




















CITIZEN'S CHARTER PROCESS NO. 2

Name of Agency : DENR Community Environment and Natural Resources (CENRO)
Frontline Service : Issuance of Survey Authority
Schedule of Availability of Service : 8:00-5:00, Monday to Friday
How to Avail of the Service :

No. (A)	CUSTOMER ACTIVITY (B)	DENR ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION (D)	DURATION (E)	DOCUMENTARY REQUIREMENTS (F)	AMOUNT OF FEES (G)
1	Go to CENRO to secure, accomplish and files Letter-Request Form for survey authority     	Receive and enter into the record book the duly accomplished Letter-Request	Receiving Clerk	4 hours	Duly accomplished Letter-Request Form and any document showing the identity of the land (e.g. Lot number, survey card, tax declaration, Deed of Sale, etc.)	
		Verify status of land whether titled or not and/or claimed by others	Records Officer, Land Investigator/DPLI			
		Determine Land Classification status	Chief, FMS			
		Provides the applicant the following: 1. Checklist of Requirements 2. Survey Authority 3. Advice about the procedures	Land Investigator/DPLI			
2	Submit the complete documentary requirements  	Receive and check completeness of submitted document based on the checklist	Receiving Clerk	2 hours	Survey Authority form duly signed by the applicant and private Geodetic Engineer.	
		Prepare Order of Payment for Inspection fee	Chief, FMS, Chief,		Proof of claims/acquisition of the property (e.g. Deed of Sale, Tax Declaration, etc.)	
3	Pay the Inspection Fee  	Accept payment and issue Official Receipt	Bill Collector			Inspection Fee: P 150.00
		Assign Land Investigator/DPLI to handle the request	CENRO			
		Conduct field investigation and prepare Investigation Report and recommendations	Land Investigator/DPLI			
		Review documents/reports	Chief, LMS			

		Sign Survey Authority and Investigation Report 	CENRO	3 days		
		Assign control number on Survey Authority and enters into the record book 	Clerk/Records Officer			
		Release Survey Authority to customer 	Clerk			
4	Receive Survey Authority 					
5	Conduct actual land survey 			Depends on Private Surveyor		
6	Submit complete Survey Returns 	Receive Survey Returns 	Receiving Clerk	1 Day		
		Prepare Transmittal Letter to the Assistant Regional Director for Technical 	DPLI/LMO			
		Sign the Transmittal Letter 	CENRO			
		Assign and indicate Serial/Control Number in the Transmittal Letter 	Clerk			
		Forward Transmittal Letter and Survey Returns to Regional Office	Clerk			