



DEPARTMENT OF ENVIRONMENT AND
NATURAL RESOURCES (DENR)

CITIZEN'S CHARTER
2023 (1st Edition)



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.



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.	<i>Receiving/Releasing Clerk</i> Records Unit/Section
1.1. None	1.1. Verify all requirements and indicate amount to be paid in the Request Form	None	5 min.	<i>Records Officer</i> Records Unit/Section
1.2. None	1.2. Approve and sign Request Form	None	5 min.	<i>Records Officer/Alternate Officer</i> Records Unit/Section
1.3. None	1.3. Prepare Order of Payment	None	15 min.	<i>Records Officer/Credit Officer</i> CENRO Records Unit/Section <i>Accounting Personnel</i> 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.	<i>Collecting Officer Credit Officer Cashier Unit/Section</i>
2.1. None	2.1 Check the Official Receipt. Verify, prepare and initial the Certification * Regional Office Legal Division to verify record prepare and affix initial on the Certification (if applicable)	None	4 hrs 1 day	<i>Records Officer Records Unit/Section Chief Lega/Designated staff</i>
2.2. None	2.2. ** PENRO/CENRO Review and affix Initial on the Certification	None	10 min.	<i>Chief Concerned Unit/Section</i>



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.	<i>Head of Office or Records Officer or Designated Representative</i>
3. Receive the approved Certification	3. Release the approved Certification to the client	None	10 min.	<i>Receiving/Releasing Clerk</i> Records Unit/Section
TOTAL:		Php 25.00 Certification Fees***	Simple	CENRO/PENRO 5 hours & 5 min. <i>Regional Office</i> <i>1 day & 55 min.</i>
			<i>TAT does not include waiting time and is the minimum processing time up to three (3) working days</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	
WHERE TO SECURE	
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.	<i>Receiving/Releasing Clerk</i> Records Unit/Section
1.4. None	1.1. Check the availability of records. Process the request (photocopy and stamp " <i>Certified True Copy</i> ") and sign the certification or documents. Indicate amount to be paid in the Request Form/Order of Payment. **Regional Office Authentication of Documents Legal Division – Land Claims and Conflicts	None	30 min. to 3 hours 1 day	<i>Records Officer</i> Records Unit/Section PENRO/Regional Office Accountant /CENR Officer or designated representative Legal Staff Regional Office



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.	<i>Collecting Officer</i> <i>Credit Officer</i> Cashier Unit/Section
2.1 . None	2.1 Check the Official Receipt and photocopy for filing.	None	5 min.	<i>Records Officer</i> Records Unit/Section
3.Receive Authenticated document/s	3.1 Release the approved Authenticated document/s to the customer	None	5 min.	<i>Receiving/Releasing Clerk</i> Records Unit/Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
TOTAL:		Php 50.00 Authentication Fee*** per set +	CENRO/PENRO: 3 hours & 35 min. If Land Claims and Conflicts documents in the Regional Office: 1 day & 35 min.	
		Php 5.00 per page	<i>TAT does not include waiting time and is the minimum processing time up to three (3) working days</i>	

*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) 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.

Office or Division:	Accounting, Budget and Cashier Units/Sections, Finance and Administrative Section/Division, DENR CENR, 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: Permanent Personnel 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, 3 duplicate) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Obligation Request and Status (1 Original, 2 duplicate copies) 	Requesting Party or Originating Office
If Initial Contract of Communication/Telephone and Gasoline	
<ul style="list-style-type: none"> Contract (3 original) 	Service Provider, Requesting Party or Originating Office
<ul style="list-style-type: none"> Annual Procurement Plan (APP), and any amendment thereto (1 certified Copy), or Certification from the Procurement Office that the items procured are already included in the APP (1 original) 	Procurement Unit Or Section
If Supplier/Contractor/Service Provider	
A. Purchase Order (P.O.)	Complex
<ul style="list-style-type: none"> Purchase Order/Contract Agreement (1 Original, 3 duplicate copies) 	Procurement Unit Or Section
<ul style="list-style-type: none"> Purchase Request (1 Original, 2 duplicate copies) 	Requesting Party or Originating Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ● BAC Resolution (1 original, 2 Photocopies) 	Bids And Awards Committee (BAC) Secretariat
<ul style="list-style-type: none"> ● PHILGEPS Posting (if above 50K) (1 original, 2 Photocopies) 	Bids And Awards Committee (BAC) Secretariat
<ul style="list-style-type: none"> ● PhilGeps Registration and/or Certification from Procurement- that legal document from GPPB Reso No. 21-2017 dated 5/30/2017 are submitted and duly verified (1 original, 2 Photocopies) 	Bids And Awards Committee (BAC) Secretariat
<ul style="list-style-type: none"> ● Agency Procurement Request/APR Form No. 02 (for supplies), In case supplies are not available at DBM, there must be a certificate of Non-availability of stock from PS-DBM (1 original, 2 Photocopies) 	Procurement section
<ul style="list-style-type: none"> ● Annual Procurement Plan (APP), and any amendment thereto (1 Certified Copy), or Certification from the Procurement Office (and/or BAC Secretariat) that the items procured are already included in the APP (1 original) 	Requesting Party/Procurement Section/ BAC Secretariat
<ul style="list-style-type: none"> ● Abstract of Quotations (2 Original) 	Requesting Party or Originating Office & BAC Secretariat
<ul style="list-style-type: none"> ● Quotations with Certification from Procurement Office that Supplier has Submitted Updated Eligibility Documents/Legal Documents (Alternative Method of Procurement), if shopping (3 Original Per Supplier) 	Service Provider
<ul style="list-style-type: none"> ● At least 1 Filled-Up Quotation, with Proof of Receipt of Quotation (1 original, 2 photocopies) 	Service Provider
<ul style="list-style-type: none"> ● Certificate of Posting in 3 Conspicuous Places (1 original, 2 photocopies) 	BAC Secretariat
<ul style="list-style-type: none"> ● Request for Quotations (1 original Per Supplier) 	Service Provider
<ul style="list-style-type: none"> ● Special Order, if Applicable (1 Photocopy) 	Requesting Party or Originating Office, Regional Office Or Central Office
<ul style="list-style-type: none"> ● Inspection and Acceptance Report (1 original, 2 Photocopies) 	Inspection and Acceptance Committee (IAC)
<ul style="list-style-type: none"> ● Sales Invoice/Delivery Receipt/Official Receipt (1 original, 2 Photocopies) 	Service Provider



