



DEPARTMENT OF ENVIRONMENT AND
NATURAL RESOURCES (DENR)

CITIZEN'S CHARTER
2024 (1st Edition)



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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.



V. LIST OF SERVICES

DENR CENTRAL OFFICE

ADMINISTRATIVE AND FINANCE (INTERNAL AND EXTERNAL SERVICES)

CO-AF-01	ISSUANCE OF CERTIFICATION OF NO RECORDS/ APPEAL/MOTION FOR RECONSIDERATION, ETC.	9
CO-AF-02	AUTHENTICATION OF RECORD/S	12
CO-AF-05- 06-07	PROCESSING OF PAYMENT OF CLAIMS	16
CO-AF-08	PREPARATION AND ISSUANCE OF CERTIFICATE OF REMITTANCES FOR CONTRIBUTIONS AND LOAN PAYMENTS	66

ADMINISTRATIVE AND FINANCE (INTERNAL SERVICES)

CO-AF-10	ISSUANCE OF SUPPLIES AND MATERIALS AND SEMI EXPENDABLE PROPERTIES	70
CO-AF-12	ISSUANCE OF TRIP TICKET	72
CO-AF-13	REQUEST FOR CCTV FOOTAGE	74
CO-AF-14	REQUEST FOR TECHNICAL SERVICES FROM BUILDING AND GROUNDS MAINTENANCE SECTION THROUGH JOB ORDER	77

ADMINISTRATIVE AND FINANCE (EXTERNAL SERVICES)

CO-AF-03	SALE OF BIDDING DOCUMENTS	81
----------	---------------------------	----

HUMAN RESOURCE AND DEVELOPMENT (INTERNAL SERVICES)

CO-HRDS-01	ISSUANCE OF PERSONAL TRAVEL AUTHORITY	84
CO-HRDS-02	ISSUANCE OF AUTHORITY TO ENGAGE IN LIMITED PRACTICE OF PROFESSION	88
CO-HRDS-03	APPROVAL OF GSIS LOAN APPLICATION	91
CO-HRDS-04	ISSUANCE OF CERTIFICATE OF EMPLOYMENT AND COMPENSATION	94
CO-HRDS-05	ISSUANCE OF SERVICE RECORD	96



CO-HRDS-06	APPLICATION FOR LAND BANK LOAN SAVER	98
CO-HRDS-07	APPLICATION FOR ISSUANCE OF NOMINATION AND SPECIAL ORDER/TRAVEL AUTHORITY FOR LOCAL AND FOREIGN STUDY TRIPS	101

KNOWLEDGE AND INFORMATION SYSTEM (INTERNAL SERVICES)

CO-KISS-01	PROCESSING OF REQUEST FOR INFORMATION SYSTEM (IS) DEVELOPMENT	110
CO-KISS-02	IT TECHNICAL SUPPORT	116

KNOWLEDGE AND INFORMATION SYSTEM (INTERNAL AND EXTERNAL SERVICES)

CO-KISS-03	PROVISION OF ENVIRONMENT AND NATURAL RESOURCES (ENR) DATA/STATISTICS	121
------------	--	-----

LEGAL AFFAIRS (INTERNAL AND EXTERNAL SERVICES)

CO-LAS-01	ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE	126
-----------	---	-----

STRATEGIC COMMUNICATION AND INITIATIVES (INTERNAL AND EXTERNAL SERVICES)

CO-SCIS-02	MEDIA REQUEST FOR INTERVIEW OF DENR OFFICIALS	130
CO-SCIS-03	LENDING OF LIBRARY REFERENCE/RESOURCE MATERIALS	136
CO-SCIS-04	DISTRIBUTION OF IEC MATERIALS	143

STRATEGIC COMMUNICATION AND INITIATIVES (INTERNAL SERVICES)

CO-SCIS-01	REQUEST FOR EVENT COVERAGE	146
------------	----------------------------	-----

STRATEGIC COMMUNICATION AND INITIATIVES (EXTERNAL SERVICES)

CO-SCIS-05	HANDLING PUBLIC ASSEMBLIES AND PROTESTS	150
------------	---	-----



DENR CENR, PENR AND REGIONAL OFFICES

ADMINISTRATIVE AND FINANCE (INTERNAL AND EXTERNAL SERVICES)

RO-AF-01	ISSUANCE OF CERTIFICATION OF NO RECORDS/ APPEAL/MOTION FOR RECONSIDERATION, ETC.	153
RO-AF-02	AUTHENTICATION OF RECORD/S	157
RO-AF-05- 06-07	PROCESSING OF PAYMENT OF CLAIMS	161

ADMINISTRATIVE AND FINANCE (EXTERNAL SERVICES)

RO-AF-03	SALE OF BIDDING DOCUMENTS	207
----------	---------------------------	-----

FORESTRY (EXTERNAL SERVICES)

RO-F-01	ISSUANCE OF PRIVATE TREE PLANTATION REGISTRATION (PTPR)	210
RO-F-03a	ISSUANCE OF CERTIFICATE OF VERIFICATION (COV) FOR THE TRANSPORT OF PLANTED TREES WITHIN PRIVATE LAND, NON-TIMBER FOREST PRODUCTS EXCEPT RATTAN AND BAMBOO	213
RO-F-03b	ISSUANCE OF CERTIFICATE OF TIMBER/LUMBER ORIGIN (CTO/CLO) FOR PROCESSED LOGS/LUMBER FROM WOOD PROCESSING PLANT (WPP) TO OTHER WPP OR DESIRED DESTINATION/S	217
RO-F-04	APPLICATION FOR CHAINSAW REGISTRATION	221
RO-F-05	ISSUANCE OF SPECIAL/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)	225
RO-F-06	ISSUANCE OF TREE CUTTING PERMIT FOR PLANTED TREES AND NATURALLY GROWING TREES FOUND WITHIN PUBLIC PLACES (PLAZA, PUBLIC PARKS, SCHOOL PREMISES OR POLITICAL SUBDIVISIONS) FOR PURPOSES OF PUBLIC SAFETY	229
RO-F-07	ISSUANCE OF PRIVATE LAND TIMBER PERMIT (PLTP) FOR NON-PREMIUM SPECIES, OR SPECIAL PLTP (SPLTP) FOR PREMIUM/NATURALLY-GROWN TREES WITHIN PRIVATE/TITLED LANDS	233



**LAND
(EXTERNAL SERVICES)**

RO-L-01	ISSUANCE OF CERTIFICATION OF LAND CLASSIFICATION STATUS	243
RO-L-02	ISSUANCE OF SURVEY AUTHORITY	246
RO-L-03	APPLICATION FOR FREE PATENT (AGRICULTURAL)	252
RO-L-04	APPLICATION FOR FREE PATENT (RESIDENTIAL)	262

FEEDBACK AND COMPLAINTS MECHANISM 271

LIST OF OFFICES 274



DENR CENTRAL OFFICE
Administrative and Finance
(Internal and External Services)



CITIZEN'S CHARTER NO. CO-AF-01. ISSUANCE OF CERTIFICATION OF NO RECORDS/APPEAL/MOTION FOR RECONSIDERATION, ETC.

This Service is made upon request of DENR personnel, official or external party for a Certification of No Records/ Appeal/ Motion for Reconsideration, etc. being filed in the DENR. The purpose for the request is included in the Certification.

Office or Division:	Records Management Division (RMD), DENR Central Office	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government	
Who may avail:	Internal: Permanent Employees of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), and Attached Agencies External: External Clientele who are authorized party or representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished customer request form (1 original)		Receiving Area, RMD, Basement
2. Government issued ID (present 1 original)		Requesting Party
Additional if from the Government Sector		
3. Official Letter Request (1 original)		Requesting Party
Additional if applicant is a representative		
4. 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 Request Form and forward to Receiving/Releasing Clerk.	1. Check the completeness of submitted requirements, stamp the date and time on documents and forward all documents to action officer.	None	5 min.	Receiving/Releasing Clerk RMD
1.1. None	1.1. Verify all requirements, indicate amount to be paid in the Request Form, and verify availability of the requested document.	None	20 min.	Action Officer/ Administrative Officer RMD
1.2. None	1.2. Approve and sign Request Form.	None	5 min.	Chief Administrative Officer RMD
1.3. None	1.3. Prepare/Approve Order of Payment, and forward the same to requesting party.	None	5 min.	Action Officer/ Administrative Officer RMD
2. Pay to the Cashier the Certification Fee, and receive Official Receipt.	2. Accept payment and issue Official Receipt.	Php 25.00 Certification Fee*	5 min.	Action Officer/ Administrative Officer Cashier Section
3. Forward Official Receipt to RMD.	3. Check the Official Receipt and prepare the requested Certification.	None	15 min.	Action Officer/ Administrative Officer RMD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.1. None	3.1. Determine accuracy and initial the Certification.	None	2 min.	Action Officer/ Administrative Officer RMD
3.2. None	3.2. Determine accuracy of the Certification and affix signature.	None	5 min.	Chief Administrative Officer RMD
3.3. None	3.3. Release the approved Certification to the customer. Forward the received Request Form to Action Officer for filing.	None	5 min.	Receiving/Releasing Clerk RMD
4. Receive copy of the approved Certification.	4. File the Request Form.	None	5 min.	Action Officer/ Administrative Officer RMD
TOTAL:		Php 25.00 Certification Fee	1 hour & 12 min.	

*Except when covered by Official Letter Request



CITIZEN'S CHARTER NO. CO-AF-02. AUTHENTICATION OF RECORD/S*

Authentication of record/s is made upon request of a requesting party (DENR personnel, official or external clientele) for a certified true copy of a record/ records issued by the DENR and being filed in the Records Management Division. The purpose for the request is included in the Request Form.

Office or Division:	Records Management Division (RMD), DENR Central Office	
Classification:	Simple	
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
Who may avail:	All Permanent, Casual and Contractual Personnel and Officials of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), and Head of Attached Agencies; and External Clientele	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request or Request Form (1 original)		Requesting Party, or Receiving Area, RMD
2. Government issued ID (present 1 original)		Requesting Party
Additional if from the Government Sector		
3. Official Letter Request (1 original)		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish Request Form and forward to Receiving/ Releasing Clerk.	1. Receive, check, and stamp date and time on document.	None	5 min.	Receiving/Releasing Clerk RMD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.1. None	1.1. Upload the document to Document Action Tracking System.	None	5 min.	Receiving/Releasing Clerk RMD
1.2. None	1.2. Forward document to the concerned Action Officer.	None	5 min.	Receiving/Releasing Clerk RMD
1.3. None	1.3. Check the availability of records, process the request, indicate amount to be paid in the Request Form.	None	15 min.	Action Officer/ Administrative Officer RMD
1.4. None	1.4. Approve and affix signature on the Request Form.	None	5 min.	Action Officer/ Administrative Officer Chief Administrative Officer RMD
1.5. None	1.5. Prepare Order of Payment and forward the same to requesting party.	None	5 min.	Receiving/Releasing Clerk RMD
2. Receive the Order of Payment, and pay to the Cashier the Authentication Fee.	2. Accept payment and issue Official Receipt.	Php 50.00 Authentication Fee** per set + Php 5.00 per page	5 min.	Cashier Staff Cashier Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME		PERSONS RESPONSIBLE
2.1. None	2.1. Check the Official Receipt and photocopy for filing. Photocopy the requested documents, stamp "Certified True Copy" and affix initial on the stamp, and forward to Chief, RMD.	None	20 min.		Action Officer/ Administrative Officer RMD
2.2. None	2.2. Sign in the stamped/certified documents.	None	Time	No. of Pages	Chief Administrative Officer RMD
			30 min.	1-20	
			1 hr.	21-50	
			2 hr.	51-100	
			4 hr.	101-200	
			1 day	200+	
2.3. None	2.3. Release the approved Authentication to the customer and forward the received Customer Request Form to Action Officer.	None	5 min.		Receiving/Releasing Clerk RMD
3. Receive the authenticated documents/records.	3. File the Customer Request Form and attachments.	None	5 min.		Action Officer/ Administrative Officer RMD
TOTAL:		Php 50.00	1-20 pages		1 hour & 45 min.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
		Authentication Fee** per set + Php 5.00 per page	21-50 pages	2 hours & 15 min.
			51-100 pages	3 hours & 15 min.
			101-200 pages	5 hours & 15 min.
			200+ pages	1 day, 1hr. & 15 min.

*Confidential and Top Secret Documents are subject for approval of the Secretary.

**Except those with Official Letter Request



CITIZEN'S CHARTER NO. CO-AF-05-06-07. PROCESSING OF PAYMENT OF CLAIMS

This process includes processing of Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS) and Disbursement Voucher (DV), and preparation, processing and issuance of Checks/LDDAP-ADA and corresponding Advices. This process is used to pay an obligation to DENR employees, individuals, agencies or creditors for goods purchased and services rendered. The documentary requirements are subject to changes due to subsequent issuance/s on budgeting, accounting and auditing laws, rules and regulations by governing bodies.

Office or Division:	Accounting and Budget Divisions-Financial and Management Service, Cashier Section-General Services Division-Administrative Service, DENR Central Office	
Classification:	Complex*	
	Highly Technical**	
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business	
Who may avail:	Internal: DENR Central, Regional, PENR and CENR Offices, Staff Bureaus, Line Bureaus (including Central and Regional Offices), and Attached Agencies External: Creditors, Contractors, Suppliers and Service Providers and Consultants	
CHECKLIST OF REQUIREMENTS***		WHERE TO SECURE
General Requirements		
Disbursement Voucher (DV), 2 Original Copies		Requesting Party/Office Concerned
Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS), 3 Original Copies		Requesting Party/Office Concerned
All supporting documents (Original copies, except those as indicated)		



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
1.0 Cash Advances	
1.1 Granting of Cash Advances	
<u>For all types of cash advances except for travel cash advances</u>	Personnel Section/Unit or Office Concerned
<ul style="list-style-type: none"> • Authority of the accountable officer issued by the Head of Office/Authorized Official indicating the maximum accountability and purpose of cash advance (for initial cash advance) (Special Order for Special Disbursing Officer/Petty Cash Custodian) 	Records Division/Designated Special Disbursing Officer (SDO)
<ul style="list-style-type: none"> • Special Order for the Special Event/Activity 	Records Division/End-User Office
<ul style="list-style-type: none"> • Certification from the Chief Accountant that previous cash advances have been fully liquidated and accounted for in the books 	Accounting Division
<ul style="list-style-type: none"> • Approved application for bond and/or Fidelity Bond for the year for cash accountability of P5,001 above or other minimum amount that may be prescribed by the Bureau of the Treasury (upon set-up of new/renewed accountability) 	Bureau of Treasury
<u>Additional Documentary Requirements for Specific Transactions</u>	
1.1.1 Payroll Funds for Salaries, Allowances, Honoraria and Other Similar Expenses	
<ul style="list-style-type: none"> • Approved payroll or list of payees indicating their net pay 	Personnel Division
<ul style="list-style-type: none"> • Approved authority (presidential directive or legislative enactment) or legal basis to pay allowances/salaries/honoraria/fringe benefits 	Personnel Division or Office Concerned
1.1.2 Petty Cash Fund (PCF)	
<ul style="list-style-type: none"> • Approved estimate of petty expenses for one month (initial set-up) 	Requesting Party or Office Concerned
1.1.3 Field/Activity Current Operating Expenses (COE)/ Special Cash Advances	
<ul style="list-style-type: none"> • Approved Budget for COE/ Special Cash Advances of the agency field office or agency activity in the field 	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
1.1.4 Traveling Expenses	
1.1.4.1 Local Travel	
<ul style="list-style-type: none"> • Duly approved Travel Order 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Duly approved Itinerary of Travel 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Approved Special Order, if applicable (Photocopy) 	Requesting Party/Records Management Division
<ul style="list-style-type: none"> • Certification from the Chief Accountant that previous cash advances have been fully liquidated and accounted for in the books 	Accounting Division
<ul style="list-style-type: none"> • Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Letter of invitation of the host/sponsoring agency/organization, if applicable 	Requesting Party or Office Concerned
1.1.4.2 Foreign Travel	
<ul style="list-style-type: none"> • Duly approved Travel Authority 	Office of the Secretary (for DENR Undersecretaries down to Employees) Office of the President (for the Secretary)
<ul style="list-style-type: none"> • Duly approved Itinerary of Travel 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Certification from the Chief Accountant that previous cash advances have been fully liquidated and accounted for in the books 	Accounting Division
<ul style="list-style-type: none"> • Letter of invitation of the host/sponsoring country/agency/ organization 	Host Country
<ul style="list-style-type: none"> • Flight itinerary issued by the airline/ticketing office/travel agency 	Airline Company/Ticketing Office/Travel Agency
<ul style="list-style-type: none"> • Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor 	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> Authority from the Office of the President to claim representation expenses, if applicable (photocopy) 	Office of the President
<i>In case of seminar/training:</i>	
<ul style="list-style-type: none"> Acceptance of nominee/s as participant/s (issued by the host country) 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Programme Agenda and Logistics Information 	Requesting Party or Office Concerned
1.2 Replenishment of Petty Cash Fund	
<ul style="list-style-type: none"> Report on Paid Petty Cash Vouchers (RPPCV) 	Petty Cash Custodian
<ul style="list-style-type: none"> Petty Cash Vouchers (PCVs) duly accomplished, signed and approved 	Petty Cash Custodian
<ul style="list-style-type: none"> Approved purchase request with certificate of Emergency Purchase, if necessary 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Bills, receipts, sales invoices 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Certification of Expense not Requiring Receipt (CERR) (for expenses amounting to P300 or less) or Reimbursement Expense Receipts (RER) (for expenses amounting to more than P300 but not exceeding P1,000), pursuant to COA Circular No. 2017-001 dated June 19, 2017, as amended by COA Circular No. 2021-001 dated June 24, 2021, or other amount that may be prescribed in the future 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Inspection and Acceptance Report (IAR) or Certificate of Inspection and Acceptance 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Pre-/Post-Repair Inspection Report 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Waste Materials Report (WMR) in case of replacement/repair (Certified copy) 	Property Management Section-PSMD
<ul style="list-style-type: none"> Approved trip ticket, for gasoline/fuel expenses, together with parking and toll fee receipts, if any (applicable for government vehicles only) 	Motorpool Section-General Services Division (GSD)



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> • Canvass from at least three suppliers for purchases as prescribed (involving P2,000 and above or other amount that may be prescribed in the future), except for purchases made while on official travel 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Summary/Abstract of Canvass 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Inventory Custodian Slip (ICS) for semi-expendable items (Certified copy) 	PSMD
<p>For meals and snacks charged to PCF:</p>	
<ul style="list-style-type: none"> • Notice of meeting with agenda/meeting's purpose 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Minutes of Meeting 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Attendance Sheet 	Requesting Party or Office Concerned
<p>1.3 Reimbursement of Traveling Expenses</p>	
<ul style="list-style-type: none"> • Duly approved Travel Order 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Duly approved Itinerary of Travel 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Letter of invitation of the host/sponsoring agency/organization, if applicable 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Approved Certificate of Travel Completed 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Approved Revised Itinerary of Travel, if the previously approved itinerary was not followed 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Copy of previously approved Itinerary of travel 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Copy of Special Order and the Supplemental Office / Order or any proof supporting the change of schedule 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Certificate of Appearance or Attendance or in the absence thereof, photocopy of the received copy of Memo Transmittal of Back to Office Report/Narrative Report on trip undertaken/Report on Participation addressed to the Head of Office. The report, duly noted by the Head of Office or his authorized representative, shall contain, among others, the following information: 	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> • Highlights of the training/activity; • Pictures preferably dated; • Plan of action for knowledge sharing; and • Recommendations 	
<ul style="list-style-type: none"> • Liquidation Report, if applicable 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Certification from the Head of the Agency or any authorized approving official that: (a) the official missions/tasks cannot be performed by/or assigned to any other regular/permanent official and/or employee; and (b) the tasks/activities are necessary to fulfill the obligations as contained in his/her contract of service. The same certification shall also be required in official foreign travel as allowed in highly meritorious cases as specified in the general guidelines. (For individuals hired under Job Order/Contract of Service as per COA Resolution No. 2021-044) 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Copy of Contract of Service, if applicable 	Requesting Party or Office Concerned
<p><i>Additional Documentary Requirements</i></p>	
<p>1.3.1 Local Travel</p>	
<ul style="list-style-type: none"> • Paper/electronic plane, boat or bus/train tickets, terminal fee receipts, paper/electronic boarding passes or a passenger manifest certified by the concerned airline or shipping company 	Requesting Party or Office Concerned or Airline Company/Ticketing Office/Taxi Driver



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> • Certification by the Head of Office as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for the official travel exceeded the prescribed rate per day (certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts) 	Head of Office/ Requesting Party or Office Concerned
<ul style="list-style-type: none"> • OR/eOR or CERR (for expenses amounting to P300 or less) or RER (for expenses amounting to more than P300 but not exceeding P1,000), pursuant to COA Circular No. 2017-001 dated June 19, 2017, as amended by COA Circular No. 2021-001 dated June 24, 2021, or other amount that may be prescribed in the future. In case of payment of toll fees, the CERR/RER shall be supported with the toll fee rates 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Hotel room/lodging bills with official receipts in the case of official travel to places within 50-kilometer radius from the Permanent Official Station, if the travel allowances being claimed include hotel room/lodging 	Requesting Party or Office Concerned
1.3.2 Foreign Travel	
<ul style="list-style-type: none"> • Paper/electronic plane, boat or bus/train tickets, terminal fee receipts, paper/electronic boarding passes or a passenger manifest certified by the concerned airline or shipping company. In the absence thereof other documents such as, but not limited to, a certified true copy of the passport showing the dates of entry and exit, duly stamped by the Immigration Office of the country of destination as indicated in the approved travel authority and itinerary of travel; or a passenger manifest certified by the concerned airline or shipping company 	Requesting Party or Office Concerned or Airline Company/Ticketing Office/Taxi Driver



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> ● For reimbursement of actual travel expenses in excess of the prescribed rate: <ul style="list-style-type: none"> ● Approval by the President ● Certification from the Head of the Agency that it is absolutely necessary ● Hotel room with official receipts (certification or affidavit of loss shall not be considered as an appropriate replacement for the required bills and receipts) ● Bills/receipts for non-commutable representation expenses approved by the President or authorized officials 	Office of the President
2.0 Fund Transfers to Non-Government Organization/People's Organizations/ Civil Society Organizations (NGOs/POs/CSOs) except NGP	
2.1 Transfer of Funds	
<ul style="list-style-type: none"> ● Duly approved Schedule of Fund Release to NGO/PO/CSO (WFP) 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> ● Approved Summary of Budgetary Requirements detailing the items of expenditure/ disbursement to be incurred in the program/project 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> ● Performance security for infrastructure project 	Implementing Partner or Office
<ul style="list-style-type: none"> ● Copy of signed Memorandum of Agreement (MOA) executed by and between the Government Agency and the NGO/PO/CSO 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> ● Certificate of Registration with the concerned government agencies, i.e. SEC, CDA or DOLE 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> ● Document showing that the NGO/PO/CSO has equity equivalent to 20% of the total project cost, which shall be in the form of labor, land for the project site, facilities, equipment and the like, to be used in the project 	Implementing Partner or Office



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> ● Copy of the OR/eOR/AR or equivalent issued by the NGOs/POs/CSOs to the Source Agency acknowledging receipt of funds transferred 	Implementing Partner or Office
<ul style="list-style-type: none"> ● Certification from the Accountant of the source agency that the previous fund transfer had been liquidated and accounted for in the books (staggered release) ● 	Accounting Division
<ul style="list-style-type: none"> ● NGO/PO proposal or application for funding accompanied by: <ul style="list-style-type: none"> - Authenticated copy of the latest Article of Incorporation or Articles of Cooperation as the case may be, showing the original incorporators/organizers and the Secretary's certificate for incumbent officers, together with the 	Implementing Partner or Office
<ul style="list-style-type: none"> - Certificate of Filing with the SEC/Certificate of Approval by the CDA - Audited financial reports for the past three years preceding the date of project implementation. For NGO/PO which has been in operation for less than three years, financial reports for the years in operation and proof of previous implementation of similar projects - Disclosure of other related business if any - Work and Financial Plan (WFP), and sources and Details of Proponent's Equity Participation in the Project - Complete project proposal approved/signed by officers - List and/or photographs of similar projects previously completed, if any, indicating the source of funds for implementation - 	



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> - Sworn affidavit of the secretary of the NGO/PO that none of its incorporators, organizers, directors or officers is an agent of or related by consanguinity or affinity up to the fourth degree to the official of the agency authorized to process and/or approve propose MOA, and release funds 	
3.0 Fund Transfers to Implementing Agency (Included in the existing CC of C.O. as “Inter-Agency Fund Transfer”)	
3.1 Transfer of Fund	
Source Agency	
<ul style="list-style-type: none"> ● Copy of duly signed MOA/Trust Agreement or its equivalent 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> ● Copy of Approved Program of Work (for infrastructure project) 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> ● Approved Project Expenditures or Estimated Expenses indicating the project objective and expected output (for projects other than infrastructure) 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> ● For GCs/GFIs, Board Resolution ratifying the MOA or its equivalent in case of transfers not incorporated in the Corporate Operating Budget and/or beyond the signing authority of the Agency Head 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> ● Certification by the Chief Accountant that funds previously transferred to the Implementing Agency (IA) have been liquidated and accounted for in the books 	Accounting Division
<ul style="list-style-type: none"> ● Copy of the OR/eOR/AR or equivalent issued by the IA to the Source Agency acknowledging receipt of funds transferred (for post-audit activities) 	Implementing Partner or Office
<ul style="list-style-type: none"> ● OR/eOR/AR or equivalent from IA, if transfer of funds is thru List of Due and Demandable Accounts Payable Advice to it Accounts (LDDAP-ADA) 	Implementing Partner or Office



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> Acknowledgement Receipt for those recipients of research fund 	Implementing Partner or Office
<ul style="list-style-type: none"> Copy of the OCT/TCT of the land where the project will be built and a certification from the implementing agency that the site is clear from impediments, e.g. informal settlers, legal claims of property ownership by other claimants, mountain obstruction, right of way 	Implementing Partner or Office
3.3 From Trust Fund to the Bureau of treasury/Source Agency for unspent balance/excess amount	
Implementing Agency	
<ul style="list-style-type: none"> Report of Receipt, Disbursement and Fund Balance certified by the Chief Accountant and approved by the Head of the Office 	Accounting Division
<ul style="list-style-type: none"> Contract, which may be a MOA, Trust Agreement or Memorandum of Understanding (MoU) governing the utilization of funds and disposition of any balance thereof after completion of the purpose the funds transferred 	Office Concerned
<ul style="list-style-type: none"> Letter of IA to Source Agency to transfer the unexpended balance to the Bureau of treasury/Source Agency duly approved by the Source Agency, if the disposition thereof has not been provided in the MOA, Trust Agreement or MoU 	Office Concerned
4.0 Salary	
4.1 Individual Claims	
4.1.1 First Salary	
For Regular Employees	
<ul style="list-style-type: none"> Certificate of Appointment duly attested by the Civil Service Commission (CSC) or its equivalent 	Personnel Division
<ul style="list-style-type: none"> Assignment/Re-Assignment order, if applicable 	Personnel Division



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
● Certified copy of Oath of Office	Personnel Division
● Certificate of Assumption	Personnel Division
● Statement of Assets, Liabilities and Net Worth	Personnel Division
● Approved Daily Time Record (DTR)	Personnel Division
● TIN/Bureau of Internal Revenue (BIR) withholding certificate	Personnel Division
● Payroll Information on New Employee (PINE) or any equivalent document	Personnel Division
● Authority from the claimant and identification documents, if claimed by person other than the payee	Personnel Division
<u>Additional Requirements for transferee (from one government agency to another)</u>	
● Clearance from money, property and legal accountabilities from the previous office	Personnel Division
● Certified copy of paid disbursement voucher of last salary received and/or Certification by the Chief Accountant for the breakdown of last salary received and remittance of statutory deductions from previous office	Personnel Division
● Certificate of leave credits	Personnel Division
● Service Records	Personnel Division
● BIR Certificate of Compensation Payment/Tax Withheld	Personnel Division
● Approved/paid Home Development Mutual Fund (HDMF) and PhilHealth Forms	Personnel Division
For Contract of Service and Job Order Workers	
● Approved Contract for Contract of Service and Job Order Workers	Requesting Party or Office Concerned
● Certificate of Assumption	Requesting Party or Office Concerned
● Approved DTR	Requesting Party or Office Concerned
● BIR withholding certificate	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> Accomplishment Report 	Requesting Party or Office Concerned
4.1.2 Salary (if Deleted from the Payroll)	
<ul style="list-style-type: none"> Approved DTR 	Concerned Employee/Personnel Division Personnel
<ul style="list-style-type: none"> Notice of Assumption 	Concerned Employee/Personnel Division
<ul style="list-style-type: none"> Approved Application for Leave, and Medical Certificate if on sick leave for five days or more and clearance if on leave for 30 days or more 	Concerned Employee/Personnel Division
4.1.3 Salary of Casual/Contractual Personnel, Charged to Personnel Services	
<ul style="list-style-type: none"> For accredited agencies by the CSC (for first claim) <ul style="list-style-type: none"> Certified copy of the pertinent contract/appointment Copy of the Report of Personnel Action (ROPA) of the pertinent contract/appointment marked received by the CSC 	Personnel Division
<ul style="list-style-type: none"> For other agencies (for first claim) <ul style="list-style-type: none"> Certified copy of the pertinent contract/appointment marked received by the CSC 	Personnel Division
<ul style="list-style-type: none"> Duly Approved Accomplishment Report 	Personnel Division
<ul style="list-style-type: none"> Approved DTR 	Personnel Division
<ul style="list-style-type: none"> Certificate of Assumption of Duty for the first salary 	Personnel Division
4.1.4 Salary Differentials due to Promotion and/or Step Increment	
<ul style="list-style-type: none"> Due to Promotion: <ul style="list-style-type: none"> Certified copy of Approved Appointment Certificate of Assumption 	Personnel Division
<ul style="list-style-type: none"> Notice of Salary Adjustment (NOSA) for step increment/salary increase 	Personnel Division
<ul style="list-style-type: none"> Approved DTR or certification that the employee has not incurred leave without pay 	Personnel Division



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
4.1.5 Last Salary	
<ul style="list-style-type: none"> • Clearance from money, property and legal accountabilities 	Personnel Division
<ul style="list-style-type: none"> • Approved DTR 	Personnel Division
<ul style="list-style-type: none"> • Authority to deduct accountabilities, if any 	Personnel Division
<ul style="list-style-type: none"> • Certification of available leave credits 	Personnel Division
4.1.6 Salary due to Heirs of Deceased Employee	
<ul style="list-style-type: none"> • Death Certificate issued by the Philippine Statistics Authority (PSA) or Court Declaration in case of presumptive death or any evidence of circumstances of death, whichever is applicable. 	Personnel Division
<ul style="list-style-type: none"> • Marriage Certificate issued by PSA, if applicable 	Personnel Division
<ul style="list-style-type: none"> • Birth Certificate of surviving legal heirs issued by PSA 	Personnel Division
<ul style="list-style-type: none"> • Waiver of right of children 18 years and above, if applicable 	Personnel Division
<ul style="list-style-type: none"> • Designation of next-of-kin – <ul style="list-style-type: none"> • Affidavit of two disinterested parties that the deceased is survived by legitimate and illegitimate children (if any), natural, adopted or children of prior marriage 	Personnel Division
4.1.7 Salary during Maternity Leave	
<ul style="list-style-type: none"> • Certified copy of approved Application for Maternity Leave 	Personnel Division
<ul style="list-style-type: none"> • Certified copy of Maternity Leave Clearance 	Personnel Division
<ul style="list-style-type: none"> • Medical Certificate for Maternity Leave 	Personnel Division



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> • Certification as Solo Parent (for additional 15 days paid leave) 	Personnel Division
<ul style="list-style-type: none"> • Certificate of Assumption 	Personnel Division
4.2 General claims through the Automated Teller Machine (ATM)	
<ul style="list-style-type: none"> • Approved Salary Payroll 	Personnel Division
<ul style="list-style-type: none"> • Approved Payroll Register (hard and soft copy) 	Cashier Section
<ul style="list-style-type: none"> • Letter to the bank to credit employees' account of their salaries or other claims stamped "Received" by the bank 	Cashier Section
<ul style="list-style-type: none"> • Validated deposits slips/LDDAP-ADA, if applicable 	Cashier Section
5.0 Allowances, Honoraria and Other Forms of Compensations	
5.1 Clothing/Uniform Allowance	
For Individual Claims	
<ul style="list-style-type: none"> • Certificate of Assumption (for new employee and those on leave without pay) 	Personnel Division
<ul style="list-style-type: none"> • Certificate of Non-payment from previous agency, for transferees 	Concerned Employee
For General Claims	
<ul style="list-style-type: none"> • Approved Clothing/Uniform Allowance Payroll 	Personnel Division
<ul style="list-style-type: none"> • Approved Payroll Register (hard and soft copy) 	Cashier Section
<ul style="list-style-type: none"> • Letter to the bank to credit employees' account of their allowance 	Cashier Section
<ul style="list-style-type: none"> • Validated deposit slips/LDDAP-ADA, if applicable 	Cashier Section
5.2 Collective Negotiation Agreement (CNA) Incentive	
<ul style="list-style-type: none"> • Resolution signed by both parties incorporating the guidelines/criteria for granting CNA incentive 	DENREU
<ul style="list-style-type: none"> • Copy of CNA 	K4/DENREU



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> Comparative statement of DBM approved level of operating expenses and actual operating expenses 	Budget Division
<ul style="list-style-type: none"> Certification issued by the Head of Office on the total amount of unencumbered savings generated from the cost-cutting measures identified in the CNA which resulted from the joint efforts of labor and management and systems/productivity/income improvement 	Budget Division
<ul style="list-style-type: none"> Proof that the planned programs/activities/projects have been implemented and completed in accordance with targets for the year 	Planning and Programming Division
5.3 Honoraria	
5.3.1 Government Personnel Involved in Government Procurement	
<ul style="list-style-type: none"> Office Order creating and designating the BAC compositions and authorizing the members to collect honoraria 	BAC Secretariat
<ul style="list-style-type: none"> Minutes of BAC meetings 	BAC Secretariat
<ul style="list-style-type: none"> Notices of Award to the winning bidders of procurement activity being claimed 	BAC Secretariat
<ul style="list-style-type: none"> Certification that the procurement involves competitive bidding 	BAC Secretariat
<ul style="list-style-type: none"> Attendance sheet listing the names of attendees to the BAC meetings 	BAC Secretariat
<ul style="list-style-type: none"> Certification issued by the Chief Accountant that the amounts received by the recipient/s do not exceed 25% of the annual basic salaries pursuant to DBM Budget Circular No. 2004-5A dated October 7, 2005 and any future amendments thereof 	Accounting Division



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
5.3.2 Resource Person/Coordinator/Facilitator	
<ul style="list-style-type: none"> Office Order for their designation with authority to collect honorarium 	Human Resource Development Service/Concerned Office
<ul style="list-style-type: none"> Special Order of the Training/Seminar 	Human Resource Development Service/Concerned Office
<ul style="list-style-type: none"> Course Outline/Program 	Human Resource Development Service/Concerned Office
<ul style="list-style-type: none"> Copy of the Letter/Invitation to Guest Resource Speaker/Persons (as accepted/conformed) 	Human Resource Development Service/Concerned Office
<ul style="list-style-type: none"> Certification as to number of hours performed by the Resource Person/Coordinator/Facilitator 	Human Resource Development Service/Concerned Office
<ul style="list-style-type: none"> Accomplishment/Power-point Presentation of the Resource Person/Coordinator/Facilitator 	Resource Person/Coordinator/Facilitator
<ul style="list-style-type: none"> Attendance Sheet certified correct by the end-user 	Human Resource Development Service/Concerned Office
<ul style="list-style-type: none"> Billing Statement with indicated Taxpayer Identification Number (T.I.N.) and bank details where to credit payment duly acknowledged by end-user 	Resource Person/Coordinator/Facilitator or Human Resource Development Service/Concerned Office
<ul style="list-style-type: none"> Curriculum Vitae of the Resource Person/Coordinator/Facilitator 	Resource Person/Coordinator/Facilitator
<ul style="list-style-type: none"> Certification issued by the Chief Accountant that the amounts received by the recipient/s do not exceed the limits pursuant to DBM BC No. 2007-001 dated April 23, 2007 and any future amendments thereof 	Accounting Division
5.5 Longevity Pay	
<ul style="list-style-type: none"> Service Record 	Personnel Division



