



DEPARTMENT OF ENVIRONMENT AND
NATURAL RESOURCES (DENR)
CARAGA REGION

UPDATED REGIONAL CITIZEN'S CHARTER

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

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

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

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

II. VISION

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

III. MISSION

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

IV. SERVICE PLEDGE

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

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

V. LIST OF SERVICES

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**DENR CENR, PENR, AND REGIONAL OFFICES
ADMIN SECTOR
(INTERNAL SERVICE)**



CITIZEN'S CHARTER NO. RO-A-04 ISSUANCE OF SERVICE RECORD AND CERTIFICATE OF EMPLOYMENT/LEAVE CREDITS/COMPENSATION

Service Record and Certificate of Employment/Leave Credits/Compensation are issued upon the request of DENR personnel, official or external party (Contract of Service personnel).

OFFICE OR DIVISION:	PENRO - MSD and Regional Office - Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	Internal: Permanent Employees External: Contract of Service Personnel			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Duly Accomplished Request Form	Public Assistance Desk, Receiving Area or Records Unit			
2. Government Issued ID (Photocopy)	Requesting Party			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish request form and forward to Receiving Clerk	Receive, record in logbook or encode in EDATS, then forward to Personnel Section	None	15 min.	Receiving/Releasing Personnel
	Receive request with supporting docs	None	15 min.	Receiving Clerk- Personnel Section / HRMO-PENRO
	Retrieve records from 201 Files (PDS)	None	1 hour	Personnel Section Staff/HRMO-PENRO Personnel



	- Encode/print the Service Records - Prepare and initial the Certification	None	1 hour	Personnel Section Staff/HRMO-PENRO
	Forward to the HRM Officer for review and initial	None	20 min.	Chief Personnel Section/HRMO-PENRO
	Determine the accuracy of the Service Record and the Certification and affix signature	None	2 days	<p><u>(Leave: below thirty days)</u> <i>Below Division Chief:</i> <u>Recommending Authority:</u> Div. Chief/Immediate Supervisor <u>Approving Authority:</u> ARD MS/PENRO/CENRO</p> <p><i>For SG-24 and up employees (key officials)</i> <u>Recommending Authority:</u> ARD MS <u>Approving Authority:</u> RED</p> <p><u>(Certificate of Employment/Service Record)</u> <u>Recommending Authority:</u> Chief Personnel/ HRMO-PENRO <u>Approving Authority:</u></p>



				Chief Admin /Chief MSD
	Release the approved Service Record and Certification to the Requesting Party	None	30 min.	Releasing Officer/Clerk Records Unit
2. Received the approved Service Record/Certification	File the Customer Request Form	None	10 min.	Records Unit/Admin Section
TOTAL			2 days 3 hr & 30 mins	

Reference: DAO 2022:09



**DENR CENR, PENR, AND REGIONAL OFFICES
BIODIVERSITY SECTOR
(EXTERNAL SERVICES)**



CITIZEN'S CHARTER NO. RO-B-02. ISSUANCE OF CERTIFICATE OF WILDLIFE REGISTRATION (CWR)

This Certificate authorizes the possession of threatened, non- threatened, and exotic faunal species by private person(s) and entities. The registration also applies to animals being maintained in parks, zoos, aviaries, circus, shows, rescue centers and resorts, and the like for recreational, educational, research, and/or scientific purposes.

Limitation: The CWR does not confer the holder the privilege to collect animals from the wild or to purchase, exchange or to receive any wild faunal species including its by-products from illegal sources. Further, the CWR does not confer the holder the privilege to loan or make the animals as collateral for any transaction or financial obligation.

Office or Division:	Regulation and Permitting Section (RPS), CENR Office
	PENR Office
	Wildlife Resources Permitting Section-Licenses, Patents and Deeds Division (WRPS-LPDD), DENR Regional Office
Classification:	Complex
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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished application form "ANNEX G"	CENRO, PENRO or DENR Regional Office
2. Proof of Financial & Technical Capability	Requesting Party
3. Facility to maintained wildlife (1 original)	Requesting Party
4. Proof of legal source (e.g. Notarized Deed of Donation, if donated or Notarized Deed of Sale/ Sales Receipt, if purchased)	Requesting Party
5. Documentary stamp (2 pcs.)	Requesting Party
Additional if Corporation	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. SEC Certification or Registration (1 original and 1 photocopy)	SEC
Additional if Requesting Party is a representative	
7. Authorization Letter duly signed by the Requesting Party (1 original)	Requesting Party
8. Valid Identification Card of the Requesting Party (1 photocopy)	Requesting Party
9. Valid Identification Card of the representative (1 photocopy, present original)	Representative of the Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CENRO				
1. Submit application form together with the requirements to the CENRO Office.	1. Receive the documents and forward the application to Chief RPS.	None	2 hrs	<i>Receiving/Releasing Clerk</i> CENRO Records Unit
	2. Receive and forward the request with attached documents to the RPS Technical Staff and assign Inspection/Verification Team		1 hr & 45 mins.	Chief, Regulation and Permitting Section (RPS)
	3. Receive and evaluate the application and coordinate with the inspection/verification Team.	None	2 hrs & 30 mins.	<i>Technical Staff</i> RPS
2. Assist the inspection team in the facility	4. Conduct an inspection of the facility and the wildlife applied for CWR. Prepare report with attachments (sworn geo-tagged photos) addressed to CENRO thru Chief RPS	None	3 days	<i>Inspection Team</i> CENRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5. Review the inspection report and prepare endorsement to PENRO.	None	2 hours	Chief RPS/Technical Staff
	6. Receive and review the application and inspection report. Sign the endorsement to PENR Officer and forward to Receiving/Releasing Clerk	None	1 hour	CENR Officer
	7. Record, release, and transmittal of the application to PENR Office (with complete attachments).	None	3.5 days	Receiving/Releasing Clerk CENRO Records Unit

PENRO				
	8. Receive documents and forward to Chief, Technical Services Division (TSD). Application will only be stamped received if checklist of requirements is completely attached	None	2 hours	Receiving/Releasing Clerk PENRO Records Section
	9. Review, evaluate application and prepare memorandum endorsement to Regional Office through Chief, TSD for countersigning through Chief, TSD for countersigning.	None	2 hours	Chief/Staff Concerned Unit/Section Chief



				TSD
	10. Review and sign the memorandum endorsement for the Regional Executive Director (RED).	None	2 hours	<i>PENR Officer</i> PENRO
	11. Record, stamp release the endorsement, and forward to Regional Office together with the application and supporting documents.	None	1 day and 2 hrs	<i>Receiving/Releasing Clerk</i> PENRO Records Section

REGIONAL OFFICE				
	12. Receive documents and forward to ARD TS for review	None	2 hours	<i>Receiving/Releasing Clerk</i> R.O Records Section
	13. Review and Refer to Chief LPDD	None	2 hrs.	<i>ARDTS</i>
	14. Review, evaluate application and refer to Chief, WRPS	None	1 hour	<i>Chief LPDD</i>
	15. Review, evaluate application, prepare draft CWR and endorse to RED thru Assistant Regional Director for Technical Services (ARD TS) for signature.	None	5 hrs.	<i>Chief WRPS/Technical Staff</i>
	16. Prepare Order of Payment. Forward the same to the requesting party.	None	20 mins.	<i>Chief WRPS/Technical Staff</i>



3. Pay Registration Fee. Secure OR and present the same to LPDD-WRPS	17. Accept payment and issue Official Receipt (O.R).	See below*	20 mins.	Credit Officer
	18. Receive OR, scan and attach to the draft CWR	None	20 mins.	Chief WRPS/Technical Staff
	19. Review and affix initial on the documents and forward to ARDTS	None	30 mins.	Chief LPDD
	20. Review, countersign CWR and sign Memorandum and endorse to the Office of RED for approval.	None	3 hours	ARD TS
	21. Review and sign CWR and forward to Receiving/Releasing Clerk	None	1 day	RED
	22. Stamp RELEASED, and record the CWR and OR and release the same to the client	None	30 mins.	Receiving/Releasing Clerk
	22.1. Provide file copy to LPDD-WRPS			
4. Receive approved CWR.				
TOTAL	<i>CENRO</i>	See below*	5 days (with the consideration of the geographical location of the concerned offices)	
	<i>PENRO</i>		2 days	
	<i>Regional Office</i>		3 days 7 hrs	
	TOTAL		10 days 7hrs	

*Fees: Based on DAO 2004-55				
Inspection Fee		CWR Permit Fee:		



		No. of Heads	Fee	No. of Heads	Fee	No. of Heads	Fee	No. of Heads	Fee	No. of Heads	Fee
Commercial Php 300.00	Fauna non - threatened species	1-50	Php 50.00	51-100	Php 500.00	101-200	Php 750.00	201 and above	Php 1,000.00		
Non- Commercial Php 150.00	Fauna threatened species	1-5	Php 3,000.00	6-10	Php 4,000.00	11-20	Php 5,000.00	21-30	6,000.00	31 and above	7,000.00



CITIZEN'S CHARTER NO. RO-B-12. 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:	PENR 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 (ANNEX "A")	PENR Office
2. Certified True Copy of the Wildlife Special Use Permit (WSUP) and other document/s supporting the legal possession or acquisition of the wildlife species/specimen applied for SLTP	Regional Office
3. 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
PENRO OFFICE				
1. Submit duly accomplished application	1. Receive application and forward to PENRO	None	20 min.	Receiving/Releasing Clerk PENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
form and supporting documents to the PENR Office				
2. None	2. Review and refer application to Chief TSD	None	1 hr.	PENRO
3. None	3. Review and refer application to Chief RPS	None	1 hr.	Chief TSD
4. None	4. Review and evaluate the application and schedule inspection and verification	None	2 hrs.	Chief RPS/Technical Staff
5. None	5. Prepare and issue Order of payment.	None	10 min.	Chief RPS/Technical Staff
6. Receive Order of Payment and pay corresponding fee.	6. Accept payment and issue OR.	See below.*	10 min.	<i>Bill collector/ Cashier/Credit Officer</i>
7. Accompany/ guide the inspection/ verifying team to the site.	7. Conduct inspection/inventory of wildlife and submit inspection report to Chief, RPS. Prepare two (2) copies of SLTP (with complete requirements). Initial on the file copy	None	2 days	<i>Inspection Team CENRO/Implementing PENR Office</i>
8. None	8. Receive and evaluate the inspection report/application, supporting documents. Initial on the file copy of SLTP.	None	1 hour	<i>Chief RPS</i>
9. None	9. Review the application, Initial on the SLTP file copy.	None	1 hour	<i>Chief TSD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
10. None	10. Approve/sign the SLTP.	None	1 hour	<i>PENR Officer</i>
11. None	11. Release the approved SLTP. Copy furnished concerned Regional and concerned CENR Office	None	20 min.	<i>Receiving/Releasing Clerk PENRO Records Unit</i>
12. Receive the approved SLTP.				
TOTAL:		See below.*	3 days	

*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. RO-B-15. ISSUANCE OF WILDLIFE FARM PERMIT (WFP)

Wildlife Farm Permit authorizes any individual, business or organization to develop, operate and maintain a wildlife breeding farm for conservation, trade and/or scientific purposes. Wildlife Farms are classified into Small Scale Farming (with capital of Php 1,500,000.00 and below) and Medium to Large Scale Farming (with capital of more than Php 1,500,000.00), both of are allowed to undertake commercial breeding or propagation of wildlife. WFPs have a validity of five (5) years but can be terminated before the lapse of the permit, and are renewable for the same duration.

