



Republic of the Philippines
Department of Environment and Natural Resources
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URGENT MEMORANDUM

APR 06 2022

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

ATTN : The Head, Regional Committee on Anti-Red Tape (CART)

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 : **SUBMISSION OF PROOF OF POSTING OF THE
UPDATED/LATEST CITIZEN'S CHARTER FOR CY 2022**

Pursuant to Anti-Red Tape (ARTA) Memorandum Circular (MC) 2019-002-002-A¹, the Sub-Committee on Anti-Red Tape (Sub-CART) on Citizen's Charter (CC) Compliance and Monitoring submitted to the ARTA last 28 March 2021 the updated DENR Citizen's Charter for 2022 (1st edition), containing the internal and external services of the DENR Central Office and harmonized internal and external services of the Regional, PENR and CENR Offices.

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

1. Download the latest copy of DENR Citizen's Charter for 2022 (1st Edition) through the link <https://bit.ly/3qIZCJA>;
2. Make available to the public the DENR Citizen's Charter for 2022 (1st Edition) 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 Committee on Anti-Red Tape (CART), the necessary documentary requirements submitted by your PENR and CENR Offices using the template provided in Annex "B". Submission of consolidated

¹Supplemental Guidelines on ARTA MC 2019-002 **Let's Go Green**

compliance covering the Regional, PENR and CENR Offices shall be in a single Portable Document Format (PDF) file. Incomplete submission of the documentary requirements by your PENR and CENR Office shall not be accepted by this Office; and

4. Submit directly to this Office, through the Sub-CART on CC Compliance and Monitoring with email address at denr.arta@gmail.com and **not to the ARTA**, on or before 19 April 2022, your proof of compliance with the aforementioned requirements, in the form of electronic copies (e-copies) in PDF file and **not in hard or printed copies.**

For any clarification or concern, you may contact Ms. Hanah Buguina of the Internal Affairs Division, Legal Affairs Service at 09165608922, or through email address indicated in Item No. 4.

For information and strict compliance.

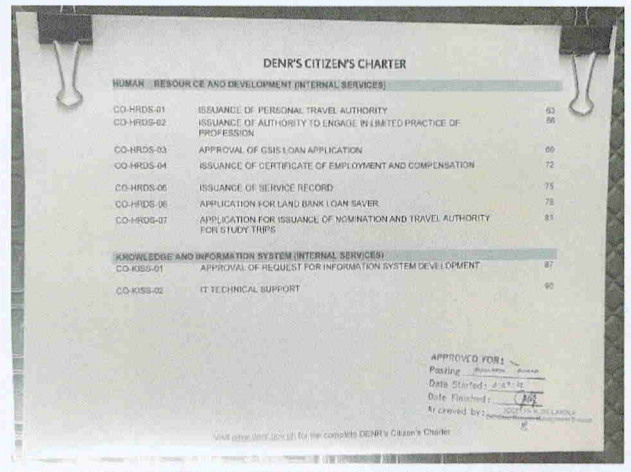
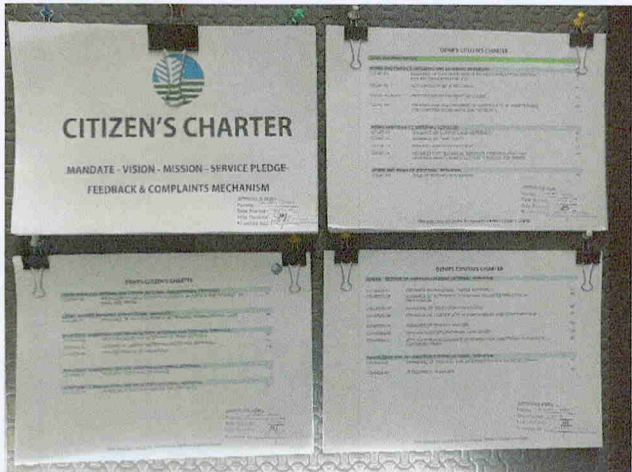

