

# CITIZEN'S CHARTER

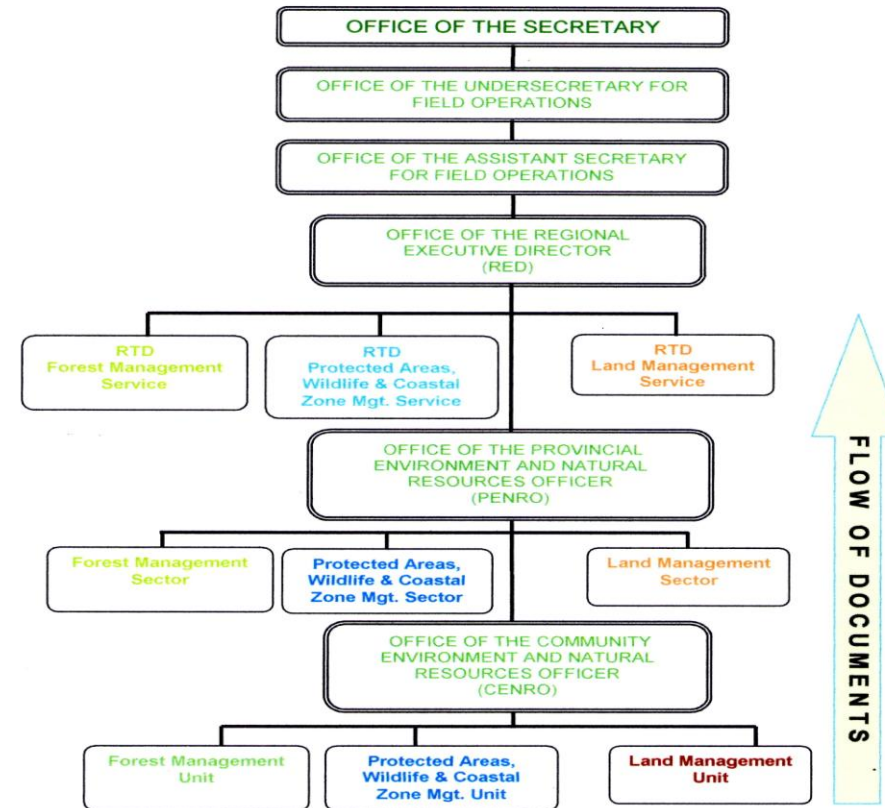
## PURPOSE OF CITIZEN'S CHARTER

To promote transparency in the DENR with regard to the manner of transacting with the public through the simplification of frontline service procedures, formulation of service standards for every transaction, and making these known to the customer.



Department of Environment and Natural Resources  
PENRO/CENRO Catanduanes  
San Isidro Village, Virac, Catanduanes

### DENR ORGANIZATIONAL STRUCTURE (for frontline services only)



**CITIZEN'S CHARTER PROCESS NO. 1**

Name of Agency : DENR-CENRO, VIRAC, CATANDUANES  
 Frontline Service : APPLICATION FOR FREE PATENT  
 Schedule of availability of Service : 8:00-5:00-Monday to Friday  
 How to Avail of the Service




