



DEPARTMENT OF ENVIRONMENT AND
NATURAL RESOURCES (DENR)

CORDILLERA ADMINISTRATIVE REGION

CITIZEN'S CHARTER
2020 (1st Edition)



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Republic of the Philippines
Department of Environment and Natural Resources
Cordillera Administrative Region
Forestry Compound, Gibraltar, Baguio City
Website: <http://car.denr.gov.ph/> telefax no.: 074-442-4531

CERTIFICATE OF COMPLIANCE

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

I, **ENGR. RALPH C. PABLO, CESO III, Regional Executive Director** of the **Department of Environment and Natural Resources-Cordillera Administrative Region (DENR-CAR)**, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The DENR including its Provincial Environment and Natural Resources Offices (PENROs) and Community Environment and Natural Resources Offices (CENROs) has established its service standards known as Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iv. Maximum time needed to conclude the process;
 - v. Document/s to be presented by the applicant or requesting party, if necessary;
 - vi. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.



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

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

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

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

II. VISION

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

III. MISSION

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

IV. SERVICE PLEDGE

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



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



V. LIST OF SERVICES

DENR REGIONAL, PENR AND CENR OFFICES¹

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¹ Implementing PENR Offices assumes the function of a CENR Office



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



CITIZEN'S CHARTER NO. CAR-AF-01. REQUEST FOR SERVICE RECORD/ CERTIFICATE OF EMPLOYMENT AND COMPENSATION

Description: Service Record/ Certificate of Employment and Compensation are documents being issued to DENR-CAR personnel (Regular Employee and Contract of Service) for personal and legal purpose.

Office or Division:	Personnel section, Administrative Division, Regional Office Management Services Division, PENRO			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal: Regular Employee of DENR-CAR External: Contract of Service Personnel of DENR-CAR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form/Letter (1 original)		Receiving/Releasing Unit or Requesting Party		
2. Government issued ID (present 1 original)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fill up the request form/letter from CENROs or PENRO	Check the completeness of information provided in the request form/letter	None	1 Minute	Receiving/Releasing Unit
2.	Receives Document	None	2 Minutes	MSD Document Action Tracking System Focal



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.	Preparation of two (2) copies of the certification requested; one for the requestee and the other for office file Reviews the completeness of information in the Certification Affix the initials of verifying officers in the certification	None	10 Minutes	Chief, Administrative Section
4.	Review the completeness of the information in the certification and signs	None	2 Minutes	Chief, Management Services Division
5.	Enters the actions taken on the request in the PENRO Document Action Tracking System	None	4 Minutes	MSD Document Action Tracking System Focal
6.	Records the certification in the logbook	None	1 Minute	Chief, Administrative Section
7. Receives Certification	Release the certification	None	1 Minute	Receiving/Releasing Unit
TOTAL:			20 Minutes	

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



CITIZEN'S CHARTER NO. CAR-B-01. APPLICATION FOR GRATUITOUS PERMIT

This permit is issued to any individual or entity engaged in non-commercial scientific or educational undertaking to collect wildlife.

Office or Division:	DENR Technical Services-Licenses, Patents and Deeds Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Any Person, Government and Private Corporations, and Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of application		Requesting Party		
2. Brief description of the Research/Project Proposal		Requesting Party		
3. Endorsement letter from the Head of the Institution; or in the case of an individual research, from a recognized expert or a research institution or a conservation organization		Requesting Party		
4. Free and Prior Informed Consent of the IPs/prior clearance of the concerned LGUs/PAMB/ private land owner and/or other relevant agencies/institution, where the collection shall be made		NCIP/LGU/PAMB		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Received Application from ARED-TS	1. Receives and records the application for permit at LPDD	None	3 mins.	<i>Receiving/Releasing Officer</i>
	1.1 Reviews and assigns processing of permit to Wildlife Resource Permitting Section (WRPS)	None	10 mins.	<i>Chief, Licenses, Patents & Deeds Division</i>



