



**DEPARTMENT OF ENVIRONMENT & NATURAL
RESOURCES RXII**

Koronadal City

REGIONAL CITIZEN'S CHARTER

2026 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, management of the environment and natural resources;**
- **Ensure strict compliance to laws, rules and regulations and high degree of professionalism** in the conduct of the DENR business and non-business processes; and
- **Attend to all applicants or requesting parties who are within the premises of the office** prior to end of official working hours and during lunch break.

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DENR CENR, PENR AND REGIONAL OFFICES
Biodiversity and Protected Area
(External Services)



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

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

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

Office or Division:	Wildlife Resources Permitting Section-Licenses, Patents and Deeds Division (WRPS-LPDD), DENR Regional Office
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	Any Filipino citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished application form with two (2) recent 2" x 2" photos of Requesting Party (original)	DENR Regional Office
2. Proof of legal source 1. Purchase: Deed of Sale/ Official Receipt 2. Donation: Notarized Deed of Donation	Requesting Party
3. Certificate of Wildlife Registration of the original holder of the species or parents of the species (photocopy) with DENR issued transport permit, if applicable	Requesting Party/DENR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form together with the requirements	1. Receives and record the application and supporting documents and forward to ORED	None	30 min.	<i>Receiving/ Releasing Clerk</i> Administrative Division
	1.1. Forward the Documents to concerned offices	None	3 hours	ORED ARD TS LPDD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				WRPS
None	1.2. Receive and evaluate the application and schedule the inspection of wildlife.	None	1 hour	<i>Technical Staff/ Chief WRPS</i>
2. Assist the inspection team in the facility	2. Conduct inspection of wildlife applied for CWR. Prepare report with attachments (geo-tagged photos) and draft CWR if found in order.* Forward documents to Chief, WRPS.	None	7 days	<i>Inspection Team WRPS</i>
None	2.1. Review the inspection report and submit recommendation to LPDD Chief.	None	2 hours	<i>Chief WRPS</i>
None	2.2. Prepare Order of Payment. Forward the same to requesting party.	None	10 min.	<i>Technical Staff WRPS</i>
3. Receive Order of Payment. Pay Registration Fee.	3. Accept payment and issue Official Receipt (O.R).	See below*	10 min.	<i>Credit Officer</i>
None	3.1. Review, evaluate application and prepare CWR and endorse to RED thru Assistant Regional Director for Technical Services (ARD TS) for signature.	None	2 Days	<i>Chief/Technical Staff WRPS</i> <i>Chief LPDD</i>
None	3.2. Review the report, if found in order, initial CWR and forward to the Office of RED for approval.	None	1 hour	ARD TS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	3.3. Review and approved the CWR.	None	4 hours	RED
	3.4. Record and release CWR to the applicant upon presenting the Official Receipt.	None	10 min.	Receiving/Releasing Clerk R.O Records Section
4. Receive approved CWR.				
	TOTAL		10 days & 4 hours	

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

***Fees:**

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

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

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

** It is understood that the processing time will be interrupted if the Requesting Party failed to come to the Office for the payment of fees and receipt of the Certification, despite notice thru text, s and e-mail, and other forms of written communications.*



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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
SMALL SCALE FARMING <i>(with capital of Php 1,500,000.00 and below)</i>	
1. Duly accomplished application form with two recent 2"x2" photo of Applicant	Requesting Party
2. Copy of Certificate of Registration from SEC, CDA, DTI	Requesting Party,
3. Proof of Scientific expertise (veterinarian service and qualifications of manpower)	Requesting Party,
4. Financial capability to go into breeding	Requesting Party, Banks
5. Facility design	Requesting Party
6. In case of indigenous threatened species , letter of commitment to undertake conservation breeding or rehabilitation program deemed by the RWMC	Requesting Party
7. Prior clearance of affected communities	Requesting Party, LGUs
8. Copy of document supporting the acquisition of wildlife from legitimate source/s such as: <ul style="list-style-type: none"> • CWR • Proof of Purchase (Sales Invoice/ Deed of Sale or Captive Bred Certificate) • Notarized Deed of Donation • Local Transport Permit, (if applicable) • CITES or Non-CITES Import permit, if any 	Requesting Party
MEDIUM TO LARGE SCALE FARMING <i>(with capital of more than Php 1,500,000.00)</i>	
1. Duly accomplished application form with two recent 2"x2" photo of the Applicant	Requesting Party
2. Management and breeding plan in accordance with the attached outline	Requesting Party
3. Proof of Scientific expertise	Requesting Party,



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Photo of the existing facility	Requesting Party
5. In case of indigenous threatened species , letter of commitment to undertake conservation breeding or rehabilitation program deemed by the RWMC	Requesting Party
6. Certified copy of Land Title or Lease Contract for the facility	Requesting Party
7. financial capability	Requesting Party, Banks
8. Articles of Incorporation, in case of corporation	Requesting Party, SEC
9. Prior clearance of affected communities	Requesting Party, LGUs, NCIPs, PAMB
10. Copy of BIR registration as exporter, if engaged in export	BIR
11. Copy of the documents supporting the acquisition of wildlife from legitimate source/s such as: <ul style="list-style-type: none"> • Proof of Purchase (Sales Invoice/ Deed of Sale or Captive Bred Certificate) • Notarized Deed of Donation • Local Transport Permit, (if applicable) • CITES or Non-CITES Import permit, if any; 	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request and supporting documents to the nearest DENR Office.	1. Check completeness of WFP application based on the checklist of requirements and supporting documents. Receive, record the application on the logbook, encode on eDATS and forward the same to ORED.	None	15 min.	<i>Receiving/ Releasing Clerk</i> Administrative Division
None	1.1. Forward the Documents to concerned offices	None	3 hours	ORED ARD TS LPDD WRPS
None	1.2. Receive, review and refer the application to WRPS technical staff	None	10 min.	<i>Chief</i> WRPS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	1.3. Receive and review the application. Schedule facility inspection and wildlife inventory.	None	30 min.	Action Officer WPUS
2. Accompany/ guide the inspection team to the site	2. Conduct a facility inspection and wildlife inventory in coordination with the Requesting Party. Prepare Inspection Report with categorical recommendation and submits the same to WRPS Chief.	None	1 day	Action officer/ Inspection Team
None	2.1. Review and evaluate document, endorse the application to Regional Wildlife Management Committee (RWMC) to provide technical and scientific advice.	None	30 min.	Action Officer/WRPS Chief/ LPDD Chief
None	2.2. Technical Working Group of RWMC conduct a deliberation of the application then forward the results to the Chairman of RWMC for recommendation of approval of WFP application to Regional Executive Director and notify the client.* Returned the documents to LPDD with attached recommendation of RWMC	None	15 days	RWMC
None	2.3. Action Officer inform the Requesting Party about the permit and processing fee then prepare the Order of Payment	None	15 min.	Action Officer LPDD
3. Pay the corresponding fees.	3. Prepare and issue Official Receipt.	Php 300.00 Inspection Fee	15 min.	Collection Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
		Php 500.00 Application Fee Permit and Processing Fee: Php 3,000.00 Small Scale Php 5,500.00 Large Scale		
	3.1. Prepare the complete staff of work (CSW) and WFP for RED's Approval.	None	2 days	<i>Action Officer LPDD</i>
None	3.2. Review and countersign the WFP and forward to ARD for Technical Services.	None	30 min.	<i>Chief LPDD</i>
None	3.3. Review the WFP, countersign and forward documents to RED.	None	30 min.	<i>ARD TS</i>
None	3.4. Sign/approve the WFP.	None	30 min.	<i>RED</i>
None	3.5. Release the approved WFP to the Requesting Party.	None	30 min.	<i>Regional Record Officer</i>
4. Received approved WFP.				
	TOTAL	Php 300.00 Inspection Fee Php 500.00 Application Fee	18 days, 6 hours & 55 min.	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
		<p>Permit and Processing Fee:</p> <p>Php 3,000.00 Small Scale</p> <p>Php 5,500.00 Large Scale</p> <p>= Php 3,300.00- 2,800.00</p>		

** It is understood that the processing time will be interrupted and shall resume upon the actual date of scheduled deliberation of the RWMC which is done on a quarterly basis.*



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

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

Validity: 1-3 months

Office or Division:	CENR Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business
	G2C - Government to Citizen
	G2G - Government to Government
Who may avail:	Any Filipino citizen/private corporation/government agencies; CWR/Farm Permit Holder
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Duly accomplished application form or letter request	Requesting Party
2. Documents supporting the legal possession or acquisition of wildlife	Requesting Party
3. Phytosanitary Certificate (for plants) or Veterinary Quarantine Certificate (for animals) from the concerned DA Office (original)	Bureau of Plant Industry (BPI)/Bureau of Animal Industry (BAI)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request/application letter with supporting documents.	1. Check completeness of request and attached supporting documents and forward the application to DMO IV/Deputy CENRO.	None	15 min.	<i>Chief/Technical Staff Regulation and Permitting Section (RPS)</i>
None	1.1. Receive and review the application and forward to Chief, RPS.	None	30 min.	<i>Deputy CENR Officer/ CENR Officer</i>
None	1.2. Receive application, assign personnel to conduct inspection.	None	15 min.	<i>Chief RPS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3. Prepare Order of Payment and forward the same to the client.	None	15 min.	<i>Technical Staff</i> RPS
2. Pay corresponding fee.	2. Accept fees and issue Official Receipt.	Php 50.00 Certification fee Php 100.00 Application fee	30 min.	<i>Credit Officer</i>
3. Receive Official Receipt.	3. Receive Official Receipt and schedule the inspection.	None	15 min.	<i>Technical Staff</i> RPS
4. Accompany/guide the verifying team to the flora/fauna subject for transport.	4. Conduct field inspection/verification and take geo-tagged photos.	None	1 day	<i>Inspecting Officer/</i> <i>Technical Staff</i> RPS
None	4.1. Prepare and submit inspection report with geo-tagged photos to Chief, RPS for endorsement to PENRO.	None	1 day	<i>Inspecting Officer/</i> <i>Technical Staff</i> RPS
None	4.2. Review the inspection report , evaluate application and prepare WLTP and affix initial on the documents and forward to CENRO	None	1 hour	<i>Chief</i> RPS
None	Review and sign/approved the WLTP.	None	1 hour	<i>CENR Officer</i>
None	4.3. Record and Release the WLTP.	None	20 min.	<i>Receiving/Releasing Clerk</i> Records Unit
5. Receive the approved WLTP.				
	TOTAL	Php 50.00 Certification fee	2 days, 4 hours & 20 min.	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Php 100.00 Application fee = Php 150.00		