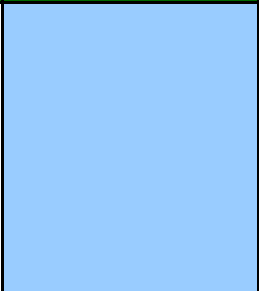







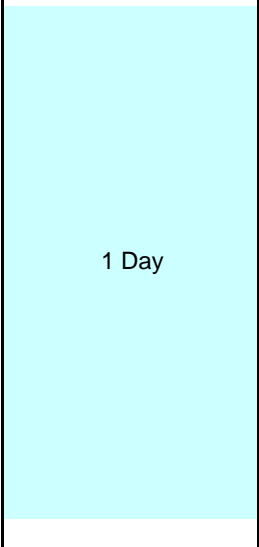
No. (A)	CUSTOMER ACTIVITY (B)	DENR ACTION (C)	OFFICE/PERSON RESPONSIBLE/ LOCATION (D)	DURATION (E)	DOCUMENTARY REQUIREMENTS (F)	AMOUNT OF FEES (G)
1	Go to CENR Office to verify status of the lot being applied for free patent	<p>CENRO LEVEL</p> <p>Verifies status of land whether titled or not and/or claimed by others</p> <p>Determines Land Classification status</p> <p>Provides to the applicant/s the following: 1. Checklist of requirements 2. Free Patent Application Form and other prescribed forms 3. Advice on the procedures</p>	<p>Officer of the Day/ Land Investigator/ Depu-Public Land Inspector/Record Officer</p> <p>Chief FMS</p> <p>Land Investigator/ DPLI</p>	<p>4 Hours</p>	<p>Any document showing identity of land (e.g. lot number, survey card, tax declaration, Deed of Sale, etc.)</p>	
2	File application with complete supporting documents	<p>Receives application, recording, indexing and assignment of control number</p> <p>Computes Fees and prepare Order of Payment</p>	<p>Records Officer, Land Investigator/DPLI</p> <p>Land Investigator/ DPLI</p>	<p>4 Hours</p>	<p>Duly accomplished Free Patent Application and prescribed forms Proof of Claims/Ownership of Land -Deed of Sale -Transfer of Rights</p>	
3	Pays corresponding fee	<p>Receives payment and issues Official receipt</p>	<p>Bill Collector</p>	<p>10 Minutes</p>		<p>Application Fee-P60.00 Documentary Stamp at P5.00 per document</p>

No. (A)	CUSTOMER ACTIVITY (B)	DENR ACTION (C)	OFFICE/PERSON RESPONSIBLE/ LOCATION (D)	DURATION (E)	DOCUMENTARY REQUIREMENTS (F)	AMOUNT OF FEES (G)
		<p>Posts Notice, Accomplishes Joint Affidavit and conducts of investigation</p> <p>Patent preparation and processing</p> <p>↓ Prepares B.L. Form V-37 and Investigation Report</p> <p>↓ Prepares A and D Certification</p> <p>↓ Prepares Order of Approval of Application and Issuance of Patent</p> <p>↓ Types Judicial Forms and Technical Descriptions</p> <p>↓ Checks Technical Description</p> <p>↓ Examines Carpeta/Folder of the FPA</p> <p>↓ Reviews FPA (Preliminary)</p> <p>↓ Signs and transmit carpeta to PENRO</p>	<p>Land Investigator/ DPLI</p> <p>Land Investigator Chief, FMS Clerk</p> <p>Clerk Geodetic Engineer Land Examiner/LMO Chief, FMS CENRO</p>	<p>15 days (as required by Commonwealth Act 141 (Public Land Act))</p> <p style="background-color: #ADD8E6;">4 Days</p>		

**CITIZEN'S CHARTER PROCESS NO. 2**

Name of Agency : DENR-CENRO, VIRAC, CATANDUANES  
 Frontline Service : ISSUANCE OF SURVEY AUTHORITY  
 Schedule of availability of Service : 8:00-5:00-Monday to Friday  
 How to Avail of the Service

No. (A)	CUSTOMER ACTIVITY (B)	DENR ACTION (C)	OFFICE/PERSON RESPONSIBLE/ LOCATION (D)	DURATION (E)	DOCUMENTARY REQUIREMENTS (F)	AMOUNT OF FEES (G)
1	Go to CENRO to secure, accomplish and files Letter-Request Form for survey authority	<p>Receives and enters into the record book the duly accomplished Letter Request.</p> <p>Verifies status of land whether titled or not and/or claimed by others</p> <p>Determines Land Classification status</p> <p>Provides the applicant the following: 1. Checklist or Requirements 2. Survey Authority Forms 3. Advice about the procedures.</p>	Officer of the Day  Records Officer, Land Investigator/DPLI  Chief, FMS  Land Investigator/DPLI	4 Hours	Duly accomplished Letter-Form and any document showing the identity of land (e.g. lot number, survey card, tax declaration, Deed of Sale, etc.)	
2	Submits the complete documentary requirements.	<p>Receives and checks completeness of submit document based on the checklist.</p> <p>Prepares Order of Payment for Inspection Fee</p>	Receiving Clerk  Land Investigator/DPLI	2 Hours	-Survey Authority Form duly signed by the applicant and private Geodetic Engineer -Proof of claims/acquisition of the property (e.g. Deed of Sale, Tax Declaration, etc.)	
3	Pays the inspection fee	<p>Accepts payment and issue Official receipt</p> <p>Assigns Land Investigator/DPLI to handle the request</p> <p>Conducts field investigation and prepares investigation report and recommendations</p> <p>Review documents/reports</p>	Bill Collector  CENRO  Land Investigator/DPLI  Chief LMS	3 Days		Inspection Fee -P150.00