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ● Certificate Of Acceptance (1 original, 2 Photocopies) 	Requesting Party
B. P.O. Through Direct Contracting	
<ul style="list-style-type: none"> ● Purchase Request with Certification from the Procurement Office that the items procured are already included in the APP (1 Original, 3 duplicate copies) 	Requesting Party or Originating Office and Procurement Office
<ul style="list-style-type: none"> ● BAC Resolution (1 Original, 3 duplicate copies) 	BAC Secretariat
<ul style="list-style-type: none"> ● Quotations (1 Original, 3 duplicate copies) 	Service Provider
<ul style="list-style-type: none"> ● Distributor Certificate or Sworn Certificate of Guarantee Exclusive Distributorship Agreement (If Applicable) (2 photocopies) 	Service Provider Or Bac Secretariat
<ul style="list-style-type: none"> ● Inspection and Acceptance Report (1 Original, 2 duplicate copies) 	Inspection And Acceptance Committee (IAC)
<ul style="list-style-type: none"> ● Certificate of Acceptance (1 Original, 3 duplicate copies) 	Requesting Party
If Meals and Snacks For Seminar/Training	
<ul style="list-style-type: none"> ● Special Order or Notice of Meeting (1 original, 2 photocopies) 	Requesting Party or Originating Office, Regional Office Or Central Office
<ul style="list-style-type: none"> ● Purchase Request with Certification from the Procurement Office that the items procured are already included in the APP (1 Original, 2 photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> ● RESO (1 original, 2 photocopies) 	BAC Secretariat
<ul style="list-style-type: none"> ● PHILGEPS BNA – RFQ (1 original, 2 photocopies) 	BAC Secretariat
<ul style="list-style-type: none"> ● 3 Quotations (1 original Per Supplier, 2 photocopies) 	Service Provider
<ul style="list-style-type: none"> ● APQ (1 original, 2 photocopies) 	BAC Secretariat
<ul style="list-style-type: none"> ● Certification from Procurement that legal document from GPPB Reso No. 21-2017 dated 5/30/2017 are submitted and duly verified (1 original), if applicable 	Procurement Section, Administrative Division
<ul style="list-style-type: none"> ● Contract (1 Original, 2 photocopies) 	Service Provider, Requesting Party or Originating Office
<ul style="list-style-type: none"> ● Billing or Statement of Account (1 original, 2 photocopies) 	Service Provider, Requesting Party or Originating Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ● Menu (1 original, 2 photocopies) if applicable 	Service Provider, Requesting Party or Originating Office
<ul style="list-style-type: none"> ● Attendance (1 original, 2 photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> ● Activity Report with Pictures (1 original, 2 photocopies) 	Requesting Party or Originating Office
If Job Order (J.O.)	
A. Repair of Vehicle/Equipment/Facilities	
<ul style="list-style-type: none"> ● Purchase Request with notation that it is included in the APP (1 original, 2 photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> ● Pre-Repair Inspection Report (1 original, 2 Photocopies) 	Inspection Committee
<ul style="list-style-type: none"> ● BAC Resolution for Major Repairs (1 original, 2 Photocopies) 	BAC Secretariat
<ul style="list-style-type: none"> ● Abstract of Quotations (1 original, 2 Photocopies) 	Requesting Party or Originating Office & BAC Secretariat
<ul style="list-style-type: none"> ● Quotations (1 original Per Supplier, 2 Photocopies) 	Service Provider
<ul style="list-style-type: none"> ● Post Repair Inspection Report (1 original, 2 Photocopies) 	Property Unit/Section, General Services Section (GSS)
<ul style="list-style-type: none"> ● Certificate of Acceptance (1 original, 2 Photocopies) 	Requesting Party
<ul style="list-style-type: none"> ● PHILGEPS Posting (above 50K) (1 original, 2 photocopies) 	Procurement Section
<ul style="list-style-type: none"> ● Certificate of Posting of Award (1 original, 2 photocopies) 	Procurement Section
<ul style="list-style-type: none"> ● Certification from Procurement that legal document from GPPB Reso No. 21-2017 dated 5/30/2017 are submitted and duly verified (1 original) 	Procurement Section
<ul style="list-style-type: none"> ● Waste Materials Report (1 original, 2 Photocopies) 	
<ul style="list-style-type: none"> ● Certificate of Availability of Funds (1 original, 2 photocopies) 	Budget and Accounting Section
B. Printing	
<ul style="list-style-type: none"> ● Purchase Request with notation that it is included in the APP (1 original, 2 photocopies) 	Requesting Party or Originating Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Layout, E-Copy of Document to be Printed, or Source of Layout (1 original, Digital Copy) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> BAC Resolution (1 original, 2 Photocopies) 	BAC Secretariat
<ul style="list-style-type: none"> Abstract of Quotations (1 original, 2 Photocopies) 	Requesting Party or Originating Office & BAC Secretariat
<ul style="list-style-type: none"> PHILGEPS Posting (above 50K) (1 original, 2 photocopies) 	Procurement Section
<ul style="list-style-type: none"> Certificate of Posting of Award (1 original, 2 photocopies) 	Procurement Section
<ul style="list-style-type: none"> Certification from Procurement that legal document from GPPB Reso No. 21-2017 dated 5/30/2017 are submitted and duly verified (1 original), if applicable 	Procurement Section
<ul style="list-style-type: none"> Quotations (1 original Per Supplier, 2 Photocopies) 	Service Provider
<ul style="list-style-type: none"> Inspection Report (1 original, 2 Photocopies) 	Inspection And Acceptance Committee (IAC)
<ul style="list-style-type: none"> Certificate of Acceptance (1 original, 2 Photocopies) 	Requesting Party
If Agency Procurement Request (APR)	
<ul style="list-style-type: none"> Purchase Request (1 original, 2 photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Certificate of Availability of Funds (1 original, 2 photocopies) 	Budget and Accounting Section
If Contract	
<ul style="list-style-type: none"> Notarized Contract (1 original, 2 photocopies) 	Requesting Party or Originating Office, BAC Secretariat or Service Provider
<ul style="list-style-type: none"> Purchase Request (1 original, 2 photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> PHILGEPS Posting (50K and above) (1 original, 2 photocopies) 	Procurement Section
<ul style="list-style-type: none"> Certificate of Posting of Award (1 original, 2 photocopies) 	Procurement Section
<ul style="list-style-type: none"> Certification from Procurement that legal document from GPPB Reso No. 21-2017 dated 5/30/2017 are submitted and duly verified (1 original), if applicable 	Procurement Section
<ul style="list-style-type: none"> TOR (1 original, 2 photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Letter Intent/Proposal (1 original, 2 photocopies) 	Service Provider



