



DEPARTMENT OF ENVIRONMENT AND
NATURAL RESOURCES (DENR)

Regional Office No. 1
San Fernando City, La Union

CITIZEN'S CHARTER

2024 (1st 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



FOR : **The Undersecretary**
Legal and Administration, and
Chairperson, DENR's Committee on Anti-Red Tape (CART)
per Special Order No. 2021-325
DENR Visayas Avenue, Diliman, Quezon City

FROM : **The Regional Executive Director**
DENR-Region 1

SUBJECT : **SUBMISSION OF UPDATED REGIONAL CITIZEN'S
CHARTER**

DATE : February 26, 2024

Respectfully forwarded is the updated Regional Citizen's Charter Handbook 2024, 1st Edition, and the CY 2024 Certificate of Compliance.

For his reference.

ATTY. CRIZALDY M. BARCELO, CESO III



Department of Environment and Natural Resources
REGIONAL OFFICE NO. I



REN-0724-000180

"Join the National Greening Program"
Plant Trees

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

Email Address: r1@denr.gov.ph; denr1ored@yahoo.com; denr1ored@gmail.com



Republic of the Philippines
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CERTIFICATE OF COMPLIANCE
CY 2024

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 for 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 : 2024, 1st 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 <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
<input checked="" type="checkbox"/>	Regional Citizen's Charter Handbook <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:

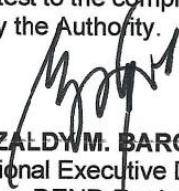
- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 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 office 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 of the agency 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 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. CRIZALD W. BARCELO, CESO III
 Regional Executive Director
 DENR-Region I

"Join the National Greening Program"
Plant Trees

Official Website: <http://www.r1.denr.gov.ph>
 Email Address: r1@denr.gov.ph; denr1ored@yahoo.com; denr1ored@gmail.com



DEPARTMENT OF ENVIRONMENT AND
NATURAL RESOURCES (DENR)

Regional Office No. 1
San Fernando City, La Union

CITIZEN'S CHARTER

2024 (1st 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, and management of the environment and natural resources**;
- **Ensure strict compliance to laws, rules, and regulations and a 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 the end of official working hours and during lunch break.



V. LIST OF SERVICES

DENR Region 1

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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 G2C – DENR Employee			
Who may avail:	Internal: DENR Employees External: Retired/Resigned Employees or their duly authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Personnel Section request form		Personnel Section		
Additional if from the Government Section				
2. Request Letter		Requesting Party		
Additional if Requesting Party is a representative				
3. Authorization Letter		Requesting Party, Authorized Representative		
4. Government Issued Identification Card				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
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	3 mins.	Chief, Personnel Section
	4	Release of Approved Request form to Personnel Section Records Office for Verification and preparation of certification.	None	3 mins	Receiving Clerk of Personnel Section/Unit
	5	Verification and Preparation of the requested Certification and Release of the draft Certification to the Chief, Personnel Section/Unit for review.	None	15 mins	Administrative Officer IV/ Administrative Assistant III



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



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.

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



	<p>2. Check the availability of records.</p> <p>2.1. Prepares certificates based on the payment details on the Salary Index Cards</p> <p>2.2. Assigns Serial no.</p>	None	1 hour	<i>Concerned Accounting Staff 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 Accounting Section</i>
2. Receive the approved Certification.	5. File the Customer Request Form and attachments.	None	5 min.	<i>Administrative Assistant II Accounting Section</i>
TOTAL:		None	1 hour & 45 min.	



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.

