



Republic of the Philippines
Department of Environment and Natural Resources

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11 JAN 2021

URGENT MEMORANDUM

TO : All Regional Executive Directors
DENR-CAR, NCR, Regions I to XIII

ATTENTION: All Members of the Regional Citizen's Charter Team (RCCT)

FROM : The Undersecretary
Legal, Administration, Human Resources, and Legislative Affairs,
and Chairperson, DENR Citizen's Charter Committee per Special
Order No. 2019-419

SUBJECT : DENR CITIZEN'S CHARTER 2021 (5TH EDITION)

In connection with the Anti-Red Tape Authority Memorandum Circular (ARTA MC) 2019-002-A¹, the DENR Citizen's Charter Team-Technical Working Group (CCT-TWG) finished the initial assessment and review of the Regional Citizen's Charter (RCC) for 2020. The results of this activity shall be the basis of the above subject to be submitted to the ARTA before the end of March 2021.

In line with this, you are requested to submit comments on the process flows harmonized by the DENR CCT-TWG. A complete list of these processes is provided in *Annex "A"*. To ensure the efficient harmonization of your comments, please be guided by the following:

- 1) Download a copy of the harmonized DENR Citizen's Charter process flows through the link bit.ly/denrcc2021regioncomments

The process flows are divided into five (5) categories, namely:

- a. Administrative and Finance
- b. Biodiversity
- c. Forestry
- d. Lands

¹Supplemental Guidelines on ARTA MC 2019-002 or the "Guidelines on the Implementation of the Citizen's Charter in Compliance with the Republic Act 11032, otherwise known as the 'Ease of Doing Business and Efficient Government Service Delivery Act of 2018', and its Implementing Rules and Regulations (IRR)"

e. Water

- 2) To prevent accidental change in formatting, please refrain from viewing the files by double-clicking and/or opening the files in Google Docs. Instead, download the files and open them using Microsoft Word in your laptop/computer;
- 3) Conduct meetings and/or consultations with your Divisions, CENR and PENR Offices, and other offices concerned for an accurate review of the procedures, requirements, fees (if any), processing time, and offices and persons responsible;
- 4) Please be reminded that the turnaround/processing time includes the transportation time and waiting time;
- 5) All procedures, fees and documentary requirements must be based on existing laws, policies, and rules and regulations;
- 6) Questions and comments are provided by the DENR CCT-TWG for each process flows. These are highlighted in order for the field offices to easily see them. An example is provided below.

4. Letter of intent indicating voluntary service w/o compensation (1 original) >> is this the same with number 1???

- 7) Field offices may directly edit the process flows after they downloaded the files, provided that the comments and/or answers shall also be highlighted for easier tracking of changes by the DENR CCT-TWG. An example is provided below.

2. Attend training for deputation	2. Conduct training for prospect 15 days after the approval of application.
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- 8) For further comments, questions or clarifications, field offices may utilize the "Comments" column provided in the table. An example is provided below.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE	COMMENT
PENRO					
None	1.5. Record, receive and evaluate application and supporting documents.	None		Receiving and Releasing Clerk	

- 9) Consolidate all the comments, answers and/or inquiries of all offices concerned from the Regional, PENR and CENR Offices and incorporate them in the same files provided in the link in Item No. 1. Each Region shall submit a total of five (5) files only;
- 10) Submit to this Office, through the DENR CCT-TWG, with email address at denr.arta@gmail.com, on or before 22 January 2021, your comments in editable, soft copy in Microsoft Word format, and not in hard or printed copies. The submission of e-copies is to provide an additional measure in the protection of health and welfare of all government employees in view of the COVID-19 pandemic.

For inquires, you may contact Forester Cris Angelo N. Vispo at his mobile number 0917-6294-777 or email address indicated in Item No. 10.

For information and strict compliance.


