

DOCUMENT REVIEW AND APPROVAL REQUEST

From:

Date: December 14, 2018


BRESILDA M. GERVACIO

OIC - Assistant Secretary, Financial Management
and Information Systems and Central Office QMR

Reason for the request:

Creation

Revision

Revision of the Quality Manual.

Reviewed By:

Date Reviewed:

DEC 14 2018


ATTY. ERNESTO D. ADOBO, JR., CESO I

Undersecretary for Administration, Finance, Human
Resources, Information Systems, Legal and
Legislative Affairs and Anti-Corruption, and DENR
Overall QMR

Approved By:

Date Approved:

DEC 14 2018


ROY A. CIMATU
Secretary



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF ENVIRONMENT
AND NATURAL RESOURCES



SENRO55181



**DEPARTMENT OF ENVIRONMENT
AND NATURAL RESOURCES
(DENR)**

Quality Management Manual

ISO 9001:2015

December 14, 2018

(c) 2018 Department of Environment and Natural Resources; all rights reserved. This document is controlled and may not be released to third parties without the approval of the DENR. Controlled copy for electronic release of the manual may be downloaded through the DENR Website. No part of this Manual may be reproduced, distributed or transmitted except as provided herein. Requests for permissions may be addressed through the DENR Quality Management Representative, DENR, Visayas Avenue, Diliman, Quezon City.



DENR Quality Manual

Contents

I. INTRODUCTION	1
I.1 PURPOSE OF THIS QUALITY MANUAL	1
I.2 REVISION AND DISTRIBUTION OF THE QUALITY MANAGEMENT MANUAL	1
II. TERMS AND DEFINITION	1
III. DENR PROFILE	6
III.1 ORGANIZATIONAL STRUCTURE	10
III.2 DENR MANDATE	17
III.3 VISION	17
III.4 MISSION	17
III.5 QUALITY POLICY	17
III.6 STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (SPMS)	17
IV. SCOPE OF THE DENR QUALITY MANAGEMENT SYSTEM	18
IV.1 STATEMENT OF SCOPE AND EXCLUSION	18
IV.2 PROCESS MAP	21
IV.3 PROCESSES PRODUCTS AND SERVICES	21
V. MANAGEMENT PROCESSES	27
V.1 STRATEGIC AND OPERATIONAL PLANNING	27
V.2 POLICY ISSUANCE AND STANDARDS DEVELOPMENT	28
V.2.1 Policy Issuance and Standards Development	28
V.2.2 Internal Management	29
V.2.3 International Commitment	30
V.3 IMPROVEMENT AND OPERATIONAL DEVELOPMENT	32
V.3.1 Control of Nonconforming Outputs	32
V.3.2 Corrective Action	32
V.4 PERFORMANCE EVALUATION	33
V.4.1 Management Review	33
V.4.2 Performance Management	34
V.4.3 Internal Quality Audit (IQA)	34
VI. CORE PROCESSES	35
VI.1 ENR CONSERVATION AND DEVELOPMENT	35
VI.1.1 Program and Project Development	35
VI.1.2 Implementation of Programs/Projects/Activities	35
VI.1.3 Program and Project Monitoring and Evaluation	35
VI.1.4 Office Accomplishment Reporting	36
VI.1.5 Stakeholder Capacity-Building	38
VI.1.6 Formulation of relevant ENR-RDE PAPs based from ENR-RDE framework for the RDECs	39
VI.1.7 Clearing of proposed PAPs by RDECs	39
VI.1.8 Coordination of relevant ENR-RDE PAPs implemented by RDECs	40
VI.1.9 Monitoring of relevant ENR-RDE PAPs implemented by RDECs	40
VI.1.10 Conduct of Policy Researches	40

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps
are considered "Uncontrolled"

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

VI.1.11 Conceptualization of programs and projects based on ENR-RDE Framework	40
VI.1.12 Implementation of approved ENR-RDE PAPs	41
VI.1.13 Assessment of generated technology	41
VI.1.14 Packaging of generated ENR technology	41
VI.1.15 Promotion of packaged ENR	42
VI.1.16 Provision of laboratory services in support to ENR RDE programs and projects	42
VI.1.17 Monitoring of demonstration areas established by the Research Centers	42
VI.2 ENR REGULATION AND PERMITTING	43
VI.2.1 Land Disposition	43
VI.2.2 Forestland Use Regulation	43
VI.2.3 Forest Resource Utilization	44
VI.2.4 Wildlife Resource Regulation	45
VI.2.5 Forest products transport/ disposition	46
VI.3 ENR LAW ENFORCEMENT AND MONITORING	47
VI.3.1 Monitoring, surveillance, inspection and control of illegal activities related to forestry, biodiversity and lands	47
VI.3.2 Administrative adjudication and filing of cases	47
VI.3.3 Wildlife Law Enforcement	48
VI.3.4 Tenure compliance monitoring	48
VI.3.5 Protected area monitoring	49
VII. SUPPORT PROCESSES	50
VII.1 FINANCIAL MANAGEMENT	50
VII.1.1 Budgeting	51
VII.1.2 Accounting	52
VII.1.3 Financial Performance Reporting	53
VII.2 HUMAN RESOURCE MANAGEMENT	53
VII.2.1 Recruitment, Selection and Placement	53
VII.2.2 Learning and Development	54
VII.2.4 Rewards and Recognition	55
VII.2.5 Grievance Resolution	55
VII.3 KNOWLEDGE AND INFORMATION SYSTEMS MANAGEMENT	56
VII.3.1 Network Infrastructure Management	56
VII.3.2 System Development and Management	56
VII.3.3 Statistical Data Resource Management	57
VII.4 PROCUREMENT, SUPPLY AND PROPERTY MANAGEMENT	57
VII.4.1 Procurement Management	57
VII.4.2 Supply Management	58
VII.4.3 Inspection and Acceptance	59
VII.4.4 Property Management	59
VII.5 GENERAL SERVICES	60
VII.5.1 Infrastructure and Building Management	60
VII.5.2 Fleet Management	60
VII.5.3 Management of Work Environment	61
VII.5.4 Cash Management	61

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps
are considered "Uncontrolled"

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

VII.6 DOCUMENTED INFORMATION MANAGEMENT	61
VII.6.1 Records Management	61
VII.6.2 Control of Documents	62
VII.6.3 Control of Records	62
VII.7 LEGAL SUPPORT	62
VII.7.1 Assistance to the Secretary in the exercise of quasi-judicial functions	62
VII.7.2 Handling of Administrative Disciplinary Cases of Officials and Employees in the DENR	63
VII.7.3 Rendering of Legal Opinion and Review of Memoranda of Agreement, Memoranda of Understanding, contracts or other related instrument	64
VII.7.4 Conduct of Investigation	64
VII.7.5 Legal representation in court cases	65
VII.7.6 Conduct of ADR to resolve conflicts	65
VII.8 ISSUE MANAGEMENT	66
VII.8.1 Issue Resolution	66
VII.9 INFORMATION, EDUCATION AND COMMUNICATION	67
VII.9.1 Development and Dissemination of IEC Materials	67
VII.9.2 Handling media requests for interview of DENR officials	67
VII.9.3 Social Mobilization	68

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

I. INTRODUCTION

I.1 PURPOSE OF THIS QUALITY MANUAL

This Quality Management Manual defines and clarifies policies, systems, and procedures adopted to implement and continually improve the Quality Management System (QMS) of the Department of Environment and Natural Resources (DENR).

This Quality Management Manual is in conformance with the ISO 9001:2015 Standard.

This Manual, together with associated documents mentioned hereto, aims to:

- a. describe the basic elements of the QMS of the DENR and serve as reference in its implementation and continual improvement;
- b. inform the internal and external stakeholders and enable them to observe and implement the QMS that is being maintained at the DENR; and
- c. serve as reference and guide for newly-hired personnel and make them familiar and appreciate the DENR's QMS.

I.2 REVISION AND DISTRIBUTION OF THE QUALITY MANAGEMENT MANUAL

Introduction of new services and processes may necessitate revision to or re-issuance of existing Quality Management Manual and relevant procedures. Requests or suggestions can be made through a Memorandum to the DENR Quality Management Representative for his/her consideration to ensure that such changes are reflected in the Manual.

The controlled copies of this Manual are issued to authorized Copy Holders identified by the respective Document Controller/Records Officer responsible for safekeeping and prompt distribution of updated/revised documents. It is the responsibility of the Document Controller/Records Officer to distribute and keep a list of authorized Copy Holders of the Quality Manual.

Future expansion of the scope of the DENR QMS will require revision of the Manual. This Manual is intended to be used in all the offices of DENR identified in Section 4 hereof.

II. TERMS AND DEFINITION

The DENR adopts the following terms and definitions within its Quality Management System. Where no definition is provided, the DENR adopts the definitions provided in *ISO 9000: Quality Management – Fundamentals and Vocabulary*. In some cases, specific procedures or documentation may provide a different definition to be used in the context of that document; in such cases, the definition will supersede those provided for in this Quality Manual or ISO 9000.

- A&D — Alienable and Disposable
 Administrative Order — Acts of government executive embodying rules and regulations

Check the Master Document Register.
 Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

		or policies on operational and administrative matters.
ADR	—	Alternative Dispute Resolution
ARD	—	Assistant Regional Director
AS	—	Administrative Service
Audit finding	—	Result of evaluation of the collected audit evidence against audit criteria.
Audit plan		A documented plan prepared prior to the conduct of audit which details activities such are where to go, what to do when to do and whom to see.
BAC	—	Bids and Awards Committee
BMB	—	Biodiversity Management Bureau
CENRO	—	Community Environment and Natural Resources Office/r
CITES		Convention on International Trade in Endangered Species of Wild Fauna and Flora.
CITES Export Permit		Refers to a permit authorizing an individual to bring, send or transport wildlife listed under the CITES Appendices, including its by-products or derivatives, from the Philippines to other countries.
CITES Import Permit		Refers to permit issued authorizing an individual to bring into the Philippines wildlife listed under the CITES Appendices, including its by-products or derivatives, from other countries.
CNA		Collective Negotiation Agreement
CNC	—	Certificate of Non-Coverage
COA	—	Commission on Audit
Communication Plan	—	A detailed document that describes that need to develop the plan and shall have the following components: communication objectives, message/s, intended audiences, framework, strategies, activities, and monitoring and evaluation.
Conformity	—	Fulfilment of requirement
Continual improvement	—	Process of enhancing the quality management system to achieve improvements in the delivery of service and overall ENR management system.
Core Processes		Processes that defines the DENR's mandate as the primary agency responsible for the conservation, management, development and proper use of the country's environment and natural resources for the benefit of the Filipino people and collectively referred to as the ENR Management System.
Corrective Action		CA; Action taken to eliminate the cause of a detected nonconformity or other undesirable situation to prevent its recurrence.
CSC	—	Civil Service Commission
CSO	—	Civil Society Organization
DAO	—	DENR Administrative Order
DBM	—	Department of Budget and Management

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

DENR	—	Department of Environment and Natural Resources
DMC	—	DENR Memorandum Circular
Document Controller	—	The Document Controller, the same as Records Controller, is the person or official responsible for ensuring the integrity of all documented information and recommend to the QMR actions relating to management of documented information.
DPCR	—	Division Performance Commitment Review
EMB	—	Environment Management Bureau
ENR	—	Environment and Natural Resources
ENR Framework Plan	—	A multi-year road map in pursuing sustainable development given the existing and anticipated problems, policy and institutional issues and constraints. It is used in the preparation of DENR's inputs to the Medium Term Development Plan or the Philippine Development Plan.
ERDB	—	Ecosystem Research Development Bureau
ExeCom	—	Executive Committee; composed of DENR officials (Secretary, Undersecretaries, Assistant Secretaries, Service Directors, Bureau Directors, Heads of attached agencies, Executive Directors of the River Basin Control Office, the Manila Bay Coordinating Office), the Head Executive Assistant and representatives of employees union, and decides on policy and priority directions of the DENR.
External clients	—	External stakeholders interacting with the DENR either as recipients of services or other interested parties that have impact or potential impact on the DENR's ability to consistently provide products and services that meet clients and applicable requirements.
Field Office	—	Include Regional, Provincial and Community ENR Offices
FMB	—	Forest Management Bureau
FMS	—	Financial Management Service
Free Patent	—	A document that is a legitimate proof of ownership of public land in the Philippines granted by the government.
GAA	—	General Appropriation Act. The Legislative authorization for appropriation of funds for offices and agencies for the given year.
Generation/development of technology	—	A process of conducting research with the primary aim of solving specific problems previously identified.
GSIS	—	Government Service Insurance System
HRDS	—	Human Resources Development Service
IAS	—	Internal Audit Service
ICT	—	Information and communications technology
IEC	—	Information, education and communication; an approach that is integrated to any DENR program or activity to achieve behavioural change of the target audience.

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"



DENR Quality Manual

Internal Clients	DENR employees who, generally are the recipients of products and services within the Department.
IPC	— Inspection and Pre-acceptance Committee
IPCR	— Individual Performance Commitment Review
IQA	— Internal Quality Audit; Process of assessing the organization's conformity to its own requirements, legal obligations and those of ISO 9001:2015, and if it has been effectively implemented and maintained.
IRR	— Implementing Rules and Regulations
ISSP	— Information Systems Strategic Plan
KISS	— Knowledge and Information Systems Service
L&D	— Learning and Development
LAS	— Legal Affairs Service
LGU	— Local Government Unit
LMB	— Land Management Bureau
M & E	— Monitoring and evaluation
Management Review	Process where top management reviews the Quality Management System and determines whether it remains suitable, adequate and effective. The review assesses the need to change the quality management system, the quality policy or the quality objectives.
ManCom	— Management Committee. The counterpart of ExeCom in the Bureaus and Regional Offices.
Memorandum	— A brief note or informal letter containing directives, instructions or information requiring appropriate action.
MC	— Memorandum Circular; Acts of government executives embodying rules and regulations, guidelines or policies on internal administration directed to subordinate officials or office either for information or compliance.
MGB	— Mines and Geosciences Bureau
MO	— Memorandum Order; Acts of government executive embodying details of administrative policies, instructions or information directed to a particular official or office requiring compliance.
MSPP	Merit, Selection and Promotion Plan
NEDA	— National Economic Development Authority
NEP	— National Expenditure Program
NGA	— National Government Agencies
NIPAS	— National Integrated Protected Areas System
NTP	— Notice to Proceed
ODA	— Official Development assistance
OPCR	— Organizational Performance Commitment Review
OSG	— Office of the Solicitor General

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps
are considered "Uncontrolled"

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

PA	—	Protected Area
Pag-IBIG	—	Pagtutulungan sa Kinabukasan: Ikaw, Bangko, Industriya at Gobyerno
PAPs	—	Programs, Activities, and Projects
PCR	—	Performance Commitment Review
PD	—	Presidential Decree
PDP	—	Philippine Development Plan
PENRO	—	Provincial Environment and Natural Resources Office/r
PMED	—	Program Monitoring and Evaluation Division
PMT	—	Performance Management Team
PO	—	People's Organization
Policy	—	A plan of action to guide decisions and actions. It is also described as rules and regulations set by an organization.
Policy Formulation		Development of effective courses of action for addressing what has been placed on the policy agenda.
Policy Monitoring and Evaluation		Process by which the policies are followed and assessed to ensure that these are developed and implemented as in accordance with the objectives.
PPD	—	Planning and Programming Division
PPE	—	Property, Plant and Equipment
PPS	—	Planning and Policy Service
PR	—	Purchase Request
PRAISE	—	Program on Awards and Incentives for Service Excellence
PRIME-HRM	—	Program to Institutionalize Meritocracy and Excellence in Human Resource Management
Process or protocol (technology)		Refers to a set of prescribes schemes or steps defining technology application. This may involve strategies for efficient utilization, transfer, commercialization, and marketing system for developed technologies.
Product (technology)		Refers to a technology in the form of goods, directed toward a specific market demand.
PSD	—	Policy Studies Division
PSMD	—	Property and Supply Management Division
PTWG	—	Policy Technical Working Group; Central clearing house for all proposed DENR policy issuances and position papers.
Public Consultation		Regulatory process of seeking the public's input on policies affecting them in order to improve their efficiency and transparency.
QM		DENR Quality Manual
QMR	—	Quality Management Representative
QMS	—	Quality Management System
DENR Quality Policy	—	Statement of DENR's quality policy to ensure the satisfaction of the DENR's stakeholder's requirements, and compliance with

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"

		statutory and regulatory requirements relative to delivery of its services.
RDC	—	Regional Development Council
RDE	—	Research, Development and Extension
RED	—	Regional Executive Director
RIS	—	Requisition Issue Slip
RRACCS	—	Revised Rules on Administrative Cases in the Civil Services
SCIS	—	Strategic Communication and Initiative Service; the communication and stakeholders relations arm of the DENR that is responsible for strategic communication and partnership building through public information and media relations, development communication, partnership and alliance building, issues and conflict management, and stakeholder management and community relations
SDRMD	—	Statistics and Data Resource Management Division
Secretary Service	—	Secretary of the DENR and Chair of the Executive Committee
	—	1. Part of the DENR structure at the Central Office, referring to offices that handle support processes; 2. Performance of DENR core processes and key services to stakeholders in conformance to its mandate.
SOP		Standard Operating Procedures
SPMS	—	Strategic Performance Management System
SRS	—	Statistical Reporting System
Stakeholders	—	Interested Parties, includes but is not limited to DENR clients, business sectors, local government units, non-government organizations, civil society organizations, peoples' organizations, religious sectors, academe, other government agencies, international partners, individuals, and DENR officials and employees.
Survey Authority	—	Refers to the permit issued by the concerned DENR Official to a government Geodetic Engineer to conduct isolated survey over public lands for public land application purposes.
SWM	—	Solid Waste Management
TDD	—	Training Development Division
WFP	—	Work and Financial Plan

III. DENR PROFILE

The history of the Department goes back to the Spanish regime with the creation of: (1) Inspeccion General de Minas in 1837, which took charge of the administration and disposition of minerals and mineral lands; and (2) Inspeccion General de Montes in 1863, whose function was to determine the extent of the country's forest resources and oversee their proper utilization.

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001
		<i>Rev.:</i>	1
		<i>Issue Date:</i>	Dec 14, 2018
DENR Quality Manual			

The Department of Interior was later created in 1901, which supervised Bureau of Public Lands, Bureau of Agriculture, Bureau of Government Laboratories, and Bureau of Forestry, to name a few. It was vested with powers and authority on matters that included natural resources.

Fifteen years after (1916), the Philippine Government issued Act No. 266, "An Act to Reorganize the Executive Department of the Government of the Philippine Islands", which transferred the functions and authority regarding agriculture and natural resources from the Department of Interior to the Department of Agriculture and Natural Resources (DANR). Bureaus under its supervision included Agriculture, Forestry, Lands, Science, and Weather.

By 1932, a new reorganization act was passed. This renamed the DANR as the Department to Agriculture and Commerce (DAC) with the addition of the Bureau of Commerce. It also split the Bureau of Agriculture into the Bureau of Plant Industry and the Bureau of Animal Industry.