	evaluation/appropriate action			
	1.2 Receive and undertake evaluation of the completeness of the submitted requirements.	None	1 hr.	WRPS
	1.3 Preparation of Gratuitous Permit		5 mins.	
	1.4 Reviews Gratuitous Permit and forwards to ARD for Technical for recommending approval	None	10 mins.	Chief, Licenses, Patents & Deeds Division
	1.5 Records the prepared Gratuitous Permit with complete attachments for tracking then forwards it to ARED for Technical Services	None	3 mins.	<i>Receiving/Releasing Officer</i>
	1.6 For ARED's review, evaluation and initial.	none	15 mins.	<i>ARED for Technical Services</i>
	1.7 Forwards to RED's Office	none	5 mins.	<i>Receiving/Releasing Officer</i>



	1.8 For the RED signature for the Approval of Gratuitous Permit	none	10 mins.	<i>Regional Executive Director</i>
	1.9 Receives approved Gratuitous Permit for release to Permittee	None	2 mins.	<i>Receiving/Releasing Officer</i>
	2.1 Prepares Order of Payment		None	3 mins.
2. Pay permit Fee	2.2 Receives payment and issues Official Receipt	₱ 100.00	5 mins.	Collecting Officer/Cashier
3. Receives GP	Release permit upon presentation of official receipt	none	5 mins.	<i>Receiving/Releasing Officer</i>
TOTAL		P 100.00	2 hours and 16 mins.	



CITIZEN'S CHARTER NO. CAR-B-02. ISSUANCE OF CERTIFICATE OF WILDLIFE REGISTRATION

This Registration is issued for maintaining/possessing of wildlife. The DENR issued Department Administrative Order for the registration of threatened and exotic species of wild fauna in the possession of private person(s) and entities pursuant to Sec. 26 of Republic Act. 9147 and in pursuance of the objective of conserving our wildlife resources.

Office or Division:	DENR Technical Services-Licenses, Patents and Deeds Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. Duly accomplished application form (Annex G)		Requesting Party, LPDD		
6. Proof of Financial & Technical Capability		Requesting Party		
7. Facility to maintained wildlife		Requesting Party		
8. Proof of legal source		DENR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Submit application form and supporting documents to the Regional Office.	4. Office of the Regional Executive Director receives application with complete attachment for routing and action	None	3 min.	<i>Receiving/Releasing Clerk</i> ORED
	2.3 The Regional Executive Director directs office of the Assistant Regional Executive Director for Technical Services for evaluation/appropriate action	None	10 min.	<i>Regional Executive Director</i>
	2.4 Technical Services receives/records the routed Application for Permit	None	3 min.	<i>Receiving/Releasing Clerk</i> ARED-TS



	2.5 ARED for Technical Services reviews application then forward the application to the Licenses Patents and Deeds Division for further action	None	10 min.	<i>Assistant Regional Executive Director-TS</i>
	2.6 Receives and records the application for permit at LPDD	None	3 min.	<i>Receiving/Releasing Clerk LPDD</i>
	2.7 Reviews and assigns processing of permit to Wildlife Resource Permitting Section (WRPS)	None	10 min.	<i>Chief, LPDD</i>
	2.8 Receive and undertake evaluation of the completeness of the submitted requirements.	None	10 min.	<i>Section Head/WRPS staff</i>
	2.9 Conduct site inspection	None	1 day	<i>Section Head/WRPS staff</i>
	2.10 Preparation of Certificate of Wildlife Registration	None	10 min.	<i>Section Head/WRPS staff</i>
	2.11 Records the prepared CWR with complete attachments for tracking then forwards it to ARED for Technical Services	None	3 min.	<i>Receiving/Releasing Clerk LPDD</i>