Office /Division:	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	
1. Duly accomplished application form with two recent 2"x2" photo of the Requesting Party (1 original)	Requesting Party
2. Certificate of Registration from appropriate Government agencies (1 photocopy)	Requesting Party, SEC, CDA, DTI
3. Proof of Scientific expertise (list and qualifications of manpower)/Veterinary Certification (1 original)	Requesting Party, DA or Private Veterinarian
4. Financial Plan showing financial capability to go into breeding (ex. Financial/ Bank Statement) (1 original)	Requesting Party, Banks
5. Proposed facility design (1 original)	Requesting Party



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. In case of indigenous threatened species , letter of commitment to simultaneously undertake conservation breeding and propose measures on rehabilitation and/or protection of habitat, where appropriate, as may be determined by the RWMC (1 original)	Requesting Party
7. Prior clearance of affected communities (Municipal or Barangay Clearance) (1 original)	Requesting Party, LGUs
8. Documents supporting the acquisition of wildlife from legitimate source/s such as the following (1 photocopy): <ul style="list-style-type: none"> ● Proof of Purchase (Sales Invoice/ Deed of Sale or Captive Bred Certificate) ● Deed of Donation with Notary ● Local Transport Permit, (if applicable) ● CITES or Non-CITES Import permit, if any 	Requesting Party
MEDIUM TO LARGE SCALE FARMING	
1. Duly accomplished application form (ANNEX "A") with two recent 2"x2" photo of the Requesting Party (1 original)	Requesting Party
2. Management and breeding plan in accordance with the attached outline (1 original)	Requesting Party
3. Proof of Scientific expertise (list and qualifications of manpower) (1 original)	Requesting Party, DA or Private veterinarian
4. Photo of the existing facility (for those converted to wildlife farm) or sketch/development plan of proposed facility (1 original)	Requesting Party
5. In case of indigenous threatened species , letter of commitment to simultaneously undertake conservation breeding and propose measures on rehabilitation and/or protection of habitat, where appropriate, as may be determined by the RWMC (1 original)	Requesting Party
6. Land Title or Lease Contract for the facility (1 certified copy)	Requesting Party



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. Financial Plan showing financial capability to go into breeding (ex. Financial/ Bank Statement) (1 original)	Requesting Party, Banks
8. Articles of Incorporation, in case of corporation (1 photocopy)	Requesting Party, SEC
9. Prior clearance of affected communities (Municipal or Barangay Clearance) (1 original)	Requesting Party, LGU
10. BIR registration as exporter, if Requesting Party will engage in export (1 photocopy)	BIR
11. Documents supporting the acquisition of wildlife from legitimate source/s such as the following (1 original): <ul style="list-style-type: none"> • Proof of Purchase (Sales Invoice/ Deed of Sale or Captive Bred Certificate) • Deed of Donation with Notary • 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
REGIONAL OFFICE				
1. Submit the duly accomplished application form with complete documentary requirements	1. Receive, record and forward application documents to RED.	None	30 min.	<i>Regional Receiving/Releasing Clerk</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	1.1. Review the application and refer the same to ARD for Technical Services (ARD TS).	None	1 hr.	<i>RED</i>
None	1.2. Review and refer application to Licenses, Patents and Deeds Division (LPDD) Chief.	None	1 hr.	<i>ARD TS</i>
None	1.3. Review and refer application to WRPS Chief.	None	30 min.	<i>Chief LPDD</i>
None	1.4. Review, evaluate documents, and assign application to Action Officer.	None	30 min.	<i>WRPS Chief</i>
	1.5. Review, evaluate documents, and schedule facility inspection and wildlife inventory.	None	1 hr.	<i>WRPS Action Officer</i>
	1.6. Prepares and issues Order of Payment			
2. Pays the corresponding fee, secure OR and submit to WRPS Action Officer	2.1. Accepts payment and issues Official Receipt	See below*	15 min.	<i>Cashier</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Accompany/ guide the inspection/ verifying team to the site	<p>2.2. Conduct a facility inspection and wildlife inventory in coordination with the Requesting Party. Prepare Inspection Report with categorical recommendation and submits the same to LPDD Chief. Endorse the application to Regional Wildlife Management Committee (RWMC) to provide technical and scientific advice.</p>	None	5 days	<i>WRPS Action Officer</i>
None	<p>2.3. 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.</p> <p>Returns the documents to LPDD with attached recommendation of RWMC</p>	None	15 days	<i>RWMC</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	2.4. Action Officer inform the Requesting Party about the permit fee then prepare the Order of Payment	None	30 min.	Action Officer LPDD
3. Pay the corresponding fees.	3.1 Prepare and issue Official Receipt.	Permit and Processing Fee: Php 3,000.00 Small Scale Php 5,500.00 Large Scale	15 min.	Cashier
None	4. Prepare the complete staff of work (CSW) and WFP for RED's Approval.	None	1 day	Action Officer LPDD
None	4.1. Review and countersign the WFP and forward to ARD for Technical Services.	None	1 hr.	Chief LPDD
None	4.2. Review the WFP, countersign and forward documents to RED.	None	1 hr.	ARD TS



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	4.3. Sign/approve the WFP and forward to the Receiving/Releasing Clerk.	None	1 day	RED
	5. Stamp RELEASED the approved permit, record, scan, and release the same to the client. 6. Provide file copy to LPDD-WRPS	None	30 mins.	Receiving/Releasing Clerk
Received approved WFP.				
	TOTAL		22 days, 7 hours & 30 min.	

*Fees based on DAO 2004-55				
a.) Application and Processing Fees	b.) Inspection Fee		c.) Permit Fee	
	Commercial	Non-Commercial	Small Scale	Large Scale
500.00	300.00	150.00	2,500.00	5,000.00



CITIZEN'S CHARTER NO. RO-B-16. ISSUANCE OF WILDLIFE LOCAL TRANSPORT PERMIT (WLTP)

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

Office or Division:	CENR Office/Implementing PENR Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business
	G2C - Government to Citizen
	G2G - Government to Government
Who may avail:	Holders of approved Agreements, WCP, WGP, WFP, CWR, WSUP, Import Permit/Certification
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Duly accomplished application form (ANNEX "D")	CENR/PENRO Office or Requesting Party
2. Documents supporting the legal possession or acquisition of wildlife (1 photocopy)	Requesting Party
3. Phytosanitary Certificate (for plants) or Veterinary Quarantine Certificate (for animals) from the concerned DA Office (1 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 duly accomplished application form with supporting documents.	1. Check completeness of request and attached supporting documents. If found complete, stamp received and forward to Chief RPS.	None	20 mins.	<i>Receiving/Designate Wildlife Officer</i>
2.	2. Receive, review and refer to RPS Technical Staff and assign Inspection/Verification Team	None	20 mins.	<i>Chief RPS</i>
None	2.1. Evaluate the request with supporting documents and coordinate with the	None	2 hrs.	<i>RPS Technical Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	inspection/verification team assigned			
3. Accompany/guide the verifying team to the flora/fauna subject for transport.	3. Conduct field inspection/verification and take geo-tagged photos. Prepare and submit inspection report (using ANNEX "E") to CENRO thru Chief RPS.	None	1 day	<i>Inspection Team CENRO</i>
None	3.1. Review inspection report and draft LTP. Affix signature on the file copies and forward to Chief RPS	None	2 hrs.	<i>Technical Staff RPS</i>
	3.2. Review the inspection report and draft LTP and affix signature. Forward the documents to Deputy CENRO/CENRO	None	1 hr.	<i>Chief RPS</i>
	3.3. Receive and review inspection report.	None	1 hr.	<i>CENR Officer</i>
	3.4. Approve/sign the LTP and forward to RPS for the payment			
	3.5. Receive the approved LTP and prepare Order of Payment and forward the same to the client.	None	30 min.	<i>Technical Staff RPS</i>
4. Pay the corresponding fee. Secure OR and return to RPS	4. Accept fees and issue Official Receipt.	Php 100.00 Permit fee	10 min.	<i>Credit Officer</i>
	4.1 Input the OR details in the approved LTP and forward to Receiving/Releasing Clerk	None	10 min.	<i>Technical Staff RPS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Record and Release the LTP to the client. Furnish RO-LPDD copy of the issued LTP	None	30 min.	<i>Receiving/Releasing Clerk</i> Records Unit
5. Receive the approved LTP.				
	TOTAL	Php 100.00 Permit fee		2 days



CITIZEN'S CHARTER NO. RO-B-17. ISSUANCE OF WILDLIFE SPECIAL USE PERMIT (WSUP)

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

Office or Division:	DENR Regional Office
Classification:	Simple
Type of Transaction	G2C – Government to Citizen
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 (ANNEX "C")	DENR Regional Office
2. Issued or active Certificate of Wildlife Registration (CWR) (certified true copy)	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 the 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.	<i>Receiving/ Releasing Clerk</i> Regional Office
2.	2. Receive, review and refer the application to Chief WRPS		1 hr.	<i>Chief LPDD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.1. Receive, review and evaluate application. Prepare Order of Payment and forward the same to client.	None	30 min.	<i>WRPS Chief/Staff</i>
3. Pay to the cashier the processing fee. Secure the OR and return to LPDD-WRPS	3. Accept fees and issue Official Receipt.	Php 100.00 Processing Fee	15 min.	<i>Collecting Officer Credit Officer Cashier Unit/Section</i>
None	3.1. Conduct further review/evaluation. Prepare the WSUP and memorandum for the Regional Executive Director (RED)'s signature. Affix initial on the documents and forward to Chief LPDD.	None	2 hrs.	<i>WRPS Chief/Staff</i>
None	3.2. Review/initial and forward the permit and memorandum to Assistant Regional Director for Technical Services (ARD, TS)	None	1 hr.	<i>Chief LPDD</i>
None	3.3. Review/initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature.	None	3 hours	<i>ARD TS, Regional Office</i>
None	3.4. Sign/approve the permit and memorandum instruction. Forward to Receiving/ Releasing Clerk	None	1 day	<i>RED, Regional Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	3.5. Stamp RELEASED the permit, record, scan, and release the same to the client. 3.6. Provide file copy to LPDD-WRPS	None	20 mins.	<i>Receiving/Releasing Clerk</i>
Receive the approved permit				
TOTAL:		<i>Php 100.00 Processing Fee</i>	2 days, 1 hr. & 20 mins.	

per DAO 2004-55 and DAO 2016-25



**DENR CENR, PENR, AND REGIONAL OFFICES
FORESTRY SECTOR
(EXTERNAL SERVICES)**



CITIZEN'S CHARTER NO. RO-F-05. ISSUANCE OF IMPORT AUTHORITY (CERTIFICATE OF REGISTRATION AS IMPORTER)

This Certificate of Registration is pursuant to DAO 2021-06, re: "Revised Regulations Governing the Entry and Disposition of Imported Wood Products". The general objective of this Order is to rationalize the requirements and procedures of the importation of wood products into the country, specifically, it aims to:

1. Import wood materials, as a stop-gap measure to ensure a continuous supply of wood raw materials, until such time that local supply from tree plantations can adequately meet the local needs;
2. To augment local sources in order to utilize existing wood processing plant capacities; and
3. Enable wood-based industries including furniture and other downstream wood industries to generate employment and income.

