR Central Office and Attached Bureaus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Vehicle Request Form (VRF) (1 original)	Motorpool Section-GSD
2. Requisition Issue Slip (RIS) (1 photocopy)	Motorpool Section-GSD
3. Travel Order, if applicable (1 photocopy)	Requesting Party
4. Daily Trip Record (DTR) (1 original)	Motorpool Section-GSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish Vehicle Request Form (VRF)	1. Receive accomplished VRF and assess requirement.	None	10 min.	*Dispatcher* Motorpool Section-GSD-AS
1.1. None	1.1. Assign driver and vehicle based on requirement.	None	20 min.	*Dispatcher* Motorpool Section-GSD-AS
1.2. None	1.2. Affix initial on VRF.	None	3 min.	*OIC-Chief,* Motorpool Section-GSD-AS
1.3. None	1.3. Prepare and Record Trip Ticket and Travel Order (outside Metro Manila) for Dispatch Driver.	None	15 min.	*Administrative Aide VI* Motorpool Section-GSD-AS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.4. None	1.4. Inform the requesting party.	None	5 min.	*Dispatcher* Motorpool Section-GSD-AS
2. Pick-Up the Trip Ticket.		None	**5 min.**	*Driver* Motorpool Section-GSD-AS, or *Requesting Party*
3. Affix signature on Trip Ticket.	3. Accomplish Travel Order of the driver.	None	15 min.	*Administrative Aide VI* Motorpool Section-GSD-AS
4. Forward to Chief, GSD for approval of trip ticket.	4. Approve the Trip Ticket and forward Travel Order and Trip Ticket to the Office of the Director, AS.	None	15 min.	*OIC-Division Chief* GSD-AS
4.1. None	4.1. Receive the approved Trip Ticket and dry seal and record. Forward to Driver.	None	5 min.	*Administrative Aide I* Administrative Service
4.2. None	4.2. Secure Trip Ticket and Travel Order. Perform task/s.	None		*Driver* Motorpool Section-GSD-AS
	TOTAL:	**None**	**1 hour & 33 min.**	

CITIZEN'S CHARTER NO. CO-AF-13. REQUEST FOR CCTV FOOTAGE

Footages from CCTVs installed in the compound of the DENR Central Office can be secured upon request of clients.

Office or Division:	Building and Grounds Maintenance Section (BGMS), General Services Division (GSD), Administrative Service (AS), DENR Central Office
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	All Permanent, Casual and Contractual Personnel and Officials of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), and Head of Attached Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If footage from CCTV is needed	
Accomplished Request to Secure CCTV Footage Form from BGMS-GSD-AS (1 original)	CCTV Operations, BGMS-GSD-AS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Obtain Request Form.	1. Provide Request Form.	None	1 min.	*Project Support Staff* BGMS-GSD-AS
2. Accomplish request form. Request for recommendation from the Division Chief of GSD.	2. Assess Request to Secure CCTV Footage Form, particularly Reason of Request, and Affix signature on the Request to Secure CCTV Footage Form.	None	30 min.	*OIC Division Chief GSD-AS*
3. Request for approval from the Director of AS.	3. Assess Request to Secure CCTV Footage Form, particularly Reason of Request, and Affix signature on the	None	30 min.	*Director AS*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Request to Secure CCTV Footage Form.			
4. Submit recommended and approved Request to Secure CCTV Footage Form.	4. Receive accomplished Request to Secure CCTV Footage Form.	None	3 min.	*Project Support Staff* BGMS-GSD-AS
4.1. None	4.1. Verify information on the Request to Secure CCTV Footage Form and signatures of the Division Chief of GSD and the Director of AS.	None	5 min.	*Project Support Staff* BGMS-GSD-AS
4.2. None	4.2. Identify CCTVs that have recorded the area of incidence and review footages of these CCTVs.	None	6 hours per 8-hour CCTV footage	*Project Support Staff BGMS-GSD-AS*
4.3. None	4.3. Generate copies of the identified CCTV footages.	None	4 hours per 8-hour CCTV footage	*Project Support Staff BGMS-GSD-AS*
4.4. None	4.4. Generate a copy of the selected footage of CCTV.	None	10 min.	*Project Support Staff* BGMS-GSD-AS
5. Receive and secure footage of CCTVs.				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
6. Provide feedback regarding the service provided on the Request to Secure CCTV Footage Form.	6. Assign number and mark date on the Request to Secure CCTV Footage Form.	None	5 min.	*Project Support Staff* BGMS-GSD-AS
TOTAL:		**None**	**1 day, 3 hour and 24 min. +***	

*turnaround time varies depending in the length of CCTV footage requested and/or reviewed

CITIZEN'S CHARTER NO. CO-AF-14. REQUEST FOR TECHNICAL SERVICES FROM BUILDING AND GROUNDS MAINTENANCE SECTION THROUGH JOB ORDER

A Job Order is a task scheduled or assigned to personnel with technical expertise, such as but not limited to electrical, carpentry, plumbing, and mechanical.

Office or Division:	Building and Grounds Maintenance Section, General Services Division, Administrative Service (BGMS-GSD-AS), DENR Central Office
Classification:	Simple (Repair or replacement of fixture)
	Complex (Repair of furniture & Construction of fixtures or furniture)
	Highly Technical (Repair or replacement of utilities, including accessories & Repair or renovation of facilities)
Type of Transaction:	G2G - Government to Government
Who may avail:	Officials of DENR Central Office and Head of Attached Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If work requires technical expertise	
Accomplished Job Request Form from BGMS-GSD-AS (1 original)	Releasing counter, BGMS-GSD-AS
Additional if Construction of fixtures or furniture	
Working Drawings (1 photocopy)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME*	PERSONS RESPONSIBLE
1. Inform the BGMS regarding Job Request in detail.	1. Assign and inform personnel appropriate for the Job Order.	None	10 min.	*Administrative Assistant* BGMS-GSD-AS
1.1. None	1.1. Accomplish Job Request Form and verify information, such as nature of request and scope of work.	None	15 min.	*Carpenters, Electricians, and other Technical Experts* BGMS-GSD-AS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME*	PERSONS RESPONSIBLE
2. Confirm and accommodate assigned personnel.	2. Perform the task as reflected in the Job Order.	None	(A) 2 days (B) 4 days (C) 5 days (D) 10 days (E) 15 days See description below.	*Carpenters, Electricians, and other Technical Experts* BGMS-GSD-AS
3. Fill-out Job Request Form.	3. Release Job Request Form to the Client and ask for feedback.	None	1 min.	*Carpenters, Electricians, and other Technical Experts* BGMS-GSD-AS
3.1. None	3.1. Receive and assign Number.	None	10 min.	*EMS Project Support Staff or Office Support Staff* BGMS-GSD-AS
3.2. None	3.2. Affix signature.	None	2 min.	*OIC Section Chief* BGMS-GSD-AS
3.3. None	3.3. Assign Control Number.	None	5 min.	*EMS Project Support Staff or Office Support Staff* BGMS-GSD-AS
TOTAL:		**None**	**A**	**2 days & 43 min.**
			B	**4 days & 43 min.**
			C	**5 days & 43 min.**
			D	**10 days & 43 min.**
			E	**15 days & 43 min.**

Description of Services: (A) Repair or replacement of fixture (B) Repair of furniture (C) Construction of fixtures or furniture (D) Repair or replacement of utilities, including accessories (E) Repair or renovation of facilities	**Processing/turnaround time depends on the complexity and/or size of repairs/request.*

DENR CENTRAL OFFICE
Admin and Finance
(External Services)

CITIZEN'S CHARTER NO. CO-AF-03. SALE OF BIDDING DOCUMENTS

The Bidders may be asked to pay a fee to recover the cost for the preparation and development of the Bidding Documents pursuant to the Guidelines on the Sale of the Bidding Documents. The BAC shall issue the bidding documents to the prospective bidders upon payment of the corresponding cost thereof.

Office or Division:	Bids and Awards Committee (BAC) Secretariat, DENR Central Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Prospective Bidder/s			
CHECKLIST OF REQUIREMENT		**WHERE TO SECURE**		
1. Official Receipt (1 photocopy with accompanying original)		1. Cashier, DENR Central Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSONS RESPONSIBLE**
1. Present original and submit copy of Official Receipt as proof of payment as indicated in the invitation to bid (IB) of the Bidding Documents.	1. Receive copy of Official Receipt, and issue Copy of the Bidding Documents.	Please refer to the table of fees below.	10 min.	*BAC Secretariat* PSMD
2. Receive copy of Bidding Documents, register in the logbook and acknowledge receipt of Bidding Documents.	2. Maintain registry of Bidders who purchased the Bidding Documents.		10 min.	*BAC Secretariat* PSMD
	TOTAL :	Please refer to the table of fees below.	**20 minutes**	

***Fees of Bidding Documents based on Section 5.0, Appendix 8 of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.*

Approved Budget for the Contract (Php)	Maximum Cost of Bidding Documents (Php)
500, 000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00

DENR CENTRAL OFFICE
Human Resource and Development
(Internal Services)

CITIZEN'S CHARTER NO. CO-HRDS-01. ISSUANCE OF PERSONAL TRAVEL AUTHORITY

This authority will be presented in the Immigration and serves as proof that the employee is authorized to travel abroad and with the approval of the Head of Agency or by the authorized officials.

Office or Division:	Personnel Division-Human Resource Development Service (PD-HRDS), DENR Central Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Plantilla appointees/Employees in the DENR

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Leave form (1 original, except if the Requesting Party is from Regional Office and not a Division Chief in which case 1 photocopy or scanned copy is valid)	Requesting employee (form downloadable in the DENR website)
2. Certification that the travel will not hamper the operations (1 original, except if the Requesting Party is from Regional Office and not a Division Chief in which case 1 photocopy or scanned copy is valid)	Requesting employee
3. Endorsement of Head of Office (1 original, except if the Requesting Party is from Regional Office and not a Division Chief in which case 1 photocopy or scanned copy is valid)	Head of Office/Regional Executive Director
4. Request for personal travel authority form (1 original, except if the Requesting Party is from Regional Office and not a Division Chief in which case 1 photocopy or scanned copy is valid)	Requesting employee
Additional if the travel period is 30 days and more	
5. Office Clearance (1 original, except if the Requesting Party is from Regional Office and not a Division Chief in which case 1 photocopy or scanned copy is valid)	Requesting employee (form downloadable in the DENR website)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request for personal Travel Authority and requirements	1. Receive request from focal person, review completeness of requirements for request for personal Travel Authority.	None	10 min.	*Administrative Officer IV/ Administrative Assistant III* PD-HRDS
1.1. None	1.1 Prepare personal Travel Authority, print copy, affix initials and forward documents to Chief of Compensation, Benefits and Welfare Section.			
1.2. None	1.2 Review printed copy and attachments, affix initials if in order, and forward documents to Chief, Personnel Division	None	10 min.	*Chief, Compensation, Benefits and Welfare Section* PD-HRDS
1.3. None	1.3 Review personal Travel Authority, affix initials if in order, and forward documents to Director, HRDS	None	10 min.	*Chief, Personnel Division* PD-HRDS
1.4. None	1.4 Review documents, affix initials if in order, and forward documents to the Assistant Secretary for HRD	None	10 min.	*Director* HRDS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.5. None	1.5 Review documents and sign Personal Travel Authority if in order. Forward the same to the Admin. Officer of HRDS for releasing.	None	10 min.	*Assistant Secretary supervising HRDS*
1.6. None	1.6 Send signed Personal Travel Authority to focal persons through email.	None	10 min.	*Administrative Officer IV / Administrative Assistant III* PD-HRDS
2. Receive through email, signed Personal Travel Authority.				
	TOTAL:	**None**	**1 hour**	

CITIZEN'S CHARTER NO. CO-HRDS-02. ISSUANCE OF AUTHORITY TO ENGAGE IN LIMITED PRACTICE OF PROFESSION

This *Authority* is issued to authorize the DENR employee or official to engage in private (limited) practice of profession in accordance with Section 18 *of CSC Memorandum Circular (MC) No.* 15, *s*.1999 *(Additional Provisions and Amendments to CSC MC No. 40, s. 1998),* and R.A. 6713*.* The Authorization shall be renewed annually.

Office or Division:	Personnel Division-Human Resource Development Service (PD-HRDS), DENR Central Office
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Plantilla appointees/Employees in the DENR

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request (1 Original)	Requesting employee
2. Endorsement from Head of Office/Regional Executive Director (1 Original)	Head of Office/ Regional Executive Director
Additional If Request is Authority to Teach	
3. Certification from the School with Class Schedule (1 Original)	Concerned school

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request for Authority to engage in limited Practice of Profession	1. Receive request, review completeness of supporting documents.	None	20 min.	*Administrative Officer V* PD-HRDS
1.1. None	1.1 Prepare memorandum endorsing request to the concerned Undersecretary together with the draft *Authority*, affix initials, and			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	forward the same to the Chief, PD-HRDS.			
1.2. None	1.2 Evaluate request and review draft transmittal and *Authority*. Affix initials if in order, and forward documents to the Director, HRDS.	None	1 day	*Chief* PD-HRDS
1.3. None	1.3 Review and evaluate documents. Affix initials if in order, and forward the same to the Assistant Secretary for HRD.	None		*Director* HRDS
1.4. None	1.4 Review and evaluate documents. Sign transmittal memo if in order, affix initials on the draft *Authority,* and forward documents to the concerned Undersecretary.	None	1 day	*Assistant Secretary supervising HRDS*
1.5. None	1.5 Review and evaluate documents. Sign *Authority* if in order and forward documents to the Personnel Division.	None	3 days	*Undersecretary supervising HRDS*
1.6. None	1.6 Send signed *Authority* through Records Management Division	None	1 day	*Administrative Officer V* PD-HRDS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	(through registered mail if the requesting party is from Regional, CENR, or PENR Office).			*Administrative Officer/Staff* RMD-AS
2. Receive approved Authority.				
	TOTAL:	**None**	**6 days & 20 min.**	

CITIZEN'S CHARTER NO. CO-HRDS-03. APPROVAL OF GSIS LOAN APPLICATION

All GSIS members in the DENR Central Office who met the requirements of the GSIS can apply a Loan.

Office or Division:	Personnel Division-Human Resource Development Service (PD-HRDS), DENR Central Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Plantilla appointees/Employees in the DENR

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Requesting party applies first using the GSIS UMID card through GSIS Wireless Automated Processing System (GWAPS) kiosks, located in all GSIS branches, selected government agencies. *The Requesting party may also personally notify the AAOs of their application.	1. Agency authorized officers (AAOs) will check if there are applications for GSIS Loan by logging in using their account in the GWAPS Site: cert.gsis.gov.ph, daily and from time to time.	None	20 min.	*Supervising Administrative Officer* *or* *(Administrative Officer V)* PD-HRDS
1.1. None	1.1. The AAOs will record in the logbook, the application(s) for GSIS			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	loan listed in the GWAPS Site. Information such as Application Name, GSIS ID/BP Number, Loan Type, Loan Term, and other details as may be deemed necessary, shall be recorded in said logbook.			
1.2. None	1.2. The AAOs will check manually using the Payroll and other record of the personnel division of the profile of the Requesting Party, whether the following standards are met: a. That the net take home pay of the requesting party is sufficient to cover the regular monthly amortization of loan applied; b. That loan borrowers are in active service; c. That loan borrowers have no pending administrative	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	case and/or criminal charge; and d. That in case of separation from the service, the agency shall make the final payment to members only after clearance is obtained from GSIS.			
2. The Requesting Party wait for a text message from GSIS notifying them on the status of their loan application	2. If the above stated standards are met, AAOs will approve the application in the GWAPS site using their account. *GWAPS will automatically generate the application. A notification message will be sent to the requesting party through SMS informing them on the status of their loan application which will be done by the GSIS.	None		
TOTAL:		**None**	**20 min.**	

CITIZEN'S CHARTER NO. CO-HRDS-04. ISSUANCE OF CERTIFICATE OF EMPLOYMENT AND COMPENSATION

This certification is issued to authenticate the employment and compensation of the employee.

Office or Division:	Personnel Division-Human Resource Development Service (PD-HRDS), DENR Central Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Plantilla appointees/Employees in the DENR

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Contract of Service Personnel: Copy of approved contracts	Requesting Personnel (Personal copy) / Accounting Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. **Option A**: Employee requests for Certification and enter necessary information in the logbook/ information sheet of the HRDS. **Option B**: (Online request) employee must send a request to the Personnel Division's designated email address and fill out the google request form.	1. Check if the entered data in the information sheet or gsheet is complete. Retrieve the employee's service card and copy of payroll. Then prepare and email the Certification to Section Chief for review.	None	15 min.	*Administrative Assistant/ Administrative Officer* PD-HRDS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.1. None	1.1 Review the Certification, affix initials and QR code and email or submit the Certification to the Personnel Division Chief.	None	15 min.	*Administrative Officer V* PD-HRDS
1.2. None	1.2 Review the Certification, sign it and send/forward the same to the designated Personnel Division's email address and/or Administrative Assistant for releasing. Note: *For rank-and-file employees, approving authority is Chief of Personnel Division. *For Third Level employees, the recommending authority is Chief of Personnel Division and approving authority is the Director for HRDS	None	15 min.	*Chief, Personnel Division* HRDS *Director* HRDS
2. None	2. Release Certification send via email or pick up (for printed request).	None	15 min.	*Administrative Assistant/ Administrative Officer* PD-HRDS
3. Employee Receive the Certification or acknowledge the email				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
sent with the requested Certification.				
	TOTAL:	**None**	**1 hour**	

CITIZEN'S CHARTER NO. CO-HRDS-05. ISSUANCE OF SERVICE RECORD

This is issued to certify the actual service rendered of the employee in the government service and in compliance with E.O. 54 dated August 10, 1954.

Office or Division:	Personnel Division-Human Resource Development Service (PD-HRDS), DENR Central Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Plantilla appointees/Employees in the DENR

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. **Option A**: Employee/ Authorized staff of Official requests for Service Record and enter necessary information to the logbook/information sheet of the HRDS for such request. **Option B**: (Online request) employee must send a request to the Personnel Division's designated email	1. Check if the entered data in the information sheet or gsheet is complete. Retrieve the employee's/ official's service card. Prepare and email the Service Record to Section Chief for review.	None	15 min.	*Administrative Assistant/ Administrative Officer* PD-HRDS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
address and fill out the google request form.				
1.1. None	1.1 Review the Service Record, affix initial and QR code and submit/email to the Chief of Personnel Division.	None	15 min.	*Administrative Officer V* PD-HRDS
1.2. None	1.2 Review the Service Record and sign it. Then, send the same to the designated Personnel Division's email address and/or Administrative Assistant for releasing. Note: *For rank-and-file employees, approving authority is Chief of Personnel Division. *For Third Level employees, the recommending authority is Chief of Personnel Division and approving authority is the Director for HRDS	None	30 min.	*Chief, Personnel Division* HRDS *Director* HRDS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.3. None	1.3 Release Certification send via email or pick up (for printed request).	None		*Administrative Assistant/ Administrative Officer* PD-HRDS
2. Receive the Certification or acknowledge the email sent with the requested Service Record.				
TOTAL:		**None**	**1 hour**	

CITIZEN'S CHARTER NO. CO-HRDS-06. APPLICATION FOR LAND BANK LOAN SAVER

All DENR Central Office employees/official may opt to loan through Land Bank Loan Saver under North Avenue Branch.

Office or Division:	Personnel Division-Human Resource Development Service (PD-HRDS), DENR Central Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Plantilla appointees/Employees in the DENR

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. **Option A**: Employee proceed to the Personnel Division and fills out request application for Land Bank Mobile Saver forms. **Option B**: (Online request) employee must send a request to the Personnel Division's designated email address and fill out the google form for Land Bank Loan Saver application form.	1. Receive and record request. Check if filled out forms are in order.	None	10 min.	*Administrative Assistant V* PD-HRDS
1.1. None	1.1. Validate information on record (position, net take			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	home pay for the current month, mobile number, etc.). The Net take home pay for the current month of the Requesting Party must not be less than Php 5,000.00. Must be in the service for not less than one year and must not due for retirement in three (3) years.			
1.2. None	1.2. Prepare Memorandum, White List and CD for transmittal (*If request is in order and forms properly filled out*).	None	10 min.	
1.3. None	1.3. Check if documents are in order and affix initials on the Memorandum for transmittal to the Land Bank of the Philippines (LBP) North Avenue Branch. Forward documents to the Chief of Personnel Division.	None	10 min.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.4. None	1.4. Check if documents are in order and affix initials on Memorandum for transmittal to the Land Bank of the Philippines (LBP) North Avenue Branch. Forward the same to the Director, HRDS.	None	10 min.	*Chief, Personnel Division* HRDS
1.5. None	1.5. Sign transmittal letter to Land Bank of the Philippines (LBP) North Avenue Branch, and forward the documents to the Administrative Assistant for releasing.	None	10 min.	*Director* HRDS
1.6. None	1.6. Receive, check and record Memorandum in office logbook and hand carry the same Memorandum, CD/ White List to the LBP North Avenue Branch.	None	1 hour	*Administrative Assistant V* PD-HRDS
2. Employee receives text message from designated LBP network on details of action on loan application.				
	TOTAL:	**None**	**1 hour & 50 min.**	

CHARTER NO. CO-HRDS-07. APPLICATION FOR ISSUANCE OF NOMINATION AND TRAVEL AUTHORITY FOR STUDY TRIPS

Issuance of Nomination and Travel Authority is done in compliance with Executive Order No. 77, as well as other administrative issuances by the Office of the President over the past decades.

The Travel Authority is an official document that grants government employees the permission to travel outside the country, while the Nomination Letter informs the sponsoring agencies/organizations who is authorized to participate or represent the office.

