



Republic of the Philippines  
Department of Environment and Natural Resources  
**PENRO Marinduque**

March 29, 2023

**MEMORANDUM**

**FOR** : The Regional Executive Director  
DENR MIMAROPA Region

**THRU** : The Assistant Regional Director for Management Services

**ATTENTION** : The OIC-Chief, Planning and Management Division

**FROM** : The OIC – PENR Officer

**SUBJECT** : **ZERO BACKLOG REPORT AS PRESCRIBED BY  
REPUBLIC ACT (RA) 11032 AND ITS IMPLEMENTING  
RULES AND REGULATIONS (IRR)**

In compliance with the Memorandum dated March 20, 2023 from the DENR Undersecretary for Legal and Administration, and Chairperson, DENR's Committee on Anti-Red Tape (CART), submitted is the Zero Backlog Report and List of Pending Transactions covering the period from March 07, 2022 to December 31, 2022 of the DENR-PENRO Marinduque following the template provided in ARTA Memorandum Circular No. 2022-02.

Attached are the duly accomplished Annex "B" Template for Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a backlog as well as the signed Annex "A" Zero Backlog Program of the DENR-PENRO Marinduque duly received and confirmed by the Zero Backlog Program <[zerobacklog3720@arta.gov.ph](mailto:zerobacklog3720@arta.gov.ph)> thru email on April 28, 2022.

Likewise, the same document attachments were submitted through the link: <https://tinyurl.com/ZeroBacklogProgram>.

For information and record.

  
**IMELDA M. DIAZ**

## 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.	Simple	1 hour and 15 minutes	3	0	No pending transactions for the period from March 07, 2022 to December 31, 2022
	Complex	3 hours and 50 minutes			
RO-AF-02. Authentication of Record/s	Simple	1 hour and 10 minutes	0	0	No applications received for the period from March 07, 2022 to December 31, 2022
	Complex	3 hours and 40 minutes			
RO-AF-03. Sale of Bidding Documents	Simple	30 minutes	4	0	No pending transactions for the period from March 07, 2022 to December 31, 2022
RO-AF-05-06-07. Processing of Payment of Claims	Complex (2-day bank time)	4 days, 7 hours and 55 minutes	1,642	0	No pending transactions for the period from March 07, 2022 to December 31, 2022
	Highly technical (2-day bank time)	5 days and 55 minutes			


<b>Name of Service (License, Clearance, Permit, Certification Authorization, and others)</b>	<b>Classification of Service (Simple, Complex, Highly Technical)</b>	<b>Processing time indicated in the Citizens Charter (i.e., days / hours / minutes)</b>	<b>Total number of received applications for the covered period</b>	<b>Total number of pending transactions for the covered period</b>	<b>Remarks</b>
RO-F-05. Issuance of Tree Cutting and/or Earthballing Permit for Trees Affected by Projects of National Government Agencies (DPWH, DOTR, DepEd, DA, DOH, CHED, DOE, and NIA)	Highly Technical	16 days, 6 hours and 50 minutes	35	18	All pending transactions/ requests for the period from March 07, 2022 to December 31, 2022 have lacking requirements to be submitted by the clients. Clients were informed to submit the needed requirements, however, lacking requirements are not yet submitted
RO-F-06. Issuance of Tree Cutting Permit for Planted Trees and Naturally Growing Trees Found Within Public Places (Plaza, Public Parks, School Premises or Political Subdivisions for Purposes of Public Safety)	Highly Technical (Multi-Stage Processing)	24 days, 1 hour and 50 minutes to 26 days, 1 hour and 50 minutes (for relatively remote areas)	0	0	No applications received for the covered period from March 07, 2022 to December 31, 2022