The years 1934 to 1938 brought about the reorganization and integration of the following divisions under the Bureau of Science: Mineral Resources, Industrial Engineering, Home Economics, Fish and Game Administration, and Scientific Library. The Division of Accounts and Property was also abolished during this time. The Bureau of Mines (out of the Division of Mineral Resources) was later created by virtue of Commonwealth Act No. 136.

Changes within the organization brought back the name Department of Agriculture and Natural Resources (DANR) in 1947. By 1953, the Bureau of Agriculture Extension was included in the DANR.

The Presidential Decree (PD) No. 461 of 1974 reorganized the DANR into the Department of Agriculture (DA) and Department of Natural Resources (DNR). The following line bureaus and attached agencies were placed under the DNR: Bureau of Forest Development (BFD), Bureau of Mines (BM), Bureau of Lands (BL), Bureau of Fisheries and Aquatic Resources (BFAR), National Committee for Mineral Exploration and Survey Operations (NACOMESCO), Presidential Committee on Wood Industries Development (PCWID), Fishery Industry Development Council (FIDC), Surigao Mineral Reservations Board (SMRB), and Presidential Action Committee on Lands Problems (PACLAP). In addition to this, PD 607 established the Forest Research Institute (FORI) and attached it to the DNR.

Two years later (1976), PD 977 created the Philippine Fish Marketing Authority (PFMA), while PD 1041 created the Natural Resources Management Center (NRMC). PD 1121 was introduced a year later (1977) and it mandated the creation of the National Environmental Protection Council (NEPC). In 1978, PD 1305 established the Mineral Reservation Development Board (MRDB), which took over the powers and functions of the abolished SMRB.

A shift in the parliamentary form of government led to the renaming of the DNR to the Ministry of Natural Resources (MNR). PD 1281 renamed the Bureau of Mines to the Bureau of Mines and Geosciences in 1979 and made it more responsive to its varied functions. The Executive Order (EO) No. 786 of 1982 created the Natural Resources Development Corporation (NRDC). This acted as the corporate arm of the MNR. By the year 1985, Fish

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

and Fishery concerns were transferred to the ministry of agriculture. It left the MNR with only three bureaus aside from the attached entities.

After the Government reverted to a Democracy, EO 131 was issued on January 30, 1987 and this created the Department of Energy, Environment, and Natural Resources (DEENR). It took over the power and functions of the MNR and also incorporated the emerging critical concerns about energy and environment. The EO, however, was not implemented.

The government later issued EO 192 on June 10 1987, which reorganized the DEENR and renamed it as the Department of Environment and Natural Resources (DENR). This also left energy matters in the President's charge.

The bureaucracy was decentralized with the transformation of former line bureaus to staff bureaus and most of the line functions to the regional and field offices. It named the following as the agency sectoral staff bureaus:

- Forest Management Bureau (FMB) which integrated and absorbed most of the powers and the function of the bureaus of forest development and wood industry development Authority.
- Land Management Bureaus (LMB). This acted as the central office of the Bureau of lands and it integrated the district land Offices to the DENR Field Offices.
- Mines Geosciences Bureaus (MGB) absorbed the function of the bureau of Mines and Geosciences. The abolished the mineral resources Developing Board and Gold Mining Industry Assistance Board.
- Environmental Management Bureaus (EMB) combined the National Environmental Protection Council (NEPC), the National Pollution Control Commission (NPCC), and the Environmental Center of the Philippines (ECP).
- Ecosystem Research and Development Bureau (ERDB) merged the former forest research institute and National Mangrove Committee.
- Protected Areas Wildlife Bureaus (PAWB).

The following agencies and Corporations were also linked to the DENR: National Mapping Resource Information Authority (NAMRIA) combined the functions and powers of the Natural Resources Management Center, National Cartography Authority. The Bureau of Coast and Geodetic Survey (BCGS), and the Land Classification Teams of the former Bureau of Forest Development: the Existing NDRC; and the National Electrification Administration (NEA).

In the same year, the following broke away from the DEENR: the Manila Seedling Bank Foundation, the Bureau of Energy Utilization, and the Bureau of Energy Development. The NEA was also transferred to the Department of the Energy.

The year 1993 heralded EO 149 which streamlined the Office of the president and annexed the LLDA to the DENR.

RA No. 7942 of 1995 or the Philippine Mining Act was passed, restoring the line functions of the Mines and Geosciences Bureau and laid the foundation for the creation of its regional offices nationwide.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

In 1996, EO 374 was issued, creating the Presidential Task Force on Water Resources Development and Management (PTFWRDM). The EO vested the PTFWRDM with the authority to coordinate projects of various government agencies and departments involved in water to ensure efficient management and development of water resources.

Republic Act (RA) 8749 or the Philippine Clean Air Act was passed in 1999, and it transformed the EMB from a staff to a line bureau and mandated it to be a lead agency in the overall implementation of the law's provisions.

EO 123 of 2002 abolished the PTFWRDM while reconstituting the national water resource board (NWRB), transferring its duties from the Department of Public Works and Highways (DPWH) to the Office of the President. The EO also named the DENR secretary as the NWRB Chair.

When 2005 rolled around, the government issued EO 366 which directed agencies under the Executive branch to review their organizational structure and operations scheme, and provided options and incentives for government employees who could have been affected by the rationalization of agencies and functions.

During 2007, EO 636 transferred the Philippine Mining Development Corporation (PMDC), formerly the Natural Resources Mining Development Corporation, from the DENR to the Office of the President. A short time before the year ended, the PMDC was returned to the DENR by the virtue of EO 689. A year after (2008), the Palawan Council for Sustainable Development (PCSD) by virtue of EO 734, and the Philippine Reclamation Authority (PRA), once known as the Philippine Estates Authority, by virtue of EO 798 was transferred to the DENR.

On October 18, 2013, the DBM approved the DENR Rationalization Plan (RatPlan). Through the RatPlan, the DENR was able to focus on the vital and core functions of the agency, improved the quality and efficiency of its services by eliminating overlaps and duplication of functions, and promoted efficiency and results-oriented performance and accountability. One of the major changes resulting from the RatPlan included the following: adoption of the integrated Ecosystem Management (IEM) approach to achieve sustainable development of natural resources leading to the shift from the present sectoral arrangement to a functional set-up in its regional and field operation, and redefinition of the department's role of being a "rower" to a "steerer" in natural resources utilization and management. The ERDB's presence in the DENR regional offices was clustered into six centers for excellence: Watershed and Water Resources Research Center (Region 1,2,3 and CAR); Land Management, Agroforestry and Upland Farming Technology Research Center (Region 9, 10 and 13); the mining and Degraded areas rehabilitation research center (Region 11 and 12); Urban, Toxic substances and Hazardous Wastes Research Center(NCR); and Biodiversity, Coastal Wetlands and Ecotourism Research Center (Region 6, 7 and 8). Also, the PAWB was renamed as the Biodiversity Management Bureau (BMB) to represent expanding responsibilities beyond protected areas.

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

III.1 ORGANIZATIONAL STRUCTURE

The organizational structure of the DENR is based on Executive Order No. 366 and consistent with the DENR Rationalization Plan approved by the Department of Budget and Management on 16 October 2013, and DENR Administrative Order No. 2014-01

The Secretary of DENR, as Head of the Agency, has the authority and responsibility to carry out the mandates of the Department, discharge its powers, authorities and functions and accomplish its objectives. He/She is assisted by Undersecretaries, Assistant Secretaries and other officers in the discharge of his/her functions.

The Department consists of the central office, bureaus, and field offices which perform the functions described below.

1. CENTRAL OFFICE

a. ADMINISTRATIVE SERVICE

The Administrative Service (AS) provides assistance and services on the promulgation of office orders, rules and regulations related to economical, efficient and effective administrative services on matters including general services, building and ground maintenance, communications, logistics, property, safety and security, records management and documentation, and such related matters; and performs other functions that may be assigned by higher authority.

b. FINANCIAL AND MANAGEMENT SERVICE

The Financial and Management Service (FMS) provides assistance and advice on the promulgation of office policies, orders, rules, regulations and standards related to financial and management services of the Department; develops, maintains and improves financial accounting system for all programs/projects of the Department; formulates basic policies and guidelines for the preparation of the Department's budget in close coordination with the Policy and Planning Service; directs the financial and management services of the Department and exercises over-all supervision over the financial and management functions and activities/operations of bureaus and regional/field offices; and performs functions that may be assigned by higher authority.

c. FOREIGN-ASSISTED AND SPECIAL PROJECTS SERVICE

The Foreign-Assisted and Special Project Service (FASPS) identifies and prepares investment project and program proposals for possible foreign and local assistance in close consultation with DENR bureaus and field offices and in coordination with other appropriate government agencies; prioritizes programs and/or projects requiring foreign and local assistance; conducts feasibility studies for projects identified for external assistance; represents the Department in negotiating for foreign loans/grant assistance; provides staff support in the implementation of foreign-funded and special projects; monitors and evaluates the performance of foreign-assisted and special projects in coordination with financial donors; and performs other functions that may be assigned by higher authority.

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

d. HUMAN RESOURCE DEVELOPMENT SERVICE

The Human Resource Development Service (HRDS) provides assistance and services on the promulgation of office orders, rules and regulations related to the administrative, operational and strategic aspects of human resource management and development; plans, programs, and implements human resource interventions of the Department; evaluates learning and development programs and other human resource development activities of the various units of the Department; develops a responsive employee career development program that will maximize potentials of employees in their jobs and in the organization; and performs other functions that may be assigned by higher authority.

e. INTERNAL AUDIT SERVICE

The Internal Audit Service (IAS) renders assistance and advises the Secretary on all matters relating to operations and management controls; conducts management and operations audits of the Department's functions, programs, projects and activities, and determines the degree of compliance with their mandate, policies, government regulations, established objectives, systems and procedures/processes and contractual obligations; reviews and appraises systems and procedures, organizational structure, asset management practices, financial and management records, reports and performance standards of the Department proper, bureaus, and field offices; analyzes and evaluates management deficiencies and assists management by recommending realistic courses of action; undertakes miscellaneous services, including special investigations and assistance to outside contacts such as Commission on Audit; and performs other functions that may be assigned by higher authority.

f. KNOWLEDGE AND INFORMATION SYSTEMS SERVICE

The Knowledge and Information Systems Service (KISS) manages the information and communication technology (ICT) of the Department; provides guidelines and services to various offices in the management of ICT in the Department that will facilitate well-informed decision making and improve the delivery of service of DENR units; oversees the integration of ENR-related information/statistics generated by various sectors, and converts the same into knowledge products; oversees the implementation and updating of Information Systems Statistic Plan (ISSP); and performs other functions that may be assigned by higher authority.

g. LEGAL AFFAIRS SERVICE

The Legal Affairs Service (LAS) advises and assists the Secretary in all legal matters in the implementation and enforcement of ENR laws, rules and regulations; assists the Secretary in the exercise of his/her quasi-judicial functions; renders legal opinions involving questions of law and interpretation of policies, rules and regulations; reviews proposed administrative issuances, policies, proclamations, other executive issuances and legislative bills which require comments and recommendations of this Department; reviews contracts and memoranda of agreement or understanding where this Department is a contracting party; prepares bonds and other instruments involving any interest of the Department, or provides comments and recommendations on any instruments already drawn; assists the Secretary and other officials of the Department or takes a direct hand in the investigation and prosecution of violations of ENR laws, rules and regulations; acts as legal counsel of the

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001
		<i>Rev.:</i>	1
		<i>Issue Date:</i>	Dec 14, 2018
DENR Quality Manual			

Department, and when authorized by the Office of the Solicitor General (OSG), represents the Department and its officers in courts or tribunals in all civil actions, special civil actions, special proceedings and environmental cases in which the Department or any of its officer in his/her official capacity is a party; assists the Secretary in his/her disciplinary function over officers and personnel; and performs other functions that may be assigned by higher authority.

h. POLICY AND PLANNING SERVICE

The Policy and Planning Service (PPS) develops planning and resource allocation guidelines and integrates all short/medium/long-term development plans and programs of the Department; coordinates all planning activities, monitors and evaluates the performance of various units of the Department; formulates policy recommendations and strategies for improved, responsive and effective environmental and natural resources management; formulates long term resource policy agenda; recommends policies based on studies for the efficient and effective conservation of environment and natural resources; and performs other functions that may be assigned by higher authority.

i. STRATEGIC COMMUNICATIONS AND INITIATIVES SERVICE

The Strategic Communications and Initiatives Service (SCIS) is a consolidation of then Special Concerns Office and Public Affairs Office. These two offices were created under the Office of the Secretary by virtue of Executive Order No. 192. A review of the organizational structure of the DENR by the Department of Budget and Management (DBM) in relation to Executive Order No. 366, resulted in the consolidation of the two offices (SCO and PAO) for reason they both “share the same goal, which is to reach out to external clients and get their support and direct involvement in the DENR’s programs, projects, and activities.” The consolidated office is renamed as the Strategic Communications and Initiatives Service or SCIS.

Viewed to harmonize and strengthen IEC efforts with the end in view of contributing to the achievement of DENR’s vision of “a nation enjoying and sustaining natural resources, and clean and healthy environment” through the “mobilization of the citizenry in protecting, conserving and managing the country’s environment and natural resources for the present and future generations of Filipinos,” the SCIS serves both as the information, education and communication (IEC) and the social mobilization arm of the Department.

Through its four divisions, the SCIS is responsible for managing the Department’s development communications activities, including the preparation and dissemination of IEC materials to target groups concerning ENR management; create and maintain public awareness of the Department’s role on ENR management and generate support through effective use of media and active involvement in special programs and events; formulate and initiate strategic initiatives that will enhance partnerships/alliances with external stakeholders for ENR protection and management; and monitor and assess current and emerging ENR issues and spearhead the conduct of studies/activities to determine immediate response to and/or resolution of the same.

2. SECTORAL STAFF BUREAUS

a. BIODIVERSITY MANAGEMENT BUREAU

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR’s official document stamps are considered “Uncontrolled”
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

The Biodiversity Management Bureau (BMB) formulates, reviews and recommends policies, plans and programs for the management and conservation of the country's biological diversity; oversees the establishment and performs system-wide planning of lands classified as "national parks" comprised of protected areas under the National Integrated Protected Areas System (NIPAS), including other effective area-based conservation measures; monitors and assesses the implementation of policies, plans and programs on the conservation of biological diversity and other relevant laws, rules and regulations; develops partnerships and linkaging in biodiversity conservation and management at the genetic, species and ecosystems level; develops and recommends capacity building and IEC programs for the conservation and management of wildlife resources, protected areas, coastal and marine resources, caves, wetlands and other important biodiversity rich areas; recommends research agenda for biodiversity conservation; provides guidance, integrates and monitors compliance to multilateral environmental agreements relevant to biodiversity conservation; develops incentives and standards for ecotourism, biodiversity friendly enterprises and disaster risk reduction management for terrestrial, wetlands, caves, and coastal and marine ecosystems; and performs other functions that may be assigned by higher authority.

b. ECOSYSTEMS RESEARCH AND DEVELOPMENT BUREAU

The Ecosystems Research and Development Bureau (ERDB) formulates, implements, coordinates and evaluates integrated research, development and extension agenda/programs on ENR and other related cross-cutting concerns in support of the thrusts and programs of the Department; conducts basic researches and develop standards, protocols and science-based technologies to address the needs of the different DENR Bureaus and field offices, end-user and stakeholders; provides technical assistance by developing and maintaining networks and linkages with DENR bureaus and field offices, local and international institutions, and other stakeholders and civil society; and performs other functions that may be assigned by higher authorities.

The ERDB has six Research Centers strategically located in the country namely, (1) Water and Water Resources Research Center (WWRRC), (2) Land Management, Agroforestry and Upland Farm Technology Research Center (LMAUFTRC), (3) Biodiversity, Coastal, Wetlands and Ecotourism Research Center (BCWERC), (4) Forest and Timber Resources Research Center (FTRRC), (5) Mining and Degraded Areas Rehabilitation Research Center (MDARRC), and (6) Urban Toxic Substances and Hazardous Wastes Research Center (UTSHWRC).

c. FOREST MANAGEMENT BUREAU

The Forest Management Bureau (FMB) develops programs and recommend policies for the sustainable management of the Philippine forests taking into consideration the production function of the forest in providing livelihood and ecosystem services as well as the role of the forest in climate change mitigation and adaptation; formulates plans, programs and policies for the sustainable management of production forest including grazing and forest plantation, critical watershed and river basin, forest reservation and rehabilitation of degraded and denuded forestland including mangrove forest; formulates and develops forestry related investment strategies but not limited to community forestry, forest plantation and wood-based industries including non-wood forest products and services; conducts

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES		<i>Document Code:</i>	CO.QMS.M.001	
			<i>Rev.:</i>	1	<i>Issue Date:</i>
DENR Quality Manual					

studies on the supply and demand trends at the national and international levels including the development of national certification policy to comply with the international requirements in the trade of forest goods and services; provides technical assistance and extension services to the field offices on the protection, conservation, management and development of forests and forestland; conducts technical monitoring and evaluation in the implementation of programs, projects and activities as input to policy formulation and program level assessment; represents the Department in the international cooperation on forests and related agreements; and performs other functions that may be assigned by higher authority.

d. LAND MANAGEMENT BUREAU

The Land Management Bureau (LMB) develops programs and recommends policies for efficient and effective administration, management, survey and disposition of alienable and disposable (A and D) lands of the public domain and other lands outside the responsibility of other government agencies; advises the DENR field offices on the efficient and effective implementation of policies, programs and projects for more effective public lands management, formulates and recommends standards, guidelines, regulations towards the optimal development and utilization of land resources; advises the Secretary on matters involving public land management and on implementation of The Public Land Act and other land-related laws; monitors and evaluates implementation of land programs and projects; and performs other functions that may be assigned by higher authority.

3. SECTORAL LINE BUREAUS

a. ENVIRONMENTAL MANAGEMENT BUREAU

The Environmental Management Bureau (EMB) is the primary government bureau under the DENR which formulates, integrates, coordinates, supervises and implements all policies, plans, programs, projects and activities relative to the prevention and control of pollution as well as management and enhancement of the environment; and performs other functions that may be assigned by higher authority.

EMB Regional Offices

The EMB Regional Offices, headed by the Regional Director, is responsible for the effective, responsive, timely and transparent implementation of pertinent environmental laws, policies, rules and regulations and programs and projects in the region. It exercises the management functions of planning, organizing, directing, developing subordinates, monitoring and controlling, internal coordination, and linkaging with other government agencies, civil society and stakeholders; directly supervises the provision of legal, information, education, communication services and integration of annual and long term plans and programs within its jurisdiction as well as in carrying out decisions and instructions of the Pollution Adjudication Board.

b. MINES AND GEOSCIENCES BUREAU

The Mines and Geosciences Bureau (MGB) formulates and recommends policies, regulations and programs pertaining to mineral resources development and geology; advises the Secretary on the granting of mining rights and contracts over areas containing metallic and non-metallic natural resources; advises the regional offices on the effective

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

implementation of mineral development and conservation programs as well as geological surveys; develops and formulates standards and operating procedures on mineral resource development and geology; and performs other functions that may be assigned by higher authority.