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



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

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

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

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with supporting documentary requirements.	1. Receive, review and forward the application to the LPDD, Chief.	None	45 min.	PACDO
None	1.1. Receive, review and evaluate application. Prepare Order of Payment	None	30 min.	<i>Chief WSUP</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and forward the same to client.			
2. Pay to the cashier the processing fee	2. Accept fees and issue Official Receipt.	Php 3500 .00	30 minutes	Cashier
None	2.1. Conduct further review/evaluation. Prepare the WSUP and memorandum for the Regional Executive Director (RED)'s signature.	None	15 days	Chief WSUP
None	2.2. Review/initial and forward the permit and memorandum to Assistant Regional Director for Technical Services (ARD, TS)	None	1 day	Chief LPDD
None	2.3. Review/initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature.	None	1 day	ARD TS, Regional Office
None	2.4. Sign/approve the permit and memorandum instruction.	None	2 days	RED, Regional Office
3. Received the permit	3.1. Informed the client through text and release the permit*	None	15 minutes	Releasing Officer
TOTAL:		Php 3500.00 (P3,000.00 permit fee+ 500 processing fee	19 days and 2 hours	

per DAO 2004-55 and DAO 2016-25; * It is understood that the processing time will be interrupted if the Requesting Party failed to come to the Office for the payment of fees and receipt of the Certification, despite notice thru text, s and e-mail, and other forms of written communications.



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

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

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

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

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request letter and supporting documents to the CENR Office	1. Check completeness of request and supporting documents	None	10 min.	<i>Technical Staff</i> Regulation and Permitting Section (RPS)



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



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

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



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

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

Office/Division:	Protected Area Management Office, DENR Provincial Environment and Natural Resources Offices (PENRO)	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business	
	G2C - Government to Citizen	
	G2G - Government to Government	
Who may Avail of the Service:	Any Person, Government and Private Corporations, and Non-Government Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter request for area visit/research indicating the purpose, details, and complete list of name and age of visitors (1 original)		Requesting Party

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



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



CITIZEN'S CHARTER NO. ROXII-B-07. ISSUANCE OF WILDLIFE GRATUITOUS PERMIT (WGP)

Gratuitous Permit (GP) is a privilege given to an individual, academe, research institution or organization to capture/harvest and transport wildlife species from the natural habitat for scientific and other authorized purposes. It is a permit issued to any individual or entity engaged in noncommercial scientific or education undertaking to collect wildlife.

Office or Division:	Regional Office, Licenses Patents and Deeds Division	
Classification:	Highly Technical–20 working days	
Type of Transaction:	G2C - Government to Citizen	
	G2G - Government to Government	
Who may avail:	External: Students, Academe, NGO or Foreign Entity/Institution affiliated with Filipino	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Letter	Requesting Party	
2. Indorsement letter from the College Dean (for students)	From College Dean	
3. Prior clearance from the affected community	From the affected community/ LGU	
4. PAMB clearance (if inside the Protected area)	From the affected PAMO or PASU	
5. Copy of Thesis proposal (for students)/Project Proposal (for other entities)	Requesting Party	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Application letter request and with complete supporting documents.	1.1.Receives the application, encode and print a tracking slip and forward it to the Office of the Regional Executive	None	30 minutes	<i>PACDO</i>
None	2. Evaluate and forward to ARD TS	None	1 day	<i>ORED Staff</i>
None	3. Receive, evaluate and indorse to Chief, LPDD	None	1 day	ARD-TS Staff
None	4. Receive, evaluate and indorse to Chief, WRPS	None	4 hours	Chief, LPDD
	5. Check and evaluates review, direct the preparation of Gratuitous Permit (GP)	None	7 days	Chief, Wildlife Resources Permitting
None	6. Prepares the Gratuitous Permit and indorse to Chief, WRPS	None	2 days	Staff, Wildlife Resources Permitting Section
None	7. Review the draft Gratuitous Permit and indorse to the Chief, LPDD	None	1 day	Chief, Wildlife Resources Permitting Section
None	8. Review the draft Gratuitous Permit and indorse to the ARD-TS	None	1 day	Chief, LPDD
None	9. Review the draft Gratuitous Permit and indorse to the ORED	None	1 day	ARD TS ARD-TS Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	10. Review the draft Gratuitous Permit and the request folder and Approve the Gratuitous Permit. 10.1 Indorse the Issued Gratuitous Permit for payment to LPDD-WRPS	None	2 days	RED ORED Staff
	11. Receive the Gratuitous Permit and Notify the client* of the Approval of the Permit	None	30 minutes	WRPS Staff
	12. Prepares Order of Payment**	None	30 minutes	WRPS Staff
13. Pay the Permit Fee and receive the Official Receipt and submit to WRPS Staff	13. 1 Receive payment and Issue Official Receipt	P100.00***	30 minutes	Cashier
	14. Receive Official Receipt, photocopy for filing and return the original to the client 14.1 Indorse the Gratuitous Permit for releasing	None	30 minutes	WRPS Staff



15. Receive and Sign the acknowledgment	15. Receive from WRPS Staff the Gratuitous Permit and Release it to the client. Have the client sign and acknowledge the retained copy and return the request folder to WRPS Staff for filing.	None	1 hour	PACDO
TOTAL	None	P100.00***	16 days 7 hours and 30 minutes	

** It is understood that the processing time will be interrupted if the Requesting Party failed to come to the Office for the payment of fees and receipt of the Certification, despite notice thru text, s and e-mail, and other forms of written communications.*

***Preparation of Order of payment is made upon actual appearance of the client to the Office*

****RA9147*



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



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

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

Office or Division:	DENR Community Environment and Natural Resources Offices (CENRO)	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business	
	G2C – Government to Citizen	
	G2G – Government to Government	
Who may avail:	Dealers and/or Private Owners Duly Authorized by the Department; Holder of Timber License Agreement, Production Sharing Agreement, Co-production Sharing Agreement, or a Private Land Timber Permit/Special Private Land Timber Permit (PLTP/SPLTP), Community Based Forest Management Agreement(CBFMA), Integrated Forest Management Agreement (IFMA), Social Integrated Forestry Management Agreement (SIFMA),, or other tenorial instruments; Orchard or tree farmer; Industrial tree farmer; Licensed wood processor and the chainsaw shall be used for the cutting of timber that has been legally sold to said applicant; Anyone who shows satisfactory proof that the possession and/or use of a chainsaw is for a legal purpose; and Agencies of the government, GOCCs that use chainsaws in some aspects of their functions (except for Palawan where the jurisdiction falls with PCSD)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Application Form (1 original copy)	CENR Office	
2. Proof of Ownership of Chainsaw/ Certificate of Registration of Chainsaw (1 original copy)	Requesting Party	
3. Business registration (not required for private individuals) (1 original copy)	Requesting Party	



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



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

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



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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished application form (1 original, 1 duplicate)	CENRO
2. Map of the area applied for with technical description, coordinates, two (2) sets of longitude and latitude, and tie point from the nearest landmark (1 original, 1 duplicate)	CENRO
3. Pertinent documents showing proof that the applicant is a legitimate entity qualified to be a holder of a forestland tenurial instrument or agreement, as follows (1 original, 1 duplicate):	
<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. 	PSA
<ul style="list-style-type: none"> • For an association, corporation or partnership, certified copy of SEC Registration certificate and Articles of Incorporation/partnership, and a resolution of the corporate governing body (Board of Directors, Board of Trustees, etc.) designating the authorized representative of said corporation, association, or partnership to apply/sign documents for and in behalf of the company. 	SEC



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • For cooperative, certified true copy of certificate of registration with the Cooperative Development Authority 	CDA
4. Environmental Impact Statement/Initial Environmental Examination (EIS/IEE) which shall be the basis for issuance of CNC/ECC whichever is applicable (1 original, 1 duplicate) (To be prepared/submitted after approval of the SLUP) (1 authenticated copy)	EMB
5. Appropriate clearance from NCIP (1 authenticated copy)	NCIP DAO 2021-27 - In order to provide the applicant ample time to secure the corresponding Certificate of Pre-condition/CNO from the NCIP, a Provisional Agreement (PA) with a validity of Two (2) years shall be issued by the RED after 15 days from the date the NCIP has received the endorsement.
6. Proof of financial capability to develop and manage the area applied for (1 original, 1 duplicate)	
7. Endorsement from Local Government Units (LGUs) (1 original, 1 duplicate)	LGU
8. BIR certification on the zonal valuation of the nearest commercial zone of the Barangay/Municipality/City or Province whichever is higher (duplicate)	BIR
9. <i>Indicative Management Plan</i>	<i>Requesting party (DAO 2004-59)</i>



CLIENT STEPS	AGENCY/ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CENRO				
1. Submit letter or accomplished application form and complete supporting documents	1. Receive and review the application, and check the completeness of the required documents.	None	1 hour	<i>Chief RPS</i>
	1.1. Conduct survey and assessment of the area and prepare report (including CSW)	None	3 days	<i>Chief and Technical Staff RPS</i>
	Prepare Order of Payment.	None	30 min.	<i>Chief RPS</i>
2. Receive Order of Payment. Pay the corresponding fees.	2.1. Receive payment and issue Official Receipt.	Php 500 Application Fee Php 50 Oath Fee Rental Fee (5% BIR Zonal Valuation x area in square meters)	30 min.	<i>Cashier/ Bill Collector/ Credit Officer</i>
None	2.2. Prepare endorsement to be signed by CENRO	None	1 hour	<i>Chief RPS</i>



