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Department of Environment and Natural Resources
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MEMORANDUM

FOR/TO : ALL OFFICES
DENR Central Office
DENR Regional Offices
Attached Agencies
Staff Bureaus, and Line Bureaus and Regional Offices

FROM : THE ASSISTANT SECRETARY
Enforcement, Head Manila Bay Task Force Operations Center, and
Member, Citizen's Charter committee - S.O. 2019-419

SUBJECT : COMPLIANCE WITH DENR MEMORANDUM CIRCULAR NO.
2015-04 RE: SERVICE EXCELLENCE THROUGH
CONTINUOUS SYSTEMS INNOVATION MONITORING AND
EVALUATION (SECSIME) FOR 2021

DATE : 20 May 2021

Pursuant to the DMC No. 2015-04 and as part of the requirements for the 2021 Performance-Based Bonus (PBB) Scheme, you are hereby reminded of the deadline for this year's SECSIME submission.

Please be advised of the following:

1. All submissions must be made online only. Hard or printed copies will not be accepted as a precautionary measure in view of the CoVid-19 pandemic.
2. All process flows must be submitted to the Office of the Assistant Secretary for Enforcement not later than 01 July 2021.
3. In view of the new requirements of the Anti-Red Tape Authority (ARTA), we are prescribing a new format to harmonize with existing rules and regulation in relation with the Republic Act (RA) 11032 otherwise known as the Ease of Doing Business and Efficient Service Delivery Act (EODB) of 2018. Attached is a sample process flow (Annex A) for your guidance which can also be downloaded via the link below:

<http://bit.ly/secsime2020format>

4. Process flows must be submitted following the template and strictly in MS Word file. Editable soft copies must be submitted to denr.secsime@gmail.com. Please make sure that all submissions are sent to this e-mail address.

For DENR Regional Offices:

5. DENR Regional Offices are instructed to consolidate all submissions of the offices within the Regional Office including all PENR and CENR Offices in their respective Regions. No PENR or CENR office shall submit their compliance individually.
6. DENR Regional Offices shall submit all submissions in a single folder either through an attachment in the email body or any file-sharing platform i.e. Google Drive. Sub-folders must be created in the manner provided below. For reference, a sample folder can also be accessed through the Google Drive link provided above.
 - a. DENR Region ____, Bureau or Attached Agency (parent folder)
 - b. Sub-folders:
 - i. Regional Office
 - ii. PENRO 1
 - iii. PENRO 2
 - iv. CENRO 1
 - v. CENRO 2
7. Ensure that a copy of this Memorandum is disseminated to all the PENR and CENR offices under your area of jurisdiction to avoid inconsistencies and error in disseminating information contained in this memorandum.

For DENR Regional Offices, Bureaus (and Regional Offices) and Attached Agencies:

8. To facilitate easier management and for the Regional Offices, Bureaus and Attached Agencies to monitor the compliance of its Offices, a template shall be accomplished in the Regional, Bureau, Regional Bureau or Attached Agency level following Annex "B" of this memorandum. The template shall likewise be submitted in editable format.

For questions and clarifications, contact us at 8928 7861 or at VOIP 8988 3367 loc. 1079.

For compliance.



ATTY. DANIEL DARIUS M. NICER, CESO II



ANNEX A

SECSIME NO. RO-AF-01. ISSUANCE OF CERTIFICATION OF NO RECORDS/APPEAL/MOTION FOR RECONSIDERATION, ETC.

This Certification is made upon request of DENR personnel, official or external party of No Records/Appeal/Motion for Reconsideration, etc. being filed in the DENR. The purpose for the request is included in the Certification.