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Curriculum Vitae with Personal Data Sheet (1 original, 2 photocopies) 	Service Provider
<ul style="list-style-type: none"> Letter Request for Payment (For Resource Person, Documentor, or Facilitator) (1 original, 2 Photocopies) 	Service Provider
<ul style="list-style-type: none"> Evaluation Report (for Resource Person, Documentor or Facilitator) (1 original, 2 Photocopies) 	Requesting Party
<ul style="list-style-type: none"> Certificate of Acceptance (1 original, 2 Photocopies) 	Requesting Party
<ul style="list-style-type: none"> Certificate of Availability of Funds (1 original, 2 photocopies) 	Budget and Accounting Section
<ul style="list-style-type: none"> Actual Output (3 photocopies, if applicable) 	Service Provider
If Salaries of Contract of Service	
<ul style="list-style-type: none"> Notarized Contract (1 original or certified true copy and 2 photocopies for the first payment only) 	Requesting Party or Originating Office, BAC Secretariat or Service Provider
<ul style="list-style-type: none"> Duly Accomplished Daily Time Record (DTR) (1 original, 2 Photocopies) 	Personnel Unit/Section
<ul style="list-style-type: none"> Travel Order, if applicable (3 photocopies) 	Requesting Party
<ul style="list-style-type: none"> Accomplishment Report (1 original, 2 Photocopies) 	Requesting Party
<ul style="list-style-type: none"> S.O, if Applicable (1 original, 2 Photocopies) 	DENR Central, Regional, PENR and/or CENR Office
<ul style="list-style-type: none"> MCLE Certification, if Lawyer (1 original, 2 Photocopies) 	Service Provider
<ul style="list-style-type: none"> Written Concurrence from COA, if Lawyer (1 original, 2 Photocopies), if applicable (based on COA Circular 2021-003 dated July 16, 2021) 	Commission On Audit (COA)
<ul style="list-style-type: none"> Deputation of OSG, if Lawyer (1 original, 2 Photocopies) 	Office of the Solicitor General (OSG)
<ul style="list-style-type: none"> Acquiescence from OSG, if Lawyer (3 Photocopies) 	Office of the Solicitor General (OSG)
If Mandatory Expenses	
A. Water and Electricity	
<ul style="list-style-type: none"> Billing Statement (1 original, 2 Photocopies) 	Service Provider
B. Communication/Telephone	
<ul style="list-style-type: none"> Billing/Statement of Account (1 original, 2 Photocopies) 	Service Provider



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Certification that Phone Calls are official in nature (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> • Contract (1 original for first payment only) 	Service Provider Or Requesting Party
C. Gasoline	
<ul style="list-style-type: none"> • Billing/Statement of Account (1 original, 2 Photocopies) 	Service Provider
<ul style="list-style-type: none"> • Vehicle Trip Ticket (1 original, 2 Photocopies) 	Driver In Duty
<ul style="list-style-type: none"> • Contract (1 original for first payment only) 	Service Provider Or Requesting Party
<ul style="list-style-type: none"> • Fuel/Lubricants Requisition and Issue Slip (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> • Fuel Consumption Report, if applicable 	General Services Section/Supply Officer
<ul style="list-style-type: none"> • Monthly Report of Official Travels, if applicable 	General Services Section/Supply Officer/Drivers
If Government Share For Mandatory Deductions	
<ul style="list-style-type: none"> • List of Personnel with Corresponding Amount of Government Share (1 original, 2 Photocopies) 	Personnel Section/Unit-Administrative Division/Section or Accounting Unit/Section-Finance Section/Division
If TEV (Local)	
A. Approved Travel Order (1 original, 2 Photocopies)	Requesting Party or Originating Office and CENR Officer, PENR Officer or Regional Executive Director (RED)
B. Itinerary (1 original, 2 Photocopies)	Requesting Party or Originating Office
C. Special Order, if Applicable (3 Photocopies)	CENR Officer, PENR Officer, RED, Usec or Secretary
D. Additional Requirement For Reimbursement	
<ul style="list-style-type: none"> • Travel Report (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> • Certificate of Travel Completed (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> • Certificate of Appearance (1 original, 2 Photocopies) 	Destination Office
<ul style="list-style-type: none"> • Tickets (1 original, 2 Photocopies) 	Airline Company
<ul style="list-style-type: none"> • PAL/Cebu Pacific or any other Airline TO (1 original, 2 Photocopies) 	Requesting Party or Originating Office, and RED
<ul style="list-style-type: none"> • Boarding Pass (1 original, 2 Photocopies) 	Airline Company



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Terminal Fee Ticket/Stub (1 original, 2 Photocopies) 	Airline Company
<ul style="list-style-type: none"> Certificate of Expenses not Requiring Receipt (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Receipt from Accommodation, if applicable (1 original, 2 Photocopies) 	Accommodation Provider
If Cash Advances	
<ul style="list-style-type: none"> Special Order of SDO/Allotment Letter (3 Photocopies) 	PENR Officer or RED
<ul style="list-style-type: none"> Certificate of No Unliquidated Cash Advance (1 original, 2 Photocopies) 	Accounting Unit/Section, Finance Section/Division
<ul style="list-style-type: none"> Authority from the Head of Office to Grant the Cash Advance, if applicable 	Head Of Office
<ul style="list-style-type: none"> Activity Design and Budgetary Requirements/Budget Estimates, if applicable 	End-user/s
If Replenishment of Petty Cash Fund	
<ul style="list-style-type: none"> Report on Paid Petty Cash Vouchers (1 original, 2 photocopies) 	Petty Cash Custodian
<ul style="list-style-type: none"> Petty Cash Vouchers (1 original, 2 photocopies) 	Petty Cash Custodian
<ul style="list-style-type: none"> Special Order, if First Payment (1 original, 2 photocopies) 	Records Section/Unit
<ul style="list-style-type: none"> Official Receipts/Sales Invoices (1 original, 2 photocopies) 	Supplier
<ul style="list-style-type: none"> Petty Cash Replenishment Report (1 original, 2 photocopies) 	Concerned Special Disbursing Officer (SDO)
<ul style="list-style-type: none"> Approved Purchase Request (1 original, 2 photocopies) 	Requesting Party/Concerned Office
<ul style="list-style-type: none"> Certificate of Emergency Purchase (1 original, 2 photocopies) 	Requesting Party/Concerned Office
<ul style="list-style-type: none"> Certificate of Inspection and Acceptance (1 original, 2 photocopies) 	Inspection & Pre-Acceptance Committee (IPC)
<ul style="list-style-type: none"> Report of Waste Materials, in case of repair (1 original, 2 photocopies) 	GSS
<ul style="list-style-type: none"> Approved Trip Ticket for Gasoline Expenses (1 original, 2 photocopies) 	GSS
<ul style="list-style-type: none"> Three (3) Quotations from Suppliers (1 original, 2 photocopies) if Php1,000 above-single transaction 	Suppliers
<ul style="list-style-type: none"> Abstract of Quotations (1 original, 2 photocopies) 	Requesting Party/Concerned Office