Office/Division:	Regulation and Permitting Section, DENR CENRO	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may Avail of the Service:	Holder of tenure instrument, Wood Processing Plant (WPP) Permit or Certificate of Registration (CoR) as Wood Furniture Manufacturing, Agent, Contractor, or Dealer of logs/poles and piles/lumber issued by the DENR, may import wood materials; provided that before availing the privilege to import, the holder of the tenure and/or WPP Permit shall have his current Logs, commercial Poles and Piles, and/or Lumber Dealer's Permit stamped by the office of the RED concerned as a VALID AUTHORITY to import wood materials; provided further, that a wood furniture manufacturer, agent, contractor, or dealer not a holder of tenure or WPP Permit shall first secure the registration requirements specified herein	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request (1 original, 2 photocopies)		Requesting Party
2. Authenticated copy of registration as cooperative, single proprietorship, partnership or corporation from the Cooperative Development Authority (CDA),		Requesting Party



Department of Trade and Industry (DTI), and/or Securities and Exchange Commission (SEC)	
3. Electronic copy of Purchase Order between the foreign supplier and the Agent, Contractor or Dealer for the procurement, sell or supply wood materials to be imported; and	Requesting Party
4. List of specific species of wood and its scientific names for imported products belonging to AHTN Code No. 44.03 and 44.07	Requesting Party
Additional if the applicant is a representative	
5. Special Power of Attorney (SPA) (1 original, 1 duplicate copy)	Requesting Party, Private Lawyer, or Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request and supporting documents to the CENR Office concerned for Certification of Registration as Importer	1. Received, record and stamp received, and forward to CENRO for instruction.	None	30 min.	<i>Receiving/Releasing Clerk</i> CENRO Records Unit
	2. Received, evaluate and refer the application to the Deputy CENRO for appropriate action.	None	30 mins	<i>CENR Officer</i>
	3. Receive, review and refer the application to the Chief, Regulation and Permitting Section for appropriate action	None	30 mins.	<i>Deputy CENRO</i>
None	4. Receive, review and evaluate the application. Assign team to conduct Inspection/Verification. Officially inform the applicant on the conduct of activity.	None	30 mins	<i>Chief, RPS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Guide/accompany the inventory team to the site.	5. Conduct inspection/verification /inventory and submit CSW report upon completion of the activity to the Chief, RPS for review and evaluation		2 days	<i>Concerned Leader MIAC</i>
None	6. Review and evaluate the CSW report and prepare endorsement to RED thru PENRO to be signed by CENRO and forward to deputy for review	None	2 days	<i>Chief/Technical Staff Regulation and Permitting Section (RPS)</i>
None	7. Receive and forward the request with attached documents to the RPS Technical Staff and assign Inspection/Verification Team.		5 mins.	<i>RPS Chief</i>
	8. Evaluate the request with supporting documents and coordinate with the inspection/verification Team assigned.		15 mins.	<i>Concerned EMIAC & RPS Technical Staff Regulation and Permitting Section (RPS)</i>
None	9. Conduct inspection of the area and prepare report with geo-tagged photos to CENR Officer. Submit to the Chief, RPS.	None	4 days or less	<i>Inspection Team CENRO</i>
3. Pay certification and oath fee	10. Accept payment and issue Official Receipt (OR).	<ul style="list-style-type: none"> • Application/ Registration fee =Php 3,000.00 • Performance Bond = Php 	30 min.	<i>Credit Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
		12.000.00 if Cash (In case of surety bond, 50% of the bond deposit shall be posted in CASH and the balance in the form of surety bond. Provided that the face value of the surety bond shall be increase by 25%) • Oath fee = Php 36.00		
None	11. Review and evaluate the CSW report and prepare endorsement to RED thru PENRO to be signed by CENRO and forward to deputy for review	None	3 days	<i>Chief/Technical Staff</i> Regulation and Permitting Section (RPS)
None	12. Review and affix initial to the endorsement and forward to CENRO for approval	None	2 hours	<i>Deputy CENRO</i>
None	13. Review and affix signature to the endorsement. Forward to releasing clerk.	None	2 hours	<i>CENR Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	14. Receive, record and stamp released to the endorsement and transmit to PENRO	None	5 days	<i>Receiving/Releasing Clerk of CENRO</i>

PENRO				
None	1. Receive, record and forward to Chief, Technical Services Division (TSD) for instruction	None	1 hour	<i>Receiving/Releasing Clerk</i> PENRO Records Section
None	2. Review, evaluate and refer to Chief, RPS.	None	1 hour	<i>Chief</i> TSD
None	3. Review and evaluate and prepare endorsement to RED to be signed by PENRO and forward to Chief, TSD for approval.	None	1 hour	<i>Chief, RPS</i>
None	4. Review and sign the memorandum endorsement for the Regional Executive Director (RED) for approval. Forward to releasing clerk.	None	1 hour	<i>PENR Officer</i> PENRO
None	5. Receive, record, and release the application and supporting documents.	None	5 days	<i>Receiving/Releasing Clerk</i>



				PENRO Records Section
REGIONAL OFFICE (RO)				
None	1. Receive documents and forward to the ORED	None	1 hour	<i>Receiving/Releasing Clerk</i> RO Records Section
	4. Refer the application to ARD for Technical Services with instruction		1 hour	<i>RED/HEA</i>
None	5. Refer the application to Chief, LPDD with instruction	None	1 hour	<i>ARD-TS/ARD-TS HEA</i>
None	6. Refer the application to Chief, FUS with instruction		1 hour	<i>Chief, LPDD</i>
None	7. Initial review and refer the application to technical staff	None	1 hour	<i>Chief, FUS</i>
None	8. Review and evaluate the application. If found in order, endorsement for RED to be signed by the ARD-TS and prepare Certificate of Registration (CoR) as Importer to be signed by the RED	None	1 day (depending on the bulk of documents)	<i>FUS Technical Staff</i>
None	9. Review and affix initial to the endorsement and Certificate of Registration (CoR) as Importer	None	2 hour	<i>Chief, FUS</i>
None	10. Review and affix initial to the endorsement and forward to ARD-TS for approval of	None	2 hours	<i>Chief, LPDD</i>



	endorsement and initial on the Certificate of Registration as Importer			
	11. Sign the endorsement and affix initial to Cert. of Registration (CoR) as Importer and forward to RED for approval of the CoR	None	2 hours	ARD-TS
	12. Approve the Certificate of Registration (CoR) as Importer and forward to records office for releasing	None	3 hours	RED
4. Receive the approved Certificate of Registration as Importer	13. Record and release the approved COR to applicant, and copy furnished the concerned PENRO and CENRO. Inform the client thru email, text or phone call. Provide a proforma letter/acknowledgement letter to be filled-up by the permittee.	None	2 hours	Receiving/Releasing Clerk RO Records Section
5. Fill-up proforma letter/acknowledgement letter.	14. Receive the duly filled-up proforma letter/acknowledgement letter.			
	<i>CENRO SUB-TOTAL</i>	<i>Php 15,036.00</i>	<i>8 days, 6 hours, and 5 mins</i>	
	<i>PENRO SUB-TOTAL</i>	<i>None</i>	<i>5 days and 4 hours</i>	
	<i>REGIONAL OFFICE SUB-TOTAL</i>	<i>None</i>	<i>3 days</i>	



	TOTAL	Php 15,036.00	17 days, 2 hours, and 5 mins
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Notes:

At CENRO – for Item #1: Upon advice from the concerned technical staff/Section that the requirements are complete, authentic, and feasible/applicable.

- for Item #5: Additional 5 days depending on the size and accessibility of the area and the number of trees to be inventoried.*
- for Item #14: Transmittal of documents is on a weekly basis.*

At PENRO - for Item #3: Otherwise, return to the CENRO if found incomplete, not authentic, and not feasible/applicable.

- for Item #5: Transmittal of documents is on a weekly basis.*

At RO – for Item #11: Additional 4 days for transmittal of the document to the concerned CENRO/PENRO.



CITIZEN'S CHARTER NO. RO-F-6. CERTIFICATE OF REGISTRATION AS LUMBER DEALER

This Certificate of Registration is pursuant to MNR Memorandum Order No. 13, series of 1986 and DENR Administrative Order (DAO) No. 16, series of 2004.