No. (A)	CUSTOMER ACTIVITY (B)	DENR ACTION (C)	OFFICE/PERSON RESPONSIBLE/ LOCATION (D)	DURATION (E)	DOCUMENTARY REQUIREMENTS (F)	AMOUNT OF FEES (G)
4	Receives Survey Authority	Signs Survey Authority and Investigation Report  Assigns control number on Survey Authority and entries into the record book  Releases Survey Authority to customer 	CENRO  Clerk/Record Officer  Clerk			
5	Conducts actual land survey  Submits complete Survey Returns 	Receives Survey Returns   Prepares Transmittal Letter to Regional Technical Director for Lands  Signs the Transmittal Letter  Assigns and indicates Serial/Control Number in the Transmittal Letter  Forward Transmittal Letter and Survey Returns to Regional Office	Receiving Clerk  DPLI/LMO			
6			CENRO  Clerk  Clerk			
					1 Day	

**CITIZEN'S CHARTER PROCESS NO. 3**

Name of Agency : DENR-CENRO, VIRAC, CATANDUANES  
 Frontline Service : ISSUANCE OF CERTIFICATE OF TREE PLANTATION OWNERSHIP (CTPO) NOT MORE THAN 1,000 HECTARES  
 Schedule of availability of Service : 8:00-5:00-Monday to Friday  
 How to Avail of the Service

No.	CUSTOMER ACTIVITY	DENR ACTION	OFFICE/PERSON RESPONSIBLE/ LOCATION	DURATION	DOCUMENTARY REQUIREMENTS	AMOUNT OF FEES
(A)	(B)	(C)	(D)	(E)	(F)	(G)
1	Submits request and documentary requirements in Column F	Receives request and records Gives instruction to the Chief, FMS Assign personnel to inspect/verify the request	Receiving Clerk CENRO Chief, FMS	4 Hours	Letter Request Title or Tax Declaration Pictures of the site	
2	Conducts tree inventory in the area			Depends on the private inventory team		
3	Submits tree inventory report	Validates tree inventory results Plots coordinates on individual and control maps and prepares map Prepares and sign report Evaluates and reviews report Prepares CTPO and initial file copy Approves CTPO	Inspection/Evaluation Team Chief, Forest Eng'g & Infra Unit Inspection/Evaluation Team Chief, FMS Chief, FMS, Chief, Utilization Unit CENRO	Not more than 5 Days 1 Day 1 Day 1 Day		
4	Receive CTPO	Release CTPO to client	Releasing Clerk			

**CITIZEN'S CHARTER PROCESS NO. 4**

Name of Agency : DENR-CENRO, VIRAC, CATANDUANES

Frontline Service : ISSUANCE OF CERTIFICATE OF VERIFICATION (Cutting/Transport Non-Wood Forest Products within Private Land e.g. Bamboo, Vines, Nipa, etc.)

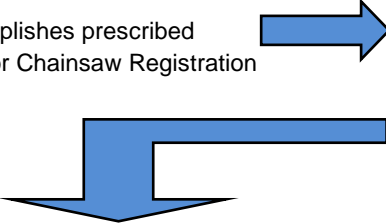
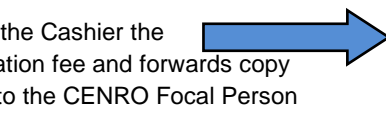

