



Republic of the Philippines
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25 SEP 2020

MEMORANDUM

TO : All Regional Executive Directors
DENR-CAR, NCR, I to XIII

ATTENTION: All Members of the Regional Citizen's Charter Team (CCT)

FROM : The Undersecretary
Legal, Administration, Finance, Human Resources and Information
Systems, and Chairperson of the DENR Citizen's Charter Committee
per Special Order No. 2019-419

SUBJECT : SUBMISSION OF PROOF OF POSTING OF THE DENR
CITIZEN'S CHARTER PURSUANT TO ANTI-RED TAPE
AUTHORITY (ARTA) MEMORANDUM CIRCULAR (MC) 2019-
002-A¹ AND 2020-03-A²

Pursuant to ARTA MC 2019-002-A and 2020-03-A, this Department submitted to the ARTA last July 2020 its updated and harmonized Citizen's Charter, Certificate of Compliance, and Regional Citizen's Charter Handbooks containing the internal and external services your Regional, PENR, and CENR Offices are offering.

In line with Rule IV of the Joint CSC-ARTA-DTI MC 2019-001 or *Implementing Rules and Regulations (IRR) of Republic Act (RA) 11032 otherwise known as the Ease of Doing Business and Efficient Service Delivery Act (EODB) of 2018*, on posting of the latest/updated Citizen's Charter at the main entrance of or most conspicuous place in your office, you are requested to comply with the following requirements:

- 1) Download the latest copy of DENR Citizen's Charter Handbook 2020 (4th edition) through the link bit.ly/denrcc4thed;

¹ Supplemental Guidelines on ARTA MC 2019-002 or "*Guidelines on the Implementation of the Citizen's Charter in Compliance with RA 11032 or the Ease of Doing Business and Efficient Service Delivery Act (EODB) of 2018 and its Implementing Rules and Regulations (IRR)*"

² Amendments to MC 2020-03 on "*Extension of Deadline of Submission of the Citizen's Charter and Suspension of Processing Times in the Delivery of Government Services in Luzon Area in Light of the Imposition of the Enhanced Community Quarantine (ECQ)*"


- 2) Make available to the public the DENR Citizen's Charter (4th ed.) with the harmonized Regional Citizen's Charter to include:
 - a. A handbook displayed at the Public Assistance Desk of your Regional, PENR and CENR Offices;
 - b. Posters containing the applicable processes posted at the main entrance of or most conspicuous places in your Offices. It is highly recommended that the printing of such processes be made in papers instead of tarpaulin posters in view of the frequent revisions of the DENR Citizen's Charter and in order to minimize the production of non-biodegradable wastes. A sample is provided in Annex "A" of this memorandum. It is also encouraged that the display of Citizen's Charter be made through the use of interactive kiosks, television and/or computer screens; and
 - c. Link or page in your official Regional website.
- 3) Consolidate, through the Regional Citizen's Charter Team (CCT), the necessary documentary requirements submitted by your PENR and CENR Offices using the template provided in Annex "B". Each Region shall submit a single PDF file containing the compliance by the Regional Office, and "ALL" PENR and CENR Offices. Incomplete submission of the documentary requirements by your PENR and CENR Office shall not be accepted by this Office; and
- 4) In relation to the Memorandum 2020-296³ dated 28 May 2020 of this Office, submit through the link bit.ly/eodbfocal2020 the names of your principal and alternate Regional Focal Persons on the implementation of RA 11032 and its IRR. At present, the following Offices already assigned and submitted their principal and alternate Regional Focal Persons:
 - a. National Capital Region (NCR)
 - b. Region III
 - c. Region IV-A/CALABARZON
 - d. Region IV-B/MIMAROPA
 - e. Region V
 - f. Region VI
 - g. Region VIII

³ Reiteration on the Submission of Regional Citizen's Charter in Accordance with ARTA MC 2019-002-A and Prescribed Format and Content under ARTA MC 019-002 (Reference B)

- 5) Submit to this Office, through the Central Office CCT's Technical Working Group (TWG) with email address at denr.arta@gmail.com and not directly to the ARTA, on or before 28 September 2020, your proof of compliance with the aforementioned requirements, in the form of electronic copies (e-copies) in Portable Document Format (PDF) file and not in hard or printed copies. The submission of e-copies is to provide an additional measure in the protection of health and welfare of all government employees in view of the COVID-19 pandemic, and submission to this Office is for the proper review of your proof of compliance.

For inquires, you may contact Forester Cris Angelo N. Vispo at his mobile number 0917-6294-777 or email address indicated in Item No. 5.

For information and strict compliance.


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