

CITIZEN'S CHARTER NO. R11-F-05 ISSUANCE OF CERTIFICATE OF REGISTRATION AS DEALER/AGENT OF IMPORTED OF WOOD POLE/POST/PILES WHICH IS A BRANCH OF A MOTHER COMPANY SITUATED OUTSIDE REGION XI (NEW)

This is a registration procedure for agent or dealership of treated or untreated imported timber poles, posts and piles for specific uses and purchased, transported, delivered to local agent with stock yard in Region XI following Tariff and Customs Code of the Philippines.

Office or Division:	DENR CENRO to Regional Office		
Classification:	Highly Technical (Multi-Stage Processing)		
Type of Transaction:	G2B - Government to Business		
Who may avail:	External : Wood-based business company or entity with main office and distribution center outside Region XI who will establish a branch office and stock yard and has applied for registration in R-XI.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application letter of requesting party with picture & cellphone number		Requesting Party	
2. Supply contract between applicant and wood supplier with Forest Stewardship Certification or other international 3rd party forest certification		Foreign timber company /exporter of certified timber	
3. Business plan and supply chain		Requesting Party	
4. Geotagged photo of establishment		CENRO concerned	
Additional from other the Government Sector		Requesting Party	
5. Copy of business permit		Mayor's office	
6. Tax Identification Number and Photocopy of Import Clearance Certificate		BIR	
7. Photocopy of certificate of registration (corporate or cooperative)		SEC / CDA	
8. Photocopy of Trade name registration		DTI	

9. Copy of Import clearance			DTI	
Additional requirement if party is a representative				
10. SPA or authority of the representative			company's Board of Directors or owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
CENRO				
1. Filing of application and submit required document	1. Review application and requirements against checklist.	None	20 mins, assuming no other transaction on queue	Regulation and Permitting Section (RPS)
2. Client receipt of copy	2. Stamp received, time and date and release owner's copy			Receiving/Releasing Clerk CENRO Records Unit
3. Receive Order of Payment and go to Cashier	3. Make assessment and issue Order of Payment	P600.00 application fee, P480.00 registration fee, P36.00 Oath Fee	30 mins, assuming no other transaction on queue	RPS section chief
4. Pay application fee and receive OR	4. Receive payment and issue Official Receipt		10 mins, assuming no other transaction on queue	Credit Officer
5. Photocopy OR and attach to application folder	5.0 Forwards application (folder) to CENRO for referral		20 mins, assuming no other transaction on queue	CENRO Records Officer
	5.1 Acts on the application and attached documents		4 hours, assuming no other transaction on queue	RPS Chief

	5.2 Conducts site inspection, geotagging and submit report		1 day excluding travel time provided no other transaction on queue	RPS staff
	5.3 Acts on the report and findings. Prepare indorsement.		3 hours assuming no other transaction on queue	RPS Chief
	5.4 Prepares letter to applicant for the negative findings		2 hours assuming no other transaction on queue	RPS Chief
	5.5 Signs and send out letter to applicant for the negative findings		20 mins assuming no other transaction on queue	CENR Officer
6. Receive letter and acts on the negative findings			Time dependent on applicant's action	Receiving/Releasing Clerk CENRO Records Unit
7. Re-file application after rectification	7. Review checklist against the re-filed application		10 mins assuming no other transaction on queue	RPS staff
	7.1 Receive/logs re-filed application and issue owner's copy		10 mins assuming no other transaction on queue	CENRO Records Officer
	7.2 Acts on the refiled application and attachments and prepare indorsement for RED		2 hours assuming no other transaction on queue	RPS chief
	7.3 Review and evaluate recommendations and signs indorsement for the RED		20 mins assuming no other transaction on queue	CENRO

	7.4 Quality assurance of final action : Recheck completeness of documents and entries for errors or omissions.		25 mins assuming no other transaction on queue	Records officer
	7.5 Transmit to PENRO		open travel time	Liaison officer
PENRO				
	7.6 Quality check of application (whole set) and stamp/log		20 mins assuming no other transaction on queue	PENRO Records officer
	7.7 Forwards indorsement and application (folder) to PENRO for referral to TSD		60 mins assuming no other transaction on queue	PENRO
	7.8 Acts on the application and prepare 2nd indorsement for RED		1 day assuming no other transaction on queue	RPS Chief & TSD Chief
	7.9 Review and signs 2nd Indorsement		20 mins assuming no other transaction on queue	PENRO
	7.10 Quality assurance of final action, logs and release documents.		25 mins assuming no other transaction on queue	Records Officer
	7.11 Transmit to Regional Office		open time	Liaison officer
REGIONAL OFFICE				

	7.12 Quality check of application (whole set) and stamp and log (E-DATS)		25 mins assuming no other transaction on queue	Regional Records Section
	7.13 Forwards to ARD TS for referral to LPDD		5 mins assuming no other transaction on queue	ARD TS
	7.14 Acts on the application and prepare ARD TS memo, Certificate of Registration and notice to applicant		2.5 days assuming no other transaction on queue	LPDD Chief
	7.15 Sign memos, and initials Certificate of Registration and letter notice to applicant		10 mins assuming no other transaction on queue	ARD TS
	7.16 Quality assurance of final action : review of entries for errors or omissions.		10 mins assuming no other transaction on queue	Internal Quality Control
	7.17 Approves Certificate of Registration and signs letter notice to applicant		10 mins assuming no other transaction on queue	RED
	7.18 Notify applicant thru SMS		3 minutes	LPDD staff
	7.19 Log, stamp release and transmit to PENRO & CENRO		10 mins assuming no other transaction on queue	Regional Records Section

	7.20	Received issued Certificate of Registration and inform applicant thru SMS		3 mins assuming no other transaction on queue	CENRO Records officer
8. Receive the Certificate of Registration and signs product/service acceptance form	8	Prepare product/service acceptance form and release RUP to applicant		5 mins assuming no other transaction on queue	CENRO Records officer
<i>CENRO SUB-TOTAL</i>			<i>Php 1,1160</i>	<i>2 days, 1 hr. & 30 min. to 2 days, 6 hrs. & 10 mins</i>	
<i>PENRO SUB-TOTAL</i>			<i>None</i>	<i>1 day, 2 hours & 5 mins</i>	
<i>REGIONAL OFFICE SUB-TOTAL</i>			<i>None</i>	<i>2 days, 5 hours & 8 mins.</i>	
TOTAL			Php 1,116.00	6 days, 6 hrs & 48 mins to 7 days	

**Number of processing days may increase depending on the location, unexpected issues that may arise from the application, availability of manpower, peace and security situation, and weather condition in the area.*