





















Citizens Charter No.

Name of Office	:	Office of the Regional Executive Director (ORED)
Frontline Service	:	Inquiry for Permit application and other request
Schedule of Availability of Service	:	Monday – Friday, 8:00AM – 5:00 PM
Who May Avail of the Service	:	Officials and Employees of DENR Central Office, Bureaus, Attached Agencies, Regional Offices, P/CENROs and Private Individual
How to Avail of the Service	:	

No.	CUSTOMER ACTIVITY	DENR ACTION	OFFICE/PERSON RESPONSIBLE/ LOCATION	DURATION	DOCUMENTARY REQUIREMENTS	AMOUNT
[A]	[B]	[C]	[D]	[E]	[F]	[G]
Total Duration : 11 minutes						
1	Private Individuals submit requests/application to the DENR thru the Admin Records and/or from online. 	The ORED received the letter request/documents from Administrative Records/ 	  Andrea B. Bondoc Princes Diane C. Sunga Administrative Aide I Computer Operator I	1 minute		
		The ORED received the Letter request/documents from Online Applications 	 Jilian Princess P. Bathan Technical Assistant	1 minute		

		<p>And forward the document to Head Executive Assistant (HEA)</p> 	  <p>Andrea B. Bondoc Princess Diane C. Sunga Administrative Aide I Computer Operator</p>	2 minutes		
		<p>Review the content of the document for Technical Matters and refer to Regional Executive Director</p> 	 <p>Merlito A. Villar DMO III/HEA Technical Assistant</p>	2 minutes		
		<p>Review the content of the document for Legal Matters and refer to the Regional Executive Director</p> 	 <p>Atty. Sherly Ann Anongos Legal Officer II/HEA Legal Assistant</p>	2 minutes		
		<p>The Regional Director review and refer the documents to the concerned Assistant Regional Directors (ARDs) for evaluation and appropriate actions</p> 	 <p>Engr. Paquito T. Moreno, Jr. Regional Director</p>	2 minutes		

		<p>Release the document to concerned Assistant Regional Directors (ARDs) for appropriate Action</p> 	<div>   </div> <p>Melani L. Nuqui Noel P. Lacay Project Documentation Forest Ranger I</p>	2 minutes		
		<p>Inform the requestee of action taken by the Office through e-mail</p>	<div>  </div> <p>Jilian Princess P. Bathan Technical Assistant</p>	1 minute		
		<p>Inform the requestee of action taken by the Office personally or through phone call</p>	<div>  </div> <p>Agnes A. Gomez Director's Secretary</p>	1 minute		
2.	Private individuals confirmed requests and/or received signed documents with action					