



DEPARTMENT OF ENVIRONMENT AND  
NATURAL RESOURCES (DENR)

Regional Office No. 1  
San Fernando City, La Union

CITIZEN'S CHARTER

2023 (1<sup>st</sup> Edition)



Republic of the Philippines  
**DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES**  
**Regional Office No. 1**  
Government Center, Sevilla, San Fernando City La Union  
Tel Nos. (072) 242-0704; 888-2975

July 12, 2023

**SECRETARY ERNESTO V. PEREZ**

Director General  
Anti-Red Tape Authority  
4<sup>th</sup> & 5<sup>th</sup> Floor, NFA Building, NFA Compound, Visayas Avenue,  
Diliman, Quezon City


**Dear Director General Perez:**

Greetings!

We are pleased to submit the DENR Region I updated Regional Citizen's Charter Handbook 2023 1<sup>st</sup> Edition and Certificate of Compliance.

Thank you and more power!

Very truly yours,

  
**ATTY. CRIZALDY M. BARCELO, CESO III**  
Regional Executive Director



*"Join the National Greening Program"*

**Plant Trees**

Official Website: <http://www.r1.denr.gov.ph>

Email Address: [r1@denr.gov.ph](mailto:r1@denr.gov.ph); [denr1ored@yahoo.com](mailto:denr1ored@yahoo.com)



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## **CERTIFICATE OF COMPLIANCE CY 2023**

Pursuant to Republic Act No. 11032; An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **ATTY. CRIZALDY M. BARCELO**, Filipino, of legal age, **Regional Executive Director** of the **Department of Environment and Natural Resources-Region I**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The DENR-Region I including its four PENROs and seven CENROs has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances

**Regional Citizen's Charter Handbook Edition: 2023, 1<sup>st</sup> Edition**

- 2) The following required forms of posting of the Citizen's Charter are present:

|                                     |  |
|-------------------------------------|--|
| <input checked="" type="checkbox"/> | Regional Citizen's Charter Information billboard<br><i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, <u>others</u>)</i> |
| <input checked="" type="checkbox"/> | Regional Citizen's Charter Handbook<br><i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>  |
| <input checked="" type="checkbox"/> | Official website/Online Posting  |

- 3) The Regional Citizen's Charter Information Billboard enumerates the following information:

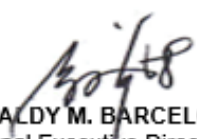
- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Regional Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Service);

- i. Comprehensive and uniform checklist of requirements for each type of application or request;
  - ii. Classification of service;
  - iii. Type of transaction;
  - iv. Who may avail;
  - v. Client steps and agency actions to obtain a particular service;
  - vi. Person responsible for each step;
  - vii. Processing time per step and total;
  - viii. Fee/s to be paid per step and total, if necessary
- c. Procedure for filing complaints and feedback;
  - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
  - e. List of Offices
- 5) The Regional Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 6) The printed Regional Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
- 7) The Regional Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- 8) The Regional Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.
- 10) The head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service, pursuant to Sec. 8 of R.A. 11032.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

  
ATTY. CRIZALDY M. BARCELO, CESO III  
Regional Executive Director  
DENR-Region I



7/14/23, 3:42 PM

Department of Environment and Natural Resources Mail - Submission of DENR-Region I Updated Citizen's Charter (2023 1st Edit...



DENR Region 1 ICT <region1.ict@denr.gov.ph>

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## Submission of DENR-Region I Updated Citizen's Charter (2023 1st Edition)

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**Compliance Monitoring and Evaluation Office** <compliance@arta.gov.ph>

Fri, Jul 14, 2023 at 1:47 PM

To: DENR Region 1 ICT <region1.ict@denr.gov.ph>, "denrcosubcart.citizenscharter@gmail.com"  
<denrcosubcart.citizenscharter@gmail.com>

Dear **Sir/Ma'am**:

Good day!

This is to acknowledge receipt of your email with attachment/s. This shall be referred to the concerned CMEODivision for appropriate action.

Should you have further concerns/queries, please contact us thru email at [compliance@arta.gov.ph](mailto:compliance@arta.gov.ph).

Thank you!

Best regards,



### **Compliance Monitoring and Evaluation Office ANTI-RED TAPE AUTHORITY**

4th & 5th Floor, NFA Building, NFA Compound  
Visayas Avenue, Brgy. Vasra, Diliman, Quezon City  
[www.arta.gov.ph](http://www.arta.gov.ph)





DEPARTMENT OF ENVIRONMENT AND  
NATURAL RESOURCES (DENR)

Regional Office No. 1  
San Fernando City, La Union

CITIZEN'S CHARTER

2023 (1<sup>st</sup> Edition)



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

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

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

1. Assure the availability and sustainability of the country's natural resources through judicious use and systematic restoration or replacement, whenever possible;
2. Increase the productivity of natural resources in order to meet the demands for forest, mineral, and land resources if a growing population;
3. Enhance the contribution of natural resources for achieving national economic and social development;
4. Promote equitable access to natural resources by the different sectors of the population; and
5. Conserve specific terrestrial and marine areas representative of the Philippine natural and cultural heritage for present and future generations.

## **II. VISION**

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

## **III. MISSION**

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



#### IV. SERVICE PLEDGE

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

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





## **V. LIST OF SERVICES**

### **DENR Region 1**

#### **ADMIN AND FINANCE (INTERNAL AND EXTERNAL SERVICES)**

|                 |   |    |
|-----------------|---|----|
| <b>R1-AF-01</b> | Certificate of Employment and/or Compensation/Remuneration  | 7  |
| <b>R1-AF-02</b> | Preparation and Issuance of Certificate of Payment for Contributions, Loan Payment and Tax Deduction            | 10 |
| <b>R1-AF-03</b> | Preparation and Issuance of Sub-Allotment Advice (SAA) and Notice of Transfer Allocation (NTA)                  | 12 |
| <b>R1-AF-04</b> | Processing of Application for Monetization of Leave Credits   | 16 |
| <b>R1-AF-05</b> | Processing of Application for Leave of Employees Below SG 24 (Vacation/Sick/SPL/Paternity/Parental/Force Leave) | 19 |
| <b>R1-AF-06</b> | Request for Certification of Leave Credits  | 22 |
| <b>R1-AF-07</b> | Preparation of Inspection and Acceptance Report (IAR) of Goods  | 24 |
| <b>R1-AF-08</b> | Issuance of Office Supplies   | 26 |

#### **FORESTRY SECTOR (EXTERNAL SERVICES)**

|                |   |    |
|----------------|---|----|
| <b>R1-F-01</b> | Validation of Partners Accomplishments on National Greening Greening Program (NGP)                      | 28 |
| <b>R1-F-02</b> | Application for Forest Land Use Agreement for Tourism Purposes (FLAgT)/Forest Land Use Agreement (FLAg) | 33 |
| <b>R1-F-03</b> | Application for Socialized Industrial Forest Management Agreement (SIFMA)                               | 37 |



## **LANDS SECTOR (EXTERNAL SERVICES)**

|                |  |    |
|----------------|--|----|
| <b>R1-L-01</b> | Issuance of Certified Technical Description with Sketch<br>(B.L. Form V-37)  | 42 |
| <b>R1-L-02</b> | Application for Foreshore Lease Agreement/Miscellaneous<br>Lease Agreement   | 45 |
| <b>R1-L-03</b> | Application for Revocable Permit   | 50 |
| <b>R1-L-04</b> | Recomputation of Defective Cadastral Lots and Projection<br>of Previously Approved Surveys into the Approved Cadastral<br>Maps | 54 |
| <b>R1-L-05</b> | Processing of Application for Special Patents<br>(Government/School Sites)   | 57 |

## **BIODIVERSITY SECTOR (EXTERNAL SERVICES)**

|                |  |    |
|----------------|--|----|
| <b>R1-B-01</b> | Issuance of NIPAS Certification                            | 61 |
| <b>R1-B-02</b> | Rescue, Rehabilitation, and Release of Wildlife            | 63 |
| <b>R1-B-03</b> | Issuance of Special Use Agreement in Protected Area (SAPA) | 66 |

|                                |    |
|--------------------------------|----|
| <b>FEEDBACK AND COMPLAINTS</b> | 69 |
|--------------------------------|----|

|                        |    |
|------------------------|----|
| <b>LIST OF OFFICES</b> | 72 |
|------------------------|----|



**DENR REGION 1**  
**Admin and Finance**  
**(Internal and External Services)**



## CITIZEN'S CHARTER NO. R1-AF-01 CERTIFICATE OF EMPLOYMENT AND/OR COMPENSATION/REMUNERATION

This Certification is made upon request of DENR personnel. The purpose for the Request is included in the Certification.

|   |  |   |                        |   |
|---|--|---|------------------------|---|
| Office or Division:                                       | PENRO-MSD; Personnel Section, Administrative Division  |   |                        |   |
| Classification  | Simple   |   |                        |   |
| Type of Transaction:                                      | G2G<br>G2C – DENR Employee   |   |                        |   |
| Who may avail:  | Internal: DENR Employees<br>External: Retired/Resigned Employees or their duly authorized representatives                              |   |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                          |  | <b>WHERE TO SECURE</b>                      |                        |   |
| 1. Duly accomplished Personnel Section request form       |  | Personnel Section                           |                        |   |
| <b>Additional if from the Government Section</b>          |  |   |                        |   |
| 2. Request Letter   |  | Requesting Party                            |                        |   |
| <b>Additional if Requesting Party is a representative</b> |  |   |                        |   |
| 3. Authorization Letter                                   |  | Requesting Party, Authorized Representative |                        |   |
| 4. Government Issued Identification Card                  |  |   |                        |   |
| <b>Client Steps</b>                                       | <b>Agency Action</b>   | <b>Fees to be Paid</b>                      | <b>Processing Time</b> | <b>Persons Responsible</b>                |
| 1. Submit duly Accomplished Request form                  | 1. Receive, and check the completeness of submitted accomplished forms and requirements, stamp/fill-up the date and time on documents. | None  | 3 mins.                | Receiving Clerk of Personnel Section/Unit |



|  |    |  |      |         |  |
|--|----|--|------|---------|--|
|  | 2. | Forward the Request to Chief Personnel Section/Unit for Approval of Request form.  | None | 2 mins. | Receiving Clerk of Personnel Section/Unit                  |
|  | 3  | Approve Request form and forward the same, through the Releasing Clerk, to Personnel Section Records Office for Verification and preparation of certification. | None | 2 mins. | Chief, Personnel Section                                   |
|  | 4  | Release of Approved Request form to Personnel Section Records Office for Verification and preparation of certification.  | None | 2 mins  | Receiving Clerk of Personnel Section/Unit                  |
|  | 5  | Verification and Preparation of the requested Certification.   | None | 15 mins | Administrative Officer IV/<br>Administrative Assistant III |
|  | 6  | Release of the draft Certification to the Chief, Personnel Section/Unit for review.  | None | 2 mins  | Administrative Officer IV/<br>Administrative Assistant III |



|                               |    |   |      |               |  |
|-------------------------------|----|---|------|---------------|--|
|                               | 7  | Review and initial of the Chief Personnel Section/Unit for the Certification prepared.                            | None | 5 mins.       | Chief, Personnel Section/ Unit   |
|                               | 8  | Release of the Certification with initial to the Office of Chief Administrative Officer/Chief, MSD for signature. | None | 2mins         | Receiving Clerk of Personnel Section/Unit  |
|                               | 9  | Review and signature of the Certification by the Chief, AO/Chief Personnel Section/AO IV/PENRO Chief, MSD         | None | 23mins        | Chief, Administrative Division<br>Chief, Personnel Section/<br>Administrative Officer IV<br>PENRO-Chief MSD/HRMO |
|                               | 10 | Release of the Signed Certification to the Personnel Section/Unit   | None | 3 mins.       | Receiving Clerk, Office of the Chief, AO/PENR- Chief, MSD  |
|                               | 11 | Release of Document to the requesting party   | None | 5 mins.       | Personnel Section Staff/Personnel In-Charge  |
| <b>Total Processing Time:</b> |    |   |      | <b>1 hour</b> |  |



