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**URGENT MEMORANDUM**

29 NOV 2021

**TO :**           **The Service Directors**  
Administrative Service  
Financial and Management Service  
Human Resource Development Service  
Knowledge and Information Systems Service  
Strategic Communication and Initiatives Service  
Legal Affairs Service

**The Bureau Directors**  
Forest Management Bureau  
Land Management Bureau

**FROM :**       **The Undersecretary**  
Legal, Administration, Human Resources, and Legislative Affairs,  
and Chairperson, DENR's Committee on Anti-Red Tape (CART) per  
Special Order No. 2021-325

**SUBJECT :**     **DENR CITIZEN'S CHARTER 2022 (VERSION 1)**

In connection with the Anti-Red Tape Authority Memoranda Circular (ARTA MC) 2019-002<sup>1</sup> and 2019-002-A<sup>2</sup>, the existing DENR Citizen's Charter 2021 (5<sup>th</sup> Edition) process flows shall be updated and be harmonized with the existing and applicable laws, regulations, issuances, and policies of the Agency.

In line with this, you are requested to submit comments and/or updated version of the DENR Citizen's Charter 2021 (5<sup>th</sup> Edition) following the existing and new issuance of the Department that may supersede the previous legal bases used in crafting the latest version of the DENR Citizen's Charter. Regional Citizen's Charters on Administrative and Finance Sector shall be commented by Central Office focal offices. Forestry Sector shall be commented by the Forest Management Bureau, and Land Sector by the Land Management Bureau. A complete list of these processes is provided in *Annex "A"*. To ensure efficient review and updating, please be guided by the following:

- 1) Download word file copy of the DENR Citizen's Charter 2021 5<sup>th</sup> Edition process flows through the link <https://bit.ly/3n2est0>;
- 2) To prevent accidental change in formatting, please refrain from viewing the files by double-clicking and/or opening the files in Google Docs. Instead, download the files and open them using Microsoft Word in your laptop/computer;

<sup>1</sup> *Guidelines on the Implementation of the Citizen's Charter in Compliance with the Republic Act 11032, otherwise known as the 'Ease of Doing Business and Efficient Government Service Delivery Act of 2018', and its Implementing Rules and Regulations (IRR)*

<sup>2</sup> *Supplemental Guidelines on ARTA MC 2019-002 Series of 2019*

- 3) Conduct meetings with offices concerned for an accurate review of the procedures, requirements, fees (if any), processing time, and offices and persons responsible;
- 4) Please be reminded that the turnaround/processing time includes both the transportation time and waiting time;
- 5) All procedures, fees and documentary requirements must be based on existing laws, policies, rules and regulations;
- 6) Bureaus may directly edit the process flows after they downloaded the files, provided that the comments and/or changes are highlighted for easier tracking of changes.
- 7) Submit to this Office [Attention: the DENR Central Office Sub-Committee on Anti-Red Tape (Sub-CART) on Citizen's Charter (CC) Compliance and Monitoring], through email address at [denr.arta@gmail.com](mailto:denr.arta@gmail.com), on or before 15 December 2021, your comments in editable, soft copy in Microsoft Word format, 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 given the COVID-19 pandemic.

For inquires, you may contact Forester Mark Yngente through his mobile number 0906-1306-955 or email address indicated in Item No. 7.

For information and compliance.

ATTY.  D. ADOBO, JR., CESO I