Office or Division:	Career Development Division-Human Resource Development Service (CDD-HRDS), DENR Central Office
Classification:	Highly Technical
Type of Transaction:	G2G-Government to Government
Who may Avail of the Service:	All Permanent Employees and Officials of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices) and Attached Agencies

Checklist of requirements	Where to secure
1. Memorandum addressed to the Chair of the Human Resource Development Committee (HRDC) attention: HRDC Secretariat, endorsed by Head of Office with justification on how the travel complies with minimum criteria for travel pursuant to EO 77 and other DENR requirements. Division Chief and above must be concurred by supervising ASec and USec (1 original copy)	• Head of Office where applicant is reporting for duty Office of the supervising USEC/ASEC
2. Resolution from HRDC counterpart (Region/Bureau/Attached Agency) nominating the applicant (1 original copy)	• Central Office/Region/Bureau/Attached Agency nominating the applicant
3. Invitation letter disseminated by the DENR/sponsoring agency (1 original/printed/photocopy)	• DENR Central Office • Sponsoring Organization/ Agency
4. Nomination letter from the head of agency and acceptance from the sponsoring agency (if applicable) (1 original copy)	• Head of Agency (Nomination) Sponsoring Agency (Acceptance)
5. Service Record; (1 original copy)	• Personnel Division and its counterparts in the Region/Bureau/Attached Agency
6. Certificate of No Pending Administrative Case (1 original copy)	• Legal Division/Authorized signatory

7. Certification from the Director supervising Human Resources/Assistant Regional Director for Management Service/Assistant Director (Region/Bureau/Attached Agency) stating: (1 original copy) a. That the applicant has no pending scholarship nomination; b. That the nominee has not been a delinquent scholar from a previous scholarship grant; and c. That the nominee has submitted all the required reports from previous foreign travels	• Director supervising Human Resources/Assistant Regional Director for Management Service/Assistant Director (Region/Bureau/Attached Agency)
8. Updated Personal Data Sheet with work experience sheet, duly signed by authorized person administering Oath (1 original copy)	• Requesting Party
9. Self-certification of official travel history (1 original copy)	• Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request to CDD with complete documentary requirements.	1. Receive the foreign scholarship application, assess the completeness of the documentary requirements and attach a checklist. Applications with incomplete documentary requirements will be returned to the applicant/ concerned office with attached checklist.	None	10 min.	*Staff* CDD-HRDS
1.1. None	1.1. Conduct initial evaluation of the application documents.	None	50 min.	*Chief/In-Charge*, *Action Officer* CDD-HRDS
1.2. None	1.2. Prepares the draft CSW (PowerPoint presentation,	None	3 days & 5 hours	*Action Officer* CDD-HRDS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Notice of Meeting for the DENR Human Resource Development Committee (HRDC) members, and Resolution among others) for applications to be evaluated during the HRDC Meeting.			
1.3. None	1.3. Review and comment further action on the CSW.	None	2 hours	*Chief/In-Charge* CDD-HRDS
1.4. None	1.4. Deliberate on the applications/requests presented by the HRDC Secretariat.	None	1 day	*HRDC Committee* *HRDC Secretariat*
1.5. None	1.5. Print the final draft of resolution for HRDC members to sign if there are no further revisions.	None	30 min.	*HRDC Secretariat*
1.6. None	1.6. Prepare the minutes of the meeting of the DENR Scholarship Committee, while the CDD Action Officer prepares the Covering Memorandum, Nomination letter, and the Memorandum for disapproved requests based on the result of the HRDC meeting.	None	1 hour	*HRDC Secretariat* *Action Officer* CDD-HRDS
1.7. None	1.7. Perform final review and affix initial in the prepared Covering Memorandum, Nomination letter and the Memorandum for disapproved requests, then	None	2 hours	*Chief/In-Charge* CDD-HRDS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	forward them to the releasing officer.			
1.8. None	1.8. Affix initial in the prepared Covering Memorandum, Nomination letter, and sign the Memorandum for disapproved requests.	None	1 day	*Director* HRDS
1.9. None	1.9. Sign the prepared Covering Memorandum, and affix initial in the Nomination letter.	None	1 day	*Assistant Secretary supervising HRDS*
1.10. None	1.10. Sign the Nomination letter. (A copy of the nomination letter is sent to the applicant.)	None	3 days	*Undersecretary supervising HRDS*
2. Receive a copy of the nomination letter.				
3. Provide HRDC Secretariat a copy of the acceptance letter from the Sponsoring Agency/Organizer.	3. Receive the copy of the Acceptance Letter and forward it to the CDD Action Officer.	None	2 days	*Staff* CDD-HRDS
3.1. None	1.1. Draft Covering Memorandum and Travel Authority. Prepare Scholarship Obligation Contract.	None	1 hour	*Action Officer* CDD-HRDS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.2. None	1.2. Perform final review, and affix initial to the Covering Memorandum, Travel Authority and Service Obligation Contract.	None	2 hours	*Chief/In-Charge* CDD-HRDS
1.3. None	3.3. Sign the Covering Memorandum and Service Obligation Contract, and affix initial in the Travel Authority.	None	2 days	*Undersecretary supervising HRDS*
3.4. None	1.4. Sign the Travel Authority. The staff under the Office of the Secretary shall release it to HRDS.	None	5 days	*Secretary* DENR
1.5. None	3.5. Release signed copies of the documents to concerned parties and furnish a copy of the documents to the concerned office.	None	5 min.	*Staff* CDD-HRDS
4. Receive signed copy of the documents.		None		
	TOTAL:	**None**	**19 days, 6 hours & 35 min.**	

DENR CENTRAL OFFICE
Knowledge and Information System
(Internal Services)

CITIZEN'S CHARTER NO. CO-KISS-01. APPROVAL OF REQUEST FOR INFORMATION SYSTEM DEVELOPMENT

This service shows the procedures on the approval of request for information system development. It covers the activities from the review and evaluation of request of information system development to the notification of the requesting party on the result of evaluation.

Office or Division:	Information Systems Division-Knowledge and Information Systems Service (ISD-KISS), DENR Central Office
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	DENR Central Office, Regional Offices, PENROs, CENROs, and Staff Bureaus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memo Request (1 original)	Requesting Party
2. Other documents may be required depending on the request for Information System	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Get and accomplish memo request, and submit form together with documentary requirements.	1. Receive and record the memo request and documentary requirements.	None	5 min.	*Sr. Administrative Assistant I / Records Management Assistant* ISD-KISS
1.1. None	1.1. Review request/s and assign a team for evaluation.	None	30 min.	*Division Chief* ISD-KISS
1.2. None	1.2. Conduct Systems Analysis/evaluation.	None	3 days	*Evaluation Team** ISD-KISS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.3. None	1.4. Set initial meeting with the requesting office based on the availability of the requesting party.	None	1 day	*Evaluation Team* ISD-KISS
2. Receive notice of meeting.	3. Conduct meeting with requesting party.	None		
2.1. None	2.1. Prepare and Submit Systems Analysis/evaluation report to Division Chief.	None	3 days	*Evaluation Team* ISD-KISS
2.2. None	2.2. Review Systems Analysis/evaluation report. Coordinate with the evaluation team if there are comments, clarifications or queries. Otherwise, forward to Director, KISS for approval.	None	1 day (without comment) 2 days (with comment)	*Division Chief* ISD-KISS
2.3. None	2.3. Review evaluation report. Coordinate with ISD if there are comments, clarifications or queries. If there are no comments or the comments are already clarified, forward to ISD for	None	1 day (without comment) 5 days (with comment)	*Director* KISS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	the preparation of memorandum for/to the requesting Office.			
2.4. None	2.4. Prepare memorandum for the requesting party.	None	1 day	*Evaluation Team* ISD-KISS
2.5. None	2.5. Initial on the memorandum and forward to Director, KISS.	None		*Division Chief* ISD-KISS
2.6. None	2.6. Sign memorandum.	None	1 day	*Director* *KISS*
2.7. None	2.7. Forward memorandum to requesting party.	None	15 min.	*Receiving/Releasing Clerk* KISS
3. Receive memorandum.		None		
TOTAL:		**None**	**Without Comment**	**11 days & 50 min.****
			With Comment	**16 days & 50 min. ****

**Evaluation Team:*

1. *Administrative Assistant III*
2. *Information Technology Officers II & III*
3. *Information Systems Analysts II & III*
4. *Computer Programmers II & III*

***Turnaround time depends on the complexity of the Information System requested.*

CITIZEN'S CHARTER NO. CO-KISS-02. IT TECHNICAL SUPPORT

This support serves as a proof in undertaking requests of personnel located within the DENR Central Office that needs IT assistance.

Office or Division:	Network Infrastructure Management Division-Knowledge and Information Systems Service (NIMD-KISS), DENR Central Office
Classification:	Complex*
	Highly Technical*
Type of Transaction:	G2G - Government to Government
Who may avail:	All Permanent, Casual and Contractual Personnel and Officials of DENR Central Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Incident Form or Accomplished Request Form (1 original)	NIMD, DENR Central Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Call IT Service Desk / Email / or approach and submit to NIMD personnel the accomplished request form.	1. Verify name, office and location of the end-user.	None	5 min.	Service Desk NIMD-KISS
1.1. None	1.1. Gather details of the request and provide support or give suggestions and prepares service ticket number and provide to end-user.	None	15 min.	Service Desk NIMD-KISS
1.1.1. None	1.1.1. If necessary, forward to Tech Support for next level of support or if	None	10 min.	Service Desk NIMD-KISS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	onsite support is needed.			
1.2. None	1.2. Tech Support staff will call back end-user for verification or check the status/condition of the reported issue on the physical location.	None	2 hours	Technical Support NIMD-KISS
1.2.1. None	1.2.1. Escalate problems (when required) to the appropriately experienced technician	None	15 min.	Technical Support NIMD-KISS
1.2.2. None	1.2.2. Verify the steps taken and apply/make changes required on the issue.	None	1 hour	Escalation Support NIMD-KISS
1.2.3. None	1.2.3. When needed) Reported concerns will be forwarded to Chief, NIMD for final recommendations and approval	None	10 min.	Division Chief NIMD-KISS
1.3. None	1.3. Apply necessary steps to solve the issue, and confirm with end-user by acknowledging the	None	4 hours* (complex) 7 working days*	Technical Support NIMD-KISS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	incident ticket. Ask end-user for feedback on the service.		(highly technical)	
2. Acknowledge incident form and provide survey feedback.	2. Receive the incident form and return the form to the service desk for filing.	None	15 min.	Technical Support NIMD-KISS
2.1. None	2.1. Service Desk will close ticket and file incident form.	None	5 min.	Service Desk NIMD-KISS
TOTAL:		**None**	**Complex**	**1 day & 15 min.**
			Highly Technical	**7 days, 4 hours & 15 min.**

*Classification and service duration may vary depending on the IT service/support requested which may last up to 7 working days for complete process.

DENR CENTRAL OFFICE
Knowledge and Information System
(Internal and External Services)

CITIZEN'S CHARTER NO. CO-KISS-03. PROVISION OF ENR STATISTICS FOR WALK-IN CLIENTS AND REQUEST VIA EMAIL AND PHONE

This process only includes ENR statistics readily available with SDRMD. ENR Statistics requested by clients that are not readily available will be coordinated/referred to the office concerned.

Office or Division:	Statistics and Data Resource Management Division-Knowledge and Information Systems Service (SDRMD-KISS), DENR Central Office
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	Academe, researchers, general public, business entities and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For walk-in clients: Request Form (1 original) Request via email and phone: logbook	SDRMD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. For walk-in clients, fill out the Request Form. Request via email or phone	1. Receive and record the request Acknowledge the email or phone request and record the request	None	5 min.	*Assistant Statistician* SDRMD-KISS
1.1. None	1.1. Assign to concerned Sectoral Coordinator	None	5 min.	*Assistant Division Chief* SDRMD-KISS (Section Chief of SDRMD-KISS in case that the Assistant Division Chief is not available)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.2. None	1.2. Prepare the ENR statistics requested and submit to Assistant Division Chief (Section Chief in case that the Assistant Division Chief is not available) for review. If data is unavailable, coordinate with the sector concerned to check if requested ENR statistics is available and request for a copy for the client.	None	2 days	*Sectoral Coordinator* SDRMD-KISS
1.3. None	1.3. Review the information prepared and submit to Division Chief for Approval.	None	2 hours	*Assistant Division Chief* SDRMD-KISS (Section Chief, SDRMD-KISS in case that the Assistant Division Chief is not available)
1.4. None	1.4. Review and affix date and signature on the document.	None	2 hours	*Division Chief* SDRMD-KISS
1.5. None	1.5. Record and forward requested data to client. Provide survey form to client.	None	5 min.	*Assistant Statistician* SDRMD-KISS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Receive requested ENR statistics and fill out survey form.	2. Receive and file survey form	None	5 min.	*Assistant Statistician* SDRMD-KISS
TOTAL:		**None**	**2 days, 4 hours & 20 min.**	

DENR CENTRAL OFFICE
Legal Affairs
(Internal and External Services)

CITIZEN'S CHARTER NO. CO-LAS-01. ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE

This Certification serves as a proof whether a requesting employee or official of the DENR has a pending administrative case filed against him/her in the Department itself based on records of the DENR Central Office. The purpose for the request is included in the Certification.

Office or Division:	Internal Affairs Division-Legal Affairs Service (IAD-LAS), DENR Central Office
Classification:	Simple*
	Complex**
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	**Internal:** All Regular/Permanent, Casual and Contractual Employees and Officials of DENR Central, Regional, PENR and CENR Offices, and Bureaus (including Central and Regional Offices) **External:** Heirs, Family Members of Deceased DENR personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If BAR/Board Exam, Retirement/Leave, or any other reason	
1. Accomplished form from IAD-LAS (1 original)	Request for No Pending Administrative Case in the cubicle of IAD-LAS
Additional if Application for Bond	
2. Filled up Application Form for Bond (1 photocopy) or	Requesting Party
3. Photocopy of the draft Special Order designating the requesting party as Special Disbursing Officer (1 photocopy)	Requesting Party
Additional if Travel Abroad	
4. Travel Authority (1 photocopy) or	HRDS, DENR Central Office
5. Invitation (1 photocopy)	Host country or sponsor
Additional if Scholarship	
6. Invitation (1 photocopy)	Host country or sponsor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Get and accomplish request form, and submit form together with the documentary requirements (in person or via e-mail at request.iad@gmail.com)	1. Receive the accomplished form and the documentary requirements.	None	1 day (simple) 2 days (complex)	*Administrative Assistant or Records Officer* IAD-LAS
1.1. None	1.1. Check if details provided on the request form are complete and if the submitted documentary requirements are compliant.	None		
1.2. None	1.2. Record request in the database	None		
1.3. None	1.3. Check the IAD-LAS inventory/database of DENR personnel with pending administrative case/s, to verify whether the Requesting Party has a pending Administrative Case or none.	None		
1.4. None	1.4. Draft Certification indicating the result of the verification, and assign control number.	None		
1.5. None	1.5. Confirm the verification.	None	1 day	*Special Investigator II* IAD-LAS
1.6. None	1.6. Review the draft Certification, affix initials in the Certification,	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	and return the same to the Administrative Assistant			
1.7. None	1.7. Receive the draft Certification with initial and print a final copy of the Certification.	None		*Administrative Assistant* IAD-LAS
1.8. None	1.8. Forward the draft and final copy of the Certification to the Division Chief.	None	1 day	
1.9. None	1.9. Review and sign the Certification.	None		*Division Chief, Assistant Division Chief, or Any Authorized Person* IAD-LAS
1.10. None	1.10. Affix date and dry seal to the Certification.	None		*Administrative Assistant* IAD-LAS
1.11. None	1.11. Update the record in the database.	None		
1.12. None	1.12. Inform the Requesting Party of the availability of the Certification.	None		
1.13. None	1.13. Release Certification to the Requesting Party, and provide copy of the link for the online client satisfaction survey.	None		
2. Receive Certification and fill-out survey form.	2. Get receiving copy of the Certification and file.	None		
TOTAL:		**None**	**Simple**	**3 days**
			Complex	**4 days**

**Simple = Records that don't need confirmation from other offices (e.g. Personnel or Records Management Division)*
***Complex = Records that shall need a confirmation from other offices*

DENR CENTRAL OFFICE
STRATEGIC COMMUNICATION AND INITIATIVES
(Internal and External Services)

CITIZEN'S CHARTER NO. CO-SCIS-02. MEDIA REQUEST FOR INTERVIEW OF DENR OFFICIALS

This process details the procedure for requests of media to interview DENR officials on DENR policies, programs, projects, including environmental issues and other subject matters within the mandate of the Department.

Office or Division:	Public Information Division-Strategic Communication and Initiatives Service (PID-SCIS), DENR Central Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	DENR beat reporters and members of the media

REQUIREMENTS	WHERE TO SECURE
Official request letter sent through the SCIS email (scis@denr.gov.ph) or request sent through phone call and text/Viber message	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request the interview of a DENR official through email, phone call, text/Viber message or request letter on DENR policies, programs, projects, including environmental issues Request letter should be addressed to the SCIS Director, emailed to scis@denr.gov.ph or sent via text/Viber message of	1. Receive request letter a. If request is emailed, print/forward to PID Chief; b. If request is sent through text/Viber, forward to PID Chief; c. If request is received through a phone call, ask for a letter request thru email, or fill out the request form.	None	10 min.	*Chief* PID-SCIS *Public Relations Officers* PID-SCIS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
the assigned Public Relations Officer/SCIS Official/staff indicating the above details and the following (if applicable): a. Preferred official b. Preferred schedule of interview c. Guide questions for the interviewee d. Format of interview - taped, live, or phone-patch e. Schedule of airing of the story including station/network, time	Determine legitimacy of media requesting the interview by asking the following: a. Media network/organization of client b. Topic/subject matter to be discussed c. Purpose of interview d. Program/ program host/ airing schedule e. Preferred DENR resource person to be interviewed			
1.1. None	1.1. Determine legitimacy of media requesting the interview by asking the following: a. Media network/ organization of client; b. Contact details of the media representative; c. Topic/subject matter to be discussed; d. Purpose of Interview;	None	1 hour.	*Public Relations Officers* PID-SCIS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	e. Program/ program host/ airing schedule; f. Preferred DENR official to be interviewed			
1.2.	1.2. Prepare EDATS using prescribed format and submit to Chief, PID.	None	10 min.	*Admin. Assistant III* PID-SCIS
1.3. None	1.3. Initial the EDATS form and endorse request to Director, SCIS.	None	5 min.	*Chief* PID-SCIS
1.4. None	1.4. Approve request and sign EDATS form.	None	10 min.	*Director* SCIS
1.5. None	1.5. Forward/email approved EDATS form and request letter to concerned head of office.	None	10 min.	*Public Relations Assistant* PID-SCIS
1.6. None	1.6. Follow up request from concerned office.	None	30 min.	*Public Relations Officer* PID-SCIS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.7. None	1.7. Act on request through any of the following: a. Confirm the approval of requested interview b. If not available, request for change in schedule and other details, or c. Assign alternate resource person.	None	1 day	*Head of Office* DENR Central, Regional, PENR and CENR Offices, Bureaus and Attached Agencies
1.8. None	1.8. Finalize arrangements for the actual interview with the resource person or alternate. 1.8.1. If the resource person is available, proceed to 1.9; 1.8.2. If the resource person is not available, inform the requesting media and close the transaction.	None	30 min.	*Public Relations Officer* PID-SCIS
1.9. None	1.9. Call up requesting media and confirm arrangements made with the resource person.	None	10 min.	*Public Relations Officer* PID-SCIS
2. Confirm schedule and venue/platform of interview.	2. Coordinate and finalize logistics for the interview	None	1 day	*Public Relations Officer* PID-SCIS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Conduct the interview	3. If the venue is in DENR, bring media to venue and record the interview. If the venue is outside DENR (studio, other location, etc.), assist resource person to venue, if needed. If interview is aired live or on scheduled date, inform the Development Communication Division for monitoring purposes. If interview is conducted through a virtual platform (e.g. Zoom, Google Meet), assist the resource person and record the interview.	None	1 day	*Public Relations Officer* PID-SCIS
	TOTAL:	**None**	**3 day, 2 hours & 55 mins.**	

CITIZEN'S CHARTER NO. CO-SCIS-03. LENDING OF LIBRARY REFERENCE/RESOURCE MATERIALS

This process details the procedure in borrowing and returning of books, journals and other reference materials from the DENR Centralized Library by DENR employees and the public.

Office or Division:	DENR Centralized Library, Public Information Division – Strategic Communication and Initiatives Service (PID-SCIS), DENR Central Office (Located at DENR Hostel Building).
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	General public. All DENR officials and employees (permanent, contract of service) from DENR offices (DENR Central and Regional, DENR Bureaus, and Attached Agencies).