If eNGP/CBFM Contracts

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Payment of 15% Mobilization Fee	
<ul style="list-style-type: none"> Endorsement Memorandum (1 original, 2 photocopies) 	Concerned CENRO/Requesting Party
<ul style="list-style-type: none"> Letter of Intent (1 original, 2 photocopies), if applicable 	PO's/Requesting Party
<ul style="list-style-type: none"> Annual Procurement Plan (APP) (1 Certified Copy) 	Procurement Unit or Section
<ul style="list-style-type: none"> Notarized MOA with WFP, Mode of Payment & GIS Map (1 original, 2 photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Site Development Plan 	Concerned CENRO
<ul style="list-style-type: none"> Purchase Request / Job Request (1 original, 2 photocopies), if applicable 	Requesting Party or Originating Office
<ul style="list-style-type: none"> BAC Resolution – Mode of Procurement (1 original, 2 Photocopies) 	BAC Secretariat
<ul style="list-style-type: none"> Proof of Posting of RFQ at 3 conspicuous places (1 original, 2 Photocopies), if applicable 	BAC Secretariat
<ul style="list-style-type: none"> Quotations (1 original Per Service Provider, 2 Photocopies) if applicable 	Service Provider
<ul style="list-style-type: none"> Abstract of Quotations (1 original, 2 Photocopies), if applicable 	Requesting Party or Originating Office & BAC Secretariat
<ul style="list-style-type: none"> BAC Resolution – Award approved by HOPE (1 original, 2 Photocopies) 	BAC Secretariat
<ul style="list-style-type: none"> Notice of Award received by Service Provider (1 original, 2 Photocopies) 	Requesting Party or Originating Office & BAC Secretariat
<ul style="list-style-type: none"> Notice to Proceed received by Service Provider (1 original, 2 Photocopies) 	Requesting Party or Originating Office & BAC Secretariat
<ul style="list-style-type: none"> Philgeps Posting of Award/Contract/Proceed (1 original, 2 Photocopies) 	BAC Secretariat
<ul style="list-style-type: none"> Request for release of 15% Mobilization fee (1 original, 2 Photocopies) 	PO's/Requesting Party



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ● Performance Security 	Service Provider
<ul style="list-style-type: none"> ● LEGAL REQUIREMENTS <ol style="list-style-type: none"> a. Based on the updated GPPB Issuance as of October 22, 2021 (GPPB Resolution No. 18-2021) b. Certificate of Registration from SEC/CDA/DOLE (3 photocopies) c. Certification from the leader of 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 (1 original, 2 Photocopies) d. Disclosure of related business, if any and extent of ownership therein (1 original, 2 Photocopies) 	Service Provider/ ORIGINATING OFFICE/ BAC SECRETARIAT
<ul style="list-style-type: none"> ● TECHNICAL REQUIREMENTS <ol style="list-style-type: none"> a. List of completed contracts similar to the procurement (1 original, 2 Photocopies) 	Service Provider
<ul style="list-style-type: none"> ● FINANCIAL REQUIREMENTS <ol style="list-style-type: none"> a. Certificate that the service provider has an existing bank account (1 original, 2 Photocopies) / 3 photocopies of Bank Book b. Updated Audited Financial Statements (1 original, 2, Photocopies) c. Certification that it has financial management system that maintains sets of book of accounts (1 original, 2 Photocopies) 	Service Provider
B. Progress Billing	
<ul style="list-style-type: none"> ● Endorsement/Memorandum (1 original, 2 photocopies) 	Concerned CENRO
<ul style="list-style-type: none"> ● Letter Request to the Auditor for the validation of the accomplishment (1 original, 2 photocopies) 	Concerned CENRO & PENRO (Technical-eNGP)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Geotagged Photos of the validated Accomplishment of Activities (Per Beneficiary/ Family) (1 original, 2 photocopies) 	Joint Validating Team of PENRO & CENRO, Concerned Site Team Leader and PO/Families
<ul style="list-style-type: none"> Statement of Account (1 original, 2 photocopies) 	Payee/Contractor
<ul style="list-style-type: none"> List of Beneficiaries (1 original, 2 photocopies) 	CENRO (NGP Coordinator/Site Team Leader)
<ul style="list-style-type: none"> Parceliarized Plantation Map (Maintained & Protected) (1 original, 2 photocopies) 	GIS Team/eNGP Unit
<ul style="list-style-type: none"> Certificate of Completion and Acceptance (1 original, 2 photocopies), if applicable 	Concerned CENRO
<ul style="list-style-type: none"> Approved Memorandum of Agreement (2 photocopies) 	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> Request for Inspection and Payment (1 original, 2 Photocopies) 	Service Provider
<ul style="list-style-type: none"> Statement of Work Accomplished (1 original, 2 Photocopies) 	Service Provider
<ul style="list-style-type: none"> Notarized Narrative Report and Notarized Inspection and Acceptance Report (IAR in Matrix form) with attached Validation/ Accomplishment Report (1 original, 2 photocopies) 	Requesting Party or Originating Office Joint Validating Team of PENRO & CENRO
<ul style="list-style-type: none"> Certificate of Acceptance (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Fund Utilization Report with attached payroll, if with labor (1 original, 2 Photocopies), if applicable 	Service Provider
C. Release of Retention fee	
<ul style="list-style-type: none"> Endorsement/Memorandum (1 original, 2 photocopies) 	Concerned CENRO
<ul style="list-style-type: none"> PO Request for the release of Retention Fee (1 original, 2 photocopies) 	Contracted PO/Family
<ul style="list-style-type: none"> Third Party Evaluation Report that the PO Plantation attained at least 85% Survival Rate (2 photocopies) (Per DAO 2019-03, this is applicable for 100 hectares and above. In-house validation applies for 99 hectares and below) 	Third Party Contracted/Regional Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ● Certificate of Final Inspection and Acceptance Report (1 original, 2 photocopies) 	JIC
<ul style="list-style-type: none"> ● Certificate of Final Acceptance (1 original, 2 photocopies) 	HOPE
<ul style="list-style-type: none"> ● Completed Parceliarized Plantation Map (1 original, 2 photocopies) 	GIS Team/eNGP Unit
<ul style="list-style-type: none"> ● Photo Copy of Affidavit of Completion (2 photocopies) 	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> ● Photo Copy of Certificates of Completion and Acceptance (2 photocopies) 	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> ● Photo copy of Obligation Requests and Status (2 photocopies) 	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> ● Photo Copy of Memorandum of Agreements (2 photocopies) 	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> ● Photo Copy of Notice to Proceeds (2 photocopies) 	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> ● Inspection/Validation Report of Third Party Validators indicating the survival rate for Sites with area of 100 has and above (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> ● Inspection/Validation Report of Regional/PENRO composite team indicating the survival rate for Sites with area of below 100 has (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> ● Fund Utilization Report/Schedule of Payment, if applicable (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> ● Project Completion Report (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> ● Letter of FINAL Turn Over (1 original, 2 Photocopies) 	Service Provider
<ul style="list-style-type: none"> ● Certificate of FINAL Acceptance (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> ● Geo-tagged photos of validation and accomplished activities (1 original, 2 Photocopies) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> ● Certificate of Site Development (1 original, 2 Photocopies) 	Requesting Party or Originating Office
D. Progress Payment for Seedling Production	
<ul style="list-style-type: none"> ● Endorsement/Memorandum (1 original, 2 photocopies) 	Concerned CENRO