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> • Certification issued by the Personnel Officer that the claimant has not incurred more than 15 days of vacation leave without pay 	Personnel Division
5.6 Loyalty Cash Award/Incentive/Service Recognition Award	
For Individual Claims	
<ul style="list-style-type: none"> • Service Record 	Personnel Division
<ul style="list-style-type: none"> • Certificate of non-payment from previous office (for transferee) 	Personnel Division
<ul style="list-style-type: none"> • Certificate from HRO/U that the claimant has not incurred more than 50 days leave without pay within the preceding 5-year period, as the case may be, or proof of eligibility to receive incentive/service recognition (only certification that they are entitled to receive loyalty award was being issued by the personnel division)cc 	Personnel Division
For General Claims	
<ul style="list-style-type: none"> • Loyalty Cash Award/ Incentive/Service Recognition Award Payroll 	Personnel Division
<ul style="list-style-type: none"> • Certificate from HRO/U that the claimants have not incurred more than 50 days leave without pay within the preceding 5-year period, as the case may be, or proof of eligibility to receive incentive/service recognition 	Personnel Division
<ul style="list-style-type: none"> • Payroll Register (hard and soft copy) 	Personnel Division
<ul style="list-style-type: none"> • Letter to the bank requesting to credit employees' account of their PIB claims 	Cashier Section
<ul style="list-style-type: none"> • Validated Deposit Slips/LDDAP-ADA, if applicable 	Cashier Section
5.7 Mid-Year/Year-End Bonus (YEB) and Cash Gift (CG)	
For Individual Claims	
<ul style="list-style-type: none"> • Clearance from money, property and legal accountabilities (retiree) 	Personnel Division



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> ● Certificate of Assumption to Office (for new employee/transferee) 	Personnel Division
<ul style="list-style-type: none"> ● Certification of no -payment from previous agency (for transferee) 	Personnel Division
For General Claims	
<ul style="list-style-type: none"> ● Bonus and/or CG Payroll 	Personnel Division
<ul style="list-style-type: none"> ● Payroll Register (Hard and soft copy) 	Personnel Division
<ul style="list-style-type: none"> ● Letter to the bank to credit employees account of their Bonus and/or CG claims 	Cashier Section
<ul style="list-style-type: none"> ● Validated Deposit slips/LDDAP-ADA, if applicable 	Cashier Section
5.8 Monetization of Leave Credits	
<ul style="list-style-type: none"> ● Approved leave application with leave credit balance certified by the Human Resources Officer (Certified Copy) 	Personnel Division
<ul style="list-style-type: none"> ● Request for monetization of leave covering more than ten days duly approved by the Head of Office (Certified copy) 	Personnel Division
<ul style="list-style-type: none"> ● For monetization of 50 percent or more certified copy of: <ul style="list-style-type: none"> - Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs - Barangay Certification in case of need for financial assistance brought by calamities, typhoons, fire, etc. - Justification on financial needs for the education of employee or children 	Personnel Division
<ul style="list-style-type: none"> ● Notice of Step Increment (NOSI), Certified copy 	Personnel Division



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
5.9 Overtime Pay	
<ul style="list-style-type: none"> Overtime authority stating the necessity and urgency of the work to be done, names of personnel, the purpose of expected outputs, specific period of such services and the manner of compensating the same i.e. Compensatory Time Off or paid in cash 	Requesting Party/Office Concerned
<ul style="list-style-type: none"> Overtime Work Program 	Requesting Party/Office Concerned
<ul style="list-style-type: none"> Quantified Overtime Accomplishment duly signed by the employee and supervisor 	Requesting Party/Office Concerned
<ul style="list-style-type: none"> Certificate of service or duly approved DTR 	Requesting Party/Office Concerned
5.10 Personnel Economic Relief Allowance (PERA)	
<ul style="list-style-type: none"> Same requirements as those for payment of salaries (4.1.1, 4.1.2, 4.1.5-7 & 4.2) 	Personnel Division
5.11 Program on Awards and Incentives for Service Excellence (PRAISE)	
<ul style="list-style-type: none"> Proof of eligibility to receive PRAISE award in accordance with CSC Memorandum Circular (MC) No. 01-2001 dated January 26, 2001 and any future amendments thereof 	Personnel Division
<ul style="list-style-type: none"> Approved payroll 	Personnel Division
5.12 Productivity Enhancement Incentive (PEI)	
For Individual Claims	
<ul style="list-style-type: none"> Certification that the performance ratings for two semesters given to the personnel of the concerned division/office are at least satisfactory 	Personnel Division
<ul style="list-style-type: none"> Certification from the Legal Office that the employee has no administrative charge 	Legal Affairs Service – Internal Affairs Division
For General Claims	
<ul style="list-style-type: none"> PEI Payroll 	Personnel Division



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> List of personnel dismissed within the year 	Personnel Division
<ul style="list-style-type: none"> List of personnel on absent without official leave (AWOL) 	Personnel Division
<ul style="list-style-type: none"> Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office are at least satisfactory 	Personnel Division
<ul style="list-style-type: none"> Payroll register (hard and soft copy) 	Personnel Division
<ul style="list-style-type: none"> Letter to the bank to credit employees' account of their PEI claims 	Cashier Section
<ul style="list-style-type: none"> Validated deposit slips/LDDAP-ADA, if applicable 	Cashier Section
5.13 Representation and Transportation Allowance (RATA)	
For Individual Claims	
<ul style="list-style-type: none"> Copy of Appointment/Office Order (1st payment) 	Personnel Division
<ul style="list-style-type: none"> Certificate of Assumption (1st payment) 	Personnel Division
<ul style="list-style-type: none"> Certificate or evidence of service rendered or Approved DTR 	Personnel Division
<ul style="list-style-type: none"> Certification that the official/employee did not use government vehicle 	General Services Division
<ul style="list-style-type: none"> Certification on the Actual incurrence of RATA (for those with authorized monthly commutable representation and transportation allowance) 	Concerned Employee
For General Claims	
<ul style="list-style-type: none"> Approved RATA payroll 	Personnel Division
<ul style="list-style-type: none"> Approved Payroll Register (hard and soft copy) 	Personnel Division
<ul style="list-style-type: none"> Letter to the bank to credit employees' account of their RATA claims, if applicable stamped "Received" by the bank 	Cashier Section
<ul style="list-style-type: none"> Validated Deposit Slip/LDDAP-ADA, if applicable 	Cashier Section



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
5.17 Special Counsel Allowance	
<ul style="list-style-type: none"> • Deputation by the Office of the Solicitor General (OSG) or Authority by the head of agency to assist the OSG, prosecutors, or provide legal representation to the agency or its personnel as its counsel, as the case may be (Photocopy) 	Office of the Solicitor General/Head of Agency
<ul style="list-style-type: none"> • Certificate of Appearance issued by the Clerk of Court 	Lower Courts
<ul style="list-style-type: none"> • Certification that the cases to be attended by the lawyer personnel are directly related to the nature/function of the particular office represented 	Legal Affairs Service
<ul style="list-style-type: none"> • Certification that the case is not pursuant to Motion for Extension of postponement of hearing 	Legal Affairs Service
<ul style="list-style-type: none"> • Certification issued by the Chief Accountant that the amount being claimed is still within the limitation under the General Provisions of General Appropriations Act (GAA) of the amount per month 	Accounting Division
5.18 Terminal Leave Benefits	
<ul style="list-style-type: none"> • Office Clearance from money, property and legal accountability from the Central Office and/or from the Regional Office of last assignment (Certified copy) 	Personnel Division
<ul style="list-style-type: none"> • Ombudsman Clearance/ Certificate (Certified copy) 	Office of the Ombudsman
<ul style="list-style-type: none"> • Certified photocopy of employees leave card with computed leave credits as at last date of service by the Personnel Section/Unit 	Personnel Division
<ul style="list-style-type: none"> • Approved leave application (Certified copy) 	Personnel Division
<ul style="list-style-type: none"> • Complete service record (Certified copy) 	Personnel Division
<ul style="list-style-type: none"> • Statement of Assets, Liabilities and Net Worth (SALN) (Certified copy) 	Personnel Division



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> • Certified photocopy of appointment/NOSA showing the highest salary received if the salary under the last appointment is not the highest (Certified copy) 	Personnel Division
<ul style="list-style-type: none"> • Computation of terminal benefits duly signed /certified by the Chief Accountant 	Accounting Division
<ul style="list-style-type: none"> • Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer 	Concerned Employee
<ul style="list-style-type: none"> • In case of resignation, employee's letter of resignation duly accepted by the Head of the Office (Certified copy) 	Personnel Section/Unit
<ul style="list-style-type: none"> • GSIS Clearance 	GSIS/Concerned Employee
<i>Additional requirements in case of death</i>	
<ul style="list-style-type: none"> • Death certificate issued by PSA 	Claimant
<ul style="list-style-type: none"> • Marriage Certificate issued by PSA 	Claimant
<ul style="list-style-type: none"> • Birth certificate of all surviving legal heirs issued by PSA 	Claimant
<ul style="list-style-type: none"> • Designation of next-of-kin 	Claimant
<ul style="list-style-type: none"> • Waiver of rights of children 18 years old and above, if applicable 	Claimant
6.0 Other Expenditures	
6.1 Utility Expenses (Water and Electricity)	
<ul style="list-style-type: none"> • Statement of Account/Bill 	Service Provider
<ul style="list-style-type: none"> • Invoice/Official Receipt or machine validated statement of account/bill 	Service Provider
6.2 Telephone/Communication Expenses	
<ul style="list-style-type: none"> • Statement of Account/Bill 	Service Provider



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> • Invoice/Official Receipt or machine validated statement of account/bill or collection and acknowledgement receipts. 	Service Provider
<ul style="list-style-type: none"> • Certification by Head of Office or his authorized representatives that all National Direct Dial (NDD), National Operator Assisted Calls and International Operator Assisted Calls are official calls 	General Services Division
<ul style="list-style-type: none"> • Authority from the Head of Office for entitlement to Mobile phone allowance, if applicable 	Office Concerned
<ul style="list-style-type: none"> • Certification from the Chief Accountant and Property Officer that the employee was not issued a postpaid plan for mobile phone, if applicable 	Accounting Division and General Service Division
7.0 Extraordinary and Miscellaneous Expenses	
<ul style="list-style-type: none"> • Certification executed by the official concerned that the amount claimed was spent for the purpose and in the amount not exceeding the limit indicated in the general provisions of the GAA 	Concerned Official
<ul style="list-style-type: none"> • Relevant Invoices/Receipts, if the amount claimed was spent for the purpose and in the amount exceeding the limit indicated in the general provisions of the GAA 	Concerned Official
<ul style="list-style-type: none"> • Minutes of the meeting if used for the purpose of meetings, seminars and conferences 	Concerned Official
<ul style="list-style-type: none"> • Attendance Sheet 	Concerned Official
8.0 Procurement of Goods, Consulting Services and Infrastructure Projects (Regardless of Mode of Procurement)	
For all types of procurement	
<ul style="list-style-type: none"> • Certified copy of the page of the approved Annual Procurement Plan (APP) or Supplemental APP where the particular Goods, Consulting Services and/or Infrastructure Projects subject of payment is indicated. 	PSMD



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> Purchase Requisition (PR) 	Requesting Party/Office Concerned
<ul style="list-style-type: none"> Certified copy of the submitted Contract or Purchase Order stamped "Received" by COA of the documentary requirements required by COA Circular No. 2009-001 dated February 12, 2009 and COA Memorandum No. 2005-027 dated February 28, 2005 (Annex A-T) and any future amendments thereof 	Procurement Management Section, PSMD (breakdown)
<ul style="list-style-type: none"> Letter request for payment from contractor/supplier within indicated bank details where to credit payment if the same is not indicated in the Sales Invoice/ Statement of Account/Billing 	Contractor/Supplier/Service Provider
8.1 Infrastructure Projects	
<i>Additional Documentary Requirements</i>	
8.1.1 Advance Payment for Mobilization Cost	
<ul style="list-style-type: none"> Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee 	Contractor
8.1.2 Progress Payments	
<ul style="list-style-type: none"> Statement of Work Accomplished (SWA) 	Contractor
<ul style="list-style-type: none"> Progress Billing Statement 	Contractor
<ul style="list-style-type: none"> Inspection Report by the Office Authorized Engineer/ Inspectorate Team 	Office Authorized Engineer /Inspectorate Team
<ul style="list-style-type: none"> Results of Test Analysis, if applicable 	Contractor
<ul style="list-style-type: none"> Contractor's Affidavit on payment of laborers and materials 	Contractor
<ul style="list-style-type: none"> Pictures/Geotagged Photos, before, during and after construction of items of work especially the embedded items 	Office Authorized Engineer /Inspectorate Team
<ul style="list-style-type: none"> Certificate of Percentage of completion 	Office Authorized Engineer /Inspectorate Team



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
8.1.3 Final Payment	
<ul style="list-style-type: none"> As-Built Plans 	Contractor
<ul style="list-style-type: none"> Final SWA 	Contractor
<ul style="list-style-type: none"> Warranty Security 	Contractor
<ul style="list-style-type: none"> Certificate of Completion 	Office Authorized Engineer /Inspectorate Team
<ul style="list-style-type: none"> Copy of turn-over documents/transfer of project and facilities such as motor vehicles, laptops, and other equipment and furniture included in the contract to concerned government agency 	Contractor
<ul style="list-style-type: none"> Certificate of Acceptance by the Office 	Head of Office
<ul style="list-style-type: none"> Final Inspection Report of the Office authorized Engineers and/or Inspectorate Team 	Office Authorized Engineer /Inspectorate Team
<ul style="list-style-type: none"> Statement of Time Elapsed 	Office Authorized Engineer /Inspectorate Team
<ul style="list-style-type: none"> Pictures/Geotagged Photos before, during and after construction of items of work especially the embedded items 	Office Authorized Engineer /Inspectorate Team
8.1.4 Release of Retention Money	
<ul style="list-style-type: none"> Warranty security in form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand 	Contractor
<ul style="list-style-type: none"> Certification from the end-user that the project is completed, inspected and accepted. 	Head of Office
8.2 Consulting Services	
<i>Additional Documentary Requirements</i>	
<ul style="list-style-type: none"> Copy of curriculum vitae of the consultant 	Service Provider
<ul style="list-style-type: none"> Copy of the Terms of Reference or Contract (for first payment) 	End User
<ul style="list-style-type: none"> Approved consultancy Progress/Final Reports, and/or output required under the contract 	End User



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> Progress/Final Billing 	Service Provider
<ul style="list-style-type: none"> Contract of Infrastructure Projects subject of Project Management Consulting Services 	End User
8.3 Goods	
<i>Additional Documentary Requirements</i>	
8.3.1 Supplies, Materials, Equipment and Motor Vehicles	
<ul style="list-style-type: none"> Original copy of Dealers/Suppliers' Invoices showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his authorized representative 	Supplier
<ul style="list-style-type: none"> Results of Test Analysis, if applicable 	Supplier
<ul style="list-style-type: none"> Tax receipts from the Bureau of Customs or the BIR indicating the exact specifications and/or serial number of the equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government (if applicable) 	Supplier
<ul style="list-style-type: none"> Delivery receipt duly received. 	PSMD
<ul style="list-style-type: none"> Inspection and Acceptance Report prepared by the Office inspector and signed by the Head of Office or his authorized representative 	Inspectorate Team
<ul style="list-style-type: none"> Property Acknowledgement Receipt (PAR) for equipment, Inventory Custodian Slip (ICS) for semi-expendables 	PSMD
<ul style="list-style-type: none"> Warranty Security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of semi-/non-expendable supplies, after acceptance by the procuring entity of the delivered supplies (optional for emergency cases and small value procurement) 	Supplier



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> ● Authority to purchase, in case of motor vehicles 	DBM
<ul style="list-style-type: none"> ● For Procurement of drugs and medicines <ul style="list-style-type: none"> - Certificate of product registration from Food and Drug Administration (FDA) - Certificate of good manufacturing practices from FDA - Batch release certificate from FDA - If the supplier is not the manufacturer, certification from the manufacturer that the supplier is an authorized distributor/dealer of the product/items - License to Operate from FDA with List of Sources (whether it is a manufacturer, importer, seller or distributor) - Certification by the Medical Officer that medicines and drugs requisitioned is included in the PNDF Current Edition - Delivery Receipt/Invoice bearing Lot Nos. and Expiry Dates of the drugs and medicines 	Supplier
8.3.2 For Procurements of Fuel, Oil, and Lubricants	
<ul style="list-style-type: none"> - Billing/Statement of Account 	Service Provider
<ul style="list-style-type: none"> - Vehicle Trip Ticket 	Driver on Duty
<ul style="list-style-type: none"> - Fuel/Lubricants Requisition and Issue Slip 	Requesting Party or Originating Office
<ul style="list-style-type: none"> - Fuel Consumption Report, if applicable 	General Services Division
<ul style="list-style-type: none"> - Monthly Report of Official Travels, if applicable 	General Services Division
8.3.3 For Procurement of Meals, Snacks, Accommodations for Meeting/Seminar/ Training/Workshop/Orientation	
<ul style="list-style-type: none"> - Special Order with Activity Design or Notice of Meeting 	Requesting Party or Originating Office, Regional Office
<ul style="list-style-type: none"> - BAC Resolution 	BAC Secretariat
<ul style="list-style-type: none"> - PHILGEPS Bids Notice Abstract – RFQ (above 50k) 	BAC Secretariat



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
- 3 Quotations	Service Provider
- Abstract of Quotation	BAC Secretariat
- Billing or Statement of Account	Service Provider, Requesting Party or Originating Office
- Attendance	Requesting Party or Originating Office
8.3.4 General Support Services (janitorial, security maintenance, garbage collection and disposal and similar services)	
● Performance Appraisal Report	General Services Division
● Statement of Account or Contractor's Bill	Service Provider
● Record of Attendance/Service	Service Provider
● Proof of remittance to concerned government agencies [BIR/Social Security System (SSS)/ECC/Pag-ibig/PhilHealth]	Service Provider
8.3.5 Rental Contracts for Property	
● List of prevailing comparable property within the vicinity (for first claim)	Administrative Division/Management Services Division
● Vicinity map (for first claim)	Administrative Division/Management Services Division
● Cost benefits analysis	End user/ Unit concerned
● Market study (for new contracts)	End user/ Unit concerned
● Bills/Invoices	Contractor
● Certificate of Occupancy (space/building) (for first claim)	Administrative Division/Management Services Division
8.3.6 Repair and Maintenance of Aircrafts, Watercrafts, Equipment and Motor Vehicles	
● Bills/Invoices	Supplier
● Pre-Repair Inspection Report	Inspectorate Team
● Post-Repair Inspection Report	Inspectorate Team
● Repair History of Property	General Service Section/Administrative Unit
● Waste Materials Report	General Service Section/Property Unit



CHECKLIST OF REQUIREMENTS***	WHERE TO SECURE
<ul style="list-style-type: none"> Warranty Certificate 	Supplier
<ul style="list-style-type: none"> Certificate of Acceptance 	End User
8.3.7 Advertising Expenses	
<ul style="list-style-type: none"> Bill/Statement of Account 	Supplier
<ul style="list-style-type: none"> Copy of newspaper clippings evidencing publication and/or CD/DVD in case of TV/Radio commercial 	Requesting Party
<ul style="list-style-type: none"> Copy of Approved Office Media Plan, if any 	Requesting Party
9.0 Cultural and Athletic Activities	
<ul style="list-style-type: none"> Budget estimates approved by the Head of Office 	Office Concerned
<ul style="list-style-type: none"> Office Order 	Regional Executive Director
<ul style="list-style-type: none"> Same requirements under procurement depending on the nature of expense and the mode of procurement 	
10.0 Human Resource Development and Training Program	
<ul style="list-style-type: none"> Budget Estimates Approved by the Head of Office 	Office Concerned
<ul style="list-style-type: none"> Schedule of Training Approved by the Head of Office 	Office Concerned
<ul style="list-style-type: none"> Training Design 	Office Concerned
<ul style="list-style-type: none"> Statements of Account/Bills/Invoices 	Supplier
<ul style="list-style-type: none"> Official Receipts 	Supplier
<ul style="list-style-type: none"> Office Order/Terms of Reference 	Office Concerned
<ul style="list-style-type: none"> Training Report with photo documentation 	Office Concerned

***Based on Commission on Audit (COA) Circular 2012-001 dated June 14, 2012 Revised Guidelines and Documentary Requirements for Common Government Transactions. Checklist of Documentary Requirements are uploaded and downloadable in the DENR Website under E-Library Section (Financial and Management Service)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Budget Division				
1. Submit Disbursement Voucher (DV) and Obligation Request and Status (ORS) signed by the Head, Requesting Office/Authorized Representative with complete supporting Documents to Budget Division for review and evaluation	1. Receive and record in Logbook all DV and ORS with complete supporting documents, sort into categories and forward to concerned Processor or Controller assigned per Office	None	1 Hour	<i>Receiving / Releasing Clerk</i> <i>Budget Division</i> <i>Administrative Assistant II</i> <i>Budget Data Management Assistant</i>
1.1	1.1 Review/check the accuracy of the prepared DV and ORS and the completeness of the supporting documents.	None	5 Hours (Complex) 2 Days and 3 Hours (Highly Technical)	<i>Processor/Controller</i> <i>Budget Division</i> REGULAR PROGRAMS SECTION <i>Administrative Officer IV</i> <i>Administrative Officer II</i> <i>Administrative Assistant II</i> <i>Data Management Officer</i>
1.2 None	1.2 Verify availability of allotment, encode in the ORS system, indicate generated number in the ORS, and initial Box B and forward to the Administrative Officer IV, Chief/ Section, Chief/Assistant, Chief, Budget Division in accordance with Manual of Authority.	None		FOREIGN-ASSISTED AND LOCALLY



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
				FUNDED PROJECTS AND SPECIAL PROGRAMS SECTION Administrative Officer IV
				Administrative Officer II Administrative Assistant II Project Evaluation Officer LINE BUREAUS, ATTACHED AGENCIES AND PERSONNEL SERVICES BENEFIT SECTION Administrative Officer IV Administrative Officer II
1.3 None	1.3 Review and Sign Box B of ORS and forward to Receiving and Releasing Clerk.	None	5 Hours (Complex) 2 Days and 3 Hours (Highly Technical)	Chief/Designated In-Charge <i>(No limit)</i> OIC Chief, Budget Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
				<p>Assistant Chief/ Designated Assistant Chief (Up to Php 2,000,000.00)</p> <p>Assistant Division Chief Supervising Administrative Officer</p> <p>Administrative Officer V/ Designated Section Chief (Up to Php 200,000.00)</p> <p>Regular Programs Section</p>
				<p>Administrative Officer V</p> <p>Line Bureaus, Attached Agencies And Personnel Services Benefit Section Administrative Officer V</p> <p>Foreign – Assisted and Locally Funded</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
				<p>Projects and Special Programs Section</p> <p>In-Charge, Section Chief</p> <p>Administrative Officer IV</p> <p>Administrative Officer IV</p> <p><i>(Up to Php 10,000.00)</i></p> <p><i>Budget Division</i></p>
1.4 None	1.4 Batch up several DV and ORS into categories per kind of claim and forward to the Accounting Division.	None	1 Hour	<p>Receiving/Releasing Clerk</p> <p>Budget Division</p> <p>Administrative Assistant II</p> <p>Budget Data Management Assistant</p>
Accounting Division				
1.5 None	1.5 Check completeness of supporting documents as per Checklist of Documentary Requirements (CDR)	None	2 hours	Accounting Division



CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.6	None	1.6 Receive DV/Payroll with signed ORS/BURS and complete supporting documents (SDs) in the logbook of the Budget/End-User.	None		Admin. Assistant II Accounting Assistant
1.7	None	1.7 Stamp "Received", indicate time and date of receipt, initials on the received portion of the DV and assigns DV/Payroll number.	None		
1.8	None	1.8 Record the DV number and date, name of payee, particulars and amount in the logbook, Accounting Division – Document Tracking (AD-DT) and monitoring database.	None	2 hours	
1.9	None	1.9 Attached accomplished the AD-DT to the DV and forwards to designated processors	None		
1.10	None	1.10 Indicate the date and time of receipt in the AD-DT	None	4 hours (Complex)	Accounting Division Financial Analyst Administrative Assistant II
1.11	None	1.11 Process DVs as to completeness and propriety	None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	of supporting documents		1 day and 5 hours (Highly Technical)	<i>Administrative Assistant III Accountant II</i>
1.12 None	1.12 Compute for applicable taxes, if any.	None		
1.13 None	1.13 Prepare Certificate of Taxes Withheld (BIR Form 2307), if applicable.	None		
1.14 None	1.14 Prepare Accounting Entries in Box B of DV.	None		
1.15 None	1.15 Affix initial in Box C of DV.	None		
1.16 None	1.16 Accomplish the AD-DT and monitoring database by indicating the date and time when the processing was completed	None		
1.17 None	1.17 Forward DVs with approved ORS, AD-DT and supporting documents to the designated staff for indexing.	None		
1.18 None	1.18 Indicate the date and time of receipt in the AD-DT	None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.19 None	1.19 Record DV date and number, particulars and amount in individual index of payment.	None	2 hours	Accounting Assistant Administrative Assistant II Data Management Officer
1.20 None	1.20. Affix initial in Box C of DV.	None		
1.21 None	1.21 Accomplish the AD-DT and the monitoring database by indicating the date and time when the indexing was completed.	None		
1.22 None	1.22 Forward DVs with approved ORS, AD-DT with SDs to the Chief Accountant/ Asst. Chief Accountant / Chief Disbursement Section/ Accountant II for review and signature in Box C (based on manual of authorities).	None		
1.23 None	1.23 Indicate the date and time of receipt in the AD-DT	None	5 hours	Accounting Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.24 None	1.24 Review DVs with approved ORS and SDs	None	(Complex)	Accountant II (up to Php 20,000.00)
1.25 None	1.25 Sign/Certify Box C of DV based on the Manual of Authorities.	None	2 days and 4hours (Highly Technical)	OIC Chief, Disbursement Section
1.26 None	1.26 Accomplish the AD-DT and monitoring database by indicating the date and time of approval.	None		Accountant III (up to Php 200,000.00)
1.27 None	1.27 Forward the duly signed DVs and SDS to the Releasing Staff.	None		Accountant IV - Assistant Division Chief/Designated Assistant Division Chief (up to Php 2M)
1.28 None	1.28 Indicate the date and time of release in the AD-DT and monitoring database and detach the AD-DT	None	1 hour	Department Chief Accountant/ In- Charge, Accounting Division (No limit)
1.29 None	1.29 Stamp "Released"; indicate time and date in the DV.	None		Accounting Division Administrative Assistant II



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.30 None	1.30 Release the duly signed DVs together with complete SDs to Approving Authority.	None		
Office of Approving Authority per Manual of Authority				
1.31 None	<p>1.31 Receive signed DV, approved ORS and supporting documents. Record in logbook. Forward to approving authority for signature and approval</p> <p>Record in logbook.</p> <p>Forward to approving authority for signature and approval.</p>	None	30 min.	<p>Receiving/Releasing Clerk</p> <p>Office of the Approving Authority based on Manual of Authorities, as follows****:</p> <p>Personnel Services <i>Director HRDS/AS/FMS or ASEC HR/Admin/Finance or Designated OIC (Regardless of amount)</i></p> <p>MOOE/CO <i>Director AS/FMS or Designated OIC (up to Php 5M)</i></p> <p><i>Supervising ASEC or ASEC Admin/Finance or</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
				<p><i>Designated OIC (up to Php 20M)</i></p> <p><i>Supervising USEC or USEC Finance or Secretary or Designated OIC (Regardless of amount)</i></p>
				<p>Transfer of Funds <i>Director FMS/AS or Designated OIC (up to Php 5M)</i></p> <p><i>ASEC Finance/Admin or Designated OIC (up to Php 20M)</i></p> <p><i>USEC Finance or Secretary or Designated OIC (Regardless of Amount)</i></p> <p>Remittance-PS <i>Director FMS/AS or Designated OIC (Regardless of Amount)</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.32 None	1.32 Receive documents, review, and sign Box D of DV. Forward to Receiving/Releasing Clerk.	None	7 hours (complex) 3 days & 7 hours (highly technical)	Approving Authority based on Manual of Authorities
1.33 None	1.33 Release approved DV to the Accounting Division	None	30 minutes	Receiving/Releasing Clerk Office of Approving Authority based on Manual of Authorities
Accounting Division				
1.34 None	1.34 Receive approved DV, ORS and supporting documents, and record in the logbook	None	1 hour	Accounting Division
1.35 None	1.35 Prepare LDDAP-ADA spell out and forward to the approving Officer	None	2 hours and 30 minutes	Administrative Assistant II
1.36 None	1.36 Certifying Officer review and sign LDDAP	None	2 hours (complex) 4 hours (highly technical)	Accounting Division Accountant II (up to Php 20,000.00) OIC Chief, Disbursement Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
				<p>Accountant III (up to Php 200,000.00)</p> <p>Accountant IV - Assistant Division Chief/Designated Assistant Division Chief (up to Php 2M)</p> <p>Department Chief Accountant/ In- Charge, Accounting Division (No limit)</p>
1.37 None	1.37 Released ADA to Cashier	None	30 minutes	<p>Accounting Division</p> <p>Administrative Assistant II</p>
Cashier Section				
1.38 None	<p>1.38 Receive and record in Logbook the approved LDDAP-ADA, DV, ORS and/or other supporting documents.</p> <p>Check completeness of signatories on the DVs,</p>	None	30 minutes	<p>Cashier Section</p> <p>Office Support Staff</p> <p>Administrative Officer I</p> <p>Messenger</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	ORS and/or LDDAP-ADA and forward to concerned Cashier Staff.			
1.39 None	1.39 Check the account/funding source and balance of Notice of Cash Allocation (NCA) against amount of the DV. Prepare Check and record in the Check and Advice to Debit Account Disbursement Record (CkADADRec.)	None	30 minutes	Cashier Section Administrative Officer V Administrative Officer I
1.40 None	1.40 Prepare Advice of Checks Issued and Cancelled (ACIC) for Checks and LDDAP-ADA.	None	1 hour	Cashier Section Administrative Officer I
1.41 None	1.41 Record Check/LDDAP-ADA particulars in the Index of Payment and indicate Check/LDDAP-ADA number, date, bank name and account number in the portion E of the DV.	None	1 hour	Cashier Section Office Support Staff Administrative Officer I Messenger



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.42 None	1.42 Review and sign the Check and the ADA portion of LDDAP-ADA, and ACIC.	None	1 hour	Cashier Section Administrative Officer V Administrative Officer I
1.43 None	1.43 Record in the Logbook and forward Check/LDDAP-ADA with supporting documents and corresponding ACIC to Approving Officials based on Manual of Authorities.	None	30 minutes	Cashier Section Administrative Officer I
Office of Approving Authority				
1.44 None	1.44 Receive Check/ADA, DV and other supporting documents and corresponding ACIC from Cashier Section.	None	30 minutes	Receiving/Releasing Clerk Office of the Approving Authority based on Manual of Authorities LDDAP Personnel Services <i>Director FMS/AS or Designated OIC (Regardless of amount)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
				<p>MOOE/CO <i>Director FMS/AS or Designated OIC (up to Php 5M)</i></p> <p><i>ASEC Finance or Designated OIC (up to Php 20M)</i></p> <p><i>USEC Finance or Secretary or Designated OIC (Regardless of amount)</i></p> <p>CHECKS/ADA Personnel Services <i>Director FMS/AS or Designated OIC (Regardless of amount)</i></p>
				<p>MOOE/CO <i>Director AS/FMS or Designated OIC (up to Php 5M)</i></p> <p><i>ASEC Admin/Finance or Designated OIC (up to Php 20M)</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
				<i>USEC Admin/Finance or Secretary or Designated OIC (Regardless of amount)</i>
1.45 None	1.45 Countersign Check and approve the LDDAP-ADA based on Manual of Authorities, and corresponding ACIC.	None	5 hours (complex) 3 days & 7 hours (Highly technical)	Approving Authority based on Manual of Authorities
1.46 None	1.46 Forward the signed/ approved Check/LDDAP-ADA with supporting documents and corresponding ACIC to cashier Unit.	None	30 minutes	Receiving/Releasing Clerk Office of the Approving Authority based on Manual of Authorities
1.47 None	1.47 Receive the approved LDDAP-ADA with supporting documents and the corresponding ACIC and records in the Logbook. For checks, receive the signed checks, DV and supporting documents and the corresponding ACIC and records the particular in the check register	None	30 minutes	Cashier Section Office Support Staff Administrative Officer I Messenger



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.48 None	<p>1.48 Prepare the receiving copy and soft copy of LDDAP-ADA and the corresponding ACIC for check and LDDAP-ADA to be forwarded to LBP</p> <p>For checks, receive the signed checks, DV and supporting documents and the corresponding ACIC and records the particular in the check register</p> <p>Forward to LBP the approved LDDAP-ADA/Checks along with the corresponding advices</p>	None	2 hours and 30 minutes	<p>Cashier Section</p> <p>Administrative Officer I</p> <p>Administrative Officer I</p>
1.49 None	<p>1.49 Inform the claimants/payee that the check is ready for pick-up/ the LDDAP-ADA was forwarded to the bank and to issue OR and to receive the Tax Certificate upon crediting payment to their account.</p>	None	20 minutes	<p>Cashier Section</p> <p>Administrative Officer I</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.50 None	1.50 For Checks, release Check and Tax Certificate to the payee and sign the box E portion of the DV and attach the OR to the DV.	None	10 minutes	Cashier Section Administrative Officer I
2. Receive check and sign Box E of the DV (Checks) or Check bank account (LDDAP-ADA). Issue Official Receipt to Cashier, and pick up tax certificate, if applicable. Sign in box E of DV (LDDAP-ADA).		None		
	TOTAL	None	Complex	7 working days
			Highly Technical	20 working days



CLASSIFICATION:

*Complex Transactions	
<ul style="list-style-type: none"> ● Remittances of Contributions and Loan Payments to Agencies for Mandatory Deductions and Various Lending/Financing Institutions ● Water/Electricity Expenses ● Registration fees for Training/Seminar/Workshop and Membership Dues and Contributions to Organizations ● Funding Checks to Regional Offices/Bureaus/PENROs ● Land Bank – Payroll Registry for salaries and other personnel benefits of permanent employees and payment for service rendered of individuals hired under contract of service ● Payroll for Services rendered under Contract of Service 	<ul style="list-style-type: none"> ● Registration and Insurance of Motor Vehicles (LTO / GSIS) ● Catering Services (below P 50,000.00) ● Laundry Expenses ● Advertising Expenses ● Fidelity Bond ● Travelling Expenses – Pre-travel (Local and Foreign) ● Grant of cash advance for petty cash and special events/activity
**Highly Technical Transactions (requires further verification, more time to process, bulk documents to validate, needs additional supporting documents, with tax implications)	
<ul style="list-style-type: none"> ● Payroll Salaries, wages, and other personnel benefits (RATA, etc.) and compensation of permanent (as to issuance of ORS by Budget Division) ● Janitorial/Security Services ● Travelling Expenses –Reimbursement (Local and Foreign) ● Replenishment of Petty Cash ● Fuel, Oil and Lubricants Expenses ● Communication and Telephone Expenses ● Postage and Courier Expenses (JRS, etc.) ● Lease of Venue (Food and Accommodation) ● Subscription Expenses (IT Software, Newspaper, etc.) ● Special Counsel Allowance ● Honorarium ● Catering Services (P50,000.00) and above 	<ul style="list-style-type: none"> ● Purchase of Supplies and Equipment ● Repairs and Maintenance of Building, Motor Vehicle, Equipment etc. ● Construction of Buildings and Other Structures ● Consultancy – Individual and Firms ● Lease/Rental of Real Property Inter-Agency Fund Transfer ● Printing and Publication ● Rental (printer/copier, etc.) ● Scholarship Expenses (tuition, stipend, etc.) ● Plane fare ● Legal Services (OSG allowances)



Notes:

- 1. Processing time excludes 24 to 48 bank waiting hours**
- 2. Processing time is on the assumption that all documents are complete and proper and that no other matters/ meetings are attended to by the signatories.**
- 3. Rule VII, Section 2(b) of the Joint Memorandum Circular No. 2019-001 or the Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 11032 states that:**

“xxx The Government office or agency shall not process deficient or incomplete applications or request, and shall only process an application or request if it is complete. In case the application or requests is deficient, the processing time as provided under the Act and these Rules shall only commence once the applicant or requesting party has rectified the deficiency.

For processes that involve several stages with corresponding prescribed requirements, the processing time for each stage commences on the date/time that the applicant has satisfactorily completed the requirements for the previous stage and has submitted all the requirements for the subsequent stage being applied for.”