MGB Regional Offices

The MGB Regional Offices, headed by the Regional Director, implements at the regional level the pertinent laws, policies, rules and programs; manages the functions of planning, organizing, directing and controlling; undertakes Information, Education and Communication campaign; and performs other functions that may be assigned by higher authority.

4. DENR REGIONAL OFFICE

The Regional Office is headed by a Regional Executive Director (RED), who is assisted by two (2) Assistant Regional Directors (ARDs) – ARD for Technical Services, and ARD for Management Services. The Regional Office coordinates, directs, supervises and manages the implementation of all policies, regulations, programs and projects on the development and conservation ENR in the region; supervises all activities of the Provincial Environment and Natural Resource Offices (PENRO) and the Community Environment and Natural Resource Offices (CENRO) within its jurisdiction as well as all foreign-assisted and special programs in the region; represents the Department in regional administrative bodies in the preparation and formulation of regional plans and programs; and performs other functions that may be assigned by higher authority.

5. PROVINCIAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

The Provincial Environment and Natural Resources Office (PENRO) plans, implements, coordinates, controls, prepares and/or updates plans for the protection of the environment, development and conservation of natural resources management activities in the provinces; enforces environment and natural resources laws, rules and regulations; and performs other functions that may be assigned by higher authority.

The PENROs can be classified as: (1) Supervising PENRO, which supervises the operation of one or more CENRO in its area of jurisdiction; and (2) Implementing PENRO, which performs management and technical functions of a CENRO, in the absence of a CENRO in its area of jurisdiction.

6. COMMUNITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

The Community Environment and Natural Resources Office (CENRO) implements laws, policies, programs and projects, rules and regulations pertaining to the management, conservation, development, use and replenishment of the country's natural resources; undertakes continuing information and education programs on ENR concerns; collects and accounts for fees due to government from users of natural resources; files in court criminal cases against violators of ENR laws; maintains up-to-date data on ENR conditions; undertakes surveys of areas covered by applications for the use and development of natural resources; investigates and recommends appropriate actions to resolve claims and conflicts involving natural resources; conducts measurement, assessment and grading of timber and

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

other forest products in accordance with existing rules and regulations; and performs other functions that may be assigned by higher authority.

III.2 DENR MANDATE

The Department is the primary agency responsible for the conservation, management, development and proper use of the country's environment and natural resources, specifically forest and grazing lands, mineral resources, including those in reservation and watershed areas, and lands of the public domain, as well as the licensing and regulation of all natural resources as may be provided for by law in order to ensure equitable sharing of the benefits derived therefrom for the welfare of the present and future generations of Filipinos.

III.3 VISION

"A nation enjoying and sustaining its natural resources and clean and healthy environment."

III.4 MISSION

The DENR shall be the driving force in the pursuit of sustainable development, enabling stakeholders' participation in the protection, conservation, and management of the environment and natural resources for the present and future generations.

III.5 QUALITY POLICY

DENR adheres to the following quality policy:

We, at the Department of Environment and Natural Resources, are committed to be the driving force in the effective and efficient protection, conservation, management, development and use of the country's environment and natural resources for the welfare of the present and future generations.

We pledge to achieve quality environment and sustainable natural resources through good governance and high degree of professionalism, in consideration of the requirements of our stakeholders and in accordance with pertinent laws, rules and regulations.

We adhere to continually improve our Quality Management System (QMS) to provide the highest quality of service and social justice to the people.

"Malinis na kapaligiran at mayamang kalikasan para sa buong sambayanan."

III.6 STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (SPMS)

The DENR sets measurable targets consistent with the Quality Policy, Thrusts and Mandate, and Organizational Outcomes (OOs). Success indicators and targets of all offices are indicated in the Performance Commitment and Review (PCR) based on the Strategic

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

Performance Management System (SPMS). The SPMS defines the process of developing and monitoring of the Performance Commitment and Review.

Development of OPCR/DPCR is done prior to the start of the performance period (January-June and July to December) where heads of offices meet with the supervisors and staff and agree on the outputs that should be accomplished based on the goals and objectives of the DENR. OPCRs/DPCRs/IPCRs are prepared based on the operation's requirements, organizational needs, services and process performance, customer satisfaction and resources needed.

In accordance with DENR SPMS Guidelines, performance planning and commitment is undertaken to determine the OPCRs/DPCRs of the various offices and divisions in the last quarter of the preceding year, which are approved by the heads of office concerned, and subsequently submitted to the Performance Management Team (PMT). The OPCRs/DPCRs are communicated in all levels, and serve as the basis for the formulation of the individual targets and commitments. The OPCRs/DPCRs are reviewed and assessed semi-annually by the PMT against the set commitments and targets.

Reference: Strategic Performance Management System Guidelines

IV. SCOPE OF THE DENR QUALITY MANAGEMENT SYSTEM

IV.1 STATEMENT OF SCOPE AND EXCLUSION

The scope of the DENR Quality Management System applies to the ***Environment and Natural Resources (ENR) Management System*** in accordance with the DENR's mandate as the primary agency responsible for the conservation, management, development and proper use of the country's environment and natural resources for the benefit of the Filipino people. This involves the utilization, licensing and regulation of natural resources including lands of the public domain, and regulation of activities related to or affecting the environment.

The ENR Management System consists of the core processes of the DENR and the services that address the DENR stakeholders and clients through Offices located at community level, provinces, regions, the Staff Bureaus, and the Central Office.

The Scope of the DENR QMS took into consideration the internal and external issues that are of concern to its implementation of the ***ENR Management System*** and addressed the needs and expectations of relevant interested parties/stakeholders as part of its compliance obligations.

The DENR Management through the Executive Committee chaired by the Secretary exercises authority and policy oversight in the implementation of the QMS and commits to the implementation of all its requirements according to ISO 9001: 2015 Standard. This commitment is expressed in the DENR Quality Policy Statement and its goals and objectives.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001
		<i>Rev.:</i>	1
DENR Quality Manual			

The primary address of the DENR is as follows:

Department of Environment and Natural Resources
Visayas Avenue, Diliman
Quezon City
PHILIPPINES

Telephone : 929-6626
Fax : 920-4301
e-mail : web@denr.gov.ph
Web : http://www.denr.gov.ph

The Quality Management System is implemented at the following offices of the DENR and includes in its scope their respective processes, functions, activities and personnel:

a. Central Office

Office	Address
1) Strategic Communications and Information Service	Visayas Ave. Diliman, Quezon City Philippines
2) Internal Audit Service	
3) Legal Affairs Service	
4) Administrative Service	
5) Financial and Management Service	
6) Human Resources Development Service	
7) Knowledge and Information Systems Service	
8) Policy and Planning Service	
9) Foreign-Assisted and Special Projects Service	

b. DENR Bureaus

1) Biodiversity Management Bureau	Ninoy Aquino Parks and Wildlife Center, Quezon City
2) Ecosystems Research and Development Bureau	College, Laguna
3) Forest Management Bureau	Visayas Avenue, Diliman, Quezon City
4) Land Management Bureau	MGB Compound, North Avenue, Quezon City

c. Field Offices (Pilot Offices)

1) DENR Region II	14 Dalan Na Pagayaya corner Angicacua, Regional Government Center, Carig Sur, Tuguegarao City
a. PENRO Isabela	Brgy. Osmeña, Ilagan City, Isabela

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

b. CENRO San Isidro	Brgy. Ramos East, San Isidro, Isabela
2) DENR Region VII	National Government Center, Sudlon, Lahug, Cebu City
a. PENRO Negros Oriental	Larena Drive, Taclobo, Dumaguete City
b. CENRO Ayungon	Tiguib, Ayungon, Negros Oriental
3) DENR Region XI	Km. 7 Lanang, Davao City
a. PENRO Davao del Norte	55 National Highway, Tagum City, Davao del Norte
b. CENRO Panabo	Brgy. Salvacion, Panabo City, Davao del Norte

d. Excluded Offices

The following offices are not covered by the DENR QMS:

- 1) Mines and Geosciences Bureau – a line bureau of the DENR which has been certified under the ISO 9001:2008 Standard;
- 2) Environmental Management Bureau – a line bureau of the DENR;
- 3) All attached agencies which has the option to implement their separate QMS for their respective services and processes.
- 4) Other Offices of the DENR that has their own respective processes which are considered ad-hoc offices.

e. Temporary Exclusion

Field Offices not covered by the pilot implementation of the DENR QMS will be included in its future expansion. As such, the QMS Manual shall be updated for that purpose to reflect their inclusion.

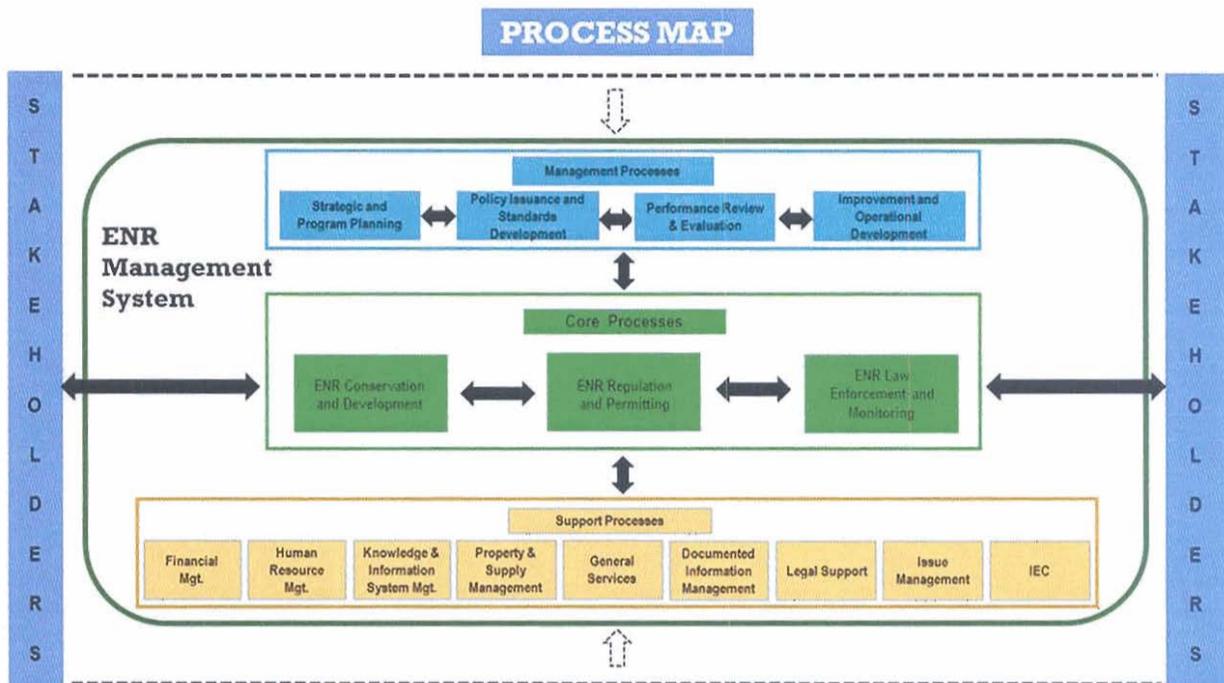
All requirements of ISO 9001:2015 Standard are applicable to the ENR Management System.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--



DENR Quality Manual

IV.2 PROCESS MAP



IV.3 PROCESSES PRODUCTS AND SERVICES

Process	Products/Services	Key Activities	Responsible Offices
Management Processes			
Strategic and Operational Planning	N/A	ENR Strategic Planning; Annual Planning	ExeCom; Responsible Office of USec and ASec; PPS
Policy Issuance and Standards Development	N/A	ENR Policy Development; Operating Standards and IRR	ExeCom; Responsible Office of USec and ASec; PPS; Concerned Offices and Bureaus; Policy Technical Working Group
	N/A	Internal Management	Responsible Usec/ASec, All concerned Services, Bureaus and Field Offices, Management Division, Records

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"



DENR Quality Manual

Process	Products/Services	Key Activities	Responsible Offices
			Management Division/Unit
	N/A	International Commitment	ExeCom; Responsible Office of USec and ASec; PPS; Concerned Offices and Bureaus
Performance Review and Evaluation	N/A	Management Review	ExeCom, Bureau ExeCom, Regional Expanded Management Committee
		Performance Management	All Offices
		Internal Quality Audit (IQA)	Internal Quality Audit Committee
		Stakeholder Satisfaction	All Offices
Improvement and Operational Development	N/A	Control of Nonconforming Outputs	ExeCom, All Offices
		Corrective Action	All Offices
Core Processes			
ENR Conservation and Development	N/A	Program and Project Development	FASPS, PPS, Bureaus and Field Offices concerned
		Program and Project Implementation	FASPS, Bureaus and Field Offices concerned
		Program and Project Monitoring and Evaluation	FASPS, PPS, Bureaus and Field Offices concerned
		Office Accomplishment Reporting	PPS
		Stakeholder Capacity-Building	Field Offices
		Formulation, Coordination And	Formulation of relevant ENR-RDE

Check the Master Document Register. Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"



DENR Quality Manual

Process	Products/Services	Key Activities	Responsible Offices
	Monitoring of ENR RDE PAPS	PAPs based from ENR-RDE framework for the RDECs	
		Clearing of proposed PAPs by RDECs	ERDB Main Office
		Coordination of relevant ENR-RDE PAPs implemented by RDECs	ERDB Main Office
		Monitoring of relevant ENR-RDE PAPs implemented by RDECs	ERDB Main Office
		Conduct of Policy Researches	ERDB Main Office
ENR Technology Transfer		Assessment of generated technology through STEEP Process at the ERDB Main Office/ RCs	ERDB Main Office; ERDB Research, Development and Extension Centers
		Packaging of generated ENR technology	ERDB Main Office; ERDB Research, Development and Extension Centers
		Promotion of packaged ENR technologies	ERDB Main Office; ERDB Research, Development and Extension Centers
Provision of Laboratory Services and Monitoring of Demonstration Areas		Provision of laboratory services in support to ENR RDE programs and projects	ERDB Main Office
		Monitoring of demonstration areas established by the	ERDB Main Office

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"



DENR Quality Manual

Process	Products/Services	Key Activities	Responsible Offices
		RDECs	
ENR Regulation and Permitting	Processing of patents tenure, lease, and occupancy permits covering public lands	Land Disposition	Secretary, concerned USec/ASec; LMB and Field Offices concerned
	Processing of tenure, lease and land-use permits covering forestlands and protected areas	Forestland Use Regulation	Secretary, concerned USec/ASec; FMB and Field Offices concerned
	Processing and issuance of operation permits and licenses	Forest Resource Utilization	Secretary, concerned USec/ASec; FMB and Field Offices concerned
		Wildlife Resource Management and Regulation	Secretary, concerned USec/ASec; BMB and Field Offices concerned
	Processing and issuance of transport permits	Forest products transport/ disposition	Secretary, concerned USec/ASec; FMB and Field Offices concerned
		Wildlife transport/ disposition	Secretary, concerned USec/ASec; BMB and Field Offices concerned
ENR Law Enforcement and Monitoring	Apprehension, seizure, confiscation of illegal forest Products and/or Machinery, Tools and Implements	Forest Law Enforcement	Field Offices; FMB; responsible USec/ASec
	Administrative Adjudication proceedings for Illegal Forest Products and/or Machinery, Tools and Implements	Administrative adjudication and filing of cases	Field Offices; FMB; responsible USec/ASec
	Seizure,	Wildlife Law	Field Offices; BMB;

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"



DENR Quality Manual

Process	Products/Services	Key Activities	Responsible Offices
	confiscation of wildlife specimens and apprehension of law violators, case filing and prosecution	Enforcement	responsible USec/ASec
	Monitoring of compliance	Tenure compliance monitoring	Field Offices; LMB; FMB; BMB; responsible USec/ASec
		Monitoring, surveillance, inspection and control of illegal activities related to forestry, biodiversity and lands	Field Offices; LMB; FMB; BMB; responsible USec/ASec
		Protected area monitoring	Field Offices; BMB
Support Processes			
Financial Management	N/A	Budgeting	Financial Management Services and its counterparts in the Bureaus and Field Offices
		Accounting	
		Financial Performance Reporting	
Human Resource Management	N/A	Recruitment, Selection and Placement	HRDS and its counterparts in the Bureaus and Field Offices
		Learning and Development	
		Rewards and Recognition	Personnel Division
		Grievance Resolution	Personnel Division
Knowledge and Information Systems Management	N/A	Network Infrastructure Management	KISS and its counterparts in the Bureaus and Field Offices
		System Development and Management	
		Statistical Data Resource Management	
Property and Supply	N/A	Procurement Management	Property and Supply Management

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"



DENR Quality Manual

Process	Products/Services	Key Activities	Responsible Offices
Management General Services N/A	N/A	Supply Management	Division and its Counterpart in Bureaus and Field Offices, BAC at various offices
		Property Management	
		Inspection and Pre-acceptance and End-User Acceptance	
		Infrastructure and Building Management	GSD and its counterparts in the Bureaus and Field Offices
		Fleet Management	GSD and its counterparts in the Bureaus and Field Offices
		Management of Work Environment	GSD and its counterparts in the Bureaus and Field Offices
Documented Information Management	N/A	Cash Management	GSD and its counterparts in the Bureaus and Field Offices
		Records Management	RMD and its Counterpart in All Offices
		Control of Documents	All process owners
Legal Support	N/A	Control of Records	All process owners
		Drafting of Decision/Resolution of Land Claims and Conflicts and other ENR Appealed Cases in the exercise of the Secretary's quasi-judicial functions	Legal Service and its Counterparts in Field Offices and Bureaus
		Legal Representation in Court Cases	
		Handling Administrative Disciplinary Cases of DENR Personnel	
Rendering of Legal Opinion and Review of MOA, MOU,			

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"

Process	Products/Services	Key Activities	Responsible Offices
		Contracts or other related instruments Alternative Dispute Resolution	
Issue Management	N/A	Issue Resolution	SCIS/Field offices concerned
Information, Education and Communication	N/A	Development and Dissemination of IEC Materials	SCIS; Regional Public Affairs Offices (RPAOs)
		Handling request for media interviews	SCIS; RPAOs
		Social Mobilization	SCIS; All Bureaus and Field Offices

V. MANAGEMENT PROCESSES

V.1 STRATEGIC AND OPERATIONAL PLANNING

The DENR prepares long, medium, and annual plans in accordance with its mandate. These are assessed and updated based on the existing condition, emerging issues, international commitments, and national development agenda of the country's environment and natural resources.

The ENR Framework Plan contains the long term plan of the Department, which serves as the basis in the formulation of the ENR Chapter of the Philippine Development Plan (PDP). The PDP is the blueprint for development that defines, among others, the strategic and target outcomes and outputs, priorities and directions, measurable indicators and levels desired for the environment and natural resources.