Office or Division:	Records Unit/Section, DENR CENRO _____, Region ____ PENRO _____, Region ____ or Region _____ Attached Agency, or Bureau			
Classification:	Simple			
	Complex			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Internal: Regular Employee of DENR, including its Bureaus and Attached Agencies External: Contract of Service Personnel, LGU and other government agencies or instrumentalities and private individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished customer request form (1 original)		Public Assistance Desk, Receiving Area or Records Unit/Section		
2. Government issued ID (present 1 original)		Requesting Party		
Additional if from the Government Sector				
3. Official Letter Request (1 original)		Requesting Party		
Additional if Requesting Party is a representative				
4. SPA for representative (1 original, notarized)		Requesting Party, Private Lawyer or Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish request form and forward to	1. Receive, and check the completeness of	None	5 min.	<i>Receiving/Releasing Clerk</i> Records Unit/Section



Receiving/ Clerk	Releasing	submitted requirements, stamp the date and time on documents and forward to all documents to action officer			<input type="button" value="Add Photo"/>
1.1. None		1.1. Verify all requirements and indicate amount to be paid in the Request Form	None	5 min.	<i>Records Officer</i> Records Unit/Section <input type="button" value="Add Photo"/>
1.2. None		1.2. Approve and sign Request Form	None	5 min.	<i>Records Officer</i> Records Unit/Section <input type="button" value="Add Photo"/>
1.3. None		1.3. Prepare/Approve Order of Payment	None	5 min.	<i>Records Officer</i> CENRO Records Unit/Section <input type="button" value="Add Photo"/> <i>Accounting Personnel</i> PENRO/Regional Office Accounting Unit/Section <input type="button" value="Add Photo"/>



2. Pay to the Cashier the Certification Fee	1. Accept payment and issue Official Receipt	Certification Fees***: Php 50.00 (for reference purposes) Php 100.00 (for loan purposes)	5 min.	<i>Collecting Officer</i> <i>Credit Officer</i> <i>Cashier Unit/Section</i> <input type="button" value="Add Photo"/>
1.1. None	2.1. Check the Official Receipt. Verify, prepare and initial the Certification	None	25 min. (Simple) 3 hours (Complex)	<i>Records Officer</i> <i>Records Unit/Section</i> <input type="button" value="Add Photo"/>
2.2. None	1.2. Initial the Certification	None	5 min.	<i>Chief</i> <i>Concerned Unit/Section</i> <input type="button" value="Add Photo"/>
1.3. None	2.3. Determine accuracy of the Certification and affix signature	None	5 min.	<i>CENR Officer or</i> <i>Records Officer</i> <i>(CENR Office)</i> <input type="button" value="Add Photo"/> <i>Chief, MSD or TSD or</i> <i>PENR Officer</i> <i>(PENR Office)</i> <input type="button" value="Add Photo"/>



				<i>RED</i> (Regional Office)
2.4. None	1.4. Release the approved Certification to the customer and forward the received Customer Request Form to Action Officer	None	10 min.	<i>Receiving/Releasing Clerk</i> Records Unit/Section
2. Receive the approved Certification	3. File the Customer Request Form	None	5 min.	<i>Records Officer</i> Records Unit/Section
TOTAL:		Php 50.00 (for reference purposes)	Simple	1 hour & 15 min.
		Php 100.00 (for loan purposes)	Complex	3 hours & 50 min.

***Except when covered by Official Letter Request

Summary of SECSIME Submissions for 2021

Office: Kindly indicate your Regional Office, Bureau or Attached Agency

Office/Division	Process or Service Title	Is it the submission in soft copy? (Yes/No)	Is the submission editable? (Yes/No)
Regional Office		▼	▼
Office of the RED		▼	▼
Office of the ARED for Management Services		▼	▼
Office of the ARED for Technical Services		▼	▼
Administrative Division		▼	▼
Conservation and Development Division		▼	▼
Enforcement Division		▼	▼
Finance Division		▼	▼
<i>Cashier Section (for sections or units under a division or office, kindly italicize and input in blue font)</i>		▼	▼
<i>Budget Section</i>		▼	▼
Legal Division		▼	▼
Licenses, Patents and Deeds Division		▼	▼
Planning and Management Division		▼	▼
Surveys and Mapping Division		▼	▼
PENRO _____		▼	▼
Office of the PENR Officer		▼	▼
Management Services Divission		▼	▼
Technical Services Division		▼	▼
PENRO _____		▼	▼
Office of the PENR Officer		▼	▼
Management Services Divission		▼	▼
Technical Services Division		▼	▼
CENRO _____		▼	▼
CENRO _____		▼	▼
CENRO _____		▼	▼