

CITIZEN'S CHARTER PROCESS NO. 5

Name of Agency : DENR Community Environment and Natural Resources (CENRO)
Frontline Service : Issuance of Certificate of Verification
(Cutting and Transporting of Planted and Non Premium Trees within Private Land)
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		Receives request and documentary requirements	Receiving Clerk	5 minutes	1. Request letter 2. Photocopy of Tax Declaration or Land Title	
		Refers to Chief, FMS	CENRO	5 minutes		
		Reviews and evaluates request	Chief, FMS	15 minutes		
		Reviews and assigns Forest Ranger to conduct inspection of trees to be cut/transported	Chief, Utilization Unit	15 minutes		
		Conducts actual inspection of the forest products in the area and prepares Inspection Report including Order of Payment	Forest Ranger/ Utilization Unit	4 hours to 5 days depending on the location of inspection area and schedule of inspection		
		Reviews Inspection Report and signs Order of Payment	Chief, FMS	15 minutes		
2		Issues Official Receipt (O.R.)	Credit Officer	15 minutes		P50.00 - Certificate of Verification Fee
3		Prepares Certificate of Verification and initials	Chief, FMS, chief Utilization Unit	15 minutes		
		Approves Certificate of Verification	CENRO	15 minutes		
		Releases Certificate of Verification	Releasing Clerk	15 minutes		

4	Receives Certificate of Verification	Note : FMS personnel shall monitor/check the hauling of the forest products				
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