Office or Division:		Budget Section, Finance Division		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Internal: Regional and PENR Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Letter Request (1 original) approved by the Regional Executive Director				
2. Approved Work and Financial Plan (WFP)				
Additional if from the Government Sector				
Additional if Requesting Party is a representative				
CLIENT STEPS				
1. The end-user requests for transfer of Allotment/ Notice of Transfer of Allocation	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	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 Finance Division</i>
	4. Receives and records in the logbook the Request Letter with complete supporting paper and endorsement forwards to the concerned Budget Officer	None	10 min.	<i>Administrative Assistant II Budget Section</i>
	5. Checks Availability of Funds and prepares Sub-Allotment Advice (SAA)/ Notice of Transfer of Allocation (NTA)	None	30 min.	<i>Concerned Budget Officer</i>
	6. Review and sign 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 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 Finance Division</i>



	9. Evaluate and check the validity and propriety of the prepared SAA/NTA	None	10 min.	<i>Supervising Administrative Officer 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 Finance Division</i>
	12. Receives SAA/NTA with a complete supporting document	None	5 min.	<i>Administrative Aide VI ARD for MS-Secretary</i>
	13. Checks and initials SAA/NTA with a 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 ARD for MS-Secretary</i>
	15. Receives SAA/ NTA with complete supporting document	None	5 min.	<i>Regional Executive Director/Designated OIC</i>
	16. Approved 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 VI Office of the RED</i>
	18 Forward approved SAA to concerned PENRO through email and original copy thru mail	None	10 min	<i>Admin Assistant II Budget Section Admin Officer I Records Officer</i>
	19 Releases approved NTA to Regional Cashier	None	5 min	<i>Administrative Aide IV Office of the RED</i>
	19a Forward a copy of NTA stamped by the bank to the Budget Section	None	5 min	<i>Regional Cashier</i>
	20 Receives a copy of NTA stamped by the bank and forwards to the concerned PENRO thru email.	None	10 min.	<i>Administrative Assistant II Budget Section</i>
TOTAL		None	2 hours & 35 min.	



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 availing 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 <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
	TOTAL:	None	2 days and 20 minutes	



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 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) 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/ 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
TOTAL			None	38 Mins.	



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 DENR Regional Office I			
Classification	Simple			
Type of Transaction:	G2G			
	Internal: DENR Permanent Personnel (RO, PENRO, CENRO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form		Personnel Section		
Additional if from the Government Section				
2. Request Letter		DENR Employee		
Additional if Requesting Party is a representative				
3. Authorization Letter		Representative of DENR Employee		
4. Government Issued Identification Card				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
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 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	3 Mins	Releasing Clerk Personnel Section
TOTAL PROCESSING TIME			None	25 mins	



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.

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



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



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.

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



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.

Office/Division:	DENR PENRO and CENRO			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may Avail of the Service:	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 statement of work accomplishment) to	1.Receipt and referral 1.1 Check completeness, receive, record, and forward the request to PENR Officer.	None	1 day & 30 min	Receiving/ Releasing Clerk



PENRO with referrals.				
	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/NGP 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"> - Seedling Production - Plantation Establishment - Maintenance and Protection - 10% retention fee 	None	5 days and 2 hours 8 days and 2 hours 8 days and 2 hours 8 days and 2 hours	<i>Validation/ Inspection Team with the assistance of assigned FEOs, FRs, FPOs and partners</i>
	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				
	<p>NGP:</p> <p>a. Seedling Production</p> <p>b. Plantation Establishment</p> <p>c. Maintenance and Protection</p> <p>d. 10% Retention Fee</p>		<p>RANGE:</p> <p>≤10,000 ≤20,000 ≤30,000 ≤40,000 >40,000</p> <p>≤50 has ≤100 has ≤150 has >150 has</p> <p>≤50 has ≤100 has ≤150 has >150 has</p> <p>≤50 has ≤100 has ≤150 has >150 has</p>	<p>DAYS:</p> <p>1 day 2 days 3 days 4 days 5 days</p> <p>2 days 4 days 6 days 8 days +</p> <p>2 days 4 days 6 days 8 days +</p> <p>2 days 4 days 6 days 8 days +</p>	<p><i>Validation/ Inspection Team with the assistance of assigned FEOs, FRs, FPOs and part ners</i></p>