	2.12 Receives prepared CWR for ARED's review and evaluation	None	3 min.	<i>Receiving/Releasing Clerk ARED-TS</i>
	2.13 Concurrence of the CWR then forward to RED for the approval	None	15 min.	<i>Assistant Regional Executive Director-TS</i>
	2.14 Office of the Regional Executive Director receives prepared CWR for the approval	None	3 min.	<i>Receiving/Releasing Clerk ORED</i>
	2.15 Approves the Certificate of Wildlife Registration (CWR)	None	15 min.	<i>Regional Executive Director</i>
	2.16 Dispatch CWR for release	None	3 min.	<i>Receiving/Releasing Clerk ORED</i>
	2.17 Receives approved CWR and prepare Notice of Approval	None	3 min.	<i>Receiving/Releasing Clerk LPDD & Section Head/WRPS staff</i>
	2.18 Prepares Order of Payment	None	3 min.	<i>Receiving/Releasing Clerk LPDD</i>



5. Pay Permit Fee	Receives payment and issues Official Receipt	1-50 head (₱ 50.00) 51-100 head (₱500.00) 101-200 head (₱750.00) 201 & above (₱1,000.00)	3 mins	<i>Collecting Officer/Cashier</i>
6. Receive Certificate of Wildlife Registration	Release Certificate of Wildlife Registration upon presentation of Official receipt	None	5 mins	Receiving/Releasing Clerk LPDD
TOTAL		1-50 hd. (₱ 50.00) 51-100 hd. (₱500.00) 101-200 hd. (₱750.00) 201 & above (₱1,000.00)	1 day, 1 hr. & 55 min.	



CITIZEN'S CHARTER NO. CAR-B-03. Issuance of Protected Area Management Board (PAMB) Clearance

Description: This PAMB Clearance is made upon request of the proponents of Projects with in Protected Areas. The purpose for the request for PAMB Clearance is to confirm if the project will proceed or cancelled.

Office or Division:	Protected Area Management and Biodiversity Conservation Section, Conservation and Development Division, DENR-CAR Regional Office			
Classification:	Simple to Complex			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	External: Proponents of Projects within the Protected Area			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Project proposal/Feasibility Study (1 original)		Requesting Party		
4. Request letter for PAMB Clearance (1 original)		Requesting Party		
Additional if from the Government Sector				
5. Official Letter Request (1 original)		Requesting Party		
Additional if Requesting Party is a representative				
6. 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
2. Submission of project proposal/feasibility study and letter request for PAMB clearance by the proponent to DENR Receiving Clerk	1. Receives, checks the completeness of submitted requirements, stamps the date and time on documents and refers to RED for evaluation	None	5 mins.	<i>Receiving/Releasing Clerk</i> Office of the Regional Executive Director
	Evaluates and refers to ARD-TS for evaluation and appropriate action		2 hrs.	Regional Executive Director



	Records and forwards document to ARD-TS		5 mins.	<i>Receiving/Releasing Clerk</i> Office of the Regional Executive Director
	Receives and records the document. Refers the document to ARD-TS for evaluation		5 mins.	<i>Receiving/Releasing Clerk</i> Office of the Assistant Regional Director for Technical Services
	Evaluates and refers to CDD for evaluation and appropriate action		2 hrs.	Assistant Regional Director for Technical Services
	Forwards the request to CDD Chief		2 min.	<i>Receiving/Releasing Clerk</i> Office of the Assistant Regional Director for Technical Services
	Receives, records, and forwards the document to the CDD Chief		5 min.	<i>Receiving/Releasing Clerk</i> Conservation and Development Division
	Evaluates the document and forwards to PAMBCS for appropriate action		2 hrs.	Chief, Conservation and Development Division
	Reviews document and instructs PAMBCS staff to prepare memo for concerned PASu to include in next PAMB Meeting's agenda		2 hrs.	<i>Section Chief, PAMBCS</i>
	Receives and records the memo and attached documents (Letter request, Project		5 min.	<i>Receiving/Releasing Clerk</i> Conservation and Development Division