## CITIZEN'S CHARTER NO. R1-AF-02. PREPARATION AND ISSUANCE OF CERTIFICATE OF PAYMENT FOR CONTRIBUTIONS, LOAN PAYMENT, AND TAX DEDUCTIONS

This Service is made upon request of an external/ internal party for the taxes/ deductions being withheld/ remitted by the DENR.

|   |   |   |                        |   |
|---|---|---|------------------------|---|
| <b>Office or Division:</b>  | Accounting Unit/Section Finance Section/Division,<br>DENR PENR and Regional Offices   |   |                        |   |
| <b>Classification:</b>  | Simple  |   |                        |   |
| <b>Type of Transaction:</b>   | G2C - Government to Citizen<br>G2G  |   |                        |   |
| <b>Who may avail:</b>   | Internal: DENR Employees<br>External: Separated from the service  |   |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                                      |   | <b>WHERE TO SECURE</b>  |                        |   |
| 1. Letter Request (1 original)  |   | Public Assistance Desk, Receiving Area or Records Unit/Section                    |                        |   |
| 2. Government-issued ID (present 1 original)                          |   | Requesting Party  |                        |   |
| <b>Additional if from the Government Sector</b>                       |   |   |                        |   |
| 3. Official Letter Request (1 original)                               |   | Requesting Party  |                        |   |
| <b>Additional if Requesting Party is a representative</b>             |   |   |                        |   |
| 4. SPA for representative (1 original, notarized)                     |   | Requesting Party, Private Lawyer, Public Attorney's Office (PAO) or Notary Public |                        |   |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSONS RESPONSIBLE</b>                                |
| 1. 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 concerned Action Officer | None  | 5 min.                 | <i>Administrative Assistant II<br/>Accounting Section</i> |



|  |   |             |                             |   |
|--|---|-------------|-----------------------------|---|
|  | 2. Check the availability of records.<br><br>2.1. Prepares certificates based on the payment details on the Salary Index Cards<br><br>2.2. Assigns Serial no. | None        | 1 hour                      | <i>Concerned Accounting Staff<br/>Accounting Section</i>  |
|  | 3. Reviews, verifies correctness and signs certificates   | None        | 30 min.                     | <i>Chief, Accounting Section</i>                          |
|  | 4. Release the approved certificates to the customer and forward the received Customer Request Form to Action Officer.  | None        | 5 min.                      | <i>Administrative Assistant II<br/>Accounting Section</i> |
| 2. Receive the approved Certification. | 5. File the Customer Request Form and attachments.  | None        | 5 min.                      | <i>Administrative Assistant II<br/>Accounting Section</i> |
| <b>TOTAL:</b>                          |   | <b>None</b> | <b>1 hour &amp; 45 min.</b> |   |





## CITIZEN'S CHARTER NO. R1-AF-03. PREPARATION AND ISSUANCE OF SUB-ALLOTMENT ADVICE (SAA) AND NOTICE OF TRANSFER OF ALLOCATION (NTA)

Sub-Allotment Advice (SAA)/ Notice of Transfer of Allocation (NTA) is issued upon request of ARD- Technical Services or ARD for Management Services/ PENR official. The purpose of the request is included in the SAA / NTA.

|  |  |                                     |                        |  |
|--|--|-------------------------------------|------------------------|--|
| <b>Office or Division:</b>   |  | Budget Section, Finance Division    |                        |  |
| <b>Classification:</b>   |  | Simple                              |                        |  |
| <b>Type of Transaction:</b>  |  | G2G - Government to Government      |                        |  |
| <b>Who may avail:</b>  |  | Internal: Regional and PENR Offices |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>              |                        |  |
| 1. Official Letter Request (1 original) approved by the Regional Executive Director  |  |                                     |                        |  |
| 2. Approved Work and Financial Plan (WFP)  |  |                                     |                        |  |
| <b>Additional if from the Government Sector</b>                                      |  |                                     |                        |  |
| <b>Additional if Requesting Party is a representative</b>                            |  |                                     |                        |  |
| <b>CLIENT STEPS</b>  |  |                                     |                        |  |
| 1. The end-user requests for transfer of Allotment/ Notice of Transfer of Allocation | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>              | <b>PROCESSING TIME</b> | <b>PERSONS RESPONSIBLE</b>                             |
|  | 1. Receive, and check the completeness of submitted requirements, stamp the date and time on documents | None                                | 5 min.                 | <i>Administrative Assistant / Finance Division</i>     |
|  | 2. Endorses Request to Budget Section for SAA / NTA preparation  | None                                | 5 min.                 | <i>Chief, Administrative Officer, Finance Division</i> |



|  |   |      |         |  |
|--|---|------|---------|--|
|  | 3. Releases request letter with endorsement to Budget Section   | None | 5 min.  | <i>Administrative Assistant I<br/>Finance Division</i> |
|  | 4. Receives and records in logbook the Request Letter with complete supporting paper and endorsement forwards to concerned Budget Officer | None | 10 min. | <i>Administrative Assistant II<br/>Budget Section</i>  |
|  | 5. Checks Availability of Funds and prepares Sub-Allotment Advice (SAA)/ Notice of Transfer of Allocation (NTA)<br>5.1 Prepares SAA/NTA   | None | 30 min. | <i>Concerned Budget Officer</i>                        |
|  | 6. Reviews and signs the prepared SAA/ NTA  | None | 10 min. | <i>Chief, Budget Section</i>                           |
|  | 7. Records signed SAA / NTA and forward to the Office of the Chief, Finance Division  | None | 5 min.  | <i>Administrative Assistant II<br/>Budget Section</i>  |
|  | 8. Receives SAA/ NTA with complete supporting document and forward to the Supervising Administrative Officer                              | None | 5 min.  | <i>Administrative Assistant I<br/>Finance Division</i> |



|  |   |      |         |  |
|--|---|------|---------|--|
|  | 9. Evaluates and checks the validity and propriety of the prepared SAAA/NTA | None | 10 min. | <i>Supervising Administrative Officer<br/>Finance Division</i> |
|  | 10. Signs Recommending Approval portion of the SAA/NTA                      | None | 5 min.  | <i>Chief, Administrative Officer, Finance Division</i>         |
|  | 11. Releases SAA/NTA to ARD- MS for initial                                 | None | 5 min.  | <i>Administrative Assistant I<br/>Finance Division</i>         |
|  | 12. Receives SAA/NTA with complete supporting document                      | None | 5 min.  | <i>Administrative Aide VI<br/>ARD for MS-Secretary</i>         |
|  | 13. Checks and initials SAA/NTA with complete supporting document           | None | 5 min.  | <i>ARD for MS</i>  |
|  | 14. Releases SAA/NTA to the RED for approval                                | None | 5 min.  | <i>Administrative Aide VI<br/>ARD for MS-Secretary</i>         |
|  | 15. Receives SAA/ NTA with complete supporting document                     | None | 5 min.  | <i>Administrative Aide VI<br/>Office of the RED</i>            |
|  | 16. Approval of the SAA/ NTA  | None | 5 mins. | <i>Regional Executive Director/ Designated OIC</i>             |



|              |  |             |                              |   |
|--------------|--|-------------|------------------------------|---|
|              | 17. Releases SAA/NTA To Budget Section, Finance Division                                     | None        | 5 min.                       | <i>Administrative Aide IV<br/>Office of the RED</i>                                 |
|              | 18 Forward approved SAA to concerned PENRO through email and original copy thru mail         | None        | 10 min                       | <i>Admin Assistan II<br/>Budget Section<br/>Admin Officer I<br/>Records Officer</i> |
|              | 19 Releases approved NTA to Regional Cashier   | None        | 5 min                        | <i>Administrative Aide IV<br/>Office of the RED</i>                                 |
|              | 20 Forward a copy of NTA stamped by the bank to Budget Section                               | None        | 5 min                        | <i>Regional Cashier</i>   |
|              | 21 Receives a copy of NTA stamped by the bank and forward to the concerned PENRO thru email. | None        | 10 min.                      | <i>Administrative Assistant I</i>   |
| <b>TOTAL</b> |  | <b>None</b> | <b>2 hours &amp; 35 min.</b> |   |



## CITIZEN'S CHARTER NO. R1-AF-04 PROCESSING OF APPLICATION FOR MONETIZATION OF LEAVE CREDITS

This Service is made upon request of DENR personnel for availment of monetization of Leave Credits

|  |   |  |
|--|---|--|
| Office or Division:                                | Management Services Division (Administrative and Finance Section) |  |
| Classification:                                    | Simple  |  |
| Type of Transaction:                               | G2G - Government to Government                                    |  |
| Who may avail:                                     | Internal: Permanent & Casual Employees (RO, PENRO, CENRO)         |  |
|  |   |  |
| CHECKLIST OF REQUIREMENTS                          |   | WHERE TO SECURE                                |
| Application for Leave Monetization (4 copies)      |   | Administrative and Finance Section - Personnel |
| Request letter if more than 10 days (2 original)   |   | Requesting Party                               |
|  |   |  |
| Additional if from Government Sector               |   |  |
|  |   |  |
| Additional if Requesting Party is a representative |   |  |
|  |   |  |



| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME              | PERSONS RESPONSIBLE  |
|--|---|-----------------|------------------------------|--|
| 1. Accomplish and sign Application for Leave. Attach Justification Letter if Requesting Party wishes to avail special monetization | 1. Receive and check completeness of submitted requirements, stamp the date and time on documents and forward all documents to action officer | None            | 5 minutes                    | Receiving/Releasing Clerk  |
|  | 1.1 Update/Compute leave credit balances and Certify availability of leave credits (Item 7A Certification of Leave Credits)                   | None            | 10 minutes                   | HRMO   |
|  | 1.2 Review and sign Application for Leave (Item 7B - Recommendation)  | None            | 5 minutes                    | <u>30 days and above</u> – ARDMS<br><br><u>Below 30 days</u> – Division Chief/Immediate Supervisor/ARDMS |
|  | 1.3 Approve/disapprove Application for Leave and Request Letter (Item 7C - Approved for/Disapproved due to)                                   | None            | 2 days                       | RED  |
|  | <b>TOTAL:</b>   | <b>None</b>     | <b>2 days and 20 minutes</b> |  |



The monetization of 50% or more of the accumulated leave credits shall be upon the favorable recommendation of the agency head and subject to availability of funds.