The Department's programs and projects are developed, prioritized and screened based on the targets and priorities espoused in the ENR Framework Plan, Philippine Development Plan, Sustainable Development Goals, local development plans and sectoral plans.

Budget call is issued by the DBM to all government agencies to prepare their budget proposal. A three-year (3) Forward Estimate (FE) is prepared and updated annually by the Regional Offices based on the Regional Development Plans (RDPs) and PDP targets, Department's priorities and accomplishments of the previous year. The FE target is then translated into an annual Budget Proposal. Regions, Bureaus and attached agencies proposal is analyzed and reviewed by the Planning and Programming Division in coordination with the Budget Division and prepare the priority programs for possible increased on budget based on criteria set (i.e., utilization rate, absorptive capacity, relevance and responsive to PDP targets and implementation ready). The budget proposal is

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

presented to the Executive Committee Meeting (EXECOM) and is scrutinized by the management before submission to the DBM for funding consideration.

The DBM assesses and deliberates the proposal to determine what will be included under Tier 1 budget of the Department (Technical Budget Hearing is conducted). The DENR can recommend additional budget proposal under Tier 2 provided justification for the increase were properly defended. The DBM issues a memorandum to the Department's budget for next year for confirmation by the DENR and later included in the National Expenditure Program (NEP). Once finalized, the NEP is submitted to the Congress of the Philippines for deliberation and legislation as General Appropriations Bill (GAB). This in turn is endorsed to the President of the Philippines for enactment of the General Appropriations Act (GAA).

The Department's annual targets and budget for the current year shall be based on the GAA. All offices prepare their respective Work and Financial Plans (WFPs) based on the Department's Operational Guidelines on the Preparation of Work and Financial Plan or the planning guidelines. These WFPs are the bases in crafting the Office Performance Commitment Review (OPCR), Division Performance Commitment Review (DPCR) and Individual Performance Commitment Review (IPCR).

- References:
- ENR Framework Plan
 - Philippine Development Plan
 - National Expenditure Program (NEP)
 - General Appropriations Act (GAA)
 - Planning Guidelines
 - Work and Financial Plans (WFPs)

V.2 POLICY ISSUANCE AND STANDARDS DEVELOPMENT

V.2.1 POLICY ISSUANCE AND STANDARDS DEVELOPMENT

The DENR's policy formulation process and the organizations tasked to operate it, as mandated by DAO No. 09 Series of 2016 (Revised Guidelines on the Policy Development System (PDS) of the DENR) are well in place. The policy formulation and review processes are part of the Central Office's functions that it shares with DENR bureaus, attached agencies, and field offices.

The policy issues or proposals come from DENR regional or field offices, bureaus, attached agencies and other offices, the Office of the President, other government departments and agencies, CSOs and NGOs. These may also come from the results of the review of existing policies, plans, and programs and outputs of ENR researches.

At the regional/field level, policy issues will emanate from the Office of the Assistant Regional Director (ARD) for Technical Services. The bureaus, through their respective sectoral Policy Formulation Groups (PFGs), initiate the formulation of policy proposals, which will then be subjected to review by the Policy Review Committee (PRC). The draft policies undergo stakeholders' consultation and review of related legal issuances and policies.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

The draft policies shall be endorsed by the concerned bureau directors to the Office of the Undersecretary for Policy Planning and International Affairs (PPIA) for review of the Policy Technical Working Group (PTWG). The PTWG, composed of officials and senior technical staff representing the major units or offices of DENR Central Office and the line and staff bureaus, acts as the central clearing house for all proposed DENR policies.

The Undersecretary for PPIA refers the draft policies to the Policy and Planning Service- Policy Studies Division (PPS-PSD), which serves as PTWG Secretariat, to convene the PTWG for review, discussion, and policy recommendation for the approval or revision of the proposed policies. The draft policies are returned to the proponent (DENR Bureau or Office) by the Secretariat for concurrence or further discussion and enhancement. If there is no need for modification, these are then returned to PPS-PSD for final processing and review. The draft policies are vetted by all the bureau directors within specified timeline for their submission of comments/concurrence.

Once finalized, the draft policies are endorsed by the Undersecretary for PPIA to the Office of the Head of Executive Assistant (HEA) for presentation to the Undersecretaries and Assistant Secretaries Meeting. If there are additional comments and clarifications, the proposed policies are returned to the proponent through proper channel or protocol. If there are no further comments and/or modifications, these are then endorsed to the Office of the Secretary for presentation to DENR Execom.

Once the policies are approved by DENR Execom, these are submitted to the Secretary for approval. The Office of the Secretary barcodes the approved policies and the Records Management and Documentation Division (RMDD) numbers the same. The PPS-PSD provides electronic copies to SCIS for publication. Once published, RMDD uploads these in the official DENR website to be accessed by all stakeholders. Policy monitoring and evaluation will be conducted after the implementation of approved policy to assess its effectivity at the field level.

- References:
- DAO 2017-01: Errata to DAO 2016-07
 - DAO 2016-09: Revised Guidelines on the Policy Development System (PDS) of the DENR
 - DAO 2016-07: DENR Manual of Authorities on Technical Matters
 - DAO 2014-03: DENR Manual of Authorities on Human Resources Development and Administrative Matters
 - DAO 2005-22: DENR Manual of Style
 - DAO 1992-31: Guidelines on Organization and Functions of Policy Units

V.2.2 Internal Management

Internal policies, particularly related to finance and administration, are issued to ensure internal controls and effective use of the resources of the DENR. Internal policies include:

- a. Policies, guidelines, rules and regulations, manuals, standards pertaining to financial and administrative matters in memorandum, communication letter, Department Administrative Order, Special Order, Memorandum Circular and Memorandum Order format;

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

- b. Standard Operating Procedures – Process Flow; and
- c. Flowcharts, Forms and Charts.

References: DENR issued Orders/Policies/Rules and Regulations
 Malacañang Administrative Orders
 DBM Circulars
 COA Circulars, Audit Reports
 General Appropriations Act
 Civil Service Commission Orders/Circulars
 Applicable laws, rules and regulations and guidelines issued by Oversight Agencies

V.2.3 INTERNATIONAL COMMITMENT

The DENR has been at the forefront of fulfilling the country’s commitment in international environmental and natural resources management agreements. This mandate was derived by virtue of Executive Order No. 192 re: “Providing for the Reorganization of the Department of Environment, Energy and Natural Resources and Renaming it as the Department of Environment and Natural Resources, and for Other Purposes,” Executive Order No. 459 entitled, “Providing for the Guidelines in the Negotiation of International Agreements and its Ratification”, Administrative Order No. 20, s. 2011 entitled, “Reorganizing and Renaming the Philippine Council on ASEAN and APEC Cooperation into the Philippine Council for Regional Cooperation”, DENR Administrative Order (DAO) No. 1, series of 1988 entitled, Implementing Guidelines for the Reorganization of the Department of Environment and Natural Resources Pursuant to Executive order No. 192”, DAO No. 2009-18 ,entitled “ Transfer of International Affairs Functions to the Planning and Policy Studies Office (PPSO)”, and DAO No. 2016-09 entitled, “Revised Guidelines on the Policy Development System of the DENR”.

The process flow on the formulation of proposed DENR inputs to the Philippine positions and concurrences emanates from the request of DFA/DTI/NEDA for comments/inputs on Philippine position and concurrence to International Commitments particularly as regards to agreements with the World Trade Organization, ASEAN, APEC, U. N. Environment Program (UNEP) etc. Said requests when received by the Office of the Undersecretary for Policy, Planning and International Affairs in hard copy or electronic means are forwarded to the Office of the Assistant Secretary for Policy and Planning/Office of the Director for Policy and Planning Service for their appropriate action. The comments/inputs from concerned bureaus and attached agencies are then solicited by the Policy Studies Division with a corresponding timeline on the submission of comments/inputs. The submitted comments/inputs will be reviewed, consolidated, and endorsed by the Policy Studies Division. The Office of the Undersecretary for Policy, Planning and International Affairs shall then endorse the said comments/inputs to the Office of the Secretary for his signature (whenever necessary) and transmitted to DFA/DTI/NEDA.

On the other hand, reports on the agreements reached during the attendance to international conferences by official DENR representatives are reviewed and monitored by PSD and report submitted to DFA/DTI/NEDA as requested.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR’s official document stamps are considered “Uncontrolled”
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

- References:
- DENR Administrative Order (DAO) No. 1, series of 1988 entitled, "Implementing Guidelines for the Reorganization of the Department of Environment and Natural Resources Pursuant to Executive Order No. 192"
 - DAO No. 2009-18 entitled, "Transfer of International Affairs Functions to the Planning and Policy Studies Office (PPSO)"
 - DAO No. 2016-09 entitled, "Revised Guidelines on the Policy Development System of the DENR"
 - Executive Order No. 459 entitled, "Providing for the Guidelines in the Negotiation of International Agreements and its Ratification"
 - Administrative Order No. 20, s. 2011 entitled, "Reorganizing and Renaming the Philippine Council on ASEAN and APEC Cooperation into the Philippine Council for Regional Cooperation"
 - Republic Act 6969: Toxic Substances and Hazardous and Nuclear Wastes Control Act of 1990
 - Republic Act 8749: Clean Air Act of 1999
 - Republic Act 9003: Solid Waste Management Act of 2000
 - Republic Act 9275: Philippine Clean Water Act Of 2004
 - DAO No. 2010-06 entitled, "Guidelines on the Use of Alternative Fuels and Raw Materials in Cement Kilns"
 - DAO No. 1992-29 entitled, "Implementing Rules and Regulations of Republic Act 6969"
 - DAO No. 1994-28 entitled, "Interim guidelines for the importation of recyclable materials containing hazardous substances"
 - DAO No. 1997-28 entitled, "Amending Annex A of DAO 28 Series of 1994 Interim Guidelines for the Importation of Recyclable Materials Containing Hazardous Substances"
 - DAO No. 2004-36 entitled, "Procedural Manual Title III of DAO 92-29 "Hazardous Waste Management" DENR AO – Series of 2004"
 - DAO No. 2004-15 entitled, "Establishing the list of Terrestrial threatened species and their categories, and the list of other wildlife species pursuant to Republic Act No. 9147, otherwise known as the wildlife resources conservation and protection act of 2001"
 - DAO No. 1997-33 entitled, "Guidelines on the Issuances of Permit for the Collection and Transport of Biological Specimens from Protected Areas for Use by DENR Biodiversity Conservation Programs/Projects"
 - DAO No. 2008-18 entitled, "Amending Section 8 of DENR Administrative Order No. 200 445"
 - DAO No. 2009-01 entitled, "Guidelines in Establishing the Wild Fauna Marking and Identification System"
 - DAO No. 2002-19 entitled, "Guidelines on the Trade of Captive-Bred Butterfly Specimens"
 - DAO No. 2012-01 entitled, "Declaring Malasi Tree Park and Wildlife Sanctuary as Critical Habitat for Waterbird Species"
 - DAO No. 1997-38 entitled, "Chemical Control Order for Mercury and Mercury Compounds"
 - Joint DENR-DOH Administrative Order No. 2005-02 entitled, "Policies and Guidelines on Effective and Proper Handling, Collection, Transport, Treatment, Storage, and Disposal of Health Care Wastes"
 - DAO No. 2013-22 entitled, "Revised Procedures and Standards for the Management of Hazardous Wastes"

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001
		<i>Rev.:</i>	1
DENR Quality Manual			

- DAO No. 2000-81 entitled, "Implementing Rules and Regulations for RA 8749"
- DAO No. 2001-34 entitled, "Implementing Rules and Regulations of Republic Act 9003"
- DAO No. 2005-10 entitled, "Implementing Rules and Regulations for RA 9275"
- DAO No. 1990-34 entitled, "Revised Water Usage and Classification"
- DAO No. 1990-35 entitled, "Revised Effluent Regulations of 1990"
- DAO No. 2015-03 entitled, "Revised Implementing Rules and Regulations of RA 7076"
- DAO No. 1997-30 entitled, "Small Scale Mine Safety Rules and Regulations"
- DAO No. 2013-22 entitled, "Revised Procedures and Standards for the Management of Hazardous Wastes (Revising DAO 2004-36)"
- DAO No. 2004-01 entitled, "Chemical Control Order (CCO) for Polychlorinated Biphenyls (PCBs)"
- DAO No. 1998-63 entitled, "Guidelines for the Designation of DENR Recognized Environmental Laboratories"
- DAO No. 2013-24 entitled, "Chemical Control Order (CCO) for Lead and Lead Compounds"
- DAO No. 1997-38 entitled, "Chemical Control Order for Mercury and Mercury Compounds"
- DAO No. 2002-02 entitled, "Establishment and Management of Community-Based Program in Protected Areas"
- DAO No. 2005-17 entitled, "Rules and Regulations Governing the Implementation of Executive Order No. 320, s. 2004"
- DAO No. 2015-04 entitled, "Implementation of Vehicle Emission Limits for Euro 4/IV, and in-Use Vehicle Emission Standards"
- DAO No. 2009-04 entitled, "Creation of the Climate Change Office under the Office of the Secretary – EMB Climate Change Division – Laws and Policies"

V.3 IMPROVEMENT AND OPERATIONAL DEVELOPMENT

V.3.1 Control of Nonconforming Outputs

The DENR recognizes that nonconformities may occur within any phase of the provision of products/services. The DENR establishes and maintains a documented procedure to identify, control, and prevent unintended use or delivery of nonconforming products or services. When nonconforming services are corrected, they are reviewed in accordance with applicable documented procedures/standards.

Reference: Procedure on Nonconformity and Corrective Action

V.3.2 Corrective Action

The DENR implements corrective actions that are identified from the cause analysis of nonconformities and improvement opportunities. Corrective actions are taken to eliminate the causes of nonconformity, such as those from nonconforming products/services, audit findings, and customer complaints. These are recorded and validated to ensure that they are implemented accordingly and to evaluate their effectivity in preventing the recurrence of the nonconformities.

Check the Master Document Register. Verify that this is the current version before use	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
---	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001
		<i>Rev.:</i>	1
DENR Quality Manual			

Reference: Procedure on Nonconformity and Corrective Action

V.4 PERFORMANCE EVALUATION

V.4.1 Management Review

Management review is conducted to determine continued suitability of the Department's QMS in satisfying the organization's requirements, compliance to statutory and regulatory requirements, and conformity to ISO 9001 standards. The review includes input from:

- a. Matters arising from the previous management review;
- b. Results of audits, internal and external;
- c. Stakeholders, clients, and/or citizens feedback;
- d. Status of conformities of services and process' performance, vis-à-vis plans;
- e. Status of corrective actions;
- f. Changes affecting the quality management system; and,
- g. Actions taken on recommendations for improvement.

Different levels of the DENR conduct regular meetings to discuss these inputs.

Office Level	Title of Meeting	Presiding Officer	Attendees
Central Office	Executive Committee	Secretary	Undersecretaries, Assistant Secretaries, Service Directors, Bureau Directors, Head of Attached Agencies, the HEAd Executive Assistant, Directors of AdHoc Offices and representative of the employees union
Bureau	Executive Committee	Bureau Director	Assistant Director, Division Chiefs and concerned officers For ERDB, includes Research Centers Head
Region Office	Expanded Management Conference (ManCon)	Regional Executive Director	Assistant Regional Directors, Division Chiefs of the Regional Office, PENROs, CENROs

Output from the management review includes, but not limited to, any decisions and actions related to: improvement of the effectiveness of the QMS and its processes; improvement of services related to client needs; and resource needs.

Reference: Procedure on Management Review

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001
		<i>Rev.:</i>	1
DENR Quality Manual			

V.4.2 Performance Management

Harnessing the talents and skills of individuals within an organization toward the achievement of its mandate is hinged on the integration of individual accomplishments to the overall objectives of the agency.

The DENR Strategic Performance Management System (SPMS) institutionalized a system that continually fosters the improvement of individual employee efficiency and organizational effectiveness. Individual targets are aligned to the strategic thrusts of the agency and are, thus, linked to the various direct and indirect services of the DENR to its clients and stakeholders. SPMS reinforces a culture of performance and accountability by giving emphasis to measures of performance results that are criterion-referenced, tangible and verifiable. The system links performance to other HR processes such as promotion, rewards and recognition, and administrative discipline.

SPMS follows a four-stage cycle, in this order: 1) Performance Planning and Commitment; 2) Performance Monitoring and Coaching; 3) Performance Review and Evaluation; and 4) Performance Rewarding and Development Planning. A Performance Management Team is primarily responsible for the implementation of the system, supported by the planning and human resource groups.

References: DENR Strategic Performance Management System
CSC Memorandum Circular No. 6, series of 2012 - Guidelines in the Establishment and Implementation of Agency Strategic Performance Management System (SPMS)

V.4.3 Internal Quality Audit (IQA)

In order to determine the conformity of the Department's Quality Management System to its own requirements, legal obligations and those of ISO 9001:2015, Internal Quality Audit (IQA) is conducted on audit areas identified in the audit plan. The audit is done through site validation, document review, and ocular inspection/interviews. Results of the audits are recorded and reported in accordance to the documented procedure for internal quality audit to determine if the system is effectively implemented and maintained.

Reference: Procedure on Internal Quality Audit

V.4.4 Stakeholder Satisfaction

Stakeholder satisfaction cuts across all DENR processes. The stakeholder feedback process is a critical part of the Department's drive for continual improvement of its QMS). Feedback is collected using a client satisfaction survey form, readily available at the Public Assistance Complaints Desk (PACD). This feedback mechanism include gathering of positive and negative impressions on the provision of products/services, as well as an open ended clause to encourage suggestions and comments from clients. The feedback is summarized and reported on a regular basis to measure the degree of satisfaction of DENR's clientele and collect suggestions on how to provide better customer service to its stakeholders.

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES		<i>Document Code:</i>	CO.QMS.M.001
			<i>Rev.:</i>	1
			<i>Issue Date:</i>	Dec 14, 2018
DENR Quality Manual				

References: Public Assistance Unit: an Overview, Public Affairs Office
DENR Special Order No. 2010-12 (Creation of the Public Assistance Unit)

VI. CORE PROCESSES

VI.1 ENR CONSERVATION AND DEVELOPMENT

VI.1.1 Program and Project Development

DENR, through the Foreign-Assisted and Special Projects Service, develops projects to support its priority program thrusts and address critical issues or anticipated needs in the ENR sector. Project Development involves the process of packaging and evaluation of project proposals that needs funding support. Financing gaps for Official Development Assistance (multilateral and bilateral), Non-ODA assistance (GEF, GCF, etc.) and Locally-funded Special Projects are identified for consideration in future project design with Planning and Policy Service. For programs under the regular funds, these are identified and developed during the sectoral planning mentioned in Section V.1.

References: Republic Act No. 8182 (Official Development Assistance Act of 1996)
Procedure on Project Development

VI.1.2 Implementation of Programs/Projects/Activities

The implementation of programs, projects and activities is guided by sectoral or master plans of the sectors, such as the Updated and Climate Resilient Master Plan for Forestry Development and Protected Area Master Plan. Targets identified in the master plan are included in the Philippine Development Plan. Corresponding activities are translated into a three year forward estimate. These activities are operationalized in the field offices based on the approved annual work and financial plan.

