



March 24, 2022

MEMORANDUM

FOR : The Regional Executive Director
DENR MIMAROPA Region

THRU : The Assistant Regional Director for Management Services

ATTENTION : The Chief, Regional Planning and Management Division

FROM : The OIC – PENR Officer

SUBJECT : **ACTION PLAN OF DENR-PENRO MARINDUQUE IN
RELATION TO ZERO BACKLOG PROGRAM AS
PRESCRIBED BY RA 11032 AND ITS IRR
(RDATS E-2022-81415)**


In compliance with the Memorandum dated March 18, 2022 from the DENR MIMAROPA Regional Executive Director, submitted are the Zero Backlog Program for CY 2022 and the List of Pending Transactions from March 2020 to March 06, 2022 of the DENR-PENRO Marinduque pursuant to ARTA Memorandum Circular No. 2022-02 and Section 1, Rule VI of the Implementing Rules and Regulations of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

Attached are the Annex "A" Zero Backlog Program and the Annex "B" Template for Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a backlog as prescribed under ARTA Memorandum Circular No. 2022-02.

For information and record.


IMELDA M. DIAZ

Zero Backlog Program

Government Agency/Office Logo	
	
Department/Agency	Department of Environment and Natural Resources
Program Title/Name	PENRO Marinduque Zero Backlog Program
Program Objective	<p>The PENRO Marinduque Zero Backlog Program aims to provide the highest quality of service to the internal and external client through;</p> <ol style="list-style-type: none"> 1. Processing and approval of permit, certification, licenses, clearance, etc. within the required turn-around time; and 2. Limiting the receipt of application with incorrect and incomplete documents attached.
Target Output	100-percent completion of all applications from 2020 and the preceding years within the given turn-around time
Date Implemented	
Implementing office	DENR-PENRO Marinduque

Program Description
<p>To intensify and support the ARTA's campaign against government red tape, the PENRO Marinduque Zero Backlog Program is created and implemented in compliance with ARTA Memorandum Circular No. 2022-02 and under Section 1, Rule VI of the Implementing Rules and Regulations of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.</p> <p>To effectively monitor, assess and achieve a 100-percent completion of all applications/requests received by this Office from 2020 and the preceding years within the given turn-around time under the PENRO Marinduque Zero Backlog Program, the following activities are adopted and conducted:</p> <ol style="list-style-type: none"> 1. Designation of Focal Persons for the Implementation of Process Results/ Streamlining and Process Improvement of Critical Services (SPICS) in DENR-PENRO Marinduque; 2. Creation and Implementation of Officer-of-the-Day (OD) at DENR-PENRO Marinduque; 3. Implementation of the DENR Client Satisfaction Survey (CSS) in order to gather feedbacks, comments and suggestions from clients on the service/s they availed; 4. Use of digital signature; 5. Preparation and submission of Streamlining Monitoring Reports; and 6. Review and submit comments on the DENR Citizen's Charter to the DENR MIMAROPA Region.

Matrix of Services and Plan of Action

Office	Name of service	Classification (Simple, Complex, Highly Technical)	Average Number of applications/ requests/ license/ permit/ clearances, etc. received per day	Average number of applications/ requests/ license/ permit/ clearances, etc. processed within the prescribed processing time	Average number of applications/ requests/ license/ permit/ clearances, etc. ISSUED within the prescribed time	Intervening Factors for the gap (i.e., limited IT infrastructure, unavailable signatories, etc.)	Plan of Action to address the gap (i.e., Streamlining, Digitalization.)
Management Services Division / Administrative Section / Cashiering Unit	RO-AF-05-06-07. Processing of Payment of Claims	Highly technical	4	120	120	<ul style="list-style-type: none"> Limited IT infrastructure Unavailable signatories Limited turnaround time Lacking documents/ requirements 	<ul style="list-style-type: none"> Digitization Streamlining
Technical Services Division / Regulation and Permitting Section / Forest Resource Utilization Unit	RO-F-05. Issuance of Tree Cutting and/or Earthballing Permit for DPWH Projects	Highly technical	1	1	1	<ul style="list-style-type: none"> Limited IT infrastructure Unavailable signatories Limited turnaround time Lacking documents/ requirements The client claimed the permit late 	<ul style="list-style-type: none"> Digitization Streamlining
Technical Services Division / Regulation and Permitting Section / Survey and Mapping Unit	RO-L-01. Issuance of Certification of Land Status and/or Certification of Survey Claimant	Highly technical	1	1	1	<ul style="list-style-type: none"> Limited IT infrastructure Unavailable signatories Lacking documents/ requirements The client claimed the permit late 	<ul style="list-style-type: none"> Digitization Streamlining
Technical Services Division / Regulation and Permitting Section / Survey and Mapping Unit	RO-L-02. Issuance of Survey Authority	Highly technical	1	1	1	<ul style="list-style-type: none"> Limited IT infrastructure No available Geodetic Engineer Unavailable signatories Limited turnaround time Lacking documents/ requirements 	<ul style="list-style-type: none"> Digitization Streamlining
Technical Services Division / Regulation and Permitting Section / Patent and Deeds Unit	RO-L-03. Application for Free Patent (Agricultural)	Highly technical	1	100	100	<ul style="list-style-type: none"> Limited IT infrastructure Unavailable signatories Limited turnaround time Lacking documents/ requirements 	<ul style="list-style-type: none"> Digitization Streamlining
Technical Services Division / Regulation and Permitting Section / Patent and Deeds Unit	RO-L-04. Application for Free Patent (Residential)	Highly technical	1	192	192	<ul style="list-style-type: none"> Limited IT infrastructure Unavailable signatories Limited turnaround time Lacking documents/ requirements 	<ul style="list-style-type: none"> Digitization Streamlining

