



DEPARTMENT OF ENVIRONMENT AND NATURAL
RESOURCES– CARAGA REGION

REGIONAL CITIZEN'S CHARTER
2020 (1stEdition)



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RESOURCES - CARAGA REGION

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

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

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

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

II. VISION

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

III. MISSION

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

IV. SERVICE PLEDGE

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

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



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DENR PENRO AND REGIONAL OFFICE
Admin and Finance Sector
(Internal and External Services)



CITIZEN'S CHARTER NO. RO13-AF-01 - ISSUANCE OF SERVICE RECORD & CERTIFICATE OF EMPLOYMENT/LEAVE/CREDITS/COMPENSATION

Service Record is issued upon the request of DENR personnel, official or external party (Contract of Service personnel).

OFFICE OR DIVISION:	DENR PENRO and Regional Office (Administrative Section/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	
Checklist of Requirements				
If Permanent Employee				
Filled-up Request Form	Requesting Party			
If Contract of Service (COS)				
Filled-up Request Form	Requesting Party			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish request form and forward to Receiving/Releasing Clerk	Receive, record in logbook, forward to the Personnel Unit/Admin Section	None	5 min.	Receiving/Releasing Officer/Clerk of the Admin Section/Records Unit
	Approve and sign Request Form	None	5 min.	Records Officer/Chief, Admin Section
	Retrieve records from 201 Files (PDS)	None	10 min.	Personnel Unit



	- Encode/print the Service Records - Prepare and initial the Certification	None	25 min.	Personnel Unit
	Forward to the HRM Officer for signature	None	3 min.	Personnel Unit
	Determine accuracy of the Service Record and the Certification and affix signature	None	5 min.	HRMO IV/Chief, MSD/ PENR Office
	Release the approved Service Record and Certification to the Requesting Party	None	5 min.	Receiving/Releasing Officer/Clerk Records Unit
2. Received the approved Service Record/Certification	File the Customer Request Form	None	5 min.	Records Unit/Admin Section
TOTAL			63 Minutes (1 hr & 3 mins.)	



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



CITIZEN'S CHARTER NO. R13-L-01 - APPLICATION FOR SPECIAL PATENT (SCHOOL SITES)

Special Patent Application is a mode of reserving of public lands for use of public-school sites.

Office or Division:	DENR CENR, PENR and Regional Offices			
Classification:	Highly Technical (Multi-Stage Processing)			
Type of Transaction	G2G - Government to Government			
Who may avail:	All schools offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished prescribed form of the Request for Issuance of Special Patent for SchoolSite(1 original)			Concerned CENR Office	
2. Any document showing identity of land and claims of ownership				
• Conveyance (it depends on recorded survey claimant)			Land Owner	
3. Historical Background of possession			School	
4. Recent photos showing the panoramic view of the area as well as adjacent areas, vicinity improvements introduced, buildings, landmarks, identifying features, settlements, if any, etc.			School	
5. RTC/LRA Certification of no pending land registration case			Regional Trial Court (RTC)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit accomplished Request Form to the CENR Office with complete supporting requirements	1. Check completeness of the request. If found in order, register, allocate, index and assign application number. Scan, encode and upload records in LAMS.	None	3 hours	<i>LMO / RPS</i> CENRO Records Unit
2. Review the Request	2. Review request. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for inspection/investigation	None	3 hours	<i>RPS Staff Chief, RPS</i>



	2.1. Prepare Notice of the Request for Special Patent	None	3 hours	<i>RPS Staff</i>
	2.2. Posting of the Notice at the hall of the barangay, municipality or province.	None	20 days	<i>LMI/ DPLI</i>
	2.3. Get the signed proof of posting from the Barangay fifteen (15) days after posting.	None	3 days	<i>LMI/ DPLI</i>
	2.4. Conduct investigation on the land being applied for. Prepare, sign and submit investigation report, and forward to LMO I.	None	30 days	<i>LMI/ DPLI</i>
	2.5. Screen the carpeta/supporting documents.	None	5 days	<i>LMO/Land Examiner</i>
	2.6. Screen and prepare V37/certified lot data computation, Order of Award, and Judicial Form, and forward to Geodetic Engineer (GE).	None	5 days	<i>Cartographer I</i>



	2.7. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	5 days	GE/Chief, RPS
	2.8. Do final screening of carpeta and forward to CENRO for recommendation.	None	5 days	Chief, RPS
	2.9. Review and initial file copy of Special Patent and Sign Indorsement to PENRO for approval.	None	3 days	CENR Officer
	2.10. Transmit carpeta to PENRO	None	3 days or less depending on the location of the PENR Office	Liason Officer
<i>CENRO SUB-TOTAL</i>		<i>None</i>	<i>80 days & 1hr (+ up to 32 additional processing days due extreme case were corrections or revisions on the details of the patentee needs to be done or when the signatories are suddenly replaced which will result into further review)</i>	
TOTAL:		None	112 days & 1 hour	

This service is under the following laws:

- Republic Act No. 10023 or “An Act Authorizing the Issuance of Special Patents for Public School Sites ”
- Per RA No. 10023, the **CENRO** office is allowed a **maximum of 120 calendar days** to process the application of Special Patents.



CITIZEN'S CHARTER NO. R13-L-02- INSPECTION VERIFICATION AND APPROVAL OF SURVEY (IVAS)

Needed as requirement for the approval of Subdivision Plan.

Office or Division:	DENR Regional Office, Surveys and Mapping Division	
Classification:	Highly Technical (Multi-Stage Processing)	
Type of Transaction:	G2C-Government to Citizen	
Who may avail:	Public and Private Geodetic Engineers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>I. Checklist For UNTITLED LOTS:</p> <ol style="list-style-type: none"> 1. Survey Envelope with Plastic Cover 2. Survey Verification Fee Payment 3. Transmittal Letter of Survey Return 4. Original Drafting Film 5. Lot Data Computation 6. Traverse Computation 7. Reference Computation (Certified) 8. Field Notes with Cover Duly Notarized 9. Print Copy of Previous Approval 10. Survey Notification Letter 11. Documanetary Stamp and Field Notes 12. G.E. Certificate Duly Notarized 13. CENRO Certification on L.C. Map Status 14. CENRO Certification on Land Disposition Status 15. CENRO Survey Authority/Memorandum Order/Survey Order with Copy of inspection Report 16. CENRO Endorsement 17. Geographic Position on Plan 18. Compliance of Section 3 per Memorandum Circular No. 2000-16 signed by Hon. Sec. Antonio H. Cerilles 		Receiving Clerk of the SMD