References: Updated and Climate Resilient Master Plan for Forestry Development
Protected Area Master Plan
Forward Estimates
Annual Work and Financial Plan
PD 705 and related forestry rules and regulations
Republic Act No. 7586 (National Integrated Protected Area System) and
its Implementing Rules and Regulations

VI.1.3 Program and Project Monitoring and Evaluation

The DENR monitoring and evaluation (M & E) of programs and projects serve as a systematic process for tracking and analysing the efficiency of the service mechanisms and evaluating the effectiveness and impact of programs and projects to stakeholders, individuals and communities. It is also a mechanism for measuring the achievement of the

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	---

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

outcome of the programs and projects in terms of its effect to the environment and natural resources.

The primary objective of the M & E for programs is not only to document what happened in the program implementation, rather, to explain it, along with what may happen in the future if no necessary changes in policies, programs and projects of the organization will be effected. Also, the M & E System is a critical support to the planning function of management, one which will facilitate decision making and continuous improvement.

Project monitoring and evaluation is part of the management process for improving the planning, operations and management of foreign-assisted and special projects. This process is also intended to aid future planning, programming and decision-making. Monitoring is being done to determine the progress of project activities starting from project mobilization to project closure, with respect to the Project's plan and results framework. On the other hand, evaluation involves the process of determining systematically and objectively the relevance, efficiency, effectiveness, sustainability and impact of activities in the light of the project objectives.

- References:
- DENR Monitoring and Evaluation Operations Manual
 - NEDA Official Development Assistance Act (ODA) of 1996
 - Integrated Environmental Management for Sustainable Development Programme
 - Guidebook on Project Cycle Management for Sustainable Development, 1998, Guidelines on the preparation of Quarterly Project Status Report (DENR-FASPS Memorandum, May 13, 2011)
 - Property, Plant and Equipment Report (PSMD Form or Donor Template)
 - FASPO Project Officer's Manual on Monitoring and Evaluation (2003)
 - EO 192, Reorganization of the DENR
 - DAO No. 1, series of 1989

VI.1.4 Office Accomplishment Reporting

The Accomplishment Reporting under the DENR Progress Monitoring and Evaluation (M&E) System of all Programs, Projects and Activities is guided by appropriate policies based on Standard Monitoring System. The DENR M & E System serves as a mechanism and scheme designed to track progress of relevant and responsive environment and natural resources plans, programs and activities.

Once the WFPs are approved and implemented, the concerned offices submit reports to the USec for Planning and Policy thru the Director for Planning and Policy Service (PPS). The PPS Director thru the Program Monitoring and Evaluation Division (PMED) reviews the submitted reports, monitors the progress of WFPs implementation, and prepares accomplishment reports for submission to the management. With the WFP approval, the Office Performance Commitment Review (OPCR) should be prepared and submitted by respective offices. The targets committed in the OPCR are also endorsed for approval by the Performance Management Team (PMT). Then, OPCR accomplishments are also submitted and corresponding performance rating is processed for evaluation and approval by the PMT.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001
		<i>Rev.:</i>	1
DENR Quality Manual			

As the monitoring arm of the Department for the plans, programs and activities, the PMED coordinates and tracks the progress of performance central office units, bureaus, attached agencies, and field operations of the Department in accordance with priority areas and work plan; review and validate the accomplishments of program/project and activities of various units and sector according to technical feasibility, administrative expediency, other generally accepted criteria for development management; evaluate and assess periodically and objectively assess its implications for aggregate and strategic planning and improvement of operation.

The DENR Progress M and E ensures that the operational efficiency of DENR units in delivering the outputs of programs and projects and activities. Specifically, Progress M and E measures physical progress against plans and work schedules, and financial progress against cash flow and budget allocations. It is also a mechanism established to assess the quality of outputs delivered, provide early warning signs for implementation problems, and to identify external factors affecting delivery of outputs. Progress monitoring includes monthly status reporting, quarterly assessments and annual implementation review. Evaluation findings are used to adjust and/or improve the operation and plans.

The PMED shall also conduct validation of accomplishment reports as necessary to ensure validity, veracity and accuracy of the reported accomplishments. The validation also serve as mechanism to provide feedback for strategic planning, operation and policy enhancement and decision making. The results of validation serve as input to OPCR rating and ranking, performance of targets, and PBB performance rating and ranking.

The reported accomplishments on programs/project/activities are regularly validated by the PPS thru PMED, in collaboration with the Bureaus, employing various methods such as review of documents/Means of Verification (MOVs), field inspections, formal and informal surveys, focus group discussions, and key informant interviews. Validation reports are submitted to the management to aid in strategic planning, operational efficiency including policy formulation and decision-making.

- References:
- Memorandum dated March 10, 2016 signed by Undersecretary for Planning and Policy Re: Instruction to all Heads of Central Office units to submit monthly accomplishment report
 - Memorandum dated April 7, 2015 signed by Director for Planning and Policy Re: Submission of Monthly Accomplishment Report
 - Memorandum dated March 26, 2015 by Director for Planning and Policy Re: Submission of Accomplishment Report
 - Performance Monitoring Information System (PPMIS) on system of performance monitoring for DENR
 - DENR Monitoring and Evaluation Operations Manual, 2010
 - General Appropriations Act
 - Planning Guidelines
 - PBIS PBB Guidelines, 2012, 2013, 2014, 2015, 2016, 2017, 2018
 - National Budget Circular(NBC) on submission of reports (issued annually)
 - Monthly Accomplishment Reports Generated
 - Quarterly Accomplishment Report or the Physical Budget Accountability Report
 - DENR Monthly Performance Reports on Major Programs
 - DENR Consolidated Monthly Accomplishment Reports

Check the Master Document Register. Verify that this is the current version before use	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
---	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

DENR Annual Report
 Department Administrative Order No. 2004-20 (Amendments to DAO No. 99-38 Entitled "Revision of the SOP for Performance Monitoring prescribed under DAO 33, Series of 1992)
 Department Administrative Order No. 99 2004-20 (Revision of SOP for Performance Monitoring Prescribed Under DAO 33, Series of 1992)
 Administrative Order No. 33, Series of 1992 (Manual for Performance Monitoring of DENR Programs and Projects)
 DAO No. 62, Series of 1989 (Prescribing a Standard Monitoring system for All DENR Programs, Projects and Activities)

VI.1.5 Stakeholder Capacity-Building

Recognizing the importance of building partnership, networking and alliance with the stakeholders in pursuing the mandate of the DENR in protecting, conserving and managing the environment and natural resources, the DENR provides capability building and technical assistance activities to equip the stakeholders with the necessary knowledge in planning, implementing, monitoring and communicating a project to achieve its sustainability. The capability building and technical assistance activities may be in a form of training, seminar, orientation, project briefing, project forum or dialogue, and project planning, implementation and monitoring.

Involving the stakeholders in implementing a DENR project through providing technical assistance and capability building activities allow the identification of needs and develop responsive measures to meet these needs in implementing an ENR project as the stakeholders themselves are part of the project as it cultivates the concept of shared responsibility. This is also an opportunity to share information and opportunities for the local communities that they stand to benefit the project when it is effectively and efficiently executed as it tries to ensure sustainability. This will also promote empowerment of the stakeholders through their active involvement in the participation process and the opportunity to develop their knowledge, skills, appreciation and resources needed to assist in shaping the project while raising awareness amongst stakeholders regarding their roles and responsibilities.

In particular, the DENR works with the local government units (LGUs) to assist municipal and city LGUs in preparing and implementing governance-enhanced forest land use plans (FLUPs) that promotes the practice of transparency, accountability and participatory decision-making (TAP) in formulating the said plan.

Foremost in enhanced National Greening Program's (ENGP's) objectives is to provide opportunities for communities to develop social enterprises to produce sustainable livelihood and optimize benefits, and encourage local government units, organized upland communities in the development of forest plantations including forest parks.

Moreover, the DENR gets to partner with the local government units, national government agencies and other stakeholders in pursuing integrated coastal management as a dynamic process of planning and management involving stakeholders and requiring the analysis of the environmental and socioeconomic implications of development, the

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

ecosystem processes, and the interrelationships among land-based and marine-related activities across jurisdictions.

- References: Executive Order No. 318, series of 2004 (Promoting sustainable forest management in the Philippines)
 Executive Order No. 533, series of 2006 (Adopting integrated coastal management as a national strategy to ensure the sustainable development of the country's coastal and marine environment and resources and establishing supporting mechanisms for its implementation)
 Executive Order No. 193, series of 2015 (Expanding the coverage of the national greening program)
 DAO 2016-16 dated 17 October 2017 (Guidelines for the implementation of the coastal and marine ecosystem management program (CMEMP))

VI.1.6 Formulation of relevant ENR-RDE PAPs based from ENR-RDE framework for the RDECs

Research, Development and Extension (RDE) plans and programs, activities and projects RDE PAPs of the six (6) Research, Development and Extension Centers (RDECs) undergo review at ERDB Main Office through the Technical Divisions i.e. Forest Ecosystem Research Division (FERD), Coastal Zone and Freshwater Research Division (CZFERD), and Urban Ecosystem Research Division (UERD). This will ensure direction in the implementation of RDE PAPs by the different RDECs whose processes directly affect the quality of services provided to its clients.

- References: Executive Order No. 192 (Providing for the reorganization of the department of environment, energy and natural resources; renaming it as the department of environment and natural resources and for other purposes)
 DENR Administrative Order No. 96-27 (Amending Department Administrative Order No. 44 Series of 1990)

VI.1.7 Clearing of proposed PAPs by RDECs

The Technical Division reviews the submitted proposed RDE PAPs by RDECs. Proposal that passed the clearing procedure of the Technical Division is forwarded to ETRB for detailed review. For technology generated by RDECs for transfer to clientele, the technical division reviews and determines whether the generated technology that can be translated into policies of the DENR.

- References: Executive Order No. 192 (Providing for the reorganization of the department of environment, energy and natural resources; renaming it as the department of environment and natural resources and for other purposes)
 DENR Administrative Order No. 96-27 (Amending Department Administrative Order No. 44 Series of 1990)

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES		<i>Document Code:</i>	CO.QMS.M.001
			<i>Rev.:</i>	1
			<i>Issue Date:</i>	Dec 14, 2018
DENR Quality Manual				

VI.1.8 Coordination of relevant ENR-RDE PAPs implemented by RDECs

The Technical Division coordinates the implementation of ENR-RDE PAPs of RDECs. To ensure that all RDE projects are implemented by RDECs, proper and effective coordination necessary is established in order to address identified gaps like distribution of information related to ENR-RDE PAPs. A systematic process is formulated that will create accountability within the Technical Division and improve coordination.

References: Executive Order No. 192 (Providing for the reorganization of the department of environment, energy and natural resources; renaming it as the department of environment and natural resources and for other purposes)
DENR Administrative Order No. 96-27 (Amending Department Administrative Order No. 44 Series of 1990)

VI.1.9 Monitoring of relevant ENR-RDE PAPs implemented by RDECs

The technical personnel of the Technical Division conducts periodic monitoring of ENR-RDE PAPs being implemented by RDECs to track progress of work and determine accomplishments vis-a-vis targets on a given period of time.

References: Executive Order No. 192 (Providing for the reorganization of the department of environment, energy and natural resources; renaming it as the department of environment and natural resources and for other purposes)
DENR Administrative Order No. 96-27 (Amending Department Administrative Order No. 44 Series of 1990)

VI.1.10 Conduct of Policy Researches

The Technical Divisions conducts policy researches as part of the clearing house function, the expected output of which are draft policy amendments, or formulation of new policies attuned to the present times.

References: EO 366 (Rationalization Plan)
ERDB Memorandum Order No. 3 Series of 2018

VI.1.11 Conceptualization of programs and projects based on ENR-RDE Framework

This involves the identification, and review of ENR policy and management directions and issues and problems that can be addressed with RDE Programs/ projects.

References: Executive Order No. 192 (Providing for the reorganization of the department of environment, energy and natural resources; renaming it as the department of environment and natural resources and for other purposes)
DENR Administrative Order No. 96-27 (Amending Department Administrative Order No. 44 Series of 1990)

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

VI.1.12 Implementation of approved ENR-RDE PAPs

This includes implementation of approved proposals, periodic preparation and submission of progress reports until the preparation of completion reports, drafting of related policy instrument(s), and preparation of IEC materials for dissemination, preparation of publishable materials out of the completed PAPs.

References: Executive Order No. 192 (Providing for the reorganization of the department of environment, energy and natural resources; renaming it as the department of environment and natural resources and for other purposes)
DENR Administrative Order No. 96-27 (Amending Department Administrative Order No. 44 Series of 1990)

VI.1.13 Assessment of generated technology

The ENR technologies generated from the management and operations of Environment and Natural Resources (ENR) Research, Development and Extension (RDE) plans and programs, activities and projects (PAPs) of the DENR through ERDB's Main Office and Research Centers (RCs) is assessed through STEEP process (Social acceptability, Technical feasibility, Environmental soundness, Economic viability and Political sensitivity) at the ERDB Main Office and its Research Centers (RCs).

All generated technologies is subjected to STEEP process and must pass all the criteria. If the candidate technology fails in any of the criteria, it will be identified as information, protocol (process) or service. An ad hoc body of Technical Experts conducts assessment of specific technologies. The Technology Assessment Team (TAT) works with the Technology Transfer Division (TTD) in determining whether the candidate technology is ready for packaging and dissemination.

References: Executive Order No. 192 (Providing for the reorganization of the department of environment, energy and natural resources; renaming it as the department of environment and natural resources and for other purposes)
ERDB Memorandum Circular No. 01, series of 2014
DENR Administrative Order No. 96-27 (Amending Department Administrative Order No. 44 Series of 1990)

VI.1.14 Packaging of generated ENR technology

The TTD-Technology Assessment and Packaging Section (TAPS) checks the completeness of the STEEP Report. A Package of Technology (POT) includes among others, description of the technical, social, financial/economic, environmental and political dimension of the technology. This is supported by pictures, illustrations, flowcharts, and other documents that are useful for the appreciation of clients and in the evaluation process.

References: Executive Order No. 192 (Providing for the reorganization of the department of environment, energy and natural resources; renaming it as the department of environment and natural resources and for other purposes)
DENR Administrative Order No. 96-27 (Amending Department Administrative

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

Order No. 44 Series of 1990)

VI.1.15 Promotion of packaged ENR

ERDB Main Office and its RCs prepares a communication plan e.g. IEC to disseminate the technology to its target clients/end-users. Specifically, TTD takes the lead in the promotion of technologies in collaboration with the technical staff of ERDB Main Office and RCs.

If the technology is classified as an information, TTD-Technology Promotion, Monitoring, Evaluation and Extension Section (TPMEES) identifies the appropriate IEC materials that will be disseminated (e.g., technical or semi-technical publication, press releases, AV presentations, exhibit, etc.). If the technology is either a product, process, or service, TTD-TPMEES undertakes capacity building activities (e.g. trainings, fora).

References: Executive Order No. 192 (Providing for the reorganization of the department of environment, energy and natural resources; renaming it as the department of environment and natural resources and for other purposes)
DENR Administrative Order No. 96-27 (Amending Department Administrative Order No. 44 Series of 1990)

VI.1.16 Provision of laboratory services in support to ENR RDE programs and projects

The Laboratory and Experimental Division (LESD) provides laboratory services to clients based on referrals from the Office of the Director for outside clients and based from the requests from the ERDB technical divisions and Research Centers for internal clients.

The requests outside of ERDB are processed by the laboratory in-charge within a specified period of time depending on the volume of the samples submitted for soil analysis. The clients are also advised on the amount to be paid for the requested laboratory analysis. Assistance to clients is provided for the identification of the forest tree species by comparing the samples with the available herbarium specimens. LESD also provides assistance to internal clients for soil analysis.

References: Executive Order No. 192 (Providing for the reorganization of the department of environment, energy and natural resources; renaming it as the department of environment and natural resources and for other purposes)
DENR Administrative Order No. 96-27 (Amending Department Administrative Order No. 44 Series of 1990)

VI.1.17 Monitoring of demonstration areas established by the Research Centers

The demonstration areas established by RDECs is visited by assigned LESD staff for their monitoring based on the criteria set for the purpose as stipulated in the DENR Memorandum Circular No. 2016-07 dated June 24, 2016. The schedule of the field visits

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

depends upon the approved Work and Financial Plan with proper coordination with RDECs. Monitoring report is submitted to the office of the Assistant Director for further instructions.

- References: Executive Order No. 192 (Providing for the reorganization of the department of environment, energy and natural resources; renaming it as the department of environment and natural resources and for other purposes)
DENR Administrative Order No. 96-27 (Amending Department Administrative Order No. 44 Series of 1990)

VI.2 ENR REGULATION AND PERMITTING

VI.2.1 Land Disposition

Land disposition refers to any of the methods authorized by law for the acquisition, lease, use, or benefit of the lands of the public domain other than timber or mineral lands. It involves the submission of Public Land application with complete requirements, survey authority and approval of plans. The disposition includes the sale or lease of land of the private domain of the government to person, corporation and associations. The approval of the Public Land application, sale or lease depends on the limit of authority of the PENRO, RED and the DENR Secretary.

- References: Commonwealth Act 141, as amended - An Act to Amend and Compile the Laws Relative to Lands of the Public Domain
Act 3038
Republic Act No. 9176 - An Act Extending the Period Until December 31, 2020 for the Filing of Applications for Administrative Legalization (Free Patent) and Judicial Confirmation of Imperfect and Incomplete Titles to Alienable and Disposable Lands of the Public Domain, Amending
Republic Act 10023 - An Act Authorizing the Issuance of Free Patents to Residential Land
DENR Administrative Order No. 2010-12 - Rules and Regulations for the Issuance of Free Patents to Residential Lands Under Republic No. 10023
DENR Administrative Order No. 2016-07 - DENR Manual of Authorities on Technical Matters

VI.2.2 Forestland Use Regulation

Forestland use regulation process ensures the efficient and timely issuances of permits, certificates, contracts, and agreements for the use of forest land which includes public forest, permanent forest and forest reservations. This is a technical aspect of regulating the use of the forestland for development and conservation including achieving revenue generation through payment of government share/annual rental by the tenure holders. In this case, all tenure instrument/agreement applications are filed at the Community Environment and Natural Resources Office (CENRO) for initial review and field inspection. Provided the documents are complete and in order, the application is forwarded to the Provincial Environment and Natural Resources Office and to the Regional Office to be subsequently endorsed to the Undersecretary for Field Operations for approval. After the

Check the Master Document Register.
Verify that this is the current version before use

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

approval by the Undersecretary for Field Operations, the approved permit/agreement is returned to the concerned Regional Office and CENRO for release to the permittee/holder.