Office or Division:	Regulation and Permitting Section, DENR CENRO	
Classification:	Complex/Highly Technical	
Type of Transaction:	G2B - Government to Business G2C -Government to Citizen G2G -Government to Government	
Who may avail:	Holder of Wood Processing Plant Permit (Mini-sawmill) and lumber dealer	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application form duly accomplished and sworn/notarized(1 original 2 photocopies)	Requesting Party or WPP Permit applicant/permittee	
2. Lumber Supply Contract/Agreement from legitimate suppliers/subsisting lumber dealer	Requesting Party	
3. Mayor's Permit/Business Permit	Concerned LGU	
4. Annual Business Plan/Program	Requesting Party	
5. Forestry Administrative Fees: Registration Fee = P 600.00/application License/Permit Fee = P 480.00/application Oath Fee = P 36.00/appl.	Concerned CENRO	



Performance Bond = P 1,000.00 if cash	
6. Latest Income Tax Return	Bureau of Internal Revenue
7. Pictures of lumberyard/establishment inspected/verified by CENRO concerned duly subscribed/sworn	Concerned CENRO
8. Proof of ownership of the lumberyard, if not consent/agreement with owner	Concerned CENRO
Additional if the applicant is a representative	
1. Special Power of Attorney (SPA) (1 original, 1 duplicate copy)	Requesting Party, Private Lawyer, or Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Prepare and submit to CENRO a duly accomplished application form and complete supporting documents.	1.1 Receive, record and forward the application with supporting documents to CENR Officer/Deputy CENR Officer. Application will only be stamped received if checklist of requirements is completely attached	None	3 hours	<i>Receiving</i> CENRO Records Unit
	1.2 Refer the application to Chief RPS	None	2 hours	<i>CENRO</i>
	1.3 Refer to Chief, FUU with instruction	None	2 hours	<i>Chief, RPS</i>
	1.4 Receive, review and evaluate the application. Assign team to conduct Inspection/Verification. Officially	None	2 hours	<i>Chief, FUU</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	inform the applicant on the conduct of activity.			
2. Guide/ accompany the inventory team to the site.	2.1 Inspect the proposed lumberyard and prepare inspection report	None	5 days	<i>Concerned Leader MIAC</i>
	2.2 Reviews and evaluate the inspection report and review the application and supporting documents per checklist of requirements. If found in order, require the client to pay the administrative fees	None	2 hours	<i>Chief, FUU</i>
3. Receive Order of Payment and pay corresponding fee.	3.1 Receive payment and issue Official Receipt (OR).	<ul style="list-style-type: none"> ● Application Fee = Php 600.00 ● Registration Fee = Php 480.00 ● Oath Fee = Php 38.00 ● Performance Bond = 1,000.00 if Cash 	2 hours	<i>CENRO Cashier</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	3.2 Prepare endorsement addressed to RED thru PENR Officer for CENRO's approval.	None	2 days	<i>FUU, Technical Staff</i>
None	3.3 Review and affix initial to the endorsement and forward to Deputy CENRO for initial	None	2 hours	<i>Chief, FUU</i>
None	3.4 Review and affix initial to the endorsement and forward to Deputy CENRO for initial	None	2 hours	Chief, RPS
	3.5 Review and affix initial to the endorsement and forward to CENRO for approval	None	2 hours	Deputy CENRO
	3.6 Review and affix signature to the endorsement. Forward to releasing clerk.	None	2 hours	CENRO
	3.7 Receive, record and stamp RELEASE the CENRO endorsement for RED	None	2 hours	Releasing Clerk
TOTAL		None	<i>10 days and 1 hour</i>	
PENRO				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	1. Receive documents and forward to Chief, Technical Services Division (TSD).	None	2 hours	<i>Receiving/Releasing Clerk</i> PENRO Records Section
	1.1 Refer the application to Chief, RPS		2 hours	<i>Chief, TSD</i>
None	1.2 Review, evaluate and prepare memorandum endorsement to Regional Office through Chief, TSD for initial	None	2 hours	<i>Chief/Staff</i> Concerned Unit/Section
	1.3 Affix initial to the endorsement and forward to PENR Officer for approval	None	2 hours	<i>Chief, TSD</i>
None	1.4 Review and signed the memorandum endorsement for the Regional Executive Director (RED).	None	2 hours	<i>PENR Officer</i>
None	1.5 Record and stamp RELEASED the application with supporting documents for submission/endorsement to the Regional Office for the Regional Executive Director's approval.	None	5 days	<i>Receiving/Releasing Clerk</i> PENRO Records Section
Total		Php 2,116.00	6 days and 2 hours	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<i>Regional Office</i>				
None	1. Receive documents and forward to the ORED	None	2 hours	<i>Receiving/Releasing Clerk RO Records Section</i>
	1.1 Refer the application to ARD for Technical Services with instruction		2 hours	<i>RED/HEA</i>
None	1.2 Refer the application to Chief, LPDD with instruction	None	2 hours	<i>ARD-TS/ARD-TS HEA</i>
	1.3 Refer the application to Chief, FUS with instruction		2 hours	<i>Chief, LPDD</i>
None	1.4 Initial review and refer the application to technical staff	None	2 hours	<i>Chief, FUS</i>
None	1.5 Review and evaluate the application. If found in order, endorsement for RED to be signed by the ARD-TS and prepare Certificate of Registration (CoR) as Lumber Dealer to be signed by the RED	None	4 hours (depending on the bulk of documents)	<i>FUS Technical Staff</i>
	1.6 Review and affix initial to the endorsement and Certificate of Registration (CoR) as Lumber Dealer	None	2 hours	<i>Chief, FUS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	1.7 Review and affix initial to the endorsement and forward to ARD-TS for approval of endorsement and initial on the Certificate of Registration as Lumber Dealer	None	3 hours	<i>Chief, LPDD</i>
	1.8 Sign the endorsement and affix initial to Certificate of Registration (CoR) as Lumber Dealer and forward to RED for approval of the CoR	None	3 hours	<i>ARD-TS</i>
	Approve the Certificate of Registration (CoR) as Lumber Dealer and forward to records office for releasing	None	3 days and 7 hours	<i>RED</i>
2. Receive the approved Certificate of Registration as Lumber Dealer	2.1 Record and release the approved Certificate of Registration as Lumber Dealer to the applicant, and copy furnished the concerned PENRO and CENRO. Inform the client thru email, text or phone call. Provide a proforma letter/acknowledgement letter to be filled-up by the permittee.	None	3 hours	<i>Receiving/Releasing Clerk</i> RO Records Section
3. Fill-up proforma letter/acknowledgement letter.	3.1 Receive the duly filled-up proforma letter/acknowledgement letter.			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<i>CENRO SUB-TOTAL</i>	<ul style="list-style-type: none"> ● Application Fee = Php 600.00 ● Registration Fee = Php 480.00 ● Oath Fee = Php 38.00 ● Performance Bond = 1,000.00 if Cash 	<i>10 days and 1 hour</i>	
	<i>PENRO SUB-TOTAL</i>	<i>None</i>	<i>6 days and 2 hours</i>	
	<i>REGIONAL OFFICE SUB-TOTAL</i>	<i>None</i>	<i>7 days</i>	
	TOTAL	Php 2,116.00	23 days and 3 hours	

Notes:

At CENRO – for Item #1: Upon advice from the concerned technical staff/Section that the requirements are complete, authentic, and feasible/applicable.

- for Item #3.7: Additional of 5 days for the travel from CENRO to PENRO.

At PENRO - for Item #1.2: Otherwise, return to the CENRO if found incomplete, not authentic and not feasible/ applicable.

- for Item #1.5: Transmittal of documents is in weekly basis. Additional 3 days for the travel time from PENRO to Region.

At RO – for Item #2.1: Additional 4 days for transmittal of the document to the concerned CENRO/PENRO.



CITIZEN'S CHARTER NO. RO-F-15. ISSUANCE OF SPECIAL LAND USE PERMIT (SLUP)

Special Land Use Permit (SLUP) is a privilege granted by the state to a person or corporation to temporarily occupy, manage, and develop in consideration of specified return, any public forest lands for specific use and purpose.

Office or Division:	Regulation and Permitting Section, DENR CENRO, DENR PENRO to Regional Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business
Who may avail:	Filipino citizens of legal age, Cooperatives/Associations/Corporations registered under Philippine laws.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application Form	Requesting Party
2. Application fee of Php500.00 (non-refundable)	Requesting party and the concerned DENR Office
3. Map of the area applied for, with technical description, coordinates (2) sets of longitude and latitude and tie point from the nearest landmark.	Requesting Party and the concerned DENR Office
4. Endorsement from Local Government Units (LGUs) in the form of Resolution issued by the concerned Sangguniang Barangay/Bayan/Panlalawigan	Concerned LGUs
5. Appropriate clearance from NCIP (Certificate of Non-Overlap or Certification Precondition)	NCIP
6. Pertinent documents showing proof that the applicant is a legitimate entity qualified to be a holder of a forestland Tenurial Instrument or Agreement	Requesting Party
5.1 For an Individual applicant – Certified copy of Birth certificate or, certified copy of Certificate of Naturalization	Requesting Party and PSA
5.2 For an Association, Corporation, Cooperative or Partnership – Certified copy of SEC registration certificate and Articles of Incorporation/Partnership, and	Requesting Party and SEC/CDA



Resolution of the corporate governing body (Board of Directors, Board of Trustees, etc.)	
5.3 For an Association or Partnership – Certified copy of registration from the appropriate registering agency	Requesting Party and SEC
5.4 For Cooperative – Certified copy of Registration with the Cooperative Development Authority (CDA)	Requesting Party and CDA
7. Indicative Management Plan	Requesting Party
8. Initial Environmental Examination (IEE) as basis for issuance of ECC	Requesting Party
9. BIR certification on the zonal valuation of the nearest commercial zone of the Barangay/Municipality or Province whichever is higher.	Requesting Party and BIR
10. Proof of financial capability to develop and manage the area applied for.	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit a letter of intent including duly accomplished application form and supporting documents.	1. Receive, record and stamp RECEIVE the application form and forward the application to CENR Officer or PENR Officer in case of implementing PENRO. Advise the applicant to pay the application fee	None	30 min.	<i>Receiving/Releasing Clerk CENRO Records Unit</i>
2. Pay the application fee	3. Receive the application fee and issue Official Receipt	Php500.00	30 min.	<i>Credit Officer</i>
None	4. Receive and forward the request to the Deputy CENRO	None	30 mins.	<i>CENRO</i>
None	5. Receive and review the application, and forward to Chief, RPS	None	30 mins.	<i>Deputy CENRO</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	6. Receive and review the application documents and draft Memorandum or Special Order for the conduct of actual ground validation, assessment and survey.	None	30 min.	Chief RPS
None	7. Conduct of actual ground validation, assessment and survey of the applied area.	None	10 days	Composite team (RPS/CDS/MES Technical Staff)
None	8. Submit CSW report to include map of the applied area, geotagged photographs with its comments and categorical recommendation to the Chief, RPS	None	3days	Composite team (RPS/CDS/MES Technical Staff)
None	9. Review the report and prepare the memorandum endorsement for the RED thru PENRO with the categorical recommendation and forward to Deputy CENRO for review and initial	None	1 day	Chief, RPS
None	10. Review and affix initial on the memorandum endorsement and forward to CENRO for signature	None	1 hr	Deputy CENRO
None	11. Affix signature on the memorandum and endorsement and forward to record's office for releasing	None	2 hours	CENRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	12. Receive, record, and stamp RELEASED the memorandum endorsement and transmit to PENRO	None	5 days	<i>Releasing Clerk CENRO Records Unit</i>
PENRO				
None	1. Receive, record and stamp received the documents and forward to PENRO	None	1 hour	<i>Receiving/Releasing Clerk PENRO Records Section</i>
None	2. Evaluate and refer the document to Chief, TSD with instruction	None	1 hour	<i>PENRO</i>
None	3. Evaluate and refer to Chief, RPS for further review	None	1 hour	<i>Chief TSD</i>
	4. Refer the application to the Chief, FUU with instruction	None	30 min	<i>Chief, RPS</i>
None	5. Review, evaluate, prepare Memorandum for RED with categorical recommendation. Forward to Chief, RPS for initial	None	1 day	<i>Chief, FUU</i>
None	6. Review and affix initial on the memorandum and forward to PENRO Officer for approval	None	1 hour	<i>Chief, RPS</i>
	7.			
None	8. Review and sign the memorandum endorsement for the Regional Executive Director (RED) and forward to Records Unit for release	None	1 hour	<i>PENR Officer PENRO</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	9. Record and stamped RELEASED the Memorandum for RED and transmit to Regional Office.	None	5 days	<i>Receiving/Releasing Clerk PENRO Records Section</i>
REGIONAL OFFICE (RO)				
None	1. Receive, record and forward documents to the ORED	None	2 hours	<i>Receiving/Releasing Clerk RO Records Section</i>
None	2. Evaluate and refer the application to ARD for Technical Services with instruction	None	2 hours	<i>RED/HEA</i>
None	3. Evaluate and refer the application to Chief, LPDD with instruction	None	2 hours	<i>ARD-TS/ARD-TS HEA</i>
None	4. Evaluate and refer the application to Chief, FUS with instruction	None	30 mins.	<i>Chief, LPDD</i>
None	5. Review and evaluate the application. Prepare the endorsement in CSW to be signed by the ARD-TS and SLUP with map	None	1 day	<i>Chief, FUS/Technical Staff</i>
None	6. Review and affix signature to the endorsement and affix initial to the SLUP and map	None	1 day	<i>ARD-TS</i>
None	7. Review and affix signature to the SLUP and map	None	1 day	<i>RED/HEA</i>
3. Received approved SLUP with map	Receive, record and stamp released the approved SLUP and provide copy to the permittee	None	5 days	<i>ORED/HEA</i>
CENRO SUB-TOTAL		Php500.00	<i>19 days and 6 hours</i>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<i>PENRO SUB-TOTAL</i>	<i>None</i>	<i>6 days</i>	
	<i>REGIONAL OFFICE SUB-TOTAL</i>	<i>None</i>	<i>8 days, 6 hours and 30 minutes</i>	
	TOTAL	Php 500.00	34 days, 4 hours and 30 minutes	