The monetization of 50% of vacation/sick leave credits- Monetization of fifty percent (50%) or more of the **accumulated** leave credits may be allowed for valid and justifiable reasons such as;

- a.) Health, medical and hospital needs of the employee and the immediate members of his/her family
- b.) Financial and assistance brought about by force majeure events such as calamities, typhoons, fire, earthquake, and accidents that affect the life, limb and property of the employee and his/her immediate family
- c.) Educational needs of the employee and the immediate members of his/her family
- d.) Payment of mortgages and loans, etc.



## CITIZEN'S CHARTER NO. R1-AF-05 PROCESSING OF APPLICATION FOR LEAVE OF EMPLOYEES BELOW SG 24 (VACATION/SICK/SPL/PATERNITY/PARENTAL/FORCED LEAVE)

The Approved Application for Leave is made upon request of DENR personnel. The purpose for the Request is included in the Approved Application Form.

| Office or Division:  | Personnel Section, Administrative Division<br>DENR Regional Office I  |                     |                 |                           |
|--|---|---------------------|-----------------|---------------------------|
| Classification   | Simple  |                     |                 |                           |
| Type of Transaction:   | G2G   |                     |                 |                           |
| Who may avail:   | Internal: Regular Employees of DENR (RO, PENRO, CENRO)  |                     |                 |                           |
| CHECKLIST OF REQUIREMENTS  |   | WHERE TO SECURE     |                 |                           |
| 1  | Duly accomplished Application for Leave Form 4 copies   | Downloadable        |                 |                           |
| 2  | Medical Certificate (for Sick Leave of more than five (5) days)<br>1 copy   | Attending Physician |                 |                           |
| 3  | Solo Parent ID (for Parental leave)   | MSWD                |                 |                           |
| 4  | Marriage Certificate (for Paternity Leave )   | PSA                 |                 |                           |
| 5  | Birth Certificate of the Child (for Paternity & Parental Leave)   | PSA                 |                 |                           |
| Additional if from the Government Section  |   |                     |                 |                           |
| N/A  |   | N/A                 |                 |                           |
| Additional if Requesting Party is a representative   |   |                     |                 |                           |
| N/A  |   | N/A                 |                 |                           |
| Client Steps   | Agency Action   | Fees to be Paid     | Processing Time | Persons Responsible       |
| 1 Submit duly Accomplished Application for Leave signed by Supervisor to Personnel Section, with attachments | 1. Receive, check the completeness of submitted accomplished form and requirements, stamp/fill-up the date and time on documents and forward form to the action officer | None                | 5 Mins          | Receiving/Releasing Clerk |





|  |    |  |      |        |  |
|--|----|--|------|--------|--|
|  | 2. | Record the received application for leave to the Leave Tracking Database for record purposes   | None | 1 Min  | AO II/AA I   |
|  | 3. | Evaluation and verification of the Application for Leave and attachments (Filling-Up of leave credits portion)   | None | 5 Min  | AO II/AA I   |
|  | 4  | Release of the Application for Leave to Chief, Personnel   | None | 3 Mins | AO II/AA I   |
|  | 5  | Review and Sign the Certification of Leave Credits   | None | 2 Mins | Chief Personnel Section/Unit   |
|  | 6  | Release application for leave (certified leave credits available by the Personnel Section) to the Concerned Division Chief   | None | 2 Mins | Receiving Clerk of Concerned Office/Division                           |
|  | 7  | Review and sign the recommending portion (approval or disapproval) of the leave application.   | None | 3 Mins | Concerned Officer/Division Chief/ARD for MS                            |
|  | 8  | Release to the Office of the Chief Administrative Division/PENRO Chief, MSD for initial of the approval or disapproval of the ARD for Management Services/PENR Officer | None | 2 Mins | Receiving Clerk of the Chief Administrative Division /PENRO Chief, MSD |



|              |    |  |             |                 |   |
|--------------|----|--|-------------|-----------------|---|
|              | 9  | Review and initial of the application for leave for the approval or disapproval of the ARD for Management Services | None        | 3 Mins          | Chief, Administrative Division/<br>PENRO Chief, MSD                           |
|              | 10 | Release of the initialed application for leave to the Office of the ARD for Management Services.                   | None        | 2 Mins          | Receiving Clerk of the Office of the ARD for Management Services/PENR Officer |
|              | 11 | Approval of the Application for Leave  | None        | 3 Mins          | ARD for Management Services/PENR Officer                                      |
|              | 12 | Release of copy of Approved application for Leave to the Personnel Section/Unit                                    | None        | 2 Mins          | Releasing Clerk of the Office of the ARD for Management Services/PENR Officer |
|              | 12 | Receive, record Approved Application for Leave and release a copy to the concerned employee                        | None        | 5 mins          | Receiving/Releasing Staff of Personnel Section/Unit                           |
| <b>TOTAL</b> |    |  | <b>None</b> | <b>38 Mins.</b> |   |



## CITIZEN'S CHARTER NO. R1-AF-06 REQUEST FOR CERTIFICATION OF LEAVE CREDITS

This Certification is made upon request of DENR personnel. The purpose for the Request is included in the Certification.

|   |  |                                 |                        |  |
|---|--|---------------------------------|------------------------|--|
| Office or Division:                                       | Personnel Section, Administrative Division<br>DENR Regional Office I   |                                 |                        |  |
| Classification  | Simple   |                                 |                        |  |
| Type of Transaction:                                      | G2G  |                                 |                        |  |
|   | Internal: DENR Permanent Personnel (RO, PENRO, CENRO)  |                                 |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>                          |  | <b>WHERE TO SECURE</b>          |                        |  |
| 1. Request form   |  | Personnel Section               |                        |  |
| <b>Additional if from the Government Section</b>          |  |                                 |                        |  |
| 2. Request Letter   |  | DENR Employee                   |                        |  |
| <b>Additional if Requesting Party is a representative</b> |  |                                 |                        |  |
| 3. Authorization Letter                                   |  | Representative of DENR Employee |                        |  |
| 4. Government Issued Identification Card                  |  |                                 |                        |  |
| <b>Client Steps</b>                                       | <b>Agency Action</b>   | <b>Fees to be Paid</b>          | <b>Processing Time</b> | <b>Persons Responsible</b>                           |
| 1. Submit duly Accomplished Request form                  | 1. Receive, check the completeness of submitted accomplished form and requirements, stamp/fill-up the date and time on documents, record receipt and forward form to the action officer. | None                            | 5 Mins                 | Receiving Clerk<br>Personnel Section                 |
|   | 2. Prepare the Certificate of Leave Credits based on records   | None                            | 10 Mins                | Administrative Officer II/Administrative Assistant I |



|                              |   |   |      |                |  |
|------------------------------|---|---|------|----------------|--|
|                              | 3 | Release of Certificate of Leave Credits based on records for review of the Chief, Personnel Section | None | 3 Mins         | Administrative Officer II/Administrative Assistant I |
|                              | 4 | Review and signature of Certificate of Leave Credits  | None | 4 Mins         | Chief Personnel Section                              |
|                              | 5 | Release of Certificate to the requesting party  | None | 2 Mins         | Releasing Clerk<br>Personnel Section                 |
| <b>TOTAL PROCESSING TIME</b> |   |   | None | <b>24 mins</b> |  |



## CITIZEN'S CHARTER NO. R1-AF-07 - PREPARATION OF INSPECTION AND ACCEPTANCE REPORT (IAR) FOR GOODS

Inspection and Acceptance Report (IAR) is used to receive and accept goods from the service provider / supplier.

|   |  |                        |                        |  |
|---|--|------------------------|------------------------|--|
| <b>Office or Division:</b>  | General Services, AD, Regional Office<br>DENR PENR Offices   |                        |                        |  |
| <b>Classification:</b>  | Simple to Complex  |                        |                        |  |
| <b>Type of Transaction:</b>   | G2B - Government to Business   |                        |                        |  |
| <b>Who may avail:</b>   | External: Service Provider / Supplier  |                        |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  |                        | <b>WHERE TO SECURE</b> |  |
| Contract of Service / Purchase Order (1 photocopy)  |  |                        | Requesting Party       |  |
| Delivery Receipt / Billing Statement (1 original)   |  |                        | Supplier               |  |
| Letter Request for Inspection   |  |                        | Supplier               |  |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSONS RESPONSIBLE</b>   |
| Delivery of goods/items with Delivery Receipt for Inspection by End-user/Authorized Inspector | 1. Receive, record in Logbook, and assign IAR number.  | None                   | 30 min.                | <i>Receiving/Releasing Clerk</i><br>Property / Supply Officer/<br>Inspector/End-user |
|   | 1. Evaluate/Inspect the items being delivered based on contract / Purchase Order<br><br>-Common Office Supplies (Simple) | None                   | 3 hours                | Inspector/End-user/<br>COA Representative  |



|               |   |             |  |  |
|---------------|---|-------------|--|--|
|               | -ICT/TSE (complex)                            |             | 4 hours  |  |
|               | 3. Signs the Received /<br>Inspection portion | None        | 5 min.   | Property / Supply Officer<br>and Inspector |
| <b>TOTAL:</b> |   | <b>None</b> | <b>3 hours &amp; 35 min.(simple)<br/>4 hours &amp; 35 min. (complex)</b> |  |



## CITIZEN'S CHARTER NO. R1-AF-08. ISSUANCE OF OFFICE SUPPLIES

This Certification is made upon request of DENR personnel or officials for the issuance of supplies for official use.

|  |  |                                     |                           |   |
|--|--|-------------------------------------|---------------------------|---|
| <b>Office or Division:</b>                 |  | CENRO and PENRO; GSS-Admin Division |                           |   |
| <b>Classification:</b>                     |  | Simple                              |                           |   |
| <b>Type of Transaction:</b>                |  | G2G - Government to Government      |                           |   |
| <b>Who may avail:</b>                      |  | Internal: Regular Employees of DENR |                           |   |
| <b>CHECKLIST OF REQUIREMENTS</b>           |  | <b>WHERE TO SECURE</b>              |                           |   |
| 1. Duly accomplished request form (RIS)    |  | Supply Officer                      |                           |   |
| <b>CLIENT STEPS</b>                        | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>              | <b>PROCESSING TIME</b>    | <b>PERSONS RESPONSIBLE</b>                        |
| 1. Accomplish Request and Issue Slip (RIS) | 1. Receive RIS   | None                                | 5 min.                    | <i>Supply Officer<br/>GSS</i>                     |
|  | 1.1. Determine availability of supplies  | None                                | 5 min.                    | <i>Supply Officer<br/>GSS</i>                     |
|  | 1.2 Approve RIS (If supplies are available)  | None                                | 5 min.                    | PENRO-Chief, MSD<br>RO-Concerned DC/Section Chief |
|  | 1.3 (If supplies are available, proceed to next step. If out of stock, prepare Purchase Request) Approve and sign Request Form | None                                | 5 min.                    | <i>Supply Officer (if available)<br/>End-user</i> |
|  | 1.4 Supplies preparation   | None                                | 1 hour                    | Supply Officer<br>GSS-AO                          |
|  | 2. Recording/updating of inventories (stock card)  | None                                | 5 min.                    | Supply Officer<br>GSS-AO                          |
| 3. Receive Supplies                        | 4. Release of supplies   | None                                | 5 min.                    | Supply officer, End-user                          |
| <b>TOTAL:</b>                              |  | <b>None</b>                         | <b>1 hour and 30 mins</b> |   |



# **DENR REGION 1**

## **Forestry Sector (External Services)**





## CITIZEN'S CHARTER NO. R1-F-01. VALIDATION OF PARTNERS' ACCOMPLISHMENT ON THE NATIONAL GREENING PROGRAM (NGP)

All DENR programs, projects, and activities implemented by our partners are mandatory to be assessed and/or measured before any payment shall be made as required under accounting laws, rules, and regulations.