II. Checklist For TITLED LOTS: 1. Survey Envelope with Plastic Cover 2. Survey Verification Fee Payment 3. Transmittal Letter of Survey Return 4. Original Drafting Film 5. Lot Data Computation 6. Boundary Computation (Certified in Untitled 7. Reference Computation (Certified) 8. Field Notes with Cover Duly Notarized 9. Certified Photocopy of Title by: ROD 10. Survey Notification Letter 11. DAR Survey Authority or Contract (For DAR Survey) 12. HLURB/LGU Approval of Subdivision Plan Scheme (For Complex/Housing) 13. Approved Scheme of Subdivision by LGU/HLURB (For Complex/Housing) 14. Resolution from SB (for Complex/Housing)			Receiving Clerk of the SMD	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
REGION				
1. Public and Private Geodetic Engineer submits complete Survey Returns	Receive, screen examine Survey Returns per Checklist and Prepares Order of Payment	Verification Free of Original & Other Surveys Computation : no. of lots x .60 (DAO 1993-20)	10 minutes	LAMS FRONT DESK / RECEIVING UNIT Geodetic Engineer / Examiner
	Issue Acknowledgement slip & Commence Processing of Survey Returns thru LAMS		10 minutes	LAMS FRONT DESK / examiner



	Conduct land records verification		20 minutes	LAND RECORDS SECTION: Record Verifier
	Project the Resultant Lots		65 minutes	PROJECTION UNIT: Geodetic Engineer
	Verify lot data. Traverse, solar and field notes computation		85 minutes	LAMS Verifiers
	Examine, evaluate and assess Survey Returns documents Conduct actual ground IVAS (random)		55 minutes to 3 days	LAMS Finalist / Cartographer
	Review and verify all examination, evaluation, assessment, validation and/or corrections / annotations made on plan / Survey Return		60 minutes	Chief, Original and Other Survey Section



	Final review and recommending approval		60 minutes	Chief, Surveys and Mapping Division
	Approval of Survey Returns		60 minutes	Asst. Regional Director for Technical Services
3. Public / Private Geodetic Engineer claims approved Survey Returns and/or pays other non-mandatory fees	Release approved Survey Returns	P 25.00 per Blue Print of approved plan (DAO 2000-16)	15 minutes	Records Staff / Bill Collector
Total		P 45.00	3 days, 495 min. (3days, 8hours & 25 minutes)= 4days	



CITIZEN'S CHARTER NO. RO13-L-03 - ISSUANCE OF NO EASEMENT VIOLATION

Needed as requirement of the Local Government Unit (LGU) for renewal of business permits and for issuance of certificate of occupancy.

Office or Division:	DENR SIPLAS – Dapa Office, PENRO Surigao del Norte			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
	G2G- Government to Government			
Who may avail:	External: Business			
	External: LGU's			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Letter request from the client for issuance of certificate of no easement violation				PASu-SIPLAS Office
2. Certificate fee amounting to P 500.00				Collection Officer
Filled-up Request Form	Requesting Party			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Submit letter request to PASu-SIPLAS Office Receiving In-charge	Receive letter request from client and forward to PASu for instructions.	None	5 min.	Receiving In-Charge
	Refer to Permitting Unit for recommendation and instructions.	None	5 min.	Protected Area Superintendent
	Check and verify in office records the status of the area requested.	None	20 mins.	Permitting Unit Staff
	<i>*In case of new areas or areas not found office' records, field verification will be in conducted with submitted inspection report.*</i>	None	4 hrs.	Enforcement Unit



	Prepare the Certificate of No Easement Violation and forward to PASu for approval.	None	5 mns.	Permitting Unit Staff
	Once approved, the releasing in-charge will contact the client for the payment of the certification fee.	None		Releasing In-Charge
	Receive the payment from client and issue official receipt.	P 500.00	15 mins.	Collection Officer
	Release the Certification to client.	None		Releasing In-Charge
TOTAL		P 500.00	45 mins. <i>(for areas found in office' records)</i>	
			4 hrs. & 45 mins. <i>(for new areas subject for field verification)</i>	



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



CITIZEN'S CHARTER NO. RO13-F-01 - REQUEST FOR AVAILMENT OF FREE SEEDLINGS

This service provides a proper venue to provide seedlings/planting materials to the public/individuals/organizations

Office or Division :		DENR CENRO and PENRO (TECHNICAL SERVICES DIVISION/SECTION/UNIT)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
		G2C- Government to Citizen		
Who may avail:		Any person, Government , Non-Government Organizations, Academe and Religious Sector		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
General Requirement				CENR or PENR Office
1. Request letter (1 original, 1 photocopy)				Requesting Party
2. Sketch Map of area to be planted				Requesting Party
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits letter request and supporting documents to CENRO/PENR Officer (implementing PENRO)	1. . Check completeness, receive, record and forward the request to CENRO/Deputy CENR Officer	None	10 min.	Receiving /Releasing Clerk In-charge, Records Section



	1.1 Receives and refers to Chief, CDS (CENRO)/Chief, TSD (for implementing PENRO)	None	20 min.	CENR Officer/Deputy CENR Officer/PENR Officer (implementing Office)
	1.3 Reviews and evaluates the request letter, and refers to CDS Chief (CENRO)/Chief, TSD (implementing PENRO)	None	5 min.	Chief CDS/Chief, TSD
	1.4 Refers to the NGP Focal /Nursery In-Charge for checking as to Availability and Non-Availability of Seedlings.	None	5 min.	Chief CDS/Chief, TSD
	1.5 Conducts verification as to availability of requested type of seedlings	None	30 mins	NGP Focal/Nursery Incharge



	1.6 Prepares response letter denying or approving the request based on			
	availability or non-availability of seedlings. (In case seedlings are available, inform concerned applicant as to when and where to pick-up the requested seedlings.)	None	30 min.	NGP Focal/CDS Staff
	1.7 Forwards the prepared response letter to Chief, CDS/Chief, TSD (implementing PENRO) for initial/countersign	None	5 min.	NGP Focal/CDS Staff



	1.8 Reviews and countersigns the response letter	None	5 min.	Chief, CDS/Chief, TSD (Implementing PENRO)
	1.9 Approves response letter	None	5 min.	CENRO/Deputy/PENR Officer (Implementing PENRO)
	1.10 Releases response letter to client/customer	None	5 min.	In-charge, Records Section
3. Receive reply letter				Requesting Party
	Note: Let requesting party/representative fill-up Seedling Disposal Form/Logbook of seedling disposition as MOV for perfected transaction			
TOTAL		NONE	125 minutes (2 hours & 5 mins.)	