Schedule of availability of Service : 8:00-5:00-Monday to Friday

How to Avail of the Service

No.	CUSTOMER ACTIVITY	DENR ACTION	OFFICE/PERSON RESPONSIBLE/ LOCATION	DURATION	DOCUMENTARY REQUIREMENTS	AMOUNT OF FEES
(A)	(B)	(C)	(D)	(E)	(F)	(G)
1	Submits request and documentary requirements in Column F	<p>Receives request and records</p> <p>↓</p> <p>Refers to Chief, FMS</p> <p>↓</p> <p>Review and evaluates request.</p> <p>↓</p> <p>Review and assigns Forest Ranger to conduct inspection</p> <p>↓</p> <p>Conducts actual inspection of the forest products in the area and prepares inspection report including Order of Payment</p> <p>↓</p> <p>Reviews Inspection Report and signs Order of Payment</p>	<p>Receiving Clerk</p> <p>CENRO</p> <p>Chief, FMS</p> <p>Chief, Utilization Unit</p> <p>Forest Ranger/ Utilization Unit</p> <p>Chief, FMS</p>	4 Hours	<p>Letter Request</p> <p>Photocopy of Tax Declaration or Land Title</p> <p>Certification from the Barangay Captain</p>	
2	Pays Certificate of Verification Fee and Oath Fee	<p>Issue Official Receipt (O.R.)</p> <p>↓</p> <p>Prepares Certificate of Verification and Initials</p> <p>↓</p> <p>Approves Certificate of Verification</p>	<p>Bill Collector</p> <p>Chief, FMS, Chief, Utilization Unit</p> <p>CENRO</p>	4 Hours		<p>Certificate of Verification Fee-P50.00</p> <p>Oath Fee-P36.00</p>
3	Receives Certificate of Verification	<p>Release Certificate of Verification</p> <p>Note: FMS personnel shall monitor/check the hauling of the non-wood forest products.</p>	Releasing Clerk			

**CITIZEN'S CHARTER PROCESS NO. 5**

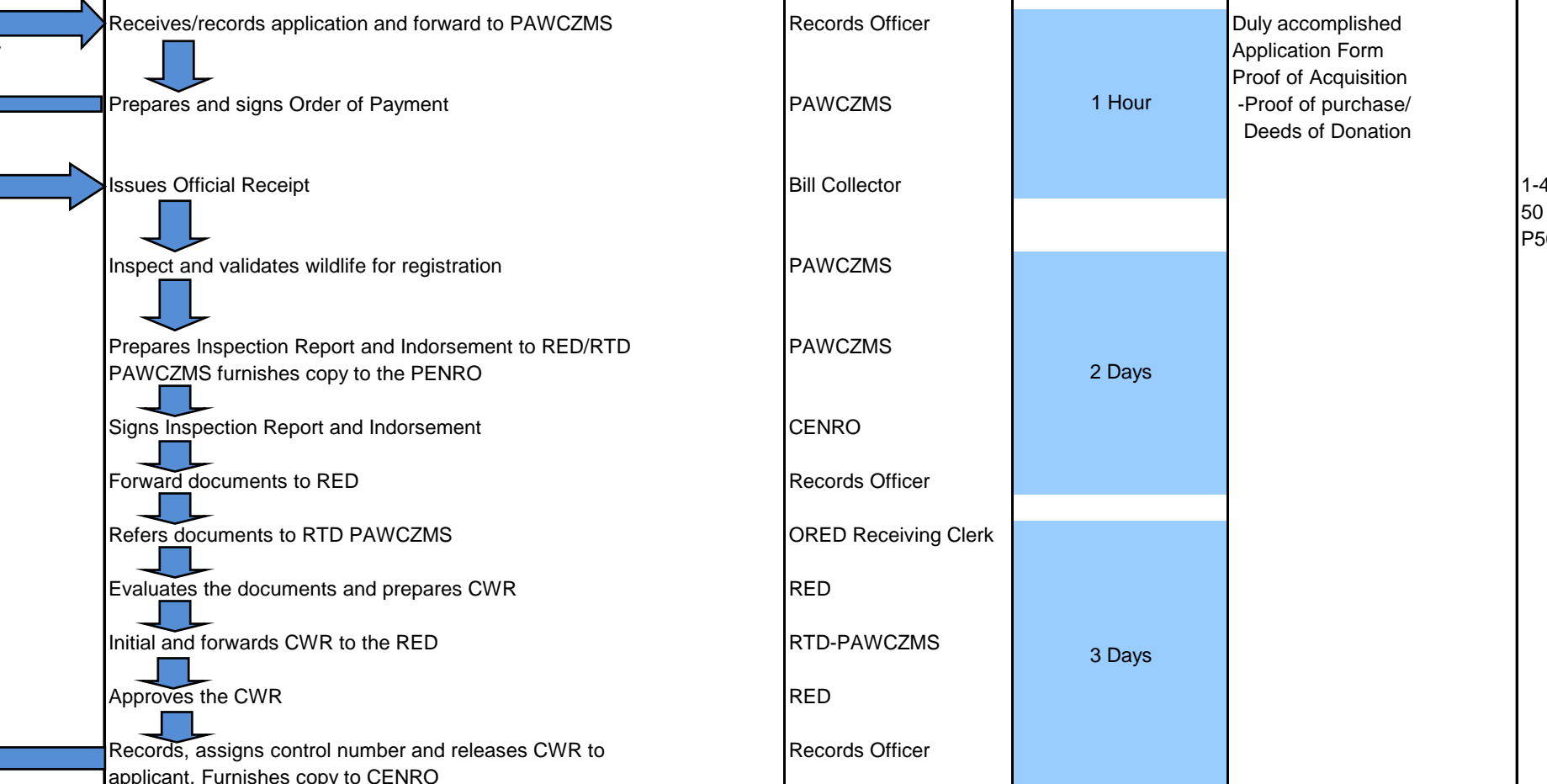
Name of Agency : DENR-CENRO, VIRAC, CATANDUANES  
 Frontline Service : APPLICATION FOR CHAINSAW REGISTRATION  
 Schedule of availability of Service : 8:00-5:00-Monday to Friday  
 How to Avail of the Service