This inspection/validation report shows the performance of DENR partners in terms of quantity, quality and timeline of accomplishing their targets based on the approved Work and Financial Plan of the Memorandum of Agreements/Contract citing its findings/observations/conclusions and recommendations which will be the basis of decision making whether our partner will be paid.

| <b>Office/Division:</b>  | DENR PENRO and CENRO  |                             |                 |                                  |
|--|---|-----------------------------|-----------------|----------------------------------|
| <b>Classification:</b>   | Highly Technical  |                             |                 |                                  |
| <b>Type of Transaction:</b>  | G2B - Government to Business<br>G2C - Government to Citizen<br>G2G - Government to Government |                             |                 |                                  |
| <b>Who may Avail of the Service:</b>   | Government, People's Organization, Barangay Local Government Unit, NGO and other entities     |                             |                 |                                  |
| CHECKLIST OF REQUIREMENTS  |   | WHERE TO SECURE             |                 |                                  |
| 1. Letter Request for Inspection with attached Statement of Work Accomplishment (3 original) |   | Requesting Party (Partners) |                 |                                  |
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID             | PROCESSING TIME | PERSONS RESPONSIBLE              |
| 1. Submit letter request for inspection and payment of accomplishment (with attached         | 1.Receipt and referral<br><br>1.1 Check completeness, receive, record, and forward            | None                        | 1 day & 30 min  | Receiving/<br>Releasing<br>Clerk |



|  |   |      |  |   |
|--|---|------|--|---|
| statement of work accomplishment) to PENRO with referrals.                         | the request to PENR Officer.  |      |  |   |
|  | 1.2 Refer the request to TSD Chief.   | None | 5 minutes  | <i>PENR Officer</i>   |
|  | 1.3 Forward to Chief, Conservation and Development Section (CDS) for action.  | None | 5 minutes  | <i>TSD Chief</i>  |
|  | 1.4 Notify and convene Validation Team for tasking and strategies   | None | 4 hours  | <i>Chief, CDS/<br/>NGP<br/>Coordinator</i>  |
| 2 Partners assist/join the DENR in the conduct of field inspection and validation. | 2. Conduct of field inspection/ground validation of accomplishment <ul style="list-style-type: none"> <li>- Seedling Production</li> <li>- Plantation Establishment</li> <li>- Maintenance and Protection</li> <li>- 10% retention fee</li> </ul> | None | A minimum of 1 day & 2 hours and a maximum of 5 days and 2 hours<br><br>A minimum of 2 days & 2 hours and a maximum of 8 days + and 2 hours<br><br>A minimum of 2 days & 2 hours and a maximum of 8 days + and 2 hours<br><br>A minimum of 2 days & 2 hours and a maximum of 8 | <i>Validation/<br/>Inspection<br/>Team with the<br/>assistance of<br/>assigned<br/>FEOs, FRs,<br/>FPOs and<br/>partners</i> |



|  |  |      |   |  |   |
|--|--|------|---|--|---|
|  |  |      | days + and 2 hours<br>(depending on the activity and area including travel and proximity of the area) |  |   |
|  | 2.1 Conduct entrance conference  | None | 1 hour  |  | <i>Validation/ Inspection Team and Partners</i>   |
|  | 2.2 Conduct actual ground validation in accordance with MOA, WFP and existing guidelines |      | RANGE:<br>$\leq 10,000$<br>$\leq 20,000$<br>$\leq 30,000$<br>$\leq 40,000$<br>$> 40,000$              | DAYS:<br>1 day<br>2 days<br>3 days<br>4 days<br>5 days | <i>Validation/ Inspection Team with the assistance of assigned FEOs, FRs, FPOs and partners</i> |
|  | NGP:<br>a. Seedling Production<br><br>b. Plantation Establishment                        |      |   |  |   |
|  |  |      | $\leq 50$ has<br>$\leq 100$ has<br>$\leq 150$ has<br>$> 150$ has                                      | 2 days<br>4 days<br>6 days<br>8 days +                 |   |
|  |  |      | $\leq 50$ has   | 2 days   |   |



|  |  |                 |   |  |   |
|--|--|-----------------|---|--|---|
|  | c. Maintenance and Protection  |                 | ≤100 has<br>≤150 has<br>>150 has            | 4 days<br>6 days<br>8 days +           |   |
|  | d. 10% Retention Fee   |                 | ≤50 has<br>≤100 has<br>≤150 has<br>>150 has | 2 days<br>4 days<br>6 days<br>8 days + |   |
|  | 2.3 Conduct preliminary exit conference on site with DENR partner to discuss the findings/observations   | None            | 2 hours                                     |  | Validation/Inspection Team and Partners |
| 2. Partners to provide documents in support to the preparation of the validation report and attend exit conference | 3. Prepare and sign report (Narrative and Inspection and Acceptance Report) including geo-tag photos and notify our partners for the presentation of result. | None            | 4 days, 2 hours and 40 minutes              |  | Validation/Inspection Team              |
|  | 3.1. Draft/Prepare reports   | None            | 3 days                                      |  | Validation/Inspection Team              |
|  | 3.2. Present and deliberate the validation report  | None            | 1 day                                       |  | Validation/Inspection Team and Partners |
|  | 3.3. Validation report subscribed by Notary Public and return to the validation team.  | 100.00 - 150.00 | 1 hour                                      |  | Admin Focal Person                      |



|              |  |                               |   |  |
|--------------|--|-------------------------------|---|--|
|              | 3.4. Prepare voucher and attach notarized validation report with complete supporting documents including copy of MOAs and attachments. | None                          | 1 hour  | <i>Validation/<br/>Inspection<br/>Team</i>   |
|              | 3.5. Submit/forward to the PENRO the voucher for processing and evaluation   | None                          | 30 minutes                                      | <i>Validation/<br/>Inspection<br/>Team/ NGP<br/>Coordinator/<br/>Chief CDS and<br/>TSD Chief</i> |
| <b>TOTAL</b> |  | <b>Php 100.00-<br/>150.00</b> | <b>19 days, 23 hours-<br/>61 days, 23 hours</b> |  |

**NOTE:**

- Legal Basis: EO 26, EO 193;
- Assigned FEOs, FRs and FPOs will assist in the conduct of validation;
- Creation of Composite Team to Conduct Validation of CY 2017 ENGP Established Plantations for Payment of 10% Retention Fee as per Regional Special Order No. 2020-154 dated March 9, 2020;
- Payment of 10% Retention Fee for areas below 100 has for NGP established plantations shall commence through in-house validation to be conducted by a composite team from PENRO, COA, Accounting and Planning;
- FMB Technical Bulletin No. 23 – Third Party Performance Evaluation of NGP Established Plantations with areas 100 has. and above.
- PENRO Pangasinan has an additional time of 4 hours.



## CITIZEN'S CHARTER NO. R1-F-02 APPLICATION FOR FOREST AND USE AGREEMENT FOR TOURISM PURPOSES (FLAgT)/ FOREST LAND USE AGREEMENT (FLAg) (DAO 2004-28 and DAO 2004-59)

A contract between the government and a second party to temporarily occupy, manage and develop in consideration of government share, any forestland of the public domain for specific use for tourism purposes

| Office or Division:  | TECHNICAL SERVICES/LPDD/FUS  |  |
|--|--|--|
| Classification   | Complex Highly Technical   |  |
| Type of Transaction:   | G2C -Government to Citizen   | G2B- Government to Business  |
| Who may avail:   | Any person of legal age, Association, Cooperative or Corporation (60 % Filipino owned) |  |
| CHECKLIST OF REQUIREMENTS  |  | WHERE TO SECURE  |
| 1. Duly accomplished application form  |  | CENRO Office concerned   |
| 2. Application fee of PHP 500.00/Official Receipt  |  | CENRO Office concerned   |
| 3. Map of the area applied for, with technical description, coordinates, longitude and latitude and a tie point from the nearest prominent landmark or ground control point of PRS'92.   |  | CENRO Office concerned   |
| 4. Pertinent documents showing proof that the applicant is a legitimate entity qualified to be a holder of a forestland tenurial instrument or agreement, as follows: <ul style="list-style-type: none"> <li>For an individual applicant, certified copy of birth certificate or, if applicant is naturalized Filipino citizen, a certified copy of his/her Certificate of Naturalization.</li> <li>For an association, corporation, cooperative or partnership, certified copy of registration from the appropriate registering agency and Articles of Incorporation and By-Laws</li> <li>Resolution of the corporate governing body (Board of Directors, Board of Trustees, etc.) designating the</li> </ul> |  | PSA/Local Civil Registrar<br><br>Securities and Exchange Commission (SEC)/<br>Cooperative Development Authority (CDA). |



| authorized representative of said corporation, association or partnership to apply/sign documents for and in behalf of the company.  |               |                                      | Board of Directors/ Board of Trustees, etc.      |                 |                                |
|--|---------------|--------------------------------------|--|-----------------|--------------------------------|
| 5. Indicative Development Plan   |               |                                      | Jointly prepared by the applicant and DENR Staff |                 |                                |
| 6. Appropriate clearance from NCIP.  |               |                                      | National Commission on Indigenous Peoples (NCIP) |                 |                                |
| 7. Proof of financial capability to develop and manage the area applied for, i.e. Bank Certification, Certification of Loan  |               |                                      | Banking institution                              |                 |                                |
| 8. Endorsement from Local Government Units (LGUs) in the form of a Resolution (Barangay, Municipal and/or Province)  |               |                                      | Concerned LGU                                    |                 |                                |
| 9. Tourism Development plan duly approved by DOT (FLAgT applicants) <ul style="list-style-type: none"><li>For municipalities where the formulation of TDP is still in progress, the applicant may submit certification from the LGU that the formulation of TDP is still in progress and submission will subsequently follow had the TDP been approved</li></ul> |               |                                      | Applicant in coordination with the LGU/DOT       |                 |                                |
| 10. Endorsement from CENRO, PENRO concerned with complete documentary requirements   |               |                                      | CENRO, PENRO concerned                           |                 |                                |
| Additional if from the Government Section  |               |                                      |  |                 |                                |
| N/A  |               |                                      | N/A  |                 |                                |
| Additional if Requesting Party is a representative   |               |                                      |  |                 |                                |
| Special Power of Attorney (SPA) from the authorized representative   |               |                                      | Lawyer/Counsel                                   |                 |                                |
| Client Steps   | Agency Action |                                      | Fees to be Paid                                  | Processing Time | Persons Responsible            |
| 1. Submission of the FLAg/FLAgT application duly endorsed by the PENRO concerned with complete   | 1             | Receives and records the application | None   | 30 minutes      | Records Officer/representative |