CITIZEN'S CHARTER NO. RO13-F-02.EVALUATION OF EXPIRED OF CERTIFICATE OF STEWARDSHIP CONTRACT

This service provides CSC holder a proper venue to evaluate their renewal of their CSC contracts.

Office or Division:	CENR,PENR and REGIONAL OFFICE			
Classification:	Highly Technical			
Type of Transaction	G2C – GovernmenttoCitizen			
Who may avail:	Concerned Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of CSC and sketch map		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request letter together with documentary requirements.	1. Receive record request letter and forward to CENR Officer for referral to CBFM Unit.	None	3 minutes	Records Officer/ CENR Officer/ CBFM Focal Person
	2. Conduct performance evaluation including actual perimeter/ boundary survey.	None	15 days (maximum)	CBFM Focal Person/ BackStaff
	3. Prepare evaluation report incorporating all information gathered including GIS map and forward to CENRO.	None	120 minutes	CBFM Focal Person/ BackStaff/ CENRO
	4. Endorse CSW Post Evaluation Report to the Regional Office thru the PENRO for further evaluation.	None	60 minutes	Records Officer/ CENR Officer/ CBFM Focal Person
TOTAL		None	15 days and 3 hours and 3 minutes	



CITIZEN'S CHARTER NO. RO-F-03. ISSUANCE OF CERTIFICATION OF NO RECORDS OF VIOLATIONS OF FORESTRY LAWS AND REGULATIONS/CERTIFICATION OF GOOD STANDING

This Certification is made upon request of DENR personnel, official or external party of No Records of Violations of Forestry Laws and regulation. The purpose for the request is included in the Certification.

Office or Division:	DENR CENR Offices (Records Unit/Section)			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business G2C-Government to Citizen G2G- Government to Government			
Who may avail:	External: Contract of Service Personnel, LGU and other government agencies or instrumentalities and private individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Letter request		Requesting party		
2. OR and CR of the apprehended conveyance		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Official letter request forward to Receiving/Releasing Clerk	1. Check completeness, receive, record and forward the request to CENR Officer	None	10 mins	Chief/ Technical Staff, Enforcement and Monitoring Section <i>Receiving/Releasing Clerk, CENRO Records Unit</i>
	1.1 Receive application and forward to the Chief, Enforcement and Monitoring Section	None	10 mins	CENR Officer



	1.2 Receive documents, and prepare Order of Payment and forward to assign personnel to verify the request.	None	30 mins	Chief Enforcement Unit
2. Receive Order of Payment and pay corresponding fee to the CENRO Cashier	2. Accept payment and issue Official Receipt to the client.	Php 50.00 Special Certification fee	10 mins.	Bill Collector/Cashier
3. Receive OR	3. Check the system if the conveyance has no records of violation committed within the Area of Jurisdiction and prepare certification and forward to Chief Enforcement and Monitoring Section.	None	30 mins.	Assign personnel/ Enforcement Staff
	3.1 Receive and review. Initial file copy and forward to CENR Officer.	None	30 mins.	Chief Monitoring and Enforcement Section



	3.2 Receive and review. Approve and sign Certification.	None	10 mins.	CENR Officer
	3.3 Release the Certification to the client and retain file copy	None	10 mins.	Receiving/Releasing Clerk CENRO Records Unit
TOTAL		Php 50.00	1 hour and 40 minutes	



CITIZEN'S CHARTER NO. RO-F-04. ACCEPTANCE AND VERIFICATION OF WATER PERMIT APPLICATION

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 – GovernmenttoCitizen G2G – Government to Government	
Who may avail:	All Water Users Appropriating/Utilizing Water Sources and Other Stakeholders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Request letter (1 original, 1 photocopy) 2. Duly accomplished Water Permit Application(6 copies) and Notices (12 copies) for all Uses/Purposes (Municipal, Irrigation, Industrial, Livestock Raising, Fisheries, Power Generation, Recreational & Other Use) ; 3. Location Plan and vicinity map showing location and spacing of proposed drilling sites (in case of groundwater); 4. Certificate of registration from the relevant agencies: <ul style="list-style-type: none"> • SEC Registration with articles of incorporation & By-Laws and certificate of latest Corporate Financial Structure issued by the Corporate Secretary (Corporation/Partnership); • Certificate of Registration from DTI (Single Proprietorship); • Certificate of Registration from CDA(Cooperative); • Certificate of of conformance from LWUA(Water District); • Certificate of Registration(Brgy. Waterworks Association) 		<p>Requesting Party</p>



<p>5. Environmental Compliance Certificate (ECC) or Certificate of Exemption/Certificate of Non-Coverage (DENR);</p> <p>6. Bacteriology Test/Physical & chemical Water Analysis;</p> <p>7. Clearance from BFAD or any agency accredited from BFAD (for Bottled Water);</p> <p>8. Brief Description of Project which includes:</p> <ul style="list-style-type: none"> • Well Drilling Data (Pumping Test, Well Log Data, Water Analysis) in case of existing groundwater source; <p>9. Certificate of Registration from DOE (for Power Generation Purposes);</p> <p>10. Indorsement of the Project from DOE Indorsement of the Project from DOE (for Power Generation Purposes);</p> <p>11. Postal Money Order (Filling Fee)</p>	
<p>12. Indorsement of the water permit application from PENRO</p> <p>13. Indorsement of the water permit application from CENRO with attached original CSW Report of the site inspection on the applied water sources, geo-tagged photos, map and site inspection form</p>	<p>PENRO</p> <p>CENRO</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit letter request and complete supporting documents.	1.1. Check completeness of application and supporting documents, and receive and forward the application to Deputy CENR Officer/CENR Officer.	None	1 hour	<i>Receiving/Releasing Clerk</i>
	1.2. Refer the request to Chief, Regulatory and Permitting Section	None	1 hour	<i>CENR Officer</i>
	1.3. Receive and review the application, and assign inspection team to conduct site inspection.	None	1 hour	<i>Chief, Regulation and Permitting Section (RPS)</i>



