



Republic of the Philippines
Department of Environment and Natural Resources

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MAR 03 2021

URGENT MEMORANDUM

TO : All Bureau Directors
LMB, FMB, BMB, EMB, MGB and ERDB

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

SUBJECT : SUBMISSION AND POSTING OF THE UPDATED/LATEST
CITIZEN'S CHARTER AND SUBMISSION OF CERTIFICATE OF
COMPLIANCE

In line with Rule IV of the Joint CSC-ARTA-DTI MC 2019-001 or the IRR of RA 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act (EODB) of 2018 and Item 3.3 of ARTA MC 2019-002-A or the Supplemental Guidelines on the Implementation of Citizen's Charter, all Offices and Bureaus of the Department are required to submit to the ARTA (copy furnished the Department) on or before the 1st Quarter of every year the following documents:

1. Updated/latest Citizen's Charter in Handbook form (in text-readable PDF format);
and
2. Certificate of Compliance (COC)

In this connection, kindly submit directly to the ARTA (through its email address at compliance@arta.gov.ph), copy furnished this Office (through its email address at denr.arta@gmail.com), **on or before 31 March 2021**, both documents in electronic forms or soft copies. Only your letter informing the ARTA on the submission and compliance of such documentary requirements, in a hard copy, should be sent to the said Agency/Authority.

Likewise, kindly post your updated/latest Citizen's Charter at the main entrance or at the most conspicuous place of your Office and official website pursuant to the guidelines set forth in ARTA MC 2019-002-A.

Please be informed and guided that in case your Office already submitted to the ARTA in 2020 the document under Item No. 1 and there is no update, modification or change made or introduced, only the document under Item No. 2 shall be submitted on or before the said deadline. Nevertheless, your Office must include in your letter to the ARTA that no update, modification or change is necessary and the last year's Citizen's Charters submitted are still in effect.

For any clarification or concern, you may contact Forester Mark Vincent C. Yngente of the Internal Affairs Division, Legal Affairs Service at 09061306955, or through the email address at denr.arta@gmail.com.

For information and compliance.


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

Let's Go Green!!!