<b>Name of Service (License, Clearance, Permit, Certification Authorization, and others)</b>	<b>Classification of Service (Simple, Complex, Highly Technical)</b>	<b>Processing time indicated in the Citizens Charter (i.e., days / hours / minutes)</b>	<b>Total number of received applications for the covered period</b>	<b>Total number of pending transactions for the covered period</b>	<b>Remarks</b>
RO-F-07. Issuance of Private Land Timber Permit (PLTP) for Non-Premium Species, or Special PLTP (SPLTP) for Premium/Naturally-Grown Trees Within Private/Titled Lands	Highly Technical (Multi-Stage Processing)	24 days, 1 hour and 50 minutes to 26 days, 1 hour and 50 minutes (for relatively remote areas)	82	53	All pending transactions/ requests for the period from March 07, 2022 to December 31, 2022 have lacking requirements to be submitted by the clients. Clients were informed to submit the needed requirements, however, lacking requirements are not yet submitted
RO-L-01. Issuance of Certification of Land Status and/or Certification of Survey Claimant	Highly technical	1 day, 3 hours and 45 minutes to 4 days, 3 hours and 45 minutes	23	0	No pending transactions for the covered period from March 07, 2022 to December 31, 2022
RO-L-02. Issuance of Survey Authority	Highly technical	3 days, 4 hours and 55 minutes or more depending on the location and size of the area	19	18	All pending transactions/ requests for the period from March 07, 2022 to December 31, 2022 have lacking requirements to be submitted by the clients. Clients were informed to submit the needed requirements, however, lacking requirements are not yet submitted

<b>Name of Service (License, Clearance, Permit, Certification Authorization, and others)</b>	<b>Classification of Service (Simple, Complex, Highly Technical)</b>	<b>Processing time indicated in the Citizens Charter (i.e., days / hours / minutes)</b>	<b>Total number of received applications for the covered period</b>	<b>Total number of pending transactions for the covered period</b>	<b>Remarks</b>
RO-L-03. Application for Free Patent (Agricultural)	Highly technical	120 days maximum	148	39	All pending transactions/ requests for the period from March 07, 2022 to December 31, 2022 have lacking requirements to be submitted by the clients. Clients were informed to submit the needed requirements, however, lacking requirements are not yet submitted
RO-L-04. Application for Free Patent (Residential)	Highly technical	125 days maximum	182	11	All pending transactions/ requests for the period from March 07, 2022 to December 31, 2022 have lacking requirements to be submitted by the clients. Clients were informed to submit the needed requirements, however, lacking requirements are not yet submitted

## 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"> <li>1. Processing and approval of permit, certification, licenses, clearance, etc. within the required turn-around time; and</li> <li>2. Limiting the receipt of application with incorrect and incomplete documents attached.</li> </ol>
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

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.

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:

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"> <li>Limited IT infrastructure</li> <li>Unavailable signatories</li> <li>Limited turnaround time</li> <li>Lacking documents/ requirements</li> </ul>	<ul style="list-style-type: none"> <li>Digitization</li> <li>Streamlining</li> </ul>
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"> <li>Limited IT infrastructure</li> <li>Unavailable signatories</li> <li>Limited turnaround time</li> <li>Lacking documents/ requirements</li> <li>The client claimed the permit late</li> </ul>	<ul style="list-style-type: none"> <li>Digitization</li> <li>Streamlining</li> </ul>
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"> <li>Limited IT infrastructure</li> <li>Unavailable signatories</li> <li>Lacking documents/ requirements</li> <li>The client claimed the permit late</li> </ul>	<ul style="list-style-type: none"> <li>Digitization</li> <li>Streamlining</li> </ul>
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"> <li>Limited IT infrastructure</li> <li>No available Geodetic Engineer</li> <li>Unavailable signatories</li> <li>Limited turnaround time</li> <li>Lacking documents/ requirements</li> </ul>	<ul style="list-style-type: none"> <li>Digitization</li> <li>Streamlining</li> </ul>
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"> <li>Limited IT infrastructure</li> <li>Unavailable signatories</li> <li>Limited turnaround time</li> <li>Lacking documents/ requirements</li> </ul>	<ul style="list-style-type: none"> <li>Digitization</li> <li>Streamlining</li> </ul>
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"> <li>Limited IT infrastructure</li> <li>Unavailable signatories</li> <li>Limited turnaround time</li> <li>Lacking documents/ requirements</li> </ul>	<ul style="list-style-type: none"> <li>Digitization</li> <li>Streamlining</li> </ul>

### 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 – PENRO Officer

**Name and Signature of Head of Agency/ARTA Focal**