	Proposal/ Feasibility Study)			
	Reviews and puts his initial on the memo		15 min.	Chief, Conservation and Development Division
	Forwards the memo and attached documents to ARD-TS		2 min.	<i>Receiving/Releasing Clerk</i> Conservation and Development Division
	Receives and records the document		5 min.	<i>Receiving/Releasing Clerk</i> Office of the Assistant Regional Director for Technical Services
	Reviews the memo and attached document (Letter request, Project Proposal/ Feasibility Study) and endorses to RED's office for his approval		15 min.	Assistant Regional Director for Technical Services
	Forwards the memo and attached document to RED's office		2 min.	<i>Receiving/Releasing Clerk</i> Office of the Assistant Regional Director for Technical Services
	Receives, records and forwards to the Office of the RED for his approval		5 min.	<i>Receiving/Releasing Clerk</i> Office of the Regional Executive Director
	Evaluates attached documents and signs memo		2 hrs.	Regional Executive Director
	Forwards the memo and documents to PENRO		5 mins.	<i>Receiving/Releasing Clerk</i> Office of the Regional Executive Director



	Evaluates and reviews the memo and attached documents and forward to CENRO		2 days	Concerned PENRO
	Evaluates and reviews the memo and attached documents and forwards it to PASu		2 days	Concerned CENRO
	Evaluates and reviews the memo and attached documents for inclusion in agenda of the next scheduled PAMB Meeting		2 days	Concerned PASu
2. Presentation of the Project Proposal/Feasibility Study	Contacts the proponent for the scheduled presentation of the Project Proposal/ Feasibility Study during the PAMB meeting		5 min.	Concerned PASu
	PASu Prepares PAMB Minutes of Meeting with attached Resolution/s and endorses it to RED		3 days	Concerned PASu
	Receives and checks the completeness of submitted PAMB Minutes of Meeting and PAMB Resolution/s, stamps the date and time on documents and		5 mins.	<i>Receiving/Releasing Clerk</i> Office of the Regional Executive Director



	refers to RED for evaluation			
	Evaluates and refers to ARD-TS for evaluation and appropriate action		2 hrs.	Regional Executive Director
	Records and forwards document to ARD-TS		5 mins.	<i>Receiving/Releasing Clerk</i> Office of the Regional Executive Director
	Receives and records the document. Refers the document to ARD-TS for evaluation		5 mins.	<i>Receiving/Releasing Clerk</i> Office of the Assistant Regional Director for Technical Services
	Evaluates and refers to CDD for evaluation and appropriate action		2 hrs.	Assistant Regional Director for Technical Services
	Forwards the documents (PAMB Minutes of Meeting and PAMB Resolutions) to CDD Chief		2 mins.	<i>Receiving/Releasing Clerk</i> Office of the Assistant Regional Director for Technical Services
	Receives, records, and forwards the document to the CDD Chief		5 mins.	<i>Receiving/Releasing Clerk</i> Conservation and Development Division
	Evaluates the document and forwards to PAMBCS for appropriate action		2 hrs.	Chief, Conservation and Development Division
	Reviews document and instructs PAMBCS staff to prepare memo for RED's approval of the PAMB minutes of		2 hrs.	<i>Section Chief, PAMBCS</i>



	meeting and resolution/s			
	Receives, records, and forwards the document to the CDD Chief		5 mins.	<i>Receiving/Releasing Clerk</i> Conservation and Development Division
	Reviews and signs memo		5 mins.	Chief, Conservation and Development Division
	Forwards the memo and attached documents to ARD-TS		2 mins.	<i>Receiving/Releasing Clerk</i> Conservation and Development Division
	Receives and records the document		5 mins.	<i>Receiving/Releasing Clerk</i> Office of the Assistant Regional Director for Technical Services
	Reviews the memo and attached document (PAMB Minutes of Meeting and PAMB Resolution/s), puts his initial on memo, and endorses to RED's office for his approval		15 mins.	Assistant Regional Director for Technical Services
	Forwards the memo and attached document to RED's office		2 mins.	<i>Receiving/Releasing Clerk</i> Office of the Assistant Regional Director for Technical Services
	Receives, records and forwards to the Office of the RED for his approval		5 mins.	<i>Receiving/Releasing Clerk</i> Office of the Regional Executive Director
	Evaluates attached documents (PAMB		2 hrs.	