- References:
- Republic Act No. 7586 (National Integrated Protected Area System)
 - Presidential Decree 705 (Revising PD 389 otherwise known as Forestry Reform Code of the Philippines)
 - Department Administrative Order 1999-36 and DAO 2004-35 (Regulations Governing Forest Land Grazing Management Agreement)
 - Department Administrative Order 1999-53 (Regulations Governing Industrial Forest Management Agreement)
 - Department Administrative Order 2004-28 (Rules and Regulations Governing the Use of Forest Land for Tourism Purposes)
 - Department Administrative Order 2004-29 (Revised Rules and Regulations for the Implementation of EO 263 otherwise known as Community-Based Forest Management Strategy)
 - Department Administrative Order 2004-30 (Rules and Regulations Governing Socialized Industrial Forest Management Agreement)
 - Department Administrative Order No. 2004-32 (Revised Guidelines on the Establishment and Management of Community-Based Program in Protected Areas)
 - Department Administrative Order 2004-59 (Rules and Regulations Governing Forest Landuse Agreement)
 - Department Administrative Order No. 2005-25 (Guidelines in the Implementation of Upland Agroforestry Program)
 - Department Administrative Order No. 2007-17 (Rules and Regulations Governing Protected Areas)
 - Department Administrative Order No. 2016-07 (DENR Manual of Authorities on Technical Matters)

VI.2.3 Forest Resource Utilization

The utilization of timber or other forest products from any forestland or timber from alienable and disposable lands or from private lands including under those of other government agencies, and establishment of wood processing plants (WPP) is regulated in order to prevent them from being used as shelter for excessive and unauthorized harvest in forestlands. Utilization is not allowed except through license agreement, lease and permits.

Request for cutting permit is filed at the Community Environment and Natural Resources Office (CENRO) for initial review and field inspection. Provided the documents are complete and in order, the application is forwarded to the Provincial Environment and Natural Resources Office and to the Regional Office for approval. On the other hand, application for cutting of naturally growing trees within forest lands and establishment of WPP is be forwarded to the Undersecretary for Field Operations for approval. Once approved, it is returned to the concerned Regional Office and CENRO for release to the permittee. For infrastructure projects of the DPWH, approval of tree cutting /earth balling permit is done by the CENRO to streamline the process.

- References: Article 12, Section 2 of the Philippines Constitution
Presidential Decree No. 705 (Revised Forestry Reform Code)

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

Republic Act No 9175 (Chainsaw Act)
 Republic Act No 7161 (Forest Charges)
 Presidential Decree No 953 [U1]
 Executive No. 23 Series of 2011
 Executive No. 26 Series of 2011
 DENR Administrative Order No.2000-21 (SPLTP/PLTP [U2] Guidelines)
 DENR Administrative Order No.2004-16 (Schedule of Forestry Fee)
 DENR Administrative Order No.2003-24 (Implementing Rules and Regulations for Republic Act 9175)
 DENR Administrative Order No.2004-55 (Implementing Rules and Regulations for Republic Act 9147)
 MAO 50 -1986 as amended by DAO 2003-41(Establishment and operation of Wood Processing Plant)
 DENR Administrative Order No.2000-09 (Resource Use Permit)
 Republic Act 1239-55 and FAO 26-56, DENR Administrative Order 1994-08 (Lumber Dealers Registration)
 DENR Administrative Order No.2004-29 (Community-Based Forest Management)
 DENR Administrative Order No.1994-07 (Certificate of Origin)
 DENR Administrative Order No. 2018-16 (Guidelines in the processing and issuance of permits on the removal and relocation of trees affected by DPWH projects)
 DENR Administrative Order No.1988-33 (Guidelines governing the exportation of logs)
 DENR Administrative Order No.1999-46 (Guidelines governing importation of lumber and plantation logs)
 DENR Administrative Order No.2016-07 (Manual of authorities of Technical Matters)
 DENR Administrative Order No.2007-31 (Minor Forest Products regulations)
 DENR Administrative Order No.2008-26 (Guidelines governing cutting of trees within multiple use zones of PA)
 DENR Administrative Order No.1990-79 (Guidelines governing on the deregulation of tree harvesting, transporting and sale of firewood, pulp wood or timber planted within Private lands)
 DENR Memorandum Circular 1999-20 (Guidelines governing tree registration within private plantation)

VI.2.4 Wildlife Resource Regulation

The DENR pursues the effective conservation of the country's wildlife resources and their habitats and the regulation of collection and trade of wildlife with due regard to national interest and commitment to international conventions and protocols based on Republic Act No 9147 or the Wildlife Resources Conservation and Protection Act and its implementing rules and regulation. The DENR, through the Biodiversity Management Bureau, may also initiate its own scientific studies for the conservation of biological diversity and/or support other institutions, groups or individuals in the conduct of such study. Permits for the transport of wildlife, and its derivatives, for wildlife farming, collection and possession of wildlife, including genetic resources are judiciously, timely and efficiently processed in accordance to established guidelines.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001
		<i>Rev.:</i>	1
		<i>Issue Date:</i>	Dec 14, 2018
DENR Quality Manual			

The Secretary or the duly authorized representative issues permits with corresponding period of validity, whenever appropriate, which includes but not limited to the following:

- a. Wildlife farm or culture (3 to 5 years permit);
- b. Wildlife collector's permit (1 to 3 years permit);
- c. Gratuitous permit (1 year permit);
- d. Local transport permit (1 to 3 months permit); and,
- e. Export/Import/Re-export Non- CITES permit (1 to 6 months permit)
- f. Export/Import/Re-export CITES permit (6 months permit)

These permits may be renewed subject to the guidelines issued by the appropriate agencies and upon consultation with concerned groups. For control of possession, illicit transport and trading of endemic and exotic wildlife species, an appropriate permit is required. Except for local transport permit, which is filed at DENR CENRO, all other permits above mentioned are filed at the regional office. Approval of CITES permit application is done by the Biodiversity Management Bureau.

References: Republic Act No. 9147 (Wildlife Resources Conservation and Protection Act)
Joint DENR-DA-PCSD Administrative Order 2004-01 (Implementing Rules and Regulations (IRR) of Republic Act 9147)

VI.2.5 Forest products transport/ disposition

The transport and disposition of forest products covered with tree cutting/harvesting permit issued by the concerned DENR office is accompanied at all times with original copies of transport documents during shipment and transport to ensure the legitimacy of the source. Provided all the requirements are complied with and in order, the permit to transport forest products is applied and issued by the nearest CENRO where the forest products are derived or harvested to be approved by the concerned CENR Officer. In the case of exportation of forest products, export authority is issued by the Regional Executive Director. Importer of forest products need to be registered at the Regional Office.

References: DAO 1994-07 as amended by DAO 2007-31 (Revised Guidelines Governing the Issuance of Certificate of Origin for Logs, Timber, Lumber, and Non-timber forest products)
DAO 1996-26 (Revised Guidelines Governing the harvest and transport of planted trees and timber products within social forestry areas)
MC 1999-20 (Supplemental Guidelines Governing the Registration, Harvesting, Transport and Marketing of Timber By-Products Coming from private plantations within private land or tax declared alienable and disposable)
DENR Administrative Order No. 1994-17 (Registration of agents, contractors and dealers of imported logs, lumber, veneer and commercial poles and piles)
DENR Administrative Order No. 1997-08 as amended by DAO 97-35 (Guidelines governing the entry and disposition of imported logs, lumber, veneer, poles and piles and pulpwood including woodchips)

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001
		<i>Rev.:</i>	1
		<i>Issue Date:</i>	Dec 14, 2018
DENR Quality Manual			

DAO 2007-31 (Amending certain provisions of DENR DAO 07, S 1994 and Prescribing the Use of computer generated Certificate of Timber Origin/Lumber Origin)
DENR Administrative Order No.2016-07 (Manual of authorities of Technical Matters)

VI.3 ENR LAW ENFORCEMENT AND MONITORING

VI.3.1 Monitoring, surveillance, inspection and control of illegal activities related to forestry, biodiversity and lands

The DENR, as a part of its regulatory function, usually conducts monitoring of the terms and conditions of permits and leases including other tenurial instruments. Also a part of its regulatory functions, surveillance of hotspots are being undertaken regularly and to effectively conduct inspection of holders of licensees/permits as to its compliance to the terms and conditions of their permits, inspection are regularly done by field offices. Usual coordination with LGU officials and National Anti-Illegal Task Force are regularly done. Strengthening of network alliance with other law enforcement agencies, such as Philippine National Police and Philippine Army, are strategies to effectively carry out these activities.

References: Republic Act 7160 (Local Government Code of 1991)
Executive Order No. 23 (Declaring a moratorium on the cutting and harvesting of timber in the natural and residual forests and creating the anti-illegal logging task force)
Presidential Decree 705 (Revising Presidential Decree No. 289, otherwise known as the Forestry Reform Code of the Philippines)
Resolution No. 13-01

VI.3.2 Administrative adjudication and filing of cases

Violation of Sections 68 and 69 of PD 705, as amended warrants an administrative adjudication. The CENRO undertakes apprehension and seizure of subject illegal forest products, conveyances, and all the tools and equipment used in the commission of the offense, and conducts a summary administrative hearing over the case following the procedures stipulated in DAO 97-32. Finding evidence, the CENRO forwards its report and recommendation to the RED for decision. If warranted, the CENRO, likewise, initiates filing of the criminal complaint against the offender with the prosecutor's office.

In cases involving permittees that have violated certain provision/s of the permit or contract, a show cause memorandum is issued by DENR or his duly authorized representative against the permit holder.

Criminal offenses committed by individuals or corporations are filed in accordance with established rules, laws and regulations pertaining to such offense. The apprehending officer/s and witnesses prepare their judicial affidavits aided by the Legal Officer/s of DENR

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

and/or collaborating NGAs and immediately file before the fiscal's office within the prescribed period.

- References:
- DAO 97-32 (Rules for the Administrative Adjudication of Illegal Forest Products, Machinery, Equipment, Tools and Conveyances Used in Connection Therewith)
 - CSC Resolution No. 11-01502 dated 1 November 2011 (Revised Rules on Administrative Cases in the Civil Services (RRACCS))
 - Republic Act No. 9147 (Wildlife Resources Conservation and Protection Act)
 - Presidential Decree No. 705 (Forestry Code of the Philippines)
 - Republic Act No. 7586 (National Integrated Protected Areas System Act)
 - Republic Act No. 8550 (Fisheries Code of the Philippines)
 - Republic Act No. 8371 (Indigenous Peoples Rights Act)
 - Republic Act No. 7611 (Strategic Environmental Plan for Palawan)
 - Republic Act No. 9072 (National Caves and Cave Resources Management and Protection Act)
 - Republic Act No. 8485 (Promoting Animal Welfare in the Philippines)
 - List of Other Wildlife Related Laws and Issuances

VI.3.3 Wildlife Law Enforcement

Wildlife law enforcement plays a crucial role in ensuring the conservation and sustainable use of wildlife resource, nationally and globally. It involves adherence to certain procedural steps that include persistent monitoring, surveillance, seizure and confiscation of wildlife specimens, apprehension of law violator, case filing and prosecution. It requires adequate knowledge in both the technical and legal requirements for successful case building and resolution.

- References:
- Republic Act No. 9147 (Wildlife Resources Conservation and Protection Act)
 - Supreme Court A.M. No. 09-6-8-SC (Rules of Procedure for Environmental Cases)
 - Additional Rules of Engagement for Warrantless Arrest under Rule 113 of the Rules of Court
 - DAO 2004-15 (Establishing the list of terrestrial threatened species and their categories, and the list of other wildlife species pursuant to RA 9147)
 - DAO 2007-24 (Amending DAO 2007-01, "Establishing the national list of threatened Philippine plants and their categories, and the list of other wildlife species")
 - Wildlife Law Enforcement Manual of Operations

VI.3.4 Tenure compliance monitoring

Every hectare of public forestland is placed under tenure through the issuance of appropriate agreement which is valid for 25 years and renewable for the same period. Tenure/lease holders are given the right to manage portions of forestlands. However,

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

coupled with this right are terms and conditions of the agreement. Tenure compliance monitoring focuses on the adherence to the terms and conditions stipulated in the agreement, ENR laws, rules and regulations and activities indicated in the management plans.

- References:
- Department Administrative Order 1999-53 (Regulations Governing Industrial Forest Management Agreement)
 - Department Administrative Order 1999-36 (Regulations Governing Forest Land Grazing Management Agreement)
 - Department Administrative Order 2004-30 (Rules and Regulations Governing Socialized Industrial Forest Management Agreement)
 - Department Administrative Order 2004-59 (Rules and Regulations Governing Forestland use Agreement)
 - Department Administrative Order 2004-28 (Rules and Regulations Governing Forestland use Agreement for Tourism Purposes)
 - Department Administrative Order 2004-29 (Revised Rules and Regulations for the Implementation of EO 263 otherwise known as Community-Based Forest Management Strategy)

VI.3.5 Protected area monitoring

The Department of Environment and Natural Resources being the primary government agency responsible for the conservation, management, development and proper use of the country's environment and natural resources, engages into agreements and partnerships, and formulates policies and laws in order to safeguard habitat interconnectivity and wildlife corridors, thereby improving the resiliency of ecosystems.

The Republic Act 7586, also known as an act providing for the establishment and management of National Integrated Protected Areas System (NIPAS), describes a Protected Area (PA) as "identified portions of land and water (terrestrial, coastal, and marine) set aside by reason of their unique physical and biological significance, managed to enhance biological diversity and protected against destructive human exploitation". The rationale for establishing a protected area is to conserve and preserve the Philippine biodiversity, thereby imposing environmental laws including those that concern protection, conservation, utilization and development of forests, land-based natural resources, wildlife, bodies of water, marine life, aquatic resources among others, and regulation of activities that would affect the environment. One of the principal reasons for creating National Parks and other types of protected area is to conserve the special biodiversity values within them.

To ensure the sustainability and conservation of our important biological resources, periodic monitoring is done through issuance of permits for wildlife research and trade; regular check points in the strategic portions of the Protected Area especially in the exit and entry points; the building of a watch tower; establishment of ranger stations near "hotspot" or areas where illegal activity is conducted and regular patrolling of forest rangers similar to "Bantay Gubat". Furthermore, the following tools aim to provide the Protected Area Superintendents (PASu) and field implementers a standardized method of assessing and monitoring terrestrial ecosystems as defined in BMB Technical Bulletin 2016-05: Biodiversity Assessment Management System (BAMS), Socio Economic Assessment Management System (SEAMS), Biodiversity Monitoring System (BMS), and Protected Area

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001	
		<i>Rev.:</i>	1	<i>Issue Date:</i>
DENR Quality Manual				

Suitability Assessment (PASA). Likewise, the development of the “LAWIN” provide access to real time information on the status of Protected Areas and identify wildlife crimes/threats within the area.

Aside from Protected Area monitoring, the Department in partnership with different National Agencies such as the Philippine National Police (PNP), Philippine Coast Guard, National Bureau of Investigation, and Local Government Units have enforcement efforts such as targeted raids, special operations, and the creation of Task Force and Law Enforcement Groups to implement laws and ordinances relative to the protection of our environment and natural resources. Environmental crime detection have various sources such as phone, email, inspection on entry and exit point among others. An environmental case is filed with the Office of the Prosecutor, however, in cases where there is no provincial prosecutor, the case may be filed before the municipal trial court judge for purposes of determining the probable cause. A list of prohibited acts, its elements and penalties can be found in the Handbook on Law Enforcement in Protected Areas in the Philippines.

With the enactment of the RA 11038 also known as Expanded NIPAS (E-NIPAS) of 2018, and its amendments to RA 7586, the NIPAS shall recognize conservation areas and management regimes being implemented by local government units, local communities and indigenous peoples thereby increasing coverage of prohibited acts, and imposition of higher fines and penalties, as well as administrative and criminal liabilities of LGUs to environmental crimes.

- References:
- Handbook on Law Enforcement in Protected Areas in the Philippines
 - Republic Act No. 7586 - National Integrated Protected Areas System Act
 - Republic Act No. 11038 - Expanded NIPAS) of 2018
 - Department Administrative Order No. 2007-17 - Rules and Regulations Governing Protected Areas
 - Department Administrative Order No. 2013-19 - Guidelines on Ecotourism Planning and Management in Protected Areas
 - Department Administrative Order No. 2004-32 (Revised Guidelines on the Establishment and Management of Community-Based Program in Protected Areas)
 - Department Administrative Order No. 2016-07 (DENR Manual of Authorities on Technical Matters)
 - Department Administrative Order No. 1998-24 (DENR Manual of Approvals)
 - Biodiversity Assessment and Monitoring System Manual
 - BMB Technical Bulletin No. 2014-03 (Prescribed Tools for Impact Monitoring of Ecotourism Activities)
 - BMB Technical Bulletin 2016-05 (Guidelines on Biodiversity Assessment and Monitoring System)
 - BMB Technical Bulletin 2016-04 (Clarifying the Procedural Guidelines in the Conduct of Protected Area Suitability Assessment)

VII. SUPPORT PROCESSES

VII.1 FINANCIAL MANAGEMENT

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR’s official document stamps are considered “Uncontrolled”
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

VII.1.1 Budgeting

The DENR ensures that effective and efficient budgeting and accounting systems are implemented in accordance with the budgeting, accounting and auditing rules and regulations and requirements of the Department of Budget and Management (DBM) and the Commission on Audit (COA). It includes the promulgation of policies, orders, rules and regulations and standards and prudent and effective use of financial resources by ensuring internal controls are applied and management controls improvements are developed.