No. (A)	CUSTOMER ACTIVITY (B)	DENR ACTION (C)	OFFICE/PERSON RESPONSIBLE/ LOCATION (D)	DURATION (E)	DOCUMENTARY REQUIREMENTS (F)	AMOUNT OF FEES (G)
1	 <p>Accomplishes prescribed form for Chainsaw Registration</p>	<p>Receive application form and supporting documents</p> <p>↓</p> <p>Prepares and signs Order of Payment</p>	<p>CENRO Receiving Personnel</p> <p>CENRO Focal Person/Chief, FMS/Forester</p>	<p>4 Hours</p>	<p>1. Official Receipt                  2. Stencil Serial No. of Chainsaw                  3. Duly accomplished Application Form                  4. Detailed Specification of Chainsaw (e.g. brand, model, engine capacity, etc.)</p>	<p>P500.00 per Chainsaw                  P500.00 Permit Fee</p>
2	 <p>Pay to the Cashier the registration fee and forwards copy of OR to the CENRO Focal Person</p>	<p>Conducts verification of supporting documents and inspection of chainsaw. Prepare Certificate of Registration and initials</p> <p>↓</p> <p>Approves Certificate of Registration</p>	<p>Chief, FMS/Forester</p> <p>CENRO</p>			
3	 <p>Receives Certificate of Registration</p>	<p>Records, assigns control number and releases Certificate of Registration</p>	<p>Releasing Clerk</p>			



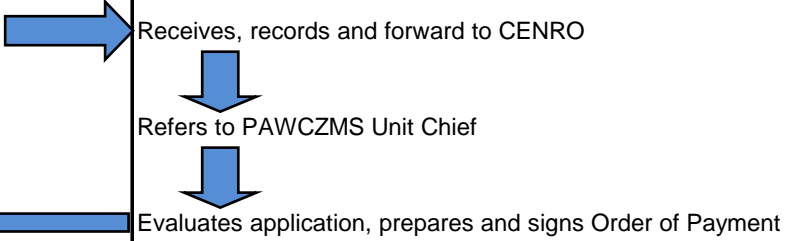
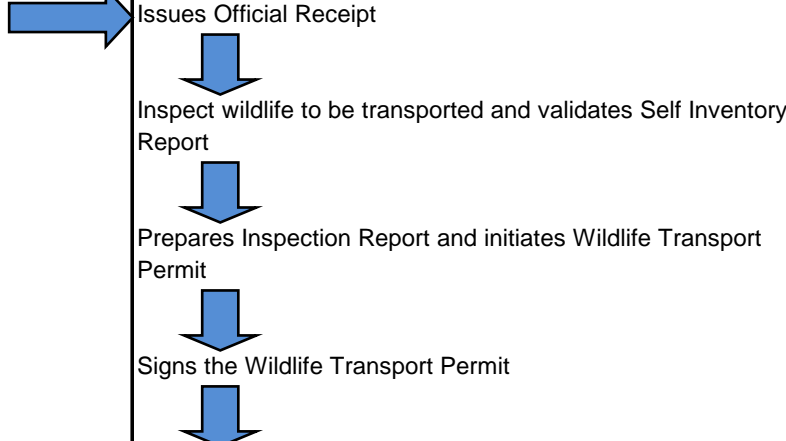
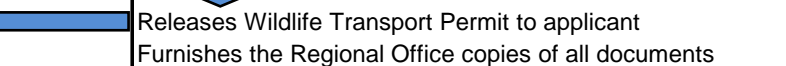
**CITIZEN'S CHARTER PROCESS NO. 6**