CITIZEN'S CHARTER NO. CO-AF-08. PREPARATION AND ISSUANCE OF CERTIFICATE OF REMITTANCES FOR CONTRIBUTIONS AND LOAN PAYMENTS

The Certificate of Remittance is an official document issued by the Accounting Division for officials and employees requesting proof of payments for all remittance of mandatory deductions and loan payments made to Lending and Financing Institutions:

1. Government Service Insurance System (GSIS)
2. Philippine Health Insurance Contribution (Philhealth)
3. Home Development Mutual Fund/PAG-IBIG Fund
4. Mowel Fund
5. Project HOPE
6. DENREU

Office or Division:	Accounting Division-Financial and Management Service (AD-FMS), DENR Central Office	
Classification:	Simple (Loan)	
	Complex (Contributions)	
Type of Transaction:	G2G - Government to Business G2C - Government to Citizen	
Who may avail:	All Permanent, Casual and Contractual Personnel and Officials of DENR Central, Regional, Bureaus (including Central and Regional Offices) including those that are retired and transferred employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
None		None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request for issuance of Certificate of Remittances on Contributions and Loan Payments.	1. Record in the logbook the names of requesting officials and employees, period covered and type of certificate: Contribution and Amortization: <ul style="list-style-type: none"> • GSIS • Philhealth • PAG-IBIG • Mowel • Project HOPE • DENREU Loan Payment: <ul style="list-style-type: none"> • GSIS • PAG-IBIG 	None	30 min.	<i>Administrative Assistant</i> Accounting Division
1.1. None	1.1. Retrieve the Index of Payment and remittance file for reference. Prepare the Certificate and affix initial. Forward to concerned Section Chief for review and initial.	None	1 day (Loan) 3 days (Contribution)	<i>Administrative Assistant</i> Accounting Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.2. None	1.2. Review the Certificate and affix initial. Forward to the Dept. Chief Accountant for signature.	None	4 hours	<i>Accountant III</i> Remittance and Reconciliation Section, Accounting Division
1.3. None	1.3. Sign the Certificate and return to the staff in charge for releasing.	None	3 hours	<i>Department Chief Accountant</i> Accounting Division
1.4. None	1.4. Release the duly signed Certificate to concerned employees.	None	30 min.	<i>Administrative Assistant</i> Accounting Division
2. Receive Certificate.		None		
TOTAL:		None	Simple (Loan)	2 days
			Complex (Contribution)	4 days



DENR CENTRAL OFFICE
Administrative and Finance
(Internal Services)



CITIZEN'S CHARTER NO. CO-AF-10. ISSUANCE OF SUPPLIES AND MATERIALS AND SEMI EXPENDABLE PROPERTIES

This process includes activities of **the Issuance Handling Unit (IHU), Supply Management Section (SMS), Property and Supply Management Division (PSMD)** from request for issuance of supplies and materials up to the issuance of the items to end-user/s.

Office/Division:	DENR Central Office - Issuance Handling Unit (IHU)-Supply Management Section (SMS)-Property and Supply Management Division (PSMD)	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Internal/ DENR Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Requisition and Issue Slip (RIS) (1 original & 2 photocopies)	End-user/s	
2. Inventory Custodian Slip (ICS)/Property Acknowledgement Receipt (PAR) (Certified Photocopy)	Property Management Section, PSMD	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Prepare the Requisition Issue Slip (RIS) with attached Inventory Custodian Slip (ICS)/Property Acknowledgement Receipt (PAR), if necessary and forward to SMS, PSMD	1. Receive the RIS and ICS/PAR , if necessary.	None	10 min.	Administrative Assistant Issuance Handling Unit, Supply Management Section (SMS), Property and Supply Management Division (PSMD)
1.1. None	1.1. Review and approve the RIS .	None	10 min.	Chief, Supply Management Section (SMS), Property



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
				and Supply Management Division (PSMD)
1.2. None	1.2. Prepare the supplies and materials for issuance and update the Bin Card (BC)/ Stock Card (SC)	None	15 min.	Administrative Assistant Issuance Handling Unit, SMS, PSMD
1.3. None	1.3. Inform the requestee of the supplies and materials availability for withdrawal.	None	10 min.	Administrative Assistant/ Data Management Officer Issuance Handling Unit, SMS, PSMD
1.4. None	1.4. Release the Supplies and Materials (PS & NPS Items) to end-user/s	None	15 min.	Unit Head Issuance Handling Unit, SMS, PSMD
2. Receive supplies and materials.	3. Ask for feedback on the service.	None	10 min.	Administrative Assistant Issuance Handling Unit, SMS, PSMD
4. Fill-out survey form.	5. Receive and file survey form.	None	5 min.	Administrative Assistant/ Data Management Officer Issuance Handling Unit/ Office of the Chief, SMS, PSMD
TOTAL:		None	1 hour & 15 min.	



CITIZEN'S CHARTER NO. CO-AF-12. ISSUANCE OF TRIP TICKET

This process shows procedures on how to ensure the effective system of transportation management of DENR Central Office vehicles.

Office or Division:	Motorpool Section (Ticketing Unit)-General Services Division, Administrative Service (GSD-AS), DENR Central Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Employess and Officials of DENR Central Office and Attached Bureaus
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Vehicle Request Form (VRF) (1 original)	Motorpool Section-GSD
2. Requisition Issue Slip (RIS) (1 photocopy)	Motorpool Section-GSD
3. Travel Order, if applicable (1 photocopy)	Requesting Party
4. Daily Trip Record (DTR) (1 original)	Motorpool Section-GSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish Vehicle Request Form (VRF)	1. Receive accomplished VRF and assess requirement.	None	10 min.	<i>Dispatcher</i> Motorpool Section-GSD-AS
1.1. None	1.1. Assign driver and vehicle based on requirement.	None	20 min.	<i>Dispatcher</i> Motorpool Section-GSD-AS
1.2. None	1.2. Affix initial on VRF.	None	3 min.	<i>OIC-Chief,</i> Motorpool Section-GSD-AS
1.3. None	1.3. Prepare and Record Trip Ticket and Travel Order (outside Metro Manila) for Dispatch Driver.	None	15 min.	<i>Administrative Aide VI</i> Motorpool Section-GSD-AS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.4. None	1.4. Inform the requesting party.	None	5 min.	<i>Dispatcher</i> Motorpool Section-GSD-AS
2. Pick-Up the Trip Ticket.	2.	None	5 min.	<i>Driver</i> Motorpool Section-GSD-AS, or <i>Requesting Party</i>
3. Affix signature on Trip Ticket.	3. Accomplish Travel Order of the driver.	None	15 min.	<i>Administrative Aide VI</i> Motorpool Section-GSD-AS
4. Forward to Chief, GSD for approval of trip ticket.	4. Approve the Trip Ticket and forward Travel Order and Trip Ticket to the Office of the Director, AS.	None	15 min.	<i>OIC-Division Chief</i> GSD-AS
4.1. None	4.1. Receive the approved Trip Ticket and dry seal and record. Forward to Driver.	None	5 min.	<i>Administrative Aide I</i> Administrative Service
4.2. None	4.2. Secure Trip Ticket and Travel Order. Perform task/s.	None		<i>Driver</i> Motorpool Section-GSD-AS
TOTAL:		None	1 hour & 33 min.	



CITIZEN'S CHARTER NO. CO-AF-13. REQUEST FOR CCTV FOOTAGE

Footages from CCTVs installed in the compound of the DENR Central Office can be secured upon request of clients.

Office or Division:	Building and Grounds Maintenance Section (BGMS), General Services Division (GSD), Administrative Service (AS), DENR Central Office	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	All Permanent, Casual and Contractual Personnel and Officials of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), and Head of Attached Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
If footage from CCTV is needed		
Accomplished Request to Secure CCTV Footage Form from BGMS-GSD-AS (1 original)	CCTV Operations, BGMS-GSD-AS	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Obtain Request Form.	1. Provide Request Form.	None	1 min.	<i>Project Support Staff BGMS-GSD-AS</i>
2. Accomplish request form. Request for recommendation from the Division Chief of GSD.	2. Assess Request to Secure CCTV Footage Form, particularly Reason of Request, and Affix signature on the Request to Secure CCTV Footage Form.	None	30 min.	<i>OIC Division Chief GSD-AS</i>
3. Request for approval from the Director of AS.	3. Assess Request to Secure CCTV Footage Form, particularly Reason of Request, and Affix signature	None	30 min.	<i>Director AS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	on the Request to Secure CCTV Footage Form.			
4. Submit recommended and approved Request to Secure CCTV Footage Form.	4. Receive accomplished Request to Secure CCTV Footage Form.	None	3 min.	<i>Project Support Staff BGMS-GSD-AS</i>
4.1. None	4.1. Verify information on the Request to Secure CCTV Footage Form and signatures of the Division Chief of GSD and the Director of AS.	None	5 min.	<i>Project Support Staff BGMS-GSD-AS</i>
4.2. None	4.2. Identify CCTVs that have recorded the area of incidence and review footages of these CCTVs.	None	6 hours per 8-hour CCTV footage	<i>Project Support Staff BGMS-GSD-AS</i>
4.3. None	4.3. Generate copies of the identified CCTV footages.	None	4 hours per 8-hour CCTV footage	<i>Project Support Staff BGMS-GSD-AS</i>
4.4. None	4.4. Generate a copy of the selected footage of CCTV.	None	10 min.	<i>Project Support Staff BGMS-GSD-AS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
5. Receive and secure footage of CCTVs.				
6. Provide feedback regarding the service provided on the Request to Secure CCTV Footage Form.	6. Assign number and mark date on the Request to Secure CCTV Footage Form.	None	5 min.	<i>Project Support Staff BGMS-GSD-AS</i>
TOTAL:		None	1 day, 3 hour and 24 min.	

*turnaround time varies depending in the length of CCTV footage requested and/or reviewed



CITIZEN'S CHARTER NO. CO-AF-14. REQUEST FOR TECHNICAL SERVICES FROM BUILDING AND GROUNDS MAINTENANCE SECTION THROUGH JOB ORDER

A Job Order is a task scheduled or assigned to personnel with technical expertise, such as but not limited to electrical, carpentry, plumbing, and mechanical.

Office or Division:	Building and Grounds Maintenance Section, General Services Division, Administrative Service (BGMS-GSD-AS), DENR Central Office	
Classification:	Simple (Repair or replacement of fixture)	
	Complex (Repair of furniture & Construction of fixtures or furniture)	
	Highly Technical (Repair or replacement of utilities, including accessories & Repair or renovation of facilities)	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Officials of DENR Central Office and Head of Attached Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
If work requires technical expertise		
Accomplished Job Request Form from BGMS-GSD-AS (1 original)		Releasing counter, BGMS-GSD-AS
Additional if Construction of fixtures or furniture		
Working Drawings (1 photocopy)		Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME*	PERSONS RESPONSIBLE
1. Inform the BGMS regarding Job Request in detail.	1. Assign and inform personnel appropriate for the Job Order.	None	10 min.	<i>Administrative Assistant</i> BGMS-GSD-AS
1.1. None	1.1. Accomplish Job Request Form and verify information, such as nature of request and scope of work.	None	15 min.	<i>Carpenters, Electricians, and other Technical Experts</i> BGMS-GSD-AS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME*	PERSONS RESPONSIBLE
2. Confirm and accommodate assigned personnel.	2. Perform the task as reflected in the Job Order.	None	(A) 2 days (B) 4 days (C) 5 days (D) 10 days (E) 15 days See description below.	<i>Carpenters, Electricians, and other Technical Experts</i> BGMS-GSD-AS
3. Fill-out Job Request Form.	3. Release Job Request Form to the Client and ask for feedback.	None	1 min.	<i>Carpenters, Electricians, and other Technical Experts</i> BGMS-GSD-AS
3.1. None	3.1. Receive and assign Number.	None	10 min.	<i>EMS Project Support Staff or Office Support Staff</i> BGMS-GSD-AS
3.2. None	3.2. Affix signature.	None	2 min.	<i>OIC Section Chief</i> BGMS-GSD-AS
3.3. None	3.3. Assign Control Number.	None	5 min.	<i>EMS Project Support Staff or Office Support Staff</i> BGMS-GSD-AS
TOTAL:		None	A	2 days & 43 min.
			B	4 days & 43 min.
			C	5 days & 43 min.
			D	10 days & 43 min.
			E	15 days & 43 min.



<p>Description of Services:</p> <ul style="list-style-type: none">(A) Repair or replacement of fixture(B) Repair of furniture(C) Construction of fixtures or furniture(D) Repair or replacement of utilities, including accessories(E) Repair or renovation of facilities	<p><i>*Processing/turnaround time depends on the complexity and/or size of repairs/request.</i></p>
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DENR CENTRAL OFFICE
Administrative and Finance
(External Services)



CITIZEN'S CHARTER NO. CO-AF-03. SALE OF BIDDING DOCUMENTS

The Bidders may be asked to pay a fee to recover the cost for the preparation and development of the Bidding Documents pursuant to the Guidelines on the Sale of the Bidding Documents. The BAC shall issue the bidding documents to the prospective bidders upon payment of the corresponding cost thereof.

Office or Division:	Bids and Awards Committee (BAC) Secretariat, DENR Central Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Prospective Bidder/s			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Official Receipt (1 photocopy with accompanying original)		Cashier, DENR Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Present original and submit copy of Official Receipt as proof of payment as indicated in the invitation to bid (IB) of the Bidding Documents.	1. Receive copy of Official Receipt, and issue Copy of the Bidding Documents.	Please refer to the table of fees below.	10 min.	<i>BAC Secretariat</i> PSMD
2. Receive copy of Bidding Documents, register in the logbook and acknowledge receipt of Bidding Documents.	2. Maintain registry of Bidders who purchased the Bidding Documents.		10 min.	<i>BAC Secretariat</i> PSMD



	TOTAL:	Please refer to the table of fees below.	20 minutes
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**Fees of Bidding Documents based on Section 5.0, Appendix 8 of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.*

Approved Budget for the Contract (Php)	Maximum Cost of Bidding Documents (Php)
500, 000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00



DENR CENTRAL OFFICE
Human Resource and Development
(Internal Services)



CITIZEN'S CHARTER NO. CO-HRDS-01. ISSUANCE OF PERSONAL TRAVEL AUTHORITY

This authority will be presented in the Immigration and serves as proof that the employee is authorized to travel abroad and with the approval of the Head of Agency or by the authorized officials.

Office or Division:	Personnel Division- Human Resource Development Service	
Classification:	Simple	
Type of Transaction	G2G - Government to Government	
Who may avail:	Plantilla appointees/Employees in the DENR	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request letter for personal travel authority form (1 original, except if the Requesting Party is from Regional Office in which case 1 photocopy or scanned copy is valid) 1.1 If requesting employee is from the Central Office, request letter must be noted by the Head of Office		Requesting employee
2. Approved Leave form (1 original, except if the Requesting Party is from Regional Office in which case 1 photocopy or scanned copy is valid)		Requesting employee (form downloadable in the DENR website)
Additional if requesting employee is from the Regional Office		
3. Certification that the travel will not hamper the operations (1 original, except if the Requesting Party is from Regional Office in which case 1 photocopy or scanned copy is valid)		Requesting employee
4. Endorsement of Head of Office (1 original, except if the Requesting Party is from Regional Office and not a Division Chief in which case 1 photocopy or scanned copy is valid)		Head of Office/Regional Executive Director



Additional if the travel period is 30 days and more				
5. Office Clearance (1 original, except if the Requesting Party is from Regional Office and not a Division Chief in which case 1 photocopy or scanned copy is valid)		Requesting employee (form downloadable in the DENR website)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request for personal Travel Authority and requirements	1.1 Receive request from focal person, review completeness of requirements for request for personal Travel Authority.	None	10 min.	<i>Administrative Officer II PD-HRDS</i>
	1.2 Prepare personal Travel Authority, print copy, affix initials and forward documents to Chief of Compensation, Benefits and Welfare Section.			
	1.3 Review printed copy and attachments, affix initials if in order, and forward documents to Chief, Personnel Division	None	10 min.	<i>OIC Chief, Compensation, Benefits and Welfare Section PD-HRDS</i>
	1.4 Review personal Travel Authority, affix initials if in order, and forward documents to Director, HRDS	None	10 min.	<i>Chief PD-HRDS</i>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	1.5 Review documents, affix initials if in order, and forward documents to the Assistant Secretary for HRDLA	None	10 min.	<i>OIC Director HRDS</i>
	1.6 Review documents and sign Personal Travel Authority if in order. Forward the same to the Admin. Officer of HRDS for releasing.	None	10 min.	<i>Assistant Secretary, Human Resources, Strategic Communication and Sectoral Initiatives</i>
	1.7 Send signed Personal Travel Authority to focal persons through email.	None	10 min.	<i>Administrative Officer II PD-HRDS</i>
2. Receive through email, signed Personal Travel Authority.				<i>N/A</i>
TOTAL:		None	1 hour	



CITIZEN'S CHARTER NO. CO-HRDS-02. ISSUANCE OF AUTHORITY TO ENGAGE IN LIMITED PRACTICE OF PROFESSION

This *Authority* is issued to authorize the DENR employee or official to engage in private (limited) practice of profession in accordance with *CSC Memorandum Circular (MC) No. 15, s.1999 section 18 (Additional Provisions and Amendments to CSC MC No. 40, s. 1998)*, and R.A. 6713. The Authorization shall be renewed annually.

Office or Division:	Personnel Division-Human Resource Development Service (PD-HRDS)			
Classification:	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail:	Plantilla appointees/employees in the DENR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter endorsed/noted by recommending authority (Service Director/Head of Office/Regional Executive Director/Bureau Director) (1 original)		Requesting employee		
Additional If Request if Authority to Teach				
2. Certification from the School with Class Schedule (1 Original)		School concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request for Authority to engage in limited Practice of Profession	1. Receive request, review completeness of supporting documents.	None	20 min.	<i>Administrative Officer V PD-HRDS</i>
	1.1 Prepare memorandum endorsing request to the approving authority together with the draft <i>Authority</i> , affix initial, and forward the same to the Chief, PD-HRDS.			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	1.2 Evaluate request, then review endorsement memorandum and <i>Authority</i> . If in order, affix initial and forward documents to the OIC Director, HRDS.	None	1 day	<i>Chief PD-HRDS</i>
	1.3 Review and evaluate documents. If in order, affix initial and forward documents to the Assistant Secretary for Human Resources, Strategic Communication and Sectoral Initiatives (HRSCSI)	None		<i>OIC Director HRDS</i>
	<p>1.4 Review and evaluate documents.</p> <p>1.4.1 If requesting employee is a 3rd level Official/Division Chief, sign transmittal memo, if in order, and affix initial on the draft <i>Authority</i>. Then, forward documents to the Undersecretary for <i>Organizational Transformation and Human Resources (OTHR)</i></p> <p>1.4.2 If requesting employee is below Division Chief, sign</p>	None	1 day	<i>Assistant Secretary HRSCSI</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<i>Authority</i> , if in order, and forward documents to the Personnel Division (skip Action 1.5)			
	1.5 Review and evaluate documents. If in order, sign <i>Authority</i> and forward the documents to the Personnel Division.	None	3 days	<i>Undersecretary OTHR</i>
	1.6 Release signed <i>Authority</i> to the requesting employee (if requesting employee is from the DENR Central Office) or send signed <i>Authority</i> through Records Management Division through registered mail (if the requesting employee is from a Regional Office/Bureau	None	1 day	<i>Administrative Officer V PD-HRDS</i> <i>Administrative Officer/Staff Records Management Division</i>
2. Receive approved <i>Authority</i>				
TOTAL:		None	3 days & 20 mins. (if requesting employee is below Division Chief); 6 days & 20 mins. (if requesting employee is a 3 rd level official or a Division Chief)	



CITIZEN'S CHARTER NO. CO-HRDS-03. APPROVAL OF GSIS LOAN APPLICATION

All GSIS members in the DENR Central Office who met the requirements of the GSIS can apply a Loan.

Office or Division:	Personnel Division-Human Resource Development Service (PD-HRDS)			
Classification:	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	Plantilla appointees/Employees in the DENR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Requesting party applies first using the GSIS UMID card through GSIS Wireless Automated Processing System (GWAPS) kiosks located in all GSIS branches/selected government agencies or through the GSIS Touch mobile application *The Requesting party may also personally notify the AAOs of their application.	1. Agency authorized officers (AAOs) will check if there are applications for GSIS Loan by logging in using their account in the GWAPS website: cert.gsis.gov.ph, daily and from time to time.	None	20 min.	<i>Administrative Officer IV</i> <i>PD-HRDS</i> <i>or</i> <i>Administrative Officer II</i> <i>PD-HRDS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>1.1 The AAOs will record in the electronic logbook the application(s) for GSIS loan listed in the GWAPS Site.</p> <p>Information such as Applicant's Name, GSIS ID/BP Number, Loan Type, Loan Term, and other details as may be deemed necessary, shall be recorded in said electronic logbook.</p>			
	<p>1.2 The AAOs will check manually using the Payroll and other record of the personnel division of the profile of the Requesting Party, whether the following standards are met:</p> <ul style="list-style-type: none"> ▪ That the net take home pay of the requesting party is sufficient to cover the regular monthly amortization of loan applied; ▪ That loan borrowers are in active service; 	None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<ul style="list-style-type: none"> ▪ That loan borrowers have no pending administrative case and/or criminal charge; and ▪ That in case of separation from the service, the agency shall make the final payment to members only after clearance is obtained from GSIS. 			
<p>2. The Requesting Party waits for a text message from GSIS notifying them on the status of their loan application</p>	<p>2.2 If the above stated standards are met, AAOs will approve the application in the GWAPS site using their account.</p> <p>*GWAPS will automatically generate the application. A notification message will be sent to the requesting party through SMS informing them on the status of their loan application which will be done by the GSIS.</p>	None		
TOTAL:		None	20 min.	



CITIZEN'S CHARTER NO. CO-HRDS-04. ISSUANCE OF CERTIFICATE OF EMPLOYMENT AND COMPENSATION

This certification is issued to authenticate the employment and compensation of the employee.

Office or Division:	Personnel Division-Human Resource Development Service (PD-HRDS)			
Classification:	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	Plantilla appointees/employees in the DENR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request for Certification through e-mail at copersonnelrecords@gmail.com	1. Reply to email with a link to the Personnel Records Request Form (Google Forms)	None	3 mins.	<i>Administrative Officer IV</i> PD- HRDS
2. Fill out the Personnel Records Request Form (Google Forms) and enter necessary information for such request	2. Check if the entered data in the request form is complete. Retrieve the employee's service card and copy of payroll. Then, prepare and print the Certification, affix initial and submit Certification to the Administrative Officer V for review	None	15 min.	<i>Administrative Officer IV</i> PD-HRDS
	2.1 Review the Certification, affix initials, if in order, and submit the Certification to	None	15 min.	<i>Administrative Officer V</i> PD- HRDS



	the Chief, PD-HRDS for review			
	2.2 Review the Certification, sign it and forward the same to the Administrative Officer for releasing.	None	15 min.	<i>Chief PD-HRDS</i>
	2.3 Release signed Certification to the requesting employee (if hard copy was requested) or send signed Certification via email (if electronic copy was requested)	None	15 min.	<i>Administrative Officer IV PD- HRDS</i>
3. Receive the Certification on the file copy or acknowledge receipt of Certification via email				
TOTAL:		None	1 hour and 3 mins.	



CITIZEN'S CHARTER NO. CO-HRDS-05. ISSUANCE OF SERVICE RECORD

This is issued to certify the actual service rendered of the employee in the government service and in compliance with E.O. 54 dated August 10, 1954.

Office or Division:	Personnel Division- Human Resource Development Service (PD-HRDS)			
Classification:	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	Plantilla appointees/employees in the DENR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request for Service Record through e-mail at copersonnelrecords@gmail.com	1. Reply to email with a link to the Personnel Records Request Form (Google Forms)	None	3 mins.	<i>Administrative Officer IV</i> PD- HRDS
2. Fill out the Personnel Records Request Form (Google Forms) and enter necessary information for such request	2. Check if the entered data in the request form is complete. Retrieve the employee's service card and copy of payroll. Then prepare and print the Service Record. Submit this to the Administrative Officer V for review.	None	15 min.	<i>Administrative Officer IV</i> PD- HRDS
	3. Review the Service Record, affix initials and submit the Certification to the Chief, PD-HRDS	None	15 min.	<i>Administrative Officer V</i> PD- HRDS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	4. Review the Service Record 4.1 If requesting employee is a third level Official, affix initials on the draft Service Record, and forward documents to the Director, HRDS 4.2 If requesting employee is a rank-and-file employee, sign the Service Record and forward the same to the Administrative Officer for releasing (skip Action No.5)	None	30 min.	<i>Chief PD-HRDS</i>
	5. Sign the Service Record and forward the same to the Administrative Officer for releasing	None		<i>OIC Director HRDS</i>
	6. Release signed Service Record to the requesting employee (if hard copy was requested) or send signed Certification via email (if electronic copy was requested)	None		<i>Administrative Officer IV PD- HRDS</i>
3. Receive the Service Record on the file copy or acknowledge receipt of Certification via email				
TOTAL:		None	1 hour and 3 mins.	



CITIZEN’S CHARTER NO. CO-HRDS-06. APPLICATION FOR LAND BANK LOAN SAVER

All DENR Central Office employees/official may opt to loan through Land Bank Loan Saver under North Avenue Branch.

Office or Division:	Personnel Division-Human Resource Development Service (PD-HRDS)			
Classification:	Simple			
Type of Transaction	Internal (within DENR/Agency)			
Who may avail:	Plantilla appointees/employees in the DENR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request for Land Bank loan application through e-mail at copersonnelrecords@gmail.com	1. Reply to email with a link to the Land Bank Loan Application Form (Google Forms)	None	3 mins.	<i>Senior Administrative Assistant II PD- HRDS</i>
2. Fill out the Land Bank Loan Application Form (Google Forms) and enter necessary information	2. Check if the entered data in the request form is complete and in order	None	10 mins.	<i>Senior Administrative Assistant II PD- HRDS</i>
	2.1 Validate information on record (position, net take home pay for the current month, mobile number, etc.).			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	The Net take home pay for the current month of the Requesting Party must not be less than Php 5,000.00.			
	2.2 If request is in order, prepare Memorandum, BC List and CD for transmittal to the Land Bank of the Philippines (LBP) North Avenue Branch and submit these to the Administrative Officer V for review	None	10 mins.	
	2.3 Review the documents, and if in order, affix initials on the transmittal Memorandum, then submit the documents to the Chief, PD-HRDS for review	None	10 mins.	<i>Administrative Officer V PD- HRDS</i>
	2.4 Review the documents, and if in order, affix initials on the transmittal Memorandum, then submit the documents to the Director, HRDS	None	10 min.	<i>Chief, Personnel Division PD-HRDS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	2.5 Sign transmittal letter and forward the documents to the Administrative Assistant for releasing.	None	10 min.	<i>OIC Director</i> HRDS
	2.6 Hand carry the transmittal Memorandum, CD and BC list to the LBP North Avenue Branch.	None	1 hour	<i>Senior Administrative Assistant II</i> PD- HRDS
3. Employee receives text message from designated LBP network on details of action on loan application.				
TOTAL:		None	1 hour and 53 mins.	



CHARTER NO. CO-HRDS-07. APPLICATION FOR ISSUANCE OF NOMINATION AND SPECIAL ORDER/ TRAVEL AUTHORITY FOR LOCAL AND FOREIGN STUDY TRIPS

The Issuance of Nomination and Travel Authority/Special Order is done in compliance with Executive Order No. 77, as well as other administrative issuances by the Office of the President and Department of Environment and Natural Resources.

The Nomination Letter is an official document submitted to the sponsoring agencies/organizations indicating the official nominees authorized to participate in the local and international studies. The Special Order authorizes government employees to pursue studies on official time, while the Travel Authority authorizes government employees the permission to travel outside the country.

Office or Division:	Career Development Division - Strategy Management and Organizational Transformation Office (CDD-SMOTO)
Classification:	Highly Technical
Type of Transaction:	G2G-Government to Government
Who may avail:	Internal: All Permanent Employees and Officials of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), and Attached Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memorandum addressed to the Chair of the Human Resource Development Committee (HRDC), attention: HRDC Secretariat, endorsed by Head of Office with justification on how the travel complies with minimum criteria for travel pursuant to EO 77 and other DENR requirements (for foreign study). The Memorandum shall be concurred by supervising USec and/or ASec (1 original/printed/ photocopy);	1. Head of Office where applicant is reporting for duty 2. Office of the supervising USec/ASec
2. Resolution from HRDC counterpart (Region/Bureau/Attached Agency) nominating the applicant (1 original/printed/ photocopy);	1. Central Office/Region/Bureau/Attached Agency nominating the applicant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Invitation letter disseminated by the DENR/sponsoring agency (1 original/printed/photocopy);	1. DENR Central Office 2. Sponsoring Organization/Agency
4. Nomination letter from the head of agency and acceptance from the sponsoring agency (if applicable) (1 original/printed/ photocopy);	1. Head of Agency (Nomination) 2. Sponsoring Agency (Acceptance)
5. Service Record (1 original/printed/ photocopy);	1. Personnel Division and its counterparts in the Region/Bureau/Attached Agency
6. Certificate of No Pending Administrative Case (1 original/printed/ photocopy);	1. Legal Division/Authorized signatory
7. Certification from the Director supervising Human Resources/Assistant Regional Director for Management Service/Assistant Director (Region/Bureau/Attached Agency) stating (1 original/printed/ photocopy): a. That the applicant has no pending scholarship nomination; b. That the applicant has not been a delinquent scholar from a previous scholarship grant; and c. That the applicant has submitted all the required reports from previous foreign travels;	1. Director supervising Human Resources/Assistant Regional Director for Management Service/Assistant Director (Region/Bureau/Attached Agency)
8. Updated Personal Data Sheet with work experience sheet, duly signed by authorized person administering Oath (1 original/printed/photocopy); and	1. Applicant
9. Self-certification of official travel history for the past 24 months (1 original/printed/ photocopy).	1. Applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the complete documentary requirements, with concurrence from the Supervising Undersecretary or Supervising Assistant Secretary	1. Receive the request for nomination and/or travel authority/special order, check the completeness of the documentary requirements and attach a checklist of requirements. Note that requests with incomplete documentary requirements will be returned to the applicant/concerned office with an attached checklist.	None	10 minutes	<i>CDD Staff/ CDD Receiving Area</i>
1.1. None.	1.1. Conduct initial evaluation and forward the request and the attached documentary documents to the Section incharge.	None	2 hours	<i>CDD Chief</i>
1.2. None.	1.2. Evaluate the documents and draft the Complete Staff Work (CSW) of the request/s, to be deliberated by the Human Resource Development Committee (HRDC).	None	3 days	<i>CDD Action Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>If HRDC meeting:</p> <ul style="list-style-type: none"> ● Powerpoint presentation ● Notice of Meeting for HRDC ● HRDC Resolution <p>If HRDC referendum:</p> <ul style="list-style-type: none"> ● Memorandum for HRDC Members ● Action Sheet ● HRDC Resolution ● Certification <p>Prepare a draft Nomination Letter.</p>			
1.3. None.	<p>1.3. If HRDC Referendum, sign the Memorandum for HRDC Members.</p> <p>Review and comment further on the CSW.</p>	None	2 hours	<i>CDD Chief</i>
1.4. None.	1.4. Deliberate the applications received and select the most suitable applicants for study trips.	None	1 day	<i>HRDC HRDC Secretariat</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>Sign the HRDC Resolution after deliberation and receipt of the final draft of HRDC Resolution prepared by the HRDC Secretariat.</p>			
<p>1.5. None.</p>	<p>1.5. If approved, finalize the Nomination Letter, including Minutes of the Meeting (if HRDC meeting).</p> <p>If not approved, prepare a Memorandum informing the requestor/s on the result of the deliberation.</p> <p>Submit CSW documents to the CDD Chief, for review.</p>	<p>None</p>	<p>4 hours</p>	<p><i>CDD Action Officer</i></p>
<p>1.6. None.</p>	<p>1.6. Final review and affix initial on the Nomination Letter and Memorandum for non-selected applicants.</p> <p>Affix signature on the Minutes of the Meeting (if HRDC meeting).</p> <p>Endorse the documents to the SMOTO Director.</p>	<p>None</p>	<p>2 hours</p>	<p><i>CDD Chief</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.7. None.	1.7. Affix initial on the Nomination Letter. Sign the Memorandum for non-selected applicants and Minutes of the Meeting (if HRDC meeting).	None	1 day	<i>SMOTO Director</i>
1.8. None.	1.8. Sign the Nomination letter and forward to the CDD.	None	3 days	<i>Undersecretary supervising HRDS</i>
2. Receive a copy of the signed documents (Nomination Letter/Memorandum).	2. Forward the signed documents (Nomination Letter/ Memorandum) to the applicant and HRD counterparts.			
3. Submit to the HRDC Secretariat the Memorandum with attachments (copy of the acceptance letter from the Sponsoring Agency/Organizer and duly accomplished Service Obligation Contract).	3. Receive the Memorandum with attachments (copy of the acceptance letter from the Sponsoring Agency/Organizer and duly accomplished Service Obligation Contract).	None	10 minutes	<i>CDD Staff/ CDD Receiving Area</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.1. None.	<p>3.1. Check completeness and accuracy of the Service Obligation Contract.</p> <p>Draft covering Memorandum, Travel Authority (foreign study)/ Special Order (local study), and forward the documents, including the Service Obligation Contract, to the Division Chief, for review and initial.</p>	None	4 hours	<i>CDD Action Officer</i>
3.2. None.	3.2. Perform final review on the documents and affix initial.	None	2 hours	<i>CDD Chief</i>
3.3. None.	3.3. Affix initial on the documents and forward to the Office of the Undersecretary supervising HRDS.	None	1 day	<i>SMOTO Director</i>
3.4. None.	3.4. Sign the Covering Memorandum and Special Order (local study), and affix initial on the Travel Authority (foreign study).	None	3 days	<i>Undersecretary supervising HRDS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Endorse the documents to the Office of the Secretary.			
3.5. None.	<p>3.5. Sign the Travel Authority The staff under the Office of the Secretary shall release it to CDD.</p> <p>For local study, forward the barcoded Special Order to the Records Management Division.</p>	None	7 days	<i>Department Secretary</i>
4. Receive the signed copy of the documents.	<p>4. Receive signed copies of the documents and release them to concerned parties, copy furnished concerned office.</p> <p>Forward to the Section incharge the file copies, for safekeeping.</p>	None	10 minutes	<p><i>CDD Staff/ CDD Receiving Area</i></p>
TOTAL:		None	19 days 16 hours and 30 minutes	




DENR CENTRAL OFFICE
Knowledge and Information System
(Internal Services)



CITIZEN’S CHARTER NO. CO-KISS-01. PROCESSING OF REQUEST FOR INFORMATION SYSTEM (IS) DEVELOPMENT

This service shows the procedures on the processing of request/s for Information System (IS) development. It covers the activities from the review and assessment of request/s for IS development up to the preparation of the assessment report for submission to the KISS Director.

Office or Division:	Knowledge and Information Systems Service (KISS), Information Systems Division (ISD)	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government	
Who may avail:	DENR Central Office, Bureaus, Attached Agencies, Regional Offices, PENRO’s and CENRO’s	
	CHECKLIST OF REQUIREMENT	WHERE TO SECURE
	1. Memorandum for (IS) development request	Requesting Office
	2. ISD Form UR2019-01	Step 1: Visit DENR website Step 2: under E-library menu click the link https://bit.ly/40pH0Oh to download form 



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<p>1. Download ISD Form UR2019-01 from DENR website https://bit.ly/40pH0Oh</p> <p>Submit Request for Information System (IS) development with attached filled out ISD Form UR2019-01</p>	<p>1. Receive and record request for Information System (IS) development to be forwarded to ISD</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Assistant III</i></p> <p>OD-KISS</p>
	<p>Record and forward request to ISD</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Assistant III</i></p> <p>OD-KISS</p>
<p>1.1. None</p>	<p>1.1. Receive, record and forward the request to the Division Chief</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Sr. Administrative Assistant I / Administrative Assistant III</i></p> <p>KISS-ISD</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.2. None	1.2. Assign a team to review and assess the request for IS development.	None	10 minutes	<p style="text-align: center;"><i>Chief</i> KISS-ISD</p>
1.3 None	1.3 Review and assess the request for IS development per filled out ISD Form UR2019-01	None	5 days	<p style="text-align: center;"><i>Information Systems Analyst II & III</i> <i>Computer Programmer II & III</i> <i>Administrative Assistant III</i> <i>Sr. Information Technology Specialist</i> KISS-ISD</p>
1.4. None	1.4. Prepare Notice of Meeting to set initial meeting with the requesting office to discuss and clarify the details of the request for IS development	None	1 day	<p style="text-align: center;"><i>Sr. Administrative Assistant I / Administrative Assistant III</i> <i>Chief</i> KISS-ISD</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Receive Notice of Meeting	2. Record and send Notice of Meeting to the requesting office	None		<p><i>Sr. Administrative Assistant I / Administrative Assistant III</i></p> <p>KISS-ISD</p>
2.1. Attend meeting	2.1. Conduct meeting with the requesting office	None	1 day	<p><i>Information Systems Analyst II & III</i></p> <p><i>Computer Programmer II & III</i></p>
2.2. None	2.2. Prepare assessment report for submission to the Division Chief	None	1 day	<p><i>Administrative Assistant III</i></p> <p><i>Sr. Information Technology Specialist</i></p> <p>KISS-ISD</p>
2.3. None	2.3. Review and affix initials the assessment report for submission to the KISS Director	None	2 days (without comment)	<p><i>Chief</i></p> <p>KISS-ISD</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>Coordinate with the assigned team if there are comments, clarifications or queries.</p> <p>Otherwise, forward to KISS Director for approval</p>		<p>3 days (with comment)</p>	
2.4. None	2.4. Record and forward assessment report to the KISS Director	None	5 minutes	<p><i>Sr. Administrative Assistant I / Administrative Assistant III</i> KISS-ISD</p>
2.5. None	2.5 Receive and record the assessment report from ISD	None	5 minutes	<p><i>Administrative Assistant III</i> OD-KISS</p>
2.6. None	2.6. Review assessment report from ISD	None	1 day	<p><i>Director</i> KISS</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Coordinate with the ISD if there are comments, clarifications or queries.			
3. Receive status of request	3. Record and release reply on the status of request	None	5 minutes	<i>Administrative Assistant III</i> OD-KISS
TOTAL:		None	Without Comment	11 days and 40 minutes
			With Comment	12 days and 40 minutes

**Turnaround time depends on the complexity of the Information System (IS) requested.*



CITIZEN'S CHARTER NO. CO-KISS-02. IT TECHNICAL SUPPORT

This support serves as a proof in undertaking requests of personnel located within the DENR Central Office that needs IT assistance.