CLIENT STEPS	AGENCY/ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.3. Sign the endorsement.	None	1 hour	<i>CENR Officer Records Officer</i>
None	2.4. Indorse/Transmit to PENRO Records	None	2 days	<i>CENRO Records</i>
PENRO				
None	2.5. Receive the Application and indorse to PENRO for instruction	None	1 hour	<i>PENRO Records</i>
None	2.6. Refer the application to PENRO TSD for evaluation	None	30 min.	<i>PENR Officer</i>
None	2.7. Review and evaluate the application and prepare endorsement for signature of PENRO	None	2 days	<i>Chief TSD</i>
None	2.8. Review and scrutinize the application and sign endorsement to the Regional Office through the PENRO Records	None	2 hours	<i>PENR Officer</i>
None	2.9. Indorse the application with complete documents to the Regional Office	None	2 days	<i>PENRO Records</i>
REGIONAL OFFICE				
None	2.10. Receive the application and endorse to RED	None	1 hour	<i>Regional Office Records Officer</i>
None	2.11. Endorse to ARD for Technical Services for action	None	1 hour	<i>RED/RED Staff</i>



CLIENT STEPS	AGENCY/ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.12. Refer the application to LPDD Chief for evaluation and review	None	30 min.	ARD TS
None	2.13. Refer to concerned Section Chief	none	1 hour	Chief, FUS
None	2.14. Refer the application to focal person for validation and investigation	None	30 min.	Chief FUS
None	2.15. Conduct validation on the land applied and prepare report and recommendation and indorse to Chief, LPDD for review	None	4 days	Focal Person LPDD
None	2.16. Review and evaluate the report and countersign recommendation and indorse to ARD for approval/ countersignature/initial	None	2 hours	Chief LPDD
None	2.17. Evaluate and countersign the application and indorse to RED for approval	None	2 hours	ARD for TS/ Staff of ARD
None	2.18. Approve the SLUP	None	1 day	Regional Executive Director/RED staff
None	2.19. Records and notify client for the release of the permit	None	30 min.	Regional Records Officer
3. Receive duly approved permit				
	TOTAL	Php 500 Application Fee Php 50 Oath Fee	16 days & 10 min.	



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

*Dao 2020-27



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

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

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

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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit duly accomplished application form and supporting documents to CENRO.	1. Check completeness, receive, record, and forward the request to concerned unit.	None	15 min.	<i>Receiving/Releasing Clerk, CENRO Records Unit</i>
None	1.1. Receive documents, prepare Order of Payment (OR), and assign personnel to inspect/verify the application.	None	45 min.	<i>Technical Staff/ Chief, Regulation and Permitting Section (RPS)</i>
2. Receive Order of Payment and pay corresponding fee to the CENRO Bill Collector.	2. Accept payment and issue Official Receipt to the applicant/client.	Php 3,000.00 Application Fee and Registration Fee Php 36.00 Oath Fee Php 12,000.00 Cash Bond (per DAO 2004-16)	30 min.	<i>Collecting Officer</i>
3. Receive Official Receipt.	3. Evaluate the application and its supporting documents and schedule for inspection.	None	45 min.	<i>Inspection Team</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4. Assist the Inspection Team	4. Conduct inspection and take geotagged photos of the lumber yard, prepare inspection report then submit to Chief, RPS.	None	3 days	<i>Inspection Team/Technical Personnel</i>
None	4.1. Review the inspection report and endorsed the application with complete documents to CENRO	None	45 min.	<i>Chief, RPS</i>
None	4.2. Endorse the application and forward to PENR Office	None	45 min.	CENR Officer
None	4.3. Record and release the Application to PENRO	None	1 day	<i>Receiving/Releasing Clerk, CENRO Records Unit</i>
PENRO				
None	4.4. Receive documents and forward to Chief, TSD	None	20 min.	<i>Receiving/Releasing Clerk, PENRO Records Unit</i>
None	4.5. Review documents and prepare Memorandum/Endorsement to RO for approval	None	2 hours	<i>Chief, Technical Services Division (TSD)</i>
None	4.6. Record and release the endorsement to RO	None	1 day	<i>Receiving/Releasing Clerk, PENRO Records Unit</i>
Regional Office				
None	3.1. Receive the application and endorse to RED	None	1 hour	<i>Regional Office Records Officer</i>
None	3.2. Endorse to ARD for Technical Services for action	None	1 hour	<i>RED/RED Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	3.3. Refer the application to LPDD Chief for evaluation and review	None	30 min.	<i>ARD TS</i>
None	3.4. Refer to concerned Section Chief	none	1 hour	<i>Chief, FUS</i>
None	4.7. Review, evaluate the completeness of the application and prepare Certificate of Registration (COR) as dealer/importer of wood materials/products and endorse to RED thru ARD for Technical Services for signature.	None	2 hours	Chief, FUS (Forest Utilization Section)
	4.8. Review, countersign the prepared Certificate of Registration	None	30 min.	<i>Chief, Licenses, Patents and Deeds Division (LPDD)</i>
None	4.9. Review, countersign the prepared COR for the approval of the Regional Executive Director (RED)	None	1 hour	<i>ARD, Technical Services</i>
None	4.10. Review and sign the prepared COR.	None	1 hour	<i>RED</i>
None	4.11. Record and release of the approved COR.	None	20 min.	<i>Receiving/Releasing Clerk, RO Records Unit</i>
5. Receive COR as dealer /importer of wood materials/products		None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	CENRO SUB-TOTAL	Php 3,000.00 Application Fee and Registration Fee	4 days, 3 hours & 45 min.	
	PENRO SUB-TOTAL	Php 36.00 Oath Fee	1 day, 2 hours & 20 min.	
	REGIONAL OFFICE SUB-TOTAL	Php 12,000.00 Cash Bond) (per DAO 2004-16)	1 day & 20 min.	
	TOTAL	= P15,036.00	6 days & 6 hours & 25 minutes	



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

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

Office /Division:	DENR CENRO/PENRO/REGIONAL OFFICE	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government to Business	
	G2C – Government to Citizen	
Who may Avail of the Service:	Any Private Individual and Private Corporations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished and notarized application form	CENRO	
2. Authenticated photo static copy of registration as single proprietorship, partnership or corporation from the Department of Trade and Industry (DTI) and/or Securities and Exchange Commission (SEC)	DTI, SEC	
3. Approved lumbers of supply Contract	Requesting Party	
4. Mayors Business Permit	LGU	
5. Business Plan	Requesting party	
6. Geotagged Photos of the establishment including lumberyard	DENR	
Additional if the applicant is a representative		
7. Special Power of Attorney (SPA) (1 original)	Requesting party, Private Lawyer, or Notary Public	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit letter request and supporting	1. Check the completeness of submitted application and supporting document. Prepare Order of Payment.	None	30 min.	<i>CENRO Receiving Clerk</i>



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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3.1. Review the inspection report/supporting documents. Prepare and affix initials on the memorandum endorsement for the RED thru PENRO.	None	3 hours	Chief RPS
	3.2. Receive, review and sign endorsement memorandum for RED and forward the same to the PENRO.	None	1 hour	Deputy CENR Officer/ CENR Officer
	3.3. Record and release endorsement of application document and update the iDATs (closing the tickets).	None	2 days	Records Officer
PENRO				
None	3.4. Receive, record application documents endorsed by CENRO.	None	30 min.	Receiving/Releasing Clerk
	3.5. Record and forward application document to PENRO	None	30 min.	PENRO Records Section
	3.6. Review and refer to the Chief, Licenses, Patents and Dees Section (LPDS).	None	30 min.	PENRO Officer
	3.7. Reviews the document and prepares endorsement to the regional office.	None	1 hour	Chief LPDS
	3.8. Review and sign the endorsement memorandum.	None	30 min.	PENR Officer
	3.9. Record and release the memorandum and application including the supporting documents and endorse to RED	None	2 days	PENRO Records Officer
REGIONAL OFFICE				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	3.5. Receive the application and endorse to RED	None	1 hour	<i>Regional Office Records Officer</i>
	3.6. Endorse to ARD for Technical Services for action	None	1 hour	<i>RED/RED Staff</i>
	3.7. Refer the application to LPDD Chief for evaluation and review	None	30 min.	<i>ARD TS</i>
	3.8. Refer to concerned Section Chief	none	1 hour	<i>Chief, FUS</i>
	3.9. Review and refer application to Action Officer.	None	30 min.	<i>Chief LPDD</i>
	3.10. Review/ evaluate document, draft Certificate of Registration as Lumber and other wood products importer and return to Division Chief for review and correction.	None	1 day	<i>FUS/ Action Team CENR Office</i>
	3.11. Review the draft Certificate of Registration as and other wood products importer and return to Action Officer for preparation of final Certificate of Registration as Lumber and other wood products importer.	None	1 day	<i>Chief LPDD</i>
	3.12. Prepare final Certificate of Registration as and other wood products importer.	None	20 min.	<i>FUS/LPDD Action Team CENR Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3.13. Arrange documents and forward to Division Chief for counter signature.	None	30 min.	<i>FUS/LPDD Action Team</i> CENR Office
	3.14. Countersign Certificate of Registration as lumber and other wood products importer.	None	20 min.	<i>Chief</i> LPDD
	3.15. Forward the document to Office of Regional Director.	None	20 min.	<i>ARD TS</i>
	3.16. Approve and sign Certificate of Registration as Lumber and other wood products importer.	None	1 day	<i>RED</i>
	3.17. Return the approved Certificate of Registration as Lumber and other wood products importer to LPDD.	None	1 day	<i>Regional Record Officer</i>
	3.18. Receive and record the approved Certificate of Registration as Lumber and other wood products importer and forward to Record Section for releasing to Requesting Party.	None	30 min.	<i>Regional Record Officer</i>
4. Receive Certification.				
	TOTAL	Php 600.00-12,000.00	13 days & 2 hours	



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



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

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

Office or Division:	Community Environment and Natural Resources Office (CENRO), PASu	
	Regional Office	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business	
	G2C – Government to Client	
	G2G – Government to Government	
Who may avail:	Natural and Juridical citizens of the Philippines	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished request letter stating the reasons for the request, commodity, no. of seedlings being requested and place where the seedlings are to be planted (1 original copy)	Requesting Party	
2. Any proof of identity (1 original copy)	Requesting Party	
Additional if from the Government Sector		
Official letter Request (1 photocopy)	Requesting Party	
Additional if Requesting Party is a representative		
Authorization Letter or Special Power of Attorney (1 original copy)	Requesting Party	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request for donation of seedlings	1. Receive, and evaluate the completeness of the requirements and forward the same to the CENR Officer for his Information	None	10 min.	<i>Records Officer</i>



CLIENT STEPS	1.1. AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	1.2. Forward to the Conservation and Development Section for seedling donations	None	10 min.	<i>CENR Officer</i>
None	1.3. Check of availability of seedlings Donation of seedling based on the request taking into consideration the availability of seedlings	None	30 min.	<i>Chief, Conservation and Development Section (CDS)</i>
None	1.4. Record and release donated seedlings, and retain a hard copy of the documents submitted	None	5 min.*	<i>Assigned Personnel CDS</i>
2. Receive donated seedlings		None		
TOTAL:		None	55 min.*	

*The actual time for the delivery/hauling of seedlings may vary depending on the size and volume of seedlings.