<p>2. Guide/accompany the inspection/ verification team to the site</p>	<p>2.1. Conduct joint inspection/verification with C/MLGU concerned (C/M Engineering & C/M Health Office) of the area and prepare report with attachments (map and geo-tagged photos) and endorsement to PENR Office. Forward to Chief, RPS.</p> <p><i>Note: Projected time elapsed depending on the location of the area and schedule of the activities of the validating team</i></p>	<p>None</p>	<p>5 working days or less</p>	<p><i>Inspection Team CENR Office</i></p>
	<p>2.2. Review the inspection report and submit recommendation to CENRO.</p>	<p>None</p>	<p>4 hours</p>	<p><i>Chief, Regulation and Permitting Section (RPS)</i></p>
	<p>2.3. Receive and review the application and inspection report. Approve recommendation. Sign the endorsement to PENR Office.</p>	<p>None</p>	<p>4 hours</p>	<p><i>CENR Officer</i></p>



	2.4. Record, release and transit the application, supporting documents and endorsement to PENR Office.	None	2 days or less depending on the location of PENR Office	<i>Releasing Clerk</i>
PENRO				
	2.5. Receive documents and forward to Chief, Technical Services Division (TSD)	None	1 hour	<i>Receiving/Releasing Clerk PENRO Records Section</i>
	2.6. Review, evaluate application and prepare memorandum endorsement to Regional Office through Chief, TSD for countersigning.	None	3 hours	<i>Chief/Staff Concerned Unit/Section Chief TSD</i>
	2.7. Review and sign the memorandum endorsement for the Regional Executive Director (RED)	None	1 hour	<i>PENR Officer</i>



	2.8. Record, release and transit the application and supporting documents.	None	2 days or less depending on the location of Regional Office	<i>Receiving/Releasing Clerk PENRO Records Section</i>
REGIONAL OFFICE				
3. Indorsement of Water Permit Application of PENRO to Regional Office	3.1. Receives and records the documents and forwarded to the Office of the Regional Executive Director for routing.	None	30 minutes	<i>Records Personnel</i>
	3.2. Document Routing to the Office of ARD for Technical Services for appropriate action		10 minutes	<i>RED HEA</i>
	3.3. Document Routing to the Office of Chief LPDD for appropriate action		10 minutes	<i>ARD TS</i>



	3.4. Referral of the documents to the Water Resource Utilization Section (WRUS)		10 minutes	<i>Chief LPDD</i>
	3.5 Record and release the documents to the WRUS		10 minutes	<i>Receiving/Releasing Clerk of LPDD</i> <i>Note: Projected time elapsed can be attributed to document bulk transmission from Office of the RED to OARD TS, LPDD Chief then to concerned section.</i>
	4. Received and record the Water Application Form from the Office of LPDD 5. Routing of WPA for Appropriate Action	None	5 minutes 10 minutes	<i>Receiving Clerk of WRUS</i> <i>Chief WRUS</i>



	<p>6. Conduct detailed review and evaluation of the application;</p> <p>6.1. If the application is found in order, the Technical Staff prepares the following;</p> <ul style="list-style-type: none">(1) Indorsement of the Water Permit Application to the National Water Resource Board(2) Letter to the proponent/applicants on the status of the application <p>6.2. If the application is found lacking on the required documents/or need further verification to the field, the Technical Staff prepares the following;</p> <ul style="list-style-type: none">(1) Letter informing the applicants on the lacking requirements/ and other necessary documents to be complied.		4 hours	<i>Chief WRUS/Technical Staff</i>
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	<p>(2) Memorandum indorsement to the concerned field office furnishing them on the lacking requirements and other necessary documents to be complied by the applicant/field office if there's any (e.g. CSW report, geo-tagged photo/s, map, site inspection form and etc.)</p> <p>7. Review/initial signature.</p> <p>8. Review/initial and forward the indorsement of the memorandum/letter to Assistant Regional Director for Technical Services (ARD TS)</p> <p>9. Review/initial and forward the indorsement of the memorandum/letter for the Regional Executive Director (RED)'s signature</p> <p><i>Note: Projected time elapsed can be attributed to availability of signatories and bulk of other document for signature.</i></p>		<p>1 hour</p> <p>2 hours</p> <p>2 hours</p>	<p><i>Chief WRUS</i></p> <p><i>Chief, LPDD</i></p> <p><i>ARD TS</i></p>
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	<p>10. Sign/approve the indorsement of the memorandum/letter</p> <p><i>Note: Projected time elapsed can be attributed to availability of signatories and bulk of other document for signature.</i></p> <p>11. Approved Memorandum/letter is returned to LPDD for release and then the LPDD Office forwarded the document for releasing at the Records Section.</p> <p><i>Note: Projected time is elapsed can be attributed due to the bulk of other document for release.</i></p> <p>12. LPDD-WRUS scanned and releases and forwarded the Memorandum/letter through LBC Express.</p>		<p>1 day</p> <p>1 hour</p> <p>1 hour</p>	<p><i>RED</i></p> <p><i>Receiving/Releasing Clerk of LPDD</i></p> <p><i>Receiving/Releasing Clerk of WRUS</i></p>
CENRO SUB-TOTAL		None	8 days & 3 hours	
PENRO SUB-TOTAL		None	2 days & 5 hours	
REGIONAL OFFICE SUB-TOTAL		None	2 days, 4 hours and 25 mins.	
TOTAL		None	13 days, 4 hours & 25 mins.	



DENR REGIONAL OFFICE
Wildlife Sector
(External Services)



CITIZEN'S CHARTER NO. R13-W-01. TURN-OVER AND RELEASING OF WILDLIFE

This service provides technical assistance to public, concerned citizen or organizations on the proper turn-over and rescuing of wildlife and releasing it to the natural environment or place it to the wildlife rescue center.

Office or Division:	Protected Area, Biodiversity and Eco-Tourism Unit (PABEU)/ Conservation and Development Section - DENR PENRO and Regional Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Concerned Public Individual, Administrator of Schools and Other Public Places			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Turned-over wildlife specie		Requesting Party		
2. General Description/ Releasing of Wildlife Form		PENRO / Conservation and Development (CD) Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Turn-over the wildlife species by the concerned citizen/ organization	1. Receive the delivered/ surrendered wildlife and refer to wildlife rescue Focal Person for proper investigation and documentation.	None	3 minutes	Focal Person/ In-Charge PABEU CD Section
	2. Conduct investigation/interview and documentation to wildlife.	None	15 minutes	Focal Person/ In-Charge PABEU/CD Section



	2.1 If the wildlife is injured, refer to the veterinarian for treatment.		Until treatment is completed	
	3. Release the wildlife species to safe place / wildlife rescue center after ensuring its health condition and proper documentation.	None	15 minutes	Focal Person/ In-Charge PABEU CD Section
	4. Make an official written report of accomplishment on the turn-over and releasing of wildlife for submission to the Regional Office.	None	30 minutes	Focal Person/ In-Charge PABEU CD Section
TOTAL		None	1 hour and 3minutes	