REQUIREMENTS	WHERE TO SECURE
Present any valid identification card	Requesting Party

A. Walk-in clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any valid identification card.		Requesting party.		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSONS RESPONSIBLE**
1. Fill out the logbook of the DENR Centralized Library.	1. Provide the logbook to the client. Instruct to fill out all information required in the library log book.	None	5 min.	Librarian PID-SCIS

2. Inquire on availability of material/s related to the topic for research.	2. Determine availability of material/s. 2.a. **For available material/s, retrieve material/s**, instruct client/s to fill up the book card/s with all the information required. 2.b. **For unavailable material/s**, refer the client to other libraries or concerned DENR office/s.	None	30 min.	Librarian PID-SCIS
3. Borrow reference/resource materials	3.a. **For reference materials for Library use only,** turn over material/s to the client. 3.b. **For material/s to be taken out of the library:** 3.b.1. **If a client is a DENR employee** a**.** Inform the employee that the lending period is three (3) working days only. b. File accomplished book card.	None	30 min.	Librarian PID-SCIS
	3.b.2. **If a client is a non-employee and wants to photocopy materials**, request the following:	Php 500.00 (Refundable)	45 min.	

	a. Valid ID b. Contact number/s c. A refundable deposit of P500 d. Valuable items such as mobile phone.			
	3.1. Issue material to the client.	None	15min.	Librarian PID-SCIS
4. Return borrowed library reference/resource material/s.	4. Retrieve material/s from client. 4.a. **If a client is a DENR employee**, retrieve the book card from the file. 4.a.1. **For extended borrowing period:** ● Instruct the client to fill out the book card/s with all the information required. ● Turn over material/s to the client. 4.a.2. For non-extension of the borrowing period ● Indicate “Returned” across client’s name in book card ● Insert book card in the book and return to the shelf	None	15 min.	Librarian PID-SCIS

	4.b. **If a client is a non-DENR employee.** ● Retrieve material/s from client. ● Return ID, P500 and deposited valuable item/s to client ● Return book to the shelf			
TOTAL:		**Php 500.00 (Refundable)**	**2 hours & 20 min.**	

B. Telephone/Email clients.

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request letter (sent through DENR Centralized Library email account)		Requesting party.		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSONS RESPONSIBLE**
1. Send an inquiry/request to the library through telephone/DENR Centralized Library email account.	1. Receive the inquiry/request and evaluate the needed information/service of the client.	None	1 hour	Librarian PID-SCIS

	1.1. Send a reply to the client on his/her inquiry/request. a. if the library material is available, inform the client to go to the DENR Centralized Library on a scheduled date.	None		Librarian PID-SCIS
2. Go to the DENR Centralized Library on the scheduled date.		None		
3. Fill out the logbook of the DENR Centralized Library.	3. Provide the logbook to the client. Instruct to fill up all information required in the Library log book.	None	5 min.	Librarian PID-SCIS
4. Borrow reference/resource materials	4.a. **For reference materials for Library use only** (8 am-5 pm, no lunch break), turn over material/s to the client. 4.b. **For material/s to be taken out of the library:** 4.b.1. **If a client is a DENR employee** a**.** Inform the employee that the lending period is three (3) working days only. b. File accomplished book card.	None	30 min.	Librarian PID-SCIS

	4.b.2. **If a client is a non-employee and wants to photocopy materials**, request the following: a. Valid ID b. Contact number/s c. A refundable deposit of P500 d. Valuable items such as mobile phone. For materials for photocopying, clients are allowed to borrow a maximum of three (3) materials at a time and a photocopying time of two (2) hours.	Php 500.00 (Refundable)	45 min.	Librarian PID-SCIS
	4.1. Issue material to the client.	None	15min.	Librarian PID-SCIS
5. Return borrowed library reference/resource material/s.	5. Retrieve material/s from client. 5.a. **If a client is a DENR employee**, retrieve the book card from the file.	None	15 min.	Librarian PID-SCIS

	5.a.1. **For extended borrowing period:** a. Instruct the client to fill up the book card/s with all the information required. b. Turn over material/s to the client. 5.a.2. For non-extension of the borrowing period a. Indicate “Returned” across client’s name in book card b. Insert book card in the book and return to the shelf 5.b. **If a client is a non-DENR employee.** a. Retrieve material/s from client. b. Return ID, P500 and deposited valuable item/s to client c. Return book to the shelf			
TOTAL:		**Php 500.00**	**2 hours & 50 min.**	

CITIZEN'S CHARTER NO. CO-SCIS-04. DISTRIBUTION OF IEC MATERIALS

Development Communication Division produces environment-related information, education and communication (IEC) materials that are available for internal and external use. The Simplified Process Flow for the distribution of print and video materials aims to fast-track the acquisition of these materials by clients.

Office or Division:	Development Communication Division-Strategic Communication and Initiatives Service (DCD-SCIS), DENR Central Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government
Who may avail:	All Permanent, Casual and Contractual Personnel and Officials of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), Head of Attached Agencies, and Stakeholders
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Form (1 original)	DCD-SCIS, 2nd Floor, DENR Central Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish and submit request form	1. Receive the accomplished form	None	1 min.	Administrative Assistant II DCD-SCIS
1.1. None	1.1. Review the print / video materials as to the suitability of the requestee and/or the event	None	8 min. (print) 5 min. (video)	Administrative Assistant II DCD-SCIS
1.2. None	1.2. Determine availability of the requested print/video materials.	None	8 min. (print) 8 min.	Division Chief DCD-SCIS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Packaging of the IEC print/video materials		(video)	
1.3. None	1.3. Record the print/video materials in the logbook and release the requested material	None	1 min.	Administrative Assistant II DCD-SCIS
2. Receive requested material and fill-out survey form.	2. Receive and file survey form.	None	2 mins.	Administrative Assistant II DCD-SCIS
TOTAL:		**None**	**Print**	**20 min.**
			Video	**17 min.**

DENR CENTRAL OFFICE
STRATEGIC COMMUNICATION AND INITIATIVES
(Internal Services)

CITIZEN'S CHARTER NO. CO-SCIS-01. REQUEST FOR EVENT COVERAGE

This process details the procedure in event coverage including drafting a news story, photo release, and invitation to media up to the time it is communicated or sent out to DENR beat reporters and the DENR Regional Public Affairs Officers. The Public Information Division (PID) disseminates media materials following approval from the concerned DENR offices.

Office or Division:	Public Information Division-Strategic Communication and Initiatives Service (PID-SCIS), DENR Central Office
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DENR Central Office Officials and Service, Bureaus/Attached Agencies

REQUIREMENTS	WHERE TO SECURE
• Request through phone call, email, or text message or • Request through memo (1 copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request for event coverage through memo, phone call, email, or text message.	1. Receive and review request. Encode in E-DATS or logbook. Forward to Chief, PID	None	5 mins.	*Public Relations Assistant* PID-SCIS
1.1. None	1.1. Receive and review request. Assign to staff writer	None	10 mins.	*Chief* PID-SCIS
1.2. None	1.2. Prepare media advisory and email to DENR beat reporters. 1.2.1. Cover the event (within or outside Metro Manila). Draft the news story and email to Chief, PID	None	2 days & 40 mins.	*Assigned staff writer* PID-SCIS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.3. None	1.3. Review submitted draft. Make revisions if necessary. Coordinate with staff writer for clarifications, if any. Email to editor-consultant.	None	4 days, 2 hrs. & 10 mins.	*Chief* PID-SCIS
1.4. None	1.4. Finalize article using prescribed template and email to Chief, PID.	None	10 mins.	*Assigned staff writer* PID-SCIS
1.5. None	1.5. Transmit news story to Director, SCIS for review	None	5 mins.	*Chief* PID-SCIS
1.6. None	1.6. Review news story. Forward to DENR Spokesperson for clearance, if needed, based on nature of the story. If no clearance is needed, proceed to 1.8.	None	10 mins.	*Director* SCIS
1.7. None	1.7. Review and give final clearance to edited news story. Transmit to Director, SCIS	None	45 mins.	*Supervising Undersecretary* DENR Central Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.8. None	1.8. Transmit to Chief, PID the cleared story	None	10 mins.	*Director* SCIS
1.9. None	1.9. Upon approval of the article, schedule its release to media and email e-copy to DENR web content administrator with instructions on schedule of release.	None	20 mins.	*Chief* PID-SCIS
1.10. None	1.10. Release/email approved news story to DENR beat reporters and Regional Strategic Communication and Initiatives Group Post approved news article on DENR website as per schedule. Furnish copy to requesting DENR Central Office Official/Service/Bureau/Attached Agency	None	20 mins.	*Web Super Administrator* PID-SCIS
2. Receive story from DENR and release by various means of media e.g. social media, official website				
	TOTAL:	**None**	**6 days, 5 hrs., & 5 mins.**	

DENR CENTRAL OFFICE
STRATEGIC COMMUNICATION AND INITIATIVES
(External Services)

CITIZEN'S CHARTER PROCESS NO. CO-SCIS-05. HANDLING PUBLIC ASSEMBLIES AND PROTESTS

Define controls to ensure that stakeholders have direct (face to face) access to the Department's officials/decision makers to ventilate ENR issues relevant to the Department.

Office or Division:	Stakeholder Management and Conflict Resolution Division - Strategic Communication and Initiatives Service (SMCRD-SCIS), DENR Central Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may Avail of the Service:	Any citizen or individual

Checklist of requirements	Where to secure
1. Request/notice for a dialogue (1 original or photocopy)	CSO or Office of the Secretary
2. Resolution and other related documents, if any (1 original or photocopy)	CSO or Office of the Secretary
3. Names of a minimum of 5 and maximum of 20 persons authorized to represent their organization/group	Requesting Party
4. Names of DENR officials, focal/technical persons requested to participate in the dialogue	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Go to DENR for a public assembly and/or protest	1. Notify SMCRD of rallies/protests happening at the entrance gate	None	5 min.	Security Guard Security Agency/DENR
1.1. None	1.1. Go down and request from the rally group the necessary documents.	None	1 hour	Staff SMCRD-SCIS
2. Provide a copy of request or notice for a dialogue, and names of a minimum of 5 and maximum of 20 representatives who will participate in the dialogue	2. Coordinate with Senior Officials e.g. Undersecretaries, Assistant Secretaries, Bureau Directors and/or other focal persons requested to participate in the dialogue and request for	None	1 hour	Staff SMCRD-SCIS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	photographer to document the dialogue.			
2.1. None	2.1. Prepare the venue and other equipment needed (microphone, lap top, projector).	None	1 hour	Staff SMCRD-SCIS
2.2. None	2.2. Allow participants to accomplish the attendance sheet.	None	30 min.	Staff SMCRD-SCIS
2.3. None	2.3. Start the dialogue/meeting by allowing each one present to introduce themselves, discussion follows then take down notes.	None	4 hours	Division Chief SMCRD-SCIS
2.4. None	2.4. Prepare the highlights of dialogue.	None	2 days	Staff SMCRD-SCIS
2.5. None	2.5. Finalize the highlights of dialogue.	None	2 days	Staff/Division Chief SMCRD-SCIS
2.6. None	2.6. Released the approved highlights to concerned Offices	None	15 min.	Releasing Officer SMCRD-SCIS
	TOTAL:	**None**	**4 days, 7 hours & 50 min.**	

DENR CENR, PENR AND REGIONAL OFFICES
Admin and Finance Sector
(Internal and External Services)

CITIZEN'S CHARTER NO. RO-AF-01. ISSUANCE OF CERTIFICATION OF NO RECORDS/APPEAL/MOTION FOR RECONSIDERATION, ETC.

This Certification is made upon request of DENR personnel, official or external party of No Records/Appeal/Motion for Reconsideration, etc. being filed in the DENR. The purpose for the request is included in the Certification.

Office or Division:	Records Unit/Section, DENR CENR, PENR and Regional Offices
Classification:	Simple
	Complex
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly accomplished customer request form (1 original)	Public Assistance Desk, Receiving Area or Records Unit/Section
2. Government issued ID (present 1 original)	Requesting Party
Additional if from the Government Sector	
3. Official Letter Request (1 original)	Requesting Party
Additional if Requesting Party is a representative	
4. SPA for representative (1 original, notarized)	Requesting Party, Private Lawyer 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, stamp the date and time on documents and forward to all	None	5 min.	*Receiving/Releasing Clerk* Records Unit/Section

	documents to action officer			
1.1. None	1.1. Verify all requirements and indicate amount to be paid in the Request Form	None	5 min.	*Records Officer* Records Unit/Section
1.2. None	1.2. Approve and sign Request Form	None	5 min.	*Records Officer/Alternate Officer* Records Unit/Section
1.3. None	1.3. Prepare/Approve Order of Payment	None	5 min.	*Records Officer/Credit Officer* CENRO Records Unit/Section *Accounting Personnel* PENRO/Regional Office Accounting Unit/Section MSD Chief
2. Pay to the Cashier the Certification Fee	1. Accept payment and issue Official Receipt	**Certification Fees***:** Php 25.00	5 min.	*Collecting Officer* *Credit Officer* Cashier Unit/Section
1.1. None	2.1. Check the Official Receipt. Verify, prepare and initial the Certification	None	25 min. (Simple) 3 hours (Complex)	*Records Officer* Records Unit/Section

2.2. None	1.2. Initial the Certification	None	5 min.	*Chief* Concerned Unit/Section
1.3. None	2.3. Determine accuracy of the Certification and affix signature	None	5 min.	*CENR Officer or Records Officer* (CENR Office) *Chief, MSD or TSD or PENR Officer* (PENR Office) *RED* (Regional Office)
2.4. None	1.4. Release the approved Certification to the customer and forward the received Customer Request Form to Action Officer	None	10 min.	*Receiving/Releasing Clerk* Records Unit/Section
2. Receive the approved Certification	3. File the Customer Request Form	None	5 min.	*Records Officer* Records Unit/Section
TOTAL:		**Php 25.00**	**Simple**	**1 hour & 15 min.**
			Complex	**3 hours & 50 min.**

***Except when covered by Official Letter Request

CITIZEN'S CHARTER NO. RO-AF-02. AUTHENTICATION OF RECORD/S*

Authentication of record/s is made by a requesting party (DENR personnel, official or external clientele) for a certified true copy of a record/s issued by the DENR and being filed in the Records Unit/Section. The purpose for the request is included in the Request Form.

Office or Division:	Records Unit/Section, DENR CENR, PENR and Regional Offices
Classification:	Simple
	Complex
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request/Request Form (1 original)	Public Assistance Desk, Receiving Area or Records Unit/Section
2. Government issued ID (present 1 original)	Requesting Party
Additional if from the Government Sector	
3. Official Letter Request (1 original)	Requesting Party
Additional if Requesting Party is a representative	
4. SPA for representative (1 original, notarized)	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, check, and stamp date and time on document. Upload the document to Document Tracking System. Forward document to the	None	15 min.	*Receiving/Releasing Clerk* Records Unit/Section

	concerned Action Officer			
1.4. None	1.1. Check the availability of records. Process the request (photocopy and stamp "*Certified True Copy*") and sign the certification or documents. Indicate amount to be paid in the Request Form/Order of Payment.	None	30 min. (Simple) 3 hours (Complex)	*Records Officer* Records Unit/Section
2. Pay to the Cashier the Authentication Fee.	2. Accept payment and issue Official Receipt.	Php 50.00 **Authentication Fee**** per set + Php 5.00 per page *Internal Clients are free of Charge	10 min.	*Collecting Officer* *Credit Officer* Cashier Unit/Section

1.2. None	1.2. Check the Official Receipt and photocopy for filing.	None	5 min.	*Records Officer* Records Unit/Section
1.5. None	1.3. Release the approved Authentication to the customer and forward the received Customer Request Form to Action Officer.	None	5 min.	*Receiving/Releasing Clerk* Records Unit/Section
3. Receive the approved Authentication.	3. File the Customer Request Form and attachments.	None	5 min.	*Records Officer* Records Unit/Section
TOTAL:		Php 50.00 **Certification Fee** per set + Php 5.00 per page	**Simple**	**1 hour & 10 min.**
			Complex	**3 hours & 40 min.**

*Confidential and Top Secret Documents are subject for approval of the Secretary.
**Except those with Official Letter Request

CITIZEN'S CHARTER NO. RO-AF-05-06-07. PROCESSING OF PAYMENT OF CLAIMS

This process includes processing of Obligation Request and Status (ORS) and Disbursement Voucher (DV), and preparation, processing and issuance of Checks/LDDAP-ADA and corresponding Advices. This process is used to pay an obligation to DENR employees, individuals, agencies or creditors for goods purchased and services rendered.

Office or Division:	Accounting, Budget and Cashier Units/Sections, Finance Section/Division, DENR CENR, PENR and Regional Offices
Classification:	Complex
	Highly Technical
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	Internal: Permanent Personnel External: Personnel under Contract of Service, Service Provider and Supplier

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE*
General Requirement	
● Disbursement Voucher (1 original, 3 duplicate)	Requesting Party or Originating Office
● Obligation Request and Status (1 Original, 2 duplicate copies)	Requesting Party or Originating Office
If Initial Contract of Communication/Telephone and Gasoline	
● Contract (3 original)	Service Provider, Requesting Party or Originating Office
● Annual Procurement Plan (APP), and any amendment thereto (1 certified Copy), or Certification from the Procurement Office that the items procured are already included in the APP (1 original)	Procurement Unit Or Section
If Supplier/Contractor/Service Provider	
A. Purchase Order (P.O.)	Complex
● Purchase Order/Contract Agreement (1 Original, 3 duplicate copies)	Procurement Unit Or Section
● Purchase Request (1 Original, 3 duplicate copies)	Requesting Party or Originating Office
● BAC Resolution (1 original, 2 Photocopies)	Bids And Awards Committee (BAC) Secretariat

• PHILGEPS Posting (if above 50K) (1 original, 2 Photocopies)	Bids And Awards Committee (BAC) Secretariat
• PhilGeps Registration and/or Certification from Procurement- that legal document from GPPB Reso No. 21-2017 dated 5/30/2017 are submitted and duly verified (1 original, 2 Photocopies)	Bids And Awards Committee (BAC) Secretariat
• Agency Procurement Request/APR Form No. 02 (for supplies), In case supplies are not available at DBM, there must be a certificate of Non-availability of stock from PS-DBM (1 original, 2 Photocopies)	Procurement section
• Annual Procurement Plan (APP), and any amendment thereto (1 Certified Copy), or Certification from the Procurement Office (and/or BAC Secretariat) that the items procured are already included in the APP (1 original)	Requesting Party/Procurement Section/ BAC Secretariat
• Abstract of Quotations (2 Original)	Requesting Party or Originating Office & BAC Secretariat
• Quotations with Certification from Procurement Office that Supplier has Submitted Updated Eligibility Documents/Legal Documents (Alternative Method of Procurement), if shopping (3 Original Per Supplier)	Service Provider
• At least 1 Filled-Up Quotation, with Proof of Receipt of Quotation (1 original, 2 photocopies)	Service Provider
• Certificate of Posting in 3 Conspicuous Places (1 original, 2 photocopies)	BAC Secretariat
• Request for Quotations (1 original Per Supplier)	Service Provider
• Special Order, if Applicable (1 Photocopy)	Requesting Party or Originating Office, Regional Office Or Central Office
• Inspection and Acceptance Report (1 original, 2 Photocopies)	Inspection and Acceptance Committee (IAC)
• Sales Invoice/Delivery Receipt/Official Receipt (1 original, 2 Photocopies)	Service Provider
• Certificate Of Acceptance (1 original, 2 Photocopies)	Requesting Party

B. P.O. Through Direct Contracting	
● Purchase Request with Certification from the Procurement Office that the items procured are already included in the APP (1 Original, 3 duplicate copies)	Requesting Party or Originating Office and Procurement Office
● BAC Resolution (1 Original, 3 duplicate copies)	BAC Secretariat
● Quotations (1 Original, 3 duplicate copies)	Service Provider
● Distributor Certificate or Sworn Certificate of Guarantee Exclusive Distributorship Agreement (If Applicable) (2 photocopies)	Service Provider Or Bac Secretariat
● Inspection Report (1 Original, 3 duplicate copies)	Inspection And Acceptance Committee (IAC)
● Certificate of Acceptance (1 Original, 3 duplicate copies)	Requesting Party
If Meals and Snacks For Seminar/Training	
● Special Order or Notice of Meeting (1 original, 2 photocopies)	Requesting Party or Originating Office, Regional Office Or Central Office
● Purchase Request with Certification from the Procurement Office that the items procured are already included in the APP (1 Original, 2 photocopies)	Requesting Party or Originating Office
● RESO (1 original, 2 photocopies)	BAC Secretariat
● PHILGEPS BNA – RFQ (1 original, 2 photocopies)	BAC Secretariat
● 3 Quotations (1 original Per Supplier, 2 photocopies)	Service Provider
● APQ (1 original, 2 photocopies)	BAC Secretariat
● Certification from Procurement that legal document from GPPB Reso No. 21-2017 dated 5/30/2017 are submitted and duly verified (1 original), if applicable	Procurement Section, Administrative Division
● Contract (1 Original, 2 photocopies)	Service Provider, Requesting Party or Originating Office
● Billing or Statement of Account (1 original, 2 photocopies)	Service Provider, Requesting Party or Originating Office
● Menu (1 original, 2 photocopies) if applicable	Service Provider, Requesting Party or Originating Office
● Attendance (1 original, 2 photocopies)	Requesting Party or Originating Office
● Activity Report with Pictures (1 original, 2 photocopies)	Requesting Party or Originating Office

If Job Order (J.O.)	
A. Repair of Vehicle/Equipment/Facilities	
● Purchase Request with notation that it is included in the APP (1 original, 2 photocopies)	Requesting Party or Originating Office
● Pre-Repair Inspection Report (1 original, 2 Photocopies)	Inspection Committee
● BAC Resolution for Major Repairs (1 original, 2 Photocopies)	BAC Secretariat
● Abstract of Quotations (1 original, 2 Photocopies)	Requesting Party or Originating Office & BAC Secretariat
● Quotations (1 original Per Supplier, 2 Photocopies)	Service Provider
● Post Repair Inspection Report (1 original, 2 Photocopies)	Property Unit/Section, General Services Section (GSS)
● Certificate of Acceptance (1 original, 2 Photocopies)	Requesting Party
● PHILGEPS Posting (above 50K) (1 original, 2 photocopies)	Procurement Section
● Certificate of Posting of Award (1 original, 2 photocopies)	Procurement Section
● Certification from Procurement that legal document from GPPB Reso No. 21-2017 dated 5/30/2017 are submitted and duly verified (1 original)	Procurement Section
● Waste Materials Report (1 original, 2 Photocopies)	
● Certificate of Availability of Funds (1 original, 2 photocopies)	Budget and Accounting Section
B. Printing	
● Purchase Request with notation that it is included in the APP (1 original, 2 photocopies)	Requesting Party or Originating Office
● Layout, E-Copy of Document to be Printed, or Source of Layout (1 original, Digital Copy)	Requesting Party or Originating Office
● BAC Resolution (1 original, 2 Photocopies)	BAC Secretariat
● Abstract of Quotations (1 original, 2 Photocopies)	Requesting Party or Originating Office & BAC Secretariat