Notes:

At CENRO – for Item #1: Upon advice from the technical personnel who conducted the pre-evaluation of the documents.

- for Item #7: Additional 5 days depending on the size and accessibility of the area to be validated, assessed and surveyed.*
- for Item #12: Transmittal of documents is on a weekly basis.*

At PENRO - for Item #9: Transmittal of documents is on a weekly basis.

At RO – for Item #3: Transmittal of documents is on a weekly basis.



CITIZEN'S CHARTER NO. RO-F-16. PROCEDURE ON BOOD CLONAL NURSERY SEEDLING DISTRIBUTION

The objective of this procedure is to provide government services that meet the needs of the clients while also complying with the regulatory requirements specified in R.A. No. 11032. In addition, it aims to effectively implement one of the mandates of the Department of Environment and Natural Resources (DENR), which is to increase the forest cover of the Philippines.

Office or Division:	Enhanced National Greening Program (ENGP) Operation Center Regional 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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REGIONAL OFFICE				
1. Submit Letter Request	Receive and record the letter request and forward it to ARDTS for reviewing	None	4 hrs.	<i>Receiving/Releasing Clerk</i> R.O Records Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Review the request and forward to the Office of the Regional Executive Director	None	4 hrs.	ARDTS
	Request approval	None	1 day.	RED
2. Present the approved letter request to Nursery Aide	Receive and record approved letter request from RED Release of approved request.	None	10 mins.	ENGP Office Staff
	Prepare and release the requested seedlings	None	5 hrs.	Nursery Aide
3. Fill Client Satisfactory Survey (CSS) form		None	5 mins.	
4. Fill-up Seedling disposal receipt		None	5 mins.	
TOTAL	<i>CENRO</i>	None		
	<i>PENRO</i>			
	<i>Regional Office</i>			<i>2 days, 5 hrs. and 20 mins.</i>
	TOTAL			<i>2 days, 5 hrs. and 20 mins.</i>



**DENR CENR, PENR, AND REGIONAL OFFICES
LANDS SECTOR
(EXTERNAL SERVICES)**



CITIZEN'S CHARTER NO. RO-L-04. ISSUANCE OF CERTIFICATION OF LOT STATUS

This Certification of lot status is for reference purposes only based from the annotation of allocation book, availability of carpeta and other existing records within the custody of the Records Officer.

Office or Division:	All CENRO Offices of Regional Office 13			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Any Person, Government and Private Corporations and Non-Government Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Letter Request (1 original)		Requesting Party		
2. Government issued ID (present 1 original)		Requesting Party		
Additional if Requesting Party is a representative				
1. SPA for representative (1 original, notarized)		Requesting Party, Private Lawyer or Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. File letter request with complete supporting documents	1. Check completeness of the request and supporting documents and receive the request and entry in EDATS and prepare order of payment and forward to CENRO for signature	NONE	30 minutes	Receiving/Releasing Clerk CENRO Records Unit



	2. Approval of Order of Payment and forward the same to client, and return the request and requirements to the Records Officer for Verification	NONE	30 minutes	CENRO or Designated OIC
2. Pay the Certification fee to the Cashier	3. Receive payment and issue and photocopy Official Receipt.	P25. 00 (Certification Fee)	30 minutes	Bill Collector/Cashier CENRO Office
	4. Verify the lot status, prepare Certification, Affix signature and release certification to the requesting party	NONE	3 days	Records Officer CENRO Office
5. Receive the Certification.		NONE	NONE	
TOTAL		P 25. 00 (Certification Fee)	3 days, 1 hour and 30 minutes Turn around time	



CITIZEN'S CHARTER NO. RO-L-05. ISSUANCE OF CERTIFICATION OF LAND CLASSIFICATION STATUS FOR JUDICIAL TITLE

The issuance of this certification is being issued based on the land records/ status and projection in the available land classification map and is intended in the processing for judicial title.

Office or Division:	Surveys and Mapping Division, DENR-RO	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
Who may avail:	Any Person, Government and Private Corporations and Non-Government Organization	
CHECKLIST OF REQUIREMENTS (BASED ON DMC 2022-10, DAO 2000-16)		WHERE TO SECURE
1. Letter Request	Requesting Party	
2. Blueprint (If Approved)	SMD (Records Section)	
3. V-37 (Technical Description)	SMD (Records Section)	
4. OR for verification fee	Cashier	
5. Valid Government ID /Brgy. Certification in the absence of valid government ID	Requesting Party	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the receiving unit of DENR-Regional Office (SMD Records Unit)	1. Check completeness of application and supporting documents and receive the letter request and requirements	none	15 mins	SMD Receiving Clerk
	2. Entry in E-dats and route the request to Land Evaluation Survey Section (LESS)	none	30 minutes	SMD Receiving Clerk
	3. Prepare Order of Payment	none	10 minutes	LESS Staff
2. Pay to the Cashier	4. Receive Payment and Issue Official Receipt	P25.00 (Certification Fee)	30 minutes	Cashier
	5. Verify and project in the Land Classification map and prepare certification whether the area is within A & D or Timberland	none	3 days	LESS Staff
	1. Review and Affix Initial	none	30 minutes	Chief, LESS
	2. Forward to Assistant Chief of SMD for review and affix initial	none	30 minutes	Asst. Chief SMD
	3. Forward to Chief SMD for review and approval	none	30 minutes	Asst. Chief SMD



	7. Approve and affix signature	none	1 hr	Chief SMD
	8. Releasing of Certification to the requesting party	none	30 mins	SMD Releasing Clerk
3. Receive the Certification		none	none	
Total		P 25. 00 (Certification Fee)	3 days, 4hours and 25 minutes	



CITIZEN'S CHARTER NO. RO-L-10. PROCESSING OF LAMS - INSPECTION, VERIFICATION, AND APPROVAL OF SURVEYS (IVAS)

This approved survey plans are required for the application or issuance of title and any other legal purposes.

Office or Division:	Surveys and Mapping Division, DENR-RO	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
Who may avail:	Geodetic Engineers (Private and Government)	
CHECKLIST OF REQUIREMENTS (BASED ON DMC 2010-13)		WHERE TO SECURE
1. Survey envelope with plastic cover		Private/ Government Geodetic Engineer
2. Complete survey returns (based on complied checklist of requirements)		Private/ Government Geodetic Engineer
3. Digital Land Survey Data (DLSD) (E-survey)		Private/ Government Geodetic Engineer
4. Other supporting documents		Private/ Government Geodetic Engineer
5. OR for verification fee		DENR Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload e-survey in kiosk				Geodetic Engineer
2. Submit complete survey returns				Geodetic Engineer
	3. Conduct preliminary verification of requirements (base on Checklist)		1 day	SMD-Receiving Unit
	4. Compute the number of corners, resultant lots (Government GE) Compute the number of corners, resultant lots for verification fee and inscribed in the survey envelope (Private GE)		2 days	ENGINEER I <i>Receiving Unit</i>
	5.Prepare order of payment	Verification fee = (No. of Lots x 6) + (No. of Corners x.60)	5 hours	SMD-Receiving clerk



		<i>DAO 1993-20</i>		
6. Pay to the Cashier	Issuance of the Official Receipt		30 mins	DENR-Cashier
	7. Accept copy of Official Receipt 7. 1 entry amount paid and transaction number in the survey envelope 7. 2 assign LAMS Transaction Identification (TI) Number		1 day	CARTOGRAPHER I <i>Receiving Unit</i>
	8. Log book the said survey returns and endorsed to the Land records section		1 day	CARTOGRAPHER I <i>Receiving Unit</i>
	9. Scan and upload the reference data and endorsed to the projection unit	None	1 day	CARTOGRAPHER I <i>Land Records Section</i>
	10. Project the resultant lots on Cadastral/ Projection Maps and forward to verifier	None	10 days Note: for pending SR's,	ENGINEER <i>Projection Unit</i>



			-GE shall receive a Short Messaging System (SMS); and email for CENRO/ PENRO concerned	
	11. Check and verify the resultant lots	None	6 days	MATHEMATICIAN Verifier
	12. Review the submitted documents and inscribe required annotations and endorsed to the Chief OOSS	None	6 days	CARTOGRAPHER <i>Final Verifiers-Original and Other Survey Section</i>
	13. Review and evaluate all the technical and legal documents. Initial recommending approval	None	2 days	ENGINEER III <i>Chief, Original and Other Surveys Section</i>



	14. Review and examine all the technical and legal documents and sign for recommending approval.	None	2 days	Asst. Chief-SMD
	15. Approval of the survey plan.	None	2 days	CHIEF, SMD
	16. Inscribed survey symbol number and entry in the designated logbook	None	1 day	<i>Receiving Unit Personnel</i>
	17. Scan all attached documents	None	1 day	<i>Receiving Unit Personnel</i>
	18. Entry of the assigned survey symbol	None	1 day	<i>Receiving Unit Personnel</i>
	19. Release certified sepia, technical description and blueprint of the approved survey plan	None	2 days	<i>Records Officer SMD-Records Section</i>
**Total Turned around Time				39 days 5 hours and 30 minutes
Highly Technical (multi-stage processing)				



CITIZEN'S CHARTER NO. RO-L-11. APPLICATION OF FORESHORE LEASE/MISCELLANEOUS LEASE AGREEMENT/CONTRACT

This procedure intends to define the need to ensure the Foreshore Lease Agreement (FLA) / Miscellaneous Lease Agreement (MLA) shall be issued within the prescribed period as defined under RA 11032 and also to standardize steps in the issuance of FLA / MLA.