DENR CENR, PENR AND REGIONAL OFFICE

Admin and Finance Sector – Legal Basis



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) Number and Short Title ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
ISSUANCE OF SERVICE RECORD AND CERTIFICATE OF EMPLOYMENT/LEAVE CREDITS/COMPENSATION	EO NO. 54, s. 1954 ORDERING THE FURNISHING OF COMPLETE SERVICE RECORDS OF ALL PERSONNEL OF THE REPUBLIC OF THE PHILIPPINES TO THE GOVERNMENT SERVICE INSURANCE SYSTEM	For the purpose of Section 13 of Commonwealth Act No. 186, as inserted by Republic Act No. 660 and amended by Republic Act No. 728, and in order to provide reliable bases for the valuation of the retirement insurance fund created under the aforementioned Acts, and to enable the Government Service Insurance System to serve its members more expeditiously, I, RAMON MAGSAYSAY, President of the Philippines, do hereby order that each employee shall reconstruct the record of his services in the Government and his employer shall certify such	NONE	N/A	N/A

¹ Number and Short Title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

² Cite section number and quote provision identified in the governing law



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) Number and Short Title ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
		service record by following the procedure to be prescribed by the Government Service Insurance System.			



DENR CENR, PENR AND REGIONAL OFFICE

Land Sector – Legal Basis



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) Number and Short Title ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
APPLICATION FOR SPECIAL PATENT (SCHOOL SITES)	RA 10023 ACT AUTHORIZING THE ISSUANCE OF FREE PATENTS TO RESIDENTIAL LANDS	Section 4: Notwithstanding any provision of law to the contrary and subject to private rights if any, public land actually occupied and used for public schools, municipal halls, public plazas or parks and other government institutions for public use or purpose maybe issued special patent under the name of the national agency or LGU concerned: Provided that all lands titled under this section shall not be disposed of unless sanctioned by the Sanggunian concerned through an approval ordinance if owned by the LGU.	DAO 2015-01 GUIDELINES FOR THE PROCESSING AND ISSUANCE OF SPECIAL PATENTS FOR PUBLIC SCHOOL SITES UNDER REPUBLIC ACT NO. 10023	March 4,2015	N/A

³Number and Short Title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

⁴ Cite section number and quote provision identified in the governing law



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) Number and Short Title ⁵	Specific Provision in the Governing Law(s) as Basis ⁶	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
INSPECTION AND VERIFICATION FOR APPROVAL OF SURVEY (IVAS)	DMC-2010-13, June 23, 2020, "Adoptation of the Manual on Land Survey Procedure"	DMC-2010-13, June 23, 2000, Article 21, Section 178. Surveys Returns Common to all Kinds of Isolated Land Surveys; Article 29, Section 196. Verification Common to all Kinds of Isolated Land Survey	DMC-2010-13, June 23, 2020, "ADOPTATION OF THE MANUAL ON LAND SURVEY PROCEDURE"	June 23, 2000	N/A
	DAO 1998-12, dated March 12, 1998, "Revised Manual Of Land Surveying Regulation in the Philippines"	DAO 1998-12, March 12, 1998 Section 2: Isolated Land Survey Shall Compromise all Classes of surveys of isolated parcels of land used for agriculture, residential, industrial, commercial resettlement, or other purpose.	DAO 1998-12, dated March 12, 1998, "REVISED MANUAL OF LAND SURVEYING REGULATION IN THE PHILIPPINES"	March 12, 1998	N/A

⁵ Number and Short Title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

⁶ Cite section number and quote provision identified in the governing law



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) Number and Short Title ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
ISSUANCE OF CERTIFICATE OF NO EASEMENT VIOLATION	RA 11038- Section 11- A Powers and Functions of the Protected Area Management Board (PAMB)	<p>RA 11038-Section 11- A Powers and Functions of the Protected Area Management Board (PAMB)</p> <p>"Sec. 11-A. <i>Powers and Functions of the PAMB.</i> - The PAMB shall have the following powers and functions:</p> <p>"(a) Oversee the management of the protected area;</p> <p>"(b) Approve policies, plans and programs, proposals, agreements, and other related documents for the management of the protected areas;</p> <p>"(c) Approve the management plan of the protected area and ensure its harmonization and integration with the ADSDPP, land use plan and other development plan public or</p>	PAMB RESOLUTION	February , 2019	N/A



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) Number and Short Title ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
		<p>private, and its implementation;</p> <p>"(d) Adopt a manual of operations to include rules of procedures in the conduct of business, and the creation of committees and their respective terms of reference;</p> <p>"(e) Recommend the deputation of appropriate agencies and individuals for the enforcement of the laws, rules and regulations governing the management of protected area;</p> <p>"(f) Allocate financial resources for the implementation of the management plan and manage the Protected Area Retention Income Account and and other funds in accordance with the accounting and budgeting rules and regulations;</p>			



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
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		<p>"(g) Set fees and charges in accordance with the existing guidelines;</p> <p>"(h) Issue rules and regulations for the resolution of conflicts through appropriate and effective means;</p> <p>"(i) Recommend appropriate policy changes to the DENR and other governing authorities;</p> <p>"(j) Monitor and assess the performance of the protected area personnel and compliance of partners with the terms and conditions of any undertaking, contract or agreement;</p> <p>"(k) Recommend from among a shortlist of qualified candidates, the designation or appointment of the PASU; and</p> <p>"(l) Assess the effectiveness of the</p>			



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) Number and Short Title ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
		<p>management of the protected area: <i>Provided</i>, That the members of the management board representing the LGUs and national agencies in the PAMB shall inform their respective constituents, offices or sectors, of PAMB-approved or other relevant policies, rules, regulations, programs, and projects and shall ensure that the provisions of this Act and its implementing rules and regulations are complied with, and used as reference and framework in their respective plans, policies, programs, and projects. Failure to comply with the foregoing shall be the basis for disciplinary action against such member according to administrative rules and regulations and such penalties as the PAMB may provide: <i>Provided, further</i>, That The DENR, through the Regional Director, shall ensure that the PAMB acts within the scope of its</p>			



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		<p>powers and functions. In case of conflict between the resolutions issued by the PAMB and the existing administrative orders of national application, the latter shall prevail."</p> <p>RA 11038 –SECTION 12- Environmental Impact Assessment</p> <p>"Sec. 12. <i>Environmental Impact Assessment (EIA)</i>. Considering that protected areas are environmentally critical areas, the proponent of development projects and activities with potentially significant adverse impacts as determined by the Environmental Management Bureaus (EMB), whether or not these projects or activities are included in the management plan, shall secure an Environmental Compliance Certificate (ECC) in accordance with the Philippine</p>			