ATTY. ERNESTO D. ADOBO, JR., CESO I

Annex "B" - Template for the Consolidated Proof of Compliance*

OFFICE: e.g. DENR Region I, PENRO Catanduanes or CENRO Zamboanga City

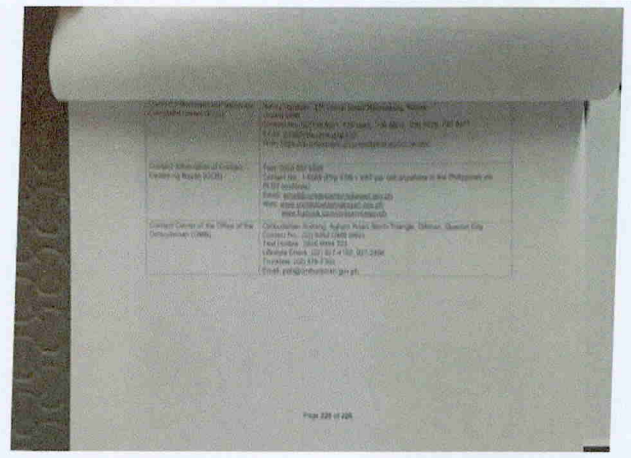
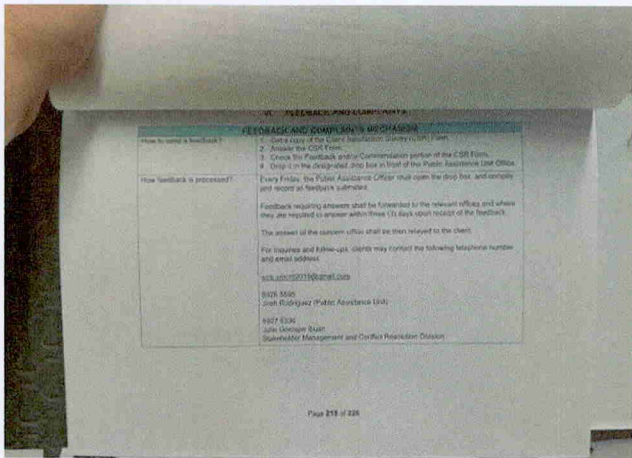


1) Panoramic View of the Citizen's Charter posters and/or Public Assistance Desk



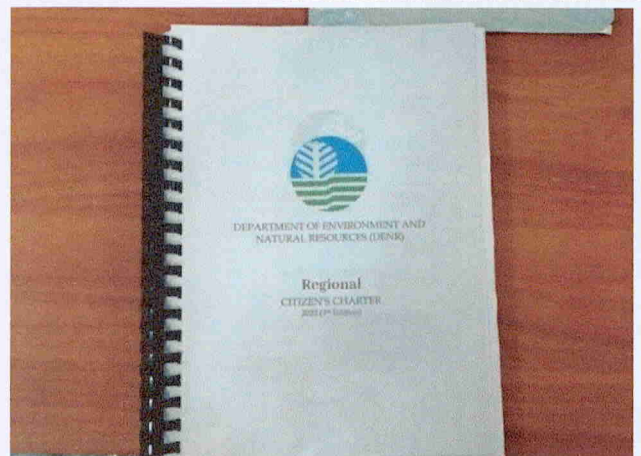
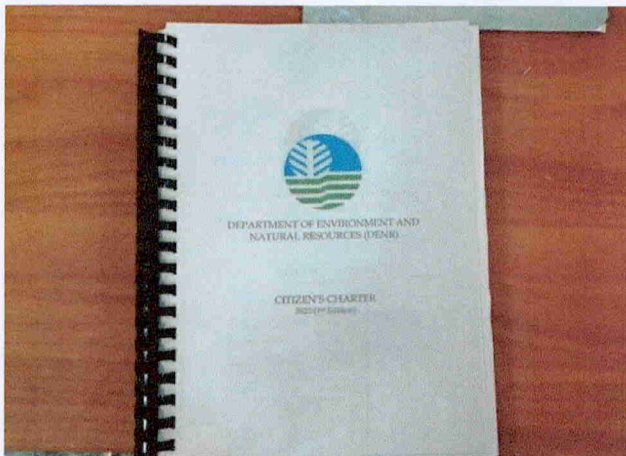
2) Mandate, Vision, Mission and Service Pledge

