

1 CITIZEN'S CHARTER PROCESS NO. 7

Name of Agency : DENR PENRO Laguna – Technical Services Division
 Frontline Service : Application for Certificate of Wildlife Registration (CWR)
 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]	OFFICE /PERSON RESPONSIBLE [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Files duly accomplished application for and submits documentary requirements	Receives / records application and forwards to Technical Services Division	PENRO Records Officer	30 minutes	1. Duly accomplished Application Form 2. Proof of Acquisition - Proof of purchase / Deeds of Donation	
		Prepares and signs Order of Payment	Technical Services Division	15 minutes		
2	Pays fees	Issues Official Receipt	Credit Officer I	5 minutes		
3	Process application	Inspects and validates wildlife for registration. Prepares Inspection Report and Endorsement to Regional Office .	Technical Services Division	1 day		
		Signs Inspection report and Endorsement.	PENRO	10-30 minutes		
		Forward documents to the Regional Office.	PENRO Records Officer	1-4 hours		
		Receive, record and forward documents to Regional Director	ORD Receiving Clerk	3 days		
		Refer documents to ARD for Technical	Regional Director / Executive Assistant			
		Evaluate documents and prepares CWR	Licenses, Patents & Deeds Division			
		Initials and forwards CWR to the Regional Director	ARD for Technical Director			
		Approves the CWR	Regional Director			
		Records, Assigns control number and releases CWR to Applicant. Furnishes copy to PENRO	Regional Office Records Officer			
4	Receives approved CWR					