	2.3 Conduct preliminary exit conference on site with DENR partner to discuss the findings/observations	None	2 hours	<i>Validation/Inspection Team and Partners</i>
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	<i>Validation/Inspection Team</i>
	3.1. Draft/Prepare reports	None	3 days	<i>Validation/Inspection Team</i>
	3.2. Present and deliberate the validation report	None	1 day	<i>Validation/Inspection Team and Partners</i>
	3.3. Validation report subscribed by Notary Public and return to the validation team.	100.00 - 150.00	1 hour	<i>Admin Focal Person</i>
	3.4. Prepare voucher and attach notarized validation report with complete supporting documents including copy of MOAs and attachments.	None	1 hour	<i>Validation/Inspection Team</i>



	3.5. Submit/forward to the PENRO the voucher for processing and evaluation	None	30 minutes	<i>Validation/ Inspection Team/ NGP Coordinator/ Chief CDS and TSD Chief</i>
TOTAL		Php 100.00- 150.00	61 days, 23 hours	

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 LAND 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"> 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. For an association, corporation, cooperative or partnership, certified copy of registration from the appropriate registering agency and Articles of Incorporation and By-Laws Resolution of the corporate governing body (Board of Directors, Board of Trustees, etc.) designating the 		PSA/Local Civil Registrar Securities and Exchange Commission (SEC)/ 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"> 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 		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 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"> Drafts Memorandum referring the GIS generated map to SMD verification/projection 	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
TOTAL PROCESSING TIME				19 days,1 hour and 30 minutes	



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
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"> 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. For an association, corporation, cooperative or partnership, certified copy of registration from the appropriate registering agency and Articles of Incorporation and By-Laws 		PSA/Local Civil Registrar Securities and Exchange Commission (SEC)/ Cooperative Development Authority (CDA).



<ul style="list-style-type: none"> ○ the development and management of forest lands and resources should be among the purposes for which the corporation is incorporated 		Board of Directors/ Board of Trustees, etc.			
<ul style="list-style-type: none"> • 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. 					
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 technical and financial capability to develop and manage the area applied for, i.e. Bank Certification, Certification of Loan/Credits		Banking institution			
8. Endorsement from Local Government Units (LGUs) in the form of a Resolution (Barangay, Municipal and/or Province)		Concerned LGU			
9. 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 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"> Drafts Memorandum referring the GIS generated map to SMD for verification/projection 	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	None	2 days	DC



		the Office of the ARD TS for further review and comments.			
	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
TOTAL PROCESSING TIME				19 days,1 hour and 30 minutes	



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 DENR Regional Office I			
Classification	Complex			
Type of Transaction:	G2C, G2G			
Who may avail:	Internal: Employees of DENR External: Public Clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
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 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 P 30.00 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	2 hours and 31 mins			



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"> Any Filipino citizen of legal age, 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.

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 a) Articles of Incorporation b) Certificate of Registration c) Three (3) copies of the Board Resolution authorizing the President or any representative/s to apply for foreshore lease agreement.	SEC 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 SMD/Records		
4	Waiver of Rights (If the applicant is not the Littoral owner)		Littoral Owner/ 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	10 minutes	Receiving Clerk
		2. Review the application and refer 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 Staff CENRO Records Unit
	5	Prepare Order of Payment and forward the same to the requesting party	None	15 mins	Staff CENRO Records Unit
	6	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	7	Accept OR, indicate OR number, amount paid and date in the application form and forward the application to Chief, RPS	None	30 minutes	Staff CENRO Records Unit
	8	Review application and assign LMI/DPLI for inspection/investigation	None	1 hour	Chief, RPS