• PHILGEPS Posting (above 50K) (1 original, 2 photocopies)	Procurement Section
• Certificate of Posting of Award (1 original, 2 photocopies)	Procurement Section
• Certification from Procurement that legal document from GPPB Reso No. 21-2017 dated 5/30/2017 are submitted and duly verified (1 original), if applicable	Procurement Section
• Quotations (1 original Per Supplier, 2 Photocopies)	Service Provider
• Inspection Report (1 original, 2 Photocopies)	Inspection And Acceptance Committee (IAC)
• Certificate of Acceptance (1 original, 2 Photocopies)	Requesting Party
If Agency Procurement Request (APR)	
• Purchase Request (1 original, 2 photocopies)	Requesting Party or Originating Office
• Certificate of Availability of Funds (1 original, 2 photocopies)	Budget and Accounting Section
If Contract	
• Notarized Contract (1 original, 2 photocopies)	Requesting Party or Originating Office, BAC Secretariat or Service Provider
• Purchase Request (1 original, 2 photocopies)	Requesting Party or Originating Office
• PHILGEPS Posting (50K and above) (1 original, 2 photocopies)	Procurement Section
• Certificate of Posting of Award (1 original, 2 photocopies)	Procurement Section
• Certification from Procurement that legal document from GPPB Reso No. 21-2017 dated 5/30/2017 are submitted and duly verified (1 original), if applicable	Procurement Section
• TOR (1 original, 2 photocopies)	Requesting Party or Originating Office
• Letter Intent/Proposal (1 original, 2 photocopies)	Service Provider
• Curriculum Vitae with Personal Data Sheet (1 original, 2 photocopies)	Service Provider
• Letter Request for Payment (For Resource Person, Documentor, or Facilitator) (1 original, 2 Photocopies)	Service Provider

● Evaluation Report (for Resource Person, Documentor or Facilitator) (1 original, 2 Photocopies)	Requesting Party
● Certificate of Acceptance (1 original, 2 Photocopies)	Requesting Party
● Certificate of Availability of Funds (1 original, 2 photocopies)	Budget and Accounting Section
● Actual Output (3 photocopies, if applicable)	Service Provider
If Salaries of Contract of Service	
● Notarized Contract (1 original or certified true copy and 2 photocopies for the first payment only)	Requesting Party or Originating Office, BAC Secretariat or Service Provider
● Duly Accomplished Daily Time Record (DTR) (1 original, 2 Photocopies)	Personnel Unit/Section
● Travel Order, if applicable (3 photocopies)	Requesting Party
● Accomplishment Report (1 original, 2 Photocopies)	Requesting Party
● S.O, if Applicable (1 original, 2 Photocopies)	DENR Central, Regional, PENR and/or CENR Office
● MCLE Certification, if Lawyer (1 original, 2 Photocopies)	Service Provider
● Written Concurrence from COA, if Lawyer (1 original, 2 Photocopies), if applicable (based on COA Circular 2021-003 dated July 16, 2021)	Commission On Audit (COA)
● Deputation of OSG, if Lawyer (1 original, 2 Photocopies)	Office of the Solicitor General (OSG)
● Acquiescence from OSG, if Lawyer (3 Photocopies)	Office of the Solicitor General (OSG)
If Mandatory Expenses	
A. Water and Electricity	
● Billing Statement (1 original, 2 Photocopies)	Service Provider
B. Communication/Telephone	
● Billing/Statement of Account (1 original, 2 Photocopies)	Service Provider
● Certification that Phone Calls are official in nature (1 original, 2 Photocopies)	Requesting Party or Originating Office
● Contract (1 original for first payment only)	Service Provider Or Requesting Party
C. Gasoline	
● Billing/Statement of Account (1 original, 2 Photocopies)	Service Provider
● Vehicle Trip Ticket (1 original, 2 Photocopies)	Driver In Duty

● Contract (1 original for first payment only)	Service Provider Or Requesting Party
● Fuel/Lubricants Requisition and Issue Slip (1 original, 2 Photocopies)	Requesting Party or Originating Office
● Fuel Consumption Report, if applicable	General Services Section/Supply Officer
● Monthly Report of Official Travels, if applicable	General Services Section/Supply Officer/Drivers
If Government Share For Mandatory Deductions	
● List of Personnel with Corresponding Amount of Government Share (1 original, 2 Photocopies)	Personnel Section/Unit-Administrative Division/Section or Accounting Unit/Section-Finance Section/Division
If TEV (Local)	
A. Approved Travel Order (1 original, 2 Photocopies)	Requesting Party or Originating Office and CENR Officer, PENR Officer or Regional Executive Director (RED)
B. Itinerary (1 original, 2 Photocopies)	Requesting Party or Originating Office
C. Special Order, if Applicable (3 Photocopies)	CENR Officer, PENR Officer, RED, Usec or Secretary
D. Additional Requirement For Reimbursement	
● Travel Report (1 original, 2 Photocopies)	Requesting Party or Originating Office
● Certificate of Travel Completed (1 original, 2 Photocopies)	Requesting Party or Originating Office
● Certificate of Appearance (1 original, 2 Photocopies)	Destination Office
● Tickets (1 original, 2 Photocopies)	Airline Company
● PAL/Cebu Pacific or any other Airline TO (1 original, 2 Photocopies)	Requesting Party or Originating Office, and RED
● Boarding Pass (1 original, 2 Photocopies)	Airline Company
● Terminal Fee Ticket/Stub (1 original, 2 Photocopies)	Airline Company
● Certificate of Expenses not Requiring Receipt (1 original, 2 Photocopies)	Requesting Party or Originating Office
● Receipt from Accommodation, if applicable (1 original, 2 Photocopies)	Accommodation Provider
If Cash Advances	
● Special Order of SDO/Allotment Letter (3 Photocopies)	PENR Officer or RED

• Certificate of No Unliquidated Cash Advance (1 original, 2 Photocopies)	Accounting Unit/Section, Finance Section/Division
• Authority from the Head of Office to Grant the Cash Advance, if applicable	Head Of Office
• Activity Design and Budgetary Requirements/Budget Estimates, if applicable	End-user/s
If Replenishment of Petty Cash Fund	
• Report on Paid Petty Cash Vouchers (1 original, 2 photocopies)	Petty Cash Custodian
• Petty Cash Vouchers (1 original, 2 photocopies)	Petty Cash Custodian
• Special Order, if First Payment (1 original, 2 photocopies)	Records Section/Unit
• Official Receipts/Sales Invoices (1 original, 2 photocopies)	Supplier
• Petty Cash Replenishment Report (1 original, 2 photocopies)	Concerned Special Disbursing Officer (SDO)
• Approved Purchase Request (1 original, 2 photocopies)	Requesting Party/Concerned Office
• Certificate of Emergency Purchase (1 original, 2 photocopies)	Requesting Party/Concerned Office
• Certificate of Inspection and Acceptance (1 original, 2 photocopies)	Inspection & Pre-Acceptance Committee (IPC)
• Report of Waste Materials, in case of repair (1 original, 2 photocopies)	GSS
• Approved Trip Ticket for Gasoline Expenses (1 original, 2 photocopies)	GSS
• Three (3) Quotations from Suppliers (1 original, 2 photocopies) if Php1,000 above-single transaction	Suppliers
• Abstract of Quotations (1 original, 2 photocopies)	Requesting Party/Concerned Office

If eNGP/CBFM Contracts

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE**

A. Payment of 15% Mobilization Fee	
● Endorsement Memorandum (1 original, 2 photocopies)	Concerned CENRO/Requesting Party
● Letter of Intent (1 original, 2 photocopies), if applicable	PO's/Requesting Party
● Annual Procurement Plan (APP) (1 Certified Copy)	Procurement Unit or Section
● Notarized MOA with WFP, Mode of Payment & GIS Map (1 original, 2 photocopies)	Requesting Party or Originating Office
● Site Development Plan	Concerned CENRO
● Purchase Request / Job Request (1 original, 2 photocopies), if applicable	Requesting Party or Originating Office
● BAC Resolution – Mode of Procurement (1 original, 2 Photocopies)	BAC Secretariat
● Proof of Posting of RFQ at 3 conspicuous places (1 original, 2 Photocopies), if applicable	BAC Secretariat
● Quotations (1 original Per Service Provider, 2 Photocopies) if applicable	Service Provider
● Abstract of Quotations (1 original, 2 Photocopies), if applicable	Requesting Party or Originating Office & BAC Secretariat
● BAC Resolution – Award approved by HOPE (1 original, 2 Photocopies)	BAC Secretariat
● Notice of Award received by Service Provider (1 original, 2 Photocopies)	Requesting Party or Originating Office & BAC Secretariat
● Notice to Proceed received by Service Provider (1 original, 2 Photocopies)	Requesting Party or Originating Office & BAC Secretariat
● Philgeps Posting of Award/Contract/Proceed (1 original, 2 Photocopies)	BAC Secretariat
● Request for release of 15% Mobilization fee (1 original, 2 Photocopies)	PO's/Requesting Party
● Performance Security	Service Provider
● LEGAL REQUIREMENTS a. Based on the updated GPPB Issuance as of October 22, 2021 (GPPB Resolution No. 18-2021)	Service Provider/ ORIGINATING OFFICE/ BAC SECRETARIAT

b. Certificate of Registration from SEC/CDA/DOLE (3 photocopies) c. Certification from the leader of the service provider that none of its incorporators, organizers, directors or officials is an agent or related by consanguinity or affinity up to the fourth civil degree to the HOPE, members of BAC or other authorized officials (1 original, 2 Photocopies) d. Disclosure of related business, if any and extent of ownership therein (1 original, 2 Photocopies)	
● TECHNICAL REQUIREMENTS a. List of completed contracts similar to the procurement (1 original, 2 Photocopies)	Service Provider
● FINANCIAL REQUIREMENTS a. Certificate that the service provider has an existing bank account (1 original, 2 Photocopies) / 3 photocopies of Bank Book b. Updated Audited Financial Statements (1 original, 2, Photocopies) c. Certification that it has financial management system that maintains sets of book of accounts (1 original, 2 Photocopies)	Service Provider
B. Progress Billing	
● Endorsement/Memorandum (1 original, 2 photocopies)	Concerned CENRO
● Letter Request to the Auditor for the validation of the accomplishment (1 original, 2 photocopies)	Concerned CENRO & PENRO (Technical-eNGP)
● Geotagged Photos of the validated Accomplishment of Activities (Per Beneficiary/ Family) (1 original, 2 photocopies)	Joint Validating Team of PENRO & CENRO, Concerned Site Team Leader and PO/Families
● Statement of Account (1 original, 2 photocopies)	Payee/Contractor
● List of Beneficiaries (1 original, 2 photocopies)	CENRO (NGP Coordinator/Site Team Leader)

● Parceliarized Plantation Map (Maintained & Protected) (1 original, 2 photocopies)	GIS Team/eNGP Unit
● Certificate of Completion and Acceptance (1 original, 2 photocopies), if applicable	Concerned CENRO
● Approved Memorandum of Agreement (2 photocopies)	PENRO (Technical-eNGP)
● Request for Inspection and Payment (1 original, 2 Photocopies)	Service Provider
● Statement of Work Accomplished (1 original, 2 Photocopies)	Service Provider
● Notarized Narrative Report and Notarized Inspection and Acceptance Report (IAR in Matrix form) with attached Validation/ Accomplishment Report (1 original, 2 photocopies)	Requesting Party or Originating Office Joint Validating Team of PENRO & CENRO
● Certificate of Acceptance (1 original, 2 Photocopies)	Requesting Party or Originating Office
● Fund Utilization Report with attached payroll, if with labor (1 original, 2 Photocopies), if applicable	Service Provider
C. Release of Retention fee	
● Endorsement/Memorandum (1 original, 2 photocopies)	Concerned CENRO
● PO Request for the release of Retention Fee (1 original, 2 photocopies)	Contracted PO/Family
● Third Party Evaluation Report that the PO Plantation attained at least 85% Survival Rate (2 photocopies) (Per DAO 2019-03, this is applicable for 100 hectares and above. In-house validation applies for 99 hectares and below)	Third Party Contracted/Regional Office
● Certificate of Final Inspection and Acceptance Report (1 original, 2 photocopies)	JIC
● Certificate of Final Acceptance (1 original, 2 photocopies)	HOPE
● Completed Parceliarized Plantation Map (1 original, 2 photocopies)	GIS Team/eNGP Unit

● Photo Copy of Affidavit of Completion (2 photocopies)	PENRO (Technical-eNGP)
● Photo Copy of Certificates of Completion and Acceptance (2 photocopies)	PENRO (Technical-eNGP)
● Photo copy of Obligation Requests and Status (2 photocopies)	PENRO (Technical-eNGP)
● Photo Copy of Memorandum of Agreements (2 photocopies)	PENRO (Technical-eNGP)
● Photo Copy of Notice to Proceeds (2 photocopies)	PENRO (Technical-eNGP)
● Inspection/Validation Report of Third Party Validators indicating the survival rate for Sites with area of 100 has and above (1 original, 2 Photocopies)	Requesting Party or Originating Office
● Inspection/Validation Report of Regional/PENRO composite team indicating the survival rate for Sites with area of below 100 has (1 original, 2 Photocopies)	Requesting Party or Originating Office
● Fund Utilization Report/Schedule of Payment, if applicable (1 original, 2 Photocopies)	Requesting Party or Originating Office
● Project Completion Report (1 original, 2 Photocopies)	Requesting Party or Originating Office
● Letter of FINAL Turn Over (1 original, 2 Photocopies)	Service Provider
● Certificate of FINAL Acceptance (1 original, 2 Photocopies)	Requesting Party or Originating Office
● Geo-tagged photos of validation and accomplished activities (1 original, 2 Photocopies)	Requesting Party or Originating Office
● Certificate of Site Development (1 original, 2 Photocopies)	Requesting Party or Originating Office
D. Progress Payment for Seedling Production	
● Endorsement/Memorandum (1 original, 2 photocopies)	Concerned CENRO
● PO Request for Inspection/Validation and payment (1 original, 2 photocopies)	PO's/Requesting Party
● Statement of Work Accomplishment (1 original, 2 photocopies)	PO's/Requesting Party
● Letter Request to the Auditor for the validation of the accomplishment (1 original, 2 photocopies)	Concerned CENRO & PENRO (Technical-eNGP)

• Validation Report / Accomplishment (1 original, 2 photocopies)	Joint Validating Team of PENRO & CENRO
• Nursery Tally Sheet (1 original, 2 photocopies)	Joint Validating Team of PENRO & CENRO
• Geotagged Photos of Nurseries (per plot) (1 original, 2 photocopies)	Joint Validating Team of PENRO & CENRO, Concerned Site Team Leader and PO/Families
• Statement of Account (1 original, 2 photocopies)	PO's/Requesting Party
• Proposed list of Beneficiaries/Families (1 original, 2 photocopies)	CENRO (NGP Coordinator/Site Team Leader)
• Photo copy of Approved Memorandum of Agreement (2 photocopies)	PENRO (Technical-eNGP)
• Photo copy of Approved Obligation Request (2 photocopies)	PENRO (Technical-eNGP)
E. Additional if seedlings were procured	
• Seedlings Acknowledgement Receipt (1 original, 2 photocopies)	Seedling Supplier
• Certificate of Registration of Seedling Supplier (1 original, 2 photocopies)	Seedling Supplier
• Delivery Receipt duly received by the PO (1 original, 2 photocopies)	Seedling Supplier & PO
• Business Permit of Seedling Supplier (1 original, 2 photocopies)	Seedling Supplier

If Infrastructure Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE**
• Letter request from the contractor for inspection (if applicable) and released of advance/progress/final payment or for substitution in case of release of retention money (1 original, 2 photocopies)	Contractor/Payee/Requesting Party
• Statement of Work Accomplishment/Progress Billing (1 original, 2 photocopies)	Contractor/Payee/Requesting Party

● Inspection Report by the Agency's Authorized Engineer (1 original, 2 photocopies)	Agency's Authorized Engineer/ Inspectorate Team
● Result of Test Analysis, if applicable (1 original, 2 photocopies)	Contractor/Payee/Requesting Party
● Statement of Time Elapsed (1 original, 2 photocopies)	Agency's Authorized Engineer/ Inspectorate Team
● Monthly Certificate of Payment (1 original, 2 photocopies)	Agency's Authorized Engineer/ Inspectorate Team
● Contractor's Affidavit on payment of laborers and materials (1 original, 2 photocopies)	Contractor/Payee/Requesting Party
● Pictures, before, during and after construction of items of work especially the embedded items (1 original, 2 photocopies)	Agency's Authorized Engineer/ Inspectorate Team
● Photocopy of vouchers of all previous payments (2 photocopies)	GSU/Accounting
● Certificate of Completion (1 original, 2 photocopies)	Requesting Party (e.g CENRO)
● Certificate of Acceptance	HOPE/Authorized Representatives
● Letter request from the Agency to the Auditor for the inspection and payment for the work accomplished by the contractor (1 original, 2 photocopies)	HOPE/Authorized Representatives
A. If advance payment (additional requirements)	
● Any security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand (amount equivalent to the released MF) (1 original, 2 photocopies)	Contractor/Payee/Requesting Party
● Notarized Contract (1 original, 2 photocopies)	BAC Secretariat/GSU
● Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof (1 original, 2 photocopies)	BAC Secretariat/GSU
B. If final payment (additional requirements)	
● As-built Plan (1 original, 2 photocopies)	Contractor/Payee/Requesting Party

● Warranty security (1 original, 2 photocopies)	Contractor/Payee/Requesting Party
● Clearance from the Provincial Treasurer that the corresponding sand and gravel fees have been paid, if applicable (1 original, 2 photocopies)	Contractor/Payee/Requesting Party
● Copy of turn over documents/transfer of project and facilities such as motor vehicle, laptops, other equipment and furniture included in the contract to concerned government agency (1 original, 2 photocopies)	Requesting Party
C. If Release of Retention Money (additional requirements)	
● Certification from the Requesting Party that the project is completed and inspected (1 original, 2 photocopies)	Requesting Party
● Certification of final inspection and acceptance report (1 original, 2 photocopies)	Agency's Authorized Engineer/ Inspectorate Team
● Certificate of Final Acceptance (1 original, 2 photocopies)	HOPE/Authorized Representatives
● Any security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand, if applicable (1 original, 2 photocopies)	Contractor/Payee/Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME*	PERSONS RESPONSIBLE
1. Submit DV and ORS with complete supporting documents to Budget Unit/Section.	1. Review completeness of documents, receive and record in Logbook the DV and ORS, and forward documents to the concerned Processor.	None	20 min.	*Receiving/Releasing Clerk* Budget Unit/Section

	1.1. Review, check fund availability and allotment, record and assign number in the ORS Control Book, and initial ORS. Forward to Chief Budget Officer.	None	1 hour	*Budget Staff* Budget Unit/Section
	1.2. Review documents and sign Box B of ORS.	None	30 min.	*Chief Budget Officer* Budget Unit/Section
	1.3. Record ORS and forward the documents to Accounting Unit/Section.	None	30 min.	*Receiving/Releasing Clerk* Budget Unit/Section
	1.4. Review documents, receive, record in Logbook, assign DV number and forward DV and ORS with complete supporting documents to concerned Accounting Staff.	None	30 min.	*Receiving/Releasing Clerk* Accounting Unit/Section
	1.5. Review documents. Process DV as to completeness of supporting	None	3 hours (complex)	*Accounting Staff* Accounting Unit/Section

	documents, validity and correctness of claims. Compute and deduct applicable taxes. Prepare Certificate of Tax Withheld and record particulars of DV in Individual Index Card. Prepare Journal Entry (Box B) and affix initial in DV. Forward to Chief Accountant for review and approval.		4 hours (highly technical)	
	1.6. Review DV and sign Box C of DV, and forward to Receiving/Releasing Clerk.	None	2 hours	*Chief Accountant* Accounting Unit/Section
	1.7. Release DV and other documents to approving authority based on Manual of Authorities.	None	1 hour	*Receiving/Releasing Clerk* Accounting Unit/Section

	1.8. Receive and batch up ORS, DV and supporting documents. Sign Box D of the DV. Forward to Receiving/Releasing Clerk.	None	1 day	*PENR Officer* (PENRO) *Assistant Regional Director (ARD) for Management Services (MS) or* *Regional Executive Director (RED)* (Regional Office)
	1.9. Receive documents and forward to Cashier or Accounting Unit/Section	None	30 min.	*Receiving/Releasing Clerk Office of the PENR/ARD for MS/RED*
	1.10. Receive DV, ORS and other supporting documents, review and record in logbook and forward to concerned Cashier Staff or Accounting Staff	None	30 min.	*Receiving/Releasing Clerk* Cashier Section/Unit *Receiving/Releasing Clerk* Accounting Section/Unit
	1.11. Batch-up DVs into batch/folder. Forward to assigned/concerned staff.	None	1 hour	*Receiving/Releasing Clerk* Accounting Section/Unit *Receiving/Releasing Clerk* Cashier Section/Unit

	1.12. Prepare Checks or LDDAP-ADA. Forward to Chief Accountant or Head of Cashier.	None	1 hour	*Accounting Staff* Accounting Unit/Section *Cashier Staff* Cashier Section/Unit
	1.13. Sign Box No. 1 of LDDAP. Sign Checks and ADA.	None	30 min.	For LDDAP, *Chief Accountant* Accounting Unit/Section For Checks and ADA, *Head* Cashier Section/Unit
	1.14. Forward to approving authority based on Manual of Authority.	None	15 min.	*Receiving/Releasing Clerk* Accounting Section/Unit *Receiving/Releasing Clerk* Cashier Section/Unit
	1.15. Sign Checks and LLDAP-ADA.	None	15 min.	*PENRO or authorized DC* (PS regardless of amount, MOOE-CO regardless of amount) **PENRO level**

				ARD MS (MOOE-CO up to Php 1M and PS regardless of amount) *ARD MS or RED* (PS regardless of amount) ARD MS (MOOE-CO up to Php 1M) RED or authorized ARD (MOOE-CO above Php 1M) **Regional level**
	1.16. Forward to Cashier.	None	15 min.	*Receiving/Releasing Clerk* Office of the PENRO, ARD or RED
	1.17. Receive and check the balance of Notice of Cash Allocation (NCA) against the total amount of the DV processed.	None	15 min.	*Cashier Staff* Cashier Section/Unit
	1.18. Record all details in Index Card.	None	5 min.	*Cashier Staff* Cashier Section/Unit

	1.19. Record particulars in Report of Checks Issued and Cancelled (RCIC)/Report of ADA Issued (RADAI). Forward to approving authority.	None	1 hour & 30 min.	*Cashier Staff* Cashier Section/Unit
	1.20. Countersign Check and ACIC based on Manual of Authorities. Forward to Cashier.	None	10 min.	*Chief, MSD or PENR Officer* *ARD for MS or RED*
	1.21. Record receipt of Check/ADA and forward to cashier staff.	None	5 min.	*Receiving/Releasing Clerk* Cashier Section/Unit
	1.22. Record Check/ADA particulars in the Check Register. Inform the clientele if the check is ready for pick-up, or the ADA was already prepared for them to issue OR upon crediting	None	30 min.	*Cashier* Cashier Section/Unit or Requesting Party

	payment to their account.			
	1.23. Release Check/ADA to customer/bank with tax certificate (supplier).	None	15 min.	*Cashier* Cashier Section/Unit
	1.24. Receive LDDAP-ADA and/or Advice/ACIC and supporting documents. For LDDAP-ADA, transfer amount to respective accounts.	None	Not earlier than 24 hours but not later than 48 hours for Land Bank and DBP. Crediting may take longer for other servicing banks.	*Staff* Land Bank of the Philippines or Development Bank of the Philippines (DBP) or any other servicing banks
2. If Service Provider, issue Official Receipt and sign in Cash Book and Box E of DV.				
TOTAL:		**None**	**Complex (1-day bank time)**	**3 days, 7 hours & 55 min.**
			Highly Technical (1-day bank time)	**4 days & 55 min.**
			Complex (2-day bank time)	**4 days, 7 hours & 55 min.**
			Highly Technical	**5 days & 55 min.**

		(2-day bank time)	
		***Turn-around time (TAT) depends on the availability of signatories.** ***Other factors such as the availability of cash/funds and the bulk of transactions during end of quarter and year-end may cause the Turn-around time (TAT) to be longer.**	

*All documents are assumed to be from or submitted to the Admin Division/Section/Unit considering that this process flow starts with the payment, and that the Admin Division has its separate processes for procurement.