ATTY. ERNESTO D. ADOBO, JR., CESO I

ANNEX "A". DENR CITIZEN'S CHARTER FOR COMMENTS OF REGIONAL OFFICES

ADMIN AND FINANCE

1. ISSUANCE OF CERTIFICATION OF NO RECORDS/APPEAL/MOTION FOR RECONSIDERATION, ETC.
2. DOCUMENT AUTHENTICATION FOR GENERAL CIRCULATION DOCUMENTS
3. PROCESSING OF PAYMENT OF CLAIMS
4. SALE OF BIDDING DOCUMENTS
5. APPROVAL OF PURCHASE REQUEST (PR)/JOB ORDER (JO) REQUEST
6. ISSUANCE OF CERTIFICATE OF REMITTANCES FOR CONTRIBUTIONS AND LOAN PAYMENTS AND TAX DEDUCTIONS
7. ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE
8. ISSUANCE OF REQUESTED DOCUMENTS
9. REQUEST FOR STATISTICAL DATA
10. APPROVAL OF MONETIZATION OF LEAVE CREDITS
11. ENDORSEMENT OF REHABILITATION LEAVE APPLICATION
12. ISSUANCE OF CERTIFICATE OF EMPLOYMENT AND/OR COMPENSATION/RENUMERATION
13. ISSUANCE OF CERTIFICATION OF LEAVE BALANCES OR CREDITS
14. ISSUANCE OF OFFICE CLEARANCE (CENR OFFICE LEVEL)
15. ISSUANCE OF OFFICE CLEARANCE (PENR OFFICE LEVEL)
16. ISSUANCE OF OFFICE CLEARANCE (REGIONAL OFFICE LEVEL)
17. ISSUANCE OF OFFICE SUPPLIES
18. ISSUANCE OF PERSONAL TRAVEL AUTHORITY (FROM FIELD OFFICES TO CENTRAL OFFICE)
19. ISSUANCE OF PROPERTY ACKNOWLEDGEMENT RECEIPT (PAR)/INVENTORY CUSTODIAN SLIP (ICS)
20. ISSUANCE OF SERVICE RECORD
21. ISSUANCE OF TRAVEL ORDER
22. ISSUANCE OF TRIP TICKET
23. PREPARATION OF SUB-ALLOTMENT ADVICE (SAA) AND/OR NOTICE OF TRANSFER OF ALLOCATION (NTA) TO PENR OFFICES
24. PROCESSING AND ISSUANCE OF LEAVE OF ABSENCE (CENR AND PENR OFFICE LEVEL)
25. PROCESSING AND ISSUANCE OF LEAVE OF ABSENCE (REGIONAL OFFICE LEVEL)
26. PROCESSING AND ISSUANCE OF STUDY LEAVE IN PREPARATION FOR BOARD/BAR EXAMINATIONS AND THESIS WRITING LEADING TO COMPLETION OF MASTER'S DEGREE
27. PROCESSING OF APPLICATION FOR RETIREMENT/LETTER INTENT FOR RETIREMENT
28. PROCESSING OF CERTIFICATION OF NET TAKE HOME PAY, LAST SALARY RECEIVED, NONE PAYMENT AND BONUS AND OTHER PERSONNEL BENEFITS
29. PROCESSING OF RETIREMENT BENEFIT/TERMINAL LEAVE BENEFIT
30. INSPECTION AND ACCEPTANCE OF OFFICE SUPPLIES, EQUIPMENT, SPARE PARTS AND CONSTRUCTION MATERIALS

BIODIVERSITY

1. DEPUTATION OF ENVIRONMENT AND NATURAL RESOURCES OFFICERS (DENROS)
2. ISSUANCE OF CERTIFICATE OF WILDLIFE REGISTRATION (CWR)
3. ISSUANCE OF CERTIFICATE ON ECOLOGICALLY SAFE AND SOUND AREA (ESSA)
4. ISSUANCE OF CITES IMPORT/EXPORT/RE-EXPORT PERMIT OF WILDLIFE, INCLUDING BY-PRODUCTS