	Minutes of Meeting and PAMB Resolution/s) and signs memo			Regional Executive Director
	Forwards the signed documents (PAMB Minutes of Meeting and PAMB Resolution/s) to ARED, Technical Services		5 mins.	<i>Receiving/Releasing Clerk</i> Office of the Regional Executive Director
	Receives and records the document		5 min.	<i>Receiving/Releasing Clerk</i> Office of the Assistant Regional Director for Technical Services
	Evaluates and refers to CDD for appropriate action		5 min.	Assistant Regional Director for Technical Services
	Receives, records, and forwards the document to the CDD Chief		5 min.	<i>Receiving/Releasing Clerk</i> Conservation and Development Division
	Evaluates the document and forwards to PAMBCS for appropriate action		2 hrs.	Chief, Conservation and Development Division
	Reviews document and instructs PAMBCS staff to forward the signed PAMB Minutes of Meeting and PAMB Resolutions to PASu		2 hrs.	<i>Section Chief, PAMBCS</i>



3. Receives notice from the PASu	Contacts the proponent for the copy of the signed PAMB Resolution		5 min.	Concerned PASu
TOTAL:		None	<i>11 days, 47 mins</i>	



CITIZEN'S CHARTER NO. CAR-B-04. ISSUANCE OF LOCAL TRANSPORT PERMIT FOR WILDLIFE

Description: Local Transport Permit is a permit being issued to external clients authorizing the bringing, carrying or transporting of wildlife (wild flora and fauna in all developmental stages), by-products and derivatives acquired from legal sources, from the point of origin to the final destination within the country. (DAO 2004-55)

Office or Division:	DENR CENRO DENR PENRO	
Classification:	Simple to Complex	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
Who may avail:	External: Any Person, Government and Private Corporations, and Non-Government Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
7. Request Letter (1 original)		Requesting Party
8. Documents supporting the legal possession/acquisition of wildlife		Requesting Party
Additional if from the Government Sector		
Additional if Requesting Party is a representative		



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Submit request letter	1.1. Receives, records and forwards the requests to the CENR Officer	None	2 Minutes	Receiving/Releasing Unit
	1.2. Refers to the Regulatory and Permitting Section	None	3 Minutes	Office of the CENR Officer
	1.3. Evaluates application, prepares and signs Order of Payment	None	45 minutes	Regulatory and Permitting Section
4. Pays corresponding fee	a. Issues Official Receipt	Php 100 (per application)	5 Minutes	Cahier Unit
5. Assist/Guide the Inspection team	3.1. Inspects wildlife to be transported and validates Self Inventory Report	None	1 Day	Licenses Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3.2. Prepares a Complete Staff Work or CSW (Local Transport Permit ; Inspection Report and other attachments); initials the Wildlife Transport Permit and endorsement to the PENR Officer	None	60 Minutes	Licenses Unit
	3.3. Receives, records and forwards the CSW and endorsement to the CENR Officer	None	2 Minutes	Receiving/Releasing Unit
	3.4. Initials the Local Transport Permit and signs endorsement	None	5 Minutes	Office of the CENR Officer
	3.5. Releases the CSW and transmits to PENRO	None	60 Minutes	Receiving/Releasing Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>3.6. Check the completeness of documents</p> <p>Receives the document and stamps date and time received on the document</p> <p>Enters the document to the PENRO Document Tracking System (PDATS)</p> <p>Print a Document Tracking system routing slip</p> <p>Forwards to the PENR Officer</p>	None	10 Minutes	Receiving/Releasing Unit
	<p>3.7. Signs the Local Transport Permit</p>	None	10 Minutes	PENRO Benguet
	<p>3.8. Release the CSW to CENRO</p> <p>Forwards a copy to the Technical Services Division to copy furnish the Regional Office</p>	None	2 Minutes	Receiving/Releasing Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
6. Receives the Local Transport Permit	4.1. Receive the CSW and returns to CENRO Release Local Transport Permit to client	None	60 Minutes	Receiving/Releasing Unit
TOTAL:			1 Day, 4 Hours and 4 Minutes	



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



CITIZEN'S CHARTER NO. CAR-L-01. ISSUANCE OF CERTIFICATION OF LOT VERIFICATION

This certification of Lot Verification is made by the requesting party (DENR personnel, official or external clientele). The purpose of the request is included in the certification.