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> PO Request for Inspection/Validation and payment (1 original, 2 photocopies) 	PO's/Requesting Party
<ul style="list-style-type: none"> Statement of Work Accomplishment (1 original, 2 photocopies) 	PO's/Requesting Party
<ul style="list-style-type: none"> Letter Request to the Auditor for the validation of the accomplishment (1 original, 2 photocopies) 	Concerned CENRO & PENRO (Technical-eNGP)
<ul style="list-style-type: none"> Validation Report / Accomplishment (1 original, 2 photocopies) 	Joint Validating Team of PENRO & CENRO
<ul style="list-style-type: none"> Nursery Tally Sheet (1 original, 2 photocopies) 	Joint Validating Team of PENRO & CENRO
<ul style="list-style-type: none"> Geotagged Photos of Nurseries (per plot) (1 original, 2 photocopies) 	Joint Validating Team of PENRO & CENRO, Concerned Site Team Leader and PO/Families
<ul style="list-style-type: none"> Statement of Account (1 original, 2 photocopies) 	PO's/Requesting Party
<ul style="list-style-type: none"> Proposed list of Beneficiaries/Families (1 original, 2 photocopies) 	CENRO (NGP Coordinator/Site Team Leader)
<ul style="list-style-type: none"> Photo copy of Approved Memorandum of Agreement (2 photocopies) 	PENRO (Technical-eNGP)
<ul style="list-style-type: none"> Photo copy of Approved Obligation Request (2 photocopies) 	PENRO (Technical-eNGP)
E. Additional if seedlings were procured	
<ul style="list-style-type: none"> Seedlings Acknowledgement Receipt (1 original, 2 photocopies) 	Seedling Supplier
<ul style="list-style-type: none"> Certificate of Registration of Seedling Supplier (1 original, 2 photocopies) 	Seedling Supplier
<ul style="list-style-type: none"> Delivery Receipt duly received by the PO (1 original, 2 photocopies) 	Seedling Supplier & PO
<ul style="list-style-type: none"> Business Permit of Seedling Supplier (1 original, 2 photocopies) 	Seedling Supplier



If Infrastructure Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE**
<ul style="list-style-type: none"> Letter request from the contractor for inspection (if applicable) and released of advance/progress/final payment or for substitution in case of release of retention money (1 original, 2 photocopies) 	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> Statement of Work Accomplishment/Progress Billing (1 original, 2 photocopies) 	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> Inspection Report by the Agency's Authorized Engineer (1 original, 2 photocopies) 	Agency's Authorized Engineer/ Inspectorate Team
<ul style="list-style-type: none"> Result of Test Analysis, if applicable (1 original, 2 photocopies) 	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> Statement of Time Elapsed (1 original, 2 photocopies) 	Agency's Authorized Engineer/ Inspectorate Team
<ul style="list-style-type: none"> Monthly Certificate of Payment (1 original, 2 photocopies) 	Agency's Authorized Engineer/ Inspectorate Team
<ul style="list-style-type: none"> Contractor's Affidavit on payment of laborers and materials (1 original, 2 photocopies) 	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> Pictures, before, during and after construction of items of work especially the embedded items (1 original, 2 photocopies) 	Agency's Authorized Engineer/ Inspectorate Team
<ul style="list-style-type: none"> Photocopy of vouchers of all previous payments (2 photocopies) 	GSU/Accounting
<ul style="list-style-type: none"> Certificate of Completion (1 original, 2 photocopies) 	Requesting Party (e.g CENRO)
<ul style="list-style-type: none"> Certificate of Acceptance 	HOPE/Authorized Representatives
<ul style="list-style-type: none"> Letter request from the Agency to the Auditor for the inspection and payment for the work accomplished by the contractor (1 original, 2 photocopies) 	HOPE/Authorized Representatives
A. If advance payment (additional requirements)	
<ul style="list-style-type: none"> Any security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, 	Contractor/Payee/Requesting Party