|                          |   |  |      |            |                        |
|--------------------------|---|--|------|------------|------------------------|
| documentary requirements |   |  |      |            |                        |
|                          | 2 | Forwards the application to the ORED for notation  | None | 2 hours    | RED/Receiving Clerk    |
|                          | 3 | Refers the application to the ARD TS for comments/instruction  | None | 2 hours    | ARD TS/Receiving Clerk |
|                          | 4 | Releases the documents to the LPDD for notation of the Division Chief  | None | 30 minutes | DC/Receiving Clerk     |
|                          | 5 | The LPDD chief forwards the application to the concerned Section for review and evaluation the documents as to the completeness and correctness of requisite documents               | None | 2 hours    | Division Chief/Clerk   |
|                          | 6 | SC refers the application to concerned Technical Staff for review and evaluation as to the completeness and correctness of requisite documents                                       | None | 1 hour     | Section Chief/Clerk    |
|                          | 7 | Technical Staff reviews/evaluates the application <ul style="list-style-type: none"> <li>Drafts Memorandum referring the GIS generated map to SMD verification/projection</li> </ul> | None | 2 days     | Technical Staff        |
|                          | 8 | MAP verification/projection by SMD   | None | 5 days     | SMD Technical staff    |





|                              |    |  |      |                                      |                               |
|------------------------------|----|--|------|--------------------------------------|-------------------------------|
|                              | 9  | Prepared Map/documents forwarded by SMD to LPDD  | None | 1 day                                | SMD/LESS                      |
|                              | 10 | If found in order, drafts the technical assessment/evaluation report for review/comment by the DC  | None | 3 days                               | FUS Action Officer            |
|                              | 11 | DC reviews and evaluates the draft assessment/evaluation report including the submitted supporting documents, If found in order, forwards the application to the Office of the ARD TS for further review and comments.to the Office of the ARD TS for further review and comments. | None | 2 days                               | DC                            |
|                              | 12 | If the ARD TS concurs with the recommendations, the application will be endorsed to the Office of the Regional Executive Director for consideration and/or approval  | None | 2 days                               | ARD TS                        |
|                              | 13 | The Regional Executive Director approves the FLaG/FLAgT  | None | 3 days                               | RED                           |
|                              | 14 | Release of the approved FLaG/FLAgT   | None | 30 minutes                           | Releasing Clerk from the ORED |
|                              | 15 | Numbering of the approved FLaG/FLAgT by the LPDD prior to the release of the document by the Records Section   | None | 30 minutes                           | Releasing Clerk               |
|                              | 16 | Release of the Agreement   | None | 30 minutes                           | Records Unit                  |
| <b>TOTAL PROCESSING TIME</b> |    |  |      | <b>19 DAYS,1 hour and 30 minutes</b> |                               |



**CITIZEN'S CHARTER NO. R1-F-03. APPLICATION FOR SOCIALIZED INDUSTRIAL FOREST MANAGEMENT AGREEMENTT (SFIMA) DAO 2004-30**

A 25-year agreement entered into by and between a natural or juridical person and the DENR wherein the latter grants to the former the right to develop, utilize and manage a small tract of forest land consistent with the principle of sustainable development.

| Office or Division:  | TECHNICAL SERVICES/LPDD/FUS  |                             |
|--|--|-----------------------------|
| Classification   | Complex Highly Technical   |                             |
| Type of Transaction:   | G2C -Government to Citizen   | G2B- Government to Business |
| Who may avail:   | Any person of legal age, Association, Cooperative or Corporation (60 % Filipino owned) |                             |
| CHECKLIST OF REQUIREMENTS  |  | WHERE TO SECURE             |
| 1. Duly accomplished application form  |  | CENRO Office concerned      |
| 2. Application fee of P1.00 per hectare or fraction thereof, which, in any case, shall not be lower than P250.00/Official Receipt  |  | CENRO Office concerned      |
| 3. Map of the area applied for, with technical description, coordinates, longitude and latitude and a tie point from a nearest prominent landmark or ground control point of PRS'92. |  | CENRO Office concerned      |



|  |   |
|--|---|
| <p>4. Pertinent documents showing proof that the applicant is a legitimate entity qualified to be a holder of a forestland tenurial instrument or agreement, as follows:</p> <ul style="list-style-type: none"> <li>For an individual applicant, certified copy of birth certificate or, if applicant is naturalized Filipino citizen, a certified copy of his/her Certificate of Naturalization.</li> <li>For an association, corporation, cooperative or partnership, certified copy of registration from the appropriate registering agency and Articles of Incorporation and By-Laws <ul style="list-style-type: none"> <li>the development and management of forest lands and resources should be among the purposes for which the corporation is incorporated</li> </ul> </li> <li>Resolution of the corporate governing body (Board of Directors, Board of Trustees, etc.) designating the authorized representative of said corporation, association or partnership to apply/sign documents for and in behalf of the company.</li> </ul> | <p>PSA/Local Civil Registrar</p> <p>Securities and Exchange Commission (SEC)/<br/>Cooperative Development Authority (CDA).</p> <p>Board of Directors/ Board of Trustees, etc.</p> |
| <p>5. Indicative Development Plan</p>  | <p>Jointly prepared by the applicant and DENR Staff</p>   |
| <p>6. Appropriate clearance from NCIP.</p>   | <p>National Commission on Indigenous Peoples (NCIP)</p>   |
| <p>7. Proof of technical and financial capability to develop and manage the area applied for, i.e. Bank Certification, Certification of Loan/Credits</p>   | <p>Banking institution</p>  |
| <p>8. Endorsement from Local Government Units (LGUs) in the form of a Resolution (Barangay, Municipal and/or Province)</p>   | <p>Concerned LGU</p>  |
| <p>9. Endorsement from CENRO, PENRO concerned with complete documentary requirements</p>   | <p>CENRO, PENRO concerned</p>   |
| <p><b>Additional if from the Government Section</b></p>  |   |
| <p>N/A</p>   | <p>N/A</p>  |
| <p><b>Additional if Requesting Party is a representative</b></p>   |   |
| <p>Special Power of Attorney (SPA) from the authorized representative</p>  | <p>Lawyer/Counsel</p>   |



| Client Steps   | Agency Action |  | Fees to be Paid | Processing Time | Persons Responsible            |
|--|---------------|--|-----------------|-----------------|--------------------------------|
| 1. Submission of the SIFMA application duly endorsed by the PENRO concerned with complete documentary requirements | 1             | Receives and records the application   | None            | 30 minutes      | Records Officer/representative |
|  | 2             | Forwards the application to the ORED for notation  | None            | 2 hours         | RED/Receiving Clerk            |
|  | 3             | Refers the application to the ARD TS for comments/instruction  | None            | 2 hours         | ARD TS/Receiving Clerk         |
|  | 4             | Releases the documents to the LPDD for notation of the Division Chief  | None            | 30 minutes      | DC/Receiving Clerk             |
|  | 5             | The LPDD chief forwards the application to the concerned Section for review and evaluation the documents as to the completeness and correctness of requisite documents                   | None            | 2 hours         | Division Chief/Clerk           |
|  | 6             | SC refers the application to concerned Technical Staff for review and evaluation as to the completeness and correctness of requisite documents   | None            | 1 hour          | Section Chief/Clerk            |
|  | 7             | Technical Staff reviews/evaluates the application <ul style="list-style-type: none"> <li>Drafts Memorandum referring the GIS generated map to SMD for verification/projection</li> </ul> | None            | 2 days          | Technical Staff                |
|  | 8             | MAP verification/projection by SMD   | None            | 5 days          | SMD Technical staff            |



|                              |    |  |      |                                       |                               |
|------------------------------|----|--|------|---------------------------------------|-------------------------------|
|                              | 9  | Prepared Map/documents forwarded by SMD to LPDD  | None | 1 day                                 | SMD/LESS                      |
|                              | 10 | If found in order, drafts the technical assessment/evaluation report for review/comment by the DC  | None | 3 days                                | FUS Action Officer            |
|                              | 11 | DC reviews and evaluates the draft assessment/evaluation report including the submitted supporting documents, If found in order, forwards the application to the Office of the ARD TS for further review and comments. | None | 2 days                                | DC                            |
|                              | 12 | If the ARD TS concurs with the recommendations, the application will be endorsed to the Office of the Regional Executive Director for consideration and/or approval  | None | 2 days                                | ARD TS                        |
|                              | 13 | The Regional Executive Director approves the SIFMA   | None | 3 days                                | RED                           |
|                              | 14 | Release of the approved SIFMA  | None | 30 minutes                            | Releasing Clerk from the ORED |
|                              | 15 | Numbering of the approved SIFMA by the LPDD prior to the release of the document by the Records Section  | None | 30 minutes                            | Releasing Clerk               |
|                              | 16 | Release of the Agreement   | None | 30 minutes                            | Records Unit                  |
| <b>TOTAL PROCESSING TIME</b> |    |  |      | <b>19 DAYS, 1 hour and 30 minutes</b> |                               |



## **DENR REGION 1**

### **Lands Sector (External Services)**



## CITIZEN'S CHARTER NO. R1-L-01: ISSUANCE OF CERTIFIED TECHNICAL DESCRIPTION WITH SKETCH (B.L. FORM V-37)

The issuance of Certified Technical Description with Sketch (B.L. Form V-37) is made upon request of DENR employees and public clientele. It is one of the basic requirements in the approval of survey plans for untitled properties. It allows the requesting party to have a scrutiny over the technical description, area and sketch of the subject lot being requested. Moreover, the purpose of the request is included in the duly accomplished request form.

|   |   |   |                        |                            |
|---|---|---|------------------------|----------------------------|
| Office or Division:                                       | Land Records Section, Surveys and Mapping Division<br>DENR Regional Office I        |   |                        |                            |
| Classification  | Complex   |   |                        |                            |
| Type of Transaction:                                      | G2C, G2G  |   |                        |                            |
| Who may avail:  | Internal: Employees of DENR   |   |                        |                            |
|   | External: Public Clientele  |   |                        |                            |
| <b>CHECKLIST OF REQUIREMENTS</b>                          |   | <b>WHERE TO SECURE</b>                        |                        |                            |
| 1.  | Duly accomplished Client Request Form   | Land Records Section - Front Desk             |                        |                            |
| 2.  | Tax Declaration of the Subject Lot and other related pertinent documents (Optional) | Provincial/Municipal Assessor's Office        |                        |                            |
| 3.  | Special Power of Attorney (SPA) if not the owner of the lot                         | Notarized SPA from the legal owner of the lot |                        |                            |
| <b>Additional if from the Government Section</b>          |   |   |                        |                            |
| N/A   |   | N/A   |                        |                            |
| <b>Additional if Requesting Party is a representative</b> |   |   |                        |                            |
| N/A   |   | N/A   |                        |                            |
| <b>Client Steps</b>                                       | <b>Agency Action</b>  | <b>Fees to be Paid</b>                        | <b>Processing Time</b> | <b>Persons Responsible</b> |
| 1. Submit duly Accomplished Client Request Form           | 1. Receive the Accomplished Client Request Form                                     | None  | 1 min                  | Receiving/Releasing Clerk  |



|  |  |      |         |                           |
|--|--|------|---------|---------------------------|
|  |  |      |         |                           |
|  | 2. Check the completeness of the information provided in the request form (Lot No., location of the lot, and purpose) and record the requests. | None | 2 Mins  | Receiving/Releasing Clerk |
|  | 3 Check with the control book the availability of the requested lot no.  | None | 5 Mins  | Technical Staff           |
|  | 4 Retrieve from Records of Lot data Computation, Cadastral Map, list of claimants, and other references for cross-referencing.                 | None | 60 Mins | Technical Staff           |
|  | 5 Prepare Technical Description with sketch  | None | 40 Mins | Technical Staff           |
|  | 6 Check and review Technical Description if it conforms with the maps, plans and lot data computation (as to the number of corners and area)   | None | 20 Mins | Technical Staff           |
|  | 7 Prepare and issue Order of Payment.  | None | 3 Mins  | Clerk                     |





|       |  |    |   |   |                            |                           |
|-------|--|----|---|---|----------------------------|---------------------------|
| 2     | Pay Certification Fee                                    | 8  | Accept payment and issue Official Receipt.  | P 25.00 plus<br>P 30.00<br>documentary stamps | 5 Mins                     | Cashier                   |
|       |  | 9  | Indicate OR number in the request form.   | None  | 2 Mins                     | Clerk                     |
|       |  | 10 | Review the completeness of the information of the Technical Description and sign/approve the Technical Description with sketch. | None  | 10 Mins                    | Records Officer           |
| 3     | Receive the Certified Technical Description with sketch. | 11 | Release the Certified Technical Description with sketch (B.L. Form V-37)  | None  | 3 Mins                     | Receiving/Releasing Clerk |
| TOTAL |  |    |   | 55.00   | <b>2 hours and 31 mins</b> |                           |



