



Republic of the Philippines  
**Department of Environment and Natural Resources**  
Visayas Avenue, Diliman, 1100 Quezon City  
Tel. Nos. (632) 929-6626 to 29, (632) 929-6252; 929-6620; 929-6633 to 35  
E-mail: web@denr.gov.ph; Website: www.denr.gov.ph

**MEMORANDUM**

**FOR/TO :** All Regional Executive Directors  
Attention: Concerned Process Owners/SPICS Focal Persons

**FROM :** The Director, Internal Audit Service, and  
Head, Sub-CART on SPICS

**SUBJECT :** **CITIZEN'S CHARTER NO. RO-F-05 ISSUANCE OF TREE CUTTING AND/OR EARTH BALLING PERMIT FOR TREES AFFECTED BY PROJECTS OF NATIONAL GOVERNMENT AGENCIES (DPWH, DOTR, DepEd, DA, DOH, CHED, DOE, and NIA) AS THE IDENTIFIED EXTERNAL CORE SERVICE TO BE ENROLLED FOR THE FY 2022 STREAMLINING AND PROCESS IMPROVEMENT OF CRITICAL SERVICES (SPICS)/ PROCESS RESULTS**

**DATE :** JUN 14 2022

This has reference to the agreements reached during the meeting on the identification of external service to be enrolled for the FY 2022 Streamlining and Process Improvement of Critical Services (SPICS)/Process Results. Said meeting was held on 27 May 2022, which was participated by the following officials/personnel:

- Director, IAS, and Head, Sub-CART on SPICS
- Chief, Management Audit Division, and Assistant Head, Sub-CART on SPICS
- Chief, Management Division, and Co-Assistant Head, Sub-CART on SPICS
- Assistant Regional Directors for Technical Services
- Chiefs, LPDD
- Other Representatives from the Field Offices
- Representatives from the Forest Management Bureau
- Staffs from the Management Audit Division, Internal Affairs Division, and Program Monitoring and Evaluation Division

As discussed and agreed during the meeting, the critical external service that will be enrolled for the FY 2022 SPICS/Process results is **Citizen's Charter No. Ro-F-05 Issuance of Tree Cutting and/or Earth Balling Permit for Trees Affected by Projects of National Government Agencies (DPWH, DOTR, DepEd, DA, DOH, CHED, DOE, and NIA).**

Relative to this, the concerned process owners/SPICS Focal Persons shall:

1. Provide the following data on the aforementioned critical external service using the attached **pre-accomplished Modified Form A;**

Row	Required Data
4	Number of Client Visits in FY 2022
5	Volume of Transactions in FY 2022
8	FY 2022 Improvements (ease of transaction, digitization, standardization)
9	FY 2022 Results (evidence)
11	Remarks, justifications, or explanations (if any)

Note: Please provide entries in other rows as well, especially if you deem that these are significant accomplishments/inputs in terms of process improvement (even at the level of your respective offices).

2. Provide **one (1) transaction each for the 2<sup>nd</sup> – 4<sup>th</sup> Quarter of 2022** and other necessary **proofs/means of verification**;
3. Google Sheets will also be utilized for the simultaneous provision of regional data for the FY 2022 SPICS/Process Results;
4. Deadline of submission of the scanned copy of the signed Modified Form A and all necessary supporting documents, is on or before **13 January 2023**. Please upload these documents in the designated Google Drive; and
5. Please send us the contact details of the focal persons from your respective offices who will be in charge on the submission of the said outputs. The following information will be used for coordination/announcements:
  - a. Name
  - b. Position/Designation
  - c. Mobile Number
  - d. Facebook and Viber account
  - e. Email address (will also be given access to the Google Sheets and Drive)

Compliance with these particular requirements is in line with the goal of the Department towards enhanced public service delivery, and would form part of the entitlement to the FY 2022 PBB.