AND DERIVATIVES

5. ISSUANCE OF GRATUITOUS PERMIT (ACADEME/STUDENT/ AFFILIATED FOREIGN INSTITUTION)
6. ISSUANCE OF GRATUITOUS PERMIT (LOCAL APPLICATIONS WITHIN ONE REGION ONLY)
7. ISSUANCE OF NIPAS CERTIFICATION
8. ISSUANCE OF NON-CITES IMPORT/EXPORT/RE-EXPORT OF WILDLIFE, INCLUDING BY-PRODUCTS AND DERIVATIVES
9. ISSUANCE OF PROTECTED AREA COMMUNITY BASED RESOURCE MANAGEMENT AGREEMENT (PACBRMA)
10. ISSUANCE OF PROTECTED AREA MANAGEMENT BOARD (PAMB) CLEARANCE
11. ISSUANCE OF SPECIAL AGREEMENT FOR PROTECTED AREA (SAPA)
12. ISSUANCE OF WILDLIFE COLLECTOR'S PERMIT (WCP)
13. ISSUANCE OF WILDLIFE EXPORT CERTIFICATION (WEC)
14. ISSUANCE OF WILDLIFE FARM PERMIT (WFP)
15. ISSUANCE OF WILDLIFE LOCAL TRANSPORT PERMIT (WLTP)
16. ISSUANCE OF WILDLIFE SPECIAL LOCAL TRANSPORT PERMIT (WSLTP)
17. ISSUANCE OF WILDLIFE SPECIAL USE PERMIT (WSUP)
18. ISSUANCE OF ZOOLOGICAL PARK/BOTANICAL GARDEN PERMIT
19. REQUEST FOR VISIT/ CONDUCT OF RESEARCH TO URSULA ISLAND GAME REFUGE AND BIRD SANCTUARY (UIGRBS) (DENR MIMAROPA)
20. APPLICATION FOR TREKKING/CLIMBING PERMIT FOR MT. MASARAGA WATERSHED FOREST RESERVE (MMWFR)

FORESTRY

1. ISSUANCE OF CERTIFICATE OF TREE PLANTATION OWNERSHIP (CTPO)
2. ISSUANCE OF SELF-MONITORING FORM (SMF)
3. ISSUANCE OF CERTIFICATE OF VERIFICATION (COV) FOR THE TRANSPORT OF PLANTED AND NON-PREMIUM TREES WITHIN PRIVATE LAND, NON-TIMBER FOREST PRODUCTS EXCEPT RATTAN, AND WOOD PROCESSING PLANT (WPP) TO OTHER WPP
4. APPLICATION FOR CHAINSAW REGISTRATION
5. ISSUANCE OF TREE CUTTING AND/OR EARTHBALLING PERMIT FOR DPWH, DOTr, DepEd, DA, DOH, CHED, DOE and NIA PROJECTS (UPDATED FOR 2021)
6. ISSUANCE OF TREE CUTTING PERMIT FOR PLANTED TREES (TENURED FORESTLAND OR PRIVATE LAND), OR TREES (PLANTED OR NATURALLY GROWN) THAT POSE THREAT TO HUMAN LIVES AND PROPERTIES
7. ISSUANCE OF PRIVATE LAND TIMBER PERMIT (PLTP) FOR NON-PREMIUM SPECIES, OR SPECIAL PLTP (SPLTP) FOR PREMIUM/NATURALLY-GROWN TREES WITHIN PRIVATE/TITLED LANDS
8. APPLICATION FOR COMMUNITY-BASED FOREST MANAGEMENT AGREEMENT (CBFMA)
9. APPLICATION FOR FOREST LAND USE AGREEMENT (FLAg)
10. APPLICATION FOR FOREST LAND USE AGREEMENT FOR TOURISM PURPOSES (FLAgT)
11. APPLICATION FOR INTEGRATED FOREST MANAGEMENT AGREEMENT (IFMA)
12. APPLICATION FOR PERMIT TO IMPORT CHAINSAW
13. APPLICATION FOR PERMIT TO LEASE/RENT/LEND CHAINSAW
14. APPLICATION FOR PERMIT TO PURCHASE CHAINSAW
15. APPLICATION FOR PERMIT TO SELL/RE-SELL/DISPOSE/ DISTRIBUTE/TRANSFER OF OWNERSHIP OF CHAINSAW