Office or Division:	Network Infrastructure Management Division (NIMD) - Knowledge and Information Systems Service, DENR Central Office	
Classification:	Highly Technical	
Type of Transaction	G2G - Government to Government	
Who may avail:	All Permanent, Casual and Contractual Personnel and Officials of DENR Central Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished Incident Form or Request Form		NIMD (6 th Floor – for hardcopy or online thru itservicedesk.denr.gov.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Contact IT Service Desk / and/or submit to NIMD personnel the accomplished form	1. Verify name, office and location of the end-user. Gather details of the request and provide support or give suggestions and prepare service ticket numbers and provide them to the end-user.	None	10 minutes	Information Officer Service Desk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.2. None	<p>1.2 Troubleshoot the issue over the phone.</p> <p>If a problem is not resolved over the phone,, forward to Tech Support for next level of support or if onsite support is needed.</p>	None	10 minutes	Information Officer Service Desk
1.3. None	1.3 Tech Support staff will call back the end-user for verification or check the status/condition of the reported issue on the physical location.	None	2 hours	Technical Assistant Senior IT Support Specialist Information Officer Technical Support Administrative Assistant III IT Asset Management Administrative Assistant III Network Management



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.3.1. None	*1.3.1 (When needed) Escalate problems (when required) to the appropriate technician	None	15 minutes	Chief, Network Infrastructure Management and Operation Section Chief, Network Infrastructure Asset Management Section <i>Escalation Support</i>
1.3.2. None	*1.3.2 (When needed) Verify the steps taken and apply/make changes required on the issue.	None	1 hour	Chief, Network Infrastructure Management and Operation Section Chief, Network Infrastructure Asset Management Section <i>Escalation Support</i>
1.3.3. None	*1.3.3 (When needed) Reported concerns will be forwarded to Chief, NIMD for final recommendations and approval	None	10 minutes	OIC - Division Chief



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.4. None	1.4 Issue resolution. Apply necessary steps to solve the issue.	None	1 day	Technical Assistant Senior IT Support Specialist Information Officer Technical Support Administrative Assistant III IT Asset Management Administrative Assistant III Network Management
2. Acknowledge incident form and provide survey feedback.	2. File/Record the resolved ticket.	None	15 minutes	Technical Assistant Senior IT Support Specialist Information Officer Technical Support Administrative Assistant III IT Asset Management Administrative Assistant III Network Management
TOTAL:		None	1 day, 4 hours	



DENR CENTRAL OFFICE
Knowledge and Information System
(Internal and External Services)



CITIZEN'S CHARTER NO. CO-KISS-03. PROVISION OF ENVIRONMENT AND NATURAL RESOURCES (ENR) DATA/STATISTICS

The clients are provided with their requested ENR data/statistics.

Office or Division:	Statistics and Data Resource Management Division - Knowledge and Information Systems Service (SDRMD-KISS), DENR Central Office	
Classification:	Complex Highly Technical - <i>Data/Statistics not readily available in SDRMD</i>	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Internal: Employees of DENR Central, Bureaus, Attached Agencies, Regional, PENR and CENR Offices External: Academe, researchers, general public, business entities and other government agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Filled-up Request Form		Administrative staff at SDRMD, 6 th floor DENR Central Office or fill-up Google form thru link: http://bit.ly/ENRDataProvisionServiceRequestForm or email address: sdrmd@denr.gov.ph
Additional if from the Government Sector		
2. Official Letter Request (1 original)		Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form and forward to Receiving/ Releasing Clerk. <i>(Request via mail, email or phone call)</i>	2. Receive and record the request and forward to Assistant Division Chief <i>[Acknowledge the mail, email or phone request and record the request. SDRMD shall provide request form to be accomplished by the client]</i>	None	5 mins.	Administrative Staff SDRMD
2. None	2. Assign to Section Chief/Action Officer concerned	None	5 mins.	Assistant Division Chief <i>(Section Chief in case that the Assistant Division Chief is not available)</i>
3. None	3. Review the availability of the requested ENR data/ statistics in SDRMD	None	1 hour	Action Officers
3.1 None	3.1 For Complex , prepare the ENR data/statistics requested and submit to Assistant Division Chief (Section Chief in case that the Assistant Division Chief is not available) for review.	None	4 days	Action Officers



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.2 None	3.2 For Highly Technical and if data/statistics are not readily available, prepare and send a memo request to the concerned DENR office/s for a copy of the ENR data/statistics requested by the client.	None	2 days	Action Officers
3.2.1 None	3.2.1 Concerned DENR Office/s prepare and submit requested ENR data/statistics to KISS-SDRMD for review and consolidation	None	10 days	Concerned Office/s (Bureaus, Attached Agencies, Other DENR Offices)
3.2.2. None	3.2.2 Consolidate and prepare the ENR data/statistics submitted by the DENR concerned office relevant to the request and submit the same to Assistant Division Chief (Section Chief in case that the Assistant Division Chief is not available) for review	None	3 days	Action Officers



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. None	4. Review the information prepared and submit to the approving Official for Approval.	None	4 hours	Assistant Division Chief <i>(Section Chief in case that the Assistant Division Chief is not available)</i>
5. None	5. Review and affix date and signature on the document.	None	1 day <i>(Complex and Highly Technical)</i>	Division Chief
5.1 None	5.1 Review and affix signature.	None	1 day <i>(Complex and Highly Technical)</i>	Director KISS
5.2 None	5.2 Review and affix signature.	None	2 days <i>(Highly Technical)</i>	USec for FISCC/ DENR Secretary
6. None	6. Record and forward requested data/statistics to client in printed form/email.	None	5 mins.	Administrative Staff
TOTAL:		None	Complex	6 days, 5 hours & 15 mins.
			Highly Technical	19 days, 5 hrs & 15 mins.



DENR CENTRAL OFFICE
Legal Affairs
(Internal and External Services)



CITIZEN'S CHARTER NO. CO-LAS-01. ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE

This Certification serves as a proof whether a requesting employee or official of the DENR has a pending administrative case filed against him/her in the Department itself based on records of the DENR Central Office. The purpose for the request is included in the Certification.

Office or Division:	Internal Affairs Division-Legal Affairs Service (IAD-LAS), DENR Central Office	
Classification:	Simple*	
	Complex**	
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government	
Who may avail:	Internal: All Regular/Permanent, Casual and Contractual Employees and Officials of DENR Central, Regional, PENR and CENR Offices, and Bureaus (including Central and Regional Offices)	
	External: Heirs, Family Members of Deceased DENR personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
If BAR/Board Exam, Retirement/Leave, or any other reason		
1. Accomplished form from IAD-LAS (1 original)	Request for No Pending Administrative Case in the cubicle of IAD-LAS	
Additional if Application for Bond		
2. Filled up Application Form for Bond (1 photocopy) or	Requesting Party	
3. Photocopy of the draft Special Order designating the requesting party as Special Disbursing Officer (1 photocopy)	Requesting Party	
Additional if Travel Abroad		
4. Travel Authority (1 photocopy) or	HRDS, DENR Central Office	
5. Invitation (1 photocopy)	Host country or sponsor	
Additional if Scholarship		
6. Invitation (1 photocopy)	Host country or sponsor	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Get and accomplish request form, and submit form together with the documentary requirements (in person or via e-mail at request.iad@gmail.com)	1. Receive the accomplished form and the documentary requirements.	None	1 day (simple) 2 days (complex)	<i>Administrative Assistant or Records Officer IAD-LAS</i>
1.1. None	1.1. Check if details provided on the request form are complete and if the submitted documentary requirements are compliant.	None		
1.2. None	1.2. Record request in the database	None		
1.3. None	1.3. Check the IAD-LAS inventory/database of DENR personnel with pending administrative case/s, to verify whether the Requesting Party has a pending Administrative Case or none.	None		
1.4. None	1.4. Draft Certification indicating the result of the verification, and assign control number.	None		
1.5. None	1.5. Confirm the verification.	None		
1.6. None	1.6. Review the draft Certification, affix initials in the Certification, and return the same to the Administrative Assistant	None	1 day	<i>Special Investigator II IAD-LAS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.7. None	1.7. Receive the draft Certification with initial and print a final copy of the Certification.	None	1 day	<i>Administrative Assistant IAD-LAS</i>
1.8. None	1.8. Forward the draft and final copy of the Certification to the Division Chief.	None		
1.9. None	1.9. Review and sign the Certification.	None		<i>Division Chief, Assistant Division Chief, or Any Authorized Person IAD-LAS</i>
1.10. None	1.10. Affix date and dry seal to the Certification.	None		<i>Administrative Assistant IAD-LAS</i>
1.11. None	1.11. Update the record in the database.	None		
1.12. None	1.12. Inform the Requesting Party of the availability of the Certification.	None		
1.13. None	1.13. Release Certification to the Requesting Party, and provide client satisfaction survey form.	None		
2. Receive Certification and fill-out survey form.	2. Get receiving copy of the Certification and file.	None		
TOTAL:		None	Simple	3 days
			Complex	4 days

*Simple = Records that don't need confirmation from other offices (e.g. Personnel or Records Management Division)

**Complex = Records that shall need a confirmation from other offices



**DENR CENTRAL OFFICE
STRATEGIC COMMUNICATION AND INITIATIVES
(Internal and External Services)**



CITIZEN'S CHARTER NO. CO-SCIS-02. MEDIA REQUEST FOR INTERVIEW OF DENR OFFICIALS.

This process details the procedure for requests of media to interview DENR officials on DENR policies, programs, projects, including environmental issues and other subject matters within the mandate of the Department.

Office or Division:	Public Information Division-Strategic Communication and Initiatives Service (PIDSCIS), DENR Central Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	External Clients: DENR beat reporters and members of the media			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official request letter sent to the SCIS PID office/Emailed to the SCIS-Office of the Director (scis@denr.gov.ph) or PID (scis.pid@denr.gov.ph) / or sent via SMS (Text) or Viber			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request the interview of a DENR official thru email, phone call, SMS (text)/Viber message or request letter on DENR policies, programs, projects, including environmental issues. Request letter addressed to the SCIS Director,	1. Receive request letter a. If request is emailed, print/forward to PID Chief; b. If request is sent through text/Viber, forward to PID Chief; c. If request is through a phone call, ask for a letter request thru email or to fill out a	None	1 hour	<i>Chief</i> PID-SCIS <i>Public Relations Officer/Public Relations Assistant</i> PID-SCIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<p>emailed to scis@denr.gov.ph or scis.pid@denr.gov.ph or sent via SMS (text)/Viber message of the assigned Public Relations Officer/SCIS Official/staff indicating the above details and the following (if applicable):</p> <ul style="list-style-type: none"> a. Preferred DENR official to be interviewed b. Preferred schedule of interview c. Guide questions or talking points for the interviewee d. Format of interview - taped, live, online, email or phone-patch e. Schedule of airing of the story including station/network/time 	<p>request form and then send thru email.</p> <p>Determine legitimacy of media requesting the interview by asking the following:</p> <ul style="list-style-type: none"> a. Media network/organization of client b. Topic/subject matter to be discussed c. Purpose of interview/prompt of the new story d. Program/ program host/ airing schedule e. Other interviewees to determine the angle of the story 			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.1. None	1.1. Draft or request an interview briefer from the appropriate/concerned office when all information is complete with the guide questions/talk points provided.	None	1 day.	<i>Public Relations Officer/Public Relations Assistant</i> PID-SCIS
1.2. None	1.2 Prepare EDATS and Request for Interview of DENR Officials form (CO-PID.FO.005) using prescribed format and submit to Chief, PID.	None	10 mins.	<i>Administrative Assistant III</i> PID-SCIS
1.3 None	1.3 Initial the EDATS and the Request for Interview of DENR Officials form (CO-PID.FO.005) and endorse request to SCIS Director	None	5 min.	<i>Chief</i> PID-SCIS
1.4 None	1.4 Approve request and sign the EDATS and the Request for Interview of DENR Officials form (CO-PID.FO.005). Forward to Chief of Staff and Supervising Undersecretary for Strategic Communications	None	10 min.	<i>Director</i> SCIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.5 None	1.5 Review and approve/disapprove request and sign the EDATS and the Request for Interview of DENR Officials form (CO-PID.FO.005) and return to SCIS-PID	None	30 mins.	<i>Chief of Staff and Supervising Undersecretary for Strategic Communications Office of the Secretary</i>
1.6 None	1.6. a. If interview request is approved, forward/email approved EDATS form and request letter to concerned head of office. b. If interview request is disapproved, send regrets to the requesting party stating the reason for the disapproval of their request and close the transaction.	None	10 mins.	<i>Public Relations Assistant PID-SCIS</i>
1.7 None	1.7 Follow up request from concerned office	None	30 mins.	<i>Public Relations Officer PID-SCIS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.8 None	1.8 Act on request through any of the following: a. Confirm the approval of requested interview b. If not available, request for change in schedule and other details, or c. Assign alternate resource person.	None	1 day	<i>Head of Office DENR Central, regional, PENR and CENR Offices, Bureaus and Attached Agencies</i>
1.9. None	1.9 Finalize arrangements for the actual interview with the resource person or alternate. a. If the resource person is available, proceed to 1.10 b. If the resource person is not available, inform the requesting media and close the transaction.	None	30 min.	<i>Public Relations Officer PID-SCIS</i>
1.10. None	1.10. Inform requesting media of approval of request and confirm arrangements made with the resource person.	None	10 min.	<i>Public Relations Officer PID-SCIS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Confirm schedule and venue/platform of interview	2. Coordinate and finalize logistics for the interview	None	1 day	<i>Public Relations Officer PID-SCIS</i>
3. Conduct the interview	3. a. If the venue is in DENR, bring media to venue and record the interview. b. If the venue is outside DENR (studio, other location, etc.), assist resource person to venue, if needed. c. If interview is aired live or on scheduled date, inform the Development Communication Division for monitoring purposes. d. If interview is conducted through a virtual platform (e.g. Zoom, Google Meet), assist the resource person and record the interview.	None	1 day	<i>Public Relations Officer PID-SCIS</i>
TOTAL:		None	Complex	4 days, 3 hours and 15 minutes



CITIZEN'S CHARTER NO. CO-SCIS-03. LENDING OF LIBRARY REFERENCE/RESOURCE MATERIALS

This process details the procedure in borrowing and returning of books, journals and other reference materials from the DENR Centralized Library by DENR employees and the public.

Office or Division:	DENR Centralized Library, Public Information Division – Strategic Communication and Initiatives Service (PID-SCIS), DENR Central Office (Located at DENR Hostel Building).
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	General public. All DENR officials and employees (permanent, contract of service) from DENR offices (DENR Central and Regional, DENR Bureaus, and Attached Agencies).

A. Walk-in clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any valid identification card.		Requesting party.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fill out the logbook of the DENR Centralized Library.	1. Provide the logbook to the client. Instruct to fill out all information required in the library log book.	None	5 min.	Librarian PID-SCIS
2. Inquire on availability of material/s related to the topic for research.	2. Determine availability of material/s. 2.a. For available material/s, retrieve material/s , instruct client/s to fill up the book card/s with all the information required.	None	30 min.	Librarian PID-SCIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	2.b. For unavailable material/s , refer the client to other libraries or concerned DENR office/s.			
3. Borrow reference/resource materials	3.a. For reference materials for Library use only , turn over material/s to the client. 3.b. For material/s to be taken out of the library: 3.b.1. If a client is a DENR employee a. Inform the employee that the lending period is three (3) working days only. b. File accomplished book card.	None	30 min.	Librarian PID-SCIS
	3.b.2. If a client is a non-employee and wants to photocopy materials , request the following: a. Valid ID b. Contact number/s c. A refundable deposit of P500 d. Valuable items such as mobile phone.	Php 500.00 (Refundable)	45 min.	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3.1. Issue material to the client.	None	15min.	Librarian PID-SCIS
4. Return borrowed library reference/ resource material/s.	4. Retrieve material/s from client. 4.a. If a client is a DENR employee , retrieve the book card from the file. 4.a.1. For extended borrowing period: <ul style="list-style-type: none"> ● Instruct the client to fill out the book card/s with all the information required. ● Turn over material/s to the client. 4.a.2. For non-extension of the borrowing period <ul style="list-style-type: none"> ● Indicate “Returned” across client’s name in book card ● Insert book card in the book and return to the shelf 4.b. If a client is a non-DENR employee. <ul style="list-style-type: none"> ● Retrieve material/s from client. 	None	15 min.	Librarian PID-SCIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<ul style="list-style-type: none"> Return ID, P500 and deposited valuable item/s to client Return book to the shelf 			
TOTAL:		Php 500.00 (Refundable)	2 hours & 20 min.	

B. Telephone/Email clients.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter (sent through DENR Centralized Library email account)	Requesting party.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Send an inquiry/request to the library through telephone/DENR Centralized Library email account.	1. Receive the inquiry/request and evaluate the needed information/service of the client.	None	1 hour	Librarian PID-SCIS
	1.1. Send a reply to the client on his/her inquiry/request. a. if the library material is available, inform the client to go to the DENR Centralized Library on a scheduled date.	None		Librarian PID-SCIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Go to the DENR Centralized Library on the scheduled date.		None		
3. Fill out the logbook of the DENR Centralized Library.	3. Provide the logbook to the client. Instruct to fill up all information required in the Library log book.	None	5 min.	Librarian PID-SCIS
4. Borrow reference/resource materials	<p>4.a. For reference materials for Library use only (8 am-5 pm, no lunch break), turn over material/s to the client.</p> <p>4.b. For material/s to be taken out of the library:</p> <p>4.b.1. If a client is a DENR employee</p> <p style="padding-left: 20px;">a. Inform the employee that the lending period is three (3) working days only.</p> <p style="padding-left: 20px;">b. File accomplished book card.</p>	None	30 min.	Librarian PID-SCIS
	<p>4.b.2. If a client is a non-employee and wants to photocopy materials, request the following:</p> <p style="padding-left: 20px;">a. Valid ID</p>	Php 500.00 (Refundable)	45 min.	Librarian PID-SCIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	b. Contact number/s c. A refundable deposit of P500 d. Valuable items such as mobile phone. For materials for photocopying, clients are allowed to borrow a maximum of three (3) materials at a time and a photocopying time of two (2) hours.			
	4.1. Issue material to the client.	None	15min.	Librarian PID-SCIS
5. Return borrowed library reference/resource material/s.	5. Retrieve material/s from client. 5.a. If a client is a DENR employee , retrieve the book card from the file. 5.a.1. For extended borrowing period: a. Instruct the client to fill up the book card/s with all the information required.	None	15 min.	Librarian PID-SCIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<ul style="list-style-type: none"> b. Turn over material/s to the client. 5.a.2. For non-extension of the borrowing period <ul style="list-style-type: none"> a. Indicate "Returned" across client's name in book card b. Insert book card in the book and return to the shelf 5.b. If a client is a non-DENR employee. <ul style="list-style-type: none"> a. Retrieve material/s from client. b. Return ID, P500 and deposited valuable item/s to client c. Return book to the shelf 			
TOTAL:		Php 500.00 (Refundable)	2 hours & 50 min.	



CITIZEN'S CHARTER NO. CO-SCIS-04. DISTRIBUTION OF IEC MATERIALS

Development Communication Division produces environment-related information, education and communication (IEC) materials that are available for internal and external use. The Simplified Process Flow for the distribution of print and video materials aims to fast-track the acquisition of these materials by clients.

Office or Division:	Development Communication Division-Strategic Communication and Initiatives Service (DCD-SCIS), DENR Central Office	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government	
Who may avail:	All Permanent, Casual and Contractual Personnel and Officials of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), Head of Attached Agencies, and Stakeholders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Form (1 original)		DCD-SCIS, 2nd Floor, DENR Central Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish and submit request form	1. Receive the accomplished form	None	1 min.	Administrative Assistant II DCD-SCIS
1.1. None	1.1. Review the print / video materials as to the suitability of the requestee and/or the event	None	8 min. (print) 5 min. (video)	Administrative Assistant II DCD-SCIS
1.2. None	1.2. Determine availability of the requested print/video materials. Packaging of the IEC print/video materials	None	8 min. (print) 8 min. (video)	Division Chief DCD-SCIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.3. None	1.3. Record the print/video materials in the logbook and release the requested material	None	1 min.	Administrative Assistant II DCD-SCIS
2. Receive requested material and fill-out survey form.	2. Receive and file survey form.	None	2 min.	Administrative Assistant II DCD-SCIS
TOTAL:		None	Print	20 min.
			Video	17 min.



**DENR CENTRAL OFFICE
STRATEGIC COMMUNICATION AND INITIATIVES
(Internal Services)**



CITIZEN'S CHARTER NO. CO-SCIS-01. REQUEST FOR EVENT COVERAGE

This process details the procedure in event coverage including drafting a news story, photo release, and invitation to media up to the time it is communicated or sent out to DENR beat reporters and the DENR Regional Public Affairs Officers. The Public Information Division (PID) disseminates media materials following approval from the concerned DENR offices.

Office or Division:	Public Information Division-Strategic Communication and Initiatives Service (PID-SCIS), DENR Central Office	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	DENR Central Office Officials and Service, Bureaus/Attached Agencies	
REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Request through phone call, email, or text message or Request through memo (1 copy) 		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request for event coverage through memo, phone call, email, or text message.	1. Receive and review request. Encode in E-DATS or logbook. Forward to Chief, PID	None	5 min.	<i>Public Relations Assistant</i> PID-SCIS
1.1. None	1.1. Receive and review request. Assign to staff writer	None	10 min.	<i>Chief</i> PID-SCIS
1.2. None	1.2. Prepare media advisory and email to DENR beat reporters. 1.2.1. Cover the event (within or outside Metro Manila). Draft the news story and email to Chief, PID	None	2 days & 40 min.	<i>Assigned staff writer</i> PID-SCIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.3. None	1.3. Review submitted draft. Make revisions if necessary. Coordinate with staff writer for clarifications, if any. Email to editor-consultant.	None	4 days, 2 hrs. & 10 min.	<i>Chief PID-SCIS</i>
1.4. None	1.4. Finalize article using prescribed template and email to Chief, PID.	None	10 min.	<i>Assigned staff writer PID-SCIS</i>
1.5. None	1.5. Transmit news story to Director, SCIS for review	None	5 min.	<i>Chief PID-SCIS</i>
1.6. None	1.6. Review news story. Forward to DENR Spokesperson for clearance, if needed, based on nature of the story. If no clearance is needed, proceed to 1.8.	None	10 min.	<i>Director SCIS</i>
1.7. None	1.7. Review and give final clearance to edited news story. Transmit to Director, SCIS	None	45 min.	<i>Supervising Undersecretary DENR Central Office</i>
1.8. None	1.8. Transmit to Chief, PID the cleared story	None	10 min.	<i>Director SCIS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.9. None	1.9. Upon approval of the article, schedule its release to media and email e-copy to DENR web content administrator with instructions on schedule of release.	None	20 min.	<i>Chief</i> PID-SCIS
1.10. None	1.10. Release/email approved news story to DENR beat reporters and Regional Strategic Communication and Initiatives Group Post approved news article on DENR website as per schedule. Furnish copy to requesting DENR Central Office Official/Service/Bureau/Attached Agency	None	20 min.	<i>Web Super Administrator</i> PID-SCIS
2. Receive story from DENR and release by various means of media e.g. social media, official website				
TOTAL:		None	6 days, 5 hours & 5 min.	



**DENR CENTRAL OFFICE
STRATEGIC COMMUNICATION AND INITIATIVES
(External Services)**



CITIZEN'S CHARTER PROCESS NO. CO-SCIS-05. HANDLING PUBLIC ASSEMBLIES AND PROTESTS

Define controls to ensure that stakeholders have direct (face to face) access to the Department's officials/decision makers to ventilate ENR issues relevant to the Department.

Office or Division:	Stakeholder Management and Conflict Resolution Division - Strategic Communication and Initiatives Service (SMCRD-Field Operations Group), DENR Central Office	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Any citizen or individual	
Checklist of requirements		Where to secure
1. Request/notice for a dialogue (1 original or photocopy)	CSO or Office of the Secretary	
2. Resolution and other related documents, if any (1 original or photocopy)	CSO or Office of the Secretary	
3. Names of a minimum of 5 and maximum of 20 persons authorized to represent their organization/group	Requesting Party	
4. Names of DENR officials, focal/technical persons requested to participate in the dialogue	Requesting Party	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Go to DENR for a public assembly and/or protest	1. Notify SMCRD of rallies/protests happening at the entrance gate	None	5 min.	Security Guard Security Agency/DENR
1.1. None	1.1. Go down and request from the rally group the necessary documents.	None	1 hour	Staff SMCRD-SCIS
2. Provide a copy of request or notice for a dialogue, and names of a minimum of 5 and maximum of 20	2. Coordinate with Senior Officials e.g. Undersecretaries, Assistant Secretaries, Bureau Directors and/or other focal persons requested to participate in the dialogue and request for	None	1 hour	Staff SMCRD-SCIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
representatives who will participate in the dialogue	photographer to document the dialogue.			
2.1. None	2.1. Prepare the venue and other equipment needed (microphone, lap top, projector).	None	1 hour	Staff SMCRD-SCIS
2.2. None	2.2. Allow participants to accomplish the attendance sheet.	None	30 min.	Staff SMCRD-SCIS
2.3. None	2.3. Start the dialogue/meeting by allowing each one present to introduce themselves, discussion follows then take down notes.	None	4 hours	Division Chief SMCRD-SCIS
2.4. None	2.4. Prepare the highlights of dialogue.	None	2 days	Staff SMCRD-SCIS
2.5. None	2.5. Finalize the highlights of dialogue.	None	2 days	Staff/Division Chief SMCRD-SCIS
2.6. None	2.6. Released the approved highlights to concerned Offices	None	15 min.	Releasing Officer SMCRD-SCIS
	TOTAL:	None	4 days, 7 hours & 50 min.	



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



CITIZEN'S CHARTER NO. RO-AF-01. ISSUANCE OF CERTIFICATION OF NO RECORDS/ APPEAL/MOTION FOR RECONSIDERATION, ETC.

This Certification is made upon request of DENR personnel, official or external party of No Records/Appeal/Motion for Reconsideration, etc. being filed in the DENR. The purpose for the request is included in the Certification.

Office or Division:	Records Unit/Section, DENR CENR, Implementing PENR, PENR and Regional Offices	
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 private individuals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished customer FOI request form (1 original)		Public Assistance Desk, Receiving Area or Records Unit/Section
2. Government issued ID (present 1 original)		Requesting Party
Additional if from other Government Sector		
3. Official Letter Request (1 original)		Requesting Party
Additional if Requesting Party is a representative		
4. 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. Submit accomplished request form and complete requirements to Receiving/ Releasing Clerk	1. Receive, and check the completeness of submitted requirements, stamp the date and time on documents and forward all documents to action officer	None	5 min.	Receiving/Releasing Clerk Records Unit/Section
1.1. None	1.1. Verify all requirements and indicate amount to be paid in the Request Form	None	5 min.	Records Officer Records Unit/Section
1.2. None	1.2. Approve and sign Request Form	None	5 min.	Records Officer/Alternate Officer Records Unit/Section
1.3. None	1.3. Prepare Order of Payment	None	15 min.	Records Officer/Credit Officer CENRO Records Unit/Section Accounting Personnel PENRO/Regional Office Accounting Unit/Section MSD Chief



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.4. None	1.4. Approve Order of Payment	None	5min.	PENRO/Regional Office Accountant /CENR Officer or designated representative
2. Pay to the Cashier the Certification Fee	2. Accept payment and issue Official Receipt	Php 25.00 Certification Fees***	5 min.	Collecting Officer Credit Officer Cashier Unit/Section
2.1. None	2.1 Check the Official Receipt. Verify, prepare and affix initial the Certification * Regional Office Legal Division to verify record prepare and affix initial on the Certification (if applicable)	None	4 hours 1 day	Records Officer Records Unit/Section Chief Legal/ Designated staff
2.2. None	2.2. ** PENRO/CENRO Review and affix Initial on the Certification	None	10 min.	Chief Concerned Unit/Section



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2.3None	2.3. Determine accuracy of the Certification and affix signature	None	5 min.	Head of Office or Records Officer or Designated Representative
3. Receive the approved Certification	3. Release the approved Certification to the client	None	10 min.	Receiving/Releasing Clerk Records Unit/Section
TOTAL:		Php 25.00 Certification Fees***	Simple	CENRO/PENRO 5 hours & 5 min. <i>Regional Office 1 day & 55 min.</i>

*If transaction is in the Regional Office

**If transaction is in the CENR, Implementing PENR, and PENR Offices

***Except when covered by Official Letter Request



CITIZEN'S CHARTER NO. RO-AF-02. AUTHENTICATION OF RECORD/S*

Authentication of record/s is made by a requesting party (DENR personnel, official or external clientele) for a certified true copy of a record/s issued by the DENR and being filed in the Records Unit/Section. The purpose for the request is included in the Request Form.

Office or Division:	Records Unit/Section, DENR CENR, Implementing PENR, PENR and Regional Offices
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 private individuals
CHECKLIST OF REQUIREMENTS	
1. FOI Request Form (1 original)	Public Assistance Desk, Receiving Area or Records Unit/Section
2. Government issued ID (present 1 original)	Requesting Party
Additional if from the Government Sector	
3. Official Letter Request (1 original)	Requesting Party
Additional if Requesting Party is a representative	
4. SPA for representative (1 original, notarized)	Requesting Party, Private Lawyer, Public Attorney's Office (PAO) or Notary Public



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit accomplished request form and complete requirements to Receiving/ Releasing Clerk	1. Receive, check, and stamp date and time on document. Upload the document to Document Tracking System. Forward document to the concerned Action Officer	None	15 min.	Receiving/Releasing Clerk Records Unit/Section
1.1. None	<p>1.1. Check the availability of records.</p> <p>Process the request (photocopy and stamp "<i>Certified True Copy</i>") and sign the certification or documents.</p> <p>Indicate amount to be paid in the Request Form/Order of Payment.</p> <p>**Regional Office Authentication of Documents Legal Division – Land Claims and Conflicts</p>	None	<p>3 hours</p> <p>1 day</p>	<p>Records Officer Records Unit/Section</p> <p>PENRO/Regional Office Accountant /CENR Officer or designated representative Legal Staff Regional Office</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Pay to the Cashier the Authentication Fee.	2. Accept payment and issue Official Receipt.	Php 50.00 Authentication Fee*** per set + Php 5.00 per page <i>(Internal Clients are free of Charge)</i>	10 min.	Collecting Officer Credit Officer Cashier Unit/Section
2.1. None	2.1 Check the Official Receipt and photocopy for filing.	None	5 min.	Records Officer Records Unit/Section
3. Receive Authenticated document/s	3.1 Release the approved Authenticated document/s to the Clients	None	5 min.	Receiving/Releasing Clerk Records Unit/Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	TOTAL:	Php 50.00 Authentication Fee*** per set + Php 5.00 per page	CENRO/PENRO: 3 hours & 35 min. If Land Claims and Conflicts documents in the Regional Office: 1 day & 35 min.	

*Confidential and Top Secret Documents are subject for approval of the Secretary and is not included in this process.