For questions and clarifications, your staff may contact **For. Jake Lorenz C. Aldovino** of the Management Audit Division, IAS at mobile number 09168297683, telephone number (02) 8926-6576, or email us at [ias.mad@denr.gov.ph](mailto:ias.mad@denr.gov.ph)

  
**VICENTE B. TUDDAO, JR., Ph.D., CESO IV**

cc : **The Head Executive Assistant**  
**The Undersecretary for Legal, Administration, Human Resources and Legislative Affairs**  
**The Undersecretary for Policy, Planning and International Affairs**  
**The Undersecretary for Field Operations (Luzon and Visayas) and Environment**  
**The Undersecretary for Field Operations (Mindanao)**  
**The Directors, Staff Bureaus**

**MODIFIED FORM A – DEPARTMENT AGENCY PROCESS RESULTS REPORT**

**AGENCY NAME:** Name of your Office (e.g. DENR Region 1)

(A) ONE (1) EXTERNAL CORE SERVICE	
<p>NOTE: Information about the <b>external core service</b> prioritized for improvement, as identified in the <b>initial Reengineering Plan</b> submitted to ARTA. External services refer to government services applied for or requested by external citizens or clients or those who do not form part or belong to the government agency or office.</p>	
<p>(1) Name of Service</p> <p>NOTE: Indicate the <b>name of the critical services</b> prioritized for improvement, as identified Section 4.2 of the FY 2022 PBB Guidelines.</p>	<p><u>Citizen’s Charter No. RO-F-05</u>                      Issuance of Tree Cutting and/or Earth Balling Permit for Trees Affected by Projects of National Government Agencies (DPWH, DOTR, DepEd, DA, DOH, CHED, DOE, and NIA)</p>
<p>(1a) Reason for Selection</p> <p>NOTE: Indicate the <b>reason for selecting</b> the critical services prioritized for improvement. Cite any of the six (6) factors identified in Section 4.2.2 of the FY 2022 PBB Guidelines or cite "(7) Others" but specify and justify why the service was prioritized for improvement.</p>	<ul style="list-style-type: none"> <li>• <u>Core Service</u>                      In line with the mandate of the DENR as the primary agency responsible for the conservation, management, development, and proper use of the country’s environment and natural resources.</li>   <li>• <u>Attributable to the Major Final Outputs (MFOs)/Programs</u>                      The process objective and outcome is attributable to the following MFOs/programs of the DENR:                     <ul style="list-style-type: none"> <li>a. Natural Resources Enforcement and Regulatory Program</li> <li>b. Natural Resources Conservation and Development Program</li> </ul> </li>   <li>• <u>Involves Inter-Agency Action</u>                      The NGA shall submit all the necessary documents, particularly the project proposal and other vital certifications (if any), prior to the actual application for tree cutting.</li> </ul>

	<ul style="list-style-type: none"> <li>• <u>Generates Income/Revenue</u> Although not primarily intended for income generation, processing of the application for tree cutting entails necessary fees</li> <li>• <u>Have Received Complaints</u> Complaints received thru Hotline 8888 pertains to the following: <ul style="list-style-type: none"> <li>a. slow/delayed processing of permits</li> <li>b. submission/compliance with the process requirements</li> </ul> </li> </ul>
<p>(2) Responsible Unit/s</p> <p>NOTE: Indicate the <b>bureaus/offices/delivery units/processing units responsible</b> for the processing, delivery, and completion of the critical government service.</p>	<p>Regulation and Permitting Section, Implementing Provincial/Community Environment and Natural Resources Office</p>
<p>(3) Identified Clients (per service)</p> <p>NOTE: Identify the <b>clients/customers</b> who avail the critical service/s declared by the agency.</p>	<ul style="list-style-type: none"> <li>• Government-to-Government Transaction</li> <li>• Prioritizes but not limited to the identified National Government Agencies (DPWH, DOTR, DepEd, DA, DOH, CHED, DOE, and NIA)</li> </ul>
<p>(4) Number of Client Visits in FY 2022</p> <p>NOTE: Report the <b>number of clients/customers</b> who availed the critical service in FY 2022. If there are variations of the service, indicate the disaggregated data on the number of clients/customers for FY 2022.</p>	<p>Provide the total number of clients.</p> <p>*Attach a list of clients which indicates the volume of transactions and the corresponding dates of applications and issuance.</p>
<p>(5) Volume of Transactions in FY 2022</p> <p>NOTE: Report the <b>volume of transactions for FY 2022</b> for the selected critical services. If there are variations of the service, indicate the disaggregated data on the Volume of Transactions for FY 2022.</p>	<p>Provide the total volume of transactions.</p>

(6) FY 2021 Improvements  
(ease of transaction, digitization, standardization)

NOTE: Indicate the **FY 2021 improvements in the reported critical service/s.** demonstration of the ease of transaction, digitization, and standardization.