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		<p>Environment Impact Statement (EIS) System: <i>Provided</i>, That for development projects and activities that are not environmentally critical, an initial environmental examination (IEE) shall be undertaken instead of a full-blown EIA. No project or activity may be undertaken by any project proponent without prior clearance from the PAMB. The DENR shall require the submission of the PAMB clearance, among others, before issuing an ECC to a project proponent.</p> <p>"No actual implementation of such activities shall be allowed without the required ECC under the Philippine EIA System. Violations of environmental laws, rules and regulations, including those under the EIA System, shall be penalized accordingly."</p>			



DENR CENR, PENR AND REGIONAL OFFICES

Forestry Sector – Legal Basis



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) Number and Short Title ⁷	Specific Provision in the Governing Law(s) as Basis ⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
REQUEST FOR AVAILMENT OF FREE SEEDLINGS	EO NO. 192 PROVIDING FOR THE REORGANIZATION OF THE DEPARTMENT OF ENVIRONMENT, ENERGY AND NATURAL RESOURCES, RENAMING IT AS THE DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES, AND FOR OTHER PURPOSES	SECTION 4. <u>Mandate.</u> The Department shall be the primary government 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	NONE	N/A	NONE

⁷Number and Short Title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

⁸ Cite section number and quote provision identified in the governing law



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) Number and Short Title ⁷	Specific Provision in the Governing Law(s) as Basis ⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
		<p>may be provided for by law in order to ensure</p> <p>equitable sharing of the benefits derived therefrom for the welfare of the present and future generations of Filipinos.</p>			



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) Number and Short Title ⁷	Specific Provision in the Governing Law(s) as Basis ⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
EVALUATION OF EXPIRED CERTIFICATE OF STEWARDSHIP CONTRACT	EO No. 263 July 19, 1995 Adopting Community-Based Forest Management as the National Strategy to ensure the Sustainable Development of the Country	SECTION 1. Community-based forest management (herein referred to as CBFM) shall be the national strategy to achieve sustainable forestry and social justice	<p>DENR Administrative Order 2004-29 dated August 25, 2004 SUBJECT : Revised Rules and Regulations for the Implementation of Executive Order 263, otherwise known as the Community-Based Forest Management Strategy</p> <p>DAO 2004-09 (August 25, 2004) Section 2. Concept and Principles Underlying CBFM are the principles of social equity, sustainability and community participation in forest management and biodiversity conservation. Section 4. Scope and Coverage</p>	Dated Published August 25, 2004	None



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
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			<p>CBFM Strategy shall apply to all forest lands. The CBFMS integrates and unifies all people-oriented forestry programs, including but not limited to, the ISFP, UDP, FLMP, CFP, LIUCP, RRMP, NRMP, FSP, and CEP.</p> <p>Section 5. Qualifications of Participants The principal participants shall be the local communities as represented by their organizations, herein referred to as People's Organizations.</p> <p>In Article III, it was stated that CBFMP implementation shall have four stages: The Preparatory Stage, the</p>		



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	Governing Law(s) Number and Short Title ⁷	Specific Provision in the Governing Law(s) as Basis ⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
			<p>PO Formation and Diagnostic Stage, the Planning Stage, and the Implementation Stage. In Article IV, it stated that a participatory mode of monitoring and evaluation through a composite team comprised of representatives from the RENRO, PENRO, CENRO, LGU AOs/NGOs and other concerned sectors shall be conducted annually based on the critical activities to assess the various issues, problems and</p> <p>constraints related to the development and strengthening of the CBFM implementation.</p>		



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	Governing Law(s) Number and Short Title ⁷	Specific Provision in the Governing Law(s) as Basis ⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
		<p>SECTION 2. The DENR, through its Community and Provincial Environment and Natural Resources Offices, in coordination with the local government units and the Department of Interior and Local Government (DILG) shall, at all times, take into account the needs and aspirations of local communities whose livelihood depends on the forestlands</p>	<p>Memorandum Circular No. 21 Series of 1991 dated June 30, 1993 SUBJECT : Revised procedures on the conduct of performance evaluation of stewardship agreements, cancellation and compensation of the holders thereof. DMC No. 21, Series of 1991 (June 30, 1993) Pursuant to DENR Administration Order No. 04, Series of 1991, prescribing the revised regulations</p> <p>implementing the integrated Social Forestry Program (ISFP) and in order to facilitate the evaluation</p>	<p>Published June 30, 1993</p>	



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) Number and Short Title ⁷	Specific Provision in the Governing Law(s) as Basis ⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
			<p>of the performance of Stewardship Agreement holders and to further provide procedures in the cancellation thereof including the compensation of its holders, the following procedures are hereby promulgated for the guidance and compliance of all concerned:</p> <ol style="list-style-type: none"> 1. Evaluation Team composed of at least 4 members; 2. Submission of reports shall be within 10 days after the conduct of evaluation; 3. Upon issuance of a Special Order from the Regional Executive Director, the team shall 		



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			<p>prepare sketches of the farmlots based on the ISF map. Afterwards, the team shall proceed with the evaluation using a prescribed Performance Evaluation Sheet;</p> <p>Grounds for cancellation/termination:</p> <ol style="list-style-type: none"> 1. Failure to comply with the terms and conditions of the Agreement within the prescribed grace of 1 year after the issuance of Notice of Neglect; 2. Falsifying public documents to obtain agreement; 3. Transferring the CSC 		



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			<p>to other persons through sale;</p> <p>4. Serious and continued violation of existing forestry laws, rules and regulations of the Stewardship Agreements; and</p> <p>5. When public interest so requires as determined by the DENR Secretary</p>		
		<p>SECTION 3. Participating organized communities may be granted access to the forestland resources under long term tenurial agreements,</p>	<p>Memorandum Circular No. 23, Series of 1993 dated July 8, 1993 SUBJECT : Revised procedures on the transfer of Certificate of Stewardship (CS) to the next-of-kin of the holders thereof.</p>	<p>Dated Published July 08, 2003</p>	