**If transaction is in the Regional Office

***Except those with Official Letter Request



CITIZEN'S CHARTER NO. RO-AF-05-06-07. PROCESSING OF PAYMENT OF CLAIMS

This process includes processing of Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS) and Disbursement Voucher (DV), and preparation, processing and issuance of Checks/LDDAP-ADA and corresponding Advices. This process is used to pay an obligation to DENR employees, individuals, agencies or creditors for goods purchased and services rendered. *The documentary requirements may be subject to change should there be subsequent issuance/s on budgeting, accounting and auditing laws, rules and regulations by governing bodies.*

Office or Division:	Accounting, Budget and Cashier Units/Sections, Finance and Administrative Section/Division, DENR PENR and Regional Offices
Classification:	Complex
	Highly Technical
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	Internal: Officers and Employees External: Personnel under Contract of Service, Job Order, Service Provider and Supplier

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirement	
<ul style="list-style-type: none"> Disbursement Voucher (1 original, 2 duplicate copies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Obligation Request and Status/Budget Utilization Request and Status (1 Original, 2 duplicate copies) 	Requesting Party or Originating Office or Budget Section/ Unit
<ul style="list-style-type: none"> All supporting documents (1 original, 1 duplicate copy) 	Requesting Party or Originating Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.0 Cash Advances	
1.1 Granting of Cash Advances	
<u>For all types of cash advances except for travel cash advances</u>	Personnel Section/Unit or Office Concerned
<ul style="list-style-type: none"> • Authority of the accountable officer issued by the Regional Executive Director indicating the maximum accountability and purpose of cash advance (for initial cash advance) 	Regional Executive Director
<ul style="list-style-type: none"> • Certification from the Chief Accountant that previous cash advances have been fully liquidated and accounted for in the books 	Accounting Section/Unit
<ul style="list-style-type: none"> • Approved application for bond and/or Fidelity Bond for the year for cash accountability of P5,001 above or other minimum amount that may be prescribed by the Bureau of the Treasury (upon set-up of new/renewed accountability) 	Bureau of Treasury
<u>Additional Documentary Requirements for Specific Transactions</u>	
1.1.1 Payroll Funds for Salaries, Allowances, Honoraria and Other Similar Expenses	
<ul style="list-style-type: none"> • Approved payroll or list of payees indicating their net pay 	Personnel Section/Unit
<ul style="list-style-type: none"> • Approved authority (presidential directive or legislative enactment) or legal basis to pay allowances/salaries/honoraria/fringe benefits 	Personnel Section/Unit or Office Concerned
1.1.2 Petty Cash Fund (PCF)	
<ul style="list-style-type: none"> • Approved estimate of petty expenses for one month (initial set-up) 	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.1.3 Field/Activity Current Operating Expenses (COE)/ Special Cash Advances	
<ul style="list-style-type: none"> Approved Budget for COE/ Special Cash Advances of the agency field office or agency activity in the field 	Requesting Party or Office Concerned
1.1.4 Traveling Expenses	
1.1.4.1 Local Travel	
<ul style="list-style-type: none"> Duly approved Office Order/Travel Order 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Duly approved Itinerary of Travel 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Certification from the Chief Accountant that previous cash advances have been fully liquidated and accounted for in the books 	Accounting Section/Unit
<ul style="list-style-type: none"> Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Letter of invitation of the host/sponsoring agency/organization 	Requesting Party or Office Concerned
1.1.4.2 Foreign Travel	
<ul style="list-style-type: none"> Duly approved Office Order/Travel Order/Travel Authority 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Duly approved Itinerary of Travel 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Certification from the Chief Accountant that previous cash advances have been fully liquidated and accounted for in the books 	Accounting Section/Unit
<ul style="list-style-type: none"> Letter of invitation of the host/sponsoring country/agency/ organization 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Flight itinerary issued by the airline ticketing office/travel agency 	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Where applicable, authority to claim representation expenses 	Requesting Party or Office Concerned
<p><i>In case of seminar/training:</i></p>	
<ul style="list-style-type: none"> Acceptance of nominee/s as participant/s (issued by the host country) 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Programme Agenda and Logistics Information 	Requesting Party or Office Concerned
<p>1.2 Replenishment of Petty Cash Fund</p>	
<ul style="list-style-type: none"> Report on Paid Petty Cash Vouchers (RPPCV) 	Petty Cash Custodian
<ul style="list-style-type: none"> Petty Cash Vouchers (PCVs) duly accomplished, signed and approved 	Petty Cash Custodian
<ul style="list-style-type: none"> Approved purchase request with certificate of Emergency Purchase, if necessary 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Bills, receipts, sales invoices 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Certification of Expense not Requiring Receipt (CERR) (for expenses amounting to P300 or less) or Reimbursement Expense Receipts (RER) (for expenses amounting to more than P300 but not exceeding P1,000), pursuant to COA Circular No. 2017-001 dated June 19, 2017, as amended by COA Circular No. 2021-001 dated June 24, 2021, or other amount that may be prescribed in the future 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Inspection and Acceptance Report (IAR) or Certificate of Inspection and Acceptance 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Pre-/Post-Repair Inspection Report 	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Waste Materials Report (WMR) in case of replacement/repair 	Property Officer/General Services Section
<ul style="list-style-type: none"> Approved trip ticket, for gasoline/fuel expenses, together with parking and toll fee receipts, if any (applicable for government vehicles only) 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Canvass from at least three suppliers for purchases as prescribed (involving P2,000 and above or other amount that may be prescribed in the future), except for purchases made while on official travel 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Summary/Abstract of Canvass 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Inventory Custodian Slip (ICS) for semi-expendable items 	Requesting Party or Office Concerned
<p>For meals and snacks charged to PCF:</p>	
<ul style="list-style-type: none"> Notice of meeting with agenda/meeting's purpose 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Minutes of Meeting 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Attendance Sheet 	Requesting Party or Office Concerned
<p>1.3 Reimbursement of Traveling Expenses</p>	
<ul style="list-style-type: none"> Duly approved Office Order/Travel Order 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Duly approved Itinerary of Travel 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Letter of invitation of the host/sponsoring agency/organization 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Approved Certificate of Travel Completed 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Approved Revised Itinerary of Travel, if the previously approved itinerary was not followed 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Copy of previously approved Itinerary of travel 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Copy of Office Order and the Supplemental Office / Order or any proof supporting the change of schedule 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> Certificate of Appearance or Attendance or in the absence thereof, photocopy of the received copy of Memo Transmittal of Back to Office Report/Narrative 	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Report on trip undertaken/Report on Participation addressed to the Head of Office. The report, duly noted by the Head of Office or his authorized representative, shall contain, among others, the following information:</p> <ul style="list-style-type: none"> • Highlights of the training/activity; • Pictures preferably dated; • Plan of action for knowledge sharing; and • Recommendations 	
<ul style="list-style-type: none"> • Liquidation Report (if actual expenses exceed the cash advance granted) 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Certification from the Head of the Agency or any authorized approving official that: (a) the official missions/tasks cannot be performed by/or assigned to any other regular/permanent official and/or employee; and (b) the tasks/activities are necessary to fulfill the obligations as contained in his/her contract of service. The same certification shall also be required in official foreign travel as allowed in highly meritorious cases as specified in the general guidelines.(for Job Order/Contract of Service per COA Resolution 2021-044) 	Requesting Party or Office Concerned
<p><i>Additional Documentary Requirements</i></p>	
<p>1.3.1 Local Travel</p>	
<ul style="list-style-type: none"> • Paper/electronic plane, boat or bus/train tickets, terminal fee receipts, paper/electronic boarding passes or a passenger manifest certified by the concerned airline or shipping company 	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Certification by the Head of Office as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for the official travel exceeded the prescribed rate per day (certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts) 	Head of Office/ Requesting Party or Office Concerned
<ul style="list-style-type: none"> • OR/eOR or CERR (for expenses amounting to P300 or less) or RER (for expenses amounting to more than P300 but not exceeding P1,000), pursuant to COA Circular No. 2017-001 dated June 19, 2017, as amended by COA Circular No. 2021-001 dated June 24, 2021, or other amount that may be prescribed in the future. In case of payment of toll fees, the CERR/RER shall be supported with the toll fee rates 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> • Hotel room/lodging bills with official receipts in the case of official travel to places within 50-kilometer radius from the Permanent Official Station, if the travel allowances being claimed include hotel room/lodging 	Requesting Party or Office Concerned
1.3.2 Foreign Travel	
<ul style="list-style-type: none"> • Paper/electronic plane, boat or bus/train tickets, terminal fee receipts, paper/electronic boarding passes or a passenger manifest certified by the concerned airline or shipping company. In the absence thereof other documents such as, but not limited to, a certified true copy of the passport showing the dates of entry and exit, duly stamped by the Immigration Office of the country of destination 	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
as indicated in the approved travel authority and itinerary of travel; or a passenger manifest certified by the concerned airline or shipping company	
<ul style="list-style-type: none"> ● For reimbursement of actual travel expenses in excess of the prescribed rate: <ul style="list-style-type: none"> ● Approval by the President ● Certification from the Head of the Agency that it is absolutely necessary ● Hotel room with official receipts (certification or affidavit of loss shall not be considered as an appropriate replacement for the required bills and receipts) ● Bills/receipts for non-commutable representation expenses approved by the President or authorized officials 	Requesting Party or Office Concerned
2.0 Fund Transfers to Non-Government Organization/People's Organizations/ Civil Society Organizations (NGOs/POs/CSOs) except NGP	
2.1 Transfer of Funds	
<ul style="list-style-type: none"> ● Duly approved Schedule of Fund Release to NGO/PO/CSO 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> ● Approved Summary of Budgetary Requirements detailing the items of expenditure/ disbursement to be incurred in the program/project 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> ● Performance security for infrastructure project 	Implementing Partner or Office
<ul style="list-style-type: none"> ● Copy of signed Memorandum of Agreement (MOA) executed by and between the Government Agency and the NGO/PO/CSO 	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ● Certificate of Registration with the concerned government agencies, i.e. SEC, CDA or DOLE 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> ● Document showing that the NGO/PO/CSO has equity equivalent to 20% of the total project cost, which shall be in the form of labor, land for the project site, facilities, equipment and the like, to be used in the project 	Implementing Partner or Office
<ul style="list-style-type: none"> ● Copy of the OR/eOR/AR or equivalent issued by the NGOs/POs/CSOs to the Source Agency acknowledging receipt of funds transferred 	Implementing Partner or Office
<ul style="list-style-type: none"> ● Certification from the Accountant of the source agency that the previous fund transfer had been liquidated and accounted for in the books (staggered release) 	Accounting Section/Unit
<ul style="list-style-type: none"> ● NGO/PO proposal or application for funding accompanied by: <ul style="list-style-type: none"> - Authenticated copy of the latest Article of Incorporation or Articles of Cooperation as the case may be, showing the original incorporators/organizers and the Secretary's certificate for incumbent officers, together with the Certificate of Filing with the SEC/Certificate of Approval by the CDA - Audited financial reports for the past three years preceding the date of project implementation. For NGO/PO which has been in operation for less than three years, financial reports for the years in operation and proof of previous implementation of similar projects - Disclosure of other related business if any 	Implementing Partner or Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> - Work and Financial Plan (WFP), and sources and Details of Proponent's Equity Participation in the Project - Complete project proposal approved/signed by officers - List and/or photographs of similar projects previously completed, if any, indicating the source of funds for implementation - Sworn affidavit of the secretary of the NGO/PO that none of its incorporators, organizers, directors or officers is an agent of or related by consanguinity or affinity up to the fourth degree to the official of the agency authorized to process and/or approve propose MOA, and release funds 	
3.0 Fund Transfers to Implementing Agency	
3.1 Transfer of Fund	
Source Agency	
<ul style="list-style-type: none"> ● Copy of duly signed MOA/Trust Agreement or its equivalent 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> ● Copy of Approved Program of Work (for infrastructure project) 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> ● Approved Project Expenditures or Estimated Expenses indicating the project objective and expected output (for projects other than infrastructure) 	Requesting Party or Office Concerned
<ul style="list-style-type: none"> ● For GCs/GFIs, Board Resolution ratifying the MOA or its equivalent in case of transfers not incorporated in the Corporate Operating Budget and/or beyond the signing authority of the Agency Head 	Requesting Party or Office Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Certification by the Chief Accountant that funds previously transferred to the Implementing Agency (IA) have been liquidated and accounted for in the books 	Accounting Section/Unit
<ul style="list-style-type: none"> • Copy of the OR/eOR/AR or equivalent issued by the IA to the Source Agency acknowledging receipt of funds transferred (for post-audit activities) 	Implementing Partner or Office
<ul style="list-style-type: none"> • OR/eOR/AR or equivalent from IA, if transfer of funds is thru List of Due and Demandable Accounts Payable Advice to it Accounts (LDDAPADA) 	Implementing Partner or Office
<ul style="list-style-type: none"> • Acknowledgement Receipt for those recipients of research fund 	Implementing Partner or Office
<ul style="list-style-type: none"> • Copy of the OCT/TCT of the land where the project will be built and a certification from the implementing agency that the site is clear from impediments, e.g. informal settlers, legal claims of property ownership by other claimants, mountain obstruction, right of way 	Implementing Partner or Office
3.3 From Trust Fund to the Bureau of treasury/Source Agency for unspent balance/excess amount	
Implementing Agency	
<ul style="list-style-type: none"> • Report of Receipt, Disbursement and Fund Balance certified by the Chief Accountant and approved by the Head of the Office 	Accounting Section/Unit
<ul style="list-style-type: none"> • Contract, which may be a MOA, Trust Agreement or Memorandum of Understanding (MoU) governing the utilization of funds and disposition of any balance thereof after completion of the purpose the funds transferred 	Office Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Letter of IA to Source Agency to transfer the unexpended balance to the Bureau of treasury/Source Agency duly approved by the Source Agency, if the disposition thereof has not been provided in the MOA, Trust Agreement or MoU 	Office Concerned
4.0 Salary	
4.1 Individual Claims	
4.1.1 First Salary	
For Regular Employees	
<ul style="list-style-type: none"> Certificate of Appointment duly attested by the Civil Service Commission (CSC) or its equivalent 	Personnel Section/Unit
<ul style="list-style-type: none"> Assignment/Re-Assignment order, if applicable 	Personnel Section/Unit
<ul style="list-style-type: none"> Certified copy of Oath of Office 	Personnel Concerned
<ul style="list-style-type: none"> Certificate of Assumption 	Personnel Concerned
<ul style="list-style-type: none"> Statement of Assets, Liabilities and Net Worth 	Personnel Concerned
<ul style="list-style-type: none"> Approved Daily Time Record (DTR) 	Personnel Concerned
<ul style="list-style-type: none"> TIN/Bureau of Internal Revenue (BIR) withholding certificate 	Personnel Concerned
<ul style="list-style-type: none"> Payroll Information on New Employee (PINE) or any equivalent document 	Personnel Section/Unit
<ul style="list-style-type: none"> Authority from the claimant and identification documents, if claimed by person other than the payee 	Claimant
<u>Additional Requirements for transferee (from one government agency to another)</u>	
<ul style="list-style-type: none"> Clearance from money, property and legal accountabilities from the previous office 	Personnel Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Certified copy of paid disbursement voucher of last salary received and/or Certification by the Chief Accountant for the breakdown of last salary received and remittance of statutory deductions from previous office 	Personnel Concerned
<ul style="list-style-type: none"> • Certificate of leave credits 	Personnel Concerned
<ul style="list-style-type: none"> • Service Records 	Personnel Concerned
<ul style="list-style-type: none"> • BIR Certificate of Compensation Payment/Tax Withheld 	Personnel Concerned
<ul style="list-style-type: none"> • Approved/paid Home Development Mutual Fund (HDMF) and PhilHealth Forms 	Personnel Concerned
<p>For Contract of Service and Job Order Workers</p>	
<ul style="list-style-type: none"> • Approved Contract for Contract of Service and Job Order Workers 	Personnel Concerned
<ul style="list-style-type: none"> • Certificate of Assumption 	Personnel Section/Unit
<ul style="list-style-type: none"> • Approved DTR 	Personnel Concerned
<ul style="list-style-type: none"> • BIR withholding certificate 	Personnel Concerned
<ul style="list-style-type: none"> • Accomplishment Report 	Personnel Concerned
<p>4.1.2 Salary (if Deleted from the Payroll)</p>	
<ul style="list-style-type: none"> • Approved DTR 	Personnel Concerned
<ul style="list-style-type: none"> • Notice of Assumption 	Personnel Section/Unit
<ul style="list-style-type: none"> • Approved Application for Leave, and Medical Certificate if on sick leave for five days or more and clearance if on leave for 30 days or more 	Personnel Concerned
<p>4.1.3 Salary of Casual/Contractual Personnel, Charged to Personnel Services</p>	
<ul style="list-style-type: none"> • For accredited agencies by the CSC (for first claim) • Certified copy of the pertinent contract/appointment 	Personnel Section/Unit



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Copy of the Report of Personnel Action (ROPA) of the pertinent contract/appointment marked received by the CSC 	
<ul style="list-style-type: none"> • For other agencies (for first claim) • Certified copy of the pertinent contract/appointment marked received by the CSC 	Personnel Section/Unit
<ul style="list-style-type: none"> • Duly Approved Accomplishment Report 	Personnel Concerned
<ul style="list-style-type: none"> • Approved DTR 	Personnel Concerned
<ul style="list-style-type: none"> • Certificate of Assumption of Duty for the first salary 	Personnel Concerned
4.1.4 Salary Differentials due to Promotion and/or Step Increment	
<ul style="list-style-type: none"> • Due to Promotion: • Certified copy of Approved Appointment • Certificate of Assumption 	Personnel Section/Unit
<ul style="list-style-type: none"> • Notice of Salary Adjustment (NOSA) for step increment/salary increase 	Personnel Section/Unit
<ul style="list-style-type: none"> • Approved DTR or certification that the employee has not incurred leave without pay 	Personnel Section/Unit
4.1.5 Last Salary	
<ul style="list-style-type: none"> • Clearance from money, property and legal accountabilities 	Personnel Concerned
<ul style="list-style-type: none"> • Approved DTR 	Personnel Concerned
<ul style="list-style-type: none"> • Authority to deduct accountabilities, if any 	Personnel Concerned
<ul style="list-style-type: none"> • Certification of available leave credits 	Personnel Section/Unit
4.1.6 Salary due to Heirs of Deceased Employee	
<ul style="list-style-type: none"> • Death Certificate issued by the Philippine Statistics Authority (PSA) or Court Declaration in case of presumptive death or any evidence of circumstances of death, whichever is applicable. 	Claimant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Marriage Certificate issued by PSA, if applicable 	Claimant
<ul style="list-style-type: none"> • Birth Certificate of surviving legal heirs issued by PSA 	Claimant
<ul style="list-style-type: none"> • Waiver of right of children 18 years and above, if applicable 	Claimant
<ul style="list-style-type: none"> • Designation of next-of-kin – • Affidavit of two disinterested parties that the deceased is survived by legitimate and illegitimate children (if any), natural, adopted or children of prior marriage 	Claimant
4.1.7 Salary during Maternity Leave	
<ul style="list-style-type: none"> • Certified copy of approved Application for Maternity Leave 	Personnel Concerned
<ul style="list-style-type: none"> • Certified copy of Maternity Leave Clearance 	Personnel Concerned
<ul style="list-style-type: none"> • Medical Certificate for Maternity Leave 	Personnel Concerned
<ul style="list-style-type: none"> • Certification as Solo Parent (for additional 15 days paid leave) 	Personnel Concerned
<ul style="list-style-type: none"> • Certificate of Assumption 	Personnel Concerned
4.2 General claims through the Automated Teller Machine (ATM)	
<ul style="list-style-type: none"> • Approved Salary Payroll 	Personnel Section/Unit
<ul style="list-style-type: none"> • Approved Payroll Register (hard and soft copy) 	Cashier Section/Unit
<ul style="list-style-type: none"> • Letter to the bank to credit employees' account of their salaries or other claims stamped "Received" by the bank 	Cashier Section/Unit
<ul style="list-style-type: none"> • Validated deposits slips/LDDAP-ADA, if applicable 	Cashier Section/Unit



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5.0 Allowances, Honoraria and Other Forms of Compensations	
5.1 Clothing/Uniform Allowance	
For Individual Claims	
<ul style="list-style-type: none"> • Certificate of Assumption (for new employee and those on leave without pay) 	Personnel Section/Unit
<ul style="list-style-type: none"> • Certificate of Non-payment from previous agency, for transferees 	Personnel Concerned
For General Claims	
<ul style="list-style-type: none"> • Approved Clothing/Uniform Allowance Payroll 	Personnel Section/Unit
<ul style="list-style-type: none"> • Approved Payroll Register (hard and soft copy) 	Cashier Section/Unit
<ul style="list-style-type: none"> • Letter to the bank to credit employees' account of their allowance 	Cashier Section/Unit
<ul style="list-style-type: none"> • Validated deposit slips/LDDAP-ADA, if applicable 	Cashier Section/Unit
5.2 Collective Negotiation Agreement (CNA) Incentive	
<ul style="list-style-type: none"> • Resolution signed by both parties incorporating the guidelines/criteria for granting CNA incentive 	DENREU/DENREA
<ul style="list-style-type: none"> • Copy of CNA 	K4/DENREU/DENREA
<ul style="list-style-type: none"> • Comparative statement of DBM approved level of operating expenses and actual operating expenses 	Budget Section/Unit
<ul style="list-style-type: none"> • Certification issued by the Head of Office on the total amount of unencumbered savings generated from the cost-cutting measures identified in the CNA which resulted from the joint efforts of labor and management and systems/productivity/income improvement 	Budget Section/Unit
<ul style="list-style-type: none"> • Proof that the planned programs/activities/projects have been implemented and completed in accordance with targets for the year 	Planning and Management Division/Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5.3 Honoraria	
5.3.1 Government Personnel Involved in Government Procurement	
<ul style="list-style-type: none"> Office Order creating and designating the BAC compositions and authorizing the members to collect honoraria 	BAC Secretariat
<ul style="list-style-type: none"> Minutes of BAC meetings 	BAC Secretariat
<ul style="list-style-type: none"> Notices of Award to the winning bidders of procurement activity being claimed 	BAC Secretariat
<ul style="list-style-type: none"> Certification that the procurement involves competitive bidding 	BAC Secretariat
<ul style="list-style-type: none"> Attendance sheet listing the names of attendees to the BAC meetings 	BAC Secretariat
<ul style="list-style-type: none"> Certification issued by the Chief Accountant that the amounts received by the recipient/s do not exceed 25% of the annual basic salaries pursuant to DBM Budget Circular No. 2004-5A dated October 7, 2005 and any future amendments thereof 	Accounting Section/Unit
5.3.2 Resource Person/Coordinator/Facilitator	
<ul style="list-style-type: none"> Office Order for their designation with authority to collect honorarium 	Human Resource Development Section
<ul style="list-style-type: none"> Authority to Conduct the Training/Seminar and the participants 	Human Resource Development Section
<ul style="list-style-type: none"> Course Outline/Program 	Human Resource Development Section
<ul style="list-style-type: none"> Copy of the Letter/Invitation to Guest Resource Speaker/Persons (as accepted/conformed) 	Human Resource Development Section
<ul style="list-style-type: none"> Certification issued by the Chief Accountant that the amounts received by the recipient/s do not exceed the limits pursuant to DBM BC No. 2007-001 dated April 23, 2007 and any future amendments thereof 	Accounting Section/Unit



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5.3.2 Special Projects	
<ul style="list-style-type: none"> Office Order for the creation of the Special Project Team 	Office Concerned
<ul style="list-style-type: none"> Special Project Plan 	Office Concerned
<ul style="list-style-type: none"> Terms of Reference 	Office Concerned
<ul style="list-style-type: none"> Accomplishment Report/Certificate of Completion of project deliverables 	Office Concerned
<ul style="list-style-type: none"> Certificate of acceptance by the Head of Office of the deliverables per project component 	Office Concerned
<ul style="list-style-type: none"> Certification issued by the Chief Accountant that the amounts received by the recipient/s do not exceed 25% of the annual basic salaries pursuant to DBM BC No. 2007-2 dated October 1, 2007 and any future amendments thereof 	Accounting Section/Unit
5.5 Longevity Pay	
<ul style="list-style-type: none"> Service Record 	Personnel Section/Unit
<ul style="list-style-type: none"> Certification issued by the Personnel Officer that the claimant has not incurred more than 15 days of vacation leave without pay 	Personnel Section/Unit
5.6 Loyalty Cash Award/Incentive/Service Recognition Award	
For Individual Claims	
<ul style="list-style-type: none"> Service Record 	Personnel Section/Unit
<ul style="list-style-type: none"> Certificate of non-payment from previous office (for transferee) 	Personnel Concerned
<ul style="list-style-type: none"> Certificate from HRO/U that the claimant has not incurred more than 50 days leave without pay within the preceding 5-year period, as the case may be, or proof of eligibility to receive incentive/service recognition 	Personnel Section/Unit



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For General Claims	
<ul style="list-style-type: none"> Loyalty Cash Award/ Incentive/Service Recognition Award Payroll 	Personnel Section/Unit
<ul style="list-style-type: none"> Certificate from HRO/U that the claimants have not incurred more than 50 days leave without pay within the preceding 5-year period, as the case may be, or proof of eligibility to receive incentive/service recognition 	Personnel Section/Unit
<ul style="list-style-type: none"> Payroll Register (hard and soft copy) 	Cashier Section/Unit
<ul style="list-style-type: none"> Letter to the bank requesting to credit employees' account of their PIB claims 	Cashier Section/Unit
<ul style="list-style-type: none"> Validated Deposit Slips/LDDAP-ADA, if applicable 	Cashier Section/Unit
5.7 Mid-Year/Year-End Bonus (YEB) and Cash Gift (CG)	
For Individual Claims	
<ul style="list-style-type: none"> Clearance from money, property and legal accountabilities (retiree) 	Personnel Concerned
<ul style="list-style-type: none"> Certificate of Assumption to Office (for new employee/transferee) 	Personnel Concerned
<ul style="list-style-type: none"> Certification of no -payment from previous agency (for transferee) 	Personnel Concerned
For General Claims	
<ul style="list-style-type: none"> Bonus and/or CG Payroll 	Personnel Section/Unit
<ul style="list-style-type: none"> Payroll Register (Hard and soft copy) 	Cashier Section/Unit
<ul style="list-style-type: none"> Letter to the bank to credit employees account of their Bonus and/or CG claims 	Cashier Section/Unit
<ul style="list-style-type: none"> Validated Deposit slips/LDDAP-ADA, if applicable 	Cashier Section/Unit
5.8 Monetization of Leave Credits	
<ul style="list-style-type: none"> Approved leave application with leave credit balance certified by the Human Resources Officer 	Personnel Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Request for monetization of leave covering more than ten days duly approved by the Head of Office 	Personnel Concerned
<ul style="list-style-type: none"> For monetization of 50 percent or more: <ul style="list-style-type: none"> Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs Barangay Certification in case of need for financial assistance brought by calamities, typhoons, fire, etc. Justification on financial needs for the education of employee or children 	Personnel Concerned
5.9 Overtime Pay	
<ul style="list-style-type: none"> Overtime authority stating the necessity and urgency of the work to be done, names of personnel, the purpose of expected outputs, specific period of such services and the manner of compensating the same i.e. Compensatory Time Off or paid in cash 	Office Concerned
<ul style="list-style-type: none"> Overtime Work Program 	Office Concerned
<ul style="list-style-type: none"> Quantified Overtime Accomplishment duly signed by the employee and supervisor 	Office Concerned
<ul style="list-style-type: none"> Certificate of service or duly approved DTR 	Office Concerned
5.10 Personnel Economic Relief Allowance (PERA)	
<ul style="list-style-type: none"> Same requirements as those for payment of salaries (4.1.1, 4.1.2, 4.1.5-7 & 4.2) 	Personnel Section/Unit
5.11 Program on Awards and Incentives for Service Excellence (PRAISE)	
<ul style="list-style-type: none"> Proof of eligibility to receive PRAISE award in accordance with CSC Memorandum Circular (MC) 	Personnel Section/Unit



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
No. 01-2001 dated January 26, 2001 and any future amendments thereof	
<ul style="list-style-type: none"> Approved payroll 	Personnel Section/Unit
5.12 Productivity Enhancement Incentive (PEI)	
For Individual Claims	
<ul style="list-style-type: none"> Certification that the performance ratings for two semesters given to the personnel of the concerned division/office are at least satisfactory 	Personnel Section/Unit
<ul style="list-style-type: none"> Certification from the Legal Office that the employee has no administrative charge 	Legal Division
For General Claims	
<ul style="list-style-type: none"> PEI Payroll 	Personnel Section/Unit
<ul style="list-style-type: none"> List of personnel dismissed within the year 	Personnel Section/Unit
<ul style="list-style-type: none"> List of personnel on absent without official leave (AWOL) 	Personnel Section/Unit
<ul style="list-style-type: none"> Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office are at least satisfactory 	Personnel Section/Unit
<ul style="list-style-type: none"> Payroll register (hard and soft copy) 	Cashier Section/Unit
<ul style="list-style-type: none"> Letter to the bank to credit employees' account of their PEI claims 	Cashier Section/Unit
<ul style="list-style-type: none"> Validated deposit slips/LDDAP-ADA, if applicable 	Cashier Section/Unit
5.13 Representation and Transportation Allowance (RATA)	
For Individual Claims	
<ul style="list-style-type: none"> Copy of Appointment/Office Order (1st payment) 	Personnel Section/Unit
<ul style="list-style-type: none"> Certificate of Assumption (1st payment) 	Personnel Concerned
<ul style="list-style-type: none"> Certificate or evidence of service rendered or Approved DTR 	Personnel Concerned



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Certification that the official/employee did not use government vehicle 	General Services Section
<ul style="list-style-type: none"> • Certification on the Actual incurrence of RATA (for those with authorized monthly commutable representation and transportation allowance) 	Personnel Concerned
For General Claims	
<ul style="list-style-type: none"> • Approved RATA payroll 	Personnel Section/Unit
<ul style="list-style-type: none"> • Approved Payroll Register (hard and soft copy) 	Cashier Section/Unit
<ul style="list-style-type: none"> • Letter to the bank to credit employees' account of their RATA claims, if applicable stamped "Received" by the bank 	Cashier Section/Unit
<ul style="list-style-type: none"> • Validated Deposit Slip/LDDAP-ADA, if applicable 	Cashier Section/Unit
5.17 Special Counsel Allowance	
<ul style="list-style-type: none"> • Deputation by the Office of the Solicitor General (OSG) or Authority by the head of agency to assist the OSG, prosecutors, or provide legal representation to the agency or its personnel as its counsel, as the case may be 	Office of the Solicitor General/Head of Agency
<ul style="list-style-type: none"> • Certificate of Appearance issued by the Clerk of Court 	Lower Courts
<ul style="list-style-type: none"> • Certification that the cases to be attended by the lawyer personnel are directly related to the nature/function of the particular office represented 	Office Concerned
<ul style="list-style-type: none"> • Certification issued by the Chief Accountant that the amount being claimed is still within the limitation under the General Provisions of General Appropriations Act (GAA) of the amount per month 	Accounting Section/Unit



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5.18 Terminal Leave Benefits	
<ul style="list-style-type: none"> Office Clearance from money, property and legal accountability from the Central Office and/or from the Regional Office of last assignment 	Personnel Section
<ul style="list-style-type: none"> Ombudsman Clearance/ Certificate 	Office of the Ombudsman
<ul style="list-style-type: none"> Certified photocopy of employees leave card with computed leave credits as at last date of service by the Personnel Section/Unit 	Personnel Section/Unit
<ul style="list-style-type: none"> Approved leave application 	Personnel Section/Unit
<ul style="list-style-type: none"> Complete service record 	Personnel Section/Unit
<ul style="list-style-type: none"> Statement of Assets, Liabilities and Net Worth (SALN) 	Personnel Section/Unit
<ul style="list-style-type: none"> Certified photocopy of appointment/NOSA showing the highest salary received if the salary under the last appointment is not the highest 	Personnel Section/Unit
<ul style="list-style-type: none"> Computation of terminal benefits duly signed /certified by the Chief Accountant 	Accounting Section/Unit
<ul style="list-style-type: none"> Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer 	Personnel Concerned
<ul style="list-style-type: none"> In case of resignation, employee's letter of resignation duly accepted by the Head of the Office. 	Personnel Section/Unit
<ul style="list-style-type: none"> GSIS Clearance 	Personnel Concerned
<i>Additional requirements in case of death</i>	
<ul style="list-style-type: none"> Death certificate issued by PSA 	Claimant
<ul style="list-style-type: none"> Marriage Certificate issued by PSA 	Claimant
<ul style="list-style-type: none"> Birth certificate of all surviving legal heirs issued by PSA 	Claimant
<ul style="list-style-type: none"> Designation of next-of-kin 	Claimant
<ul style="list-style-type: none"> Waiver of rights of children 18 years old and above, if applicable 	Claimant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6.0 Other Expenditures	
6.1 Utility Expenses	
<ul style="list-style-type: none"> ● Statement of Account/Bill 	Service Provider
<ul style="list-style-type: none"> ● Invoice/Official Receipt or machine validated statement of account/bill 	Service Provider
6.2 Telephone/Communication Expenses	
<ul style="list-style-type: none"> ● Statement of Account/Bill 	Service Provider
<ul style="list-style-type: none"> ● Invoice/Official Receipt or machine validated statement of account/bill or collection and acknowledgement receipts. 	Service Provider
<ul style="list-style-type: none"> ● Certification by Head of Office or his authorized representatives that all National Direct Dial (NDD), National Operator Assisted Calls and International Operator Assisted Calls are official calls 	General Services Section
<ul style="list-style-type: none"> ● Authority from the Head of Office for entitlement to Mobile phone allowance 	Personnel Section/ Personnel Concerned
<ul style="list-style-type: none"> ● Certification from the Chief Accountant and Property Officer that the employee was not issued a postpaid plan for mobile phone. 	Account Section/Unit and General Service Section
7.0 Extraordinary and Miscellaneous Expenses	
<ul style="list-style-type: none"> ● Certification executed by the official concerned that the amount claimed was spent for the purpose and in the amount not exceeding the limit indicated in the general provisions of the GAA 	Regional Executive Director
<ul style="list-style-type: none"> ● Relevant Invoices/Receipts, if the amount claimed was spent for the purpose and in the amount exceeding the limit indicated in the general provisions of the GAA 	Regional Executive Director
<ul style="list-style-type: none"> ● Minutes of the meeting if used for the purpose of meetings, seminars and conferences 	Regional Executive Director
<ul style="list-style-type: none"> ● Attendance Sheet 	Regional Executive Director



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8.0 Procurement of Goods, Consulting Services and Infrastructure Projects (Regardless of Mode of Procurement)	
For all types of procurement	
<ul style="list-style-type: none"> • Certified copy of the page of the approved Annual Procurement Plan (APP) or Supplemental APP where the particular Goods, Consulting Services and/or Infrastructure Projects subject of payment is indicated. 	BAC Secretariat
<ul style="list-style-type: none"> • Purchase Requisition (PR) 	Requesting Party/Office Concerned
<ul style="list-style-type: none"> • Certified copy of the submitted Contract or Purchase Order stamped "Received" by COA of the documentary requirements required by COA Circular No. 2009-001 dated February 12, 2009 and COA Memorandum No. 2005-027 dated February 28, 2005 (Annex A-T) and any future amendments thereof 	Procurement Section/Administrative Unit
<ul style="list-style-type: none"> • Letter request for payment from contractor/supplier 	Contractor/Supplier/Service Provider
<ul style="list-style-type: none"> • Copy of Transmittal of Bidding Documents stamped received by COA 	BAC Secretariat
8.1 Infrastructure Projects	
<i>Additional Documentary Requirements</i>	
8.1.1 Advance Payment for Mobilization Cost	
<ul style="list-style-type: none"> • Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee 	Contractor
8.1.2 Progress Payments	
<ul style="list-style-type: none"> • Statement of Work Accomplished (SWA) 	Contractor
<ul style="list-style-type: none"> • Progress Billing Statement 	Contractor
<ul style="list-style-type: none"> • Inspection Report by the Office Authorized Engineer/ Inspectorate Team 	Office Authorized Engineer /Inspectorate Team
<ul style="list-style-type: none"> • Results of Test Analysis, if applicable 	Contractor



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Contractor's Affidavit on payment of laborers and materials 	Contractor
<ul style="list-style-type: none"> Pictures/Geotagged Photos, before, during and after construction of items of work especially the embedded items 	Office Authorized Engineer /Inspectorate Team
<ul style="list-style-type: none"> Certificate of Percentage of completion 	Office Authorized Engineer /Inspectorate Team
8.1.3 Final Payment	
<ul style="list-style-type: none"> As-Built Plans 	Contractor
<ul style="list-style-type: none"> Final SWA 	Contractor
<ul style="list-style-type: none"> Warranty Security 	Contractor
<ul style="list-style-type: none"> Certificate of Completion 	Office Authorized Engineer /Inspectorate Team
<ul style="list-style-type: none"> Copy of turn-over documents/transfer of project and facilities such as motor vehicles, laptops, and other equipment and furniture included in the contract to concerned government agency 	Contractor
<ul style="list-style-type: none"> Certificate of Acceptance by the Office 	Head of Office
<ul style="list-style-type: none"> Final Inspection Report of the Office authorized Engineers and/or Inspectorate Team 	Office Authorized Engineer /Inspectorate Team
<ul style="list-style-type: none"> Statement of Time Elapsed 	Office Authorized Engineer /Inspectorate Team
<ul style="list-style-type: none"> Pictures/Geotagged Photos before, during and after construction of items of work especially the embedded items 	Office Authorized Engineer /Inspectorate Team
8.1.4 Release of Retention Money	
<ul style="list-style-type: none"> Warranty security in form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand 	Contractor
<ul style="list-style-type: none"> Certification from the end-user that the project is completed, inspected and accepted. 	Head of Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8.2 Consulting Services	
<i>Additional Documentary Requirements</i>	
<ul style="list-style-type: none"> • Copy of curriculum vitae of the consultant 	Service Provider
<ul style="list-style-type: none"> • Copy of the Terms of Reference or Contract (for first payment) 	End User
<ul style="list-style-type: none"> • Approved consultancy Progress/Final Reports, and/or output required under the contract 	End User
<ul style="list-style-type: none"> • Progress/Final Billing 	Service Provider
<ul style="list-style-type: none"> • Contract of Infrastructure Projects subject of Project Management Consulting Services 	End User
8.3 Goods	
<i>Additional Documentary Requirements</i>	
8.3.1 Supplies, Materials, Equipment and Motor Vehicles	
<ul style="list-style-type: none"> • Original copy of Dealers/Suppliers' Invoices showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his authorized representative 	Supplier
<ul style="list-style-type: none"> • Results of Test Analysis, if applicable 	Supplier
<ul style="list-style-type: none"> • Tax receipts from the Bureau of Customs or the BIR indicating the exact specifications and/or serial number of the equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government (if applicable) 	Supplier
<ul style="list-style-type: none"> • Delivery receipt duly received. 	General Service Section/ Administrative Unit
<ul style="list-style-type: none"> • Inspection and Acceptance Report prepared by the Office inspector and signed by the Head of Office or his authorized representative 	Inspectorate Team



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ● Property Acknowledgement Receipt (PAR) for equipment, Inventory Custodian Slip (ICS) for semi-expendables 	General Service Section/ Property Unit
<ul style="list-style-type: none"> ● Warranty Security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of semi-/non-expendable supplies, after acceptance by the procuring entity of the delivered supplies (optional for emergency cases and small value procurement) 	Supplier
<ul style="list-style-type: none"> ● Authority to purchase, in case of motor vehicles 	DBM
<ul style="list-style-type: none"> ● For Procurement of drugs and medicines <ul style="list-style-type: none"> - Certificate of product registration from Food and Drug Administration (FDA) - Certificate of good manufacturing practices from FDA - Batch release certificate from FDA - If the supplier is not the manufacturer, certification from the manufacturer that the supplier is an authorized distributor/dealer of the product/items - License to Operate from FDA with List of Sources (whether it is a manufacturer, importer, seller or distributor) - Certification by the Medical Officer that medicines and drugs requisitioned is included in the PNDF Current Edition - Delivery Receipt/Invoice bearing Lot Nos. and Expiry Dates of the drugs and medicines 	Supplier



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8.3.2 For Procurements of Fuel, Oil, and Lubricants	
- Billing/Statement of Account	Service Provider
- Vehicle Trip Ticket	Driver on Duty
- Fuel/Lubricants Requisition and Issue Slip	Requesting Party or Originating Office
- Fuel Consumption Report, if applicable	General Services Section/Administrative Unit
- Monthly Report of Official Travels, if applicable	General Services Section/ Administrative Unit /Drivers
8.3.3 For Procurement of Meals, Snacks, Accommodations for Meeting/Seminar/ Training/Workshop/Orientation	
- Special Order with Activity Design or Notice of Meeting	Requesting Party or Originating Office, Regional Office
- BAC Resolution	BAC Secretariat
- PHILGEPS Bids Notice Abstract – RFQ (above 50k)	BAC Secretariat
- 3 Quotations	Service Provider
- Abstract of Quotation	BAC Secretariat
- Billing or Statement of Account	Service Provider, Requesting Party or Originating Office
- Attendance	Requesting Party or Originating Office
- Activity report / minutes of meeting with photo documentation	Requesting Party or Originating Office
- Inspection and Acceptance Report	Inspectorate Team
8.3.4 General Support Services (janitorial, security maintenance, garbage collection and disposal and similar services)	
● Performance Appraisal Report	End User
● Statement of Account or Contractor's Bill	Service Provider
● Record of Attendance/Service	Service Provider