3) Close-up of Citizen's Charter



4) Feedback and Complaints Mechanism

5) Contact Details of ARTA, PCC, CSC and OMB

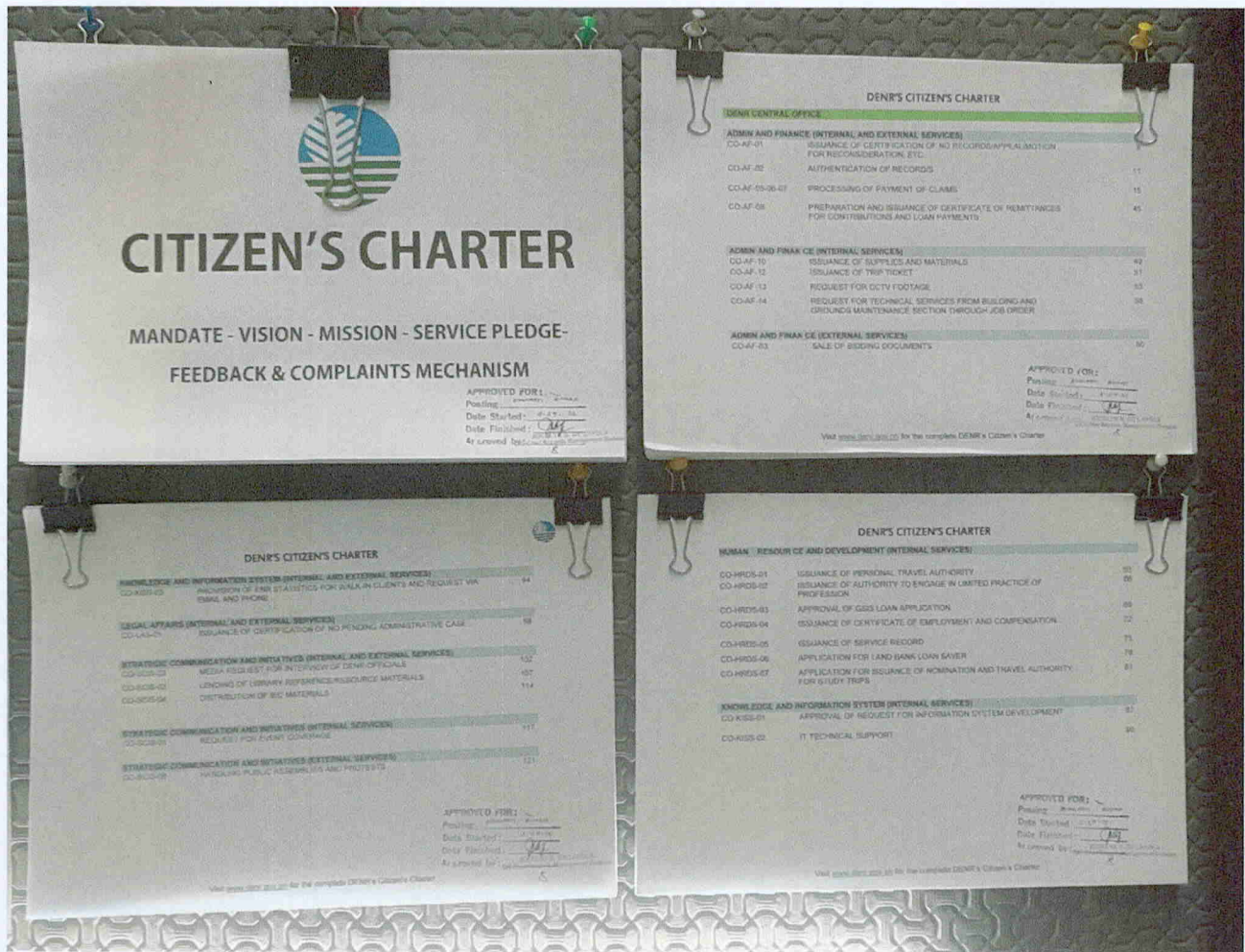


6) Citizen's Charter Handbook 2022(1st ed.)