		9	Conduct of preliminary investigation and submission of investigation report.	None	7 days	LMI/DPLI
		10	Conduct Appraisal and submission of Appraisal Report to CENRO for review for recommendation and approval	None	7 days	Appraisal Committee
		11	Preparation of CSW report and submission to CENRO	None	3 day	LMI/DPLI/LMO III
		12	Endorsement of Appraisal Report with complete folder to the PENRO	None	1 day	CENR Officer
PENRO		13	Review the application with comments and recommendation	None	1 hour	TSD
			Recommending Approval of Appraisal Report and endorsement to the Regional Office	None	1 day	PENRO
TOTAL				500.00 – 1,000.00	19 days and 6 hours and 00 mins	



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

A type of application for a parcel of foreshore land for 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 G2G Government to Government G2C Government to Client	
Who may avail:	<ul style="list-style-type: none"> • Any Filipino citizen of legal age, and • 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. • Any Filipino citizen of legal age, and • 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. • Any Filipino citizen of legal age, and • 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. <p>External: Retired/Resigned Employees or their duly authorized representatives</p>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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			
Additional if from the Government Section					
Additional if Requesting Party is a representative					
8. 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	1. Receive the application	NONE	10 minutes	Receiving Clerk
		2. Review the application and refer to the Chief, RPS for appropriate action	NONE	1 hour	CENR Officer
		3. Review the application and refer to GE for verification/projection	NONE	30 minutes	Chief, RPS
		4. Verification of the status of the applied lot. If found in order, register, allocate, index, and assign the application number.	NONE	3 hours	GE Staff CENRO Records Unit
		6. Prepare Order of Payment and forward the same to the requesting party	NONE	15 mins	Staff CENRO Records Unit



		7. Accept payment, and issue Official Receipt (OR) to the applicant	500/1000	15 minutes	Credit Officer
	2. Receive OR and forward the same to Records Unit	8. Accept OR, indicate OR number, amount paid, and date in the application form with the attached copy of OR and forward the application to Chief, RPS	NONE	30 minutes	Staff CENRO Records Unit
		9. Review application and assign LMI/DPLI for inspection/investigation	NONE	1 hour	Chief, RPS
		10. Conduct preliminary investigation and submission of the investigation report.	NONE	7 days	LMI/DPLI
		11. Conduct Appraisal and submission of Appraisal Report to CENRO for review for recommendation and approval	NONE	7 days	Appraisal Committee
		12. Preparation of CSW report and submission to CENRO	NONE	3 day	LMI/DPLI/LMO III
		13. Endorsement of Appraisal Report with complete folder to the PENRO	NONE	1 day	CENR Officer
PENRO		14. Review the application with comments and recommendation	NONE	1 hour	TSD
		15. Signature of Appraisal Report and indorsement to the Regional Office	NONE	1 day	PENR Officer
TOTAL			500.00 – 1,000	19 days and 6 hours	



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 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



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 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	11 days, 1 hour and 2 mins.	



CITIZENS 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-Stage 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		
7. 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)		
8. Latest panoramic view of the area applied for		Proponent		
9. Historical Background if School Sites		Proponent		
10.DPWH CERTIFICATION (GOVERNMENT SITE ONLY)		DPWH		
11.DOH CERTIFICATION (GOVERNMENT SITE ONLY)		DOH		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSONS



		PAID	TIME	RESPONSIBLE
CENRO				
1. Submit accomplished Application Form to the CENR Office with complete supporting requirements	1. Check completeness of application. If found in order, register, allocate, index and assign application number. Scan, encode and upload records in LAMS.	None	3 hours	<i>LMO / RPS</i> <i>Staff</i> CENRO Records Unit
1.1. None	1.1. Prepare Order of Payment	None	30 min.	<i>Staff</i> CENRO Records Unit
1.2. None	1.2. Approve Order of Payment and forward the same to client.	None	10mins	<i>CENRO or Designated Representative</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	Php 50.00 Application Fee	30 min.	Bill collector Cashier
3. Receive (OR) and forward the same to Records Unit/Section	3. Accept OR, indicate OR number, amount paid, and date in the application form and forward the application to Chief, RPS	None	1 hour	<i>Staff</i> CENRO Records Unit