# **CITIZEN' S CHARTER NO. R1-L-02. APPLICATION FOR FORESHORE LEASE AGREEMENT/ MISCELLANEOUS LEASE AGREEMENT**

**Department Administrative Order 2004-24; Department Administrative Order 98-20; and Department Administrative Order 2010-26**

An agreement executed by and between the DENR and the applicant to occupy, develop, utilize and manage the foreshore lands. It may also cover marshy lands or lands covered with water bordering upon the shores or banks of navigable lakes or rivers.

| Office or Division:       |   | DENR Community and Environment and Natural Resources Offices  |  |  |
|---------------------------|---|---|--|--|
| Classification            |   | Complex to Highly Technical   |  |  |
| Type of Transaction:      |   | G2B; G2G; G2C   |  |  |
| Who may avail:            |   | <ul style="list-style-type: none"> <li>Any Filipino citizen of legal age,</li> <li>Corporations, associations or partnerships duly constituted and organized under the laws of the Philippines; at least sixty percent (60%) of the capital is owned by Filipino citizens.</li> </ul> |  |  |
| CHECKLIST OF REQUIREMENTS |   | WHERE TO SECURE   |  |  |
| 1.                        | Request Letter  | Applicant   |  |  |
| 2                         | *If the applicant is a naturalized Filipino citizen, a copy of his certificate of naturalization  | OSG   |  |  |
|                           | * In case of corporation, association or partnership<br>a) Articles of Incorporation<br>b) Certificate of Registration<br>c) Three (3) copies of the Board Resolution authorizing the President or any representative/s to apply for foreshore lease agreement. | SEC<br>Applicant juridical entity   |  |  |
|                           | *If the applicant uses a name, style or trade name, other than his/its true name, three copies of Certificate of Registration o such name, style or trade name  | SEC and DTI   |  |  |



| 3            | Approved Plan and Technical Description of the land applied for   | DENR Regional Office<br>SMD/Records |                 |                 |                     |
|--------------|---|-------------------------------------|-----------------|-----------------|---------------------|
| 4            | Waiver of Rights (If the applicant is not the Littoral owner)   | Littoral Owner/<br>Registered Owner |                 |                 |                     |
| 5            | Certificate from the Regional Heads of the following agencies/offices having jurisdiction over the area that the land applied for is not needed for public use: | Concerned Head of Agency            |                 |                 |                     |
|              | a) Department of Tourism- (Tourism Purposes)  |                                     |                 |                 |                     |
|              | b) Philippine Ports Authority- (Port/docking area)  |                                     |                 |                 |                     |
|              | c) Municipal/District/City Engineer's Office with the concurrence of the Regional Director of the Department of Public Works and Highways (DPWH) AND/OR         |                                     |                 |                 |                     |
|              | d) Public Estates Authority- (with Reclaimed Areas)   |                                     |                 |                 |                     |
| 6            | Development Plan of the area stating among others, the financial and technical capability of the applicant to undertake the project.                            | Applicants' Developer               |                 |                 |                     |
| Client Steps |   | Agency Action                       | Fees to be Paid | Processing Time | Persons Responsible |
| 1.           | Submit accomplished Application Form to the CENR Office with complete supporting documentary requirements   | 1. Receive the application          | None            | 5 minutes       | Receiving Clerk     |



|  |   |  |          |            |                                      |
|--|---|--|----------|------------|--------------------------------------|
|  | 2 | Review the application and referred to the Chief, RPS for appropriate action   | None     | 1 hour     | CENR Officer                         |
|  | 3 | Review the application and refer to GE for verification/projection on the approved Foreshore Area Maps   | None     | 30 minutes | Chief, RPS                           |
|  | 4 | Verification of the status of the applied lot. If found in order, register, allocate, index and assign application number. (FLA- on Foreshore Area MLA- on onshore and offshore) | None     | 3 hours    | GE<br>Staff<br>CENRO<br>Records Unit |
|  | 5 | Prepare Order of Payment and forward the same to the requesting party  | None     | 15 mins    | Staff<br>CENRO<br>Records Unit       |
|  |   | Accept payment, issue Official Receipt (OR) to the applicant   | 500/1000 | 15 mins    | Credit Officer                       |



|  |   |      |  |                                |
|--|---|------|--|--------------------------------|
| 3. Receive OR and forward the same to Records Unit | Accept OR, indicate OR number, amount paid and date in the application form and forward the application to Chief, RPS | None | 30 minutes                                 | Staff<br>CENRO<br>Records Unit |
|  | Review application and assign LMI/DPLI for inspection/investigation   | None | 1 hour                                     | Chief, RPS                     |
|  | Conduct of preliminary investigation and submission of investigation report.  | None | <div> <div></div> <div>3 days</div> </div> | LMI/DPLI                       |
|  | Conduct Appraisal and submission of Appraisal Report to CENRO for review for recommendation and approval              | None |  | Appraisal Committee            |
|  | Preparation of CSW report and submission to CENRO   | None | 1 day                                      | LMI/DPLI/LMO III               |
|  | Endorsement of Appraisal Report with complete folder to the DENRO   | None | 1 day                                      | CENRO Officer                  |



|              |  |                          |                                       |       |
|--------------|--|--------------------------|---------------------------------------|-------|
| PENRO        | Review application with comment and recommendation                               | None                     | 1 hours                               | TSD   |
|              | Recommending Approval of Appraisal Report and endorsement to the Regional Office | None                     | 1 day                                 | PENRO |
| <b>TOTAL</b> |  | <b>500.00 – 1,000.00</b> | <b>6 days and 6 hours and 35 mins</b> |       |



## CITIZEN' S CHARTER NO. R1-L-03. APPLICATION FOR REVOCABLE PERMIT

A type of application for a parcel of foreshore land for a temporary use not covered by a Foreshore Lease Application the Certification.

| Office or Division:       | DENR Community and Environment and Natural Resources Offices   |                 |
|---------------------------|--|-----------------|
| Classification            | Complex to Highly Technical  |                 |
| Type of Transaction:      | G2B Government to Business<br>G2G Government to Government<br>G2C Government to Client   |                 |
| Who may avail:            | <ul style="list-style-type: none"> <li>• Any Filipino citizen of legal age, and</li> <li>• Corporations, associations or partnerships duly constituted and organized under the laws of the Philippines; at least sixty percent (60%) of the capital is owned by Filipino citizens.</li> <li>• Any Filipino citizen of legal age, and</li> <li>• Corporations, associations or partnerships duly constituted and organized under the laws of the Philippines; at least sixty percent (60%) of the capital is owned by Filipino citizens.</li> <li>• Any Filipino citizen of legal age, and</li> <li>• Corporations, associations or partnerships duly constituted and organized under the laws of the Philippines; at least sixty percent (60%) of the capital is owned by Filipino citizens.</li> </ul> <p>External: Retired/Resigned Employees or their duly authorized representatives</p> |                 |
| CHECKLIST OF REQUIREMENTS |  | WHERE TO SECURE |
| 1.                        | 1.Request/ Application Form  | Applicant       |
|                           | 2. Application Fee   | Credit Officer  |



| 3. Sketch plan of the lot with vicinity map   |  | Geodetic Engineer  |                 |                 |                     |
|---|--|--|-----------------|-----------------|---------------------|
| 4. Brgy. Certification of no objection  |  | Punong Barangay  |                 |                 |                     |
| 5.If not the littoral owner, waiver of rights   |  | Littoral owner   |                 |                 |                     |
| 6. Latest Geotagged photo of the area   |  | LMI/DPLI   |                 |                 |                     |
| 7. If he is the owner, copy of Title and Tax Declaration adjoining the foreshore Area |  | Lot Owner/ROD/ Mun. Assessor   |                 |                 |                     |
| <b>Additional if from the Government Section</b>                                      |  |  |                 |                 |                     |
|   |  |  |                 |                 |                     |
| <b>Additional if Requesting Party is a representative</b>                             |  |  |                 |                 |                     |
| 4. Authorization Letter   |  | Requesting Party, Authorized Representative                                  |                 |                 |                     |
|   |  |  |                 |                 |                     |
| Client Steps  |  | Agency Action  | Fees to be Paid | Processing Time | Persons Responsible |
|   | 1. Submit accomplished application form to the CENR Office with complete supporting requirements | Receive the application  | NONE            | 5 minutes       | Receiving Clerk     |
|   |  | Review the application and referred to the Chief, RPS for appropriate action | NONE            | 1 hour          | CENR Officer        |
|   |  | Review the application and refer to GE for verification/projection           | NONE            | 30 minutes      | Chief, RPS          |





|  |  |  |          |            |                                   |
|--|--|--|----------|------------|-----------------------------------|
|  |  | Verification of the status of the applied lot. If found in order, register, allocate, index and assign application number.                     | NONE     | 1.5 hours  | GE Staff<br>CENRO<br>Records Unit |
|  |  | Prepare Order of Payment and forward the same to the requesting party<br>NONE 30 mins<br>Staff<br>CENRO Records Unit                           | NONE     | 15 mins    | Staff<br>CENRO<br>Records Unit    |
|  |  | Accept payment, issue Official Receipt (OR) to the applicant   | 500/1000 | 15 minutes | Credit Officer                    |
|  | 2. Receive OR and forward the same to Records Unit | Accept OR, indicate OR number, amount paid and date in the application form with attached copy of OR and forward the application to Chief, RPS | NONE     | 20 minutes | Staff<br>CENRO<br>Records Unit    |
|  |  | Review application and assign LMI/DPLI for inspection/investigation  | NONE     | 1 hour     | Chief, RPS                        |
|  |  | Conduct of preliminary investigation and submission of investigation report.   | NONE     | 3 days     | LMI/DPLI                          |
|  |  | Conduct Appraisal and submission of Appraisal Report to CENRO for review for recommendation and approval                                       | NONE     | 3 days     | Appraisal Committee               |
|  |  | Preparation of CSW report and submission to CENRO  | NONE     | 1 day      | LMI/DPLI/LMO III                  |



|              |  |  |                       |  |              |
|--------------|--|--|-----------------------|--|--------------|
|              |  | Endorsement of Appraisal Report with complete folder to the PENRO    | NONE                  | 30 minutes                               | CENR Officer |
| <b>PENRO</b> |  | Review application with comment and recommendation                   | NONE                  | 1 hour                                   | TSD          |
|              |  | Signature of Appraisal Report and indorsement to the Regional Office | NONE                  | 1 day                                    | PENR Officer |
| <b>TOTAL</b> |  |  | <b>500.00 – 1,000</b> | <b>8 days and 8 hours and 55 minutes</b> |              |



## CITIZEN'S CHARTER NO. R1-L-04 : RECOMPUTATION OF DEFECTIVE CADASTRAL LOTS AND PROJECTION OF PREVIOUSLY APPROVED SURVEYS INTO THE APPROVED CADASTRAL MAPS

The projection of previously approved old surveys is made upon the request of DENR employees and public clientele. Considering that there are approved old surveys that were not properly projected/reflected on the approved cadastral map because of unavailability of records and/or the owners/claimants were not able to present their old survey plans during the conduct of the cadastral survey.