Implementation Results

The following are some of the significant improvements since the implementation of the PENRO Marinduque Zero Backlog Program:

- 1. There is an effective monitoring and reporting of streamlined services with the help of the designated PENRO SPICS Focal Persons;*
- 2. Officer-of-the-Day (OD) greatly provides support when it comes to assisting and answering queries of the Office' clients;*
- 3. DENR Client Satisfaction Survey (CSS) serves as feedback mechanism of the Office and helps address comments and suggestions from clients;*
- 4. Digital signature aids the unavailability of signatory;*
- 5. Streamlining Monitoring Reports support and show the improvements of streamlined services of the Office; and*
- 6. Submitted comments on the DENR Citizen's Charter to the DENR MIMAROPA Region hope to be considered and incorporated on the final version of the DENR Citizen's Charter.*



IMELDA M. DIAZ

OIC – PENR Officer

Name and Signature of Head of Agency/ARTA Focal

Annex "B"

Template for Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a backlog

Name of Government Agency/Office		Department of Environment and Natural Resources			
Name of Office/Department		PENRO Marinduque			
Name of Service (License, Clearance, Permit, Certification Authorization, and others)	Classification of Service (Simple, Complex, Highly Technical)	Processing time indicated in the Citizens Charter (i.e., days / hours / minutes)	Total number of received applications for the covered period	Total number of pending transactions for the covered period	Remarks
RO-AF-01. Issuance of Certification of No Records/Appeal/Motion for Reconsideration, etc.	Complex	3 hours & 50 minutes	12	0	No pending transactions for the covered period
RO-AF-02. Document Authentication for General Circulation Documents	Complex	3 hours & 40 minutes	29	0	No pending transactions for the covered period
RO-AF-03. Sale of Bidding Documents	Simple	30 minutes	14	0	No pending transactions for the covered period
RO-AF-05-06-07. Processing of Payment of Claims	Highly technical	4 days & 55 minutes to 5 days & 55 minutes	1,660	2	All pending transactions/ requests have lacking requirements to be submitted by the end-users. End-Users were informed to submit the needed requirements

Name of Service (License, Clearance, Permit, Certification Authorization, and others)	Classification of Service (Simple, Complex, Highly Technical)	Processing time indicated in the Citizens Charter (i.e., days / hours / minutes)	Total number of received applications for the covered period	Total number of pending transactions for the covered period	Remarks
RO-F-01. Issuance of Certificate of Tree Plantation Ownership (CTPO)	Highly technical	6 days, 5 hours & 30 minutes	20	0	No pending transactions for the covered period
RO-F-02. Issuance of Self-Monitoring Form (SMF)	Complex	2 days, 4 hours & 30 minutes	20	0	No pending transactions for the covered period
RO-F-03. Issuance of Certificate of Verification (COV) for the Transport of Planted and Non-Premium Trees Within Private Land, Non-Timber Forest Products Except Rattan, and Wood Processing Plant (WPP) to other WPP	Complex	1 day, 4 hours & 45 minutes	1	0	No pending transactions for the covered period
RO-F-04. Application For Chainsaw Registration	Simple	4 hours & 30 minutes	103	0	No pending transactions for the covered period
RO-F-05. Issuance of Tree Cutting and/or Earthballing Permit for DPWH Projects	Highly technical	2 days & 7 hours	50	12	All pending transactions/ requests have lacking requirements to be submitted by the clients. Clients were informed to submit the needed requirements

Name of Service (License, Clearance, Permit, Certification Authorization, and others)	Classification of Service (Simple, Complex, Highly Technical)	Processing time indicated in the Citizens Charter (i.e., days / hours / minutes)	Total number of received applications for the covered period	Total number of pending transactions for the covered period	Remarks
RO-L-01. Issuance of Certification of Land Status and/or Certification of Survey Claimant	Highly technical	1 day, 3 hours & 5 minutes to 4 days, 3 hours & 5 minutes	2	0	No pending transactions for the covered period
RO-L-02. Issuance of Survey Authority	Highly technical	3 days, 4 hours & 5 minutes or more depending on the location and size of the area	18	6	All pending transactions/ requests have lacking requirements to be submitted by the clients. Clients were informed to submit the needed requirements
RO-L-03. Application for Free Patent (Agricultural)	Highly technical	110 days maximum	219	37 (on process)	Applications already on review of the concerned Section and Division Chiefs before forwarding to PENR Officer for signature
RO-L-04. Application for Free Patent (Residential)	Highly technical	125 days maximum	642	14	All pending transactions/ requests have lacking requirements to be submitted by the clients. Clients were informed to submit the needed requirements