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Proof of remittance to concerned government agencies [BIR/Social Security System (SSS)/ECC/Pag-ibig/PhilHealth] 	Service Provider
8.3.5 Rental Contracts for Property	
<ul style="list-style-type: none"> • List of prevailing comparable property within the vicinity (for first claim) 	Administrative Division/Management Services Division
<ul style="list-style-type: none"> • Vicinity map (for first claim) 	Administrative Division/Management Services Division
<ul style="list-style-type: none"> • Cost benefits analysis 	End user/ Unit concerned
<ul style="list-style-type: none"> • Market study (for new contracts) 	End user/ Unit concerned
<ul style="list-style-type: none"> • Bills/Invoices 	Contractor
<ul style="list-style-type: none"> • Certificate of Occupancy (space/building) (for first claim) 	Administrative Division/Management Services Division
8.3.6 Repair and Maintenance of Aircrafts, Watercrafts, Equipment and Motor Vehicles	
<ul style="list-style-type: none"> • Bills/Invoices 	Supplier
<ul style="list-style-type: none"> • Pre-Repair Inspection Report 	Inspectorate Team
<ul style="list-style-type: none"> • Post-Repair Inspection Report 	Inspectorate Team
<ul style="list-style-type: none"> • Repair History of Property 	General Service Section/Administrative Unit
<ul style="list-style-type: none"> • Waste Materials Report 	General Service Section/Property Unit
<ul style="list-style-type: none"> • Warranty Certificate 	Supplier
<ul style="list-style-type: none"> • Certificate of Acceptance 	End User
8.3.7 Advertising Expenses	
<ul style="list-style-type: none"> • Bill/Statement of Account 	Supplier
<ul style="list-style-type: none"> • Copy of newspaper clippings evidencing publication and/or CD/DVD in case of TV/Radio commercial 	Requesting Party
<ul style="list-style-type: none"> • Copy of Approved Office Media Plan, if any 	Requesting Party
9.0 Cultural and Athletic Activities	
<ul style="list-style-type: none"> • Budget estimates approved by the Head of Office 	Office Concerned
<ul style="list-style-type: none"> • Office Order 	Regional Executive Director



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Same requirements under procurement depending on the nature of expense and the mode of procurement adopted 	
10.0 Human Resource Development and Training Program	
<ul style="list-style-type: none"> • Budget Estimates Approved by the Head of Office 	Office Concerned
<ul style="list-style-type: none"> • Schedule of Training Approved by the Head of Office 	Office Concerned
<ul style="list-style-type: none"> • Training Design 	Office Concerned
<ul style="list-style-type: none"> • Statements of Account/Bills/Invoices 	Supplier
<ul style="list-style-type: none"> • Official Receipts 	Supplier
<ul style="list-style-type: none"> • Office Order/Terms of Reference 	Office Concerned
<ul style="list-style-type: none"> • Training Report with photo documentation 	Office Concerned

If eNGP/CBFM Contracts

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Obligation of eNGP/CBFM Contract	
General Requirements	
<ul style="list-style-type: none"> • Certified Copy of Annual Procurement Plan (APP) 	Procurement Section/Administrative Unit
<ul style="list-style-type: none"> • Notarized MOA/Contract with WFP, Mode of Payment & GIS Map 	Concerned Office/Requesting Party
<ul style="list-style-type: none"> • Site Development Plan 	Concerned Office/Requesting Party
<ul style="list-style-type: none"> • Purchase Request 	Concerned Office/Requesting Party
<ul style="list-style-type: none"> • Notice of Award received by Service Provider 	Procurement Section/Administrative Unit
<ul style="list-style-type: none"> • Notice to Proceed received by Service Provider 	Procurement Section/Administrative Unit
<ul style="list-style-type: none"> • Philgeps Posting of Award/Contract/Proceed 	BAC Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Performance Security 	Peoples Organization/Requesting Party
<i>Additional Documentary Requirements</i>	
<i>For Public Bidding</i>	
<ul style="list-style-type: none"> BAC Resolution – Mode of Procurement (if there's a change in mode of procurement) 	BAC Secretariat
<ul style="list-style-type: none"> Copy of Transmittal of Bidding Documents stamped received by COA 	BAC Secretariat
<i>For Community Participation</i>	
<ul style="list-style-type: none"> Endorsement Memorandum for payment from CENRO/Implementing PENRO 	Concerned Office/Requesting Party
<ul style="list-style-type: none"> Letter of Intent 	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> Proof of Posting of RFQ at 3 conspicuous places 	BAC Secretariat
<ul style="list-style-type: none"> Quotations 	Procurement Section/Administrative Unit
<ul style="list-style-type: none"> Abstract of Quotations 	Procurement Section/Administrative Unit
<ul style="list-style-type: none"> LEGAL REQUIREMENTS Certificate of Registration from SEC/CDA/DOLE <ol style="list-style-type: none"> Certification from the service provider that none of its incorporators, organizers, directors or officials is an agent or related by consanguinity or affinity up to the fourth civil degree to the HOPE, members of BAC or other authorized officials Disclosure of related business, if any and extent of ownership therein 	BAC Secretariat
<ul style="list-style-type: none"> TECHNICAL REQUIREMENTS <ol style="list-style-type: none"> List of completed contracts similar to the procurement 	BAC Secretariat
<ul style="list-style-type: none"> FINANCIAL REQUIREMENTS <ol style="list-style-type: none"> Certificate that the service provider has an existing bank account / photocopy of Bank Book 	BAC Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
b. Updated Audited Financial Statements Certification that it has financial management system that maintains sets of book of accounts	
B. Payment of 15% Mobilization Fee	
<ul style="list-style-type: none"> • Letter Request for release of 15% Mobilization fee 	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> • Copy of MOA/Contract with WFP 	Concerned Office/Requesting Party
<ul style="list-style-type: none"> • Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee 	Peoples Organization/Requesting Party
C. Progress Billing	
<ul style="list-style-type: none"> • PO Request for Inspection/Validation and payment 	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> • Statement of Work Accomplished 	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> • Endorsement/Memorandum for payment from CENRO/Implementing PENRO 	Concerned Office
<ul style="list-style-type: none"> • Letter Request to the COA Resident Auditor for the validation of the accomplishment 	Concerned Office (Technical-eNGP)
<ul style="list-style-type: none"> • List of Beneficiaries 	Concerned Office (NGP Coordinator/Site Team Leader)
<ul style="list-style-type: none"> • Parceliarized Plantation Map 	Concerned Office (GIS Team/eNGP Unit)
<ul style="list-style-type: none"> • Certificate of Completion 	Concerned Office
<ul style="list-style-type: none"> • Copy of MOA/Contract with WFP 	Concerned Office/Requesting Party
<ul style="list-style-type: none"> • Inspection Report with Geotagged Photos 	Inspectorate Team
D. Final Payment	
<ul style="list-style-type: none"> • Request for Inspection and Final Payment 	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> • Final Statement of Work Accomplished 	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> • Endorsement/Memorandum for payment from CENRO/Implementing PENRO 	Concerned Office
<ul style="list-style-type: none"> • Letter Request to the COA Resident Auditor for the validation of the accomplishment 	Concerned Office (Technical-eNGP)
<ul style="list-style-type: none"> • List of Beneficiaries 	Concerned Office (NGP Coordinator/Site Team Leader)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Parceliarized Plantation Map 	Concerned Office (GIS Team/eNGP Unit)
<ul style="list-style-type: none"> Certificate of Completion and Acceptance 	Concerned Office
<ul style="list-style-type: none"> Copy of MOA/Contract with WFP 	Concerned Office/Requesting Party
<ul style="list-style-type: none"> Final Inspection Report with Geotagged Photos 	Inspectorate Team
E. Release of Retention fee	
<ul style="list-style-type: none"> Letter Request for Release of Retention Fee 	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> Endorsement/Memorandum for payment from CENRO/Implementing PENRO 	Concerned Office
<ul style="list-style-type: none"> Evaluation Report that the PO Plantation attained at least 85% Survival Rate 	Concerned Office
<ul style="list-style-type: none"> Certificate of Final Acceptance 	Head of Procuring Entity
<ul style="list-style-type: none"> Affidavit of Completion 	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> Project Completion Report 	Concerned Office (Technical-eNGP)
<ul style="list-style-type: none"> Letter of Final Turn Over (after 3rd year Protection and Maintenance of Established Plantation (PMEP)) 	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> Certificate of Site Development 	Concerned Office (Technical-eNGP)
F. Progress Payment for Seedling Production (non-Comprehensive Site Development (CSD))	
<ul style="list-style-type: none"> PO Request for Inspection/Validation and payment 	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> Endorsement/Memorandum for payment from CENRO/Implementing PENRO 	Concerned Office (Technical-eNGP)
<ul style="list-style-type: none"> Statement of Work Accomplishment 	Peoples Organization/Requesting Party
<ul style="list-style-type: none"> Letter Request to the COA Resident Auditor for the validation of the accomplishment 	Concerned Office (Technical-eNGP)
<ul style="list-style-type: none"> Inspection Report with Nursery Tally Sheet and Geotagged Photos 	Composite Inspection Team
<ul style="list-style-type: none"> Copy of MOA/Contract with WFP 	Concerned Office (Technical-eNGP)
<ul style="list-style-type: none"> Same requirements under procurement depending on the nature of expense and the mode of procurement adopted 	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
G. Additional Requirements for seedling procurement (non-CSD)	
<ul style="list-style-type: none"> • Delivery Receipt /Seedlings Acknowledgement Receipt 	Seedling Supplier
<ul style="list-style-type: none"> • Same requirements under procurement depending on the nature of expense and the mode of procurement adopted 	

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit ORS/ BURS with DV and complete supporting documents to Budget Unit/Section.	1. Review completeness of documents, receive and record in Logbook/ electronic tracking system the ORS/BURS, and forward documents to the concerned Processor.	None	30 min.	Receiving/Releasing Clerk Budget Unit/Section
1.1. None	1.1. Review, check fund availability and allotment, record and assign number in the ORS/BURS Control Book/RAOD, and affix initial on ORS/BURS. Forward to Chief Budget Officer.	None	2 hours (Complex) 4 hours (Highly technical)	Budget Staff Budget Unit/Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.2. None	1.2. Review documents and sign Box B of ORS/BURS.	None	2 hours (Complex) 4 hours (Highly technical)	Chief Budget Officer Budget Unit/Section or Designated OIC
1.3. None	1.3. Update record in Logbook/ electronic tracking and forward the documents to Accounting Unit/Section/ Concerned Office.	None	1 hour	Receiving/Releasing Clerk Budget Unit/Section
1.4. None	1.4. Check completeness of supporting documents, receive, record in Logbook / electronic tracking system, assign DV number and forward to concerned Accounting Staff.	None	1 hour.	Receiving/Releasing Clerk Accounting Unit/Section
1.5. None	1.5. Process DV as to completeness of supporting documents, cash availability, and	None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>amount claimed proper.</p> <p>Compute and deduct applicable taxes.</p> <p>Prepare Certificate of Tax Withheld and record particulars of DV in Individual Index Card.</p> <p>Prepare Journal Entry (Box B) and affix initial in DV.</p> <p>Forward to Chief Accountant for review and approval.</p>		<p>1 day 4 hours (Complex)</p> <p>3 days (Highly technical)</p>	<p>Accounting Staff</p> <p>Accounting Unit/Section</p>
1.6. None	1.6. Review DV and sign Box C of DV, and forward to Receiving/Releasing Clerk.	None	<p>1 day (Complex)</p> <p>2 days (Highly technical)</p>	<p>Accountant III or Accountant II or Accountant I or Designated OIC</p>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.7. None	1.7. Release DV and other documents to approving authority based on Manual of Authorities.	None	1 hour	Receiving/Releasing Clerk Accounting Unit/Section
1.8. None	1.8. Receive and batch up ORS/BURS, DV and supporting documents. Sign Box D of the DV. Forward to Receiving/Releasing Clerk.	None	1 day	
	Regional Office <i>Personnel Services</i>			<i>DC FD or ARD MS or RED or ARD TS or Designated OIC</i>
	<i>MOOE and CO</i> <i>Up to P500k and PS</i> <i>Remittances regardless of amount</i>			<i>DC FD or DC AD or Designated OIC</i>
	<i>MOOE</i> <i>Remittances regardless of amount</i>			<i>DC FD or ARD MS or ARD TS or Designated OIC</i>
	<i>MOOE and CO</i> <i>Up to P 5M</i>			<i>ARD MS or RED or ARD TS or Designated OIC</i>
	<i>MOOE and CO</i> <i>Above P 5M</i>			<i>RED or ARD MS or ARD TS or Designated OIC</i>
	PENRO <i>Personnel Services,</i> <i>MOOE and CO</i>			<i>DC MSD or DC TSD or PENRO or Designated OIC</i>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<i>PS and MOOE Remittances</i>			<i>DC MSD or PENRO or Designated OIC</i>
1.9. None	1.9. Receive documents and forward to Cashier or Accounting Unit/Section	None	30 min.	Receiving/Releasing Clerk <i>Office of Approving Authority</i>
1.10. None	1.10. Receive DV, ORS/BURS and other supporting documents, review and record in logbook/ Electronic tracking system	None	30 min.	<i>Receiving/Releasing Clerk</i> Cashier Section/Unit <i>Receiving/Releasing Clerk</i> Accounting Section/Unit
1.11. None	1.11. Batch-up DVs into batch/folder. Forward to assigned/concerned staff.	None	1 hour	<i>Receiving/Releasing Clerk</i> Cashier Section/Unit <i>Receiving/Releasing Clerk</i> Accounting Section/Unit
1.12. None	1.12. Prepare Checks, ACIC or LDDAP-ADA. Forward to Chief Accountant or Head of Cashier.	None	4 hours	Accounting Staff Accounting Unit/Section Cashier Staff Cashier Section/Uni



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.13. None	<p>1.13 Check completeness of signature on DV and the amount on the check and ACIC and/or LDDAP-ADA.</p> <p>Sign/Certify/Counter sign/Approve check and ACIC and /or LDDAP-ADA.</p> <p><i>(The signing, certifying, countersigning, and approving authority in the Regional and PENR Officer may sign simultaneously to ensure timely payment of transactions.)</i></p> <p>FOR SIGNING / CERTIFYING AUTHORITY</p> <hr/> <p>FOR CHECKS, ACIC AND ADA</p> <p>(PS, MOOE and CO – regardless of amount)</p> <p><u>REGIONAL OFFICE</u></p>	None	1 day	<p><i>Cashier III or Cashier II or Cashier I</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<u>PENR OFFICE</u>			<i>Cashier or Designated Cashier</i>
	FOR LDDAP (PS, MOOE and CO – regardless of amount) <u>REGIONAL OFFICE</u>			<i>Accountant III or Accountant II or Accountant I or Designated OIC</i>
	<u>PENR OFFICE</u>			<i>Accountant or Designated OIC</i>
	FOR COUNTERSIGNING / APPROVING AUTHORITY			
	FOR CHECKS AND ADA (PS– regardless of amount) <u>REGIONAL OFFICE</u>			<i>ARD MS or RED or Designated OIC</i>
	<u>PENR OFFICE</u>			<i>PENR Officer or Designated OIC</i>
	FOR ACIC <u>REGIONAL OFFICE</u>			<i>DC AD or ARD MS or Designated OIC</i>
	<u>PENR OFFICE</u>			<i>DC MSD or PENRO or Designated OIC</i>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	MOOE/CO - Up to Php5M <u>REGIONAL OFFICE</u>			<i>ARD MS or ARD TS or RED or Designated OIC</i>
	MOOE/CO – Above Php5M <u>REGIONAL OFFICE</u>			<i>RED or ARD MS or ARD TS or Designated OIC</i>
	MOOE/CO– regardless of amount <u>PENR OFFICE</u>			<i>PENR Officer or DC MSD or DC TSD or Designated OIC</i>
	FOR LDDAP (PS - regardless of amount) <u>REGIONAL OFFICE</u>			<i>DC FD or ARD MS or RED or Designated OIC</i>
	<u>PENR OFFICE</u>			<i>DC MSD or DC TSD or PENR Officer or Designated OIC</i>
	MOOE/CO - Up to Php5M <u>REGIONAL OFFICE</u>			<i>DC FD or ARD MS or RED or Designated OIC</i>
	MOOE/CO – Above Php5M <u>REGIONAL OFFICE</u>			<i>ARD MS or ARD TS or RED or Designated OIC</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	MOOE/CO – regardless of amount <u>PENR OFFICE</u>			<i>DC MSD or DC TSD or PENR Officer or Designated OIC</i>
1.14. None	1.14 Forward to Cashier.	None	15 min.	Receiving/Releasing Clerk Office of Approving Authorities
1.15. None	1.15 Receive and Record signed Check/ ADA and ACIC, and forward to cashier staff.	None	15 min.	Receiving/Releasing Clerk Cashier Section/Unit
1.16. None	1.16 Record particulars in Checks and Advices to Debit Account Disbursement Record, Report of Checks Issued and Cancelled (RCIC)/Report of ADA Issued (RADAI). <i>Inform the clientele if the check is ready for pick-up, or the ADA was already prepared for them to issue OR upon crediting</i>	None	2 hours.	Cashier Staff Cashier Section/Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<i>payment to their account.</i>			
1.17. Proceed to Cashier Unit/Section and present necessary documents to claim the check and/or validated ADA and issue Official Receipt, if applicable	1.17 Release Check/ADA to customer/bank with tax certificate (supplier) if applicable.	None	30 min.	Cashier Cashier Section/Unit
TOTAL:		None	Complex	6 days, 4 hours and 30 mins
			Highly Technical	9 days, 5 hours and 30 mins

*All documents are assumed to be from or submitted to the Administrative Division/Section/Unit considering that this process flow starts with the payment, and that the Administrative Division has its separate processes for procurement.



CLASSIFICATION:

Complex	Highly Technical
<ul style="list-style-type: none">● Cash Advances● Salary● Allowances, Honoraria and Other Forms of Compensations● Other expenditures● Extraordinary and Miscellaneous Expenses● Cultural and Athletic Activities● Human Resource Development and Training Program	<ul style="list-style-type: none">● Fund Transfers to Non-Government Organization/People's Organizations/ Civil Society Organizations (NGOs/POs/CSOs) except NGP● Fund Transfers to Implementing Agency● Procurement of Goods, Consulting Services and Infrastructure Projects (Regardless of Mode of Procurement)● eNGP/CBFM Contracts

Rule VII, Section 2(b) of the Joint Memorandum Circular No. 2019-001 or the Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 11032 states that:

“xxx

The Government office or agency shall not process deficient or incomplete applications or request, and shall only process an application or request if it is complete. In case the application or requests is deficient, the processing time as provided under the Act and these Rules shall only commence once the applicant or requesting party has rectified the deficiency.

For processes that involve several stages with corresponding prescribed requirements, the processing time for each stage commences on the date/time that the applicant has satisfactorily completed the requirements for the previous stage and has submitted all the requirements for the subsequent stage being applied for.”



DENR CENR, PENR AND REGIONAL OFFICES
Administrative and Finance
(External Services)



CITIZEN'S CHARTER NO. RO-AF-03. SALE OF BIDDING DOCUMENTS

The Sale of Bidding Documents are documents issued to prospective bidders of certain goods or services. The Bidders may be asked to pay a fee to recover the cost for the preparation and development of the Bidding Documents pursuant to the Guidelines on the Sale of the Bidding Documents. The BAC shall issue the bidding documents to the prospective bidders upon payment of the corresponding cost thereof.

Office or Division:	Bids and Awards Committee (BAC) Secretariat, Procurement Section/Unit, DENR PENR and Regional Offices
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	Prospective Bidder/s
CHECKLIST OF REQUIREMENT	
WHERE TO SECURE	
1. Present One (1) Valid Company Identification Card	Prospective Bidder Company
2. Official Receipt (1 original)	Cashier Unit/Section, DENR PENR or Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit copy of Official Receipt as proof of payment as indicated in the invitation to bid (ITB) for the Bidding Documents.	1. Receive copy of Official Receipt and issue copy of the Bidding Documents.	Please refer to the table of fees below.	15 minutes	BAC Secretariat Procurement Section/Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Receive copy of Bidding Documents, register in the logbook and acknowledge receipt of Bidding Documents.	2. Release Bidding Documents and Maintain registry of Bidders who purchased the Bidding Documents.		15 minutes	BAC Secretariat Procurement Section/Unit
	TOTAL:	Please refer to the table of fees below.	30 min.	

**Fees of Bidding Documents based on Section 5.0, Appendix 8 of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.*

Approved Budget for the Contract (Php)	Maximum Cost of Bidding Documents (Php)
500, 000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00



DENR CENR, PENR AND REGIONAL OFFICES
Forestry
(External Services)



CITIZEN'S CHARTER NO. RO-F-01. ISSUANCE OF PRIVATE TREE PLANTATION REGISTRATION (PTPR)

This Certificate shows the ownership of plantations or planted trees within private, titled lands or tax declared alienable and disposable lands. The issuance of PTPR requires inventory and ocular inspection in the area. Tree inventory for permits (e.g. TCP or PLTP) is a process conducted separately from the inspection for PTPR per existing DENR policies, rules and regulations.

Office/Division:	Regulation and Permitting Section, DENR Implementing PENR/CENR Office	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen	
Who may avail:	Filipino Citizen/ Individual or Sole Proprietorship; Private Corporation duly registered with the Securities and Exchange Commission (SEC); Partnership or Association duly registered with SEC; Owners and operators of existing wood processing plants, provided however, that they shall file individual applications for wood processing plants which are independently operated in separate locations; within Alienable and Disposable Lands (A&D)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Application (1 original, 1 photocopy)		Requesting Party
2. OCT, TCT, Judicial Title, CLOA, Tax Declared Alienable and Disposable Lands (1 certified true copy)		Requesting Party, Assessor's Office, Registry of Deeds (ROD), NCIP, DAR
3. Data on the number of seedlings planted, species and area planted		Requesting Party
4. Additional Requirement		
if the applicant is a representative		
Special Power of Attorney (SPA) (1 original)		Requesting Party, Private Lawyer, or Notary Public



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request and supporting documents to CENRO.	1. Check completeness of application and supporting documents, and receive, record (including scanning) and forward the application to Deputy CENR / CENR Officer. Provide Requesting Party an acknowledgement receipt of the documents.	None	50 min.	Chief/Technical Staff Regulation and Permitting Section (RPS) Receiving/Releasing Clerk, CENRO Records Unit
1.1. None	1.1. Receive and review the application, and assign inspection team to conduct site inspection.	None	30 min.	Chief RPS
2. Guide/accompany the inventory team to the site	2. Conduct inspection of the area (100% inventory of trees) and prepare report with attachments (map, geo-tagged photos and tally sheets). Forward to Chief, RPS.	None	15 working days	Inspection Team RPS
2.1. None	2.1. Evaluate and review the application. And forward to Forest Utilization Unit (FUU)/RPS.	None	4 hours	Chief RPS (CENRO)/ Chief TSD (Implementing PENRO)



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2.2. None	2.2. Receive and review application. Prepare two (2) copies of PTPR and affix initial on the file copy, and forward to Chief, RPS.	None	4 hours	Chief FUU(CENRO) Chief RPS (Implementing PENRO)
2.3. None	2.3. Receive and review the application and inspection report and submit recommendation to CENRO/ Implementing PENRO	None	1 hour	Chief RPS/TSD Implementing PENRO
2.4. None	2.4. Receive and review application. Approve and sign PTPR.	None	1 hour	CENR Officer CENRO / Implementing PENRO
3. Receive approved PTPR	4. Record and release approved PTPR to applicant	None	30 min.	Receiving/Releasing Clerk CENRO Records Unit
TOTAL:		None	16 days, 3 hours and 50 min.	



CITIZEN'S CHARTER NO. RO-F-03a. ISSUANCE OF CERTIFICATE OF VERIFICATION (COV) FOR THE TRANSPORT OF PLANTED TREES WITHIN PRIVATE LAND, NON-TIMBER FOREST PRODUCTS EXCEPT RATTAN AND BAMBOO

COV is a document to be presented when transporting planted trees within private lands not registered under the Private Tree Plantation Registration and/or non-premium trees, non-timber forest products (except rattan and bamboo).

Office or Division:	Regulation and Permitting Section, DENR Implementing PENR/CENR Office	
Classification:	Complex	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
Who may avail:	Concerned Individual, Timber Dealers, Schools and Universities, ERDB, FPRDI and other Government Office, Wood Processing Plants (WPPs) permittee.	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Request letter indicating the following: (1 original, 1 photocopy) <ul style="list-style-type: none"> a. Type of forest product b. Species c. Estimated volume/quantity d. Type of conveyance and plate number e. Name and address of the consignee/destination f. Date of transport 	Requesting Party
	2. Certification that the forest products are harvested within the area of the owner (for non-timber) (1 original)	Barangay LGU
	3. Approved Tree Cutting Permit for timber (1 photocopy)	Requesting Party or concerned DENR Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. OR/CR of conveyance and Driver's License (1 photocopy)	Requesting Party
5. Additional Requirement	
if the owner of the forest product is not the owner of the conveyance	
Certificate of Transport Agreement (1 original)	Requesting Party
if applicant is not the land owner	
Special Power of Attorney (SPA) (1 original)	Requesting Party, Private Lawyer or Notary Public

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request letter and supporting documents	1. Check completeness of request and supporting documents, receive application and forward to PENR/CENR Officer/Deputy CENR Officer	None	30 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
1.1. None	1.1. Receive and review application. Forward to Chief RPS (CENRO)/Chief TSD (Implementing PENRO)	None	30 min.	<i>PENR/CENR Officer/ Deputy CENR Officer</i>
1.2. None	1.2. Receive, review/evaluate request, and assign a team to conduct verification.	None	1 hour	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.3 None	1.3. Prepare and approve Order of Payment	None	1 hour	<i>CENR Officer/Accountant for implementing PENRO</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment and issue Official Receipt to the client	Php 50.00/ truck load Certificate of Verification Fee Php 36.00 Oath Fee per application Php 360.00 Inspection fee *	30 min.	<i>Bill Collector/ Cashier for implementing PENRO</i>
3. Receive OR	3. Inspect the forest products in the area, and prepare Inspection Report, and Certificate of Verification (COV) and affix initial duplicate copy of COV.	None	5 days	<i>Inspection Officer CENRO/Implementing PENRO</i>
3.1. None	3.1. Review inspection report and affix initial on the duplicate copy of COV. Forward to the PENR/CENR Officer for approval.	None	1 hour	Chief RPS (CENRO)/Chief TSD (Implementing PENRO)



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.2. None	3.2. Receive and review report. Sign and approve COV.	None	1 hour	<i>CENR/PENR Officer</i>
3.3. Receive COV.	3.3. Record and release approved COV.	None	15 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
TOTAL:		Php 50.00/ truck load Certificate of Verification Fee Php 36.00 Oath Fee per application Php 360.00 Inspection Fee Php 446.00 +	5 days, 5 hours & 45 min.	

*Fees and charges are based on DAO 2004-16



CITIZEN'S CHARTER NO. RO-F-03b. ISSUANCE OF CERTIFICATE OF TIMBER/LUMBER ORIGIN (CTO/CLO) FOR PROCESSED LOGS/LUMBER FROM WOOD PROCESSING PLANT (WPP) TO OTHER WPP OR DESIRED DESTINATION/S

CTO/CLO is a document to secure/present when transporting processed logs or lumber from WPP to another WPP or desired destination

Office or Division:	Regulation and Permitting Section, DENR Implementing PENR/CENR Office	
Classification:	Complex	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen	
Who may avail:	Concerned Individual, Wood Processing Plants (WPPs) permittee, Registered Lumber Dealers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request letter indicating the following: (1 original, 1 photocopy) g. Species, Dimension (Lumber), Number of pieces/poles and volume h. Name and Place of loading/Lumber Origin i. Type of conveyance and plate number j. Date of transport k. Name and address of the consignee/destination l. Source of Forest Product (Permit/Agreement/Imported Product)		Requesting Party
2. Approved WPP Permit or Certificate of Registration as Lumber/Timber Dealer (1 photocopy)		Requesting Party
3. Approved Log/Lumber Supply Contract or Invoice Receipt (1 photocopy)		Requesting Party



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Additional Requirement	
if applicant is not the WPP owner	
Special Power of Attorney (SPA) (1 original)	Requesting Party, Private Lawyer or Notary Public
If the owner of the Lumber is not the owner of the Conveyance	
Certificate of Transport Agreement (CTA) (1 original, 1 photocopy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request letter and supporting documents	1. Check completeness of request and supporting documents, receive application and forward to PENR/CENR Officer/Deputy CENR Officer	None	30 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
1.1. None	1.1. Receive and review application. Forward to Chief RPS (CENRO)/Chief TSD (Implementing PENRO)	None	30 min.	<i>PENR/CENR Officer/ Deputy CENR Officer</i>
1.2. None	1.2. Receive, review/evaluate request, and assign a team to conduct verification.	None	1 hour	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.3. None	1.3. Prepare and approve Order of Payment	None	1 hour	<i>CENRO/Accountant for implementing PENRO</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment and issue Official Receipt to the client	Php 50.00/ truck load Php 36.00 Oath Fee per application Php 360.00 Scaling fee *	30 min.	<i>Bill Collector/ Cashier for Implementing PENRO</i>
3. Receive OR	3. Inspect the forest products in the area, and prepare Inspection Report, and Certificate of Timber/Lumber Origin (CTO/CLO) and affix initial duplicate copy of CTO/CLO	None	5 days	<i>Inspection Officer CENRO/Implementing PENRO</i>
3.1. None	3.1. Review inspection report and affix initial on the duplicate copy of CTO/CLO. Forward to the PENR/CENR Officer for approval.	None	1 hour	Chief RPS (CENRO)/Chief TSD (Implementing PENRO)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.2. None	3.2. Receive and review report. Sign and approve CTO/CLO.	None	1 hour	<i>PENR/CENR Officer</i>
4. Receive CTO/ CLO	4. Record and release approved CTO/CLO.	None	15 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
TOTAL:		Php 50.00/ truck load Php 36.00 Oath Fee per application Php 360.00 Scaling Fee Php 446.00 +	5 days, 5 hours & 45 min.	

*Fees and charges are based on DAO 2004-16



CITIZEN'S CHARTER NO. RO-F-04. APPLICATION FOR CHAINSAW REGISTRATION

This Registration serves as a legal proof of ownership, use and possession of chainsaw in the Philippines. The DENR shall issue different permits or certifications for the purchase or import, manufacture, selling, re-selling, disposal, distribution, transfer of ownership, lease, rental or lending of chainsaws.

Office or Division:	Regulation and Permitting Section, DENR Implementing PENR/CENR Office	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
Who may avail:	Holder of Timber License Agreement, Production Sharing Agreement, Co-production Sharing Agreement, or a Private Land Timber Permit/Special Private Land Timber Permit, CBFMA, IFMA, SIFMA, or other tenurial instruments; Orchard or tree farmer; Industrial tree farmer; Licensed wood processor and the chainsaw shall be used for the cutting of timber that has been legally sold to said applicant; Anyone who shows satisfactory proof that the possession and/or use of a chainsaw is for a legal purpose; and Agencies of the government, GOCCs that use chainsaws in some aspects of their functions (except for Palawan where the jurisdiction falls with PCSD); CTPO/PTPR holders.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Application Form		Implementing PENR/CENR Office
2. Official Receipt of Chainsaw Purchase (1 certified copy and 1 original for verification) or Affidavit of Ownership in case the original copy is lost.		Requesting Party, Store or Dealer
3. SPA if the applicant is not the owner of the chainsaw		Requesting Party
4. Detailed Specification of Chainsaw (brand, model, engine capacity, Serial Number.)		Requesting Party, Store or Dealer
5. Notarized Deed of Absolute Sale, if transfer of ownership (1 original)		Requesting party, Private Lawyer or Notary Public Office
6. Chainsaw to be registered		Requesting Party



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8. Additional Requirements	
if Tenorial Instrument holder	
Certified True Copy of Forest Tenure Agreement	Requesting Party
if Business Owner	
Business Permit (1 photocopy)	Requesting Party
if Registered as Private Tree Plantation Owner	
Certificate of Registration	Requesting Party
if the applicant shows satisfactory proof that the possession and/or use of a chainsaw is for a legal purpose	
Business Permit from LGU or affidavit that the chainsaw is needed in applicants/profession/work and will be used for legal purpose (1 photocopy)	Requesting Party
if licensed Wood Processor	
Wood processing plant permit (1 photocopy)	Requesting Party
if government, and GOCC	
Certification from the Head of Office or his/her authorized representative that chainsaws are owned/possessed by the office and use for legal purposes (specify)	Requesting Party
If renewal of registration	
Latest Certificate of Chainsaw Registration (1 Photocopy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit application form and supporting documents to the Implementing PENR/CENR Office.	1. Check completeness of application and supporting documents, and receive, record (including scanning) and forward the application to PENR/CENR Officer/Deputy	None	30 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit Technical Staff RPS/TSD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	CENR Officer. Provide Requesting Party an acknowledgement receipt of the documents.			
1.1. None	1.1. Receive and review application. Forward application to Technical Staff. Prepare Order of Payment.	None	30 mins	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>
1.2 None	1.2. Approve Order of Payment.	None	30 mins	<i>CENR Officer/Accountant for Implementing PENRO</i>
2. Receive Order of Payment and pay corresponding fee.	2. Receive payment and issue Official Receipt (OR).	Php 500.00 Registration Fee *	30 min.	<i>Bill Collector/ Cashier</i>
3. Receive OR.	3. Receive application. Conduct verification of supporting documents and inspection of chainsaw. Prepare Certification and initial on the duplicate copy.	None	1 day	<i>Technical Staff RPS/TSD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.1. None	3.1. Receive and review application. Affix initial on the duplicate copy. Forward to PENR/CENR Officer for approval.	None	2 hours	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>
3.2. None	3.2. Receive, review and approve Certificate of Registration.	None	1 day	<i>PENR/CENR Officer</i>
4. Receive Certificate of Chainsaw Registration.	4. Record, assign control number and release Certification of Registration.	None	30 min.	<i>Receiving/Releasing Clerk CENRO/Implementing PENRO Records Unit</i>
TOTAL		Php 500.00 Registration Fee	2 days, 4 hours & 30 min.	

*Fees and charges are based on DAO 2004-16



CITIZEN'S CHARTER NO. RO-F-05. ISSUANCE OF SPECIAL/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)

This Permit serves as proof of authorization for the removal/cutting and/or relocation of trees affected by projects of the National Government Agencies (DPWH, DOTr, DepEd, DA, DOH, CHED, DOE and NIA)

Office or Division:	Regulation and Permitting Section, Implementing PENR/CENR Office	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	National Government Agencies (DPWH, DOTr, DepEd, DA, DOH, CHED, DOE, and NIA)*	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Application (1 original)	Requesting Party	
2. LGU Endorsement/Certification of No Objection (1 original)	Concerned LGU (City/Municipal/Barangay)	
3. Approved Site Development Plan/Infrastructure Plan with tree charting indicating the geotagged location of individual trees affected by the project, to be numbered sequentially, as basis of validation by the DENR during actual cutting operations (1 Certified true Copy)	Requesting Party	
4. Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC), whichever is applicable. (1 certified copy)	Environmental Management Bureau (EMB) Regional Office	
5. NCIP Clearance (FPIC/CP/CNO, whichever is applicable)	NCIP	
6. Waiver/Consent of owner/s, if titled property, if applicable (1 original)	Concerned lot owner	
7. PAMB Clearance/Resolution, if within Protected Area (1 original)	PAMB	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the request/application with complete supporting documents*	1. Check completeness of application and supporting documents, and receive, record and forward the application to PENR/CENR Officer/Deputy CENR Officer. Provide Requesting Party an acknowledgement receipt of the documents.	None	50 min.	<i>Receiving/Releasing Clerk, CENRO/Implementing PENRO Records Unit</i>
1.1. None	1.1. Review and refer the application to Chief, RPS/TSD.	None	1 hour	<i>PENR/CENR Officer/ Deputy CENR Officer</i>
1.2. None	1.2. Receive and review application, and assign inspection team to conduct site inspection.	None	30 mins.	<i>Chief RPS (CENRO)/Chief TSD (Implementing PENRO)</i>
1.3. None	1.3. Prepare Order of Payment.	None	15 mins.	<i>Staff in-charge RPS/TSD</i>
1.4.	1.4 Approve Order of Payment	None	15 Mins	<i>CENR Officer/Accountant for Implementing PENRO</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Pay Application oath and/or Certification Fee	2. Accept payment and issue Official Receipt (OR)	Php 50.00/ Certification Fee Php 36.00/ application Oath Fee **	30 mins.	<i>Credit Officer</i>
3. Receive and forward the OR to RPS.	3. Accept the OR and schedule the ocular inspection/ validation.	None	1 hour	<i>Staff in-charge/ Inspection Team RPS/TSD</i>
4. Guide/accompany the inventory team to the site.	4. Conduct ocular inspection/validation of the area and prepare endorsement to Implementing PENR/ CENR Officer.	None	2 days	<i>Inspection Team RPS/TSD</i>
4.1. None	4.1. Review the inspection report. Prepare cutting permit, initial and forward to the Chief, RPS/TSD for review and initial.	None	1 hour	<i>Chief/Technical Staff Concerned Unit/Section,</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4.2. None	4.2. Receive and Review, initial and forward the cutting permit to the Implementing PENR/ CENR Officer/Deputy CENR Officer.	None	1 hour	Chief RPS (CENRO)/Chief TSD (Implementing PENRO)
4.3. None	4.3. Review and sign/approve the Tree Cutting Permit (TCP).	None	1 hour	PENR/CENR Officer/ Deputy CENR Officer
5. Receive approved TCP	5. Record and release, the approved TCP.		30 min.	Receiving/Releasing Clerk, CENRO/Implementing PENRO Records Unit
TOTAL:		Php 50.00/ Certification Fee Php 36.00/ application Oath Fee **	2 days, 7 hours & 50 min.	