Office or Division:	DENR Community Environment and Natural Resources Offices (CENRO)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Internal: Regular Employee of DENR, including its Bureaus and Attached Agencies External: Contract of Service Personnel, LGU and other government agencies or instrumentalities and external clientele			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Letter Request (1 original)			Requesting Party	
2. Tax Declaration of the property (1 photo copy)			End-user or Assessor's Office	
Additional If Requesting Party is a representative				
3. 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. Inquire on the status of lot to be verified.	1. Verify through the Allocation Book if the lot is titled or untitled	None	15 min.	<i>Receiving/Releasing Clerk</i> CENRO Records Unit
	1.1. Encodes the certification	None	5 min.	<i>Records Officer</i> CENRO Records Unit
2. Pay the corresponding Fee	2. Receive payment and issue and photocopy Official Receipt.	Php 50.00/lot Certification Fee Php. 30.00 Documentary Stamp	5 min.	<i>Bill Collector/Credit Officer</i> Cashier



3. Receive Official Receipt and forward the same to Records Officer	3. Receive copy of official receipt. Prepare and signs certification	None	3 min	<i>Records Officer</i> CENRO Records Unit
	3.1. Record and release documents.	None	5 min.	<i>Receiving/Releasing Clerk</i> CENRO Records Unit
4. Receive the Certification.				
TOTAL:		Php 80.00	33 minutes	



CITIZEN'S CHARTER NO. CAR-L-02. ISSUANCE OF CERTIFICATION OF TECHNICAL DESCRIPTION IN V-37 FORM

This certification of Technical Description in V-37 Form is made by the requesting party. The purpose of the request is included in the certification.

Office or Division:	Surveys and Mapping Division, Technical Services			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	External: LGU and other government agencies or instrumentalities and external clientele			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
4. Official Letter Request (1 original)			Public Assistance Desk	
5. Identification Card (1 original)			Requesting Party	
Additional If Requesting Party is a representative				
6. SPA for representative (1 original, notarized)			Requesting Party, Private Lawyer or Notary Public	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish and submit request form	2. Receive and check the completeness of submitted requirements	None	5 min.	<i>Receiving/Releasing Clerk Records Section</i>
	1.2. Preparation of Technical Description in V-37 Form	None	20 min.	<i>Records Officer CENRO Records Unit</i>
	1.2. Checking and Verification of the V-37 (closing polygon)	None	20 min.	<i>Bill Collector/Credit Officer Cashier</i>
	1.3. Prepare and issue order of payment	none	2 min	<i>Survey and control Section</i>



3. Pay Certification Fee	2.Receives payment and issue Official receipt	P 25.00 Certification Fee	5 mins	<i>Collecting Officer/Cashier</i>
	3.Check and review technical accuracy and computation. Conformity with maps/plans and signs	None	5 min	<i>Chief, Survey and Control Section</i>
	4.Record and release documents.	None	3 min.	<i>Survey and Control Section</i>
5. Receive the Certification.				
TOTAL:		Php 25.00	1 hour	



VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<ol style="list-style-type: none">1. Get a copy of the Client Satisfaction Survey (CSR) Form.2. Answer the CSR Form.3. Check the Feedback and/or Commendation portion of the CSR Form.4. Drop it in the designated drop box in front of the Public Assistance Unit Office.
How feedback is processed?	<p>Every Friday, the Public Assistance Officer shall open the drop box, and compile and record all feedback submitted.</p> <p>Feedback requiring answers shall be forwarded to the relevant offices and where they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the concern office shall be then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and email address:</p> <p><u>scis.smcrd2019@gmail.com</u></p> <p>8926 5595 Louise Andrea Gonzales (Public Assistance Unit)</p> <p>8927 6336 Julie Gorospe Iban Stakeholder Management and Conflict Resolution Division</p>
How to file complaints?	<ol style="list-style-type: none">1. Get a copy of the Client Satisfaction Survey (CSR) Form.2. Answer the CSR Form.3. Check the Complaint portion of the CSR Form.4. Drop the CSR Form at the designated drop box in front of the Public Assistance Unit Office.5. Complaints can also be filed via telephone. Make sure to provide the following information:<ul style="list-style-type: none">• Name of person being complained• Incident• Evidence



