

CITIZEN'S CHARTER PROCESS NO. 3

Name of Agency : DENR (CENRO)
 Frontline Service : ISSUANCE OF CERTIFICATE OF TREE PLANTATION OWNERSHIP (CTPO) NOTMORE THAN 1,000 HECTARES
 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	Submits request and documentary requirements in Column F	Receives request and records Gives instruction to the Chief, FMS Assigns personnel to inspect/verify the request and prepares Order of Payment	Receiving Clerk CENRO Chief, FMS	3 Hours	Letter Request Title or Tax Declaration Pictures of the site	
2	Pays corresponding fee	Issues Official Receipt	Bill Collector	15 Minutes		
3	Conducts tree inventory in the area			Depends on the private inventory team		
4	Submits tree inventory report	Validates tree inventory results	Inspection/Evaluation Team	Not more than 5 Days		
		Plots coordinates on individual and control maps and prepares map	Chief, Forest Eng'g & Infra Unit	1 Day		
		Prepares and signs report	Inspection/Evaluation Team	1 Day		
		Evaluates and reviews report	Chief, FMS	1 Day		
		Prepares CTPO and initial file copy	Chief, FMS, Chief Utilization Unit			
		Approves CTPO	CENRO			
5	Receives CTPO	Releases CTPO to client.	Releasing Clerk			