*Requesting party is responsible for the hauling activity



CITIZEN'S CHARTER NO. ROXII-F-06 ISSUANCE OF TREE/TIMBER INVENTORY

Tree Inventory is the structured documentation and assessment of trees within a specific area, which involves identification and recording various attributes such as **species, size (diameter and height), health condition, location (coordinates or mapping), structural integrity, and maintenance needs**. The inventory may be conducted manually, digitally, or using geospatial technologies like **GIS (Geographic Information Systems)** and **GPS**. The standard procedures and measurement of Diameter Breast Height/Diameter Above Buttress (DBH/DAB) of a tree and its corresponding merchantable height is in accordance with DENR Memorandum Order No. 8, Series of 1991 and the guidelines and procedures on how data/information gathered on field was based on FMB Technical Bulletin No. 13, entitled "Measurement Standards and Procedures in the Conduct of Inventory for Standing Trees (Timber)" and other DENR existing rules and regulations.

Pursuant to Section No. 4, Item No. 4.1. of DENR Administrative order No. 2021-11, dated May 19, 2021, one of the application requirements for cutting naturally grown tree/s within Private Lands is the 100% timber inventory Report duly signed by the forest officers including Tally Sheets and Stand & Stock Table of trees to be affected.

Note: Per DAO No. 2000-21, Section 6, Paragraph No. 3, the concerned CENRO shall verify the status of the land/lot applied for PLTP whether Alienable and Disposable Land or Timberland prior to the conduct of timber inventory. The land verification shall be verified by SMD-LESS, per Memorandum of the Regional Executive Director dated March 28, 2023.

Office or Division:	Regulation and Permitting Section, DENR CENR Office (or Implementing PENR Office)	
Classification:	Highly Technical (Multi-Stage Processing)	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen	
Who may avail:	Private Citizen or Corporation owner of Land Title/ Holder of Tenurial Instruments (MPSA, IFMA, SIFMA, etc.)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request (1 original)		Requesting Party



2. Authenticated copy of Land Title/CLOA issued by LRA or Registry of Deeds (ROD) with approved Sketch Map of the Area, whichever is applicable	Land Registration Authority (LRA)/Registry of Deeds (ROD) and DENR-Regional Office
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit letter request and supporting documents.	1. Preliminary Assessment. Received and record the completeness of the application and supporting documents. Forward the application to Deputy CENR Officer/ CENR Officer.	None	30 mins.	<i>Receiving/Releasing Clerk</i> CENRO Records Unit
1.1 None	1.1. Receive, review and refer the request to Chief, RPS	None	30 mins.	<i>Deputy CENR Officer/ CENR Officer</i> CENRO
1.2. None	Review the application/request. Determine the sampling intensity. Inform the client and advice to pay for the corresponding Inventory Fee based on the size of the area, and Oath Fee in administering oath on the report. Prepare an Order of Payment and advise the client to pay	Php 1,200.00/ha Plus the actual, available and most economical transport cost of the inventory team from its official station site. Php 36.00 for Oath Fee	2 hours	Chief, RPS/RPS Technical Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Submit the Order of Payment and Pay for the corresponding Inventory Fee.	Received the Payment and Issue an Official Receipt.	None	1 hour	Credit Officer
Submit the Official Receipt to RPS Chief/Technical Staff		None	30 mins	
2.2. Submit the Proof of Payment of Inventory Fee and Oath Fee	<p>*Received the proof of payment from the client and schedule for a Tree Inventory. The inventory shall be in accordance with DMO No. 1999-08 and FMB Technical Bulletin No. 3.</p> <p>Prepare an inventory report and must be subscribed and sworn to by all the members of the Inventory Team with attached documents e.g. original tally sheets, stand and stock table, geo-tagged photographs, etc. including their findings and recommendations.</p> <p>Prepare Memorandum addressed to CENRO submitting the report.</p> <p>Forward to the RPS Technical Staff/Chief, RPS.</p>	None	15 days	Inventory Team



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2.2 None	Receive and sign the Inventory Report and affix initial in the Letter addressed to client. Forward to the DMO IV	None	1 hour	RPS Technical Staff /Chief, RPS
2.3 None	Review and affix initial in the documents. Forward to the CENRO for the subscription of the report.	None	1 hour	DMO IV
2.4 None	Review and sign the endorsement and forward to Records for releasing.	None	1 hour	CENR Officer
2.5. None	**Record, stamp release the documents. Notify the client a copy of the report.	None	1 hour	CENRO Records Officer
3. Receive the Inventory Report	Record and release signed Letter and Inventory Report.	None	30 mins	Releasing Clerk CENRO Records Section
CENRO SUB-TOTAL		Php 1,200.00/ha Plus the actual, available and most economical transport cost of the inventory team from its official station site. Php 36.00 for Oath Fee	16 days and 1 hour	



TOTAL	Php 1,200.00/ha Plus the actual, available and most economical transport cost of the inventory team from its official station site. Php 36.00 for Oath Fee	
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**The turn-around time is interrupted upon notification to the client and shall resume upon the conduct of actual inventory.*

***The turn-around time shall be interrupted upon acknowledgment of the notification to the client for the issuance of the Tree Inventory and shall resume upon the actual receipt from the office.*



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



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

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

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

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

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

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

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



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



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



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

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



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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	1.11. Review and initial the endorsement/s and forward to LPDD Chief.	None	10 min.	<i>Chief WRUS</i>
None	1.12. Review and initial the endorsement/s and forward to ARD TS.	None	1 hour	<i>Chief LPDD</i>
None	1.13. Review and initial the endorsement/s and forward to RED.	None	4 hours	<i>ARD TS</i>
None	1.14. Review and sign the indorsement of the memorandum/letter.	None	4 hours	<i>RED</i>
None	1.15. Forward documents to LPDD for release	None	1 hour	<i>Receiving/Releasing Clerk ORED</i>
None	1.16. Scan documents and forward documents through private courier for transmittal to NWRB.	None	1 hour	<i>Receiving/Releasing Clerk WRUS</i>
None	1.17. Transmittal to NWRB	None	2 days	<i>Private Courier</i>
None	1.18. Receive and process Water Permit Application.	See below.*	20 days	<i>NWRB</i>
2. Receive the Water Permit.				
TOTAL		None	24 days + 4 hours + 30 minutes	



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



DENR CENR, PENR AND REGIONAL OFFICES Lands



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

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

Office or Division:	Surveys and Mapping Division - Land Records Section, Regional Office
Classification:	Simple to Complex
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	Private individuals, other government agencies and instrumentalities, Local Government Units, private firms
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter Request duly signed by the survey claimant or land owner	Public Assistance Desk or Receiving Area of the Land Records Section
2. Government issued ID (present 1 original)	Requesting Party
Additional if from the Government Sector	
3. Official Letter Request (1 original) to be received at the Administrative Division for EDATS	Requesting Party
Additional if Requesting Party is a representative	
4. SPA as authorized by the land owner duly signed and notarized by the lawyer; or 5. authorization letter duly signed by the land owner attaching copy of valid ID of the land owner.	Requesting Party, Private Lawyer, Public Attorney's Office (PAO) or Notary Public



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



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

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



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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Survey Envelope with the following Checklist Requirements:</p> <p>(TITLED PROPERTY)</p> <ul style="list-style-type: none"> a. Survey Plan signed by Geodetic Engineer and land owner for conformity b. System generated copy of land title from Register of Deeds c. Notarized Field Notes cover and inside signed by Geodetic Engineer d. Transmittal of survey returns signed by Geodetic Engineer e. Lot Data Computations signed Geodetic Engineer f. Traverse computation as needed (signed by Geodetic Engineer) g. Uploaded Digital Land Survey Data (DLSD) h. Notarized Joint Affidavit of conformity if land title is owned by 2 or more persons i. Court Order (for those land with Lis Pendens and Bail Bond annotation) j. Certification Interposing No objection signed by Adverse Claimant (for those title with Adverse Claim annotation) k. DAR indorsement or Certificate of Full payment from the Landbank of the Philippines (for those CLOA Title issued less than 10 years) 	<p>GEODETTIC ENGINEER/ REQUESTING PARTY</p>



(UNTITLED PROPERTY)

a. Survey Returns signed by the Geodetic Engineer

- a.1 Survey Plan
- a.2 Boundary Computation
- a.3 Lot Data Computation
- a.4 Field Notes cover and inside
- a.5 Traverse Computation
- a.6 Transmittal of Survey Returns
- a.7 Uploaded Digital Land Survey Data (DLSD)

b. Transmittal of complete Survey Returns from CENRO concerned

c. Transmittal of complete Survey Returns from PENRO concerned

d. Survey Authority/ Order signed by CENR Officer concerned

e. Indicative map signed by the Geodetic Engineer from CENRO concerned showing the geographical location of area subject for survey with coordinates and Land Classification Map used must be indicated

f. Court clearance except under DMC 2019-10

ADDITIONAL REQUIREMENTS FOR ORIGINAL SURVEY

- PRS'92 certification of its tie line used
- Survey Notification



- Geodetic Engineer Certification
- Preliminary investigation report signed by Deputy Public Land Inspector with Geotagged photos from CENRO concerned

ADDITIONAL REQUIREMENTS UNDER DMC 2019-10

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Submission of Survey Returns/Indorsement of Survey Returns from the field office	Uploading of Digital Land Survey Data (DLSD)	None	None	GE/ Clients