Office or Division:	Licenses Patents and Deeds - Regional Office
Classification:	Highly Technical
Type of Transaction	G2C – Government to Citizen G2B – Government to Business
Who may avail:	FILIPINO CITIZEN, CORPORATIONS

CHECKLIST OF REQUIREMENTS (DAO 2004-24)	WHERE TO SECURE
1. Application filling fee of P1,000 (corporation)/P500 (for individual)	Applicant/Requesting Party
2. Duly accomplished Application Form	Applicant/Requesting Party
2. 1. If the applicant is a naturalized Filipino citizen, a copy of his certificate of naturalization duly issued by the proper agency	Applicant/Requesting Party
2.2 In case of Corporation, association or partnership, Articles of Incorporation and Certificate of Registration from the SEC; and three (3) copies of the Board Resolution authorizing any representative to apply	Applicant/Requesting Party
2.3 If the applicant uses a name, style or trade name, three copies of the Certificate of Registration of such name from the DTI and SEC.	Applicant/Requesting Party
3. Approved Plan and Technical Description of land	Applicant/Requesting Party
4. Certification from the following Regional Heads of Agencies/Offices:	Applicant/Requesting Party
4.1 Department of Tourism	DOT/ Applicant/Requesting Party
4.2 Philippine Reclamation Authority (PRA)	PPA/ Applicant/Requesting Party
4.3 Public Estates Authority (PEA)	PEA/ Applicant/Requesting Party
4.4 Municipal/City/ District Engineer's Office with the concurrence of the Regional Director of DPWH	LGU where the area is located/ Applicant/Requesting Party
5. Development plan of the area stating among others, the financial and technical capability of the applicant to undertake the project	Applicant/Requesting Party



6. Preliminary Report of Investigation	FAMU Focal Person/CENRO
7. Appraisal Report	FAMU Focal Person/CENRO
7.1 Cost estimate of the proposed and existing improvements (signed by Licensed Civil Engineer)	Applicant/Requesting Party
7.2 Certified true copy of Zonal Valuation from BIR for commercial/industrial (updated)	BIR/FAMU Focal Person/CENRO
7.3 Certified true copy of Market Value from the Municipal Assessors Office for commercial/industrial (updated)	Concerned LGU Assessor's Office
10. Geo-tagged photos	FAMU FOCAL PERSON/CENRO
11. ECC	EMB/APPLICANT/REQUESTING PARTY
12. Recommendation of approval of appraisal and request of authority to bid	FAMU FOCAL PERSON/CENRO
13. Notice of right to lease the land	FAMU FOCAL PERSON/CENRO
14. Report of Bidding	FAMU FOCAL PERSON/CENRO
15. Proofs of posting and publication of the notice of the right to lease the land, Official Gazette, Local newspaper	FAMU FOCAL PERSON/CENRO
16. Proof of payment of 3 months of monthly rental	FAMU FOCAL PERSON/CENRO
17. Order of Award	FAMU FOCAL PERSON/CENRO
18. Foreshore Lease Agreement/Miscellaneous Lease Agreement	FAMU FOCAL PERSON/CENRO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CENRO-PENRO-RO VV; then RO-LMB-RO-PENRO- CENRO				
1. Filing of accomplished Application Form to the CENRO Office with complete supporting requirements	1. Acceptance of application with complete requirements at the CENRO to include verification of records, numbering, foldering and recording	P1,000.00 (corporation), P500.00 (individual)	within 1 day	CENRO/Records Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. Referral to FAMU/investigator for preliminary investigation and ocular inspection		within 1 day	CENRO
	3. Conduct of preliminary investigation/Ocular Inspection/Geo-tagged photos and preparation and submission of report by the FAMU/investigator to the CENR Officer		7 working days	CENRO
	4. Conduct of Appraisal (Research Zonal Value and Market Value), preparation and submission of Appraisal Report by the FAMU and approval of the same by the CENRO. Transmittal of all pertinent documents including the appraisal report and request for authority to conduct public bidding by CENRO to PENRO		3 working days	CENRO
	5. Checking and review of all documents; Indorsement/Transmittal of PENRO to the Regional Executive Director for the approval of the appraisal and granting of Authority to Conduct Bidding		within 2 working day	PENRO
	6. Review and evaluation of all documents by the LPDD, approval of Appraisal and		within 5 working days	LPDD/RO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	grant of Authority to conduct bidding by the RED.			
	7. Indorsement /Transmittal of approved Appraisal Report and the Authority to conduct bidding To PENRO			
	8. Indorsement /Transmittal of approved Appraisal Report and the Authority to conduct bidding from PENRO to CENRO		within 3 working days	PENRO
	9. Publication and posting of the notice of right to lease (bidding) the land applied for and submission of proofs of publication by the CENRO to the PENRO		within 45 working days	CENRO
	10. Conduct of bidding (includes the payment of 3 months of monthly rental of the applicant)		within 2 working days	CENRO
	11. Preparation of Bidding Report and submission to CENRO			
	12. Preparation of issuance of Order of Award and Foreshore Lease Agreement/Contract by the CENRO		within 3 working days	CENRO
	13. Submission/Transmittal of all pertinent documents together with the Order of		within 3 working days	CENRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Award and Foreshore Lease Agreement/Contract by the CENRO to PENRO			
	14. Review of Order of Award and Foreshore Lease Agreement/Contract by the PENRO and transmittal to the Regional Office		within 3 working days	PENRO
	15. Review of the completeness of all documents, Order of Award and Foreshore Lease Agreement/Contract by the Regional Office and transmittal to the Land Management Bureau for the approval of the Supervising Undersecretary of LMB		within 7 working days	LPDD/RO
	16. Review, signing and approval of Award and Contract by the Supervising Undersecretary of LMB		within 15 working days	LMB
	17. Transmittal of approved Award and Foreshore Lease Agreement/Contract for notarization from LMB to the Regional Office			
	18. Transmittal of approved Award and Foreshore Lease Agreement/Contract		within 3 working days	LPDD/RO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for notarization from Regional Office to PENRO			
	19. Transmittal of approved Award and Foreshore Lease Agreement/Contract for notarization from PENRO to CENRO		within 3 working days	PENRO
	20. Notarization of the Foreshore Lease Agreement/Contract to the applicant by the CENRO Officer/Record Officer concerned		within 1 working day	CENRO
	CENRO SUB-TOTAL		65 days	
	PENRO SUB-TOTAL		8 days	
	REGIONAL OFFICE SUB-TOTAL		12 days	
	TOTAL:	P1,000.00 (corporation), P500.00 (individual)	85 DAYS	

REFERENCE: DAO 99-34, DAO 2004-24, DAO 98-20, DAO 2010-26, DAO 2022-07

*TURN-AROUND TIME was also based on the above-mentioned references



CITIZEN'S CHARTER NO. RO-L-12. (SPECIAL PATENT) SCHOOL SITES

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

Office or Division:	DENR CENR Offices to PENR Offices	
Classification:	Highly Technical (Multi-Stage Processing)	
Type of Transaction	G2C - Government to Government	
Who may avail:	All public schools	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Special Patent (School Site) Request prescribed forms (1 original)		Concerned CENR Office
2. Any document showing the identity of land and claims of ownership		Land Owner/School
<ul style="list-style-type: none"> ● Tax declaration (1 certified copy) 		Assessor's Office
<ul style="list-style-type: none"> ● Deed of Sale (1 photocopy, present original copy) 		School, Notary Public
<ul style="list-style-type: none"> ● Extra Judicial Settlement (1 photocopy) 		School, Notary Public
<ul style="list-style-type: none"> ● Waiver of Rights (1 photocopy) 		School, Notary Public
3. Certification from the Municipal Circuit/Regional Trial Court (MCTC/RTC) ROD/LRA concerned that there is no pending case land registration case involving the parcel being applied for and there is no titled issued in the ROD (1 original, 1 photocopy)		School, Municipal Circuit/Regional Trial Court (MCTC/RTC) having Jurisdiction and ROD
4. Approved Survey Plan with Technical Description/Form V37 (if covered with isolated survey) (1 certified copy)		Concerned CENR Office



5. Certification of status of land from LRA, if the municipality is under cadastral proceedings or if there is an old survey (Private and Original Survey) (1 photocopy)	Land Registration Authority (LRA) Central Office, Quezon City
6. Certification that the land applied for is alienable and disposable (1 original, 1 photocopy)	Concerned CENR Office
7. School profile and school history	School
8. Geotagged Photos	CENR Office
9. Latest photograph of School (preferably geo-tagged) Panoramic View	School
10. Letter request from the Principal/ Division Superintendent	School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
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CENRO				
1. Submit request Form to the CENR Office with the complete supporting requirements	1. Check completeness of application.	None	4 hours	LMI / DPLI RPS
	1.1 If found in order, register, allocate, index and assign application number.	None	2 hours	Records Officer
	2. Accept and date in the application form and forward the application to Chief, RPS	None	1 hour	Staff CENRO Records Unit



	2.1. Review application. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for inspection/investigation	None	3 hours	Chief RPS
	2.2. Prepare posting of notices at the barangay, hall where the property is situated.	None	1 day	LMI/DPLI CENR Officer
	2.3. Travel to the barangay.	None	2 days or less depends the location of the School	LMI/DPLI
	3.4. Posting of Notices in the Barangay Hall.	None	15 days	LMI/DPLI
	3.5. Get the signed proof of posting from the Barangay fifteen (15) days after posting.	None	3 days	DPLI/LMI
	3.6. Conduct investigation on the land being applied for. Prepare, sign and submit investigation report, and forward to LMO I.	None	30 days	LMI/DPLI