*Prior to the application, NGA shall submit their proposal/requirements to the CENR/Implementing PENR Office.

**Forest charges may apply to all naturally growing trees

Note: Seedling replacement shall be complied by the requesting agency after the cutting



CITIZEN'S CHARTER NO. RO-F-06. ISSUANCE OF TREE CUTTING PERMIT FOR PLANTED TREES AND NATURALLY GROWING TREES FOUND WITHIN PUBLIC PLACES (PLAZA, PUBLIC PARKS, SCHOOL PREMISES OR POLITICAL SUBDIVISIONS) FOR PURPOSES OF PUBLIC SAFETY

This Permit serves as proof of authorization for the removal/cutting of trees in public places (Plaza, Public Parks, School Premises or Political Subdivisions for purposes of public safety).

Office or Division:	Regulation and Permitting Section, Implementing PENR/CENR Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business			
Who may avail:	Any Filipino citizen, Local Government Units (LGUs), Schools, Homeowners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Letter (1 original)			Requesting Party	
2. LGU Endorsement/Certification of No Objection/Resolution (1original)			Concerned LGU (City/Municipal/Barangay)	
3. Additional Requirements				
if within Subdivisions				
Homeowner's Resolution (1 original/1 Certified True Copy)			Homeowner's Association	
if School/Organization				
PTA Resolution or Resolution from any organize group of No Objection and Reason for Cutting (1 original)			Requesting Party, School PTA, or Organization	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request and complete requirements	1. Check completeness of application and supporting documents, and receive, record (including scanning) and forward the application to Deputy CENR Officer/ CENR/PENR Officer.	None	50 min.	<i>Receiving/Releasing Clerk</i> Implementing PENRO/CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Provide Requesting Party an acknowledgement receipt of the documents.			
1.1. None	1.1. Receive, review and refer the application to Chief, RPS.	None	1 hour	<i>Deputy CENR Officer/ CENR/PENR Officer</i>
1.2. None	1.2. Receive and review the application, and assign inspection team to conduct site inspection.	None	30 min.	<i>Chief RPS</i>
1.3. None	1.3. Prepare Order of Payment.	None	30 min.	<i>Staff in-charge RPS</i>
1.4. None	1.4. Approve Order of Payment and forward to Requesting Party.	None	10mins	<i>Accountant /CENR Officer or designated representative</i>
2. Pay certification and oath fee	2. Accept payment and issue Official Receipt (OR).	Php 50.00/ Certification Fee Php 36.00/ application Oath Fee Php 1,200.00/ha Inventory Fee* (for 1 ha and above)	30 min.	<i>Credit Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Receive and forward the OR to RPS.	3. Accept the OR. Schedule the inspection.	None	1 day	<i>Staff in-charge/ Inspection Team RPS</i>
4. Guide/accompany the inventory team to the site.	4. Conduct inspection of the area (100% inventory of trees) and prepare duly subscribed and sworn report with attachments (map, geo-tagged photos and tally sheets) and endorsement to PENR/CENR Office. Forward to Chief, RPS/TSD. (Inspection in accordance to DMO No. 1991-08 and FMB Technical Bulletin No. 3)	None	15 days	<i>Inspection Team RPS</i>
4.1. None	4.1 Review the inspection report and submit recommendation to PENR/CENR Officer.	None	1 hour	<i>Chief RPS/TSD</i>
4.2. None	4.2 Receive and review the application and inspection report. Approve the Tree Cutting Permit (TCP)	None	1 hour	<i>PENR/CENR Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Receive the approved Tree Cutting Permit	5. Record and release approved Tree Cutting Permit to requesting party	None	30 min.	Receiving/Releasing Clerk Implementing PENRO/CENRO Records Unit
TOTAL		Php 50.00/ Certification Fee Php 36.00/ application Oath Fee Php 1,200.00/ha Inventory Fee*(for 1 ha and above)	16 days & 6 hours	

*Fees and charges are based on DAO 2004-16

Note: Forest charges shall be paid after the cutting of trees.



CITIZEN’S CHARTER NO. RO-F-07. ISSUANCE OF PRIVATE LAND TIMBER PERMIT (PLTP) FOR NON-PREMIUM SPECIES, OR SPECIAL PLTP (SPLTP) FOR PREMIUM NATURALLY-GROWN TREES WITHIN PRIVATE/ TITLED LANDS

PLTP or SPLTP serves as the official authority to cut, gather and utilize naturally grown trees within private or titled lands. This shall not cover the trimming, pruning, cutting and removal of trees within power line corridors which no longer require to secure prior clearance or permit from, but with due notice to, the DENR Field Offices, pursuant to RA No. 11361, S. 2019. Further, the transport of logs derived therefrom shall require a transport permit consistent with existing rules and regulations.

All new applications and requests for extension of Tree Cutting and Earth-balling Permits for naturally growing trees shall be issued by the concerned DENR Regional Executive Director, **except cutting for public purposes of National Government Agencies which includes the DPWH, DOTr, DepEd, DA, DOH, CHED, DOE, and NIA** pursuant to DAO No. 2020-06, which shall be issued by the concerned Community Environment and Natural Resources Officer/implementing Provincial Environment and Natural Resources Officer (CENRO/Implementing PENRO). The issuance of these Permits for naturally growing trees shall be governed by existing laws, rules and regulations like E.O. No. 23 and other related guidelines.

Office or Division:	Regulation and Permitting Section, DENR CENR Office (or Implementing PENR Office) to PENR Office to Regional Office	
Classification:	Highly Technical (Multi-Stage Processing)	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen	
Who may avail:	Concerned Individual and Schools	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Letter (1 original)		Requesting Party
2. Endorsement/Certification from concerned LGU interposing no objection to the cutting of trees under the following conditions (1 original):		Concerned LGU (City/Municipal/Barangay)
a. If the trees to be cut falls within one barangay, an endorsement from the Barangay Captain shall be secured		Barangay LGU



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
b. If the trees to be cut falls within more than one barangay , endorsement shall be secured either from the Municipal/City Mayor or all the Barangay Captains concerned	Municipal/City LGU or all Barangay LGUs
c. If the trees to be cut fall within more than one municipality/city , endorsement shall be secured either from the Provincial Governor or all the Municipal/City Mayors concerned	Provincial LGU or all Municipal/City LGUs
3. Authenticated copy of Land Title/CLOA issued by LRA or Registry of Deeds, whichever is applicable	Land Registration Authority (LRA)/Registry of Deeds (ROD)
4. Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC), whichever is applicable. (1 certified copy)	EMB Regional Office
5. Additional Requirements	
if application covers ten (10) hectares or larger	
Utilization Plan with at least 50% of the area covered with forest trees (1 original)	Requesting Party
if covered by CLOA	
Endorsement by local agrarian reform officer interposing No Objection (1 original)	Municipal/City Agrarian Reform Office, Municipal/City Hall
if School/Organization	
PTA Resolution or Resolution from any organized group of No Objection and Reason for Cutting (1 original)	Requesting Party, School PTA, or Organization

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit letter request and supporting documents.	1 Check completeness of application and supporting documents, and receive, record (including scanning) and	None	50 min.	<i>Receiving/Releasing Clerk</i> CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	forward the application to Deputy CENR Officer/ CENR Officer.			
1.1. None	1.1. Receive, review and refer the application to Chief, RPS.	None	1 hour	<i>Deputy CENR Officer/ CENR Officer CENRO</i>
1.2. None	1.2. Receive and review the application, and assign inspection team to conduct site inspection.	None	30 min.	<i>Chief RPS</i>
1.3. None	1.3. Prepare Order of Payment.	None	15 min.	<i>Staff in-charge RPS</i>
1.4. None	1.4. Approve Order of Payment	None	15 min.	<i>CENR Officer</i>
2. Pay certification and oath fee.	2. Accept payment and issue Official Receipt (OR).	Php 50.00/ Certification Fee Php 36.00/ application Oath Fee Php 1,200.00/ha Inventory Fee*	30 min.	<i>Credit Officer CENRO</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Receive OR.	3. Accept the OR. Schedule the inspection.	None	1 day	<i>Staff in-charge/ Inspection Team RPS</i>
4. Guide/accompany the inventory team to the site.	4. Conduct inspection of the area (100% inventory of trees to be cut) and prepare report duly subscribed and sworn with attachments (geo-tagged photos tally sheets and with approved sketch/GIS map of the area applied for) and endorsement to PENR Office. Forward to Chief, RPS. (Inspection in accordance to DMO No. 1991-08 and FMB Technical Bulletin No. 3)	None	15 days	<i>Inspection Team RPS</i>
4.1. None	5.1. Review the inspection report and submit recommendation to CENRO.	None	1 hour	<i>Chief RPS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4.2. None	5.2. Receive and review the application and inspection report. Approve recommendation. Sign the endorsement to PENR Office.	None	1 day	<i>CENR Officer</i>
4.3. None	5.3. Record and release the application, supporting documents and endorsement to PENR Office.	None	3 days	<i>Receiving/Releasing Clerk CENRO Records Unit</i>
PENRO				
4.4. None	5.4. Receive documents and forward to PENRO	None	2 hours	<i>Receiving/Releasing Clerk PENRO Records Section</i>
4.5. None	5.5. Receive and assign documents.	None	2 hours	<i>PENR Officer</i>
4.6. None	5.6. Review, evaluate application and prepare memorandum endorsement to Regional Office through Chief, TSD for initial.	None	1 day	<i>Chief/Staff Concerned Unit/Section Chief TSD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4.7. None	5.7. Review and sign the memorandum endorsement for the Regional Executive Director (RED).	None	1 hour	<i>PENR Officer</i>
4.8. None	5.8. Record and release the application and supporting documents.	None	5 days	<i>Receiving/Releasing Clerk</i> PENRO Records Section
REGIONAL OFFICE (RO)				
4.9. None	5.9. Receive documents and forward to Regional Executive Director.	None	1 hour	Receiving/Releasing Clerk RO Records Section
4.10. None	5.10. Receive and assign/refer documents. Forward to ARD for Technical Services (ARD-TS).	None	3 hours	RED Regional Office
4.11. None	5.11. Receive and review documents. Forward to License, Patents and Deeds Division (LPDD).	None	2 hours	ARD for TS Regional Office
4.12. None	5.12. Receive and review documents. Forward to assigned Staff.	None	1 day	Chief, LPDD, Regional Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4.13. None	5.13. Conduct detailed review/evaluation of application.	None	5 days	Chief/Staff, FUS, Regional Office
4.14. None	5.14. Prepare the PLTP/ SPLTP with attachment (Memorandum Endorsement/ Instruction)	None	4 hours	
4.15. None	5.15. Receive and review documents. Affix initial to the duplicate permit, if in order. Forward to ARD-TS.	None	1 hour	Chief, LPDD, Regional Office
4.16. None	5.16. Review and affix initial and forward the permit and memorandum for the Regional Executive Director (RED)'s signature	None	4 hours	ARD-TS, Regional Office
4.17. None	5.17. Approve the permit and sign memorandum	None	1 day	RED, Regional Office
5. Receive the approved PLTP/SPLTP	6. Record and release approved PLTP/SPLTP to applicant.	None	30 min.	Receiving/Releasing Clerk RO Records Section



CENRO SUB-TOTAL	Php 86.00	20 days, 4 hrs & 20 min.
PENRO SUB-TOTAL	None	6 days & 5 hrs
IMPLEMENTING PENRO SUB-TOTAL	Php 86.00	27 days, 1 hr & 20 min.
REGIONAL OFFICE SUB-TOTAL	None	8 days 7 hrs & 30min.
TOTAL	Php 50.00/ certification Certification Fee Php 36.00/ application Oath Fee Php 1,200.00/ha Inventory Fee* **	36 days & 50 min.

*Fees and charges are based on DAO 2004-16

**Forest charges shall be paid after the cutting of trees.



Validity of Permit Upon Receipt of S/PLTP			
Volume	Validity	Volume	Validity
1 - 50 cu.m.	50 days	501 - 650 cu.m.	7 months
51 - 70 cu.m.	60 days	651 - 750 cu.m.	8 months
71 - 100 cu.m.	90 days	751 - 850 cu.m.	9 months
101 - 200 cu.m.	120 days	851 - 950 cu.m.	10 months
201 - 300 cu.m.	150 days	951 - 1000 cu.m.	11 months
301 - 500 cu.m.	6 months	1001 - up cu.m.	1 year

Note: All naturally grown trees cut and harvested inside private and public/forest lands shall also be subjected to payment of forest charges pursuant to RA No. 7161 (Sec.



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



CITIZEN'S CHARTER NO. RO-L-01. ISSUANCE OF CERTIFICATION OF LAND CLASSIFICATION STATUS*

This Certification is being issued based from the land records/status and projection in the land classification map for alienability or disposability of the land being applied for. This Certification does not construe ownership and is for reference only.

Office or Division:	Regulation and Permitting Section, DENR Implementing PENR/CENR Office	
Classification:	Highly Technical **	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
Who may avail:	Banks, Corporations, Private Associations e.g. Surveying Firms; Realtors'/Developers' Corporations, Land Owners, LGUs, DPWH, Philippine Port Authority, Department of Tourism, DepEd and other stakeholders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form (1 original, 1 duplicate copy)	Implementing PENRO/CENRO Records Office or Public Assistance Desk	
2. Any document showing the identity of the lot (1 photocopy)	End-user or Assessor's Office	
3. Sketch Plan with Complete Technical Description (1 original)	Geodetic Engineer	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. File application with complete supporting documents to the Implementing PENRO/CENRO Receiving Area/Records Unit.	1. Check completeness of application and supporting documents and receive the request, record in logbook and/or Document Tracking System, and forward to RPS.	None	30 min.	<i>Receiving/Releasing Clerk</i> Implementing PENRO/CENRO Records Unit
1.1. None	1.1. Receive request and prepare Order of Payment	None	30 min.	<i>Technical Staff</i> Regulation and Permitting Section (RPS)
1.2. None	1.2. Approve Order of Payment and forward the same to client.	None	10min.	<i>Accountant</i> <i>(Implementing PENRO)</i> <i>CENRO or Designated Representative</i>
2. Receive Order of Payment and pay corresponding fee.	2. Receive payment and issue and photocopy Official Receipt.	Certification Fees Php 25.00	30 min.	<i>Bill Collector</i> Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Receive Official Receipt and forward the same to Technical Staff, RPS.	3. Receive copy of official receipt. Verify and project the lot, and prepare and sign the Certification. Forward the Certification and supporting documents, if any, to Chief, RPS/TSD.	None	4 days	<i>Technical Staff</i> RPS
3.1. None	3.1. Receive, review and sign the Certification and forward to PENR/CENR Officer.	None	30 min.	<i>Chief</i> RPS/TSD
3.2. None	3.2. Receive, review, sign and approve the Certification.	None	1 hour	<i>PENR/CENR Officer</i>
4. Receive the Certification.	4. Record and release documents.	None	15 min.	<i>Receiving/Releasing Clerk</i> PENRO/CENRO Records Unit
TOTAL:		Certification Fees***: Php 25.00	4 days, 3 hours & 25 min.	

* *Except judicial titling*

** *Sec 9.b.1 of R.A. 11032*



CITIZEN'S CHARTER NO. RO-L-02. ISSUANCE OF SURVEY AUTHORITY

This document is an authority given to private Geodetic Engineers (GEs) for the survey of public lands for land titling.

Office or Division:	Regulation and Permitting Section, DENR Implementing PENRO, CENRO
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen
Who may avail:	Private Geodetic Engineers and Land owners

CHECKLIST OF REQUIREMENTS*	WHERE TO SECURE
1a. Duly accomplished Letter-Request Form from the land owner requesting for survey authority and authorizing certain private GE to conduct the survey (1 original) <i>or</i>	Land Owner/Geodetic Engineer
1b. Duly accomplished Letter-Request Form from the GE on behalf of his/her client (1 original)	Land Owner/Geodetic Engineer
2. Any proof of claim or acquisition of the property	Land Owner/LGU
<ul style="list-style-type: none"> ● Latest, Updated Tax declaration for the last year (1 certified copy) 	Assessor's Office
<ul style="list-style-type: none"> ● Deed of Sale (1 photocopy with accompanying Original Copy) 	Land Owner
<ul style="list-style-type: none"> ● Extra Judicial Settlement (1 original) 	Land Owner, Private Lawyer, Public Attorney's Office, or LGU
<ul style="list-style-type: none"> ● Waiver of Rights (1 original) 	Land Owner
<ul style="list-style-type: none"> ● Other documents 	Land Owner/LGU



CHECKLIST OF REQUIREMENTS*	WHERE TO SECURE
<p><i>*Note: DENR may request for additional documents or combination of documents mentioned above depending on the situation of the application/request</i></p>	
<p>3. Survey Authority <u>form</u> duly signed by the applicant and private Geodetic Engineer (1 original, 1 duplicate copy)</p>	<p>Concerned Implementing PENR/CENR Office</p>
<p>4. Certification of Land Classification Status</p>	<p>Concerned Implementing PENR/CENR Office</p>
<p>5. Scheme of subdivision from GE (1 photocopy)</p>	<p>Geodetic Engineer</p>
<p>6. Certification from the Regional Trial Court concerned that there is no pending land registration case involving the parcel being applied for (1 original)</p>	<p>Regional Trial Court having Jurisdiction</p>
<p>7. Certification from barangay that there is no record of claims and conflict (1 original, 1 duplicate)</p>	<p>Office of the Barangay Captain having Jurisdiction</p>
<p>8. Copy of Approved Survey Plan with Technical Description (if with previously approved surveys) (1 blueprint copy)</p>	<p>Geodetic Engineer, Land Owner, or Concerned DENR Regional Office</p>
<p>9. Certification of Lot Status (whether titled or not) and land status from LRA (if the municipality is under cadastral proceedings or if there is an old survey) (Private Survey) (1 original, 1 duplicate copy)</p>	<p>Land Registration Authority (LRA) Central Office, Quezon City</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Letter Request to the Implementing PENR/CENR Office with complete supporting requirements	1. Check completeness of supporting documents based on the checklist, and receive and enter into the record book. Forward to RPS	None	1 hour	<i>Records Officer</i> Implementing PENRO/ CENRO Records Unit
1.1. None	1.1 Receive documents check and verify the lot status in the LAMS allocation book or index card whether covered by any public land application or not	None	2 hours	<i>Records Officer</i> Implementing PENRO/ CENRO Records Unit
1.2. None	1.2. Receive request. Prepare Order of Payment	None	30 min.	<i>Technical Staff</i> Regulation and Permitting Section (RPS)
1.3. None	1.3. Approve Order of Payment and forward the same to client.	None	10 min.	<i>Accountant</i> (Implementing PENRO) CENRO or Designated Representative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	>Php 200.00 Field Inspection Deposit*	30 min.	<i>Bill collector</i> Cashier
3. Receive OR	3. Photocopy and attach OR in the request, and record OR number in the Survey Authority form. Forward to Chief, RPS/TSD.	None	30 min.	<i>Technical Staff</i> RPS
3.1. None	3.1. Receive request, and assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI)	None	30 min.	<i>Chief</i> RPS/TSD
3.2. None	3.2. Conduct field investigation, prepare and submit Investigation report with recommendation, and forward the same to Chief, RPS/TSD	None	7 days	<i>LMI/DPLI</i> RPS/TSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.3. None	3.3. Receive and review request, report, and affix signature in the Survey Authority, and forward to PENR/CENR Officer	None	30 min.	<i>Chief RPS/TSD</i>
3.4. None	3.4. Review documents/ reports, and approve and sign Survey Authority	None	30 min.	<i>PENR/CENR Officer</i>
3.5. None	3.5. Assign control number on Survey Authority and enters into the record book	None	30 min.	<i>Records Officer</i> Implementing PENRO/CENRO Records Unit
4. Receive Survey Authority, sign in the duplicate copy	4. Release Survey Authority to client/GE	None	15 min.	<i>Records Officer</i> Implementing PENRO/CENRO Records Unit
TOTAL:		>Php 200.00 Field Inspection Deposit	7 days, 6 hours & 55min.	

Note: 1. Excluding provinces covered by DMC No. 2019-10
 2. Additional documents may be required for Baguio City per DMC 2007-11



Computation:

***Field Inspection Deposit = (11 x H) + (1 x K) + 110**

where

H = area in hectares per survey plan; a fraction of a hectare is considered one hectare

K = road network distance in kilometers of the survey site from the provincial district office or the official station of inspector



CITIZEN'S CHARTER NO. RO-L-03. APPLICATION FOR FREE PATENT (AGRICULTURAL)*

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

Office or Division:	Regulation and Permitting Section, DENR CENRO to PENRO
Classification:	Highly Technical (Multi-Stage Processing)
Type of Transaction	G2C - Government to Citizen
Who may avail:	All natural born Filipino and with dual citizenship Filipino

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Free Patent Application and prescribed forms (1 original)	Concerned CENR/Implementing PENR Offices
1.1. Notarized SPA (in case the application is filed by a representative or by the heirs of the original applicant)	Land Owner/Notary Public
2. Tax declaration in the name of the applicant. If the tax declaration is in the name of the applicant's predecessor-in-interest, any of the following documents shall be presented: 2.1. Deed of Sale 2.2. Extra Judicial Settlement 2.3. Waiver of Rights 2.4. Deed of Donation or other form of monuments of ownership	Assessor's Office Land Owner, Notary Public, or LGU
3. Certification of status of land from LRA, if the municipality is under cadastral proceedings or if there is an old survey (Private and Original Survey) (1 photocopy)	Land Registration Authority (LRA) Central Office, Quezon City
4. Documentary Stamp (to be attached in the application form)	BIR or Post Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DOCUMENTS TO BE SECURED BY THE CENRO / IMPLEMENTING PENRO	
1. Copy of approved Survey Plan / Cadastral Map	Concerned Regional/CENR Office
2. Technical Description / V-37	Concerned CENR/Implementing PENR Offices
3. Certification that the land applied for is alienable and disposable (1 original, 1 photocopy)	Concerned CENR/Implementing PENR Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (CALENDAR DAYS)	PERSONS RESPONSIBLE
CENRO				
1. Submit accomplished Application Form to the CENR Office with complete supporting requirements. Applicant may also submit the application through email or courier, where, applicable, the applicant may also apply online or through LMI/SI/DPLI. **	1. Check completeness of application. If found in order, register, allocate, index and assign application number. Scan, encode and upload records in LAMS.	None	1 Day	<i>LMO /</i> <i>RPS</i> <i>Staff</i> CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (CALENDAR DAYS)	PERSONS RESPONSIBLE
1.1. None	1.1. Prepare Order of Payment	None	2 hrs.	<i>Staff</i> CENRO Records Unit
1.2. None	1.2. Approve Order of Payment and forward the same to client.	None	2 hrs.	<i>CENRO or Designated Representative</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	Php 150.00 Application Fee	2 hrs.	Bill collector Cashier
3. Receive (OR) and forward the same to Records Unit/Section	3. Accept OR, indicate OR number, amount paid, and date in the application form and forward the application to Chief, RPS	None	2 hrs.	<i>Staff</i> CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (CALENDAR DAYS)	PERSONS RESPONSIBLE
3.1. None	3.1. Review application. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for inspection/ investigation	None	10 Days	<i>Chief RPS</i>
3.2. None	3.2. Prepare posting of notices at the barangay, municipal, or provincial hall where the property is situated.	None	5 Days	<i>LMI/DPLI CENR Officer CENRO</i>
3.3. None	3.3. Travel to the barangay, municipality or province.	None	2 days	<i>LMI/DPLI CENRO</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (CALENDAR DAYS)	PERSONS RESPONSIBLE
3.4. None	<p>3.4. Posting of Notices in the Barangay Hall and take geo-tagged photo.</p> <p>Simultaneously conduct investigation on the land being applied for.</p>	None	<p>15 days posting of Notices in the municipal bldg. hall & in the brgy. hall where the land applied for is located. (Section 9.2.2.)</p> <p>Notice of posting may also be made in the website in the concerned LGU.</p>	LMI/DPLI CENRO
3.5. None	3.5. Prepare, sign and submit investigation report, and forward to LMO I (Annex E of IRR)	None	3 days	DPLI/LMI CENRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (CALENDAR DAYS)	PERSONS RESPONSIBLE
3.6. None	3.6. Screen the carpeta and prepare V-37/certified lot data computation, Order of Award, and Judicial Form, and forward to Geodetic Engineer (GE).	None	28 Days	<i>LMO I/Cartographer/ Encoder whoever is available RPS CENRO</i>
3.7. None	3.7. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	20 Days	GE RPS
3.8. None	3.8. Do final screening of carpeta and forward to CENRO for recommendation.	None	10 Days	Chief RPS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (CALENDAR DAYS)	PERSONS RESPONSIBLE
3.9. None	3.9. Review and Affix initial file copy of Patent and Sign Indorsement to PENRO for approval.	None	20 Days	<i>CENR Officer</i> CENRO
3.10. None	3.10. Transmit carpeta to PENRO	None	5 days	<i>Records Officer</i> CENRO Records Unit
PENRO				
3.11. None	3.11. Receive the carpeta and forward to Chief, RPS. Update data in LAMS, if applicable.	None	1 day	<i>Records Officer</i> PENRO Records Section
3.12. None	3.12. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD).	None	1 day	<i>Chief</i> RPS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (CALENDAR DAYS)	PERSONS RESPONSIBLE
3.13. None	3.13. Do the final review of carpeta, initial file copy of Free Patent, and forward to PENRO for approval of application and issuance of Patent.	None	1 day	<i>Chief TSD</i>
3.14. None	3.14. Sign Order of Approval and Free Patent. Forward to PENRO Records for numbering.	None	1 day	<i>PENR Officer PENRO</i>
3.15. None	3.15. Assign Patent Number/ Indexing, prepare transmittal letter and forward to PENRO for signature.	None	1 day	<i>Records Officer/Staff PENRO Records Section</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (CALENDAR DAYS)	PERSONS RESPONSIBLE
3.16. None	3.16. Sign transmittal letter and forward to PENRO records for transmittal to Registry of Deeds (ROD).			<i>PENR Officer</i> PENRO
3.17. None	3.17. Scan the order of Approval, signed Free Patent and transmittal letter. Upload to Land Administration and Management System (LAMS). Transmit documents to ROD, and copy furnish the client.	None	5 days	<i>Liaison Officer</i> PENRO Records Section
<i>CENRO TOTAL</i>		<i>Php 150.00</i>	<i>120 Calendar days for the processing time of patent pursuant to R.A. 11573</i>	
<i>PENRO TOTAL</i>		<i>None</i>	<i>10 Calendar days as per DAO 2021-38 (IRR)</i>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (CALENDAR DAYS)	PERSONS RESPONSIBLE
<i>For Implementing PENRO*** TOTAL</i>		<i>Php 150.00</i>	<i>130 Calendar Days (120 Calendar Days Processing + 10 Calendar Days Review/Approval/Disapproval and Transmittal)</i>	
If the approving authority is the PENRO Processing of Patent – 120 calendar days Review, Approval/Disapproval of patent – 5 calendar days Transmittal to ROD – 5 calendar days				

**Application covers below 5 hectares*

***The filing of application may also be done in the Barangay where titling operation is on-going consistent with DAO No. 2019-08.*

****For Implementing PENRO, they shall absorb the function of the CENRO*

Note:

This service is under the following laws:

- *Commonwealth Act No. 141 or the “Public Land Act” (1936)*
- *Republic Act No. 782 or the “An Act to Grant Free Patents to Occupants of Public Agricultural Land since or prior to July Fourth, Nineteen Hundred and Forty-Five” (1945)*
- *Republic Act No. 11231 or the “Agricultural Free Patent Reform Act” (2018)*
- Republic Act No. 11573 (see title)

**There is an existing MOA with the DENR and the LRA to resolve the difficulties in obtaining the certification.*

Certification of status of land from LRA may be submitted by the applicant w/in 90 calendar days from the filing of application. Failure of the applicant to submit the Certification w/in the prescribed period shall cause the rejection of the application w/o prejudice to the refiling of the same.

In cases where the subject application is covered by a cadastral subdivision plan (CSD), the LRA Certification shall be waived provided that the applicant indicates in the application that no petition for judicial titling has been filed.



CITIZEN'S CHARTER NO. RO-L-04. APPLICATION FOR FREE PATENT (RESIDENTIAL)

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

Office or Division:	Regulation and Permitting Section, DENR CENRO to PENRO
Classification:	Highly Technical (Multi-Stage Processing)
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All natural born and naturalized Filipino

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Free Patent Application and prescribed forms (1 original)	Concerned CENR/Implementing PENR Offices
2. Any of the following document showing identity of land and claims of ownership	Land Owner/LGU
<ul style="list-style-type: none"> ● Tax declaration if applicable (1 certified copy) 	Assessor's Office
<ul style="list-style-type: none"> ● Deed of Sale/Deed of donation/Deed of transfer (1 photocopy, present original copy) *if applicable 	Land Owner, Notary Public, or LGU
<ul style="list-style-type: none"> ● Extra Judicial Settlement (1 photocopy) *if applicable 	Land Owner, Notary Public, or LGU
<ul style="list-style-type: none"> ● Waiver of Rights, Barangay certification (1 photocopy) *if applicable 	Land Owner, Notary Public, or LGU
3. Affidavit of at least two (2) disinterested person residing in the area	Land Owner, Notary Public, or LGU
4. Certification from the Municipal Circuit/Regional Trial Court (MCTC/RTC) concerned that there is no pending land registration case involving the parcel being applied for (1 original, 1 photocopy)	Land Owner, or Municipal Circuit/Regional Trial Court (MCTC/RTC) having Jurisdiction
5. Approved Survey Plan with Technical Description/Form V37 (if covered with isolated survey) (1 certified copy)	Concerned CENR/Implementing PENR Offices



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. Certification of status of land from LRA, if the municipality is under cadastral proceedings or if there is an old survey (Private and Original Survey) (1 photocopy)	Land Registration Authority (LRA) Central Office, Quezon City
7. Certification that the land applied for is alienable and disposable (1 original, 1 photocopy)	Concerned CENR/Implementing PENR Offices
8. Documentary Stamp (4 pieces) (2-Affidavits, 1-Application Form, 1-Notice of Posting)	BIR or Post Office
9. Certification from LGU that the area applied for is zoned as Residential (1 original), or approved CLUP, if applicable (1 photocopy)	LGU
10. Latest photograph of land and house (preferably geo-tagged)	Land owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Submit accomplished Application Form to the CENR Office with complete supporting requirements	1. Check completeness of application. If found in order, register, allocate, index and assign application number. Scan, encode and upload records in LAMS.	None	1 day	<i>LMO / RPS</i> <i>Staff</i> CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Applicant may also submit the application through email or courier, where, applicable, the applicant may also apply online or through LMI/SI/DPLI.				
1.1. None	1.1. Prepare Order of Payment	None	2 hrs.	<i>Staff</i> CENRO Records Unit
1.2. None	1.2. Approve Order of Payment and forward the same to client.	None	2 hrs.	<i>CENRO or Designated Representative</i>
2. Receive Order of Payment and pay corresponding fees	2. Accept payment, issue Official Receipt (OR) to the applicant	Php 50.00 Application Fee	2 hrs.	Bill collector Cashier
3. Receive (OR) and forward the same to Records Unit/Section	3. Accept OR, indicate OR number, amount paid, and date in the application form and forward the application to Chief, RPS	None	2 hrs.	<i>Staff</i> CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.1. None	3.1. Review application. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for inspection/ investigation	None	1 day	<i>Chief RPS</i>
3.2. None	3.2. Prepare posting of notices at the barangay, municipal, or provincial hall where the property is situated.	None	1 day	<i>LMI/DPLI CENR Officer CENRO</i>
3.3. None	3.3. Travel to the barangay, municipality or province.	None	2 days	<i>LMI/DPLI CENRO</i>
3.4. None	3.4. Posting of Notices in the Barangay Hall and take geo-tagged photo.	None	15 days (per DAO 2010-12)	<i>LMI/DPLI CENRO</i>
3.5. None	3.5. Prepare Certification for the proof of posting and forward to the CENR Officer for Approval	None	2 days	<i>DPLI/LMI CENRO</i>
3.6. None	3.6. Approve Certification of proof of posting	None	1 day	<i>CENR Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.7. None	3.7. 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 CENRO</i>
3.8. None	3.8. Screen the carpeta and prepare V37/certified lot data computation, Order of Award, and Judicial Form, and forward to Geodetic Engineer (GE).	None	21 days	<i>LMO I/Cartographer/ Encoder whoever is available RPS</i>
3.9. None	3.9. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	15 days	<i>GE RPS</i>
3.10. None	3.10. Do final screening of carpeta and forward to CENRO for recommendation.	None	10 days	<i>Chief RPS</i>
3.11. None	3.11. Review and affix initial on file copy of Patent and Sign Indorsement to PENRO for approval.	None	15 days	<i>CENR Officer CENRO</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.12. None	3.12. Transmit carpeta to PENRO	None	5 days	<i>Records Officer CENRO Records Unit</i>
PENRO				
3.13. None	3.13. Receive the carpeta and forward to Chief, RPS. Update data in LAMS, if applicable.	None	2 hours	<i>Records Officer PENRO Records Section</i>
3.14. None	3.14. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD).	None	2 hours	<i>Chief RPS</i>
3.15. None	3.15. Do the final review of carpeta, initial file copy of Free Patent, and forward to PENRO for approval of application and issuance of Patent.	None	2 days	<i>Chief TSD</i>
3.16. None	3.16. Review and sign Order of Approval and Free Patent. Forward to PENRO Records for numbering.	None	2 days	<i>PENR Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.17. None	3.17. Assign Patent Number/ Indexing, prepare transmittal letter and forward to PENRO for signature.	None	2 hours	<i>Records Officer/Staff</i> PENRO Records Section
3.18. None	3.18. Sign transmittal letter and forward to PENRO records for transmittal to Registry of Deeds (ROD).			<i>PENR Officer</i>
3.19. None	3.19. Scan the order of Approval, signed Free Patent and transmittal letter. Upload to Land Administration and Management System (LAMS). Transmit documents to ROD, and copy furnish the client.	None	5 days	<i>Liaison Officer</i> PENRO Records Section
<i>CENRO SUB-TOTAL</i>		<i>Php 50.00</i>	<i>120 Calendar days for the processing time of patent pursuant to R.A. 10023</i>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<i>PENRO TOTAL</i>	<i>None</i>	<i>10 working days (5 working days for Review/Approval/Disapproval + 5 working days transmittal to ROD per DAO 2019-11)</i>	
	<i>For Implementing PENRO TOTAL</i>	<i>Php 50.00</i>	<i>120 Calendar Days Processing + 10 Working Days for Review/Approval/Disapproval and Transmittal to ROD</i>	

If the approving authority is the PENRO	
Processing of Patent	– 120 calendar days
Review, Approval/Disapproval of patent	– 5 working days
Transmittal to ROD	– 5 working days

***for Implementing PENRO, they shall absorb the function of the CENRO*

This service is under the following laws:

- *Republic Act No. 10023 or “An Act Authorizing the Issuance of Free Patents to Residential Lands” (2009)*



Notes:

- *One (1) application per applicant for Residential Free Patent.*
- *The maximum area for the application of Residential Free Patent is:*
 - *200 sq. m. for highly urbanized cities*
 - *500 sq. m. for other cities*
 - *750 sq. m. for first to second class municipalities*
 - *1,000 sq. m. for third and below/all others.*
- *Per RA No. 10023, the **CENR Office is allowed a maximum of 120 calendar days** to process the application of RFPA, while the **PENR Officer is allowed a maximum of five (5) working days** to do the same*



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	<ol style="list-style-type: none">1. Get a copy of the DENR Client Feedback Form.2. Answer the DENR Client Feedback Form.3. Fill out the Commendation and/or Complaint portion of the Form.4. Drop it in the designated drop box near the Public Assistance and Complaint Desk (PACD). <p>Client can also share their feedback or complaints using the online survey form by scanning the QR code posted on conspicuous areas of DENR offices or by visiting the link https://bit.ly/2024DENRFeedback</p>
How feedback is processed?	<p>Every Friday, the Public Assistance Complaints Desk Officer (PACDO) shall open the drop box, and compile and record all feedback submitted.</p> <p>Feedback requiring answers shall be forwarded to the relevant offices and where they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the concern office shall be then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and email address:</p> <p>8927 6336 scis.smcrd@denr.gov.ph</p> <p>Julie Gorospe Ibuan Stakeholder Management and Conflict Resolution Division</p>