The Budget Division and its counterpart in Bureaus and Field Offices ensures that budgeting tasks and the following budgetary documents are accomplished in a timely, precise and efficient manner:

- a. Budget Preparation and Legislation Documents as required by the Oversight Agencies: DBM, Senate and Congress;
- b. Budget Execution Documents such as but not limited to Work and Financial Plan, Monthly Disbursement Program, Obligation Requests, Sub-Allotment Advices, Notices of Transfer Allocation, Certificates of Availability of Funds, maintenance of Registry of Allotments and Special Budget Requests; and
- c. Budget and Financial Accountability Reports and Financial Monitoring Report as required by Oversight Agencies: DBM, Cabinet Secretary, COA, Senate and Congress

- References:
- Republic Act (RA) No. 9184 & 2016 - Revised IRR
 - Executive Order (EO) No. 201 – Modifying The Salary Schedule for Civilian Government Personnel and Authorizing the Grant of Additional Benefits for Both Civilian and Military and Uniformed Personnel
 - DENR FY 2018 Planning Guidelines
 - Revised Documentary Requirements for Common Government Transactions
 - DBM Circular Letter No. 2018-12 – Clarification On The Guidelines on the Conduct of Early Procurement Activities (Epa) for the Fiscal Year FY 2019 National Expenditure Program (NEP)
 - DBM Circular Letter No. 2018-13 – Guidelines for the Conduct of Agency Performance Reviews (APRs) and Evaluation thereof Effective FY 2018 Onwards
 - DBM Budget Circular No. 2018-5 – Guidelines on the Grant of Collective Negotiation Agreement (CNA) Incentive for FY 2018
 - DBM Circular Letter No. 2018-10 – Additional Guidelines for the Preparation of the Annual Budget Execution Plans Covering the FY 2019 Budget
 - DBM National Budget Circular No. 573 – Guidelines on the Release of Funds for FY 2018
 - COA-DBM-DOF Joint Circular No. 2013-1 – Unified Accounts Code Structure (UACS)
 - DBM National Budget Circular No. 567 – Guidelines on the Release of Funds for FY 2017
 - DBM National Budget Memorandum No. 128 – Budget Priorities Framework for the Preparation of the Fy 2018 Agency Budget Proposals Under Tier 2 of the Two-Tier Budgeting Approach
 - COA Circular No. 2015-002 – Supplementary Guidelines on the Preparation of Financial Statements and Other Financial Reports, The Transitional

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001
		<i>Rev.:</i>	1
		<i>Issue Date:</i>	Dec 14, 2018
DENR Quality Manual			

Provisions on the Implementation of the Philippine Public Sector Accounting Standards, and Coding Structure
2017 Omnibus Rules on Appointments and Other Human Resource Action
GPBB Resolution No. 09-2014 V- Approving and Adopting the Community Participation Procurement Manual (Cpmp) and the Implementing Guidelines for Negotiated Procurement Under Section 53.12 (Community Participation) of the Revised Implementing Rules and Regulations of the Republic Act (Ra) No. 9184
DBM National Budget Circular No. 570 – Prescribing Guidelines For The Issuance Of Multi-Year Obligation Authority (Myoa) For The Multi-Year Projects (Myps) Covering The Procurement Of Regular And Recurring Service
DBM Circular Letter No. 2016-11 – Guidelines Prescribing Electronic Submission Of Budget And Financial Accountability Reports (Bfars)
DBM Circular Letter No. 2018-2 – Budget Fora On The Fy 2019 Budget Preparation
DBM Circular No. 2016-11 dtd. 12/6/2016
Joint Circular COA and DBM No. 2014-1 dtd. 7/2/2014
DENR Administrative Order No. 2016-07 – DENR Manual of Authorities

VII.1.2 Accounting

The Accounting Division and its counterpart in Bureaus and Field Offices ensures that basic and subsidiary accounting records and books of accounts are maintained to reflect accurate and current/timely financial information in accordance with the existing accounting and auditing rules and regulations required by management and oversight agencies. The concerned units also ascertain the strict implementation of administrative and financial policies, such as:

- a. Processed claims of internal and external clients which are valid/legal, correct, availability of funds, complete with required supporting documents and approved by the concerned authority in accordance with the accounting and auditing rules and regulations as per COA Circular 2012-001 dated June 14, 2012 and Manual of Authorities.
- b. Remittances of all mandatory and loan deductions from all processed claims are properly and correctly remitted to oversight agencies (GSIS, BIR, Philhealth, Pag-ibig, etc.); and
- c. Financial Reports/Statements are prepared and consolidated for management use in decision making and submitted to COA, DBM, funding institutions and other oversight agencies as per COA Circular No. 2014-003 dated April 15, 2014 and 2015-007 dated October 22, 2015.

References: Republic Act (RA) 9184 - The Government Procurement Reform Act
COA Circular 2012-001 dated June 14, 2012 (Revised Guidelines and Documentary Requirements for Common Government Transactions)
COA-DBM-DOF Joint Circular No. 2013-1 dated 06 August 2013 (Unified Account Code Structure)
COA Circular No. 2014-003 dated 15 April 2014 (Conversion from Philippines Government Chart of Account under the New Government Accounting

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001
		<i>Rev.:</i>	1
		<i>Issue Date:</i>	Dec 14, 2018
DENR Quality Manual			

System)
COA-DBM Joint Circular No. 2014-1 dated 02 July 2014 (Prescribing the Modified Format of Budget and Financial Accountability Reports (BFARs))
COA Circular No. 2015-007 dated 22 October 2015 (Prescribing the Government Accounting Manual for Use of all National Government Agencies)
COA-DBM-DOF Joint Circular No. 2014-1 dated 07 November 2014 (Enhancement of UACS Prescribed under COA-DBM-DOF Joint Circular No. 2013-1)
Latest issuances of COA and DBM
Laws and Rules on Government Expenditures
Manual of Authority

VII.1.3 Financial Performance Reporting

The financial performance of DENR is reported to its management and oversight agencies to provide information about the performance of the Department that is useful for purposes of accountability and decision-making. Financial Performance Reporting refers to the process of preparation, presentation and submission of general purpose financial statements and other reports.

The Financial Reports submitted by Bureaus, Regional Offices, and Provincial Environment and Natural Resources Offices are consolidated by Central Office. The financial reports shall be the basis for the monitoring of financial performance of the Department which is vital to management decision-making. The Officials and employees involved in the compliance of the reports shall be held accountable and shall be meted penalty for non-compliance thereof, based on the issued DBM and COA rules and regulations.

References: DBM Issuances
General Appropriations Act
Government Accounting Manual
COA Issuances

VII.2 HUMAN RESOURCE MANAGEMENT

VII.2.1 Recruitment, Selection and Placement

The DENR can adequately respond to the needs of its clients and stakeholders only if it is able to hire and retain competent individuals in the organization. Through the agency Merit Selection and Promotion Plan, the Department carries out a system of merit and fitness in all its personnel actions involving issuance of appointments. It is likewise a means to support an employee's career on the basis of qualifications, performance and outstanding accomplishments.

The recruitment and selection system of the Department follows standard procedures that set controls to ensure transparency and compliance with relevant laws, rules and

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

regulations. Being under the umbrella of the Civil Service Commission's (CSC) Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM), the system clearly defines documentation requirements, responsibilities and accountabilities at all stages. It is designed to reinforce continual improvement through evidence-based assessment conducted by the CSC and a rewards program at different levels of accreditation.

References: Republic Act (RA) 7041 - An Act Requiring Regular Publication of Existing Vacant Positions in Government Offices, Appropriating Funds Therefore, and for Other Purposes
 CSC Memorandum Circular No. 24, series of 2017 - 2017 Omnibus Rules on Appointments and other Human Resource Actions
 CSC Memorandum Circular No. 6, series of 2016 - Awareness Campaign in Support of ASEAN Community 2015 and the Philippines' Chairmanship of ASEAN 2017
 CSC Resolution No. 1701077: 2017 - Rules on Administrative Cases in the Civil Service
 DENR Merit Selection and Promotion Plan

VII.2.2 Learning and Development

Learning and Development (L & D) is a function of human resource management concerned with organizational activity aimed at improving the performance of individuals and groups in organizational settings. This is a critical function of the organization in keeping the competencies of the workforce aligned with the achievement of its goals and objectives. It also serves as strategic tool to encourage the acquisition of the appropriate competencies to demonstrate the desired behaviors in carrying out the mandates of the Department. L & D recognizes the need to reinforce and strengthen the observable and measurable characteristics of the agency's diverse human capital.

The L&D interventions support the achievement of the organizational strategic goals and directions through the continuous review and update of the competency needs to keep abreast with the changes in agency's strategic priorities and other external factors. Further, the identified interventions respond to the gaps found in the organizational competency assessment. It assists the Department in creating culture of excellence. Through L&D, the Department will have a clearer line of sight between organizational goals, the competencies needed by the workforce to achieve these goals and what management needs to do to ensure that its workforce possesses and demonstrates the desired behaviors.

The process of developing a strategic HR follows same sequence as the components of the L&D Framework. The specific steps are as follows: Identifying L&D needs, prioritizing L&D needs, selecting intervention to address priority L&D needs and determining resource requirements, and installing the monitoring and evaluation framework for the HRD Plan.

The current DENR L&D cycle steers to supplement the training intervention which enables the learners to recall salient points discussed during the intervention that could subsequently apply the learning to their workplace.

References: DENR Learning and Development Process Manual

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001	
		<i>Rev.:</i>	1	<i>Issue Date:</i>
DENR Quality Manual				

Procedure on Learning and Development

VII.2.4 Rewards and Recognition

Closely related to performance management is the system of rewards and recognition of an organization. In the DENR, the Program on Awards and Incentives for Service Excellence (PRAISE) is designed to encourage creativity, innovativeness, efficiency, integrity and productivity by recognizing and rewarding officials and employees for their suggestions, inventions, superior accomplishments and other personal efforts which contribute to efficiency, economy, or other improvements, or for extraordinary acts or services.

The DENR PRAISE defines the responsibilities of the PRAISE Committee that oversees the implementation of the system. The types of award are described and procedures follow these steps: 1) nomination; 2) screening and evaluation; 3) validation; 4) awarding; 5) reporting; and 6) resolution of issues and protests.

References: CSC Memorandum Circular No. 1, series of 2001 - Program on Awards and Incentives for Service Excellence
DENR Program on Awards and Incentives for Service Excellence

VII.2.5 Grievance Resolution

Effective handling of grievances related to work is important in any organization, especially as it relates to creating a positive work atmosphere that supports synergy of interrelated work units.

The DENR Grievance Machinery provides the basic policies, defines the scope, identifies responsibilities, and lays out the procedures for seeking redress of grievances. The procedures are classified into formal and non-formal resolution of grievances. Both aim to resolve the grievance at the lowest possible level.

On top of addressing grievances, the Department also seeks to take pro-active measures to ensure uninterrupted service delivery by fostering a work environment that is free from coercion, threat, discrimination, reprisal and bias. As such, part of the responsibilities of the Grievance Committee include the conduct of information drive, dialogue, employee assembly, and other interventions related to policy implementation, improvement of working conditions and interpersonal relationships, and employee morale.

References: CSC Resolution No. 010113 - Revised Policies on the Settlement of Grievances in the Public Sector
CSC Memorandum Circular No. 02 series of 2001 - Revised Policies on the Settlement of Grievances in the Public Sector
DENR Grievance Machinery

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001	
		<i>Rev.:</i>	1	<i>Issue Date:</i>
DENR Quality Manual				

VII.3 KNOWLEDGE AND INFORMATION SYSTEMS MANAGEMENT

VII.3.1 Network Infrastructure Management

Network Infrastructure Management covers the process of managing of hardware and software resources of the DENR network that enable network connectivity, communication, operations and management of the DENR enterprise network. It includes the effective management and maintenance of DENR's computer hardware, operating systems, networking/telecommunications, and storage including the procurement of goods and/or outsourcing of services to ensure the security and availability of the DENR network infrastructure by providing assistance to end-user's reported IT incidents and requests.

References: DENR Information Systems Strategic Plan
DENR Approved Rationalization Plan Attachment A
Procedure on Network Management
Procedure on Technical Support
Procedure on End Devices Maintenance
Procedure on External Provider Assistance

VII.3.2 System Development and Management

Information systems are developed to support the DENR's delivery of services to its stakeholders, promote transparency and accountability among its officials and employees.

The development of DENR-wide applications is preferred over the development of stand-alone applications which are only provided to a particular unit. All information systems developed follow the systems development life cycle that describes the process for planning, creating, testing, maintaining, deploying and refining an information system. The general steps in the systems development are analysis and requirements, systems design and development, user acceptance testing, training and roll-out, data population and maintenance and updating and refining.

The Information Systems Division (ISD) develops DENR-wide applications, while the corresponding ICT units of Bureaus and Regional Offices develop applications, which are needed in their respective offices. All DENR ICT units maintains and monitors all information systems of the Department to ensure their accessibility, check for errors, provide systems update, and enhance appropriate back-up system to ensure protection of the database.

Information systems which are operational, for updating or for developments are included in the Information Systems Strategic Plan (ISSP).

Reference: Information Systems Strategic Plan

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001	
		<i>Rev.:</i>	1	<i>Issue Date:</i>
DENR Quality Manual				

VII.3.3 Statistical Data Resource Management

Integration of statistical data is a streamlined process of collection, integration, analysis, and conversion of Environment and Natural Resources (ENR) data into statistical information and knowledge products. The statistical data emanates from field offices and transmitted through the Statistical Reporting System (SRS). These statistical data are intended to support the evidence-based planning and decision-making of the Department and fulfil the data needs of other stakeholders, such as the Philippine Statistics Authority (PSA), National Economic Development Authority (NEDA), and the academe.

To oversee the ENR statistical programs and budget of the Department, a Technical Committee on Statistical Concerns and Coordination composed of representatives from the different bureaus and attached agencies was created through DENR Special Order No. 789, series of 1988.

In the central office, the Statistics and Data Resource Management Division (SDRMD) is the forefront division responsible for the integration of ENR-related information/ generated by various sectors and converts the same into knowledge products. SDRMD provides ENR data/ statistics and technical assistance to internal clients and walk-in clients.

- References:
- DENR Administrative Order No. 133, series of 1989 Prescribing a Standard DENR Statistical Reporting System
 - MO No. 13, series of 1990
 - DENR Administrative Order No. 31, series of 1993 Submission of Statistical Data and Information by All Foreign-Assisted Projects to the Planning Service, Planning and Policy Office
 - DENR Administrative Order No. 10, series of 1994 Amendment of DAO No. 133, S 1989, Re: Prescribing a Standard DENR Statistical Reporting System and DAO No. 31, S 1993 Re: Submission of Statistical Data and Information by All Foreign-Assisted Projects to the Planning Service, Planning and Policy Office
 - DENR Administrative Order 99-09, series of 1999 - Adopting Revised Statistical Reporting Forms and Amending Certain Sections of DAO 10, Series of 1994
 - Special Order No. 789, series of 1988
 - Procedure on Department-wide Integration of Statistical Information/Data
 - Procedure on Provision of Technical Assistance in Conducting Statistical Analysis
 - Procedure on Provision of ENR Data/Statistics to Walk-in Clients
 - Procedure on Development of Knowledge Products

VII.4 PROCUREMENT, SUPPLY AND PROPERTY MANAGEMENT

VII.4.1 Procurement Management

Management of the Department's procurement is vital to effective expenditure and quality and timely delivery of procurement requirements at the most advantageous and reasonable cost to the government. It is governed by Republic Act No. 9184 otherwise

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

known as the Government Procurement Reform Act (GPRA) of 2003, its Implementing Rules and Regulations (IRR) and other procurement-related issuances. It ensures that the governing principles on Government Procurement are being adhered to, such as transparency, competitiveness, streamlined procurement process, system of accountability and public monitoring. It involves planning, processing, monitoring and evaluation of all procurement transactions.

In case of foreign-funded procurement, RA 9184 and its IRR shall apply unless the Treaty or International or Executive Agreement expressly provides another or different procurement procedures and guidelines.

The Bids and Awards Committee (BAC) is established to undertake the functions specified in Section 12 of the 2016 Revised IRR of RA 9184 to facilitate professionalization and harmonization of procurement procedures and standards. The BAC is assisted by the Technical Working Group (TWG), BAC Secretariat and/or Procurement Unit. It must ensure that the Department abides by the standards set forth by RA 9184 and its IRR.

All procurement shall be undertaken in accordance with the approved Annual Procurement Plan (APP) consistent with approved yearly budget thru Public Bidding as general mode of procurement or alternative methods of procurement in highly exceptional cases whenever justified by the conditions provided for in RA 9184 and its Revised IRR. Further, all procurement activities are indicated in the Procurement Monitoring Report. Effectiveness of procurement reforms as well as its implementation in the Department is monitored thru Agency Procurement Compliance and Performance Indicators (APCPI) System.

- References:
- Republic Act (RA) 9184 and its Implementing Rules & Regulations - An act providing for the modernization, standardization and regulation of the procurement activities of the government and for other purposes
 - COA Circular No. 91-368 - Instituting a Government Accounting and Auditing Manual and prescribing its use
 - DENR AO 2014-03 – Manual of authorities on human resources development and administrative matters
 - Procedure Manual on Procurement Management

VII.4.2 Supply Management

Supply Management involves processes including preparation and approval of contract, receipt, inventory, custody, storage and issuance of all supplies, tools, equipment and properties to end-users. It is governed by RA 9184 and its Revised IRR, Government Accounting Manual and other pertinent budgeting, accounting and auditing rules and regulations.

It is performed by the Supply Management Section, PSMD and its counterpart in the bureaus and field offices who are responsible in the facilitation of contract approval and any contract-related concerns thereto, including but not limited to receipt and acceptance of deliveries, coordination for inspection and processing of payment. They are also in-charge of reliable inventory management system to ensure continuous availability of supplies and

Check the Master Document Register. Verify that this is the current version before use	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
---	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001
		<i>Rev.:</i>	1
		<i>Issue Date:</i>	Dec 14, 2018
DENR Quality Manual			

materials required in the operation of the Department and all receipts and issuances are properly recorded.

- References:
- Republic Act (RA) 9184 and its Implementing Rules & Regulations - An act providing for the modernization, standardization and regulation of the procurement activities of the government and for other purposes
 - COA Circular No. 91-368 - Instituting a Government Accounting and Auditing Manual and prescribing its use
 - DENR Administrative Order 2014-03 – Manual of authorities on human resources development and administrative matters
 - Procedure Manual on Supply Management

VII.4.3 Inspection and Acceptance

Inspection of delivered supplies, materials and properties is a control system under the principle of check and balance to ensure achievement of economic efficiency and effectiveness in the management and utilization of the Department’s resources. Thru inspection, conformance of the deliveries to contract requirements, including quantity and specifications, are being examined and ascertained prior to acceptance.

It is performed by the Inspection and Pre-Acceptance Committee and its counterpart in the bureaus and field offices to ensure that the deliveries are in accordance with items indicated in the PR and RIS, the terms and conditions of the contract and those necessary inspection procedures are conducted with the best interest of the government. Acceptance of the deliveries by the Supply/Property Officer and/or End-User shall be made only if the deliveries conformed to the standards and specifications in the Contract. Inspection and Acceptance Report is a requisite for payment.

Inspection and acceptance are governed by the Government Accounting Manual and other pertinent laws, rules and regulations.

- References:
- COA Memorandum No. 79-206 – Manual of Property Inspection
 - COA Circular 95-006 Total lifting of pre-audit on all financial transactions of the National Government agencies, government-owned and/or controlled corporations and local government units.
 - COA Circular No. 91-368 - Instituting a Government Accounting and Auditing Manual and prescribing its use
 - Procedure Manual on Inspection and Acceptance

VII.4.4 Property Management

Property Management in the Department covers two phases of property life cycle – first is the *Utilization Phase* which includes issuance, utilization and custodianship of properties and the *Disposition Phase*, the end of the life cycle of a government property, which covers disposal of unserviceable properties and waste materials. Proper management of properties ensures economy, efficiency, effectiveness and accountability in the operation of the government.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR’s official document stamps are considered “Uncontrolled”
--	--



DENR Quality Manual

It is performed by the Property Management Section, PSMD and its counterpart in the bureaus and field offices who are responsible for reliable physical count of inventory and PPE, facilitate insurance of insurable properties, systematic and coordinated transfer of control and recording of the properties and timely disposal of waste materials and unserviceable properties of the Department. Property appraisal and disposal is supervised by Appraisal and Disposal Committee, respectively. In addition, all officials and employees are accountable and responsible to properties under their custody.