	3.7. Screen the carpeta and prepare V37/certified lot data computation, Order of Award, and Judicial Form, and forward to Geodetic Engineer (GE) for signature (at the back of JF).	None	10 days	<i>LMO I/Cartographer/ Encoder whoever is available RPS</i>
	3.8. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	5 days	<i>GE RPS</i>
	3.9. Do final screening of carpeta and forward to CENRO for recommendation.	None	5 days	<i>Chief RPS</i>
	3.10 Segregate the original and duplicate copy.	None	2 hours each PLA	<i>Examiner</i>
	3.11 Prepare transmittal to PENRO. Affix initial of the Chief RPS and forward the transmittal to Deputy CENRO	None	1 hour	<i>RPS Staff</i>
	3.11 Affix initial in the transmittal and forward to the CENRO	None	1 hour	Deputy CENRO
	3.12 Sign the transmittal		1 hour	<i>CENRO</i>
	3.13 Release and transport the carpeta folder to the PENRO		5 days depending on the	<i>Records Section</i>



			location of the PENR Office	
	Received the carpeta folder and forward to the Chief RPS		1 day	<i>PENRO Records Section</i>
	3.14. Do the final review of carpeta, forward to PENRO for approval of application and issuance of Patent.		1 day	<i>Chief PDS</i>
	3.10. Assign Free Patent number	None	1 hour	<i>Records Officer PENRO Records Section</i>
	3.12. Review of Patent for PENRO signature	None	3 days	<i>Chief TSD</i>
	3.15. Review and sign Order of Approval and Special Patent. Forward to PENRO Records for numbering.	None	2 days	<i>PENR Officer</i>
	3.16 Prepare transmittal letter and forward to PENRO for signature.	None	2 hours	<i>RPS</i>
	3.17. Sign transmittal/endorsement and forward to PENRO records for transmittal to Registry of Deeds (ROD).		1 hour	<i>PENR Officer</i>



	3.18. Scan the order of Approval, signed Special Patent, and transmittal/endorsement. Transmit documents to ROD, and copy furnish the client.	None	2 day	RPS
<i>CENRO SUB-TOTAL</i>		NONE	<i>83 days (+ up to 32 additional processing days due to extreme case where corrections or revisions on the details of the patentee needs to be done or when the signatories are suddenly replaced which will result into further review)</i>	
<i>PENRO SUB-TOTAL</i>		None		
TOTAL:			125 days	

This service is under the following laws:

- *Republic Act No. 2015-01 or “An Act Authorizing the Issuance of Special Patents to School Site”*
- *Per RA No. 2015-01, the **CENR Office is allowed a maximum of 120 calendar days** to process the application of Special Patent (School), while the **PENR Officer is allowed a maximum of five (5) working days** to do the same.*



**DENR CENR, PENR, AND REGIONAL OFFICES
WATER SECTOR
(EXTERNAL SERVICES)**



CITIZEN'S CHARTER NO. RO-W-01. ACCEPTANCE AND VERIFICATION OF WATER PERMIT APPLICATION

As deputized offices of the NWRB per Board Resolution No. 004-0410, DENR Regional, PENRO and CENR Offices accept water right/permit applications and supporting documents for submission to NWRB and 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 industrial, commercial, power, agricultural, irrigation, livestock, domestic and other kind of utilization of water.

Office or Division:	DENR CENRO, PENRO, Regional Office to Central Office/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:	A. Citizens of the Philippines; B. Associations, duly registered cooperatives or corporations organized under the laws of the Philippines, at least 60 percent of the capital of which is owned by citizens of the Philippines; C. Government entities and instrumentalities, including government-owned and controlled corporations.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter (1 original, 1 photocopy)	Requesting Party
2. Duly Accomplished Water Permit Application Form (6 original copies and duly notarized)	Nearest DENR Offices or can be downloaded on NWRB website.
3. Water Application Notices for all Uses/Purposes (Municipal, Irrigation, Industrial, Livestock Raising, Fisheries, Power Generation, Recreational & Other Use) (12original copies)	Nearest DENR Offices or can be downloaded on NWRB website.



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>4. Proof of Land Ownership where the source emanates (1 original, 1 photocopy);</p> <ul style="list-style-type: none"> • Alienable & Disposable Land <ul style="list-style-type: none"> -Land Title -Transfer Certificate of Title (TCT) -Mother Title (Declaration of Heirship) -Tax Declaration Plus Occupation/Possession Certificate • Forestland/Timberland – Tenurial Instrument issued by DENR (<i>Not a proof of ownership, only occupation</i>) e.g. SLUP, FLAg, FLAgT, FLA, Gratuitous • Protected Area (PA) <ul style="list-style-type: none"> ➤ Within Titled PA -Title/TCT & PAMB Clearance/Resolution ➤ Untitled PA – MOA/SAPA & PAMB Clearance/ Resolution (<i>Not a proof of ownership, only occupation</i>) • Ancestral Domain (CADT) – Free and Prior Informed Consent (FPIC)- Certification Precondition • Mineral land – Instruments issued by MGB (<i>Not a proof of ownership, only occupation</i>) e.g. MPSA 	DENR, ROD, Assessors Office
<p>5. Vicinity Map/Location Plan with scale 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)</p>	Requesting Party
<p>6. Certificate of registration from the relevant agencies (1 original, 1 duplicate):</p>	
<p>a. SEC Registration with articles of incorporation & By-Laws and certificate of latest Corporate Financial Structure issued by the Corporate Secretary (Corporation/Partnership)</p>	SEC
<p>b. Certificate of Registration from DTI (Single Proprietorship)</p>	DTI
<p>c. Certificate of Registration from CDA (Cooperative)</p>	CDA



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
d. Certificate of conformance from LWUA(Water District)	LWUA
e. Certificate of Registration (Brgy. Waterworks Association/Rural Waterworks Association)	BLGU/MLGU
f. Clearance from BFAD or any agency accredited from BFAD (for Bottled Water)	BFAD
7. 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
8. Bacteriology Test/Physical & chemical Water Analysis (1 original, 1 photocopy)	DOST, DOH and/or accredited water district by the DOH
9. Certificate of Potability Test (For Recreation, Commercial, Refilling Stations, Municipal Use) (1 original, 1 photocopy)	Municipal Health Office, Water Laboratory (DOH Accredited), Physical-Chemical Water Analysis Center
10. Subdivision Plan (if applicable)	Housing Association/Developer
11. Brief Description of Project (1 original, 1 photocopy)	Requesting Party
12. Well Drilling Data (Deep Well) (1 original, 1 photocopy)	Requesting Party, Well Driller
13. Pre-feasibility study with Hydrologic Study (for power generation only) (1 original, 1 photocopy)	Requesting Party
14. Hydro Power Service Contract/Certificate of Registration from DOE (for power generation only) (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. Barangay Resolution/Sangguniang Bayan Resolution (for LGU Managed water supply facilities) (1 original, 1 photocopy)	BLGU/LGU
18. Postal Money Order (Filling Fee) (original copy) <i>(to be secured/submitted upon completion of all the documentary requirements)</i>	Post Office