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE**
GSIS or surety bond callable on demand (amount equivalent to the released MF) (1 original, 2 photocopies)	
<ul style="list-style-type: none"> • Notarized Contract (1 original, 2 photocopies) 	BAC Secretariat/GSU
<ul style="list-style-type: none"> • Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof (1 original, 2 photocopies) 	BAC Secretariat/GSU
B. If final payment (additional requirements)	
<ul style="list-style-type: none"> • As-built Plan (1 original, 2 photocopies) 	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> • Warranty security (1 original, 2 photocopies) 	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> • Clearance from the Provincial Treasurer that the corresponding sand and gravel fees have been paid, if applicable (1 original, 2 photocopies) 	Contractor/Payee/Requesting Party
<ul style="list-style-type: none"> • Copy of turn over documents/transfer of project and facilities such as motor vehicle, laptops, other equipment and furniture included in the contract to concerned government agency (1 original, 2 photocopies) 	Requesting Party
C. If Release of Retention Money (additional requirements)	
<ul style="list-style-type: none"> • Certification from the Requesting Party that the project is completed and inspected (1 original, 2 photocopies) 	Requesting Party
<ul style="list-style-type: none"> • Certification of final inspection and acceptance report (1 original, 2 photocopies) 	Agency's Authorized Engineer/ Inspectorate Team
<ul style="list-style-type: none"> • Certificate of Final Acceptance (1 original, 2 photocopies) 	HOPE/Authorized Representatives
<ul style="list-style-type: none"> • Any security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand, if applicable (1 original, 2 photocopies) 	Contractor/Payee/Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit DV and ORS with complete supporting documents to Budget Unit/Section.	1. Review completeness of documents, receive and record in Logbook the DV and ORS, and forward documents to the concerned Processor.	None	20 min.	<i>Receiving/Releasing Clerk</i> Budget Unit/Section
1.1. None	1.1. Review, check fund availability and allotment, record and assign number in the ORS Control Book, and initial ORS. Forward to Chief Budget Officer.	None	1 hour	<i>Budget Staff</i> Budget Unit/Section
1.2. None	1.2. Review documents and sign Box B of ORS.	None	30 min.	<i>Chief Budget Officer</i> Budget Unit/Section or Designated OIC
1.3. None	1.3. Record ORS and forward the documents to Accounting Unit/Section.	None	30 min.	<i>Receiving/Releasing Clerk</i> Budget Unit/Section
1.4. None	1.4. Review documents, receive, record in Logbook, assign DV number and forward	None	30 min.	<i>Receiving/Releasing Clerk</i> Accounting Unit/Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	DV and ORS with complete supporting documents to concerned Accounting Staff.			
1.5. None	1.5. Review documents. Process DV as to completeness of supporting documents, validity and correctness of claims. Compute and deduct applicable taxes. Prepare Certificate of Tax Withheld and record particulars of DV in Individual Index Card. Prepare Journal Entry (Box B) and affix initial in DV. Forward to Chief Accountant for review and approval.	None	3 hours (complex) 4 hours (highly technical)	<i>Accounting Staff</i> Accounting Unit/Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.6. None	1.6. Review DV and sign Box C of DV, and forward to Receiving/Releasing Clerk.	None	2 hours	<p><i>Chief Accountant Accounting Unit/Section or Designated OIC and/or other authorized signatories per DAO No. 2022-14</i></p>
1.7. None	1.7. Release DV and other documents to approving authority based on Manual of Authorities.	None	1 hour	<p><i>Receiving/Releasing Clerk Accounting Unit/Section</i></p>
1.8. None	1.8. Receive and batch up ORS, DV and supporting documents. Sign Box D of the DV. Forward to Receiving/Releasing Clerk.	None	1 day	<p><i>PENR Officer or Designated OIC (PENRO) Assistant Regional Director (ARD) for Management Service (MS) or Technical Service (TS)/ Regional Executive Director (RED) or Designated OIC (Regional Office) and/or other authorized signatories per DAO No. 2022-14</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.9. None	1.9. Receive documents and forward to Cashier or Accounting Unit/Section	None	30 min.	<i>Receiving/Releasing Clerk Office of the PENR/ARD for MS/RED</i>
1.10. None	1.10. Receive DV, ORS and other supporting documents, review and record in logbook and forward to concerned Cashier Staff or Accounting Staff	None	30 min.	<i>Receiving/Releasing Clerk Cashier Section/Unit Receiving/Releasing Clerk Accounting Section/Unit</i>
1.11. None	1.11. Batch-up DVs into batch/folder. Forward to assigned/concerned staff.	None	1 hour	<i>Receiving/Releasing Clerk Accounting Section/Unit Receiving/Releasing Clerk Cashier Section/Unit</i>
1.12. None	1.12. Prepare Checks or LDDAP-ADA. Forward to Chief Accountant or Head of Cashier.	None	1 hour	<i>Accounting Staff Accounting Unit/Section Cashier Staff Cashier Section/Unit</i>
1.13. None	1.13. Sign Box No. 1 of LDDAP.	None	30 min.	<i>For LDDAP, Chief Accountant Accounting Unit/Section</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Sign Checks and ADA.			For Checks and ADA, <i>Head Cashier Section/Unit and/or other authorized signatories per DAO No. 2022-14</i>
1.14. None	1.14. Forward to approving authority based on Manual of Authority.	None	15 min.	<i>Receiving/Releasing Clerk Accounting Section/Unit Receiving/Releasing Clerk Cashier Section/Unit</i>
1.15. None	1.15. Sign Checks and LLDAP-ADA.	None	15 min.	<i>PENRO or authorized DC or Designated OIC (PS regardless of amount, MOOE-CO regardless of amount) PENRO level</i>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
				<p><i>Authorized DC or Authorized ARD or RED or Designated OIC</i> <u>(MOOE-CO up to Php 5M)</u></p> <p><i>ARD MS or ARD TS or RED or Designated OIC</i> <u>(MOOE-CO above Php 5M)</u></p> <p>Regional level <i>and/or other authorized signatories per DAO No. 2022-14</i></p>
1.16. None	1.16. Forward to Cashier.	None	15 min.	<i>Receiving/Releasing Clerk</i> Office of the PENRO, ARD or RED
1.17. None	1.17. Receive and check the balance of Notice of Cash Allocation (NCA) against the total amount of the DV processed.	None	15 min.	<i>Cashier Staff</i> Cashier Section/Unit
1.18. None	1.18. Record all details in Index Card.	None	5 min.	<i>Cashier Staff</i> Cashier Section/Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.19. None	1.19. Record particulars in Report of Checks Issued and Cancelled (RCIC)/Report of ADA Issued (RADAI). Forward to approving authority.	None	1 hour & 30 min.	<i>Cashier Staff</i> Cashier Section/Unit
1.20. None	1.20. Countersign Check and ACIC based on Manual of Authorities. Forward to Cashier.	None	10 min.	<i>Chief, MSD or</i> <i>PENR Officer</i> <i>ARD for MS or</i> <i>RED</i> <i>and/or other authorized</i> <i>signatories per</i> <i>DAO No. 2022-14</i>
1.21. None	1.21. Record receipt of Check/ADA and forward to cashier staff.	None	5 min.	<i>Receiving/Releasing Clerk</i> Cashier Section/Unit
1.22. None	1.22. Record Check/ADA particulars in the Check Register. Inform the clientele if the check is ready for pick-up, or the ADA	None	30 min.	<i>Cashier</i> Cashier Section/Unit or Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	was already prepared for them to issue OR upon crediting payment to their account.			
1.23. None	1.23. Release Check/ADA to customer/bank with tax certificate (supplier).	None	15 min.	<p style="text-align: center;"><i>Cashier</i> Cashier Section/Unit</p>
1.24. None	<p>1.24. Receive LDDAP-ADA and/or Advice/ACIC and supporting documents.</p> <p>For LDDAP-ADA, transfer amount to respective accounts.</p>	None	<p>Not earlier than 24 hours but not later than 48 hours for Land Bank and DBP.</p> <p>Crediting may take longer for other servicing banks.</p>	<p style="text-align: center;"><i>Staff</i></p> <p style="text-align: center;">Land Bank of the Philippines or Development Bank of the Philippines (DBP) or any other servicing banks</p>
2. If Service Provider, issue Official Receipt and sign in Cash				



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Book and Box E of DV.				
TOTAL:		None	Complex (1-day bank time)	3 days, 7 hours & 55 min.
			Highly Technical (1-day bank time)	4 days & 55 min.
			Complex (2-day bank time)	4 days, 7 hours & 55 min.
			Highly Technical (2-day bank time)	5 days & 55 min.
			<p>*Turn-around time (TAT) is the minimum processing time and may vary depending on the claims to pay which may last up to seven (7) working days for Complex and twenty (20) working days for Highly Technical.</p> <p>*Other factors such as the availability of cash/funds and the bulk of transactions during end of quarter and year-end may cause the Turn-around time (TAT) to be longer.</p>	

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

Processing time is based on the assumption that all documents are **complete and proper, and that there are no issues identified. Documents that have issues will be forwarded back to the concerned office and processing time shall be paused. **Processing time includes the turnaround time of servicing bank (1 to 2 days) which is beyond the control of DENR.**



CLASSIFICATION:

Complex		Highly Technical
<ul style="list-style-type: none">● TEV● Utilities● Agency Procurement Request (APR)● Mandatory Expenses● Government Share for Mandatory Deductions● Cash Advances	<ul style="list-style-type: none">● Contract● Salaries● PO through Direct Contracting● Meals and Snacks for Seminar/Training● TEV (Local)● Replenishment of Petty Cash Fund	<ul style="list-style-type: none">● Consulting Services● Infrastructure Projects● Procurement of goods and services



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	<i>BAC Secretariat</i> 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	<i>BAC Secretariat</i> 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
Land
(External Services)



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 Office
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: <ul style="list-style-type: none"> 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 Office
3. Certification that the land applied for is alienable and disposable (1 original, 1 photocopy)	Concerned CENR Office

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 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	3 hours	<i>LMO / RPS</i> <i>Staff</i> CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.1. None	1.1. Prepare Order of Payment	None	20 min.	<i>Staff</i> CENRO Records Unit
1.2. None	1.2. Approve Order of Payment and forward the same to client.	None	10 min.	<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	30 min.	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	1 hour	<i>Staff</i> CENRO Records Unit
3.1. None	3.1. Review application. Assign Land Management Inspector (LMI)/Deputized Public Land Inspector (DPLI) for inspection/ investigation	None	3 hours	<i>Chief</i> RPS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.2. None	3.2. Prepare posting of notices at the barangay, municipal, or provincial hall where the property is situated.	None	2 days	<i>LMI/DPLI</i> <i>CENR Officer</i> CENRO
3.3. None	3.3. Travel to the barangay, municipality or province.	None	2 days	<i>LMI/DPLI</i> CENRO
3.4. None	3.4. Posting of Notices in the Barangay Hall and take geo-tagged photo. Simultaneously conduct investigation on the land being applied for.	None	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.) Notice of posting may also be made in the website in the concerned LGU.	<i>LMI/DPLI</i> CENRO



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.5. None	3.5. Prepare, sign and submit investigation report, and forward to LMO I (Annex E of IRR)	None	3 days	<i>DPLI/LMI</i> CENRO
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	10 days	<i>LMO I/Cartographer/Encoder</i> <i>whoever is available</i> RPS CENRO
3.7. None	3.7. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	5 days	<i>GE</i> RPS
3.8. None	3.8. Do final screening of carpeta and forward to CENRO for recommendation.	None	5 days	<i>Chief</i> RPS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.9. None	3.9. Review and initial file copy of Patent and Sign Indorsement to PENRO for approval.	None	3 days	<i>CENR Officer</i> CENRO
3.10. None	3.10. Transmit carpeta to PENRO	None	3 days or less depending on the location of the PENR Office	<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	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>
3.16. None	3.16. Sign transmittal letter and forward to PENRO records for transmittal to			<i>PENR Officer PENRO</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Registry of Deeds (ROD).			
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 SUB-TOTAL</i>		<i>Php 50.00</i>	<i>64 days (+ up to 36 additional processing days due extreme case where corrections or revisions on the details of the patentee needs to be done or when the signatories are suddenly replaced which will result into further review)</i>	
<i>PENRO SUB-TOTAL</i>		<i>None</i>	<i>10 days as per IRR</i>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<i>For Implementing PENRO*** SUB-TOTAL</i>		<i>Php 50.00</i>	<i>64 days + 36 days additional due to extreme case + 10 days</i>	
		Php 50.00 + Transfer fee of Php 10.00 per hectare but not less than Php 100.00, if applicable TOTAL: Php 50.00 – 150.00	130 days maximum	
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:

- *Transfer fee shall be paid when the lot is transferred during the processing of the application. The fee shall be paid based on where the application is being processed during the transfer i.e. CENR or PENR Office.*

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 Office
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	Concerned CENR Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(if covered with isolated survey) (1 certified copy)	
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 Office
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	3 hours	<i>LMO I</i> RPS <i>Staff</i> CENRO Records Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<p>Applicant may also submit the application through email or courier, where, applicable, the applicant may also apply online or through LMI/SI/DPLI.</p>				
<p>1.1. None</p>	<p>1.1. Prepare Order of Payment</p>	<p>None</p>	<p>30 min.</p>	<p><i>Staff</i> CENRO Records Unit</p>
<p>1.2. None</p>	<p>1.2. Approve Order of Payment and forward the same to client.</p>	<p>None</p>	<p>10mins</p>	<p><i>CENRO or Designated Representative</i></p>
<p>2. Receive Order of Payment and pay corresponding fees</p>	<p>2. Accept payment, issue Official Receipt (OR) to the applicant</p>	<p>Php 50.00 Application Fee</p>	<p>30 min.</p>	<p>Bill collector Cashier</p>
<p>3. Receive (OR) and forward the same to Records Unit/Section</p>	<p>3. Accept OR, indicate OR number, amount paid, and date in the application form and forward the application to Chief, RPS</p>	<p>None</p>	<p>1 hour</p>	<p><i>Staff</i> CENRO Records Unit</p>



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	3 hours	Chief RPS
3.2. None	3.2. Prepare posting of notices at the barangay, municipal, or provincial hall where the property is situated.	None	1 day	LMI/DPLI CENR Officer CENRO
3.3. None	3.3. Travel to the barangay, municipality or province.	None	2 days	LMI/DPLI CENRO
3.4. None	3.4. Posting of Notices in the Barangay Hall and take geo-tagged photo.	None	15 days (per DAO 2010-12)	LMI/DPLI CENRO
3.5. None	3.5. Prepare Certification for the proof of posting and forward to the CENR Officer for Approval	None	2 days	DPLI/LMI CENRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.6. None	3.6. Approve Certification of proof of posting	None	1day	<i>CENR Officer</i>
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</i> <i>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	10 days	<i>LMO I/Cartographer/</i> <i>Encoder</i> <i>whoever is available</i> <i>RPS</i>
3.9. None	3.9. Verify and certify the correctness of the Technical Description and forward to Chief, RPS	None	5 days	<i>GE</i> <i>RPS</i>
3.10. None	3.10. Do final screening of carpeta and forward to CENRO for recommendation.	None	5 days	<i>Chief</i> <i>RPS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.11. None	3.11. Review and initial file copy of Patent and Sign Indorsement to PENRO for approval.	None	3 days	<i>CENR Officer</i> CENRO
3.12. None	3.12. Transmit carpeta to PENRO	None	3 days or less depending on the location of the PENR Office	<i>Records Officer</i> CENRO Records Unit
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</i> PENRO Records Section
3.14. None	3.14. Receive and review the carpeta, and forward to Chief, Technical Services Division (TSD).	None	2 hours	<i>Chief</i> RPS
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</i> TSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
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>
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).	None	5 days	<i>Liaison Officer</i> PENRO Records Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Transmit documents to ROD, and copy furnish the client.			
<i>CENRO SUB-TOTAL</i>		<i>Php 50.00</i>	<i>78 days (+ up to 32 additional processing days due extreme case were corrections or revisions on the details of the patentee needs to be done or when the signatories are suddenly replaced which will result into further review)</i>	
<i>PENRO SUB-TOTAL</i>		<i>None</i>	<i>10 working days</i>	
<i>For Implementing PENRO SUB-TOTAL</i>		<i>Php 50.00</i>	<i>78 days + 32 days additional due to extreme case + 10 days</i>	
TOTAL:		Php 50.00 Application Fee + Transfer fee of Php 100.00 for lands not exceeding 1,000 sq. m., if applicable TOTAL Php 50.00 – 150.00	130 days maximum	