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
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		<p>provided they employ environment-friendly, ecologically-sustainable, and labor-intensive harvesting methods. Such harvesting methods shall be mentioned under a site-specific management plan of each recipient community and duly approved by the DENR.</p>	<p>DMC No. 23, Series of 2003 (July 08, 1993)</p> <p>Subject: Revised Procedures of the Transfer of Certificate of Stewardship (CS) to the next-of-kin of the Holders thereof</p> <p>Under Section 1, the rights and privileges conferred to the holder/s of a Stewardship Agreement may be transferred only</p> <p>to the next-of-kin (Children, Parents, Brothers and Sisters) of the original holder only under any of the following situations:</p> <p>1. Death or incapacity of the original steward;</p>	<p>Dated Published May 19, 2003</p>	



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	Governing Law(s) Number and Short Title ⁷	Specific Provision in the Governing Law(s) as Basis ⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
			<p>2. Movement outside of the area by the Steward;</p> <p>3. Change of vocation of the Steward aside from upland farming; and</p> <p>4. The Steward cease to be the actual tillers of the area for whatever valid and acceptable reason/s.</p> <p>In all cases, the original CS number assigned to the grantee shall remain the same; the concurring qualified heirs or next-of-kin shall enjoy the rights and privileges corresponding to the</p>		



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
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			<p>remaining unexpired term of the Stewardship Agreement; and when the VS is named to both husband and wife, transfer to the next-of-kin can only be effected if both spouses are incapable of developing the area</p> <p>Joint DENR-DILG-LGU Memorandum Circular No. 2003-01 dated May 19, 2003,</p> <p>SUBJECT : Strengthening and Institutionalizing the DENR-DILG-LGU Partnership on Devolved and other Forest Management Functions</p>		



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	Governing Law(s) Number and Short Title ⁷	Specific Provision in the Governing Law(s) as Basis ⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
			<p>JOINT DENR-DILG MEMORANDUM CIRCULAR No. 2003-01 (May 19, 2003)</p> <p>SUBJECT: Strengthening and Institutionalizing the DENR-DILG-LGU Partnership on Devolved and Other Forest Management Functions</p> <p>The DENR and DILG realize the need for the involvement of LGUs in managing forestland resources in line with existing laws. The collaboration and partnership between DENR and DILG in supporting LGUs to protect, develop and manage forestland</p>		



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
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			<p>resources will improve the overall health of the Philippine environment, uplift the socio-economic condition of upland communities, conserve biodiversity, strengthen food and fiber security, and stabilize the supply of water from watersheds.</p> <p>Section 1. Operationalization and Institutionalization of the DENR-DILG-LGU National Steering Committee (NSC) The Director, FMB, as Head of NTWG, shall make the necessary preparations to convene and activate the NSC. The NSC shall formulate policies and programs and establish necessary linkages with</p>		



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			<p>other pertinent agencies and sectors.</p> <p>Section 2. Operationalization and Institutionalization of the Partnership at the Field level. The RED of DENR in collaboration with its counterpart DILG RD shall organize and develop strategies and work plans for supporting the partnership in their respective jurisdiction. The partnership shall be evidenced by a MOA to be signed by the concerned DENR, DILG, LGU officials and their Leagues.</p> <p>In Section 4, it states that the DENR Officers authorized to enter into a MOA with LGUs</p>		



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) Number and Short Title ⁷	Specific Provision in the Governing Law(s) as Basis ⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
			<p>respecting to this partnership shall be as follows:</p> <p>For forest areas up to 1,000 ha-CENRO More than 1,000 ha up to 5,000 ha-PENRO More than 5,000 ha up to 15,000 ha-RED More than 15,000 ha up to 30,000 ha-USEC for Operations More than 30,000 ha-Secretary</p>		



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) Number and Short Title ⁹	Specific Provision in the Governing Law(s) as Basis ¹⁰	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Issuance of Certification of No Records of Violations of Forestry Laws and Regulations/Certification of Good Standing	<p>For Apprehended Conveyance:</p> <p>PD 705, as amended, known as the Revised Forestry Code of the Philippines</p>	<p>SECTION 77-A. Administrative Authority of the Department Head or His Duly Authorized Representative to Order Confiscation.</p> <p>– In all cases of violations of this Code or other forest laws, rules and regulations, the Department Head or his duly authorized representative, may order the confiscation of any forest products illegally cut, gathered, removed, or possessed or</p>	<p>DENR Administrative Order No. 97-32 dated October 10, 1997, SUBJECT :1997 Rules for the Administrative Adjudication of Illegal Forest Products and the Machinery, Equipment, Tools and Conveyances Used in Connection Therewith. (Section 9.1.c- Written confirmation in the records of the case is entered by the Hearing Officer declaring under oath: (c) the Applicant has not previously been held administratively or criminally liable for violation of forestry</p>	<p>15 days after publication (October 10, 1997 is the date of Issuance)</p>	

⁹ Number and Short Title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

¹⁰ Cite section number and quote provision identified in the governing law



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	Governing Law(s) Number and Short Title ⁷	Specific Provision in the Governing Law(s) as Basis ⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
		<p>abandoned, and all conveyances used either by land, water or air in the commission of the offense and to</p> <p>dispose of the same in accordance with pertinent laws, regulations or policies on the matter.</p>	laws, rules and regulations;)		
	<p>For Issuance/ Renewal of Wood Processing Plants:</p> <p>Republic Act No. 460 - An Act Regulating the Operation of Sawmills, Requiring Operators of</p>	<p>Section 1. No person, association or corporation shall operate a sawmill without first securing a permit from the Director of Forestry.</p>	<p>DAO 2003-41 dated August 21, 2003, SUBJECT: Amending certain provisions of Ministry Administrative Order No. 50, dated November 19, 1986</p>	<p>15 days after publication (Dated Published Aug. 22, 2003)</p>	<p>MAO 50, Series of 1986, dated November 19, 1986, SUBJECT: Integrated Regulations on the Establishments and</p>



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) Number and Short Title ⁷	Specific Provision in the Governing Law(s) as Basis ⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
	<p>Sawmills to Obtain From the of Forestry Permits for the Operation of Such Sawmills, and Providing Penalties for the Violations thereof</p>	<p>Said permit shall be issued under such terms and conditions as may be prescribed by the said Director with the approval of the Secretary of Agriculture and Natural Resources: Provided, That the Director of Forestry shall not issue such permit to any person, association or corporation which is not a holder of a timber license, unless said Director is satisfied as to the source of adequate supply of timber for the sawmill of such person, association, or corporation.</p>	<p>(Integrated Regulations on the Establishments and Operations of Wood Processing Plants)</p>		<p>Operations of Wood Processing Plants (that the WPP applicant are compliant to Forestry laws, rules and regulations and never been involved in any illegal logging activities)</p>