Processing time is based on the assumption that all documents are **complete and proper, and that there are no issues identified. Documents that have issues will be forwarded back to the concerned office and processing time shall be paused. **Processing time includes the turnaround time of servicing bank (1 to 2 days) which is beyond the control of DENR.**

Complex		**Highly Technical**
● TEV ● Utilities ● Agency Procurement Request (APR) ● Mandatory Expenses ● Government Share for Mandatory Deductions ● Cash Advances	● Contract ● Procurement of goods and services ● Salaries ● PO through Direct Contracting ● Meals and Snacks for Seminar/Training ● TEV (Local) ● Replenishment of Petty Cash Fund	Consulting Services

DENR CENR, PENR AND REGIONAL OFFICES
Admin and Finance
(External Services)

CITIZEN'S CHARTER NO. RO-AF-03. SALE OF BIDDING DOCUMENTS

The Sale of Bidding Documents are documents issued to prospective bidders of certain goods or services. The Bidders may be asked to pay a fee to recover the cost for the preparation and development of the Bidding Documents pursuant to the Guidelines on the Sale of the Bidding Documents. The BAC shall issue the bidding documents to the prospective bidders upon payment of the corresponding cost thereof.

Office or Division :	Bids and Awards Committee (BAC) Secretariat, Procurement Section/Unit, DENR PENR and Regional Offices
Classification :	Simple
Type of Transaction:	G2B - Government to Business
Who may avail :	Prospective Bidder/s

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Present One (1) Valid Company Identification Card	Prospective Bidder Company
2. Official Receipt (1 original)	Cashier Unit/Section, DENR PENR or Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter of intent, present original and submit copy of Official Receipt as proof of payment as indicated in the invitation to bid (ITB) for the Bidding Documents.	1. Receive copy of Official Receipt and issue copy of the Bidding Documents.	Please refer to the table of fees below.	15 minutes	*BAC Secretariat* Procurement Section/Unit
2. Receive copy of Bidding Documents, register in the logbook and acknowledge receipt of Bidding Documents.	2. Maintain registry of Bidders who purchased the Bidding Documents.		15 minutes	*BAC Secretariat* Procurement Section/Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	TOTAL :	Please refer to the table of fees below.	**30 min.**	

***Fees of Bidding Documents based on Section 5.0, Appendix 8 of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.*

Approved Budget for the Contract (Php)	Maximum Cost of Bidding Documents (Php)
500, 000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00

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

CITIZEN'S CHARTER NO. RO-F-01. ISSUANCE OF PRIVATE TREE PLANTATION REGISTRATION (PTPR)

This Certificate shows the ownership of plantations or planted trees within private, titled lands or tax declared alienable and disposable lands. The issuance of PTPR requires inventory and ocular inspection in the area. Tree inventory for permits (e.g. TCP or PLTP) is a process conducted separately from the inspection for PTPR per existing DENR policies, rules and regulations.

Office/Division:	Regulation and Permitting Section, DENR CENRO/Implementing PENRO
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen
Who may Avail of the Service:	Filipino Citizen/ Individual or Sole Proprietorship; Private Corporation duly registered with the Securities and Exchange Commission (SEC); Partnership or Association duly registered with SEC; Owners and operators of existing wood processing plants, provided however, that they shall file individual applications for wood processing plants which are independently operated in separate locations; within Alienable and Disposable Lands (A&D)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Application (1 original, 1 photocopy)	Requesting Party
2. OCT, TCT, Judicial Title, CLOA, Tax Declared Alienable and Disposable Lands (1 certified true copy)	Requesting Party, Assessor's Office, Registry of Deeds (ROD), NCIP, DAR
3. Data on the number of seedlings planted, species and area planted	Requesting Party
4. Endorsement from concerned LGU interposing no objection to the cutting of tree under the following conditions (1 original):	
a. **If the trees to be cut falls within one barangay,** an endorsement from the Barangay Captain shall be secured	Barangay LGU
b. **If the trees to be cut falls within more than one barangay,** endorsement shall	Municipal/City LGU or all Barangay LGUs

be secured either from the Municipal/City Mayor or all the Barangay Captains concerned	
c. **If the trees to be cut fall within more than one municipality/city,** endorsement shall be secured either from the Provincial Governor or all the Municipal/City Mayors concerned	Provincial LGU or all Municipal/ City LGUs
Additional if the applicant is a representative	
5. 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
1. Submit letter request and supporting documents to CENRO.	1. Check completeness of application and supporting documents, and receive, record (including scanning) and forward the application to Deputy CENR Officer/ CENR Officer. Provide Requesting Party an acknowledgement receipt of the documents.	None	50 min.	Chief/Technical Staff Regulation and Permitting Section (RPS) Receiving/Releasing Clerk, CENRO Records Unit
	1.1. Receive and review the application, and assign inspection team to conduct site inspection.	None	30 min.	Chief RPS

2. Guide/accompany the inventory team to the site	2. Conduct inspection of the area (100% inventory of trees) and prepare report with attachments (map, geo-tagged photos and tally sheets). Forward to Chief, RPS. (Inspection in accordance to DMO No. 1991-08 and FMB Technical Bulletin No. 3)	None	15 working days or less depending on the location and size of the area	Inspection Team RPS
	2.1. Evaluate and review the application. And forward to Forest Utilization Unit (FUU).	None	4 hours	Chief RPS
	2.2. Receive and review application. Prepare two (2) copies of PTPR and initial on the file copy, and forward to Chief, RPS.	None	3 hours	*Chief* *FUU*
	2.3. Receive and review the application and inspection report and submit recommendation to CENRO/ Implementing PENRO	None	1 hour	Chief RPS

	2.4. Receive and review application. Approve and sign PTPR.	None	1 hour	CENR Officer CENRO / Implementing PENROs
	2.5. Record and release approved PTPR to applicant	None	30 min.	Receiving/Releasing Clerk CENRO Records Unit
3. Receive approved PTPR				
TOTAL:		None	**16 days, 3 hrs and 50 min. **Additional time may be needed depending on the location and size of area, and bulk of transactions received.**	

CITIZEN'S CHARTER NO. RO-F-03a. ISSUANCE OF CERTIFICATE OF VERIFICATION (COV) FOR THE TRANSPORT OF PLANTED TREES WITHIN PRIVATE LAND, NON-TIMBER FOREST PRODUCTS EXCEPT RATTAN AND BAMBOO

COV is a document to be presented when transporting planted trees within private lands not registered under the Private Tree Plantation Registration and/or non-premium trees, non-timber forest products (except rattan and bamboo).

Office or Division:	Regulation and Permitting Section, DENR Implementing PENR/CENR Office
Classification:	Complex
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	Concerned Public Individual, Schools and Universities (Public and Private), ERDB, FPRDI and other Government Office, Wood Processing Plants (WPPs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter (1 original, 1 photocopy)	Requesting Party
2. Certification that the forest products are harvested within the area of the owner (for non-timber) (1 original)	Barangay LGU
3. Approved Tree Cutting Permit, if applicable (1 photocopy)	Requesting Party or concerned DENR Office
Additional if applicant is not the land owner	
4. 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
1. Submit request letter and supporting documents	1. Check completeness of request and supporting documents, receive application and forward to PENR/CENR Officer/Deputy CENR Officer	None	30 min.	*Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit*

1.1. None	1.1. Receive and review application. Forward to Chief RPS (CENRO)/Chief TSD (Implementing PENRO)	None	30 min.	*PENR/CENR Officer/ Deputy CENR Officer*
1.2. None	1.2. Receive, review/evaluate request, and assign a team to conduct verification. Prepare Order of Payment	None	1 hour	*Chief RPS (CENRO)/Chief TSD (Implementing PENRO)*
2. Receive Order of Payment and pay corresponding fees	2. Accept payment and issue Official Receipt to the client	Php 50.00/ truck load Certificate of Verification Fee Php 36.00 Oath Fee per application Php 360.00 Inventory fee	30 min.	*Bill Collector* Cashier
3. Receive OR	3. Inspect the forest products in the area, and prepare Inspection Report, and draft Certificate of Verification (COV) and initial duplicate copy of COV.	None	3 days or less depending on the location and volume of forest products	*Inspection Officer CENRO/Implementing PENRO*

3.1. None	3.1. Review inspection report and affix initial on the duplicate copy of COV. Forward to the PENR/CENR Officer for approval.	None	1 hour	Chief RPS (CENRO)/Chief TSD (Implementing PENRO)
3.2. None	3.2. Receive and review report. Sign and approve COV.	None	1 hour	*PENR/CENR Officer*
1.1. None	3.3. Release COV.	None	15 min.	*Receiving/Releasing Clerk CENRO/Implemennting PENRO Records Unit*
4. Receive COV.		None		
	TOTAL	Php 50.00/ truck load Php 36.00 Oath Fee per application Php 360.00 Inventory Fee **Php 446.00 +**	**3 days, 4 hours & 45 min.**	

Fees and charges are based on DAO 2004-16

CITIZEN'S CHARTER NO. RO-F-03b. ISSUANCE OF CERTIFICATE OF LUMBER ORIGIN (CLO) FOR PROCESSED LOGS/ LUMBER FROM WOOD PROCESSING PLANT TO OTHER WPP OR DESIRED DESTINATION/S

CLO is a document to secure/present when transporting processed logs or lumber from WPP to another WPP or desired destination

Office or Division:	Regulation and Permitting Section, DENR Implementing PENR/CENR Office
Classification:	Complex
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen
Who may avail:	Concerned Public Individual, Wood Processing Plants (WPPs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter (1 original, 1 photocopy)	Requesting Party
2. Approved WPP Permit (1 photocopy	Requesting Party
3. Approved Log/Lumber Supply Contract or Invoice Receipt (1 photocopy)	Requesting WPP
Additional if applicant is not the WPP owner	
4. Special Power of Attorney (SPA) (1 original)	Requesting Party, Private Lawyer or Notary Public
If the owner of the Lumber is not the owner of the Conveyance	
5. Certificate of Transport Agreement (CTA) (1 original, 1 photocopy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request letter and supporting documents	1. Check completeness of request and supporting documents, receive application and forward to PENR/CENR Officer/Deputy CENR Officer	None	30 min.	*Receiving/Releasing Clerk* *CENRO/Implementing PENRO Records Unit*

1.1. None	1.1. Receive and review application. Forward to Chief RPS (CENRO)/Chief TSD (Implementing PENRO)	None	30 min.	*PENR/CENR Officer/ Deputy CENR Officer*
1.2. None	1.2. Receive, review/evaluate request, and assign a team to conduct verification. Prepare Order of Payment	None	1 hour	*Chief RPS (CENRO)/Chief TSD (Implementing PENRO)*
2. Receive Order of Payment and pay corresponding fees	2. Accept payment and issue Official Receipt to the client	Php 50.00/ truck load Php 36.00 Oath Fee per application Php 360.00 Scaling fee	30 min.	*Bill Collector* Cashier
3. Receive OR	3. Inspect the forest products in the area, and prepare Inspection Report, and draft Certificate of Lumber Origin (CLO) and initial duplicate copy of CLO.	None	2 days or less depending on the location and volume of forest products	*Inspection Officer CENRO/Implementing PENRO*
3.1. None	3.1. Review inspection report and affix initial on the duplicate copy of CLO. Forward to the PENR/CENR Officer for approval.	None	1 hour	Chief RPS (CENRO)/Chief TSD (Implementing PENRO)

3.2. None	3.2. Receive and review report. Sign and approve CLO.	None	1 hour	*PENR/CENR Officer*
3.3. None	3.3. Release CLO.	None	15 min.	*Receiving/Releasing Clerk* *CENRO/Implementing PENRO Records Unit*
4. Receive CLO		None		
	TOTAL	Php 50.00/ truck load Php 36.00 Oath Fee per application Php 360.00 Scaling Fee **Php 446.00 +**	**2 days, 4 hours & 45 min.**	

Fees and charges are based on DAO 2004-16

CITIZEN'S CHARTER NO. RO-F-04. APPLICATION FOR CHAINSAW REGISTRATION

This Registration serves as a legal proof of ownership, use and possession of chainsaw in the Philippines. The DENR shall issue different permits or certifications for the purchase or import, manufacture, selling, re-selling, disposal, distribution, transfer of ownership, lease, rental or lending of chainsaws.

Office or Division:	Regulation and Permitting Section, DENR Implementing PENR/CENR Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	Holder of Timber License Agreement, Production Sharing Agreement, Co-production Sharing Agreement, or a Private Land Timber Permit/Special Private Land Timber Permit, CBFMA, IFMA, 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); PTPR holders.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Receipt of Chainsaw Purchase (1 certified copy and 1 original for verification) or Affidavit of Ownership in case the original copy is lost.	Requesting Party, Store or Dealer
2. SPA if the applicant is not the owner of the chainsaw	Concerned LGU (City/Municipal/Barangay)
3. Stencil Serial Number of Chainsaw	Requesting Party
4. Duly accomplished Application Form	Implementing PENR/CENR Office
5. Detailed Specification of Chainsaw (e.g. brand, model, engine capacity, etc.)	Official Receipt, Package or the Physical Chainsaw
6. Notarized Deed of Absolute Sale, if transfer of ownership (1 original)	Requesting party, Private Lawyer or Notary Public Office
Additional if Tenurial Instrument holder	
7. Certified True Copy of Forest Tenure Agreement	Requesting Party
Additional if Business Owner	
8. Business Permit (1 photocopy)	Requesting Party

Additional if Registered as Private Tree Plantation Owner	
9. Certificate of Registration	Requesting Party
Additional if the applicant shows satisfactory proof that the possession and/or use of a chainsaw is for a legal purpose	
10. Business Permit from LGU or affidavit that the chainsaw is needed in applicants/profession/work and will be used for legal purpose (1 photocopy)	Requesting Party
Additional if licensed Wood Processor	
11. Wood processing plant permit (1 photocopy)	
Additional if government, and GOCC	
12. Certification from the Head of Office or his/her authorized representative that chainsaws are owned/possessed by the office and use for legal purposes (specify)	Requesting Party
If the application is for renewal of registration	
1. Duly accomplished application form	Implementing PENR/CENR Office
2. Latest Certificate of Chainsaw Registration (1 Photocopy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit application form and supporting documents to the Implementing PENR/CENR Office.	1. Check completeness of application and supporting documents, and receive, record (including scanning) and forward the application to PENR/CENR Officer/Deputy CENR Officer. Provide Requesting Party an acknowledgement receipt of the documents.	None	30 min.	*Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit* *Technical Staff* RPS/TSD

1.1. None	1.1. Receive and review application. Prepare and sign Order of Payment. Forward application to Technical Staff.	None	1 hour	*Chief RPS (CENRO)/Chief TSD (Implementing PENRO)*
2. Receive Order of Payment and pay corresponding fee.	2. Receive payment and issue Official Receipt (OR).	Php 500.00 **Registration Fee**	30 min.	*Bill Collector* Cashier
3. Receive OR.	3. Receive application. Conduct verification of supporting documents and inspection of chainsaw. Prepare Certification and initial on the duplicate copy.	None	1 working day	*Technical Staff* RPS/TSD
3.1. None	3.1. Receive and review application. Affix initial on the duplicate copy. Forward to PENR/CENR Officer for approval.	None	2 hours	*Chief RPS (CENRO)/Chief TSD (Implementing PENRO)*
3.2. None	3.2. Receive, review and approve Certificate of Registration.	None	1 working day	*PENR/CENR Officer*
3.3. None	3.3. Record, assign control number and release Certification of Registration.	None	30 min.	*Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit*
4. Receive Certificate of Chainsaw Registration.		None		

TOTAL	**Php 500.00 Registration Fee**	**2 days, 4 hours & 30 min.**

Fees and charges are based on DAO 2004-16

CITIZEN'S CHARTER NO. RO-F-05. CITIZEN'S CHARTER NO. RO-F-05-ISSUANCE OF TREE CUTTING AND/OR EARTH BALLING PERMIT FOR TREES AFFECTED BY PROJECTS OF NATIONAL GOVERNMENT AGENCIES (DPWH, DOTR, DepEd, DA, DOH, CHED, DOE, and NIA)

This Permit serves as proof of authorization for the removal/cutting and/or relocation of trees affected by projects of the National Government Agencies (DPWH, DOTR, DepEd, Da, DOH, CHED, DOE and NIA)

Office or Division:	Regulation and Permitting Section, Implementing PENR/CENR Office
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	National Government Agencies (DPWH, DOTR, DepEd, DA, DOH, CHED, DOE, and NIA)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Application (1 original)	Requesting Party
2. LGU Endorsement/Certification of No Objection (1 original)	Barangay or Municipal LGU
3. Approved Site Development Plan/Infrastructure Plan with tree charting (1 original)	Requesting Party
4. Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC), if applicable. The DENR RO/EMB shall determine if the tree cutting activities will require ECC/CNC based on the extent of tree cutting operations, location (e.g. Environmentally Critical Area), among others, if necessary (1 certified copy)	Environmental Management Bureau (EMB) Regional Office
5. Free, Prior and Informed Consent (FPIC), if applicable	Indigenous Community and NCIP
6. Waiver/Consent of owner/s, if titled property (1 original)	Concerned lot owner
7. PAMB Clearance/Resolution, if within Protected Area (1 original)	PAMB
8. Report duly signed by the forest officers who conducted the inventory of trees to be cut, to include the result of 100% inventory	Requesting Party /Implementing PENR/CENRO Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the request/ application with	1. Check completeness of application and supporting documents,	None	50 min.	*Receiving/Releasing Clerk,*

complete supporting documents	and receive, record and forward the application to PENR/ CENR Officer/Deputy CENR Officer. Provide Requesting Party an acknowledgement receipt of the documents.			*CENRO/Implementing PENRO Records Unit*
1.1. None	1.1. Review and refer the application to Chief, RPS/TSD.	None	1 hour	*PENR/CENR Officer/ Deputy CENR Officer*
1.2. None	1.2. Receive and review application, and assign inspection team to conduct site inspection.	None	30 mins.	*Chief RPS (CENRO)/Chief TSD (Implementing PENRO)*
1.3. None	1.3. Prepare Order of Payment. Forward the same to the Requesting Party.	None	30 mins.	*Staff in-charge RPS/TSD*

2. Pay Application oath and/or Certification Fee	2. Accept payment and issue Official Receipt (OR)	Php 50.00/ certification Certification Fee **(if applicable)** Php 36.00/ application Oath Fee Php 1,200.00/ha Inventory Fee** (for 1 ha and above)	30 mins.	*Credit Officer*
3. Receive and forward the OR to RPS.	3. Accept the OR. Schedule the inspection.	None	Within 1 working day (depends on availability of team, bulk of requests and schedule)	*Staff in-charge/ Inspection Team RPS/TSD*

4. Guide/accompany the inventory team to the site.	4. Conduct inspection of the area (100% inventory of trees) and prepare report with attachments (map, geo-tagged photos and tally sheets) and endorsement to Implementing PENR/ CENR Officer. (Inspection in accordance to DMO No. 1991-08 and FMB Technical Bulletin No. 3)	None	15 working days or less depending on the location and size of the area	*Inspection Team RPS/TSD*
4.1. None	4.1. Review the inspection report. Prepare cutting permit, initial and forward to the Chief, RPS/TSD for review and initial.	None	1 hour	*Chief/Technical Staff Concerned Unit/Section,*
4.2. None	4.2. Receive and Review, initial and forward the cutting permit to the Implementing PENR/ CENR Officer/Deputy CENR Officer.	None	1 hour	*Chief RPS (CENRO)/Chief TSD (Implementing PENRO)*
4.3. None	4.3. Review and sign/approve the Tree Cutting Permit (TCP).	None	1 hour	*PENR/CENR Officer/ Deputy CENR Officer*

	4.4. Record and release, the approved TCP.		30 min.	Receiving/Releasing Clerk, *CENRO/Implementing PENRO Records Unit*
5. Receive approved TCP		None		
TOTAL:		**Php 50.00/ certification Certification Fee*** **Php 36.00/ application Oath Fee** **Php 1,200.00/ha Inventory Fee*** **	**16 days, 6 hrs & 50 mins**	

*Prior to the application, NGA shall submit their proposal/requirements to the CENR Office.