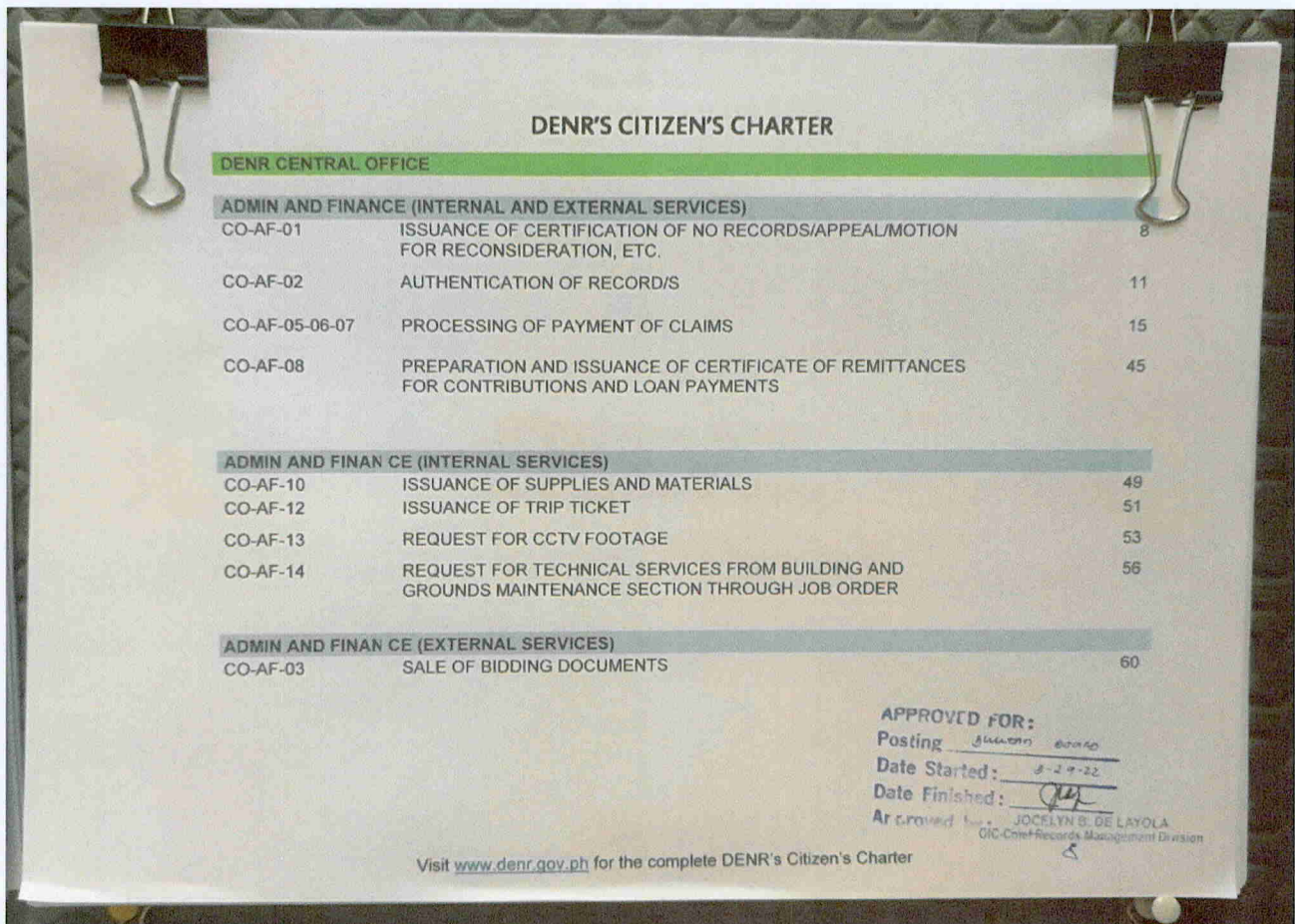
7) Regional Citizen's Charter Handbook

*Offices may include more photos. However, proof of compliance must include at least the seven items shown above. Paper Size: 8.5 x 13 inches (Folio). Margin: 0.50 x 0.50 inches

Annex "A" - Citizen's Charter Poster



The Citizen's Charter must contain the mandate, vision, mission, service pledge and localized feedback and complaints mechanism of the DENR.



The pages can be flipped to show the Citizen's Charter process flows.