Recomputation of defective cadastral lots is made upon the request of DENR employees and public clientele, considering that there are cadastral lots that were manually computed thru the use of non-scientific calculating equipment/instruments, there is a need that these cadastral lots be adjusted/corrected by adopting or applying the new/latest scientific technology/ies. Likewise, dilapidated and unclear lot data computations need to be recomputed.

| Office or Division:       | Aggregate Surveys and Correction Section, Surveys and Mapping Division<br>DENR Regional Office I |   |
|---------------------------|--|---|
| Classification            | Highly Technical   |   |
| Type of Transaction:      | G2C, G2G   |   |
| Who may avail:            | Internal: Employee of DENR   |   |
|                           | External: Public Clientele   |   |
| CHECKLIST OF REQUIREMENTS |  | WHERE TO SECURE                             |
| 1                         | Letter Request   | Requesting Party                            |
| 2                         | CENRO/ PENRO Certification Status of Cadastral Lots  | C/PENRO                                     |
| 3                         | LRA Certification of Old Surveys/previously approved surveys                                     | LRA   |
| 4                         | Old Survey Plans or Xerox Copy of Title  | DENR Land Records Section/ Requesting Party |
| 5                         | Lot Data Computation of the subject lot and Cadastral Map for reference                          | DENR Land Records Section                   |
| 6                         | Tax Declaration of the Subject Lot and other related pertinent documents (Optional)              | Provincial/Municipal Assessor's Office      |
| 7                         | Notarized Geodetic Engineer's Report (as need arises)  | Geodetic Engineer                           |



| 8   | Signed Sketch (actual ground survey) and fieldnotes (as need arises)   | Geodetic Engineer |                 |   |
|---|--|-------------------|-----------------|---|
| 9   | Affidavit of Conformity Duly Notarized if the area computed decreases  | Legal Owner       |                 |   |
| <b>Additional if from the Government Section</b>          |  |                   |                 |   |
| N/A   |  | N/A               |                 |   |
| <b>Additional if Requesting Party is a representative</b> |  |                   |                 |   |
| N/A   |  | N/A               |                 |   |
| Client Steps  | Agency Action  | Fees to be Paid   | Processing Time | Persons Responsible                             |
| 1. Filing of letter request                               | 1. Receive letter request from Chief, SMD  | None              | 2 Mins          | Receiving/Releasing Clerk                       |
|   | 2. Check the completeness of the information provided in the letter request (Lot No., Survey Plan No., location of the lot and purpose) and record the requests. | None              | 5 Mins          | Receiving/Releasing Clerk                       |
|   | 3. Preliminary verification/ assigning to verifier   | None              | 15 Mins         | Chief, Aggregate Surveys and Correction Section |
|   | 4. Research for cadastral records and old survey plans of adjoining lots (to subject lot)  | None              | 1 day           | Technical Staff                                 |



|       |    |   |      |                                    |   |
|-------|----|---|------|------------------------------------|---|
|       | 5  | Plotting (AutoCAD/ Manifold/ GIS/ Google Earth) / Verification/ recomputation of all lots concerned | None | 2 days                             |   |
|       | 6  | Evaluation , Analysis and preparation of Technical Report/CSW                                       | None | 3 days                             |   |
|       | 7  | Preparation of draft re: Order of Correction  | None | 1 day                              |   |
|       | 8  | Review of draft re: Order of Correction   | None | 1 day                              | Chief, Aggregate Surveys and Correction Section |
|       | 9  | Finalization of Technical Report/CSW and Order of Correction  | None | 30 mins.                           | Technical Staff                                 |
|       | 10 | Final review and Recommend for approval of Order of Correction to ARD for Technical Services        | None | 1 day                              | Chief, Surveys and Mapping Division             |
|       | 11 | Approval of Order of Correction   | None | 1 day                              | ARD for Technical Services                      |
|       | 12 | Reflect Correction of the Lot Data computation/ Cadastral Map/ Projection of Old Survey             | None | 1 day                              | Technical Staff                                 |
|       | 13 | Inform the requesting party thru letter on the correction/s made                                    | None | 10 Mins                            | Receiving/Releasing Clerk                       |
| TOTAL |    |   | None | <b>11 days, 1 hour and 2 Mins.</b> |   |



## CITIZEN'S CHARTER NO. R1-L-05 PROCESSING OF APPLICATION FOR SPECIAL PATENTS (GOVERNMENT SITES/SCHOOL SITES)

Special patent application is a mode of acquiring ownership of a certain parcel within alienable and disposable land for public use.

| Office or Division:  | DENR CENR OFFICES TO PENR OFFICES              |  |
|--|--|--|
| Classification   | Highly Technical (Multi-stages processing)     |  |
| Type of Transaction:   | G2G - (Government to Government)               |  |
| Who may avail:   | All Government Agencies (LGUs, NGAs and DepEd) |  |
| CHECKLIST OF REQUIREMENTS  |  | WHERE TO SECURE  |
| 1. Request letter/SB Resolution  |  | Chief Executives- Government Sites; Division Superintendent-School Sites |
| 2. Duly Accomplished Request Form  |  | DENR CENRO   |
| 3. Certified Copy of latest Tax Declaration  |  | Municipal/Provincial Assessor  |
| 4. Conveyance (Deed of Sale, Donation, Waiver , etc.)  |  | Proponent, Notary Public   |
| 5. Certification from the Municipal Circuit/Regional Trial Court (MCTC/RTC)  |  | MCTC/RTC having jurisdiction   |
| 6. Approved Survey Plan with TD  |  | Concerned CENR Office  |
| 8. Certification of status from the LRA if the municipality is under cad. Proceedings or if there is an old survey |  | Land Registration Authority (LRA Central Office-Quezon City)             |
| 9. Latest panoramic view of the area applied for   |  | Proponent  |
| 10. Historical Background if School Sites  |  | Proponent  |



| Client Steps   | Agency Action   | Fees to be Paid | Processing Time | Persons Responsible                                 |
|--|---|-----------------|-----------------|---|
| <b>CENRO</b>   |   |                 |                 |   |
| 1. Submit Letter Request to the CENR Office with complete documentary requirements | 1. Check completeness of application, if found in order, register, allocate, and assign application number. Encode and upload records in LAMS | None            | 5 minutes       | Receiving Clerk<br>Records Officer                  |
|  | 2. CENRO refer to Section Chief   | None            | 3 minutes       | CENRO   |
|  | 3. Refer to LMI/DPLI/Focal Person   | None            | 10 minutes      | Chief RPS   |
|  | 4 Conduct inspection/ investigation/ take geo-tagged photo  | None            | 1 day           | LMI/DPLI/Focal Person                               |
|  | 5 Prepare, sign and submit investigation report and forward to LMO 1  | None            | 1 day           | LMI/DPLI/Focal Person/LMO 1                         |
|  | 6 Screen the carpeta and prepare V-37/certified lot data computation, order of approval and judicial form and forward to GE                   | None            | 1 day           | LMO I/Cartographer/Encoder whoever is available RPS |
|  | 7 Verify and certify the correctness of the Technical Description and forward to Chief RPS  | None            | 30 minutes      | GE<br>RPS   |



|              |    |   |             |  |                       |
|--------------|----|---|-------------|--|-----------------------|
|              | 8  | Do Final Screening of carpeta and forward to CENRO  | None        | 1 day  | Chief RPS             |
|              | 9  | Review and signed recommending approval and endorsement to PENRO  | None        | 1 day  | CENR Officer          |
|              | 10 | Scan supporting documents   | None        | 15 minutes   | CENRO Records Officer |
| <b>PENRO</b> |    |   |             |  |                       |
|              | 11 | Transmit carpeta to PENRO   | None        | 1 day or less depending on the location of the PENRO | CENRO Records Officer |
|              | 12 | Receive the carpeta and forward to Chief RPS  | None        | 15 minutes   | PENRO Records Officer |
|              | 13 | Receive and review the carpeta and forward to Chief TSD   | None        | 30 minutes   | Chief RPS             |
|              | 14 | Do the final review of Carpeta, initial file copy and forward to PENRO for approval of application and issuance of Patent | None        | 30 minutes   | Chief TSD             |
|              | 15 | Review and signed order of approval and Special Patent  | None        | 1 day  | PENR Officer          |
|              | 16 | Assign Patent Number, Date of Approval, scan judicial form and order of approval and prepare transmittal to ROD           | None        | 1 day  | PENRO Records Officer |
|              | 17 | Transmit Patents to ROD   | None        | 1 day  | PENRO Records Officer |
| <b>TOTAL</b> |    |   | <b>None</b> | <b>9 days and 2 hours and 18 minutes</b>             |                       |





## **DENR-REGION I BIODIVERSITY SECTOR (EXTERNAL SERVICES)**



## CITIZEN'S CHARTER NO. R1-B-01 - ISSUANCE OF NIPAS CERTIFICATION

This Certification is issued to verify whether the proposed area for development is within a Protected Area or Land classified as National Park.