***Forest charges may apply to all naturally growing trees
***Inventory Fee plus actual, available and most economical transport cost of the inventory team from its official station to site (based on DAO 2004-16)
Php 1,200.00/ha- Inventory Fee** (for 1 ha and above)

CITIZEN'S CHARTER NO. RO-F-06. ISSUANCE OF TREE CUTTING PERMIT FOR PLANTED TREES AND NATURALLY GROWING TREES FOUND WITHIN PUBLIC PLACES (PLAZA, PUBLIC PARKS, SCHOOL PREMISES OR POLITICAL SUBDIVISIONS) FOR PURPOSES OF PUBLIC SAFETY

This Permit serves as proof of authorization for the removal/cutting of trees in public places (Plaza, Public Parks, School Premises or Political Subdivisions for purposes of public safety).

Office or Division:	Regulation and Permitting Section, DENR CENRO to Regional Office
Classification:	Highly Technical (Multi-Stage Processing)
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business
Who may avail:	Any Filipino citizen, Local Government Units (LGUs), Schools, Homeowners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter (1 original)	Requesting Party
2. LGU Endorsement/Certification of No Objection (1 original)	Concerned LGU (City/Municipal/Barangay)
3. Report duly signed by the forest officers who conducted the timber inventory of trees to be cut, to include the result of 100% timber inventory	
Additional if within Subdivisions	
4. Homeowner's Resolution (1 original)	Homeowner's Association
Additional if School/Organization	
5. PTA Resolution or Resolution from any organize group of No Objection and Reason for Cutting (1 original)	Requesting Party, School PTA, or Organization

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit letter request and supporting documents	1. Check completeness of application and supporting documents, and receive, record (including scanning) and forward the application to	None	50 min.	*Receiving/Releasing Clerk* CENRO Records Unit

	Deputy CENR Officer/ CENR Officer. Provide Requesting Party an acknowledgement receipt of the documents.			
1.1. None	1.1. Receive, review and refer the application to Chief, RPS.	None	1 hour	*Deputy CENR Officer/ CENR Officer* CENRO
1.2. None	1.2. Receive and review the application, and assign inspection team to conduct site inspection.	None	30 min.	*Chief* RPS
1.3. None	1.3. Prepare Order of Payment. Forward the same to Requesting Party.	None	30 min.	*Staff in-charge* RPS
2. Pay certification and oath fee	2. Accept payment and issue Official Receipt (OR).	Php 50.00/ certification **Certification Fee** Php 36.00/ application **Oath Fee** Php 1,200.00/ha **Inventory Fee**** (for 1 ha and above)	30 min.	*Credit Officer*
3. Receive and forward the OR to RPS.	3. Accept the OR. Schedule the inspection.	None	Within 1 working day (depends on availability of team, bulk of	*Staff in-charge/ Inspection Team* RPS

			requests and schedule)	
4. Guide/accompany the inventory team to the site.	4. Conduct inspection of the area (100% inventory of trees) and prepare report with attachments (map, geo-tagged photos and tally sheets) and endorsement to PENR Office. Forward to Chief, RPS. (Inspection in accordance to DMO No. 1991-08 and FMB Technical Bulletin No. 3)	None	15 working days or less depending on the location and size of the area	*Inspection Team* RPS
4.1. None	4.1. Review the inspection report and submit recommendation to CENRO.	None	1 hour	*Chief* RPS
4.2. None	4.2. Receive and review the application and inspection report. Approve recommendation. Sign the endorsement to PENR Office.	None	1 hour	*Deputy/CENR Officer* CENRO
4.3. None	4.3. Record and release the application, supporting documents and endorsement to PENR Office.	None	3 working days or less depending on the location of PENR Office (calendar days if courier, plus batching up)	*Receiving/Releasing Clerk* CENRO Records Unit

PENRO				
4.4. None	4.4. Receive documents and forward to PENRO	None	2 hours (batching up of documents)	*Receiving/Releasing Clerk* PENRO Records Section
4.5. None	4.5. Receive and review documents. Evaluate documents. Draft and sign the endorsement for Regional Office.	None	1 day (batching up documents)	*PENR Officer* *Chief, TSD* PENRO
4.6. None	4.6. Review, evaluate application and prepare memorandum endorsement to Regional Office through Chief, TSD for countersigning.	None	2 hours	*Chief/Staff* Concerned Unit/Section *Chief* TSD
4.7. None	4.7. Review and sign the memorandum endorsement for the Regional Executive Director (RED).	None	1 hour	*PENR Officer* PENRO
4.8. None	4.8. Record and release the application and supporting documents to the Regional Office.	None	3 working days or less depending on the location of Offices	*Receiving/Releasing Clerk* PENRO Records Section

			5 working days for islands or mountain areas (calendar days if courier, plus batching up)	
REGIONAL OFFICE (RO)				
4.9. None	4.9. Receive documents and forward to Regional Executive Director.	None	4 hours (batching up of documents)	*Receiving/Releasing Clerk* RO Records Section
4.10. None	4.10. Receive and review documents. Forward to ARD for Technical Services (ARD for TS).	None	1 working day (batching up of documents)	*RED* Regional Office
4.11. None	4.12. Receive and review documents. Forward to License, Patents and Deeds Division (LPDD).	None	4 hours (batching up of documents)	*ARD for TS* Regional Office
4.13. None	4.14. Receive and review documents. Forward to assigned Staff.	None	1 hour (batching up of documents)	*Chief, LPDD,* Regional Office
4.15.	4.16. Conduct detailed review/evaluation of application.	None	4 working days (or more depending on the bulk of permits received)	*Chief/Staff, FUS,* Regional Office

4.17.	4.18. Prepare the Tree Cutting Permit (TCP) and Memorandum Instruction to concerned CENRO to supervise the cutting.	None	4 hours	*Chief/Staff, FUS,* Regional Office
4.19.	4.20. Review/initial and forward the permit and memorandum to Assistant Regional Director for Technical Services (ARD, TS)	None	1 hour (batching up of documents)	*Chief, LPDD,* Regional Office
4.21. None	4.22. Review/initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature	None	4 hours (batching up of documents)	*ARD, TS,* Regional Office
4.23. None	4.24. Sign/approve the permit and memorandum instruction	None	1 working day (batching up of documents)	*RED,* Regional Office
4.25. None	4.26. Record and release approved Tree Cutting Permit to applicant, copy furnished to PENRO and CENRO	None	30 min.	*Receiving/Releasing Clerk* RO Records Section
4.27. Receive the approved Tree Cutting Permit	4.28.	None		
	CENRO SUB-TOTAL	*Php 86.00*	*19 days, 4 hrs & 50 mins*	
	PENRO SUB-TOTAL	*None*	*4 days & 5 hrs* *6 days & 5 hrs (for relatively remote areas)*	
	IMPLEMENTING PENRO SUB-TOTAL	*Php 86.00*	*24 days, 1 hr & 50 mins*	

		26 days, 1 hr & 50 mins (for relatively remote areas)
REGIONAL OFFICE SUB-TOTAL	*None*	*3 days & 2 hours*
TOTAL	**Php 50.00/ certification Certification Fee** **Php 36.00/ application Oath Fee** **Php 1,200.00/ha Inventory Fee** (for 1 ha and above)**	**32 days, 4 hrs & 20 mins (for relatively non-remote areas) to 34 days, 4 hrs & 20 mins (for relatively remote areas)**

**Number of processing days may increase depending on the location, unexpected issues that may arise from the application, availability of manpower, peace and security situation, and weather condition in the area.*

**Inventory Fee plus actual, available and most economical transport cost of the inventory team from its official station to site (based on DAO 2004-16)

***Forest charges shall be paid after the cutting of trees.

CITIZEN'S CHARTER NO. RO-F-07. ISSUANCE OF PRIVATE LAND TIMBER PERMIT (PLTP) FOR NON-PREMIUIM SPECIES, OR SPECIAL PLTP (SPLTP) FOR PREMIUM/ NATURALLY-GROWN TREES WITHIN PRIVATE/ TITLED LANDS

PLTP or SPLTP serves as the official authority to cut naturally grown trees within private or titled lands. This shall not cover the trimming, pruning, cutting and removal of trees within power line corridors which no longer require to secure prior clearance or permit from, but with due notice to, the DENR Field Offices, pursuant to RA No. 11361, S. 2019. Further, the transport of logs derived therefrom shall require a transport permit consistent with existing rules and regulations.

All new applications and requests for extension of Tree Cutting and Earth-balling Permits for naturally growing trees shall be issued by the concerned DENR Regional Executive Director, **except cutting for public purposes of National Government Agencies which includes the DPWH, DOTr, DepEd, DA, DOH, CHED, DOE, and NIA** pursuant to DAO No. 2020-06, which shall be issued by the concerned Community Environment and Natural Resources Officer/implementing Provincial Environment and Natural Resources Officer (CENRO/Implementing PENRO). The issuance of these Permits for naturally growing trees shall be governed by existing laws, rules and regulations like E.O. No. 23 and other related guidelines.

Office or Division:	Regulation and Permitting Section, DENR CENR Office (or Implementing PENR Office) to PENR Office to Regional Office
Classification:	Highly Technical (Multi-Stage Processing)
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen
Who may avail:	Concerned Public Individual, Administrator of Schools and Other Public Places

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter (1 original)	Requesting Party
2. LGU Endorsement/Certification of No Objection (1 original)	Concerned LGU (City/Municipal/Barangay)
3. Endorsement from concerned LGU interposing no objection to the cutting of trees under the following conditions (1 original):	
a. **If the trees to be cut falls within one barangay,** an endorsement from the Barangay Captain shall be secured	Barangay LGU

b. **If the trees to be cut falls within more than one barangay,** endorsement shall be secured either from the Municipal/City Mayor or all the Barangay Captains concerned	Municipal/City LGU or all Barangay LGUs
c. **If the trees to be cut fall within more than one municipality/city,** endorsement shall be secured either from the Provincial Governor or all the Municipal/City Mayors concerned	Provincial LGU or all Municipal/City LGUs
4. Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC), if applicable. The DENR RO/EMB shall determine if the tree cutting activities will require ECC/CNC based on the extent of tree cutting operations, location (e.g. Environmentally Critical Area), among others, **if necessary** (1 certified copy)	EMB Regional Office
Additional if application covers ten (10) hectares or larger	
5. Utilization Plan with at least 50% of the area covered with forest trees (1 original)	Requesting Party or Registry of Deeds (ROD)
Additional if covered by CLOA	
6. Endorsement by local agrarian reform officer interposing No Objection (1 original)	Municipal/City Agrarian Reform Office, Municipal/City Hall
Additional if School/Organization	
7. PTA Resolution or Resolution from any organized group of No Objection and Reason for Cutting **for School/Organization** (1 original)	Requesting Party, School PTA, or Organization

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				

1. Submit letter request and supporting documents.	1. Check completeness of application and supporting documents, and receive, record (including scanning) and forward the application to Deputy CENR Officer/ CENR Officer. Provide Requesting Party an acknowledgement receipt of the documents.	None	50 min.	*Receiving/Releasing Clerk* CENRO Records Unit
	1.1. Receive, review and refer the application to Chief, RPS.	None	1 hour	*Deputy CENR Officer/ CENR Officer* CENRO
	1.2. Receive and review the application, and assign inspection team to conduct site inspection.	None	30 min.	*Chief* RPS
	1.3. Prepare Order of Payment. Forward the same to Requesting Party.	None	30 min.	*Staff in-charge* RPS
2. Pay certification and oath fee.	2. Accept payment and issue Official Receipt (OR).	Php 50.00/ certification **Certification Fee** Php 36.00/ application **Oath Fee** Php 1,200.00/ha	30 min.	*Credit Officer* CENRO

		Inventory Fee** (for 1 ha and above)		
3. Receive OR.	3. Accept the OR. Schedule the inspection.	None	Within 1 working day (depends on availability of team, bulk of requests and schedule)	*Staff in-charge/ Inspection Team* *RPS*
4. Guide/accompany the inventory team to the site.	4. Conduct inspection of the area (100% inventory of trees) and prepare report with attachments (map, geo-tagged photos and tally sheets) and endorsement to PENR Office. Forward to Chief, RPS. (Inspection in accordance to DMO No. 1991-08 and FMB Technical Bulletin No. 3)	None	15 working days or less depending on the location and size of the area	*Inspection Team* RPS
4.1. None	4.1. Review the inspection report and submit recommendation to CENRO.	None	1 hour	*Chief* RPS
4.2. None	4.2. Receive and review the application and inspection report. Approve	None	1 working day	*CENR Officer* CENRO

	recommendation. Sign the endorsement to PENR Office.			
4.3. None	4.3. Record and release the application, supporting documents and endorsement to PENR Office.	None	3 working days or less depending on the location of PENR Office (calendar days if courier, plus batching up)	*Receiving/Releasing Clerk* *CENRO Records Unit*
PENRO				
4.4. None	4.4. Receive documents and forward to PENRO	None	2 hours (batching up of documents)	*Receiving/Releasing Clerk* PENRO Records Section
4.5. None	4.5. Receive and review documents. Evaluate documents. Draft and sign the endorsement for Regional Office.	None	1 day (batching up documents)	*PENR Officer* *Chief, TSD* PENRO
4.6. None	4.6. Review, evaluate application and prepare memorandum endorsement to Regional Office through Chief, TSD for countersigning.	None	2 hours	*Chief/Staff* Concerned Unit/Section *Chief* TSD
4.7. None	4.7. Review and sign the memorandum	None	1 hour	*PENR Officer* PENRO

	endorsement for the Regional Executive Director (RED).			
4.8. None	4.8. Record and release the application and supporting documents.	None	3 working days or less depending on the location of Offices 5 working days for islands or mountain areas (calendar days if courier, plus batching up)	*Receiving/Releasing Clerk* PENRO Records Section
REGIONAL OFFICE (RO)				
4.9. None	4.9. Receive documents and forward to Regional Executive Director.	None	1 hour	*Receiving/Releasing Clerk* RO Records Section
4.10. None	4.10. Receive and review documents. Forward to ARD for Technical Services (ARD for TS).	None	1 working day (batching up of documents)	*RED* Regional Office
4.11. None	4.11. Receive and review documents. Forward to License, Patents and Deeds Division (LPDD).	None	4 hours (batching up of documents)	*ARD for TS* Regional Office

4.12. None	4.12. Receive and review documents. Forward to assigned Staff.	None	1 hour (batching up of documents)	*Chief, LPDD,* Regional Office
4.13. None	4.13. Conduct detailed review/evaluation of application.	None	4 working days (or more depending on the bulk of permits received)	*Chief/Staff, FUS,* Regional Office
4.14. None	4.14. Prepare the Tree Cutting Permit (TCP) and Memorandum Instruction to concerned CENRO to supervise the cutting.	None	4 hours	*Chief/Staff, FUS,* Regional Office
4.15. None	4.15. Receive and review documents. Affix initial to the duplicate of draft permit, if in order. Forward to ARD for TS.	None	1 hour (batching up of documents)	*Chief, LPDD,* Regional Office
4.16. None	4.16. Review/initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature	None	4 hours (batching up of documents)	*ARD, TS,* Regional Office
4.17. None	4.17. Sign/approve the permit and memorandum instruction	None	1 working day (batching up of documents)	*RED,* Regional Office

4.18. None	4.18. Record and release approved S/PLTP to applicant, copy furnished to PENRO and CENRO. Copy of S/PLTP may be forwarded through email.	None	30 min.	*Receiving/Releasing Clerk* RO Records Section
5. Receive the approved S/PLTP***		None		

CENRO SUB-TOTAL	*Php 86.00*	*19 days, 4 hrs & 50 mins*
PENRO SUB-TOTAL	*None*	*4 days & 5 hrs* *6 days & 5 hrs (for relatively remote areas)*
IMPLEMENTING PENRO SUB-TOTAL	*Php 86.00*	*24 days, 1 hr & 50 mins* *26 days, 1 hr & 50 mins (for relatively remote areas)*
REGIONAL OFFICE SUB-TOTAL	*None*	*3 days & 2 hours*
TOTAL	**Php 50.00/ certification Certification Fee** **Php 36.00/ application Oath Fee** **Php 1,200.00/ha Inventory Fee** (for 1 ha and above)**	**32 days, 4 hrs & 20 mins (for relatively non-remote areas) to** **34 days, 4 hrs & 20 mins (for relatively remote areas)**

**The approval of the Tree Cutting Permit may take longer than the expected processing time if complex issues were identified in the course of the processing. The Undersecretary for Field Operations, Assistant Secretaries for Field Operations and/or the Forest Management Bureau may, from time to time, conduct inquiries, research or consultations in relation to the application/request.*

**Inventory Fee plus actual, available and most economical transport cost of the inventory team from its official station to site (based on DAO 2004-16)

***Forest charges shall be paid after the cutting of trees.

Validity of Permit Upon Receipt of S/PLTP			
Volume	**Validity**	**Volume**	**Validity**
1 - 50 cu.m.	50 days	501 - 650 cu.m.	7 months
51 - 70 cu.m.	60 days	651 - 750 cu.m.	8 months
71 - 100 cu.m.	90 days	751 - 850 cu.m.	9 months
101 - 200 cu.m.	120 days	851 - 950 cu.m.	10 months
201 - 300 cu.m.	150 days	951 - 1000 cu.m.	11 months
301 - 500 cu.m.	6 months	1001 - up cu.m.	1 year

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

CITIZEN'S CHARTER NO. RO-L-01. ISSUANCE OF CERTIFICATION OF LAND STATUS AND/OR CERTIFICATION OF SURVEY CLAIMANT

This Certification is being issued based from the land records/status and projection in the land classification map for alienability or disposability of the land being applied for. The requesting party may also request for the Certification of Survey Claimant for additional fee. This 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)	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. Sketch Plan with Complete Technical Description (1 original)	Geodetic Engineer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. File application with complete supporting documents to the CENRO Receiving Area/Records Unit.	1. Check completeness of application and supporting documents and receive the request, record in logbook and/or Document Tracking System, and forward to Records Unit.	None	30 min.	*Receiving/Releasing Clerk* CENRO Records Unit
1.1. None	1.1. Receive documents, and check the lot status in the Land Administration and Management System (LAMS), allocation book or index card. Forward to Technical Staff.	None	30 min.	*Records Officer* CENRO Records Unit
1.2. None	1.2. Receive request and prepare Order of Payment and forward the same to client.	None	30 min.	*Technical Staff* Regulation and Permitting Section (RPS)
2. Receive Order of Payment and pay corresponding fee. Pay additional fee if the request includes Certification of Survey Claimant.	2. Receive payment and issue and photocopy Official Receipt.	Php 20.00/lot + Php 10.00/ additional lot **Certification Fee of Status** Php 30.00	30 min.	*Bill Collector* Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
		Documentary Stamp ***Additional if for Certificate of Survey Claimant:*** Php 20.00/lot + Php 10.00/ additional lot **Certification Fee of Survey Claimant**		
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. (*If area falls within boundary line of Timberland and A&D, near rivers, creeks and shoreline, and other special cases). Conduct actual ground verification, plot	None	1 day (without issue) 4 days (if with issue*)	*Technical Staff* RPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	coordinates in map, and prepare and sign report. Forward the Certification and supporting documents, if any, to Chief, RPS.			
3.1. None	3.2. Receive, review and sign the Certification and forward to CENR Officer.	None	30 min.	*Chief* RPS
3.3. None	3.3. Receive, review, sign and approve the Certification.	None	1 hour	*CENR Officer*
3.4. None	3.4. Record and release documents.	None	15 min.	*Receiving/Releasing Clerk* CENRO Records Unit
4. Receive the Certification.				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	TOTAL:	Php 20.00/lot + Php 10.00/ additional lot **Certification Fee of Status** Php 30.00 **Documentary Stamp** ***Additional if for Certificate of Survey Claimant:*** Php 20.00/lot + Php 10.00/ additional lot **Certification Fee of Survey Claimant** **TOTAL Php 50.00 +** **If with Certificate of Survey Claimant: Php 70.00 +**	**Without issues**	**1 day, 3 hours & 45 min.**
			With issues	**4 days, 3 hours & 45 min.**

CITIZEN'S CHARTER NO. RO-L-02. ISSUANCE OF SURVEY AUTHORITY

This document is an authority given to private Geodetic Engineers (GEs) for the survey of public lands.

