

## CITIZEN'S CHARTER PROCESS NO. 2

Name of Agency : DENR (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.	CUSTOMER ACTIVITY	DENR ACTION	OFFICE/PERSON RESPONSIBLE/ LOCATION	DURATION	DOCUMENTARY REQUIREMENTS	AMOUNT OF FEES
[A]	[B]	[C]	[D]	[E]	[F]	[G]
1	Go to CENRO to secure, accomplish and files Letter-Request Form for survey authority	Receives and enters into the record book the duly accomplished Letter-Request	Officer of the Day	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.)	
		Verifies status of land whether titled or not and/or claimed by others	Records Officer, Land Investigator/DPLI			
		Determines Land Classification status	Chief, FMS			
		Provides the applicant the following: 1. Checklist of Requirements 2. Survey Authority Forms 3. Advice about the procedures	Land Investigator/DPLI			
2	Submits the complete documentary requirements	Receives and checks completeness of submitted document based on the checklist	Receiving Clerk	2 Hours	- Survey Authority form duly signed by the applicant and private Geodetic Engineer - Proof of claims/acquisition of the property (e.g. Deed of Sale, Tax Declaration, etc.)	
		Prepares Order of Payment for inspection fee	Land Investigator/DPLI			
3	Pays the Inspection Fee	Accepts payment and issues Official Receipt	Bill Collector			Inspection Fee - P150.00
		Assigns Land Investigator/DPLI to handle the request	CENRO			

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		Conducts field investigation and prepares Investigation Report and recommendations	Land Investigator/DPLI	3 Days		
		↓				
		Reviews documents/reports	Chief LMS			
		↓				
		Signs Survey Authority and Investigation Report	CENRO			
		↓				
		Assigns control number on Survey Authority and enters into the record book	Clerk/Records Officer			
		↓				
4	Receives Survey Authority	← Releases Survey Authority to customer	Clerk			
	↓					
5	Conducts actual land survey			Depends on Private Surveyor		
	↓					
6	Submits complete Survey Returns	→ Receives Survey Returns	Receiving Clerk	1 Day		
		↓				
		Prepares Transmittal Letter to the Regional Technical Director for Lands	DPLI/LMO			
		↓				
		Signs the Transmittal Letter	CENRO			
		↓				
		Assigns and indicates Serial/Control Number in the Transmittal Letter	Clerk			
		↓				
		Forwards Transmittal Letter and Survey Returns to Regional Office	Clerk			