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Preliminary Unit	1.1 Receiving of Survey Returns for verification and approval with uploaded DLSD based on the checklist requirement	None	30 minutes	Engineer II
	1.2 Preliminary examination of survey returns for verification and approval	None	*3 working days	Engineer II
	1.3 Data Encoding of the accepted and pending survey returns		20 minutes	Mathematician Aide II
	1.4 Issuance of Order of Payment for Verification fee		30 minutes	Cartographer I
2. Payment of verification fee	2.1 Payment of verification fee at the DENR Cashier Section and issue official receipt	**Php 70.00	30 minutes	Credit Officer I, Administrative Division
3. LAMS - Front desk	3.1 Encode Marginal information of the submitted Survey Returns	None	1 hour	Cartographer I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3.2 Automated notification received by the client via LAMS short message services (SMS) for Client Transaction Monitoring (CTM)	None	10 minutes	System Generated
4. LAMS - Encoding of Survey Records	4.1 Research, Encode and attach soft copy of lot references of survey records	None	1 hours	Engineering Aide
5. LAMS - Projection Unit	4. Projection of the submitted survey plan against Digital Cadastral Database (DCDB) and Land Classification (LC) Maps	None	***2 working days	Engineer III Statistician I Cartographer III
6. LAMS - Verification Unit	6.1 Verify the correctness of the submitted technical documents if it is in accordance with the Manual on Land Survey Procedures per DMC No. 2010-13 and against DENR survey records 6.2 Cartographic Works	None	***7 working days	Engineer II Engineer I Officer II Mathematician Aide I Cartographer II Cartographer IV



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	6.3 Custody of pending SR <ul style="list-style-type: none"> • Controller • LAMS SMS • Notification letter DCDB Rescue Unit 	None	None	Cartographer I Engineer I
7. LAMS - Final Verification	7.1 Final verification with regards to the correctness of the submitted technical documents if it is in accordance with the Manual on Land Survey Procedures per DMC No. 2010-13 and against DENR survey records	None	3 working days	Engineer II
8. Recommending Approval	8.1 Recommend and countersign for the final approval of survey returns to the Chief, SMD per DMC-2022-13	None	2 working days	DMO III
9. Final Approval	9.1 Sign and approve the survey plan per DMC- 2022-13	None	2 working days	Chief SMD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
10. LAMS - Front Desk	10.1 Automated notification received by the client via LAMS short message services (SMS) for Client Transaction Monitoring (CTM) informing him/her that the survey plan has been approved for records archive	None	10 minutes	System Generated
	10.2 Assignment of Survey Number of the Approved Survey Plan		20 minutes	Cartographer I Cartographer IV
11. LAMS - Scanner	11.1 Scanning of the Approved Survey plan including the attached survey documents	None	1 hour	Mathematician Aide I
	11.2 Transmittal of approved Survey Returns to Land Records Section.		1 hour	Cartographer I
12. Records Section	12.1. Receive the Approved Survey Plan	None	1 hour	Administrative Officer III Mathematician Aide I
TOTAL:		**Php 70.00	**19 days, 7 hours and 30 minutes	

*1-hour for minimum of 9 lots; 3 working days for complex subdivision

**P70.00 minimum payment- actual payment is dependent on the actual number of lots and corners.

***LAMS Verification-The actual number of days would depend on the number of lots subject of approval at a speed of 1 hour/9 lots and 7 working days for complex subdivision

****If rejected after adverse findings the turn-around around will be suspended (DAO2025-12)



CITIZEN'S CHARTER NO. RXII-L-04. ISSUANCE OF ORDER OF CANCELLATION OF SURVEY PLANS

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

Office or Division:	Surveys and Mapping Division
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	External: any person (juridical or natural), regular courts Internal: Officials and Employees of DENR Central Office, Regional Offices, PENROs CENROs, Bureaus and Attached Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. FOR TITLED PROPERTY	
1. Request under oath, for cancellation of approved survey plan of private party/government agency affected, expressly stating the reason for cancellation as enumerated under DAO 2007-29, with oath of undertaking.	
a. If the requestee is an heir / are heirs, attach original copy or certified true copy of Extra Judicial Settlement, and/or Affidavit of Sole Adjudication/Sole Heirship	Client/Notary Public/Court
b. If the requestee is an authorized representative, attach original copy or certified true copy of duly notarized Special Power of Attorney.	Client/Notary Public
c. If the requestee is a Corporation, attach the original copy or certified true copy of Secretary's Certificate authorizing the requestee Certificate of	Client



Death of the person/owner/claimant named in the survey plan requested to be cancelled.	
d. If the requestee have secured ownership through transfer of rights by sale, donation or any similar act, attach the original copy or certified true copy of duly notarized transfer document e.g. deed of sale, deed of donation, among others.	Client/Notary Public/Court
e. If the survey owner is deceased, original PSA copy of Death Certificate (except when not yet indorsed by local civil registry to the PSA, thus, a Certification from the said office shall be attached), except in item 1.a where the Extra Judicial Settlement may be deemed sufficient.	Client/Philippine Statistics Authority
2. Photocopy of government issued ID bearing signature, with three (3) original signature specimen	Client
3. Latest system generated certified true copy of title of the lot or a Certification from the concerned Registry of Deeds that no title had been issued to the lots covered by the approved subdivision plan to be cancelled 3a. Certified True Copy by the Clerk of Court of Notice of Lis Pendens, if subject lot/s are subject of a pending case before the courts of law; 3b. Certificate of True Copy of Order of Finality and/or Decision if necessary 3c. Affidavit of No Objection from the adverse claimant if there is an annotation in the title relative thereto	Registry of Deeds where property is located or with jurisdiction over the property or concerned Register of Deeds
4. Sepia copy of approved plan with tabular technical description, or if lost, attach the original copy or certified	Client/Register of Deeds/Notary Public



true copy of duly notarized Affidavit of Loss executed by the owner.	
5. Copy of new subdivision plan, when necessary	Any private Geodetic Engineer
6. Blueprint copy of approved plan requested to be cancelled, certified by the DENR RO Land Records Officer.	Land Records Section, Surveys and Mapping Division
7. Cancellation fee – 100.00 (with Official Receipt)	Cashier
B. FOR UNTITLED PROPERTY	
1. Requirements indicated in item A.1., A.5., A.6., and A.7.	
2. CENRO Certification that no patent or title has been issued to the lot/s covered by the approved subdivision plan to be cancelled	CENRO Concerned
3. Investigation report or ground verification if there is valid reason for cancellation	
4. Endorsement from the concerned CENRO and PENRO recommending the cancellation of untitled land	
C. FOR DAR PROJECT	
1. Requirements enumerated in item A if titled and B if untitled	
2. Certification of the MARO duly conformed by the PARO that No CLOA had been issued to the previously approved plan to be cancelled and that the subject lot/s are covered by CARP	DAR Office
3. Certification of list of beneficiaries, or Order of Inclusion/Exclusion when necessary	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submission of request for cancellation	1.Receiving	None	15 minutes	PACDO
	1.1Referral to Office of the Regional Executive Director	None	1 day	PACDO
	1.2Referral to the Office of Office of the Assistant Regional Director for Technical Services	None	15 minutes	ORED
	1.3 Referral to Office of the Office of the Chief, Surveys and Mapping Division	None	15 minutes	ARD-TS
2. Determination of completeness of documents	2.Preliminary Screening of Request with attached pertinent Documents and checking of completeness of requirements	None	4 hours	Statistician I
	2.1 Preparation of Order of Payment	None		
3. Payment of Cancellation Fee 3.1 Show proof of payment to SMD	3. Receive Payment	P100.00	15 minutes	Cashier
	31. Receive the Proof of payment, photocopy it. The photocopy shall be given to the client. Original copy of receipt is attached to the request and refer it to the Chief, Original and Other Surveys Section	None	30 minutes	Statistician I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	4. Review and evaluation of request and Refer it to Chief, SMD	None	2 hours	Chief, Original and Other Surveys Section
	5.Final review and evaluation of request and endorsement for preparation of Order of Investigation pursuant to Regional Special Order No. 2023-428	None	2 hours	Chief, SMD
	5.1 Referral of Order of Investigation and the request folder to ARD-TS	None	1 hour	Chief, SMD
	6.Receive Order of Investigation and request folder, record and refer to ARD-TS	None	30 minutes	Receiving Clerk, ARD-TS
	6.1 Approval of Investigation Report	None	1 hour	ARD-TS
	6.2 Refer to Releasing Clerk	None	15 minutes	ARD-TS
	6.3 Record and Release, refer to SMD	None	15 minutes	Releasing Clerk, ARD-TS
	7. Receive the Approved Order of Investigation and request folder and refer to Investigating Team	None	15 minutes	Receiving Clerk, SMD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	8. Receive the Order of Investigation and request folder and evaluate	None	30 minutes	Team Leader, Investigating Team
	8.1 Team will convene and schedule the date/s of investigation	None	1 day	Team Leader, Investigating Team
	8.2 Notify the client of the schedule of investigation*	None	30 minutes	Member, Team
9. Confirm the date of Investigation	9. Ocular investigation and inspection	None	12 days	Investigating Team
	9.1 Preparation of Report and Recommendation	None	1 day	Investigating Team
	9.2 Refer the Investigation Report and the Case folder to ARD-TS	None	30 minutes	Investigating Team
	10. Receive the Investigation, Report, record and refer to ARD-TS	None	15 minutes	Receiving Clerk, ARD-TS
	10.1 Review and Evaluation of the Folder	None	2 days	ARD-TS
	10.2 Preparation and Signing of Order of Cancellation	None	1 hour	ARD-TS
	10.3 Record and Release documents to Land Records Unit	None	30 minutes	Releasing Clerk, ARD_TS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	11. Receive the Request Folder, Pull –out of Original Plan subject for cancellation	None	2 hours	Land Records Personnel
	12. Drafting of approved Cancellation Order in the original Plan Cancelled	NONE	45 minutes	Land Records Personnel
	13. Attach the approved Cancellation Order inside the envelope of Cancelled Original plan and file the cancelled plan in the envelope and **notify the client of the approval of the request	NONE	1 hour	Land Records Personnel
14. Receive the copy of the cancelled plan	14. Release the cancelled plan	NONE	30 minutes	Land Records Personnel
TOTAL:		**Php 100.00	**19 days, 4 hours and 15 minutes	

**the period will be interrupted and shall resume only during the actual conduct of ocular inspection and investigation.*

***the period shall be interrupted upon the confirmation and notification of the office to the party and shall resume upon actual receipt of the cancelled plan.*



**DENR CENR, PENR AND REGIONAL OFFICES
REGIONAL STRATEGIC COMMUNICATION AND INITIATIVES GROUP
(RSCIG)**



CITIZEN'S CHARTER NO. RXII-RSCIG-01. EVENT COVERAGE/PUBLICATION OF NEWS (INTERNAL)

This process details the procedure in event coverage including drafting a news story and photo release. The RSCIG disseminates media materials following approval from the concerned DENR offices.