Name of Agency : DENR-CENRO, VIRAC, CATANDUANES  
 Frontline Service : APPLICATION FOR CERTIFICATE OF WILDLIFE REGISTRATION (CWR)  
 Schedule of availability of Service : 8:00-5:00-Monday to Friday  
 How to Avail of the Service

No.	CUSTOMER ACTIVITY	DENR ACTION	OFFICE/PERSON RESPONSIBLE/ LOCATION	DURATION	DOCUMENTARY REQUIREMENTS	AMOUNT OF FEES
(A)	(B)	(C)	(D)	(E)	(F)	(G)
1	Files duly accomplished Form and submits documentary requirements	 <p>Receives/records application and forward to PAWCZMS</p> <p>Prepares and signs Order of Payment</p> <p>Issues Official Receipt</p> <p>Inspect and validates wildlife for registration</p> <p>Prepares Inspection Report and Indorsement to RED/RTD PAWCZMS furnishes copy to the PENRO</p> <p>Signs Inspection Report and Indorsement</p> <p>Forward documents to RED</p> <p>Refers documents to RTD PAWCZMS</p> <p>Evaluates the documents and prepares CWR</p> <p>Initial and forwards CWR to the RED</p> <p>Approves the CWR</p> <p>Records, assigns control number and releases CWR to applicant. Furnishes copy to CENRO</p>	<p>Records Officer</p> <p>PAWCZMS</p> <p>Bill Collector</p> <p>PAWCZMS</p> <p>PAWCZMS</p> <p>CENRO</p> <p>Records Officer</p> <p>ORED Receiving Clerk</p> <p>RED</p> <p>RTD-PAWCZMS</p> <p>RED</p> <p>Records Officer</p>	<p>1 Hour</p> <p>2 Days</p> <p>3 Days</p>	<p>Duly accomplished Application Form</p> <p>Proof of Acquisition</p> <p>-Proof of purchase/ Deeds of Donation</p>	<p>1-49 pcs. P50.00</p> <p>50 pcs. &amp; above- P500.00</p>
2	Pay fees					
3	Submits Official Receipt					
4	Receives approved CWR					

**CITIZEN'S CHARTER PROCESS NO. 7**

Name of Agency : DENR-CENRO, VIRAC, CATANDUANES  
 Frontline Service : ISSUANCE OF LOCAL TRANSPORT PERMIT FOR WILDLIFE (Self-Propagated)  
 Schedule of availability of Service : 8:00-5:00-Monday to Friday  
 How to Avail of the Service

No.	CUSTOMER ACTIVITY	DENR ACTION	OFFICE/PERSON RESPONSIBLE/ LOCATION	DURATION	DOCUMENTARY REQUIREMENTS	AMOUNT OF FEES
(A)	(B)	(C)	(D)	(E)	(F)	(G)
1	Files application	 <p>Receives, records and forward to CENRO                      Refers to PAWCZMS Unit Chief                      Evaluates application, prepares and signs Order of Payment</p>	Receiving Clerk  CENRO  PAWCZMS Chief/ Technical Staff	1 Hour	Letter Request w/ supporting documents stipulated in RA 9147 Self Inventory Report	P100.00 per application
2	Pays corresponding fee	 <p>Issues Official Receipt                      Inspect wildlife to be transported and validates Self Inventory Report                      Prepares Inspection Report and initiates Wildlife Transport Permit                      Signs the Wildlife Transport Permit</p>	Bill Collector  Chief, PAWCZMS/ Technical Staff  Chief, PAWCZMS/ Technical Staff	1 Day		
3	Receives Wildlife Transport Permit	 <p>Releases Wildlife Transport Permit to applicant                      Furnishes the Regional Office copies of all documents</p>	CENRO  Records Officer	4 Hours		