<p>How to file complaints?</p>	<ol style="list-style-type: none"> 1. Get a copy of the DENR Feedback Form. 2. Fill out the client information 3. Answer the Complaint portion. 4. Drop the accomplished DENR Feedback Form at the designated drop box in front of the Public Assistance Complaint Desk 5. Complaints can also be filed via telephone through the DENR Action Center/Hotline with mobile number 0939-902-0805 or 0939-918-0169. Make sure to provide the following information: <ul style="list-style-type: none"> ● Name of person being complained ● Position/Office ● Incident ● Evidence
<p>How complaints are processed?</p>	<p>The Public Assistance Complaints Desk Officer (PACDO) shall open the DENR Feedback drop box on a weekly basis and evaluate each complaint. The complaints shall be classified according to gravity.</p> <p>Upon evaluation, and approval of the SCIS (for Central Office) and Regional Strategic Communication and Initiatives Group (for Regional Offices) the PACDO shall forward the complaint to the relevant office for their appropriate action.</p>
<p>Contact Information of Anti-Red Tape Authority (ARTA)</p>	<p>4th and 5th Floor NFA Building, NFA Compound, Visayas Avenue, QC Hotline: 888 Contact No.: (02) 8478-5091, 8478-5093, 8478-5099 Email: info@arta.gov.ph and complaints@arta.gov.ph Web: http://arta.gov.ph/fileacomplaint/complaint-form/</p>



Contact Information of Presidential Complaint Center (PCC)	Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline:8888 Contact No. (02) 8736 8645, 8736 8603 Email: pcc@malacanang.gov.ph Web: https://osetc.gov.ph/agency/presidential-complain-center-pcc/
Contact Information of Contact Center ng Bayan (CCB)	Text: 0908 881 6565 Contact No.: 1-6565* (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: email@contactcenterngbayan.gov.ph Web: www.contactcenterngbayan.gov.ph www.facebook.com/civilservicegovph
Contact Center of the Office of the Ombudsman (OMB)	Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City Contact No.: (02) 89262-OMB (662) Text Hotline: 0926 6994 703 Trunkline: (02) 8479-7300 Email: pab@ombudsman.gov.ph



List of Offices

Office	Address	Contact No.	Email Address
DENR Central Office	Visayas Avenue, Diliman, Quezon City	(02) 8-920-0689 0917-868-3367 0917-885-3367	aksyonkalikasan@denr.gov.ph actioncenter@denr.gov.ph
DENR NCR	National Ecology Center, East Avenue, Quezon City	(2) 8876-1484 Loc. 1206	denrncrored@gmail.com denr.ncr.rscig@gmail.com
MEO West		(2) 8256-1690	
MEO North		(2) 8251-1863	
MEO East		(2) 8855-6350	
MEO South		(2) 8252-8292	
CAR	Pacdal, Baguio City	(074) 442-4531 0998-589-5974	car@denr.gov.ph
PENRO Abra	Casamata Hill, Bangued, Abra	(074) 752-8252	penroabra@denr.gov.ph
PENRO Apayao	San Isidro, Luna, Apayao		penroapayao@denr.gov.ph
PENRO Benguet	Wangal, La Trinidad, Benguet	(074) 665-7038	penrobenguet@denr.gov.ph
PENRO Ifugao	Bannit, Payawan, Lamut, Ifugao		penroifugao@denr.gov.ph
PENRO Kalinga	Bulanao, Tabuk City, Kalinga	(074) 627-5118	penrokalinga@denr.gov.ph



Office	Address	Contact No.	Email Address
PENRO Mt. Province	NIA Compound, Caluttit, Bontoc, Mt. Province	(074) 604-0079	penromountainprovince@denr.gov.ph
CENRO Bangued	Casamata Hill, Bangued, Abra	(074) 614-5884	cenrobangued@denr.gov.ph
CENRO Lagangilang	Lagangilang, Abra		cenrolagangilang@denr.gov.ph
CENRO Calanasan	Payanan, San Gregorio, Luna, Apayao		cenrocalanasan@denr.gov.ph
CENRO Conner	Bullan, Conner, Apayao		cenroconner@denr.gov.ph
CENRO Baguio	DENR Compound, Gibraltar, Baguio City	(074) 447-0398	cenrobaguio@denr.gov.ph
CENRO Buguias	Km. 21, Atok, Benguet		cenrobuguias@denr.gov.ph
CENRO Lamut	Bannit Payawan, Lamut, Ifugao		cenrolamut@denr.gov.ph
CENRO Alfonso Lista	Namillangan, Alfonso Lista, Ifugao		cenroalfonsolista@denr.gov.ph
CENRO Pinukpuk	Pinukpuk Junction, Pinukpuk, Kalinga		cenropinukpuk@denr.gov.ph
CENRO Tabuk	Dagupan Centro, Tabuk City, Kalinga	(074) 627-5243	cenrotabuk@denr.gov.ph
CENRO Paracelis	Poblacion, Paracelis, Mt. Province		cenroparacelis@denr.gov.ph
CENRO Sabangan	Cabunagan, Balaoa, Mt. Province		cenrosabangan@denr.gov.ph



Office	Address	Contact No.	Email Address
REGION I	Government Center, Brgy. Sevilla, City of San Fernando, La Union	(072) 242-0704 / (072) 607-8461	denr1ored@yahoo.com rpao1sfc@yahoo.com
PENRO Ilocos Norte	PFDPIN Bldg., Laoag City, Ilocos Norte	(072) 888-2975 VOIP 2423	penroilocosnorte@denr.gov.ph
PENRO Ilocos Sur	Gobernor Reyes Street Vigan City, Ilocos Sur	(072) 888-2975 VOIP 2427	penroilocossur@denr.gov.ph
PENRO La Union	Government Center, Sevilla City of San Fernando, La Union	(072) 888-2975 VOIP 2434	penrolaunionsfc@yahoo.com.ph
PENRO Pangasinan	DENR Compound, AB Fernandez West, Dagupan City, Pangasinan	(072) 888-2975 VOIP 2430	penropang@denr.gov.ph
CENRO Bangui	Brgy. Manayon, Bangui, Ilocos Norte	(077) 600 3661	
CENRO Laoag City	Brgy. Barrit, Laoag City, Ilocos Norte	(077) 772 0970	
CENRO Tagudin	CENRO Tagudin, Ilocos Sur	0915 287 7084	
CENRO Bantay (Vigan City)	Gomez St., Vigan, Ilocos Sur	(077) 674 0549	
CENRO Alaminos	Pob. Alaminos City, Pangasinan	(075) 632 3174; 552 7020	
CENRO Dagupan City	Bonuan, Tondaligan, Dagupan City, Pangasinan	(075) 529 2823; 529 2824	
CENRO Urdaneta	Brgy. Anonas West, Urdaneta City, Pangasinan	(075) 696 1065	



Office	Address	Contact No.	Email Address
REGION II	14 Dalan Na Pagayaya Corner Angicacua, Regional Government Center, Carig Sur Tuguegarao City	0965-065-5607	
PENRO Batanes	DENR Building, PENRO Compound, Basco 3900 Batanes DENR Building, PENRO Compound, Basco 3900 Batanes	0917-822-6183 0998-565-9285	penrobatanes@gmail.com
PENRO Cagayan	Bagay Road, Tuguegarao City, Cagayan	0906-353-8607 0907-3688	
PENRO Isabela	Osmena Highway, Bulan Compound, Ilagan City, Isabela	0915-480-8856	
PENRO Nueva Viscaya	Datacom Capitol Building, Capitol Street, Capitol Compound, Bayombong, Nueva Vizcaya	0917-301-6196	
PENRO Quirino	DENR Compound, National Highway, Andres Bonifacio, Diffun 3401 Quirino	0956-280-2769	
CENRO Alcala	Maharlika Highway, Baybayog, Alcala, Cagayan	(078) 822 8562	
CENRO Aparri	Punta, Aparri 3515 Cagayan	0906 577 1213;	cenroaparri@yahoo.com
CENRO Sanchez Mira	National Highway, Sanchez Mira, 3518 Cagayan	(078) 822 9354	
CENRO Solana	Barangay Nangalisan, Solana, Cagaya	0917 4528 453;	cenrosolana@gmail.com
CENRO Cabagan	National H-way at Cansan, Cabagan, Isabela	(078) 636 3089	



Office	Address	Contact No.	Email Address
CENRO Cauayan	Cauayan City, Isabela	(078) 652 2203	
CENRO Naguillan	Naguilian, Isabela	0915 0020 429;	cenronaguilian@denr.gov.ph
CENRO Palanan	Barangay Centro West, Palanan, Isabela	0997 8936 900;	denrpalanan@gmail.com
CENRO San Isidro	Daang Maharlika Highway; 3310 San Isidro, Isabela	(078) 682.7579	
CENRO Aritao	CENRO Compound, Banganan, Aritao 3704 Nueva Vizcaya	(078) 299 1145	
CENRO Dupax	DENR Building, CENRO Compound, Lamo, Dupax Del Sur 3707 Nueva Vizcaya	(078) 808 1094	
CENRO Diffun	DENR Compound, National Highway, Andres Bonifacio, Diffun 3401 Quirino	(078) 694 7084	
CENRO Nagtipunan	Brgy. Dipantan, Nagtipunan, Quirino	0997 3384 274; 0927 5269 198;	nagtipunandnr@gmail.com
REGION III	Diosdado P. Macapagal Government Center, Maimpis, City of San Fernando, Pampanga	(045) 455-3648 0945-368-5303	r3@denr.gov.ph dac_r3@yahoo.com
PENRO Aurora	National Highway, DENR-PENRO Compound, Baler, Aurora	(042) 724-6630 (+63) 977-832-2956	penrobaler@denr.gov.ph penroauroraplanning@gmail.com denr_penro_baler@yahoo.com
PENRO Bataan	<i>Bataan Government Center, Pilar, Bataan</i>	(047) 633-5406 (+63) 928-284-5031	penrobataan@denr.gov.ph



Office	Address	Contact No.	Email Address
PENRO Bulacan	Citta di Oro Subdivision, Brgy. Sta. Rita, Guiguinto, Bulacan	(044) 794-7090	penrobulacan@denr.gov.ph
PENRO Nueva Ecija	Government Center, Palayan City, Nueva Ecija	(044) 463-4739	penronuevaecija@denr.gov.ph
PENRO Pampanga	Brgy. San Antonio, Guagua, Pampanga	(045) 436-5779	penropampanga@denr.gov.ph penropampanga@gmail.com
PENRO Tarlac	MacArhtur Highway, Paraiso, Tarlac City	(045) 985-5928 (045) 985-3486	penrotarlac@denr.gov.ph
PENRO Zambales	Palanginan, Iba, Zambales	(047) 811-1339 (047) 821-1294	penrozambales@denr.gov.ph
CENRO Casiguran	Provincial Capitol Compound, Casiguran, Aurora	(+63)930-957-7996	cenrcasiguran@denr.gov.ph cenrocasiguran@yahoo.com.ph
CENRO Dingalan	Brgy. Caragsacan, Dingalan, Aurora	(042)727-5263	cenrodingalan@denr.gov.ph
CENRO Bagac	Brgy. Binukawan, Bagac, Bataan	(+63)968-225-1674	cenrobagac@denr.gov.ph cenrobagacbataan@yahoo.com.ph
CENRO Dinalupihan	Roosevelt, Dinalupihan, Bataan	(047) 237-6639	cenrodinalupihan@denr.gov.ph cenrodinalupihan@yahoo.com.ph
CENRO Guiguinto	Brgy. Sta. Cruz, Guiguinto, Bulacan	(044) 795-0788	cenroguiguinto@denr.gov.ph cenro_tabang@yahoo.com
CENRO Baliuag	DRT Highway, Brgy. Pagala, Baliwag, Bulacan	(044) 764-6057 (+63)905-626-4213 (+63) 962-061-6526	cenrobaliuag@denr.gov.ph cenrosanrafaelbulacan@yahoo.com



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CENRO Cabanatuan City	Capitol Compound, Cabanatuan City, Nueva Ecija	(044) 940-9695 (044) 411-1496 (044) 456-2234	cenrocabanatuan@denr.gov.ph cenro_cabcity@yahoo.com
CENRO Muñoz	Brgy. Maligaya, Science City of Muñoz, Nueva Ecija	(044) 803-9014	cenromunoz@denr.gov.ph cenromunoz@yahoo.com.ph
CENRO Camiling	Romulo Highway, Camiling, Tarlac	(045) 491-5736 (045) 456-0160	cenrocamiling@denr.gov.ph cenrocamiling@yahoo.com.ph
CENRO Capas	Death March Monument, Cut-Cut II, Capas, Tarlac	(045) 982-6637 (+63) 910-946-6656	cenrocapas@denr.gov.ph cenrocapas@gmail.com
CENRO Olongapo City	Ohio St., Upper Kalaklan, Olongapo City, Zambales	(047) 224-2669	cenroolongapo@denr.gov.ph
CENRO Masinloc	Brgy. Sta. Rita, Masinloc, Zambales	(047) 821-1294	cenromasinloc@denr.gov.ph
REGION IV-A	Mayapa Main Road Brgy. Mayapa, Calamba City, Laguna	0956-182-5774 09199-874-4369 Landline Trunkline No. (049) 540-DENR (3367) (049) 554-9840 - 48 local - 121 IP Phone Trunkline No. 8249-DENR (3367), 8248-DENR (3367) Local 2625	r4a@denr.gov.ph
PENRO Cavite	Brgy. Gregorio, Trece Martires City, Cavite	(046) 430 5201 0908-194-3573	penrocavite@denr.gov.ph



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PENRO Laguna	Brgy. Lalakay, Los Baños, Laguna	(049) 536-5889 / 536-3854	penrolaguna@denr.gov.ph
PENRO Batangas	Solomon Rd. Sitio Hospital, Kumintang Ibaba, Batangas City	(043) 723-4399	penrobatangas@denr.gov.ph
PENRO Rizal	Don Hilario Cruz Ave., Brgy San Juan, Taytay Rizal	02) 286-6173 - TSD 286-6172 - Admin 286 6170 - PENR Office	penrorizal@denr.gov.ph
PENRO Quezon	Iyam Lucena City, Quezon	(042) 373-5524 / 710-3133	penroquezon@denr.gov.ph
CENRO Sta. Cruz, Laguna	Brgy. Duhat, Sta.Cruz, Laguna	(049) 536-8903	cenrostacruz@denr.gov.ph
CENRO Lipa City, Batangas	Brgy. Marawoy, Lipa City	(043) 774-2976	cenrolipa@denr.gov.ph
CENRO Calaca, Batangas	Vizconde St., Poblacion, Calaca, Batangas	(043) 424-0162	cenrocalaca@denr.gov.ph
CENRO Calauag, Quezon	Brgy. Sabang Dos, Calauag, Quezon	(042) 717-7205 (042) 717-4870 0964-756-1383	cenrocalauag@denr.gov.ph
CENRO Catanauan, Quezon	Brgy. 9, Catanauan, Quezon	(042) 315-8236	cenrocatanauan@denr.gov.ph
CENRO Tayabas, Quezon	Brgy. Potol, Tayabas City, Quezon	(0917) 154-2303	cenrotayabas@denr.gov.ph



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CENRO Real, Quezon	Real Poblacion, Real, Quezon	(042) 536-6093 / 536-7200	cenroreal@denr.gov.ph
REGION IV-B	6th Floor, Tower 2, Parañaque Integrated Terminal Exchange (PITX) No. 1 Kennedy Road, Barangay Tambo, Parañaque City	(02) 7002-3114(02) 8248-3367(02)8249-3367 loc 2701	mimaroparegion@denr.gov.ph denr8888mimaropa@yahoo.com
PENRO Marinduque	Capitol Compound., Brgy. Bangbangalon, Boac, Marinduque, 4900	(042) 332-1490 (042) 332-0727	penromarinduque@denr.gov.ph
PENRO Occidental Mindoro	Brgy. Payompon, Mamburao, Occidental Mindoro	(043) 458-9885	penroocc.mindoro@denr.gov.ph planningoccmndo@gmail.com
PENRO, Oriental Mindoro	Sitio II, Ilang-ilang St., Brgy. Suqui, Calapan City 5200	(043) 288-3017 (043) 288-7441	penroor.mindoro@denr.gov.ph penroomindoro@gmail.com penro_orientalmin@yahoo.com
PENRO Palawan	Brgy. Sta. Monica, Pto. Princesa City, Palawan	(048) 433-5638 (048) 434-8791	penropalawan@denr.gov.ph
PENRO Romblon	Formilleza Street, Brgy. Tabing Dagat, Odiongan, Romblon	(042) 567-5030	penroromblon@denr.gov.ph
CENRO Sablayan, Occidental Mindoro	National H-way, So. Balud, Brgy. Sto. Niño, Sablayan, Occidental Mindoro	0917-514-4938	cenrosablayan@denr.gov.ph
CENRO San Jose, Occidental Mindoro	National Hi-way, Brgy. Labangan, San Jose, Occidental Mindoro	(043) 457-0236	cenrosanjose@denr.gov.ph



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CENRO Roxas, Oriental Mindoro	Purok Camia II, Brgy. San Mariano, Roxas, Oriental Mindoro	0977-624-5970 0917-169-0232	cenroroxasormindoro@denr.gov.ph cenroroxas_orientalmin@yahoo.com
CENRO Socorro, Oriental Mindoro	PASI II, Socorro, Oriental Mindoro	(043) 288-55-17	cenrosocorro@denr.gov.ph
CENR Officer, Brooke's Point, Palawan	Brgy. Poblacion, Brooke's Point, Palawan	0917-502-8961	cenrobrookespoint@denr.gov.ph cenrobrkspt@gmail.com
CENRO, Coron, Palawan	Brgy. Poblacion 6, Coron, Palawan	0917-504-2633	cenrocoron@denr.gov.ph
CENRO Pto. Princesa City, Palawan	Brgy. Sta. Monica, Pto. Princesa City, Palawan	0917-504-2633	cenrocoron@denr.gov.ph
CENRO Pto. Princesa City, Palawan	Brgy. Sta. Monica, Pto. Princesa City, Palawan	(048) 433-06-60	cenropuertoprincesa@denr.gov.ph
CENRO, Quezon, Palawan	Poblacion, Quezon, Palawan	0917-160-4920	cenroquezon@denr.gov.ph
CENRO Roxas, Palawan	Sandoval Street, Brgy. 3, Poblacion Roxas, Palawan	0917-502-8647	cenroroxaspalawan@denr.gov.ph
CENR Officer, Taytay, Palawan	Poblacion, Taytay, Palawan	0917-158-9399 0917-506-6106	cenrotaytay@denr.gov.ph



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REGION V	DENR Regional Office No. 5, Regional Center Site, Rawis Legaspi City	431-3126 voip 2800 2801	red_reg5@yahoo.com
PENRO Albay	Lapu-lapu st., Legaspi City	(052) 480-7295 w/ fax (052) 742-2019	penro_albay@yahoo.com denrpenroalbay@gmail.com
PENRO Camarines Norte	Pamorangon, Daet, Camarines Norte	440-0727 440-0737	penro.camnorte@yahoo.com
PENRO Camarines Sur	Panganiban Drive, Naga City	(054) 811 – 0430 VOIP 6525	penro_camsur@yahoo.com.ph
PENRO Catanduanes	San Isidro Village, Virac, Catanduanes	(052) 740-5735	denrcatanduanespenro@yahoo.com.ph
PENRO Masbate	Airport Road, Masbate City	333-3393	denr_penro_mbt@yahoo.com
PENRO Sorsogon	B. Flores St. Burabod, Sorsogon City	(056) 421-5545 (056) 311-8730 (056) 311-8747	denr_sorcite@yahoo.com.ph
CENRO Guinobatan	Morera, Guinobatan, Albay		cenroguinobatan.denr@gmail.com cenroguinobatan@yahoo.com.ph
CENRO Iriga	Sta. Cruz Sur, Iriga City	871-5685 456-0901 w/ fax	denr5cenroiriga@yahoo.com records_cenroiriga@yahoo.com



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CENRO Sipocot	South Centro Sipocot, Camarines Sur	450-6044 w/ fax 881-3652	cenrosipocot@yahoo.com.ph
CENRO Goa	Catagbacan, Goa, Camarines Sur	453-1383 453-1594 w/ fax	cenrogoa@yahoo.com.ph
CENRO San Jacinto	Along National Road, Brgy. Burgos, San Jacinto, Masbate City	533-6104	denrcenrosj@gmail.com
REGION VI	Pepita Aquino Street, Port Area, Iloilo City	(033) 329-4724	r6@denr.gov.ph
PENRO, Aklan	Bliss Site, Kalibo Aklan	(036) 268-4102	
PENRO, Antique	Binirayan Hills, San Jose, Antique	(036) 641-5429	
PENRO, Capiz	Primier de Mayo St. Roxas City, Capiz	(036) 633-0299	
PENRO, Guimaras	San Miguel, Jordan, Guimaras	(033) 581-2970	
PENRO, Iloilo City	FMS Compound, Parola, Port Area, Iloilo City	(033) 331-2830	
PENRO, Negros Occidental	Barangay 39, Bacolod City	(034) 435-7411	
CENRO Boracay	Boracay, Malay, Aklan 5600	(036) 288-9727	
CENRO, Culasi	Centro Poblacion, Culasi, Antique	(036) 277-8125	



Office	Address	Contact No.	Email Address
CENRO, Belison	Poblacion, Antique	(036) 540-7294 09778269144	
CENRO Mambusao	ATI Building, Andaya St., Poblacion Proper, Mambusao, Capiz	(036) 651-9067	
CENRO, Barotac Nuevo	Barangay Tabucon, Barotac Nuevo	(033) 361-2422	
CENRO, Guimbal	Brgy. Guibongan, Miagao, Iloilo, Miagao, Philippines	9953967832	
CENRO, Sara	San Nicolas, San Dionisio, Iloilo	(033) 517-2174 09177075960	
CENRO, Bago City	Cascuela Bldg., Gatuslao St. Bacolod City	(034) 445-8433	
CENRO, Cadiz City	Brgy. Mabini, Cadiz City	(034) 476-4036	
<i>CENRO, Kabankalan City</i>	Zayco Subd., Kabankalan City, Negros Occidental	9512261891	
REGION VII	2nd Floor, Administrative Bldg., DENR-7, Sudlon, Lahug, Cebu City	(+6332) 328 3335 to 36	reddnr7@yahoo.com r7@denr.gov.ph
PENRO Bohol	Cortes, Bohol	(038) 411-0228	penro_bohol@yahoo.com penrobohol@denr.gov.ph
PENRO Cebu	Greenplains Subd., Banilad, Mandaue City	(032) 236-5732	penrocebu@denr.gov.ph penrocebu@yahoo.com



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PENRO Negros Oriental	Larena Drive, Dumaguete City, Negros Oriental	(035) 522-0219 422-1560	penronegrosoriental@denr.gov.ph penronegros@yahoo.com
PENRO Siquijor	Port Area, Larena, Siquijor	(035) 377-2029	penrosiquijor@denr.gov.ph denrpenrosiquijor@yahoo.com
CENRO Tagbilaran City	New Capitol Site, Tagbilaran City, Bohol	(038) 411-2357	cenrotagbilaran@denr.gov.ph ricariel@yahoo.com rsplbohol@gmail.com
CENRO Talibon	San Jose, Talibon, Boho	9173246520	cenrotalibon@denr.gov.ph cenro_talibon@yahoo.com
CENRO Argao	Lamacan, Argao, Cebu	(032) 367-7411	cenroargao@denr.gov.ph cenroargao_cebu@yahoo.com
CENRO Cebu City	Arellano Blvd. cor. V. Sotto St., Pier 3 Area, Cebu City	(032) 253-6733	cenrocebu@denr.gov.ph cenro_cebucity@yahoo.com
CENRO Ayungon	Tiguib, Ayungon, Negros Oriental	(035) 404-0829	cenroayungon@denr.gov.ph cenro1_ayungon@yahoo.com
CENRO Dumaguete City	Larena Drive, Dumaguete City, Negros Oriental	(035) 225-0660	cenrodumaguete@denr.gov.ph denrodumaguete@yahoo.com.ph
REGION VIII	DENR Regional Office 8, Sto. Niño Extension, Tacloban City	(053) 832-0825 (053) 832-0281 (+63) 968-550-5909 (+63) 927-310-9374	ored8@yahoo.com r8@denr.gov.ph
PENRO Leyte	Baras, Candahug, Palo, Leyte	(053) 832-4283	penroleyte@yahoo.com
PENRO Southern Leyte	Capitol Compound Site, Brgy. Asuncion Maasin City, S. Leyte	(053) 802-5936	denrpenrosouthernleyte@ymail.com penroso.leyte@denr.gov.ph
PENRO Biliran	Brgy. Larrazabal, Naval, Biliran	(053) 500-4115	penrobiliran@yahoo.com



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PENRO Eastern Samar	Capitol Site Brgy. Alang-alang, Borongan, Eastern Samar	(055) 560-9374	penroborongan@yahoo.com.ph
PENRO Northern Samar	UEP Compound, Catarman, N. Samar	(055) 251-7117	penro.nsamargmail.com
CENRO Palo	Government Center, Candahug, Palo Leyte	(053) 888-1291	cenropalogmail.com
CENRO Baybay	Zone 23, Magsaysay St. Baybay City, Leyte	(053) 335-3644	cenrobaybaycitygmail.com
CENRO Ormoc	Poblacion, Albuera, Leyte	(053) 561-8074	cenro.albuera@yahoo.com
CENRO Maasin	Capitol Site Brgy. Asuncion, Maasin City, Southern Leyte	(053) 570-3429	denr_cenromsn@yahoo.com cenromaasin@denr.gov.ph
CENRO San Juan	Brgy. Sto. Jose, San Juan, Southern Leyte	(053) 577-6562	cenro_san_juan@yahoo.com cenrosanjuan@denr.gov.ph
CENRO Catbalogan	Brgy. Poblacion, Catbalogan City, Samar	(055) 543-9618	cenrocatbalogan@yahoo.com
CENRO Sta. Rita	Brgy. San Juan, Sta Rita, Samar		cenrostarita@yahoo.com
CENRO Borongan	Capitol Site Brgy. Alang-alang, Borongan, Eastern Samar	(055) 560-9389	denr_cenroborongan@yahoo.com
CENRO Dolores	Brgy. 10, Dolores, Eastern Samar		denrcenrodol_esam@yahoo.com



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CENRO Catarman	UEP Compound, Catarman, N Samar	(055) 832-2196	cenro.catarman@yahoo.com
CENRO Pambujan	Brgy. 8, Pambujan, Northern Samar	(055) 832-2196	cenro.pambujan@gmail.com
REGION IX	2ND Floor, DENR Bldg., Pres. Corazon C. Aquino Regional Government Center, Balintawak, Pagadian City	(062) 945-0870 (062) 945-0914 Tel Fax: (062) 945-0945 0948-1471-250	denr_r9@yahoo.com rscig.denr9@gmail.com
PENRO Zamboanga del Norte	Sta. Filomina, Dipolog City, Zamboanga del Norte	(065) 212 - 6750	
PENRO Zamboanga Del Sur	V. Sagun St., Gatas Dist., Pagadian City	(062) 214-1455	
PENRO, Sibugay	Poblacion Ipil, Zamboanga - Sibugay	(062) 955-2507	
CENRO, Piñan	Piñan, Zamboanga del Norte	(0955) 413-9704	
CENRO, Liloy	Baybay, Liloy, Zamboanga del Norte	(0909) 285-9934	
CENRO, Manukan	Poblacion, Manukan, Zamboanga del Norte	(065) 212-2767	
CENRO, Siocon	Siocon, Zamboanga del Norte	(065) 212-5505	
CENRO, Guipos	Katipunan, Guipos, Zamboanga del Sur	(0938) 135-9347	



Office	Address	Contact No.	Email Address
CENRO, Ramon Magsaysay	Ramon Magsaysay Zamboanga del Sur	(062) 214-1453	
CENRO, Imelda	Poblacion Imelda, Zamboanga - Sibugay	(062) 957-6468	
CENRO, Kabasalan	Kabasalan, Zamboanga - Sibugay	(062) 957-6495	
CENRO, Zamboanga City	Gen. Alvarez St., Zone IV, Zamboanga City	(062) 993-7479	
REGION X	DENR, Region 10, Macabalan, Cagayan de Oro City	(088) 861 - 2593 (088) 856 - 822 0955 - 142 - 9501	r10@denr.gov.ph denrxactioncenter@gmail.com
PENRO Bukidnon	Capitol Drive, Malaybalay City, Bukidnon	(088) 8132104	penrobukidnon@denr.gov.ph
PENRO Camiguin	Lakas, Poblacion, Mambajao, Camiguin	(088) 3870040	penrocamiguin@denr.gov.ph
PENRO Lanao del Norte	Tubod, Lanao del Norte	(088) 2276070	penrolanaodelnorte@denr.gov.ph
PENRO Misamis Occidental	Capitol Complex, Oroquieta City, Misamis Occidental	(088) 5450464	penromisamisoccidental@denr.gov.ph
PENRO Misamis Oriental	Malasag Heights, Cugman, Cagayan de Oro City	(088) 8552318	penromisamisoriental@denr.gov.ph
CENRO Valencia City	Valencia City Integrated Bus Terminal, Valencia City, Bukidnon	(088) 8282096	cenrovalencia@denr.gov.ph



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CENRO Manolo	Fortich Manolo Fortich, Bukidnon	(088) 2282495	cenromanolofortich@denr.gov.ph
CENRO Don Carlos	Don Carlos, Bukidnon	(088) 2262632	cenrodoncarlos@denr.gov.ph
CENRO Talakag	Talakag, Bukidnon		cenrotalakag@denr.gov.ph
CENRO Iligan City	4th East Ext., Rosario Heights, Tubod, Iligan City, Lanao del Norte	(063) 2231058 2212823	cenroiligan@denr.gov.ph
CENRO Kolambugan	Kolambugan, Lanao Del Norte	(063) 3554431	cenrokolambugan@denr.gov.ph
CENRO Oroquieta City	Misamis Occidental Capitol Complex, Oroquieta City, Misamis Occidental	(088) 5312003	cenrooroquieta@denr.gov.ph
CENRO Ozamiz City	Gango, Ozamiz City	(088) 5211253	cenroozamiz@denr.gov.ph
CENRO Initao	Jampason, Initao, Misamis Oriental	(088) 855 - 2347	cenroinitao@denr.gov.ph
CENRO Gingoog City	Dugenio St., Gingoog City, Misamis Oriental	(088) 427421	cenrogingoog@denr.gov.ph
REGION XI	Km. 7, Lanang, Davao City	(082) 233-2779 (082) 234-5599 (FAX) 234-0811 IP Phone 3500 0906-378-8784 0947-611-6083	oredenrxi@yahoo.com.ph r11@denr.gov.ph ureport.denr11@gmail.com
PENRO Davao Oriental	Government Center, Dahican, Mati, Davao Oriental	(087)388-3275	denrxi2mati@hotmail.com penrodavaooriental@denr.gov.ph



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PENRO Davao Del Norte	Km. 55, National Hiway, Tagum City, Davao del Norte	(084) 216-6302	denrpenro_ddn@yahoo.com penrodavaodelnorte@denr.gov.ph
PENRO Davao De Oro	Benjamin Bautista Sr. Training Center, Malita Davao Occidental	0935-984-5466	penro.comval@gmail.com penrodavaodeoro@denr.gov.ph
PENRO Davao Del Sur	Prk. 2 Brgy. Poblacion Nabunturan, Comval	(082) 553-2009	denrpenro_delsur@yahoo.com penrodavaodelsur@denr.gov.ph
PENRO Davao Occidental	Benjamin Bautista Sr. Training Center, Malita Davao Occidental	0977-826-8900	denrpenrodavaooccidental@gmail.com penrodavaooccidental@denr.gov.ph
CENRO Baganga	Lambajon, Baganga, Davao Oriental	0917-120-4106	cenrobaganga@denr.gov.ph cenrobaganga@yahoo.com
CENRO Manay	San Ignacio, Manay, Davao Oriental	0955-3125729	cenromanay@denr.gov.ph cenroxi2cmanay@gmail.com
CENRO Mati	Magsaysay, Mati, Davao Oriental	(087)388-3569	cenromati@denr.gov.ph cenromati@yahoo.com
CENRO Lupon	Lupon, Davao Oriental	(087) 808-0132	cenrolupon@denr.gov.ph cenro_denrlupon@yahoo.com
CENRO New Corella	Brgy. Magdum, Tagum City	(084) 400-6348	cenronewcorella@denr.gov.ph bingcparilla@yahoo.com
CENRO Panabo	Km 55 National Highway, Tagum City	(084) 823 - 2011	cenropanabo@denr.gov.ph denr11cenropanabo@yahoo.com
CENRO Maco	Anislagan, Maco, Comval Province	0908-242-8899	cenromaco@denr.gov.ph cenromaco@yahoo.com
CENRO Monkayo	Poblacion Monkayo, Compostela Valley Province	0977-826-8193	cenromonkayo@denr.gov.ph cenromonkayo@yahoo.com
CENRO Digos	Mabini Super Highway, Digos City	(082) 553-8758	cenrodigos@denr.gov.ph denr.digos@gmail.com
CENRO Malalag	Malalag, Davao del Sur	(082) 272-0244	cenromalalag@denr.gov.ph cenro_malalag@yahoo.com



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REGION XII	Aurora St., City of Koronadal, South Cotabato	(083)228-6225 - 26	red_reg12@yahoo.com r12@denr.gov.ph
PENRO, Cotabato Province	Quirino Drive, Kidapawan City, N. Cotabato	(064)557-1412 0927-1472091	penroxiikidapawancity@gmail.com
PENRO, South Cotabato	Martinez St., Koronadal, South Cotabato	(083)228-3502 0928-9717791	penro.southcotabato@yahoo.com sha_msu88a@yahoo.com
PENRO, Sarangani Province	Alabel, Sarangani Province	(083)508-2008 (083)508-2009 0917-4842013	denrpenro_alabel@yahoo.com.ph
PENRO, Sultan Kudarat Province	Isulan, Sultan Kudarat	(064)471-0321 0917-7004705	denr_penrosk@yahoo.com dzarshim22@gmail.com
CENRO, Midsayap, Cotabato	Pob. 3, Lapu lapu St., Midsayap, North Cotabato	(064)471-1867 0998-9581716	cenromidsayap@gmail.com
CENRO, Matalam, Cotabato	Municipal Bldg., Matalam, North Cotabato	(064)288-13670919- 4502877	cenromidsayap@gmail.com
CENRO, Kiamba, Sarangani	Kiamba, Sarangani Province	(083)509-4020 0908-2626272	cenrokiamba4a@gmail.com
CENRO, Glan, Sarangani	Sto. Niño St. Pob., Glan Sarangani	(083)225-8011 0999-5359157	cenro_glan@yahoo.com rosalindabc@yahoo.com
CENRO, General Santos City	Buayan, General Santos	(083)225-9040 0916-2732342	denrcenrogensan@gmail.com
CENRO, Banga, South Cotabato	San Vicente, Banga South Cotabato	(083)239-2754	cenrobanga_surallah@yahoo.com



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CENRO, Kalamansig, Sultan Kud.	Poblacion Kalamansig, Sultan Kudarat	(064)204-6051 09173521845	cenrokalamansig@yahoo.com
REGION XIII	Ambago, Butuan City	(085) 341-1996 VOIP 3900 (085) 815-2277 0907-909-9608	r13@denr.gov.ph denrcaraga13hotline@yahoo.com
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PENRO Agusan del Sur	Patin-ay Properidad, Agusan del Sur	(085) 343-7308 VOIP 3926	penroagusandelsur@denr.gov.ph
PENRO Surigao del Norte	Barangay San Juan, Surigao City	(086) 826-8160 VOIP 3936	penrosurigaodelnorte@denr.gov.ph
PENRO Surigao del Sur	Telaje, Tandag, Surigao del Sur	(086) 211-2227 VOIP 3931	penrosurigaodelsur@denr.gov.ph
PENRO Dinagat Islands	Sta. Cruz, San Jose, Province of Dinagat Island	0907 417 5841	penrodinagat@denr.gov.ph
CENRO Nasipit	Agusan Norte, Talisay, Nasipit, Agusan del Norte	(085) 343-2872	cenronasipit@denr.gov.ph
CENRO Tubay	Agusan Norte, Nat'l. Highway, Doña Rosario, Tubay, Agusan del Norte	0910 025 6271; 0917 6240 667	cenrotubay@denr.gov.ph
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CENRO Lianga	Poblacion, Lianga, Surigao del Sur	0919 239 0714	cenrolianga@denr.gov.ph
CENRO Bislig	Maharlika, Bislig City, Surigao del Sur	0939 878 4171	cenrobislig@denr.gov.ph
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