Property management is governed by Presidential Decree No. 1445, Executive Order No. 888 s. 1983, Government Accounting Manual and other pertinent policies, guidelines and procedures.

- References:
- Presidential Decree 1445 - "Government Auditing Code of the Philippines."
 - Executive Order (EO) No. 888 – Authorizing ministers and heads of ministries/agencies to dispose of, their respective unserviceable equipment and disposable property
 - NBC 425 – Manual on Disposal of Government Property
 - COA Circular No. 91-368 - Instituting a Government Accounting and Auditing Manual and prescribing its use
 - DENR Administrative Order 2014-03 – Manual of authorities on human resources development and administrative matters
 - Procedure Manual on Property Management

VII.5 GENERAL SERVICES

VII.5.1 Infrastructure and Building Management

The infrastructure and building management is the process of implementing an efficient and effective system of management of DENR buildings, grounds and other infrastructures. It includes the regular maintenance, repair, renovation, construction and improvement of buildings, grounds and other DENR facilities.

- References:
- Executive Order (EO) No. 192 - Reorganization Act of the DENR
 - Republic Act (RA) No. 6541: The National Building Code of the Philippines
 - Republic Act (RA) No. 9514: Revised Fire Code of the Philippines of 2008
 - DENR Administrative Order No. 01 - Adopting the New DENR Organizational Structure Pursuant to E.O. 366 and the Rationalization Plan Duly Approved by the DBM

VII.5.2 Fleet Management

The Fleet Management involves the implementation of an effective and efficient system of managing DENR service vehicles in order to provide the mobility requirements of the different offices for their daily operations. It includes ensuring that the vehicles are safe and in good running condition; effective deployment and dispatching of vehicles; timely repair and LTO registration of serviceable vehicles.

- References: Executive Order (EO) No. 192 - Executive Order No. 192 - Reorganization Act

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001
		<i>Rev.:</i>	1
		<i>Issue Date:</i>	Dec 14, 2018
DENR Quality Manual			

of the DENR
DENR Administrative Order No. 01 - Adopting the New DENR Organizational Structure Pursuant to E.O. 366 and the Rationalization Plan Duly Approved by the DBM
Republic Act No. 4136 - Land Transportation and Traffic Code
COA Circular No. 75-6 – Regulation on the Proper Use of Government Vehicles
COA CIRCULAR NO. 77-61 - Manual of Audit for Fuel Consumption of Government Motor Vehicles

VII.5.3 Management of Work Environment

The Management of Work Environment is the process of ensuring that a safe, secure and environment-friendly working environment is maintained within the Department of Environment and Natural Resources (DENR), which includes: (1) guaranteed safe and healthy work environment; (2) Identification and correction of any occurrence of hazards; and (3) to ensure that the work place is non-hazardous to people and shall have no adverse effect to the environment.

References: Republic Act No. 6969: Toxic Substances and Hazardous and Nuclear Wastes Control Act of 1990
Occupational Safety and Health Standards (As amended, 1989)

VII.5.4 Cash Management

Cash Management is the process of ensuring that the system of cash management of the Department is effectively implemented or carried out. It involves the efficient collection and disbursement of cash in order to guarantee the timely payment of dues through checks, ADAs, NTAs, Cash Advance and bank transfers; deposit all collections on time; release checks issued; and prepare financial and accountability reports accurately and promptly. It is performed by the Cashier Section, General Services Division of the Administrative Service and its counterpart in the bureaus and field offices.

References: Executive Order (EO) No. 192 - Reorganization Act of the DENR
DENR Administrative Order No. 01 - Adopting the New DENR Organizational Structure Pursuant to E.O. 366 and the Rationalization Plan Duly Approved by the DBM

VII.6 DOCUMENTED INFORMATION MANAGEMENT

VII.6.1 Records Management

Records management encompasses processes responsible for developing and maintaining a system of documents and records management for the Department. It includes recommending policy guidelines on the maintenance and disposition of records and documents; filing and maintaining necessary records; and authentication and certifying official records upon request.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR’s official document stamps are considered “Uncontrolled”
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001	
		<i>Rev.:</i>	1	<i>Issue Date:</i>
DENR Quality Manual				

Reference: Republic Act (RA) 9470 - National Archives of the Philippines Act of 2007
DENR Memorandum Circular (DMC) No. 2010-16, "Implementation of the Approved Records Retention and Disposition Schedule"

VII.6.2 Control of Documents

DENR maintains documents relevant to its quality management system, which includes but not limited to the Department's Quality Policy, Quality Manual, procedures, and risks, opportunities and actions analysis.

Document management and control provides a system that organizes the generation, maintenance, circulation and utilization of pertinent documented information needed for the effective planning, control, and operations of the DENR processes. Activities include directing, restraining and regulating the creation, identification, revision, issuance and subsequent obsolescence of documented information.

References: Procedure on Control of Documents

VII.6.3 Control of Records

Records management and control provides a system of documented information management that includes efficient receiving, creating, updating, retrieving, releasing, archiving and disposition of records. This include file management, maintenance and records disposition. Regular inventory of records shall be conducted by the Records Officer, to determine their utility value. The inventory report shall be the basis for disposal, which will be undertaken upon request and approval from the National Archives of the Philippines (NAP).

References: Republic Act (RA) 9470 - National Archives of the Philippines Act of 2007
Procedure on Control of Records

VII.7 LEGAL SUPPORT

VII.7.1 Assistance to the Secretary in the exercise of quasi-judicial functions

The authority of the Secretary of the Department of Environment and Natural Resources (DENR) to exercise quasi-judicial function on environmental disputes is anchored mainly on the State's sovereignty over the country's environment and natural resources. Inscribed in Section 2, Article XII of the 1987 Philippine Constitution, the Regalian Doctrine or Jura Regalia provides that the State owns "all lands of the public domain, waters, minerals, coal, petroleum and other mineral oils, all forces of potential energy, fisheries, forests or timber, wildlife, flora and fauna, and other natural resources." In several cases, the Supreme Court embraced this concept as part of the Philippine environmental law framework.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--



DENR Quality Manual

Being “the primary agency responsible for the conservation, management, development, and proper use of the country’s environment and natural resources,” the DENR is at the frontline in exercising this facet of State ownership. (Executive Order [EO] No. 192, Series of 1987, Section 4).The quasi-judicial function or adjudicatory power on environmental disputes is adjunct to the DENR’s supervision and control over forest lands, and mineral resources (see Section 5 [d], EO No. 192), and the DENR’s exclusive jurisdiction on all lands of the public domain (see Section 5 [m], EO No. 192). The Secretary of the DENR is at the helm in exercising these powers and functions, including the adjudication of environmental cases. (Section 7, EO No. 192).

Under the current structure of the DENR, the Secretary has appellate jurisdiction on the decisions, resolutions, and orders of the DENR Regional Offices and Bureaus concerning land claims and conflicts cases, as well as other environment and natural resources cases (DENR Administrative Order [DAO] Nos. 2016-07, 2016-31, 1990-87). The Legal Affairs Service of the DENR assists the Secretary in reviewing the decisions, resolutions or orders of the DENR Regional Offices and Bureaus.

An Undersecretary is supervising the legal affairs of the DENR. (Special Order [SO] No. 2018-52). In the exercise of this supervisory function, the Undersecretary is authorized to sign decisions, resolutions or orders involving land claims and conflicts cases. (see page 17 of DAO No. 2016-07) An Assistant Secretary may assist the Undersecretary in supervising the legal affairs of the DENR. (see Section 10 [f], EO No. 192, and Section 23, DAO No. 2016-31).

- References:
- DENR Administrative Order (DAO) 2016-31 – Procedure in the Investigation and Resolution of Land Claims and Conflicts Cases
 - DENR Administrative Order (DAO) 2016-07 – DENR Manual of Authorities on Technical Matters (regarding appellate jurisdiction of the Secretary and his authorized subordinate official)
 - DENR Administrative Order (DAO) 2016-27 – Amendment of DENR Manual of Authorities on Technical Matters (authorizing the Director for Legal Service to sign Interlocutory Orders during appeal)
 - DENR Administrative Order (DAO) 1990-87 – Regulations Governing Appeals to the Office of the Secretary from the Decisions/Orders of the Regional Offices

VI. 7.2 Handling of Administrative Disciplinary Cases of Officials and Employees in the DENR

Pursuant to Book IV and Book V, Title I, Subtitle A of Executive Order (EO) No. 292, otherwise known as the Administrative Code of 1987; Section 7 of EO No. 192 of 1987, otherwise known as the Reorganizational Act of the Department of Environment and Natural Resources (DENR); Section 9 of Civil Service Commission (CSC) No. 1701077, otherwise known as the 2017 Revised Rules on Administrative Cases in the Civil Service (2017 RACCS); and Section 21 of Republic Act (RA) No. 6770, otherwise known as the Ombudsman Act of 1989, the DENR Secretary or disciplining authority shall have original concurrent jurisdiction with the CSC and Office of the Ombudsman over officials and employees of the DENR.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR’s official document stamps are considered “Uncontrolled”
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001
		<i>Rev.:</i>	1
		<i>Issue Date:</i>	Dec 14, 2018
DENR Quality Manual			

- References:** Executive Order (EO) No. 292 - The Administrative Code of 1987
 Executive Order (EO) No. 192 of 1987 - The Reorganizational Act of the Department of Environment and Natural Resources (DENR)
- Republic Act (RA) No. 6770 - The Ombudsman Act of 1989
 Civil Service Commission (CSC) Resolution No. 1701077 - The 2017 Rules on Administrative Cases in the Civil Service (2017 RACCS)

VII.7.3 Rendering of Legal Opinion and Review of Memoranda of Agreement, Memoranda of Understanding, contracts or other related instrument

The Legal Affairs Service renders legal opinions involving:

- Questions of law and interpretations of policies, rules and regulations;
- Review of Memoranda of Agreement/Memoranda of Understanding, contracts or other instruments where the DENR is or was a contracting party;
- Proposed administrative issuances, policies, proclamations, other executive issuances; and
- Legislative bills which require comments and recommendations of the DENR.

This is based upon all documents submitted to, and requested and procured by the Legal Affairs Service pursuant to prevailing laws, policies, rules, regulations and jurisprudence.

- References:** Executive Order (EO) No. 366, consistent with the DENR Rationalization Plan approved by the Department of Budget and Management on 16 October 2013
- DENR Administrative Order No. 01, Series of 2014 - Adopting the New DENR Organizational Structure Pursuant to E.O. 366 and the Rationalization Plan Duly Approved by the DBM

VII.7.4 Conduct of Investigation

The Investigation and Arbitration Division, Legal Affairs Service conducts investigations regarding allegations on violations against laws on the Environment and Natural Resources and/or Civil Service committed by the Department’s officials and employees and/or by private parties, and prior to disposition of appeals.

An investigation includes fact-finding activities, a clarificatory conference, and, if necessary, an ocular inspection. The purpose of an investigation is to determine the veracity of allegations in a just and expeditious manner. Its output is a comprehensive investigation report, which contains recommendations to concerned offices / bureaus and parties.

- References:** Executive Order (EO) No. 366 signed on 04 October 2004 - Directing a Strategic Review of the Operations and Organizations of the Executive

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR’s official document stamps are considered “Uncontrolled”
--	--



DENR Quality Manual

Branch and Providing Options and Incentives for Government Employees who may be Affected by the Rationalization of the Functions and Agencies of the Executive Branch
DENR Administrative Order No. 2014-01 dated 14 January 2014 - Adopting the New DENR Organizational Structure Pursuant to E.O. 366 and the Rationalization Plan Duly Approved by the DBM
Other related laws, rules, and regulations

VII.7.5 Legal representation in court cases

The Legal Affairs Service, upon the directive of the Secretary, defends cases filed against the DENR Secretary in his official capacity, and prosecutes cases filed by the Department through the Secretary or any of its Offices, in civil, criminal and special proceedings before the regular courts.

References: For criminal cases: Rules 9 and 10 of the Rules of Procedure for Environmental Cases (A.M. 0-6-8-SC 2010) in relation to Section 5, Rule 110 of the Rules of Court.
For civil and special proceedings cases: Memorandum of the Office of the Solicitor General, dated 13 January 2014, RE: Guidelines on Deputation of Private Lawyers and Special Attorneys
Commonwealth Act 141 - "Public Land Act"

VII.7.6 Conduct of ADR to resolve conflicts

Alternative Dispute Resolution (ADR) is a process used by the Department to resolve a dispute or controversy other than adjudication by the competent authority having jurisdiction over the matter. It encourages and promotes the freedom of contending parties to make their own arrangements to resolve their disputes before the office makes its own decision, resolution, or order based on the merits and records of the case. This is to achieve efficient, speedy and economical procedure in the resolution of claims and conflicts to unclog its docket of cases.

For land and other cases, the special investigator at the field level shall recommend to the concerned parties to undergo the voluntary ADR proceedings to consider the possibility of arriving at an amicable settlement or compromise agreement. If a compromise agreement is reached it should be in writing and signed by both parties, attested by the Land Investigator/ADR Officer and approved by competent authority. A decision is then rendered based on such agreement, otherwise, the land investigator prepares his investigation report based on his findings. The handling lawyer at the regional level decides based on the merits and records of the case. ADR is still encouraged even before the Regional Director renders his decision, and before the Secretary renders the decision on appealed cases.

The records forwarded by the regional offices or concerned offices are the documents being reviewed by the Legal Affairs Service. The basic documents are the Notice of Appeal, Proof of payment of Appeal Fee, Appeal Memorandum of Appellant and Comment of Appellee aside from the carpeta (entire records) coming from the Regional or concerned offices.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--



DENR Quality Manual

In cases of appeal, the handling lawyers of the Legal Affairs Service make an inventory of the types and nature of disputes and cases that are forwarded to them. On the basis of such inventory, they identify such disputes and cases that may still be the subject of ADR or compromise agreement especially if such cases and disputes are simple and would not require resolution or decision of a higher body, will not require a policy change, will not involve criminal liability, will not involve the issue of jurisdiction of the DENR or courts, administrative cases involving light offenses committed for the first time where the act is purely personal on the part of contending parties and no injury is committed to the government, and other cases that by law can be the subject of compromise.

- References:
- Republic Act (RA) 9285 - "Alternative Dispute Resolution Act of 2004)
 - DENR Administrative Order (DAO) No. 2005-18 , dated 01 September 2005 (Adoption of Alternative Dispute Resolution (ADR) Principles and Procedures in the of Appropriate Environment and Natural Resources Conflicts)
 - DENR Administrative Order No. 2016-30, dated December 22, 2016 (Re: Guidelines in the Conduct of Alternative Dispute Resolution (ADR) in Land Management and Disposition)

VII.8 ISSUE MANAGEMENT

VII.8.1 Issue Resolution

Issues are controversial inconsistencies between the expectations of the Department and its stakeholder/customer. These inconsistencies are gaps that lead to contestable point of difference, the resolution of which is critical to the Department.

Issue management is reactive crisis prevention tool and strategic management discipline that involves keeping on public agenda the shared concerns of stakeholders and other interested groups such as Youth, Indigenous Peoples, Senior Citizens, Persons with Disability, NGOs, government agencies media and opinion leaders. It is the capacity to control issues that have emerged in public opinion, public policy and other dimensions of the socio-political environment.

Strategic Communication and Initiatives Service is mandated to handle stakeholders and provide assistance in environment and natural resources issues management. However, the Alternative Dispute Resolution procedures which is still part of the issue management process of the Department is being administered by the Legal Service.

The SMCRD is responsible for monitoring and evaluating current and emerging issues and concerns raised by civil society; serve as front liner in handling public assemblies and protest; facilitate conflict resolution; formulate and recommend guidelines on engaging special groups/sectors in DENR programs and projects.

- References:
- SCIS functional statement
 - DENR mission

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps
are considered "Uncontrolled"

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i>	CO.QMS.M.001	
		<i>Rev.:</i>	1	<i>Issue Date:</i>
DENR Quality Manual				

VII.9 INFORMATION, EDUCATION AND COMMUNICATION

VII.9.1 Development and Dissemination of IEC Materials

The role of information, education and communication or IEC in the implementation of government programs, projects and activities relating to environmental protection and sustainable development of natural resources cannot be overemphasized. Public awareness and understanding is key not only in eliciting public support and participation in ENR programs and projects, but also in ensuring sustained compliance to environmental laws, rules and regulations. Thus, the SCIS endeavours to continually communicate the Department's programs, projects and activities to its various publics and stakeholders, including the youth, through various means. Among these are through the development and dissemination of IEC materials, such as printed materials like brochures, pamphlets, newsletters and the like; as well as video materials.

Alongside the printed and video IEC materials, and cognizant of the impact of the mass media (newspapers, radio and tv) and the new media (internet and mobile communication) in terms of reach and influence, the development and dissemination of media materials, as well as web materials for the DENR's website (www.dennr.gov.ph), are central to SCIS' public information program.

References: Procedure on Development and Dissemination of Printed IEC Materials
 Procedure on Development and Dissemination of Printed Audio-Visual Materials
 Procedure on Development and Dissemination of Printed Media Materials

VII.9.2 Handling media requests for interview of DENR officials

With environmental activism to have taken roots in the country, the DENR is always in the "eye of the storm". But such a situation can be turned into an opportunity to inform, explain, clarify and educate the public on DENR's policies, programs and projects.

It is in this context that the SCIS is taken to task in managing requests for interview of DENR officials from the media on current and emerging environmental issues. The designation of two official spokespersons has paved the way not only for enhanced presence of DENR in the media, but also of getting the Department's key messages explained across the country and outside.

References: Procedure on Handling Media Interviews

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES	<i>Document Code:</i> CO.QMS.M.001	
		<i>Rev.:</i> 1	<i>Issue Date:</i> Dec 14, 2018
DENR Quality Manual			

VII.9.3 Social Mobilization

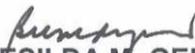
The success of DENR programs like in any other program depends on the intensity to which its stakeholders accept ideas, are excited by the opportunities and are supportive of environmental goals. Social Mobilization is a process of bringing together usually a large number of stakeholders, mostly allies to raise environmental awareness and influence them to take action. It is a way of soliciting support from all sectors to be able to achieve environmental protection and natural resources conservation

Social mobilization at the DENR could be observed in tree planting activities with students, teachers, LGUs, socio-civic organizations including the business sector. Youth Camps and Persons with disabilities environmental learning events are also some of the soc mob strategies that aim to facilitate behavioural change, change towards care for the environment.

There are two channels on which these activities are initiated from the stakeholder to the DENR or from the DENR to stakeholders both channels allow the opportunity to benefit other people not only those that have directly participated in a particular activity.

References: SCIS functional statement
DENR mission

Prepared by:


BRESILDA M. GERVACIO
DENR Central Office Quality
Management Representative

Reviewed by:


ATTY. ERNESTO D. ADOBO, JR.
DENR Quality Management
Representative

Approved by:


ROY A. CIMATU
Secretary



Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the DENR's official document stamps
are considered "Uncontrolled"