Office or Division:	Regulation and Permitting Section, DENR CENRO
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen
Who may avail:	Private Geodetic Engineers and Land owners

CHECKLIST OF REQUIREMENTS*	**WHERE TO SECURE**
1a. Duly accomplished Letter-Request Form from the land owner requesting for survey authority and authorizing certain private GE to conduct the survey (1 original) *or*	Land Owner/Geodetic Engineer
1b. Duly accomplished Letter-Request Form from the GE on behalf of his/her client (1 original)	Land Owner/Geodetic Engineer
2. Any proof of claim or acquisition of the property	Land Owner/LGU
• Latest, Updated Tax declaration for the last year (1 certified copy)	Assessor's Office
• Deed of Sale (1 photocopy with accompanying Original Copy)	Land Owner
• Extra Judicial Settlement (1 original)	Land Owner, Private Lawyer, Public Attorney's Office, or LGU
• Waiver of Rights (1 original)	Land Owner
• Other documents	Land Owner
**Note: DENR may request for additional documents or combination of documents mentioned above depending on the situation of the application/request*	
3. Survey Authority form duly signed by the applicant and private Geodetic Engineer (1 original, 1 duplicate copy)	Concerned CENR Office
4. Certification of Land Status 20	Concerned CENR Office
5. Scheme of subdivision from GE (1 photocopy)	Geodetic Engineer
6. Certification from the Regional Trial Court concerned that there is no pending land registration case involving the parcel being applied for (1 original)	Regional Trial Court having Jurisdiction

7. Certification from barangay that there is no record of claims and conflict (1 original, 1 duplicate)	Office of the Barangay Captain having Jurisdiction
8. Copy of Approved Survey Plan with Technical Description (if with previously approved surveys) (1 blueprint copy)	Geodetic Engineer, Land Owner, or Concerned DENR Regional Office
9. Certification of status of land from LRA (if the municipality is under cadastral proceedings or if there is an old survey) (Private Survey) (1 original, 1 duplicate copy)	Land Registration Authority (LRA) Central Office, Quezon City
10. Lot Status (whether titled or not) (1 original)	Land Registration Authority (LRA) Central Office, Quezon City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Letter Request to the CENR Office with complete supporting requirements	1. Check completeness of supporting documents based on the checklist, and receive and enter into the record book. Forward to RPS	None	1 hour	*Records Officer* CENRO Records Unit
1.1. None	1.1. Receive request. Prepare Order of Payment and forward the same to client	None	40 min.	*Technical Staff* Regulation and Permitting Section (RPS)
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	>Php 200.00 **Field Inspection Deposit***	30 min.	*Bill collector* Cashier
3. Receive OR	3. Photocopy and attach OR in the request, and record OR number in the Survey Authority form. Forward to Chief, RPS.	None	30 min.	*Technical Staff* RPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.1. None	3.1. Receive request, and assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI)	None	30 min.	*Chief* RPS
3.2. None	3.2. Conduct field investigation, prepare and submit Investigation report with recommendation, and forward the same to Chief, RPS	None	3 days or more depending on the location and size of the area	*LMI/DPLI* RPS
3.3. None	3.5. Receive and review request, report, and affix signature in the Survey Authority, and forward to CENRO	None	30 min.	*Chief* RPS
3.6. None	3.6. Review documents/ reports, and approve and sign Survey Authority, and forward to CENRO Records for releasing	None	30 min.	*CENR Officer* CENRO
3.7. None	3.7. Assign control number on Survey Authority and enters into the record book	None	30 min.	*Records Officer* CENRO Records Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.8. None	3.8. Release Survey Authority to client/GE	None	15 min.	*Records Officer* CENRO Records Unit
4. Receive Survey Authority, sign in the duplicate copy, and forward the same to the Records Officer for filing.				
TOTAL:		**>Php 200.00 Field Inspection Deposit**	**3 days, 4 hours & 55min. or more depending on the location and size of the area**	

Computation:
***Field Inspection Deposit = (11 x H) + (1 x K) + 110** where H = area in hectares per survey plan; a fraction of a hectare is considered one hectare K = road network distance in kilometers of the survey site from the provincial district office or the official station of inspector

CITIZEN'S CHARTER NO. RO-L-03. APPLICATION FOR FREE PATENT (AGRICULTURAL)

Free Patent Application is a mode of acquiring ownership of a certain parcel of alienable and disposable land.

Office or Division:	Regulation and Permitting Section, DENR CENRO to PENRO
Classification:	Highly Technical (Multi-Stage Processing)
Type of Transaction	G2C - Government to Citizen
Who may avail:	All natural born Filipino and with dual citizenship Filipino

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Free Patent Application and prescribed forms (1 original)	Concerned CENR Office
1.1. Notarized SPA (in case the application is filed by a representative or by the heirs of the original applicant)	Land Owner/Notary Public
2. Tax declaration in the name of the applicant. If the tax declaration is in the name of the applicant's predecessor-in-interest, any of the following documents shall be presented: 2.1. Deed of Sale 2.2. Extra Judicial Settlement 2.3. Waiver of Rights 2.4. Deed of Donation or other form of monuments of ownership	Assessor's Office Land Owner, Notary Public, or LGU
3. Certification of status of land from LRA, if the municipality is under cadastral proceedings or if there is an old survey (Private and Original Survey) (1 photocopy)*	Land Registration Authority (LRA) Central Office, Quezon City
4. Documentary Stamp (to be attached in the application form)	BIR, Post Office or DENR
DOCUMENTS TO BE SECURED BY THE CENRO / IMPLEMENTING PENRO	
1. Copy of approved Survey Plan / Cadastral Map	Concerned Regional/CENR Office
2. Technical Description / V-37	Concerned CENR Office

3. Certification that the land applied for is alienable and disposable (1 original, 1 photocopy)	Concerned CENR Office

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 requirements Applicant may also submit the application through email or courier. Where, applicable, the applicant may also apply online. The filing of application may also be done in the Barangay where titling operation is on-going consistent with DAO No. 2019-08.	1. Check completeness of application. If found in order, register, allocate, index and assign application number. Scan, encode and upload records in LAMS.	None	3 hours	*LMO I* RPS *Staff* CENRO Records Unit
1.1. None	1.1. Prepare Order of Payment and forward the same to client	None	30 min.	*Staff* CENRO Records Unit

2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	Php 150.00 **Application Fee**	30 min.	Bill collector Cashier
3. Receive (OR) and forward the same to Records Unit/Section	3. Accept OR, indicate OR number, amount paid, and date in the application form and forward the application to Chief, RPS	None	1 hour	*Staff* CENRO Records Unit
3.1. None	3.1. Review application. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for inspection/ investigation	None	3 hours	*Chief* RPS
3.2. None	3.2. Prepare posting of notices at the barangay, municipal, or provincial hall where the property is situated.	None	2 days	*LMI/DPLI* *CENR Officer* CENRO
3.3. None	3.3. Travel to the barangay, municipality or province.	None	2 days	*LMI/DPLI* CENRO

3.4. None	3.4. Posting of Notices in the Barangay Hall. Simultaneously conduct investigation on the land being applied for.	None	15 days posting of Notices in the municipal bldg. hall & in the brgy. hall where the land applied for is located. (Section 9.2.2.) Notice of posting may also be made in the website in the concerned LGU.	*LMI/DPLI* CENRO
3.5. None	3.5. Get the signed proof of posting from the Barangay fifteen (15) days after posting, and prepare, sign and submit investigation report, and forward to LMO I	None	5 days	*DPLI/LMI* CENRO

3.6. None	3.6. Screen the carpeta and prepare V37/certified lot data computation, Order of Award, and Judicial Form, and forward to Geodetic Engineer (GE).	None	10 days	*LMO I/Cartographer/ Encoder whoever is available* RPS CENRO
3.7. None	3.7. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	5 days	*GE* RPS
3.8. None	3.8. Do final screening of carpeta and forward to CENRO for recommendation.	None	5 days	*Chief* RPS
3.9. None	3.9. Review and initial file copy of Patent and Sign Indorsement to PENRO for approval.	None	3 days	*CENR Officer* CENRO
3.10. None	3.10. Transmit carpeta to PENRO	None	3 days or less depending on the location of the PENR Office	*Records Officer* CENRO Records Unit

PENRO				
3.11. None	3.11. Receive the carpeta and forward to Chief, RPS. Update data in LAMS, if applicable.	None	4 hours	*Records Officer* PENRO Records Section
3.12. None	3.12. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD).	None	1 day	*Chief* RPS
3.13. None	3.13. 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	1 day & 4 hours	*Chief* TSD
3.14. None	3.14. Sign Order of Approval and Free Patent. Forward to PENRO Records for numbering.	None	2 days	*PENR Officer* PENRO
3.15. None	3.15. Assign Patent Number/ Indexing, prepare transmittal letter and forward to PENRO for signature.	None	2 days	*Records Officer/Staff* PENRO Records Section

3.16. None	3.16. Sign transmittal letter and forward to PENRO records for transmittal to Registry of Deeds (ROD).			*PENR Officer* PENRO
3.17. None	3.17. Scan the order of Approval, signed Free Patent and transmittal letter. Upload to Land Administration and Management System (LAMS). Transmit documents to ROD, and copy furnish the client.	None	5 days	*Liaison Officer* PENRO Records Section
	CENRO SUB-TOTAL	*Php 50.00*	*66 days (+ up to 32 additional processing days due extreme case where corrections or revisions on the details of the patentee needs to be done or when the signatories are suddenly replaced which will result into further review)*	
	PENRO SUB-TOTAL	*None*	*12 days*	

TOTAL:	Php 50.00 + Transfer fee of Php 10.00 per hectare but not less than Php 100.00, if applicable **Php 50.00 – 150.00**	**120 days maximum**

If the approving authority is the PENRO
Processing of Patent – 120 calendar days
Review, Approval/Disapproval of patent – 5 calendar days
Transmittal to ROD – 5 calendar days

If the approving authority is the Regional Executive Director (RED)
Processing of Patent – 110 calendar days
Review, Approval/Disapproval of patent – 25 calendar days
Transmittal to ROD – 10 calendar days

If the approving authority is the DENR Secretary
Processing of Patent – 90 calendar days
Review, Approval/Disapproval of patent – 35 calendar days
Transmittal to ROD – 15 calendar days

Note:

- *Transfer fee shall be paid when the lot is transferred during the processing of the application. The fee shall be paid based on where the application is being processed during the transfer i.e. CENR or PENR Office.*

This service is under the following laws:

- *Commonwealth Act No. 141 or the "Public Land Act" (1936)*
- *Republic Act No. 782 or the "An Act to Grant Free Patents to Occupants of Public Agricultural Land since or prior to July Fourth, Nineteen Hundred and Forty-Five" (1952)*
- *Republic Act No. 11231 or the "Agricultural Free Patent Reform Act" (2018)*

**There is an existing MOA with the DENR and the LRA to resolve the difficulties in obtaining the certification. Certification of status of land from LRA may be submitted by the applicant w/in 90 calendar days from the filing of application. Failure of the applicant to submit the Certification w/in the prescribed period shall cause the rejection of the application w/o prejudice to the refiling of the same.*

In cases where the subject application is covered by a cadastral subdivision plan (CSD), the LRA Certification shall be waived provided that the applicant indicates in the application that no petition for judicial titling has been filed.

CITIZEN'S CHARTER NO. RO-L-04. APPLICATION FOR FREE PATENT (RESIDENTIAL)

Free Patent Application is a mode of acquiring ownership of a certain parcel of alienable and disposable land.

Office or Division:	Regulation and Permitting Section, DENR CENRO to PENRO
Classification:	Highly Technical (Multi-Stage Processing)
Type of Transaction	G2C - Government to Citizen
Who may avail:	All natural born and naturalized Filipino

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Free Patent Application and prescribed forms (1 original)	Concerned CENR Office
2. Any document showing identity of land and claims of ownership	Land Owner/LGU
• Tax declaration (1 certified copy)	Assessor's Office
• Deed of Sale (1 photocopy, present original copy) *if applicable	Land Owner, Notary Public, or LGU
• Extra Judicial Settlement (1 photocopy) *if applicable	Land Owner, Notary Public, or LGU
• Waiver of Rights (1 photocopy) *if applicable	Land Owner, Notary Public, or LGU
3. Certification from the Municipal Circuit/Regional Trial Court (MCTC/RTC) concerned that there is no pending land registration case involving the parcel being applied for (1 original, 1 photocopy)	Land Owner, or Municipal Circuit/Regional Trial Court (MCTC/RTC) having Jurisdiction
4. Approved Survey Plan with Technical Description/Form V37 (if covered with isolated survey) (1 certified copy)	Concerned CENR Office
5. Certification of status of land from LRA, if the municipality is under cadastral proceedings or if there is an old survey (Private and Original Survey) (1 photocopy)	Land Registration Authority (LRA) Central Office, Quezon City
6. Certification that the land applied for is alienable and disposable (1 original, 1 photocopy)	Concerned CENR Office
7. Documentary Stamp (4 pieces) (2-Affidavits, 1-Application Form, 1-Notice of Posting)	BIR, Post Office, DENR
8. Certification from LGU that the area applied for is zoned as Residential (1 original), or approved CLUP, if applicable (1 photocopy)	LGU
9. Latest photograph of land and house (preferably geo-tagged)	Land owner

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 requirements	1. Check completeness of application. If found in order, register, allocate, index and assign application number. Scan, encode and upload records in LAMS.	None	3 hours	*LMO I* RPS *Staff* CENRO Records Unit
1.1. None	1.1. Prepare Order of Payment and forward the same to client	None	30 min.	*Staff* CENRO Records Unit
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	Php 50.00 **Application Fee**	30 min.	Bill collector Cashier
3. Receive (OR) and forward the same to Records Unit/Section	3. Accept OR, indicate OR number, amount paid, and date in the application form and forward the application to Chief, RPS	None	1 hour	*Staff* CENRO Records Unit
3.1. None	3.1. Review application. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for inspection/investigation	None	3 hours	*Chief* RPS

3.2. None	3.2.	Prepare posting of notices at the barangay, municipal, or provincial hall where the property is situated.	None	1 day	*LMI/DPLI* *CENR Officer* CENRO
3.3. None	3.3.	Travel to the barangay, municipality or province.	None	2 days	*LMI/DPLI* CENRO
3.4. None	3.4.	Posting of Notices in the Barangay Hall.	None	15 days (per DAO 2010-12)	*LMI/DPLI* CENRO
3.5. None	3.5.	Get the signed proof of posting from the Barangay fifteen (15) days after posting.	None	3 days	*DPLI/LMI* CENRO
3.6. None	3.6.	Conduct investigation on the land being applied for. Prepare, sign and submit investigation report, and forward to LMO I.	None	30 days	*LMI/DPLI* CENRO
3.7. None	3.7.	Screen the carpeta and prepare V37/certified lot data computation, Order of Award, and Judicial Form, and forward to Geodetic Engineer (GE).	None	10 days	*LMO I/Cartographer/ Encoder* *whoever is available* RPS
3.8. None	3.8.	Verify and certify the correctness of the Technical Description	None	5 days	*GE* RPS

	and forward to Chief, RPS			
3.9. None	3.9. Do final screening of carpeta and forward to CENRO for recommendation.	None	5 days	*Chief* RPS
3.10. None	3.10. Review and initial file copy of Patent and Sign Indorsement to PENRO for approval.	None	3 days	*CENR Officer* CENRO
3.11. None	3.11. Transmit carpeta to PENRO	None	3 days or less depending on the location of the PENR Office	*Records Officer* CENRO Records Unit
PENRO				
3.12. None	3.12. Receive the carpeta and forward to Chief, RPS. Update data in LAMS, if applicable.	None	2 hours	*Records Officer* PENRO Records Section
3.13. None	3.13. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD).	None	2 hours	*Chief* RPS
3.14. None	3.14. 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	*Chief* TSD

3.15. None	3.15. Review and sign Order of Approval and Free Patent. Forward to PENRO Records for numbering.	None	2 days	*PENR Officer* PENRO
3.16. None	3.16. Assign Patent Number/ Indexing, prepare transmittal letter and forward to PENRO for signature.	None	2 hours	*Records Officer/Staff* PENRO Records Section
3.17. None	3.17. Sign transmittal letter and forward to PENRO records for transmittal to Registry of Deeds (ROD).			*PENR Officer* PENRO
3.18. None	3.18. Scan the order of Approval, signed Free Patent and transmittal letter. Upload to Land Administration and Management System (LAMS). Transmit documents to ROD, and copy furnish the client.	None	5 days	*Liaison Officer* PENRO Records Section
CENRO SUB-TOTAL		*Php 50.00*	*78 days (+ up to 32 additional processing days due extreme case were corrections or revisions on the details of the patentee needs to be done or when the signatories*	

		are suddenly replaced which will result into further review)
PENRO SUB-TOTAL	*None*	*10 working days*
TOTAL:	Php 50.00 **Application Fee** **+ Transfer fee of Php 100.00 for lands not exceeding 1,000 sq. m., if applicable** **TOTAL Php 50.00 – 150.00**	**125 days maximum**

If the approving authority is the PENRO
Processing of Patent – 120 calendar days
Review, Approval/Disapproval of patent – 5 calendar days
Transmittal to ROD – 5 calendar days

If the approving authority is the Regional Executive Director (RED)
Processing of Patent – 110 calendar days
Review, Approval/Disapproval of patent – 25 calendar days
Transmittal to ROD – 10 calendar days

If the approving authority is the DENR Secretary
Processing of Patent – 90 calendar days
Review, Approval/Disapproval of patent – 35 calendar days
Transmittal to ROD – 15 calendar days

This service is under the following laws:

- *Republic Act No. 10023 or "An Act Authorizing the Issuance of Free Patents to Residential Lands" (2009)*

Notes:

- *Transfer fee shall be paid when the lot is transferred during the processing of the application. The fee shall be paid based on where the application is being processed during the transfer i.e. CENR or PENR Office.*
- *One (1) application per applicant for Residential Free Patent.*
- *The maximum area for the application of Residential Free Patent is:*
    - *200 sq. m. for highly urbanized cities*
    - *500 sq. m. for other cities*
    - *750 sq. m. for first to second class municipalities*
    - *1,000 sq. m. for third and below/all others.*
- *Per RA No. 10023, the **CENR Office is allowed a maximum of 120 calendar days** to process the application of RFPA, while the **PENR Officer is allowed a maximum of five (5) working days** to do the same.*

VI. 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

VII. LIST OF OFFICES

OFFICE	OFFICE ADDRESS	CONTACT DETAILS
DENR Central Office	Visayas Avenue, Diliman, Quezon City	Tel. No. 926 3011,920 4301; Trunkline No. 929 6626 local 2258; IP Phone Trunkline No. 249 3367, 248 3367 local 1104, 1105
DENR National Capital Region (NCR)	National Ecology Center, East Avenue, Quezon City	373 3433; (02)8 876-1484 loc: 2200
DENR Cordillera Administrative Region (CAR)	Pacdal, Baguio City	(074) 442 4531; 442 6107; 09193350973; 09279847345
PENRO Abra	Casamata Hills, Bangued, Abra	0949 158 1283
PENRO Apayao	San Isidro, Luna, Apayao	0977 814 0028
PENRO Benguet	Wangal, La Trinidad, Benguet	(074) 422 7445
PENRO Ifugao	Bannit, Payawan, Lamut, Ifugao	0995 463 1444
PENRO Kalinga	Bulanao, Tabuk, Kalinga	0999 417 1242
PENRO Mountain Province	Bontoc, Mountain Province	0918 631 5921
CENRO Bangued	Casamata Hill, Bangued, Abra	0905 582 3686
CENRO Lagangilang	Lagangilang, Abra	0917 983 5465
CENRO Calanasan	Poblacion Calanasan, Apayao	denrcenrocalanasan@gmail.com
CENRO Conner	Brgy. Buluan, Conner, Apayao	0915 334 5293
CENRO Baguio City	DENR Compound, Pacdal Baguio City	0918 925 5379; (074) 442-7316
CENRO Buguias	Abatan, Buguias, Benguet	0919 205 6468
CENRO Alfonso Lista	Purok 03, Potia, Alfonso Lista Ifugao	0999 576 4645
CENRO Lamut	Bannit, Payawan, Lamut, Ifugao	0929 618 8877
CENRO Pinukpuk	Pinukpuk Junction, Kalinga	0918 483 1302
CENRO Tabuk	Magsaysay, Tabuk, Kalinga	0949 165 1831
CENRO Paracelis	Paracelis, Mountain Province	0919 310 6959
CENRO Sabangan	Sabangan, Mountain Province	0998 992 1734

DENR Region I	Government Center, Brgy. Sevilla, City of San Fernando, La Union	(072) 242-0704; (072) 888-3833; VOIP 2400 (RED); VOIP 2401 (Staff)
PENRO Ilocos Norte	PFDPIN Bldg., Laoag City, Ilocos Norte	(077) 772 0254
PENRO Ilocos Sur	Gobernor Reyes Street Vigan City, Ilocos Sur	(077) 674 0549
PENRO La Union	Government Center, Sevilla City of San Fernando, La Union	(072) 242 3780
PENRO Pangasinan	DENR Compound, AB Fernandez West, Dagupan City, Pangasinan	(075) 523 7447
CENRO Bangui	Brgy. Manayon, Bangui, Ilocos Norte	(077) 600 3661
CENRO Laoag City	Brgy. Barrit, Laoag City, Ilocos Norte	(077) 772 0970
CENRO Tagudin	CENRO Tagudin, Ilocos Sur	0915 287 7084
CENRO Bantay (Vigan City)	Gomez St., Vigan, Ilocos Sur	(077) 674 0549
CENRO Alaminos	Pob. Alaminos City, Pangasinan	(075) 632 3174; 552 7020
CENRO Dagupan City	Bonuan, Tondaligan, Dagupan City, Pangasinan	(075) 529 2823; 529 2824
CENRO Urdaneta	Brgy. Anonas West, Urdaneta City, Pangasinan	(075) 696 1065
DENR Region II	14 Dalan Na Pagayaya Corner Angicacua, Regional Government Center, Carig Sur Tuguegarao City	(078) 304 8049; 304 7563; 304 8036; 304 1648
PENRO Batanes	San Antonio, Basco, Batanes	0917 504 7757; penrobatanes@gmail.com
PENRO Cagayan	Nursery Compound, San Gabriel, Tuguegarao City	(078) 846 7209
PENRO Isabela	National Highway, Ilagan, Isabela	(078) 622 3936
PENRO Nueva Vizcaya	Capitol Compound, Bayombong Nueva Vizcaya	(078) 321 2084
PENRO Quirino	Andres Bonifacio, Diffun, Quirino	(078) 694 7084
CENRO Alcala	KM 512 Maharlika Highway Baybayog, Alcala, Cagayan	(078) 822 8562
CENRO Aparri	Punta, Aparri Cagayan	0906 577 1213; cenroaparri@yahoo.com
CENRO Sanchez Mira	Centro 02, Sanchez Mira, Cagayan	(078) 822 9354