Streamlining

- The processing and issuance of permits for the cutting, removal and relocation of naturally growing trees was decentralized by virtue of the issuance of DENR Administrative Order No. 2021-11.

Standardization

- ISO 9001: 2015, ISO 14001: 2015 and ISO 45001: 2018 Certifications
- Issuance of the 2021 Citizen's Charter (5th Edition)
- Series of consultations with the field offices were conducted by FMB for the training regarding the issuance of DENR Administrative Order No. 2020-18 promoting tree plantation development and liberalizing harvesting and transport of planted trees and tree derivatives for inclusive growth and sustainable development
- Forestry Fridays 2021, a webinar series forum pertaining to current and new policies under Forestry Sector, were conducted by the FMB
- Capacity development for Public Assistance Desk Officers and Frontline Service personnel

Digitization

- Forest Policy Index created by FMB and featured on its website provides a compilation and briefer of all forestry-related policies and regulations
- use of Electronic/Online Document Action Tracking System
- Online applications were accepted via the official email
- Clients were immediately informed of the status of requests and applications such as its approval/denial and release through phone calls, text messages and Messenger, as applicable
- Digitization through geotagging using geocam application during the conduct of inspection of tree plantation
- implementation of the Integrated Frontline Service Management System using the Hotline Connect, the DENR-NCR Online

	Appointment and Queuing Systems and the Online Payment Transaction System
<p>(7) FY 2021 Results (evidence)</p> <p>NOTE: Report <b>results and evidence of FY 2021 improvements</b>, ease of transaction, digitization, and standardization.</p>	<ul style="list-style-type: none"> <li>• Had received a 4.75% (Very Satisfactory) Client Satisfaction Rating</li> <li>• The Process Manual for the step-by-step procedure in processing forestry-based permits, routing of incoming documents, barcoding and releasing of outgoing documents, were developed by virtue of the QMS ISO Certifications.</li> <li>• As a result of process standardization and digitization, 64% to 100% of Transactions were processed within the prescribed Turn-around Time</li> <li>• The Checklist of Requirements was formulated in accordance with the Citizens Charter to easily assess the completeness of submitted requirements.</li> <li>• Reduced the duplication of data and helped in monitoring the time spent in every step of the process</li> <li>• The implementation of the Online Payment Transaction System is done in coordination with the Landbank of the Philippines thru the MOA in using its electronic banking facility for payment of fees for permits/licenses, etc.</li> </ul>
<p>(8) FY 2022 Improvements (ease of transaction, digitization, standardization)</p> <p>NOTE: Indicate the <b>FY 2022 improvements in the reported critical service/s</b>, demonstration of the ease of transaction, digitization, and standardization. The agency may refer to the <b>initial Reengineering Plan</b> submitted to ARTA as basis in prioritizing <b>areas for improvement</b>.</p>	<ul style="list-style-type: none"> <li>• <b>Provide other improvements initiated/undertaken by your office.</b></li> <li>• <u>Expansion Identified Clients/Customers</u> Previously, the process was primarily focused to cater the DPWH, given the nature of projects implemented by the agency. In FY 2022, the identified clients/customers of the process was expanded to prioritize as well other government offices (i.e. DOTR, DepEd, DA, DOH, CHED, DOE, and NIA)</li> </ul>
<p>(9) FY 2022 Results (evidence)</p>	<p><b>Provide discussion/narrative on the reported FY 2022 improvement.</b></p>

NOTE: Report <b>results and evidence of FY 2022 improvements</b> , ease of transaction, digitization, and standardization.	
(10) FY 2022 Citizen/Client Satisfaction Rating  NOTE: Report the <b>FY 2022 citizen/client satisfaction results</b> for each of the declared critical services.	(To be provided by concerned committee based on the result of the Client Satisfaction Survey.)
(11) Remarks  NOTE: In the event that the department/agency is unable to provide data in each criterion, departments/ agencies shall provide justifications/explanations using the <b>remarks column</b> . The acceptance of explanation/s shall be subject to the review and recommendations of the validating agency/ies.	Provide the necessary remarks, justifications, or explanations (if any).

The “notes” indicated in the form are lifted from the AO25 Inter-Agency Task Force Memorandum Circular No. 2022-1 or the FY 2022 PBB Guidelines.

**Prepared by:**

**Approved by:**

**Name of Officer/Designation/Date**

**Department Secretary/Agency Head/Date**

Chief, LPDD

Regional Executive Director