Office/Division	Regional Strategic Communication and Initiatives Group			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail?	DENR-12 Regional Office/Line Bureaus/PENROs/CENROs/PAMOs			
REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request through phone call, email, or text message or Request through memo (1 copy) 			<ul style="list-style-type: none"> Requesting Party 	
CLIENT STEPS				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Request for event coverage through memo, phone call, email, or text message.	1. Receive and review request. Encode in E-DATS or logbook. Forward to Chief, RSCIG	None	5 min.	RSCIG Support Staff <i>(Admin. Assistant)</i>
1.1. None	1.1. Receive and review request. Assign to staff writer	None	10 mins.	Chief, RSCIG
1.2. None	1.2. Cover the event (within or outside Regional Office). Draft the news story and email to Chief, RSCIG	None	2 working days	Assigned staff writer RSCIG



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1.3. None	1.3. Review submitted draft. Make revisions if necessary. Coordinate with staff writer/concerned office for clarifications of possible issues, if any.	None	1 hr.	Chief, RSCIG
1.4. None	1.4.2 Finalize article and enhance photos using prescribed template and email to Chief, RSCIG. <i>If no issues, proceed to 1.9</i> <i>If there are possible issues, proceed to 1.5</i>	None None	20 mins. 10 mins	Assigned staff writer RSCIG
1.5. None	1.5 Transmit news story to RED, for review (<i>if the news story may contain issue/s</i>)	None	5 mins.	Chief, RSCIG
1.6. None	1.6 Review news story. Return to the RSCIG Chief, who will forward to SCIS for clearance, if needed, based on nature of the story. (<i>Attached briefer and other necessary docs</i>) If no clearance is needed, proceed to 1.8.	None	5 mins.	RED Chief, RSCIG



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1.7. None	1.7 Review and give final clearance to edited news story. Transmit to RSCIG	None	1 working day	SCIS
1.8. None	1.8. Transmit to RED the cleared story	None	10 mins	Chief, RSCIG
1.9 None	1.9. Upon approval of the article, schedule its publication to the official FB page and email e-copy to partner media and DENR-12 web content administrator with instructions on schedule of release.	None	20 mins.	Assigned staff writer RSCIG FB Page Administrator/ Website Content Manager
2. Receive story from DENR-12 and release by various means of media e.g. social media, official website				
TOTAL	No issues		2 days, 2hrs. & 5 mins.	
	With issues		3 days, 2 hrs & 25 mins	



CITIZEN'S CHARTER NO. RXII-RSCIG-02. EVENT COVERAGE/PUBLICATION OF NEWS (EXTERNAL)

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

Office/Division	Regional Strategic Communication and Initiatives Group			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail?	External Clients: DENR beat reporters and members of the media			
REQUIREMENTS			WHERE TO SECURE	
Official request letter sent to the DENR-12 RSCIG office/Emailed to the RSCIG-Office of the Director (rscig.r12@denr.gov.ph)/ or sent via SMS (Text) or Viber			<ul style="list-style-type: none"> • Requesting Party 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Request the interview of a DENR official thru email, phone call, SMS (text)/Viber message or request letter on DENR policies,	1. Receive request letter a. If request is emailed, print/forward to RSCIG Chief;			Chief RSCIG Information Officer II Information Officer I



<p>programs, projects, including environmental issues.**</p>	<p>b. If request is sent through text/Viber, forward to RSCIG Chief;</p> <p>c. If request is through a phone call, ask for a letter request thru email or to fill out a request form and then send thru email.</p> <p>1.1. Determine legitimacy of media requesting the interview by asking the following:</p> <p>a. Media network/organization of client</p> <p>b. Topic/subject matter to be discussed</p> <p>c. Purpose of interview/prompt of the new story</p> <p>d. Program/ program host/ airing schedule</p> <p>e. Other interviewees to determine the angle of the story</p>	<p>None</p>	<p>1 Hour</p>	
<p>1.2 None</p>	<p>1.2. Draft or request an interview briefer from the appropriate/concerned office when all information is complete with the guide questions/talk points provided.</p>	<p>None</p>	<p>1 Day</p>	<p>RSCIG Chief Information Officer II Information Officer I Designated Information Officer (Line Bureaus, PENRO, CENRO, and/or PAMO)</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1.3. None	1.3 Prepare Request for Interview of DENR Officials form (<i>see template</i>) using prescribed format and submit to Chief RSCIG.	None	20 minutes	Administrative Assistant
1.4 None	1.4 Initial the Request for Interview of DENR Officials form (<i>see template</i>) using prescribed format and submit to Chief RSCIG.	None	10 minutes	Chief, RSCIG
1.5 None	1.5 Approve the request and sign the Request for Interview of DENR Officials form (<i>see template</i>). Forward to the (<i>Crisis Communication Committee for issue-related interviews</i>)	None	1 day	Regional Executive Director Members of the Crisis Communication Committee (for issue-related interviews)
1.6 None	1.6 Review and approve/disapprove request and sign the Request for Interview of DENR Officials form (COPID.FO.005) and return to RSCIG	None	1 day	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1.7 None	1.7. a. If interview request is approved, forward/email approved form and request letter to concerned head of office. b. If interview request is disapproved, send regrets to the requesting party stating the reason for the disapproval of their request and close the transaction.	None	10 min.	Chief, RSCIG Administrative Assistant
1.8 None	1.8 Follow up request from concerned office	None	30 minutes	Chief, RSCIG Information Officer II Information Officer I Administrative Assistant
1.9 None	1.9 Act on request through any of the following: a. Confirm the approval of requested interview b. If not available, request for change in schedule and other details, or c. Assign alternate resource person	None	1 day	Regional Executive Director CCC (For-issue related interviews) Chief, RSCIG DENR Regional, PENR and CENR Offices, RDs of Bureaus and Attached Agencies



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1.10 None	1.10 Finalize arrangements for the actual interview with the resource person or alternate. a. If the resource person is available, proceed to 1.10 b. If the resource person is not available, inform the requesting media and close the transaction.	None	30 mins.	Chief, RSCIG Information Officer II Information Officer I
1.11 None	1.11. Inform requesting media of approval of request and confirm arrangements made with the resource person.	None	20 min.	Chief, RSCIG Information Officer II Information Officer I
2. Confirm schedule and venue/platform of interview	2. Coordinate and finalize logistics for the interview	None	1 day	Chief, RSCIG Information Officer II Information Officer I
3. Conduct of the Interview	3. a. If the venue is in DENR, bring media to venue and record the interview. b. If the venue is outside DENR (studio, other location, etc.), assist resource person to venue, if needed.	None	1 day	Chief, RSCIG Information Officer II Communication Development Officer II Information Officer I Administrative Assistant



	<p>c. If interview is aired live or on scheduled date, inform the RSCIG for monitoring purposes.</p> <p>d. If interview is conducted through a virtual platform (e.g. Zoom, Google Meet), assist the resource person and record the interview.</p>			Photographer/Videographer
TOTAL			6 days and 3 hours	

**Templates may be secured at RSCIG Office/Website*

****Request the interview of a DENR official thru email, phone call, SMS (text)/Viber message or request letter on DENR policies, programs, projects, including environmental issues.**

Request letter addressed to the Regional Executive Director, and attention to the Chief RSCIG emailed to rscig.r12@denr.gov.ph or sent via SMS (text)/Viber message of the assigned Information Officer indicating the above details and the following (if applicable):

- a. *Preferred DENR official to be interviewed*
- b. *Preferred schedule of interview*
- c. *Guide questions or talking points for the interviewee*
- d. *Format of interview taped, live, online, email or phonepatch*
- e. *Schedule of airing of the story including station/network/time*



CITIZEN'S CHARTER NO. RXII-RSCIG-03. DISTRIBUTION OF IEC MATERIALS

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

Office/Division	Regional Strategic Communication and Initiatives Group			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail?	All Permanent, Casual and Contractual Personnel and Officials of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), Head of Attached Agencies, and Stakeholders			
REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request Form (1 original) 			<ul style="list-style-type: none"> RSCIG, 2nd Floor, DENR-12 Regional Office 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Request for event coverage through memo, phone call, email, or text message.	1. Accomplish and submit request form	None	1 min.	RSCIG Support Staff (Admin. Assistant)
1.1. None	1.1. Review the print / video materials as to the suitability of the requestee and/or the event	None	8mins. (print) 5 mins. (video)	RSCIG Support Staff (Admin. Assistant)



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1.2. None	1.2. Determine availability of the requested print/video materials. Packaging of the IEC print/video materials	None	8 mins. (print) 10 mins. (video)	CDO-II/Admi. Asst-II
1.3. None	1.3. Record the print/video materials in the I3ogbook and release the requested materials	None	1 min.	RSCIG Support Staff (Admin. Assistant)
2. Receive requested material and fill-out survey form.	2. Receive and file survey form.	None	2 min.	RSCIG Support Staff (Admin. Assistant)
TOTAL		None	Print	20 mins
			Video	19 mins



CITIZEN'S CHARTER NO. RXII-RSCIG-04. SOCIAL MEDIA POSTING – (INTERNAL)

This process details the procedure in social media posting specifically in the DENR Soccsksargen Facebook Page. It aims to fast-track the review and publication of content while maintaining accuracy, consistency, and alignment with the agency's communication standards.