16. APPLICATION FOR SPECIAL LAND USE PERMIT (SLUP)
17. EVALUATION OF EXPIRED OF CERTIFICATE OF STEWARDSHIP CONTRACT
18. ISSUANCE OF CERTIFICATE OF REGISTRATION AS DEALER/AGENT OF IMPORTED OF WOOD POLE/POST/PILES
19. ISSUANCE OF CERTIFICATE OF REGISTRATION AS DEALER/IMPORTER OF WOOD MATERIALS/PRODUCTS
20. ISSUANCE OF CERTIFICATE OF REGISTRATION AS LUMBER IMPORTER
21. ISSUANCE OF CERTIFICATE OF VERIFICATION (COV) FOR THE TRANSPORT OF FINISHED AND SEMI-FINISHED FOREST PRODUCTS
22. ISSUANCE OF CERTIFICATION OF FINALITY FOR FORESTRY CASES
23. ISSUANCE OF CERTIFICATION OF NO RECORDS OF VIOLATIONS OF FORESTRY LAWS AND REGULATIONS/CERTIFICATION OF GOOD STANDING
24. ISSUANCE OF ENVIRONMENTAL CRITICAL AREA CERTIFICATE (ECAC)
25. ISSUANCE OF EXPORT AUTHORITY FOR FOREST PRODUCTS
26. ISSUANCE OF LUMBER SUPPLY CONTRACT (LSC)
27. ISSUANCE OF RESOURCE USE PERMIT IN THE EXERCISE OF THE RIGHTS OF INDIGENOUS COMMUNITIES WITHIN ANCESTRAL DOMAIN TITLED AREA
28. ISSUANCE OF WOOD EXPORTATION _____
29. REQUEST AND/OR DONATION OF SEEDLINGS
30. REQUEST FOR TECHNICAL ASSISTANCE IN THE CONDUCT OF FOREST/TIMBER RESOURCES INVENTORY

LANDS

1. ISSUANCE OF CERTIFICATION OF LAND STATUS AND/OR CERTIFICATION OF SURVEY CLAIMANT
2. ISSUANCE OF SURVEY AUTHORITY
3. APPLICATION FOR FREE PATENT (AGRICULTURAL)
4. APPLICATION FOR FREE PATENT (RESIDENTIAL)
5. APPLICATION FOR FORESHORE LEASE AGREEMENT/MISCELLANEOUS LEASE AGREEMENT (FLA/MLA)
6. APPLICATION FOR SALES NAFCO PATENT (AGRICULTURAL)
7. APPLICATION FOR SPECIAL PATENT (LAND COVERED WITH PROCLAMATION)
8. APPLICATION FOR SPECIAL PATENT (GOVERNMENT SITES/ SCHOOL SITES)
9. ASSESSMENT OF SAG AND QUARY APPLICATION
10. ISSUANCE OF APPROVED PLAN (LAMS-IVAS)
11. ISSUANCE OF AREA STATUS CERTIFICATION FOR SAND AND GRAVEL PERMITTEES (RENEWAL)
12. ISSUANCE OF CERTIFICATION OF CADASTRAL COST, STATUS OF LOT, CERTIFICATION OF AUTHENTICATION, ETC
13. ISSUANCE OF CERTIFICATION OF CCADASTRY
14. ISSUANCE OF CERTIFICATION OF FINALITY FOR LAND AND CLAIMS AND CONFLICTS
15. ISSUANCE OF CERTIFICATION OF GEOGRAPHIC POSITION GRID/PLANE COORDINATES
16. ISSUANCE OF CERTIFICATION OF LAND DISPOSITION
17. ISSUANCE OF CERTIFICATION OF LOT VERIFICATION
18. ISSUANCE OF A CERTIFICATION OF NO PENDING CASE OVER A PARCEL OF LAND
19. ISSUANCE OF STATUS OF LOT/PLAN (IF WITH PREVIOUSLY APPROVED _____)

20. ISSUANCE IF CERTIFICATION OF TECHNICAL DESCRIPTION IN V-37 FORM
21. ISSUANCE OF CERTIFIED TRUE COPY/ PLAIN OF LANDS AND/OR SURVEY RECORDS, AND SEPIA COPY OF APPROVED PLAN
22. ISSUANCE OF NO EASEMENT VIOLATION
23. ISSUANCE OF ORDER OF CANCELLATION OF APPROVED SURVEY PLAN/S
24. ISSUANCE OF ORDER OF REJECTION
25. ISSUANCE OF PROVISIONAL OR REVOCABLE PERMIT
26. PROCESSING OF MISCELLANEOUS SALES APPLICATION
27. RECOMPUTATION OF DEFECTIVE CADASTRAL LOTS AND PROJECTION OF PREVIOUSLY APPROVED SURVEYS INTO APPROVED CADASTRAL MAPS

WATER

1. ACCEPTANCE AND VERIFICATION OF WATER PERMIT APPLICATION

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NOTES:

1. Please revisit the procedures on the releasing of the requested service or documents from the office of the approving authority to the office that will actually release the same to the requesting party.
2. Two (2) of the biodiversity and protected area-related processes are specific to certain regions only.