If the approving authority is the PENRO

Processing of Patent	– 120 working 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:

- *Transfer fee shall be paid when the lot is transferred during the processing of the application. The fee shall be paid based on where the application is being processed during the transfer i.e. CENR or PENR Office.*
- *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 Client Satisfaction Survey (CSR) Form.2. Answer the CSR Form.3. Check the Feedback and/or Commendation portion of the CSR Form.4. Drop it in the designated drop box in front of the Public Assistance Unit Office.
How feedback is processed?	<p>Every Friday, the Public Assistance 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</p> <p>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 information3. Answer the Complaint portion.4. Drop the accomplished DENR Feedback Form at the designated drop box in front of the Public Assistance Complaint Desk5. Complaints can also be filed via telephone. Make sure to provide the following information:<ul style="list-style-type: none">• Name of person being complained• 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>



Contact Information of Anti-Red Tape Authority (ARTA)	4 th and 5 th 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/
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 / 0925-711-8445 0917-855-5953	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
REGION I	Government Center, Brgy. Sevilla, City of San Fernando, La Union	(072) 242-0704 / (072) 607-8461	denr1ored@yahoo.com rpao1sfc@yahoo.com



Office	Address	Contact No.	Email Address
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	penroilocosur@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	
REGION II	14 Dalan Na Pagayaya Corner Angicacua, Regional Government Center, Carig Sur Tuguegarao City	0965-065-5607	



Office	Address	Contact No.	Email Address
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	
CENRO Cauayan	Cauayan City, Isabela	(078) 652 2203	
CENRO Naguillan	Naguilian, Isabela	0915 0020 429;	cenronaguilian@denr.gov.ph



Office	Address	Contact No.	Email Address
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;	nagtipunandenr@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	penrobataan@denr.gov.ph
PENRO Bulacan	Citta di Oro Subdivision, Brgy. Sta. Rita, Guiguinto, Bulacan	(044) 794-7090	penrobulacan@denr.gov.ph



Office	Address	Contact No.	Email Address
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 (045) 425-0197	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		cenrcasiguran@denr.gov.ph cenrocasiguran@yahoo.com.ph
CENRO Dingalan	Brgy. Caragsacan, Dingalan, Aurora		cenrodingalan@denr.gov.ph
CENRO Bagac	Brgy. Binukawan, Bagac, Bataan		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	cenrobaliuag@denr.gov.ph cenrosanrafaelbulacan@yahoo.com
CENRO Cabanatuan City	Capitol Compound, Cabanatuan City, Nueva Ecija	(044) 940-9695 (044) 411-1496	cenrocabanatuan@denr.gov.ph cenro_cabcity@yahoo.com



Office	Address	Contact No.	Email Address
CENRO Muñoz	Brgy. Poblacion West, Muñoz, Nueva Ecija	(044) 456-0712	cenromunoz@denr.gov.ph cenromunoz@yahoo.com.ph
CENRO Camiling	Romulo Highway, Camiling, Tarlac	(045) 491-5736	cenrocamiling@denr.gov.ph cenrocamiling@yahoo.com.ph
CENRO Capas	Death March Monument, Cut-Cut II, Capas, Tarlac	(045) 982-6637	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	0908-194-3573	penrocavite@denr.gov.ph
PENRO Laguna	Brgy. Lalakay, Los Baños, Laguna	(049) 536-5889 / 536-3854	penrolaguna@denr.gov.ph



Office	Address	Contact No.	Email Address
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 / 717- 4870	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
CENRO Real, Quezon	Real Poblacion, Real, Quezon	(042) 536-6093 / 536- 7200	cenroreal@denr.gov.ph



Office	Address	Contact No.	Email Address
REGION IV-B	DENR by the Bay, 1515 L&S Bldg., Roxas Blvd., Manila	(02) 7002-3114(02) 8248-3367(02)8249-3367 loc 2701	mimaroparegion@denr.gov.ph
PENRO Marinduque	Capitol Compound., Brgy. Bangbangan, Boac, Marinduque, 4900	(042) 332-1490 (042) 332-0727	penromarinduque@denr.gov.ph
PENRO Occidental Mindoro	Brgy. Payompon, Mamburao, Occidental Mindoro	(043) 711-0140	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, Odiangan, 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
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



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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
REGION V	DENR Regional Office No. 5, Regional Center Site, Rawis Legaspi City	431-3126 voip 2800 2801	red_reg5@yahoo.com



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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	472-8252 w/ fax 472-3843	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_sorcity@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
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



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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	
CENRO, Belison	Poblacion, Antique	(036) 540-7294 09778269144	
CENRO Mambusao	ATI Building, Andaya St., Poblacion Proper, Mambusao, Capiz	(036) 651-9067	



Office	Address	Contact No.	Email Address
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	reddenr7@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
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



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CENRO Tagbilaran City	New Capitol Site, Tagbilaran City, Bohol	(038) 411-2357	cenrotagbilaran@denr.gov.ph ricariel@yahoo.com rspbhol@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	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
PENRO Eastern Samar	Capitol Site Brgy. Alang-alang, Borongan, Eastern Samar	(055) 560-9374	penroborongan@yahoo.com.ph



Office	Address	Contact No.	Email Address
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. Niño, 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
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



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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	
CENRO, Ramon Magsaysay	Ramon Magsaysay Zamboanga del Sur	(062) 214-1453	
CENRO, Imelda	Poblacion Imelda, Zamboanga - Sibugay	(062) 957-6468	



Office	Address	Contact No.	Email Address
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 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
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



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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		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
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



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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
CENRO Davao City	Gov. Chavez St., Davao City	(082) 228-2557	cenrodavao@denr.gov.ph cenroeast@yahoo.com
REGION XII	Aurora St., City of Koronadal, South Cotabato	(083)228-6225 - 26	red_reg12@yahoo.com r12@denr.gov.ph



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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
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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
CENRO, Tacurong City	Bo. 2, EJC Montilla Tacurong City, Sultan Kudarat	(064)229-8658 0945-1105928	cenrotacurong@yahoo.com.ph
CENRO, Kalamansig, Sultan Kud.	Poblacion Kalamansig, Sultan Kudarat	(064)204-6051 09173521845	cenrokalamansig@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
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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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