Office/Division		Regional Strategic Communication and Initiatives Group		
Classification		Complex		
Type of Transaction		G2G – Government to Government		
Who may avail?		DENR-12 Regional Office Divisions/Line Bureaus/PENROs/CENROs/PAMOs		
REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Approved News Articles/Reports by concerned head of offices JPEG Files of good quality photos 		<ul style="list-style-type: none"> Requesting Party 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of Approved News Articles/Reports/Announcement/Others by concerned head of offices with attached photos to rscig.r12@denr.gov.ph	1. Checking of submitted Articles/Reports/Announcement/Others through e-mail	None	5 min.	Assigned staff writer/focal RSCIG
1.1. None	1.1. Check the newsworthiness of the submitted article/announcement/others and photos and determine if the content is an issue or non-issue*.	None	15 mins.	Assigned staff writer/focal RSCIG



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1.2. None	<p>1.2. Re-angling/Editing of news articles/announcements/others and request additional information/photos to the requesting party (if necessary).</p> <p>Draft the reangled/edited news story/announcement and email to Chief, RSCIG</p>	None	1 working day	Assigned staff writer/focal RSCIG
1.3. None	<p>1.3. Review submitted draft. Make revisions if necessary. Coordinate with staff writer/concerned office for clarifications of possible issues, if any.</p>	None	1 hr.	Chief, RSCIG
1.4. None	<p>1.4.2 Finalize article and enhance photos/announcement/others design using prescribed template and email to Chief, RSCIG.</p> <p><i>If no issues, proceed to 1.9</i></p> <p><i>If there are possible issues, proceed to 1.5</i></p>	<p>None</p> <p>None</p>	<p>20 mins.</p> <p>10 mins</p>	Assigned staff writer RSCIG
1.5. None	<p>1.5 Transmit news story to RED, for review (<i>if the news story may contain issue/s</i>)</p>	None	5 min.	Chief, RSCIG



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1.6. None	1.6 Review news story. Return to the RSCIG Chief, who will forward to SCIS for clearance, if needed, based on nature of the story.	None	5 min.	RED Chief, RSCIG
1.7. None	1.7 Review and give final clearance to edited news story. Transmit to RSCIG	None	1 day	SCIS
1.8. None	1.8. Transmit to RED the cleared story	None	10 mins	Chief, RSCIG
1.9 None	1.9. Upon approval of the article/announcement/others, schedule its publication to the official FB page and email e-copy to partner media and DENR-12 web content administrator with instructions on schedule of release.	None	20 mins.	Assigned staff writer RSCIG/ FB Page Administrator/ Website Content Manager
2. Receive story from DENR-12 and release by various means of media e.g. social media, official website				
			No issues	1 day & 2 hrs.
			With Issues	2 days, 2 hrs. 30 mins

**If the submitted article is not newsworthy or if the content contains possible issues, the requesting shall be immediately notified for possible rejection/delay of posting*

*** (Attached briefer and other necessary docs); If no clearance is needed, proceed to 1.8.*



CITIZEN'S CHARTER NO. RXII-RSCIG-05. PRODUCTION OF IEC MATERIALS (INTERNAL)

This process details the procedure in the production of printed IEC materials, including concept development, layout, and printing. The RSCIG releases the materials following approval from the concerned DENR offices.

Office/Division	Regional Strategic Communication and Initiatives Group			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail?	DENR-12 Regional Office/Line Bureaus/PENROs/CENROs/PAMOs			
REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request through phone call, email, or text message or Request through memo (1 copy) 		<ul style="list-style-type: none"> Requesting Party 		
CLIENT STEPS				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Request for a video production	1. Receive and review request. Encode in E-DATS or logbook. Forward to Chief, RSCIG	None	5 min.	RSCIG Support Staff <i>(Admin. Assistant)</i>
1.1. None	1.1. Receive and review request. Assign to layout artist	None	10 mins.	Chief, RSCIG
1.2. None	1.2. Discuss with the requesting party the type of Print IEC that will be produced and determine the possibility of producing the Print IEC, including the timeline.	None	20 mis	Chief, RSCIG CDO-II IO-I
1.3. None	1.3. Draft layout of the Print IEC. Coordinate with the requesting party for clarifications of possible concerns or issues and revisions, if any.	None	3 working days	CDO-II IO-I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1.4. None	1.4. Review submitted draft. Make revisions if necessary. Coordinate with staff layout artist for clarifications of possible issues, if any.	None	1 hr.	Chief, RSCIG
1.5. None	1.9. Finalize the layout, send the final copy/report to the RSCIG Chief, requesting party, and DENR-CO. Print copies. Posting on social media (<i>digital type</i>)	None	2 days	CDO-II IO-I
			5 working days, 1 hr. & 35 mins.	



CITIZEN'S CHARTER NO. RXII-RSCIG-06. VIDEO PRODUCTION (INTERNAL)

This process details the procedure in video production, including concept development, filming, and editing. The RSCIG releases video materials following approval from the concerned DENR offices.

Office/Division	Regional Strategic Communication and Initiatives Group			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail?	DENR-12 Regional Office/Line Bureaus/PENROs/CENROs/PAMOs			
REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request through phone call, email, or text message or Request through memo (1 copy) 			<ul style="list-style-type: none"> Requesting Party 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Request for a video production	1. Receive and review request. Encode in E-DATS or logbook. Forward to Chief, RSCIG	None	5 min.	RSCIG Support Staff (Admin. Assistant)
1.1. None	1.1. Receive and review request. Assign to video editor/production team	None	10 mins.	Chief, RSCIG
1.2. None	1.2. Discuss with the requesting party the type of AVP that will be produced and determine the possibility of producing the AVP, including the timeline.	None	1 hour	Chief, RSCIG CDO-II
1.3. None	1.3. Draft video story board or flow of the AVP. Coordinate with the requesting party for clarifications of possible concerns or issues, if any.	None	5 working days	CDO-II



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1.4. None	1.4. Review submitted draft. Make revisions if necessary. Coordinate with staff video editor for clarifications of possible issues, if any.	None	1 working day	Chief, RSCIG
1.5. None	1.5. Finalize the story board and determine the composition of video production team with each members' role in the project. Set the date of field documentation, interviews, and other activities necessary in the production of AVP.	None	1 working day	Chief, RSCIG RSCIG Video Production Team
1.6. None	1.6. Start field documentation and other activities. Collect necessary photos/videos to serve a B-rolls in the AVP.	None	10 days	RSCIG Video Production Team
1.7. None	1.7. Start editing the video using available video editing software and other tools.	None	2 days *	CDO-II
1.8. None	1.8. Review draft AVP for critiquing and possible changes or enhancements	None	30 mins	RSCIG Chief RSCIG Video Production Team Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1.9. None	1.9. Finalize the AVP and send the final copy to the RSCIG Chief and requesting party.	None	3 days	CDO-II/Admin. Assistant II
1.10. None	1.10. Upload to social media if necessary	None	1 hour	CDO-II/Admin. Assistant II
			19 days, 3hrs, 20 mins	

**Video-editing is dependent upon the complexity and may range up to 60 days.*



CITIZEN'S CHARTER NO. RXII-RSCIG-07. HANDLING PUBLIC ASSEMBLIES AND PROTESTS (EXTERNAL)

This process details the procedure and controls to ensure that stakeholders' have a direct access to the Department's officials/decision makers to settle ENR issues relevant to the Department.

Office/Division	Regional Strategic Communication and Initiatives Group	
Classification	Complex	
Type of Transaction	G2C - Government to Citizen	
Who may avail?	External Clients: Citizen or individual	
	REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Request/notice for a dialogue (1 original copy or photocopy) 2. Resolution and other related documents, if any (1 original or photocopy) 3. Names of a minimum of 5 and maximum of 20 persons authorized to represent their organization/group 4. DENR officials, focal/technical persons requested to participate in the dialogue 	<ul style="list-style-type: none"> ● Office of the Regional Executive Director ● Office of the Regional Executive Director ● Requesting Party ● Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
<p>1. Go/visit DENR Regional Office-12 for a public assembly and/or protest</p> <p>2. Provide a copy of request or notice for a dialogue, and names of a maximum of 20 representatives who will participate in the dialogue</p>	<p>1. Notify RSCIG of rallies/protests happening within the vicinity of the regional office.</p> <p>1.a. Face and request a necessary document from the rally group.</p> <p>2. Coordinate with Senior Key Officials e.g. Regional Executive Director, ARDs of Management Services and ARD of Technical Services, Bureau Directors and/or other focal persons requested to participate in the dialogue and request for photographer to photo/video document the dialogue.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>10 min.</p> <p>1 hour</p> <p>1 hour</p>	<p>Security Guard/Security Agency/DENR Soccsksargen</p> <p>RSCIG Staff</p> <p>RSCIG Staff</p>
	<p>2.a. Prepare a venue and equipment needed (microphone, speaker, laptop, projector), including facilities (tables and chairs).</p>	<p>None</p>	<p>1 hour</p>	<p>RSCIG Staff</p>
	<p>2.b. Participants to complete attendance sheet.</p>	<p>None</p>	<p>30 minutes</p>	<p>RSCIG Staff</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	2.c. Start the dialogue/meeting with proper introduction of both parties, discussion follows, the take notes.	None	2 hours	Chief, RSCIG
	2.c. Prepare the highlights of dialogue.	None	2 days	RSCIG Staff
	2.d. Finalize the highlights of dialogue.	None	1 day	Chief, RSCIG and Staff
	2.d. Release the approved highlights to concerned offices	None	5 min.	Admin. Aide RSCIG
	TOTAL:	None	3 days, 5 hours & 45 min.	