3.1. None	3.1. Review application. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for inspection/ investigation	None	3 hours	Chief RPS
3.2. None	3.2. Prepare posting of notices at the barangay, municipal, or provincial hall where the property is situated.	None	1 day	LMI/DPLI CENR Officer CENRO
3.3. None	3.3. Travel to the barangay, municipality or province.	None	2 days	LMI/DPLI CENRO
3.4. None	3.4. Posting of Notices in the Barangay Hall and take geo-tagged photo.	None	15 days (per DAO 2010-12)	LMI/DPLI CENRO
3.5. None	3.5. Prepare Certification for the proof of posting and forward to the CENR Officer for Approval	None	2 days	DPLI/LMI CENRO
3.6. None	3.6. Approve Certification of proof of posting	None	1day	CENR Officer
3.7. None	3.7. Conduct investigation on the land being applied for. Prepare, sign and submit investigation	None	30 days	LMI/DPLI CENRO



	report, and forward to LMO I.			
3.8. None	3.8. Screen the carpeta and prepare V37/certified lot data computation, Order of Award, and Judicial Form, and forward to Geodetic Engineer (GE).	None	10 days	<i>LMO I/Cartographer/ Encoder whoever is available RPS</i>
3.9. None	3.9. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	5 days	<i>GE RPS</i>
3.10. None	3.10. Do final screening of carpeta and forward to CENRO for recommendation.	None	5 days	<i>Chief RPS</i>
3.11. None	3.11. Review and initial file copy of Patent and Sign Indorsement to PENRO for approval.	None	3 days	<i>CENR Officer CENRO</i>
3.12. None	3.12. Transmit carpeta to PENRO	None	3 days or less depending on the location of the PENR Office	<i>Records Officer CENRO Records Unit</i>
PENRO				



3.13. None	3.13. Receive the carpeta and forward to Chief, RPS. Update data in LAMS, if applicable.	None	2 hours	<i>Records Officer</i> PENRO Records Section
3.14. None	3.14. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD).	None	2 hours	<i>Chief</i> RPS
3.15. None	3.15. Do the final review of carpeta, initial file copy of Free Patent, and forward to PENRO for approval of application and issuance of Patent.	None	2 days	<i>Chief</i> TSD
3.16. None	3.16. Review and sign Order of Approval and Free Patent. Forward to PENRO Records for numbering.	None	2 days	<i>PENR Officer</i>
3.17. None	3.17. Assign Patent Number/ Indexing, prepare transmittal letter and forward to PENRO for signature.	None	2 hours	<i>Records Officer/Staff</i> PENRO Records Section
3.18. None	3.18. Sign transmittal letter and forward to PENRO records for transmittal to Registry of Deeds (ROD).			<i>PENR Officer</i>



3.19. None	3.19. Scan the order of Approval, signed Free Patent and transmittal letter. Upload to Land Administration and Management System (LAMS). Transmit documents to ROD, and copy furnish the client.	None	5 days	Liaison Officer PENRO Records Section
CENRO SUB-TOTAL		Php 50.00	78 days (+ up to 32 additional processing days due extreme case were corrections or revisions on the details of the patentee needs to be done or when the signatories are suddenly replaced which will result into further review)	
PENRO SUB-TOTAL		None	10 working days	
For Implementing PENRO SUB-TOTAL		Php 50.00	78 days + 32 days additional due to extreme case + 10 days	
TOTAL:		Php 50.00 Application Fee + Transfer fee of Php 100.00 for lands not exceeding 1,000 sq. m., if applicable TOTAL Php 50.00 – 150.00	120 days maximum	



**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:	Conservation and Development Division DENR Regional Office I			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
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 the 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		
If Requesting Party is a representative				
Authorization Letter		Requesting Party		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1 Submit application for NIPAS Certification	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	20 mins	Office of the RED Receiving/Releasing Clerk
	3 Receive, record and release from ARD TS to CDD	None	20 mins	Office of the ARD TS Receiving/Releasing Clerk