<p>How complaints are processed?</p>	<p>The Public Assistance Officer (PAO) shall open the complaints drop box on a weekly basis and evaluate each complaint. The complaints shall be classified according to gravity:</p> <ul style="list-style-type: none">• Minor• Moderate• Very Grave <p>Upon evaluation, and approval of the SMCRD Chief, the PAO shall forward the complaint to the relevant office for their appropriate action. The minor complaint shall be submitted to SMCRD; moderate to Office of the Assistant Secretary for HRDS; and very grave complaint to the Office of the Secretary.</p>
<p>Contact Information of Anti-Red Tape Authority (ARTA)</p>	<p>Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City Hotline: 1-ARTA (1-2782) Contact No.: (02) 478-5091, 478-5099 Email: complaints@arta.gov.ph Web: http://arta.gov.ph/pages/complaintform.php</p>
<p>Contact Information of Presidential Complaint Center (PCC)</p>	<p>Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline:8888 Contact No. (02)736 8621, 736 8645, 736 8603, 736 8629, 736 8621 Email: pcc@malacanang.gov.ph Web: https://op-proper.gov.ph/presidential-action-center/</p>
<p>Contact Information of Contact Center ng Bayan (CCB)</p>	<p>Text: 0908 881 6565 Contact No.: 1-6565 (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: email@contactcenterngbayan.gov.ph Web: http://contactcenterngbayan.gov.ph/contact-us</p>
<p>Contact Center of the Office of the Ombudsman (OMB)</p>	<p>Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City Contact No.: (02) 9262-OMB (662) Text Hotline: 0926 6994 703 Lifestyle Check: (02) 927-4102, 927-2404 Trunkline: (02) 479-7300 Email: pab@ombudsman.gov.ph</p>



VII. LIST OF OFFICES

OFFICE	OFFICE ADDRESS	CONTACT DETAILS
DENR Cordillera Administrative Region (CAR)	Pacdal, Baguio City	(074) 442 4531; 442 6107; 09193350973; 09279847345
PENRO Abra	Casamata Hills, Bangued, Abra	0917 621 1335
PENRO Apayao	San Isidro, Luna, Apayao	0977 814 0028
PENRO Benguet	Wangal, La Trinidad, Benguet	0919 411 9777
PENRO Ifugao	Bannit, Payawan, Lamut, Ifugao	0995 463 1444
PENRO Kalinga	Bulanao, Tabuk, Kalinga	0999 417 1242
PENRO Mountain Province	Bontoc, Mountain Province	0918 631 5921
CENRO Bangued	Casamata Hill, Bangued, Abra	0905 582 3686
CENRO Lagangilang	Lagangilang, Abra	0935 447 1291
CENRO Calanasan	Poblacion Calanasan, Apayao	0915 334 5293
CENRO Conner	Brgy. Buluan, Conner, Apayao	0946 986 6439
CENRO Baguio City	DENR Compound, Pacdal Baguio City	0918 925 5379
CENRO Buguias	Abatan, Buguias, Benguet	0919 205 6468
CENRO Alfonso Lista	Purok 03, Potia, Alfonso Lista Ifugao	0999 576 4645
CENRO Lamut	Bannit, Payawan, Lamut, Ifugao	0929 618 8877
CENRO Pinukpuk	Pinukpuk Junction, Kalinga	0918 483 1302
CENRO Tabuk	Magsaysay, Tabuk, Kalinga	0949 165 1831
CENRO Paracelis	Paracelis, Mountain Province	0919 310 6959
CENRO Sabangan	Sabangan, Mountain Province	0998 992 1734