CITIZEN'S CHARTER NO. RXII-RSCIG-08. LENDING OF LIBRARY REFERENCE/ RESOURCE MATERIALS

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

Office/Division	Regional Strategic Communication and Initiatives Group			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail?	General public. All DENR and employees (permanent, contract of service) from DENR offices (DENR Central and Regional, DENR Bureaus, and Attached Agencies)			
REQUIREMENTS		WHERE TO SECURE		
1. Any valid identification card		● Requesting Party		
A. WALK-IN CLIENTS				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Fill out the logbook of the DENR-RSCIG 12.	1. Provide the logbook to the client. Instruct to fill out all information required in the library log book.	None	5 minutes	<i>RSCIG-12 personnel</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
2. Inquire on availability of material/s related to the topic for research	2. Determine availability of material/s. 2.a. For available material/s, retrieve material/s, instruct client/s to fill up the book card/s with all the information required. 2.b. For unavailable material/s, refer the client to other libraries	None	30 minutes	<i>RSCIG-12 personnel</i>
3. Borrow reference/resource materials	3. Lend reference materials 3.a. For reference materials for Library use only, turn over material/s to the client. 3.b. For material/s to be taken out of the library: 3.b.1. If a client is a DENR employee <i>a. Inform the employee that the lending period is three (3) working days only.</i> <i>b. File accomplished book card.</i>	None	30 minutes	<i>RSCIG-12 personnel</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	3.b.2. If a client is a non-employee and wants to photocopy materials, request the following: a. <i>Valid ID</i> b. <i>Contact number/s</i> c. <i>A refundable deposit of P500</i> d. <i>Valuable items such as mobile phone.</i>	Php 500.00 (Refundable)	45 minutes	<i>RSCIG-12 personnel</i>
	3.1. Issue material to the client.	None	15 minutes	<i>RSCIG-12 personnel</i>
4. *Return borrowed library reference/ resource material/s. Fill-out book cards/ with all the information required Received the materials	4. Retrieve material/s from client. 4.a. <i>If a client is a DENR employee, retrieve the book card from the file.</i> 4.a.1. <i>For extended borrowing period:</i> <ul style="list-style-type: none"> ● Instruct the client to fill out the book card/s with all the information required. ● Turn over material/s to the client. 	None	15 minutes	<i>RSCIG-12 personnel</i>



Return the materials before the lapse of borrowing period	<p><i>4.a.2. For non-extension of the borrowing period</i></p> <ul style="list-style-type: none"> ● Indicate “Returned” across client’s name in book card ● Insert book card in the book and return to the shelf <p><i>4.b. If a client is a non-DENR employee.</i></p> <ul style="list-style-type: none"> ● Retrieve material/s from client ● Return ID, P500 and deposited valuable item/s to client ● Return book to the shelf 			
TOTAL			2 hours and 20 minutes	
B. TELEPHONE/ EMAIL CLIENTS				
REQUIREMENTS			WHERE TO SECURE	
Request letter (sent through rscig.r12@denr.gov.ph)			Requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Send an inquiry/request to the library through telephone/ RSCIG 12 official email address	1. Receive the inquiry/request and evaluate the needed information/service of the client.	None	1 hour	<i>RSCIG-12 personnel</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
2. Go to the DENR-12 Regional Office-RSCIG on the schedule date.	2. Send a reply to the client on his/her inquiry/request. a. if the library material is available, inform the client to go to the DENR-12 Regional Office-RSCIG on a scheduled date.	None		<i>RSCIG-12 personnel</i>
3. Fill out the log book of the DENR 12-RSCIG	3. Provide the logbook to the client. Instruct to fill up all information required in the Library log book.	None	5 minutes	<i>RSCIG-12 personnel</i>
4. Borrow reference/resource materials	4.a. For reference materials for Library use only (8 am-5 pm, no lunch break), turn over material/s to the client. 4.b. For material/s to be taken out of the library: 4.b.1. If a client is a DENR employee a. Inform the employee that the lending period is three (3) working days only. b. File accomplished book card.	None	30 minutes	<i>RSCIG-12 personnel</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	4.b.2. If a client is a non-employee and wants to photocopy materials**, request the following: <ul style="list-style-type: none"> a. Valid ID b. Contact number/s c. A refundable deposit of P500 d. Valuable items such as mobile phone. 	Php 500.00 (Refundable)	45 minutes	<i>RSCIG-12 personnel</i>
	4.1. Issue material to the client.	None	15 minutes	<i>RSCIG-12 personnel</i>
5. Return borrowed library reference/resource material/s.	5. Retrieve material/s from client. <ul style="list-style-type: none"> 5.a. If a client is a DENR employee, retrieve the book card from the file. <ul style="list-style-type: none"> 5.a.1. For extended borrowing period: <ul style="list-style-type: none"> a. Instruct the client to fill up the book card/s with all the information required b. Turn over material/s to the client. 5.a.2. For non-extension of the borrowing period 			<i>RSCIG-12 personnel</i>



	<ul style="list-style-type: none"> a. Indicate "Returned" across client's name in book card b. Insert book card in the book and return to the shelf <p>5.b. If a client is a non-DENR employee.</p> <ul style="list-style-type: none"> a. Retrieve material/s from client. b. Return ID, P500 and deposited valuable item/s to client c. Return book to the shelf 			
	TOTAL	Php 500.00 (Refundable)	2 hours & 50 min	

**the turn-around time is interrupted while the reference materials are in the possession of the borrower and shall resume upon return to the office.*

***For materials for photocopying, clients are allowed to borrow a maximum of three (3) materials at a time and a photocopying time of two (2) hours.*



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 (CSS) Form.2. Answer the CSS Form.3. Check the Feedback and/or Commendation portion of the CSS Form.4. Drop it in the designated drop boxes near the PACD and Division/Section with frontline services.
How feedback is processed?	<p>Every Friday, the Public Assistance and Complaints Desk 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 style="text-align: center;">denr12.cart@gmail.com</p>



<p>How to file complaints?</p>	<ol style="list-style-type: none">1. Get a copy of the Client Satisfaction Survey (CSS) Form.2. Answer the CSS Form.3. Check the Complaint portion of the CSS 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:<ol style="list-style-type: none">a. DENR Soccsksargen Official FB Messengerb. 8888.denro12@gmail.com.c. CENRO and PENRO (for field offices) <p>Make sure to provide the following information:</p> <ul style="list-style-type: none">• Name of person being complained• Position/Office• Incident• Evidence
<p>How complaints are processed?</p>	<p>The Public Assistance and Complaints Desk Officer (PACDO) shall open the complaints drop box on a weekly basis and evaluate each complaint and refer to CSS Focal. Complaints from FB Messenger shall be forwarded to the concerned office/division/section, furnishing a copy to 8888 focal and CSS Focal for monitoring. Complaints directly lodged to the 8888 focal, the same shall be referred to the concerned office for their appropriate action.</p> <p>The complaints shall be classified according to gravity:</p> <ul style="list-style-type: none">• Minor• Moderate• Very Grave



	<p>For Regional Office- Complaints referred to CSS Focal are evaluated and referred to the concerned office/division if minor; if moderate, to Office of the Assistant Regional Director for Management Services; and if very grave complaint to the Office of the Regional Executive Director for appropriate action.</p> <p>For PENROs- Complaints are lodged to the CSS Focal who shall furnish a copy to the 8888 for monitoring and forward it to the concerned Section Chiefs if minor complaints; if moderate, to Division Chief; and if very grave complaint, to the PENR Officer for their appropriate action.</p> <p>For CENROs- Complaints are lodged CSS Focal who shall furnish a copy to the 8888 focal for monitoring then forward it to the Unit Chiefs concerned if minor; if moderate, to Section Chief; and if very grave complaint, to the CENR Officer for their appropriate action</p>
<p>Contact Information of Anti-Red Tape Authority (ARTA)</p>	<p>4th and 5th Floor NFA Building, NFA Compound, Visayas Avenue, QC Hotline: 1-ARTA (1-2782) Contact No.: (02) 8478-5091, 8478-5093, 8478-5099 Email: info@arta.gov.ph and complaints@arta.gov.ph Web: http://arta.gov.ph/pages/complaintform.php</p>
<p>Contact Information of Presidential Action Center (PACe)</p>	<p>Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline:8888 Contact No. (02)736 8621, (02) 8736 8645, (02) 8736 8603, 736 8629, 736 8621 Email: pcc@malacanang.gov.ph Web: https://op-proper.gov.ph/presidential-action-center/</p>



Contact Information of Contact Center ng Bayan (CCB)	Text: 0908 881 6565 Contact No.: 1-6565* (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: email@contactcenterngbayan.gov.ph Web: www.contactcenterngbayan.gov.ph www.facebook.com/civilservicegovph
Contact Center of the Office of the Ombudsman (OMB)	Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City Contact No.: (02) 9262-OMB (662) Text Hotline: 0926 6994 703 Lifestyle Check: (02) 927-4102, 927-2404 Trunkline: (02) 479-7300 Email: pab@ombudsman.gov.ph



VI. LIST OF OFFICES

OFFICE	OFFICE ADDRESS	CONTACT DETAILS
DENR Region XII	Aurora St., Koronadal City, South Cotabato	(083)-228-6225; 09209496945
PENRO Cotabato	Quirino Drive, Kidapawan City, Cotabato	(064) 577-1412; (064) 428-1260;
PENRO Sarangani	Poblacion, Alabel, Sarangani Province	(083) 508 2008; (083)508-2009; 0917-4842013
PENRO South Cotabato	Martinez St., Koronadal, South Cotabato	(083) 228 3502; 0948-4700-159
PENRO Sultan Kudarat	Isulan, Sultan Kudarat	(064) 471-2301;
CENRO Glan	D. Cania St., Pob., Glan Sarangani	(083) 520-8272; 0967-9909923
CENRO Kiamba	Poblacion, Kiamba, Sarangani Province	(083) 508 1922; 0955-2530602
CENRO General Santos City	Buayan Townsite, General Santos City	(083) 553-8495; 0907-6896912
CENRO Banga	San Vicente, Banga South Cotabato	(083) 554-4149; (083) 554-4903; (083) 823-7331
CENRO Matalam	National Highway, Poblacion, Matalam, Cotabato	(064) 428-1334; 0964-0805359
CENRO Midsayap	Pob. 3, Lapu lapu St., Midsayap, North Cotabato	(064) 521-9445; (064)-428-1356;
CENRO Kalamansig	Poblacion Kalamansig, Sultan Kudarat	(064) 204 6051; 0909-4383973
CENRO Tacurong City	Bo. 2, EJC Montilla Tacurong City, Sultan Kudarat	(064) 471-1867; 0945-1105928