	4	Receive, record and release from CDD Chief to PAMBCS	None	10 mins	CDD Receiving/Releasing Clerk	
	5	Review and endorse to concerned technical personnel	None	10 mins	PAMBCS Section Chief	
	6	Receive, record and release from PAMBCS Chief to concerned technical personnel	None	10 mins	PAMBCS Receiving/Releasing Clerk	
	7	Review the application, generate map, and prepare NIPAS Certification	None	3 hrs	PAMBCS Technical Personnel	
	8	Record and release documents from PAMBCS to CDD	None	10 mins	PAMBCS Receiving/Releasing Clerk	
	8	Receive, review, and endorse certification to ARD TS	None	1 hr	CDD Office of the Chief	
	9	Receive, review, and endorse certification to ORED for approval	None	1 day	ARD for Technical Services	
	10	Receive, review, and approve certification, and return the document to CDD	None	1 day	Office of the RED	
	11	Receive and record the certification, and return the document to PAMBCS	None	10 mins	CDD Receiving/Releasing Clerk	
	12	Receive and record the certification, and inform proponent regarding the approved NIPAS Certification	None	10 mins	PAMBCS Receiving/Releasing Clerk	
2	Receive the duly signed/approved NIPAS Certification	13	Release the approved NIPAS Certification	None	10 mins	Records Section
TOTAL			None	2 days and 3hrs		



CITIZEN'S CHARTER NO. R1-B-02

RECEIPT, TURNOVER, REHABILITATION, AND RELEASE OF WILDLIFE

The process is designed to establish a systematic procedure aimed at safeguarding the health of wildlife to be turned over, while minimizing any adverse effects from handling.

Office or Division:	Conservation and Development Division DENR Regional Office I			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	External: Public Clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Actual live wildlife				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1 Presentation of the Wildlife	1 Receive and record the Request for the rescue of Wildlife	None	2 mins	CDD Receiving/Releasing Clerk
	2 Refer to the Division Chief	None	1 min	CDD Office of the Chief
	3 Evaluation by the Division Chief on the referred request and instruct the technical staff to act on the matter	None	5 mins	CDD Receiving/Releasing Clerk
	4 Assess, determine exact location and identity of the wildlife species	None	4 Mins	PAMBCS Technical Personnel
	5 Coordinate with other Regional Division and Field Offices concerned for joint field works	None	10 Mins	PAMBCS Technical Personnel
	6 On-site rescue	None	6 hours	PAMBCS Technical Personnel



2	Receive acknowledgement receipt	7	Issuance of Acknowledgement Receipt	None	30 mins	PAMBCS Technical Personnel
		8	Release/rehabilitation of wildlife			
		8a	In case wildlife is not fit for release, turn-over to concerned Field Office/CDD/accredited Wildlife Rescue Center for rehabilitation as assessed by licensed veterinarian	None	1 month	PAMBCS Technical Personnel
		8b	In case fit for release as assessed by licensed veterinarian, the wildlife shall be released to its original habitat.	None	6 hours	PAMBCS Technical Personnel
		8c	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	PAMBCS Technical Personnel
		9	Make a rescue/release report with recommendations	None	6 hours	PAMBCS Technical Personnel
		10	Review and sign the rescue/release report with recommendations	None	1 hour	CDD Office of the Chief
		11	Submit final report to the ARD for Technical Services	None	30 mins	Technical Staff
		Wildlife is not fit for release		None	1 month, 14 hours and 22 mins	
		Wildlife is fit for release		None	20 hours and 22 minutes	



	Wildlife is juvenile	None	2 months, 14 hours and 22 mins	
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CITIZEN'S CHARTER NO. R1-B-03

REVIEW AND EVALUATION OF APPLICATIONS FOR SPECIAL USE AGREEMENT IN PROTECTED AREAS (SAPA)

Special Use Agreement in Protected Areas (SAPA) refers to a binding instrument between the DENR, as the first party, and the project proponent as the second party, relating to the use and/or development of land, resources, or facilities within protected areas, pursuant to the NIPAS Act, as amended.