CENRO Solana	Lannig, Solana, Cagayan	0917 4528 453; cenrosolana@gmail.com
CENRO Cabagan	Cansan, Cabagan Isabela	(078) 636 3089
CENRO Cauayan	Silawit, Cauayan, Isabela	(078) 652 2203
CENRO Naguillan	San Manuel, Naguillan, Isabela	0915 0020 429; cenronaguilian@denr.gov.ph
CENRO Palanan	Centro West, Palanan, Isabela	0997 8936 900; denrpalanan@gmail.com
CENRO San Isidro	Ramos East, San Isidro Isabela	(078) 682.7579
CENRO Aritao	Brgy. Banganan, Aritao Nueva Vizcay	(078) 299 1145
CENRO Dupax	Dupax del Norte, Nueva Vizcaya	(078) 808 1094
CENRO Diffun	Andres Bonifacio, Diffun, Quirino	(078) 694 7084
CENRO Nagtipunan	Brgy. Dipantan, Nagtipunan, Quirino	0997 3384 274; 0927 5269 198; nagtipunandenr@gmail.com
DENR Region III	Diosdado Macapagal Government Center, Maimpis, City of San Fernando, Pampanga	(045) 455 3648; 455 3648; 455 3649
PENRO Aurora	Brgy. Pingit, Baler, Aurora	(042) 724-6630; (+63) 977-832-2956
PENRO Bataan	Government Center Alauli, Pilar Bataan	(047) 633 5406; 0995 662 9662
PENRO Bulacan	Citta di Oro Subd. Sta Rita, Guiguinto, Bulacan	(044) 794 7090; 662 6900; 0939 939 3057; 0919 321 8387
PENRO Nueva Ecija	Brgy. Singalat, Palayan City, Nueva Ecija	(044) 940 1973; 940 1974; 0999 821 5550
PENRO Pampanga	San Antonio, Guagua Pampanga, City of San Fernando, Pampanga	(045) 496 6964; (045) 436-5779; 0917 558 3490
PENRO Tarlac	Mac Arthur Highway Brgy. Paraiso, Tarlac City	(045) 982 8486; 985 3486; 0939 939 9057
PENRO Zambales	Bo. Balili, Brgy. Palanginan, Iba Zambales	(047) 811 1339; 821 1294; 0995 453 6747
CENRO Casiguran	Brgy. Caragsacan, Casiguran Aurora	cenrocasiguran@yahoo.com
CENRO Dingalan	Brgy. Tanauan, Dingalan, Aurora	0928 185 0805
CENRO Bagac	Binukawan Bagac Bataan	0918 343 5297
CENRO Dinalupihan	Roosevelt, Dinalupihan Bataan	(047) 633 1405; 237-6639; 0932 363 4815
CENRO Baliuag (San Rafael)	Pagala, Baliwag, Bulacan	(044) 764 6057

CENRO Guiguinto (Tabang)	Sta Cruz, Guiguinto, Bulacan	(044) 794 0152; 0966 756 1048
CENRO Cabanatuan City	City Hall Compound, Kapt. Pepe Cabanatuan City Nueva Ecija	(044) 940 5695; 411 1496; 0915 772 5897
CENRO Muñoz	Poblacion West Science City of Muñoz Nueva Ecija	(044) 456 0712; 0918 965 1042
CENRO Camiling	TAU Compound Malacampa, Camiling, Tarlac	(045) 491 5736; 0918 920 0246
CENRO Capas (Tarlac City)	Cut-Cut 1st Capas, Tarlac	(045) 324 0016; (045) 982-6377; 0998 998 1840
CENRO Masinloc	Brgy. Sta. Rita, Masinloc, Zambales	(047) 821-1294; 0917 959 9144
CENRO Olongapo City	Upper Kalaklan, Olongapo City	(047) 224 2669; 0932 363 4815
DENR Region IV-A (CALABARZON)	Mayapa Main Road Brgy. Mayapa, Calamba City, Laguna	0956-182-5774; 0919-874-4369; (049) 540-DENR (3367); (049) 554-9840 - 48 local – 121; 8249-DENR (3367); 8248-DENR (3367) Local 2625
PENRO Batangas	4915 Solomon Road, Sitio Hospital, Brgy. Kumintang Ibaba, Batangas City	(043) 723 4399
PENRO Cavite	Brgy. Gregorio, Trece Martires City, Cavite	0908-194-3573
PENRO Laguna	Brgy. Lalakay, Los Baños, Laguna	(049) 536-5889; 536-3854
PENRO Quezon	Brgy. Iyam, Lucena City, Quezon	(042) 373 5524; 710-3133
PENRO Rizal	RPJ Compound, Brgy. Dolores, Taytay Rizal	(02) 286 6170; (02) 286-6173; 286-6172
CENRO Lipa City (Batangas City)	The OLAN's Place, Brgy. Marawoy, Lipa City	(043) 404-9223
CENRO Calaca	Vizconde St., Pob. 4 Calaca, Batangas	(043) 424 0162
CENRO Sta. Cruz	Sitio Maunawain, Brgy. Duhat, Sta Cruz	(049) 536 8903
CENRO Calauag	Brgy. Sabang 2, Calauag Quezon	(042) 717-7205; 717-4870
CENRO Catanauan	Brgy. Poblacion 9, Catanauan, Quezon	(042) 315 8236
CENRO Pagbilao	Brgy. Talipan, Pagbilao Quezon	(042) 710 2815
CENRO Real	Brgy. Poblacion I, Real Quezon	(042) 536 6093; 536-7200
CENRO Tayabas	Brgy. Potol, Tayabas City, Quezon	(0927) 247-9590

DENR Region IV-B (MIMAROPA)	DENR by the Bay, 1515 L&S Bldg., Roxas Blvd., Manila	(02) 8405-00-06; 8248-33-67
PENRO Marinduque	Provincial Capitol Compound, Bangbangalon Boac, Marinduque	(042) 332 1490; 332 0727
PENRO Mindoro Occidental	PENRO Mamburao, Occidental Mindoro, Capitol West Road, Brgy. Payompon, Mamburao, Occidental Mindoro	(043) 711 0140
PENRO Mindoro Oriental	Brgy. Suqui, Calapan, Oriental Mindoro	(043) 288 30 06; (043) 288-7441
PENRO Palawan	Poblacion, Coron, Palawan	(048) 433 56 38; 433 87 91
PENRO Romblon	Tabing dagat Odiongan, Romblon	(042) 569 5032; 567 5030
CENRO Sablayan	Brgy. Poblacion Sablayan, Occidental Mindoro	0917-514-4938
CENRO San Jose	Brgy. Labangan, Poblacion, San Jose Occidental Mindoro	(043) 457-0236
CENRO Roxas, Mindoro Oriental	Brgy. San Mariano Roxas, Oriental Mindoro	0977-624-5970; 0917-169-0232
CENRO Socorro	Brgy. Pasi Socorro, Oriental Mindoro	(043) 288 1238; 288 55 17
CENRO Brooke's Point	Poblacion Brooke's Point, Palawan	0917-502-8961
CENRO Coron	Poblacion Coron, Palawan	0917-504-2633
CENRO Puerto Princesa City	Brgy. Sta. Monica, Puerto Princesa City	(048) 433 0660
CENRO Quezon	Poblacion Quezon, Palawan	0917-160-4920
CENRO Roxas, Palawan	Brgy. III Poblacion, Roxas, Palawan	(048) 697 1919; 0917-502-8647
CENRO Taytay	Poblacion Taytay, Palawan	0917-158-9399; 0917-506-6106
DENR Region V	Reg'l. Center Site, Rawis, Legazpi City	(052) 431-3126
PENRO Albay	Lapu-Lapu St., Legazpi City	(052) 480 7295
PENRO Camarines Norte	Dogongan, Daet, Camarines Norte	(054) 440 0727
PENRO Camarines Sur	Panganiban Drive, Naga City, Camarines Sur	(054) 472 8252
PENRO Catanduanes	San Isidro Village, Virac, Catanduanes	(052) 811 4044
PENRO Masbate	Airport Road, Masbate City	(056) 333 3393

PENRO Sorsogon	Flores St., Burabod, Sorsogon City	(056) 421 5545
CENRO Guinobatan	BUCAF Compound, Guinobatan, Albay	(052) 484 6252
CENRO Iriga City	San Francisco, Iriga City	(054) 456 09 01
CENRO Sipocot	Sipocot, Camarines Sur	(054) 450 6044
CENRO Goa	La Purisima St., Goa, Camarines Sur	(054) 453 1594; 453 1383
CENRO Masbate City (Mobo)	Mobo, Masbate City	(056) 588 0532
CENRO San Jacinto	San Jacinto, Masbate City	(056) 533 6104
DENR Region VI	Pepita Aquino Street, Port Area, Iloilo City	(033) 329-4724
PENRO Aklan	Bliss Site, Kalibo, Aklan	(036) 268 4102
PENRO Antique	Binirayan Hills, San Jose, Antique	(036) 540 8018
PENRO Capiz	Primier de Mayo St. Roxas City, Capiz	(036) 621 6069
PENRO Guimaras	San Miguel, Jordan, Guimaras	(033) 237-1544
PENRO Iloilo City	FMS Compound, Parola, Port Area, Iloilo City	(033) 338 0690
PENRO Negros Occidental	Brgy. 39, Bacolod City	(034) 435 7411
CENRO Boracay	Brgy. Manoc-manoc, Boracay, Malay Aklan	(034) 289 1361
CENRO Mabusao	Mambusao Government and Business Center, Villareal Highway, Poblacion Proper, Mambusao Capiz	(036) 651 9067
CENRO Culasi	Centro Poblacion, Culasi, Antique	(036) 277 8125
CENRO Belison (San Jose)	Poblacion, Belison, Antique	(036) 540 7294
CENRO Barotac Nuevo	Brgy. Tabucan, Barotac Nuevo, iloilo	(033) 361 2778
CENRO Iloilo City	FMS Compound, Parola, Iloilo City	(033) 315 2340
CENRO Sara	San Nicolas, San Dionisio, Iloilo	(033) 517-2174
CENRO Bago City (San Carlos City/Bacolod City)	Bantayan Park, Brgy. Poblacion, Bago City Negros Occidental	(034) 707-0425
CENRO Cadiz City	Brgy. Mabini, Cadiz City	(034) 476 4036
CENRO Kabankalan City	Zayco Subd., Kabankalan City, Negros Occ.	(034) 746 7722

DENR Region VII	2nd Floor, Administrative Bldg., DENR-7, Sudlon, Lahug, Cebu City	(032) 328-3335; 328-3336
PENRO Bohol	Upper De La Paz, Cortes, Bohol	(032) 416 0147; 416-0151
PENRO Cebu	Greenplains Sub. Banilad Mandaue City	(032) 236 5732
PENRO Siquijor	Larena Port, Larena, Siquijor	(035) 377 2029; 377-2419
PENRO Negros Oriental	Larena Drive, Taclobo, Negros Oriental	(035) 422 1560; 522-0219
CENRO Tagbilaran City	New Capitol Site, Cogon District, Tagbilaran City	(038) 412-1026
CENRO Talibon	Brgy. San Jose, Talibon, Bohol	(038) 412-4633
CENRO Argao	Lamacan, Argao, Cebu	(032) 367-7387; (032) 367-7451
CENRO Cebu City	Columbian Bldg., V. Sotto St. Pier 3, Cebu City	(032) 254-2559; (032) 254-2565
CENRO Ayungon	Brgy. Tiguib, Ayungon, Negros Oriental	(035) 404 0829
CENRO Dumaguete City	Capitol Site, Dumaguete City	(035) 422-4367 ; (035) 225-0660
DENR Region VIII	DENR Regional Office 8, Sto. Niño Extension, Tacloban City	(053) 832 0825; (053) 832-0281
PENRO Biliran	Brgy. Larrazabal, Naval, Biliran	(053) 500 4115
PENRO Eastern Samar	Capitol Site Brgy. Alang-alang, Borongan, Eastern Samar	(055) 560 9374
PENRO Leyte	Baras, Candahug, Palo, Leyte	(053) 832 4283; 323 7485
PENRO Northern Samar	UEP Compound, Catarman, N. Samar	(055) 251 7117
PENRO Southern Leyte	Capitol Compound Site, Brgy. Asuncion Maasim City, S. Leyte	(053) 571-0899
PENRO Western Samar	Brgy. Guindapuan, Catbalogan, Samar	(055) 543 8122; 251 6220; 543 8954
CENRO Albuera (Ormoc City)	Poblacion, Albuera, Leyte	(053) 561 8074
CENRO Baybay	Zone 23, Magsaysay St. Baybay City, Leyte	(053) 335 3644
CENRO Palo	Government Center, Candahug, Palo Leyte	(053) 832 4192; 888 1292
CENRO Maasin City	Capitol Site Brgy. Asuncion, Maasin City, Southern Leyte	(053) 328 2125; 381 2824; 570 8607

CENRO San Juan	Brgy. Sto. Niño, San Juan, Southern Leyte	0917 631 6473
CENRO Borongan	Capitol Site Brgy. Alang-alang, Borongan, Eastern Samar	denr_cenroborongan@yahoo.com
CENRO Dolores	Brgy. 10, Dolores, Eastern Samar	0946 138 8838
CENRO Catarman	UEP Compound, Catarman, N Samar	cenro.catarman@yahoo.com
CENRO Pambujan	Brgy. 8, Pambujan, Northern Samar	cenro.pambujan@gmail.com
CENRO Sta. Rita (Basey)	Brgy. San Juan, Sta Rita, Samar	0917 305 9806
CENRO Catbalogan	Brgy. Poblacion, Catbalogan City, Samar	(055) 543 8857; 543 9618
DENR Region IX	2ND Floor, DENR Bldg., Pres. Corazon C. Aquino Regional Government Center, Balintawak, Pagadian City	(062) 945 0870; 945 0913; 945 0908
PENRO Zamboanga del Norte	DENR Bldg., Dipolog City	(065) 212 3200
PENRO Zamboanga del Sur	DENR Bldg., Gatas District, Pagadian City	(062) 214 1455
PENRO Zamboanga - Sibugay	DENR Bldg., Ipil, Zamboanga Sibugay	(062) 333 5479
CENRO Pinan (Dapitan City)	DENR Bldg., Dapitan City	(065) 212 5505
CENRO Liloy	DENR Bldg. Liloy, Zamboanga del Norte	(065) 311 4053
CENRO Manukan (Dipolog) City	2ND Floor, DENR Bldg., Pres. Corazon C. Aquino Regional Government Center, Balintawak, Pagadian City	(065) 212 2767
CENRO Siocon	DENR Bldg. Siocon, Zamboanga del Norte	(065) 212 5505
CENRO Imelda (Buug)	DENR Bldg., Buug, Zamboanga Sibugay	(062) 433 8125
CENRO Kabasalan (Ipil)	DENR Bldg. Ipil, Zamboanga Sibucay	(062) 333 5616
CENRO Guipos	DENR Bldg., Guipos, Zamboanga del Sur	(062) 211 3523

CENRO Ramon Magsaysay (Pagadian City)	DENR CENRO Sagun St., Pagadian City, Zamboanga del Sur	(062) 215 3019
CENRO Zamboanga City	DENR CENRO-WEST, Gen. Vicente Alvares St. Zamboanga City	(062) 991 2569
DENR Region X	DENR, Region 10, Macabalan, Cagayan de Oro City	(088) 861-2593
PENRO Bukidnon	Capitol Drive, Malaybalay City, Bukidnon	(088) 813-2104
PENRO Camiguin	Lakas Poblascion, Mambajao, Camiguin	(088) 387 0040
PENRO Lanao del Norte	DENR-X Tubod, Lanao del Norte	(063) 227 6070; 341 5611
PENRO Misamis Occidental	Capitol Complex, Oroquieta City, Misamis Occ.	(088) 545-0464
PENRO Misamis Oriental	Malasag Heights, Cugman CDO City	(088) 855 2318
CENRO Don Carlos	DENR-X-B320, Don Carlos, Bukidnon	(088) 228-2495
CENRO Valencia (Malaybalay)	Valencia City Integrated Bus Terminal, Valencia City, Bukidnon	(088) 828-2096
CENRO Manolo Fortich	DENR-X-B340, Manolo Fortich, Bukidnon	(088) 228-2495
CENRO Talakag	Landing San Isidro, Talakag, Bukidnon	cenrotalakag@r10.denr.gov.ph
CENRO Iligan City	4th East Ext., Rosario Heights, Tubod, Iligan City, Lanao del Norte	(063) 221 2823; 223 1058
CENRO Kolambugan	Kolambugan, Lanao del Norte	(063) 355 4431
CENRO Oroquieta	Capitol Complex, Oroquieta City, Misamis Occidental	(088) 531 2003
CENRO Ozamis	Gango, Ozamis City	(088) 521 1252
CENRO Initao	Malasag Heights, Cugman Cagayan De Oro City	(088) 855 2347
CENRO Gingoog City	Dugenio St., Gingoog City, Misamis Oriental	(088) 42 7421

DENR Region XI	Km. 7, Lanang, Davao City	(082) 233 2779; 234 5599; 234 0811; 305 4249; 235 1201
PENRO Davao del Norte	Km. 55, National Hiway, Tagum City, Davao del Norte	TF(084) 216 6302
PENRO Davao del Sur	Capitol Compound, Digos City, Davao del Sur	(082) 553 2009
PENRO Davao Oriental	Government Center, Dahican, Mati, Davao Oriental	(087) 388 3275
PENRO Davao Occidental	Benjamin Bautista Sr. Training Center, Malita Davao Occidental	0917 832 7384
PENRO Compostela Valley	Prk. 2 Brgy. Poblacion Nabunturan, Comval	0938 853 4918
CENRO Panabo	Km 55 National Highway, Tagum City	(084) 823 2011
CENRO New Corella/Tagum City	Brgy. Magdum, Tagum City	(084) 400 6348
CENRO Davao City (East)	Gov. Chavez St., Davao City	(082) 227 8143; 305 9473
CENRO Digos	Mabini Super Highway, Digos City	(082) 553 8758
CENRO Malalag	Malalag, Davao del Sur	(082) 272 0244
CENRO Baganga	Lambajon, Baganga, Davao Oriental	0917 100 7092
CENRO Lupon	Lupon, Davao Oriental	(087) 808 0132
CENRO Mati	Magsaysay, Mati, Davao Oriental	(087) 388 3569
CENRO Manay	San Ignacio, Manay, Davao Oriental	0955 312 5729
CENRO Maco	Anislagan, Maco, Comval Province	0946 833 1084
CENRO Monkayo	Poblacion Monkayo, Compostela Valley Province	0910 281 0405
DENR Region XII	Aurora St., City of Koronadal, South Cotabato	(083) 228 6225; 09209496945
PENRO Kidapawan/Cotabato	Quirino Drive, Kidapawan City, N. Cotabato	(064)557-1412; 0927-1472091
PENRO Saranggani	Alabel, Sarangani Province	(083) 508 2008; (083)508-2009; 0917-4842013

PENRO South Cotabato	Martinez St.., Koronadal, South Cotobato	(083) 228 3502; 0928-9717791
PENRO Sultan Kudarat	Isulan, Sultan Kudarat	(064)471-0321; 0917-7004705
CENRO Glan	Sto. Niño St. Pob., Glan Sarangani	(083) 225 8011; 0999-5359157
CENRO Kiamba	Kiamba, Sarangani Province	(083) 508 4020; 0908-2626272
CENRO General Santos City	Buayan, General Santos	(083) 225 9040; 0916-2732342
CENRO Surallah (Banga)	San Vicente, Banga South Cotabato	(083) 239 2754
CENRO Matalam (Kidapawan)	Municipal Bldg., Matalam, North Cotabato	(064) 288 1367; 0919-4502877
CENRO Midsayap	Pob. 3, Lapu lapu St., Midsayap, North 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
DENR Region XIII	Ambago, Butuan City	(085) 341-1996
PENRO Agusan del Norte	Tiniwisan, Butuan City	(085) 345 5831; TeleFax 342 2393
PENRO Agusan del Sur	Government Center, Patin-ay, Prosperidad, Agusan del Sur	(085) 343-7308
PENRO Dinagat Island	Sta. Cruz, San Jose, Province of Dinagat Island	0907 417 5841
PENRO Surigao del Norte	DENR, Brgy. San Juan, Surigao City	(086) 826 8160; TeleFax 826 3576
PENRO Surigao del Sur	Telaje, Tandag, Surigao del Sur	(086) 211-2227
CENRO Butuan City/Nasipit	Talisay, Nasipit, Agusan del Norte	(085) 343 2872
CENRO Tubay/Cabadbaran	National Highway, Doña Rosario, Tubay, Agusan del Norte	0910 025 6271; 0917 6240 667
CENRO Bayugan	Maygastasan, Bayugan City, Agusan Del Sur	(085) 343 6191
CENRO Bunawan	San Isidro, Bunawan, Agusan Del Sur	0999 531 3045
CENRO Loreto	Poblacion Loreto, Agusan Del Sur	0909 527 1666
CENRO Talacogon	Del Monte, Talacogon, Agusan Del Sur	0909 287 3336

CENRO Surigao City/Tubod	Surigao del Norte, Upper Libas, Tagana-a, Surigao del Norte	(086) 826 1308; 0998 530 3530; 0910 094 9474
CENRO Cantilan	Poblacion Cantilan, Surigao del Sur	0929 974 1629
CENRO Bislig	Maharlika, Bislig City, Surigao del Sur	0939 878 4171
CENRO Lianga	Poblacion, Lianga, Surigao del Sur	0919 239 0714