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) Number and Short Title ⁷	Specific Provision in the Governing Law(s) as Basis ⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
	<p>PD 705, as amended, known as the Revised Forestry Code of the Philippines</p>	<p>SECTION 88. Sale of Wood Products. – No person shall sell or offer for sale any log, lumber, plywood or other manufactured wood products in the international or domestic market unless he complies with grading rules and established or to be established by the Government. Failure to adhere to the established grading rules and standards, or any act of falsification of the volume of logs, lumber, or other forest products shall be a sufficient cause for the suspension of</p>	<p>DENR Memorandum Order No. 96-09 dated April 1, 1996, SUBJECT: Additional Guidelines Governing the Issuance of Permits to Establish and Operate Mini-Sawmills</p> <p>Memorandum dated July 10, 2018 from the USEC for Field Operations, Atty. Juan Miguel T. Cuna SUBJECT: Renewal Requirement for GIS-Generated Map with A Scale of 1:10 000 Re: Location for Hotspot Areas of the Subject Wood Processing Plant Facilities (indicated the submission of Certificate of Good Standing to be</p>	<p>April 1, 1996</p>	



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) Number and Short Title ⁷	Specific Provision in the Governing Law(s) as Basis ⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
		the export, sawmill, or other license or permit authorizing the manufacture or sale of such products for a period of not less than two (2) years.	executed by the concerned CENRO stating among others that the subject WPPs are compliant to Forestry laws, rules and regulations and never been involved in any illegal logging activities)		



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) Number and Short Title ⁷	Specific Provision in the Governing Law(s) as Basis ⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
ACCEPTANCE AND VERIFICATION OF WATER PERMIT APPLICATION	PD 1067 (Water Code of the Philippines)	Article 13 Except as otherwise herein provided, no person, including government instrumentalities or government owned or controlled corporations, shall appropriate water without a water right, which shall be evidenced by a document known as water permit. Water right is the privilege granted by the government to appropriate and use water.	A decree instituting a water code, thereby revising and consolidating the laws governing the ownership, appropriation, utilization, exploitation, development, conservation and protection of water resources	December 31, 1976	



**DENR CENR, PENR AND REGIONAL OFFICE
Wildlife Sector - Legal Basis**



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) Number and Short Title ¹¹	Specific Provision in the Governing Law(s) as Basis ¹²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
TURN-OVER AND RELEASING OF WILDLIFE	RA 9147 Wildlife Resources Conservations and Protection Act	Section 32 of the Act mandates the DENR Secretary to establish or designate wildlife rescue centers to take temporary custody and care of all confiscated, abandoned and/or donated wildlife to ensure their welfare and well-being. Its ultimate objective is to release the rehabilitated wildlife back to their natural habitat.	<ul style="list-style-type: none"> ▪ <u>BMB Memorandum Circular No. 2014-01</u> – Adopting the “Wildlife Rescue Center Manual of Operations” for Experimental Application at the Bureau’s Wildlife Rescue Center at the Ninoy Aquino Parks and Wildlife Center (NAPWC) ▪ <u>DAO 2000-46</u> - Guidelines On The establishment. Of Regional Wildlife Rescue. Center 	<p>March 13, 2014</p> <p>▪ June 13, 2000</p>	RA 9147 Wildlife Resources Conservations and Protection Act

¹¹ Number and Short Title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

¹² Cite section number and quote provision identified in the governing law



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>denrcaraga13@yahoo.com <u>09154516877</u></p>
How to file complaints?	<ol style="list-style-type: none">1. Get a copy of the Client Satisfaction Survey (CSR) Form.2. Answer the CSR Form.3. Check the Complaint portion of the CSR Form.4. Drop the CSR Form at the designated drop box in front of the Public Assistance Unit Office.5. Complaints can also be filed via telephone. Make sure to provide the following information:



	<ul style="list-style-type: none">• Name of person being complained• Incident• Evidence
How complaints are processed?	<p>The Public Assistance Officer (PAO) shall open the complaints drop box on a weekly basis and evaluate each complaint. The complaints shall be classified according to gravity:</p> <ul style="list-style-type: none">• Minor• Moderate• Very Grave <p>Upon evaluation, and approval of the SMCRD Chief, the PAO shall forward the complaint to the relevant office for their appropriate action. The minor complaint shall be submitted to SMCRD; moderate to Office of the Assistant Secretary for HRDS; and very grave complaint to the Office of the Secretary.</p>
Contact Information of Anti-Red Tape Authority (ARTA)	<p>Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City Hotline: 1-ARTA (1-2782) Contact No.: (02) 478-5091, 478-5099 Email: complaints@arta.gov.ph Web: http://arta.gov.ph/pages/complaintform.php</p>



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



I. LIST OF OFFICES

OFFICE	OFFICE ADDRESS	CONTACT DETAILS
DENR Region XIII	Ambago, Butuan City	(085) 817 1545; 816 8900; 817 2959
PENRO Agusan del Norte	Tiniwisan, Butuan City	(085) 345 5831; TeleFax 342 2393
PENRO Agusan del Sur	Government Center, Patin-ay, Prosperidad, Agusan del Sur	(085) 343 7252; 839 0010
PENRO Dinagat Island	Sta. Cruz, San Jose, Province of Dinagat Island	0907 417 5841
PENRO Surigao del Norte	DENR, Brgy. San Juan, Surigao City	(086) 826 8160; TeleFax 826 3576
PENRO Surigao del Sur	Telaje, Tandag, Surigao del Sur	0918 484 7173
CENRO Butuan City/Nasipit	Talisay, Nasipit, Agusan del Norte	(085) 343 2872; 343 2873; TeleFax 343 2871
CENRO Tubay/Cabadbaran	National Highway, Doña Rosario, Tubay, Agusan del Norte	0910 025 6271; 0917 6240 667



CENRO Bayugan	Maygastasan, Bayugan City, Agusan Del Sur	(085) 343 6191
CENRO Bunawan	San Isidro, Bunawan, Agusan Del Sur	0999 531 3045
CENRO Loreto	Poblacion Loreto, Agusan Del Sur	0909 527 1666
CENRO Talacogon	Del Monte, Talacogon, Agusan Del Sur	0909 287 3336
CENRO Surigao City/Tubod	Surigao del Norte, Upper Libas, Tagana-a, Surigao del Norte	(086) 826 1308; 0998 530 3530; 0910 094 9474
CENRO Cantilan	PoblacionCantilan, Surigao del Sur	0929 974 1629
CENRO Bislig	Maharlika, Bislig City, Surigao del Sur	0939 878 4171
CENRO Lianga	Poblacion, Lianga, Surigao del Sur	0919 239 0714