Office or Division:	Conservation and Development Division DENR Regional Office I	
Classification	Highly Technical	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	External: Public Clientele	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	Duly accomplished application form	PAMO
2	Certified copy of birth certificate (for individuals) or ownership (for corporations)	PSA, SEC
3	Project description supported by maps and pictures of the proposed area, development plan, timetable and description of activities from preparation to project implementation. The description should show sustainable management and development	Project Proponent
4	Proof of financial capability to manage and develop the area applied for based on paid-up capital and/or collateralizable real properties (Audited Financial Statements)	Project Proponent
5	Free and Prior Informed Consent (FPIC) of concerned IPs, as the case may be	NCIP, IPs concerned
For individual applicants		
6	For tenured migrant/s, a certification from the concerned Protected Area Superintendent	PAMO
7	In case of application of qualified applicants other than the PACBRMA holder within PACBRMA areas, a MOA between the proponent and PACBRMA holder is necessary	Project Proponent



8	For IPs applying for areas outside their ancestral land/domain, a certification from the Regional/Provincial NCIP that the applicant is an IP living within the protected area	NCIP
For Groups/Corporations/Associations/Cooperatives/NGOs		
9	Copy of SEC registration, Articles of Incorporation and by-laws. A resolution of the governing board designating the authorized representative of the said corporation, association, or partnership, if applicable	SEC, Proponent
10	Copy of the Resolution or Ordinance approved by the respective Sangguniang Panlalawigan/ Panlungsod/ Bayan, if the applicant is a Local Government Unit. It shall specify the authority of the Local Chief Executive of the concerned LGU that he/she is authorized to enter into a contract and she/he acts for and on behalf of the LGU	Sangguniang Panlalawigan/ Panlungsod/ Bayan
11	For cooperatives, a Certificate of Registration with the Cooperative Development Authority	Cooperative Development Authority
Other Requirements		
12	Memorandum from the PENR Office endorsing the SAPA application	PENRO
13	Comprehensive Development and Management Plan	Proponent
14	Environmental Compliance Certificate	EMB
15	PAMB Resolution recommending the approval of SAPA Application	PAMB
16	Map showing project site overlayed on the Management Zones in the PAMP	PAMO, in coordination with the proponent
17	Administrative Fee amounting to PhP 5,000.00	Proponent
18	Rehabilitation Plan	Proponent
19	Posting of Rehabilitation/Performance bond in a form of surety bond or cash equivalent to 25% of the rehabilitation cost as reflected in the development plan (CDMP)	Proponent
20	Map showing the project site location in shapefile in relation to the 40-meter easement shall be submitted	PAMO, in coordination with the proponent



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 SAPA Application to the ORED	None	10 Mins	Records Section
		2 Receive, record and release from ORED to the ARD for Technical Services	None	10 Mins	Office of the RED Receiving/Releasing Clerk
		3 Receive, record and release from the ARD TS to CDD	None	10 Mins	Office of the ARD TS Receiving/Releasing Clerk
		4 Receive, record and release from CDD Chief to PAMBCS	None	10 Mins	CDD Receiving/Releasing Clerk
		5 Review and endorse to concerned technical personnel	None	10 Mins	PAMBCS Section Chief
		6 Receive, record and release from PAMBCS Chief to concerned technical personnel	None	10 mins	PAMBCS Receiving/Releasing Clerk
		7 Evaluate documents and prepare endorsement of SAPA application to the BMB	None	6 hrs	PAMBCS Technical Personnel
		8 Review documents and endorse to ARD TS	None	6 hrs	CDD Office of the Chief
		9 Review documents and endorse to ORED	None	1 day	ARD for Technical Services
		10 Review documents and endorse to BMB	None	1 day	Office of the RED



Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
	11 Release endorsement to BMB thru carriers	None	10 Mins	Records Section
TOTAL		None	2 days, 13 hrs and 10 mins	



CITIZEN'S CHARTER NO. R1-B-04

REVIEW AND EVALUATION OF PROPOSED PROTECTED AREA COMMUNITY-BASED RESOURCE MANAGEMENT AGREEMENT (PACBRMA)

PACBRMA is an agreement entered into by and between the DENR and organized tenured migrant communities or interested indigenous people s in protected areas and buffer zones which has a term of twenty-five (25) years and renewable for another twenty-five (25) years.

Office or Division:	Conservation and Development Division DENR Regional Office I	
Classification	Highly Technical	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	External: Public Clientele	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	Accomplished application form	PAMO
2	Certificate of Registration of the PO	Registering Authority (CDA, SEC, etc.)
3	List of officers or in case of indigenous people, list of council elders or other similar indigenous governing body in the area	PO, IP/ICC Organization
4	List of members, including address and complete name of spouse, if any, and certified by PAMB as qualified tenured migrants	PO, IP/ICC Organization
5	Resolution from the members of the PO allowing its president or head to file the PACBRMA application or in the case of indigenous peoples, proof of consent from the council of elders or other similar indigenous governing body of their interest to apply for PACBRMA	PO, IP/ICC Organization
6	List of approved tenured migrants	
Additional Requirements		
7	Memorandum from the PENR Office endorsing the PACBRMA Application	PENRO



8 FPIC/NCIP Certification		NCIP			
Client Steps		Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1	PENRO endorsement of PACBRMA Application with complete requirements to the Regional Office	1 Receive, record and release PACBRMA Application to the ORED	None	10 Mins	Records Section
		2 Receive, record and release from ORED to the ARD for Technical Services	None	10 Mins	Office of the RED Receiving/Releasing Clerk
		3 Receive, record and release from the ARD TS to CDD	None	10 Mins	Office of the ARD TS Receiving/Releasing Clerk
		4 Receive, record and release from CDD Chief to PAMBCS	None	10 Mins	CDD Receiving/Releasing Clerk
		5 Review and endorse to concerned technical personnel	None	10 Mins	PAMBCS Section Chief
		6 Receive, record and release from PAMBCS Chief to concerned technical personnel	None	10 mins	PAMBCS Receiving/Releasing Clerk
		7 Evaluate documents and prepare endorsement of PACBRMA application to the BMB	None	6 hrs	PAMBCS Technical Personnel
		8 Review documents and endorse to ARD TS	None	6 hrs	CDD Office of the Chief



	9	Review documents and endorse to ORED	None	1 day	ARD for Technical Services
	10	Review documents and endorse to BMB	None	1 day	Office of the RED
	11	Release endorsement to BMB thru carriers	None	10 Mins	Records Section
TOTAL			None	2 days, 13 hrs and 10 mins	



VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM

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



How to file complaints?	<ol style="list-style-type: none">1. Get a copy of the Client Satisfaction Survey (CSR) Form.2. Answer the CSR Form.3. Check the Complaint portion of the CSR Form.4. Drop the CSR Form at the designated drop box in front of the Public Assistance Unit Office.5. Complaints can also be filed via telephone. Make sure to provide the following information:<ul style="list-style-type: none">• Name of person being complained• Incident• Evidence
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">• Minor• Moderate• Very Grave <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 Hotline: 1-ARTA (1-2782) Contact No.: (02) 478-5091, 478-5099 Email: complaints@arta.gov.ph Web: http://arta.gov.ph/pages/complaintform.php</p>



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



VII. LIST OF OFFICES

OFFICE	OFFICE ADDRESS	CONTACT DETAILS
DENR Region I	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