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
CENRO				
1. Submit letter request and complete supporting documents to CENR Office.	1.1. Check completeness of application and supporting documents, receive and forward the application to Deputy CENR Officer/CENR Officer (Annex A)	None	30 min.	<i>Receiving/Releasing Clerk</i>
None	1.2. Refer the request to Chief, Regulatory and Permitting Section (RPS).	None	30 min.	<i>CENR Officer</i>
None	1.3. Receive and evaluate the application, and assign inspection team to conduct site inspection and coordinate/schedule on-site inspection to the proponent.	None	2 hours and 30 min.	<i>Chief RPS</i>
2. Guide/accompany the inspection/ verification team to the site.	2. Conduct joint investigation/inspection/verification with City/MLGU concerned (C/M Engineering &City/Municipal Health Office representative & BLGU representative) of the applied water source Prepare CSW report with attachments (site inspection form, map and geo-tagged photos) to be submitted to CENRO (Annex B, B-1 & B-2)	None	4 days	<i>Inspection Team</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>Scan in advance the WPA and Notice of WPA forms and send via email to RO-WRUS for its initial evaluation/review on the data information provided.</p> <p>Advise the applicant to secure postal money order upon completion of the site investigation/inspection/verification and preparation of the CSW Report on the applied water source. Further, only advise the proponent to secure the said filing fee if the applied water source has no conflict as to proof of ownership, location of the source where it is situated and etc.</p>			
None	2.1. Review the inspection report and submit recommendation to CENRO with endorsement to PENR Office.	None	2 hours and 30 min.	<i>Chief RPS</i>
None	2.2. Receive and review the application and inspection report. Approve recommendation. Sign the endorsement to PENR Office.	None	4 hours	<i>CENR Officer</i>
None	2.3. Record and release the application, supporting documents and endorsement to PENR Office.	None	30 min.	<i>Releasing Clerk</i>
None	2.4. Scan the documents and email advance copy on the scanned water	None	45 minutes	<i>Action Officer/ WRUS Focal Person</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	permit application to PENRO and RO-WRUS official email address.			
None	2.5. Transmittal of the application to PENR Office.		2 days or less depending on the location of the PENR Office	<i>Releasing Clerk/ Liaison Officer</i>
TOTAL		None	7 days, 3 hours & 15 min.	
PENRO				
None	2.6. Receive documents and forward to PENR Officer.	None	1 hour	<i>Receiving/Releasing Clerk PENRO Records Section</i>
	2.7. Refer the application documents to Chief TSD.		1 hour and 30 min.	<i>PENR Officer</i>
None	2.8. Receive, review and evaluate application and prepare memorandum endorsement to Regional Office through Chief, TSD for countersigning.	None	3 hours and 30 min.	<i>Chief/Staff Concerned Unit/Section</i>
None	2.9. Review application and countersign endorsement to Regional Office.	None		<i>Chief TSD</i>
None	2.10. Review and sign the memorandum endorsement for the Regional Executive Director (RED).	None	1 hour	<i>PENR Officer</i>
None	2.11. Record and release the application, supporting documents and endorsement to RO	None	30 min.	<i>Receiving/Releasing Clerk PENRO Records Section</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	2.12. Scan the documents and email advance copy on the scanned water permit application to RO-WRUS official email address.		30 min.	<i>Action Officer/WRUS Technical Staff</i>
	2.13. Transmittal of the application to Regional Office.		2 days or less depending on the location of the CENR Office	<i>Releasing Clerk/ Liaison Officer</i>
TOTAL		None	3 days	
IMPLEMENTING PENRO				
	2.13. Check completeness of application and supporting documents, receive and forward the application to Deputy PENR Officer/PENR Officer.	None	30 min.	<i>Receiving/Releasing Clerk</i>
	2.14. Refer the request to Chief, TSD	None	30 min.	<i>PENR Officer</i>
	2.15. Receive and evaluate the application, and assign inspection team to conduct site inspection and coordinate/schedule on-site inspection to the proponent.	None	2 hours and 30 min.	<i>Chief TSD</i>
	2.16. Conduct joint investigation/inspection/verification with City/MLGU concerned (C/M Engineering & City/Municipal Health Office representative & BLGU representative) of the applied water source	None	4 days	<i>Inspection Team</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>Prepare CSW report with attachments (site inspection form, map and geo-tagged photos) to be submitted to CENRO ((Annex B, B-1 & B-2)</p> <p>Scan in advance the WPA and Notice of WPA forms and send via email to RO-WRUS for its initial evaluation/review on the data information provided.</p> <p>Advise the applicant to secure postal money order upon completion of the site investigation/inspection/verification and preparation of the CSW Report on the applied water source. Further, only advise the proponent to secure the said filing fee if the applied water source has no conflict as to proof of ownership, location of the source where it is situated and etc.</p>			
	2.17. Review the inspection report and submit recommendation to PENRO with endorsement to Regional Office.	None	2 hours and 30 min.	<i>Chief TSD</i>
	<p>2.18. Receive and review the application and inspection report.</p> <p>Approve recommendation.</p> <p>Sign the endorsement to Regional Office.</p>	None	4 hours	<i>PENR Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	2.19. Scan the documents and email an advance copy on the scanned water permit application at RO-WRUS official email address.	None	45 minutes	<i>Action Officer/ WRUS Focal Person</i>
	2.20. Record and release the application, supporting documents and endorsement to Regional Office.	None	30 min.	<i>Releasing Clerk</i>
	2.21. Transmittal of the application to Regional Office.		2 days or less depending on the location of the PENR Office	<i>Releasing Clerk/ Liaison Officer</i>
TOTAL		None	7 days, 3 hours & 15 min.	
REGIONAL OFFICE				
None	2.22. Receive and record the documents/forward to the Office of ARD for Technical Services for routing.	None	30 min.	<i>Admin Records Personnel</i>
None	2.23. Document Routing to the Office of Chief LPDD for appropriate action.	None	30 min.	<i>OIC, ARD TS</i>
None	2.24. Review documents and forward/route to Water Resource Utilization Section (WRUS).	None	30 min.	<i>Chief LPDD</i>
None	2.25. Received and record the referred/routing of the documents to the Water Resource Utilization Section (WRUS)	None	10 min.	<i>Receiving Clerk of WRUS</i>
None	2.26. Routing of WPA for Appropriate Action	None	15 min.	<i>Chief WRUS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	2.27. Conduct detailed review and evaluation of the application;	None	4 hours	<i>Action Officer or WRUS Technical Staff</i>
None	2.28. If the application is found in order, prepare the following; (1) Endorsement of the Water Permit Application to the National Water Resource Board (2) Notification letter to the proponent/applicants on the status of the application			
None	2.29. If the application is found lacking or insufficient, prepares the following; (1) Returned endorsement/Memorandum to the concerned field office. (2) Notification letter to the proponent on the lacking document or insufficiency of the application.			
None	2.30. Review and initial the endorsement/s and forward to LPDD.	None	1 hour	<i>Chief WRUS</i>
None	2.31. Review and initial the endorsement/s and forward to ARD TS.	None	1 hour	<i>Chief LPDD</i>
None	2.32. Review and initial the endorsement/s and forward to RED.	None	2 hours	<i>OIC, ARD TS</i>
None	2.33. Review and sign the endorsement of the memorandum/letter.	None	1 day	<i>RED</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
None	2.34. Forward documents to Records for release.	None	30 min.	Receiving/Releasing Clerk ORED
None	2.35. Forward the released documents to the Water Resource Utilization Section (WRUS)	None	30 min.	Releasing Clerk Admin Records Personnel
None	2.36. Scan documents and email an advance copy on the scanned water permit application at NWRB official email address/website	None	1 hour	Action Officer or WRUS Technical Staff
None	2.37. Transmittal to NWRB	None	2 days	Private Courier
TOTAL		None	RO- 2 days, 3 hours & 55 min. 2 days private courier to NWRB	
<i>CENRO SUB-TOTAL</i>		<i>None</i>	<i>7 days, 3 hours & 15 min.</i>	
<i>PENRO SUB-TOTAL</i>		<i>None</i>	<i>3 days</i>	
<i>REGIONAL OFFICE SUB-TOTAL</i>		<i>None</i>	<i>2 days, 3 hours & 55 min. 2 days private courier to NWRB</i>	
TOTAL		None	12 days, 7 hours & 10 min. (Total Processing Time) 2 days private courier to NWRB	
<i>IMPLEMENTING PENRO SUB-TOTAL</i>		<i>None</i>	<i>7 days, 3 hours & 15 min.</i>	
<i>REGIONAL OFFICE SUB-TOTAL</i>		<i>None</i>	<i>2 days, 3 hours & 55 min. 2 days private courier to NWRB</i>	
TOTAL		None	9 days, 7 hours & 10 min. (Total Processing Time) 2 days private courier to NWRB	

Note :
Attached is the proposed prescribed templates of the followings;
1. Evaluation Form (Annex A)
2. CSW Report Template (Annex B)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Map (Annex B-1)				
4. Site Inspection Form (Annex B-2)				

*Filing Fee to be paid directly to NWRB thru postal money order (not DENR):				
1. Registration for Domestic Use	Php 100.00	3. Power Generation		Php 7,200.00
2. Municipal		4. Fisheries		Php 7,200.00
▪ <i>Level I</i>	Php 550.00	5. Livestock Raising		Php 7,200.00
▪ <i>Level II</i>	Php 550.00	6. Industrial		Php 7,200.00
▪ <i>Level III</i>	Php 7,200.00	7. Recreational		Php 7,200.00
3. Irrigation		8. Other Purposes		Php 7,200.00
▪ <i>Communal/Individual</i>	Php 550.00			
▪ <i>National/Corporation</i>	Php 7,200.00			



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	<ol style="list-style-type: none">1. Get a copy of the Client Satisfaction Survey (CSR) Form.2. Answer the CSR Form.3. Check the Feedback and/or Commendation portion of the CSR Form.4. Drop it in the designated drop box in front of the Public Assistance Unit Office.
How feedback is processed?	<p>Every Friday, the Public Assistance Complaints Desk Officer (PACDO) shall open the drop box, and compile and record all feedback submitted.</p> <p>Feedback requiring answers shall be forwarded to the relevant offices and where they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the concern office shall be then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and email address:</p> <p>09317247338 mindacaraga13@gmail.com</p> <p>Jacqueline D. Gozo PACDO</p> <p>Cecile T. Espenido Alternate, PACDO</p>



<p>How to file complaints?</p>	<ol style="list-style-type: none">1. Get a copy of the DENR Feedback Form.2. Fill out the client information3. Answer the Complaint portion.4. Drop the accomplished DENR Feedback Form at the designated drop box in front of the Public Assistance Complaint Desk5. Complaints can also be filed via telephone. Make sure to provide the following information:<ul style="list-style-type: none">● Name of person being complained● Position/Office● Incident● Evidence
<p>How complaints are processed?</p>	<p>The Public Assistance Complaints Desk Officer (PACDO) shall open the DENR Feedback drop box on a weekly basis and evaluate each complaint. The complaints shall be classified according to gravity.</p> <p>Upon evaluation, and approval of the SCIS (for Central Office) and Regional Strategic Communication and Initiatives Group (for Regional Offices) the PACDO shall forward the complaint to the relevant office for their appropriate action.</p>



Contact Information of Anti-Red Tape Authority (ARTA)	4 th and 5 th Floor NFA Building, NFA Compound, Visayas Avenue, QC Hotline: 888 Contact No.: (02) 8478-5091, 8478-5093, 8478-5099 Email: info@arta.gov.ph and complaints@arta.gov.ph Web: http://arta.gov.ph/fileacomplaint/complaint-form/
Contact Information of Presidential Complaint Center (PCC)	Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline:8888 Contact No. (02) 8736 8645, 8736 8603 Email: pcc@malacanang.gov.ph Web: https://osetc.gov.ph/agency/presidential-complain-center-pcc/
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) 89262-OMB (662) Text Hotline: 0926 6994 703 Trunkline: (02) 8479-7300 Email: pab@ombudsman.gov.ph



List of Offices

Office	Address	Contact No.	Email Address
REGION XIII	Ambago, Butuan City	(085) 341-1996 VOIP 3900 (085) 815-2277 0907-909-9608	r13@denr.gov.ph denrcaraga13hotline@yahoo.com
PENRO Agusan del Norte	Brgy. Tiniwisan Butuan City	(085) 345-5831 VOIP 3922	penroagusandelnorte@denr.gov.ph
PENRO Agusan del Sur	Patin-ay Properidad, Agusan del Sur	(085) 343-7308 VOIP 3926	penroagusandelsur@denr.gov.ph
PENRO Surigao del Norte	Barangay San Juan, Surigao City	(086) 826-8160 VOIP 3936	penrosurigaodelnorte@denr.gov.ph
PENRO Surigao del Sur	Telaje, Tandag, Surigao del Sur	(086) 211-2227 VOIP 3931	penrosurigaodelsur@denr.gov.ph
PENRO Dinagat Islands	Sta. Cruz, San Jose, Province of Dinagat Island	0907 417 5841	penrodinagat@denr.gov.ph
CENRO Nasipit	Agusan Norte, Talisay, Nasipit, Agusan del Norte	(085) 343-2872	cenronasipit@denr.gov.ph
CENRO Tubay	Agusan Norte, Nat'l. Highway, Doña Rosario, Tubay, Agusan del Norte	0910 025 6271; 0917 6240 667	cenrotubay@denr.gov.ph
CENRO Bayugan	Maygatasan, Bayugan City, Agusan del Sur	(085) 343-6191	cenrobayugan@denr.gov.ph
CENRO Talacogon	Del Monte, Talacogon, Agusan del Sur	0909 287 3336	cenrotalacogon@denr.gov.ph



Office	Address	Contact No.	Email Address
CENRO Bunawan	San Isidro, Bunawan, Agusan del Sur	0999 531 3045	cenrobunawan@denr.gov.ph
CENRO Loreto	Poblacion, Loreto, Agusan del Sur	0909 527 1666	cenroloreto@denr.gov.ph
CENRO Tubod	Surigao del Norte, Upper Libas, Tagana-a, Surigao del Norte	(086) 826 1308; 0998 530 3530; 0910 094 9474	cenrotubod@denr.gov.ph
CENRO Lianga	Poblacion, Lianga, Surigao del Sur	0919 239 0714	cenrolianga@denr.gov.ph
CENRO Bislig	Maharlika, Bislig City, Surigao del Sur	0939 878 4171	cenrobislig@denr.gov.ph
CENRO Cantilan	Poblacion Cantilan, Surigao del Sur	0929 974 1629	cenrorcantilan@denr.gov.ph