| Office or Division:                                | Land Evaluation and Survey Section, Surveys and Mapping Division<br>DENR Regional Office I            |   |                 |                     |
|--|---|---|-----------------|---------------------|
| Classification                                     | Highly Technical  |   |                 |                     |
| Type of Transaction                                | G2B, G2C  |   |                 |                     |
| Who may avail:                                     | External: Public Clientele  |   |                 |                     |
| CHECKLIST OF REQUIREMENTS                          |   | WHERE TO SECURE                             |                 |                     |
| 1.   | Letter Request (to indicate the complete address and contact number of the requesting party/ies)      | Requesting Party                            |                 |                     |
| 2  | Certificate of Title of Subject lot   | LRA/ Register of Deeds/Requesting Party     |                 |                     |
| 3  | Sketch plan or approved plan of the lot being requested for certification                             | DENR Land Records Section/ Requesting Party |                 |                     |
| 4  | Tax Declaration of the Subject Lot and other related pertinent documents (Optional)                   | Provincial/Municipal Assessor's Office      |                 |                     |
| 5  | Inspection/Verification report from concerned C/PENRO (if, application was first filed at the C/PENRO | concerned C/PENRO                           |                 |                     |
| Additional if from the Government Section          |   |   |                 |                     |
| N/A  |   | N/A   |                 |                     |
| Additional if Requesting Party is a representative |   |   |                 |                     |
| N/A  |   | N/A   |                 |                     |
| Client Steps                                       | Agency Action   | Fees to be Paid                             | Processing Time | Persons Responsible |



|  |    |   |                      |                            |  |
|--|----|---|----------------------|----------------------------|--|
| 1. Filing of letter request                            | 1  | Receive letter request from Chief, SMD  | None                 | 2 Mins                     | Receiving/Releasing Clerk                  |
|  | 2  | Check the completeness of the information provided in the letter request (Lot No., Survey Plan, location of the lot and purpose) and record the requests. | None                 | 5 Mins                     | Receiving/Releasing Clerk                  |
|  | 3  | Preliminary evaluation and assigning to Cartographer for projection   | None                 | 15 Mins                    | Chief, Land Evaluation and Surveys Section |
|  | 4  | Projection of subject lot into the DENR Base Map.   | None                 | 120 Mins                   | Cartographer                               |
|  | 5  | Preparation of Certification  | None                 | 30 Mins                    | Cartographer                               |
| 2 Pay the Certification Fee                            | 6  | Accept payment and issue official receipt   | P<br>100/hect<br>are | 5 Mins                     | Cashier                                    |
|  | 7  | Review , Verification and Recommend for Approval to Division Chief  | None                 | 10 Mins                    | Chief, Land Evaluation and Surveys Section |
|  | 8  | Final Review and evaluation and Recommend for Approval to ARD TS  | None                 | 10 Mins                    | Chief, Surveys and Mapping Division        |
|  | 9  | Recommend Approval to Regional Executive Director   | None                 | 5 Mins                     | ARD for Technical Services                 |
|  | 10 | Final Approval  | None                 | 5 Mins                     | Regional Executive Director                |
| 3 Receive the duly signed/Approved NIPAS Certification | 11 | Approved Certification for release thru mailing to applicant or for pick-up   | None                 | 5 Mins                     | Receiving/Releasing Clerk                  |
| TOTAL  |    |   | None                 | <b>3 hours and 32 mins</b> |  |



## CITIZEN'S CHARTER NO. R1-B-02 - RESCUE, REHABILITATION AND RELEASE OF WILDLIFE

The process is devised to protect and conserve the wildlife resources of the country.

|   |  |                        |                        |                               |
|---|--|------------------------|------------------------|-------------------------------|
| Office or Division:                                       | Enforcement Division<br>DENR Regional Office I                       |                        |                        |                               |
| Classification  | Highly Technical   |                        |                        |                               |
| Type of Transaction:                                      | G2C, G2B, G2G  |                        |                        |                               |
| Who may avail:  | External: Any Person, Government Agencies, Private Corporations, NGO |                        |                        |                               |
| <b>CHECKLIST OF REQUIREMENTS</b>                          |  | <b>WHERE TO SECURE</b> |                        |                               |
| 1<br>Request/Report/ Letter                               | Requesting Party   |                        |                        |                               |
| 2 Photo   | Requesting Party   |                        |                        |                               |
| <b>Additional if from the Government Section</b>          |  |                        |                        |                               |
| N/A   |  | N/A                    |                        |                               |
| <b>Additional if Requesting Party is a representative</b> |  |                        |                        |                               |
| N/A   |  | N/A                    |                        |                               |
| <b>Client Steps</b>                                       | <b>Agency Action</b>   | <b>Fees to be Paid</b> | <b>Processing Time</b> | <b>Persons Responsible</b>    |
| 1 Turn- Over and Rescue of Wildlife                       | 1. Receive the Request for the rescue of Wildlife                    | None                   | 2 Mins                 | Receiving/<br>Releasing Clerk |
|   | 2. Record the received Request                                       | None                   | 1 Min                  | Receiving/<br>Releasing Clerk |
|   | 3. Refer to the Division Chief                                       | None                   | 1 Min                  | Receiving/<br>Releasing Clerk |



|  |   |  |      |         |                 |
|--|---|--|------|---------|-----------------|
|  | 4 | Evaluation by the Division Chief on the referred request and instruct the technical staff to act on the matter   | None | 5 Mins  | Division Chief  |
|  | 5 | Assess, determine exact location and identity of the wildlife species  | None | 4 Mins  | Technical Staff |
|  | 6 | Coordinate with other Regional Division and Field Offices concerned for joint field works  | None | 10 Mins | Technical Staff |
|  | 7 | On-site rescue   | None | 6 hours | Technical Staff |
|  | 8 | Issuance of Acknowledgement Receipt  | None | 30 mins | Technical Staff |
| 2. Rehabilitation/ Release of Wildlife | 9 | Release/rehabilitation of wildlife   | None | 30 mins | Technical Staff |
|  |   | In case wildlife is not fit for release, turned-over to concerned Field Office/CDD/accredited Wildlife Rescue Center for rehabilitation as assessed by licensed veterinarian | None | 1 month | Technical Staff |
|  |   | In case fit for release as assessed by licensed veterinarian, the wildlife shall be released to its original habitat.  | None | 6 hours | Technical Staff |



|  |   |      |   |                 |
|--|---|------|---|-----------------|
|  | In case wildlife is juvenile, turn-over to nearest accredited Wildlife Rescue Center until fit for release as assessed by licensed veterinarian | None | 2 months                                | Technical Staff |
|  | 15 Make a rescue/released report w/recommendation   | None | 6 hours                                 | Technical Staff |
|  | 16 Review and sign the rescue/released report w/recommendations   | None | 1 hour                                  | Division Chief  |
|  | 17 Submit final report to the ARD for Technical Services  | None | 30 mins                                 | Technical Staff |
|  | <b>wildlife is not fit for release</b>  | None | <b>1 month, 14 hours and 53 minutes</b> |                 |
|  | <b>wildlife is fit for release</b>  | None | <b>20 hours and 53 minutes</b>          |                 |
|  | <b>wildlife is juvenile</b>   | None | <b>2 months, 14 hours and 53 mins</b>   |                 |



This procedure is used to describe activities performed by the Conservation and Development Division in the review and endorsement of the application for Special Use Agreement in Protected Areas (SAPA) to the Office of the Supervising Undersecretary for Biodiversity Management Bureau (BMB) through the Biodiversity Management Bureau (BMB) in conformity to existing guidelines, procedures and other related policies for the effective implementation of the quality management system.

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| Client Steps   | Agency Action  | Fees to be Paid | Processing Time | Persons Responsible                            |
|--|--|-----------------|-----------------|--|
| 1. PENRO endorsement of SAPA application with complete requirements to the Regional Office | 1. Receive, record and release to the ORED   | None            | 10 Mins         | Records Section                                |
|  | 2. Receive, record and release from ORED to the ARD for Technical Services   | None            | 10 Mins         | Receiving/Releasing Clerk Office of the RED    |
|  | 3. Receive, record and release from the ARD to the CDD   | None            | 10 Mins         | Receiving/Releasing Clerk Office of the ARD TS |
|  | 4. Receive, record and release from the OCDD to PAMBCS   | None            | 10 Mins         | Office of the CDD                              |
|  | 5. Receive, record and release from PAMBCS to concerned technical personnel  | None            | 10 Mins         | PAMBCS   |
|  | 6. Reviews documents and prepares endorsement of SAPA application with complete requirements to the Supervising Undersecretary for Biodiversity Management Bureau (BMB) through the Biodiversity Management Bureau (BMB) |                 | 2 days          | PAMBCS   |





| Client Steps | Agency Action   | Fees to be Paid | Processing Time          | Persons Responsible |
|--------------|---|-----------------|--------------------------|---------------------|
|              |   |                 |                          |                     |
|              | 1. Reviews documents and endorsement to the BMB, affixes initial in the endorsement |                 | 1 day                    | Office of the CDD   |
|              | 2. Reviews documents and endorsement to the BMB, affixes initial in the endorsement |                 | 1 day                    | Office of the ARD   |
|              | 9. Reviews documents and approves endorsement to the BMB                            |                 | 2 days                   | ORED                |
|              | 3. Releases endorsement to BMB thru carriers  |                 | 10 Mins                  | Records Section     |
| <b>TOTAL</b> |   | None            | <b>6 days and 1 hour</b> |                     |



## VI. FEEDBACK AND COMPLAINTS

### FEEDBACK AND COMPLAINTS MECHANISM

|                            |  |
|----------------------------|--|
| How to send a feedback?    | <ol style="list-style-type: none"><li>1. Get a copy of the Client Satisfaction Survey (CSR) Form.</li><li>2. Answer the CSR Form.</li><li>3. Check the Feedback and/or Commendation portion of the CSR Form.</li><li>4. Drop it in the designated drop box in front of the Public Assistance Unit Office.</li></ol>  |
| How feedback is processed? | <p>Every Friday, the Public Assistance Officer shall open the drop box, and compile and record all feedback submitted.</p> <p>Feedback requiring answers shall be forwarded to the relevant offices and where they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the concern office shall be then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and email address:</p> <p><u><a href="mailto:scis.smcrd2019@gmail.com">scis.smcrd2019@gmail.com</a></u></p> <p>8926 5595<br/>Louise Andrea Gonzales (Public Assistance Unit)</p> <p>8927 6336<br/>Julie Gorospe Ibuan<br/>Stakeholder Management and Conflict Resolution Division</p> |



|   |   |
|---|---|
| How to file complaints?                               | <ol style="list-style-type: none"> <li>1. Get a copy of the Client Satisfaction Survey (CSR) Form.</li> <li>2. Answer the CSR Form.</li> <li>3. Check the <b>Complaint portion</b> of the CSR Form.</li> <li>4. Drop the CSR Form at the designated drop box in front of the Public Assistance Unit Office.</li> <li>5. Complaints can also be filed via telephone. Make sure to provide the following information: <ul style="list-style-type: none"> <li>• Name of person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul> </li> </ol>   |
| How complaints are processed?                         | <p>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:</p> <ul style="list-style-type: none"> <li>• Minor</li> <li>• Moderate</li> <li>• Very Grave</li> </ul> <p>Upon evaluation, and approval of the 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 the Office of the Assistant Secretary for HRDS; and very grave complaint to the Office of the Secretary.</p> |
| Contact Information of Anti-Red Tape Authority (ARTA) | <p>Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City<br/> Hotline: 1-ARTA (1-2782)<br/> Contact No.: (02) 478-5091, 478-5099<br/> Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a><br/> Web: <a href="http://arta.gov.ph/pages/complaintform.php">http://arta.gov.ph/pages/complaintform.php</a></p>  |



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



## VII. LIST OF OFFICES

| OFFICE                    | OFFICE ADDRESS   | CONTACT DETAILS                    |
|---------------------------|--|------------------------------------|
| <b>DENR Region I</b>      | Government Center, Brgy. Sevilla, City of San Fernando, La Union | (072) 242 0704; 242 5342; 607 8344 |
| PENRO Ilocos Norte        | PFDPIN Bldg., Laoag City, Ilocos Norte                           | (077) 772 0254, (077) 6000055      |
| PENRO Ilocos Sur          | Governor 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. Barit, Laoag City, Ilocos Norte                            | (077) 772 0970, (077) 774 4810     |
| CENRO Tagudin             | CENRO Tagudin, Ilocos Sur  | 0915 287 7084                      |
| CENRO Bantay (Vigan City) | Gomez St., Vigan, Ilocos Sur                                     | (077) 674 0549                     |
| CENRO Alaminos            | Poblacion, 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                     |