








1 CITIZEN'S CHARTER PROCESS NO. 1

Name of Agency : DENR PENRO Laguna – Technical Services Division








Frontline Service : Application of Free Patent

Schedule of Availability of Service : 8:00AM – 5:00PM, Monday to Friday

How to Avail the Service

No. [A]	CUSTOMER ACTIVITY [B]	DENR ACTION [C]	PERSON RESPONSIBLE [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Processing and Approval	Receives Free Patent Application and forward to PENRO	 LEONISA EVARISTO Records Officer	5 minutes		
		Indorse to Chief, TSD for referral	 ELEAZAR ALAIRA OIC, PENRO	3 minutes		
		Forward to Chief, GCD Unit for action	 DIVINA VILLALUZ Chief, TSD	3 minutes		
		Forward to FR Cantuba for Verification of A&D	 MARILYN TAMOLANG Supervising Ecosystem Management Specialist	3 minutes		
		Verification of Status of A&D	 RENO CANTUBA Forest Ranger	30 minutes to 1 hour		
		Reviews / Process Free Patent documents including posting of notice	 JOSEPH ERWIN BLANCA Land Management Inspector	1 month		
		Review / Examine Free Patent documents	 JUVELYN LARAÑO Land Management Officer I	30 minutes - 1 hour		

2 CITIZEN'S CHARTER PROCESS NO. 1

No. [A]	CUSTOMER ACTIVITY [B]	DENR ACTION [C]	PERSON RESPONSIBLE [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
		Final Revision	Land Management Officer III	30 minutes		
		Evaluates application for approval	 MARILYN TAMOLANG Supervising Ecosystem Management Specialist	30 minutes		
		Recommends approval	 DIVINA VILLALUZ Chief, Technical Services Division	15 minutes		
		Signs Order of Approval and Free Patent	 ELEAZAR ALAIRA OIC, PENRO	5 minutes		
		Assigns patent number and prepares transmittal letter to the Register of Deeds (ROD)	 ELMER I. MALONG Admin Aide IV	5-10 minutes		
		Signs transmittal letter to the Register of Deeds (ROD)	 ELEAZAR S. ALAIRA OIC, PENRO	5 minutes		
		Transmits documents to Register of Deeds	 LEONISA EVARISTO Records Officer  ELMER MALONG Admin Aide IV	1 - 2 day/s		

- Notes :
1. For lots that are more than 5 hectares but not exceeding 10 hectares, approval is made by the REGIONAL DIRECTOR
 2. For lots that are more than 10 hectares, approval is made by the DENR Secretary