



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

APR 06 2022

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

ATTN : The Head, Bureau 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 Rule IV of the Joint CSC-ARTA-DTI Memorandum Circular (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 and Item 3.3. of Anti-Red Tape (ARTA) MC 2019-002-A or the Supplemental Guidelines in the Implementation of Citizen's Charter (CC) 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:

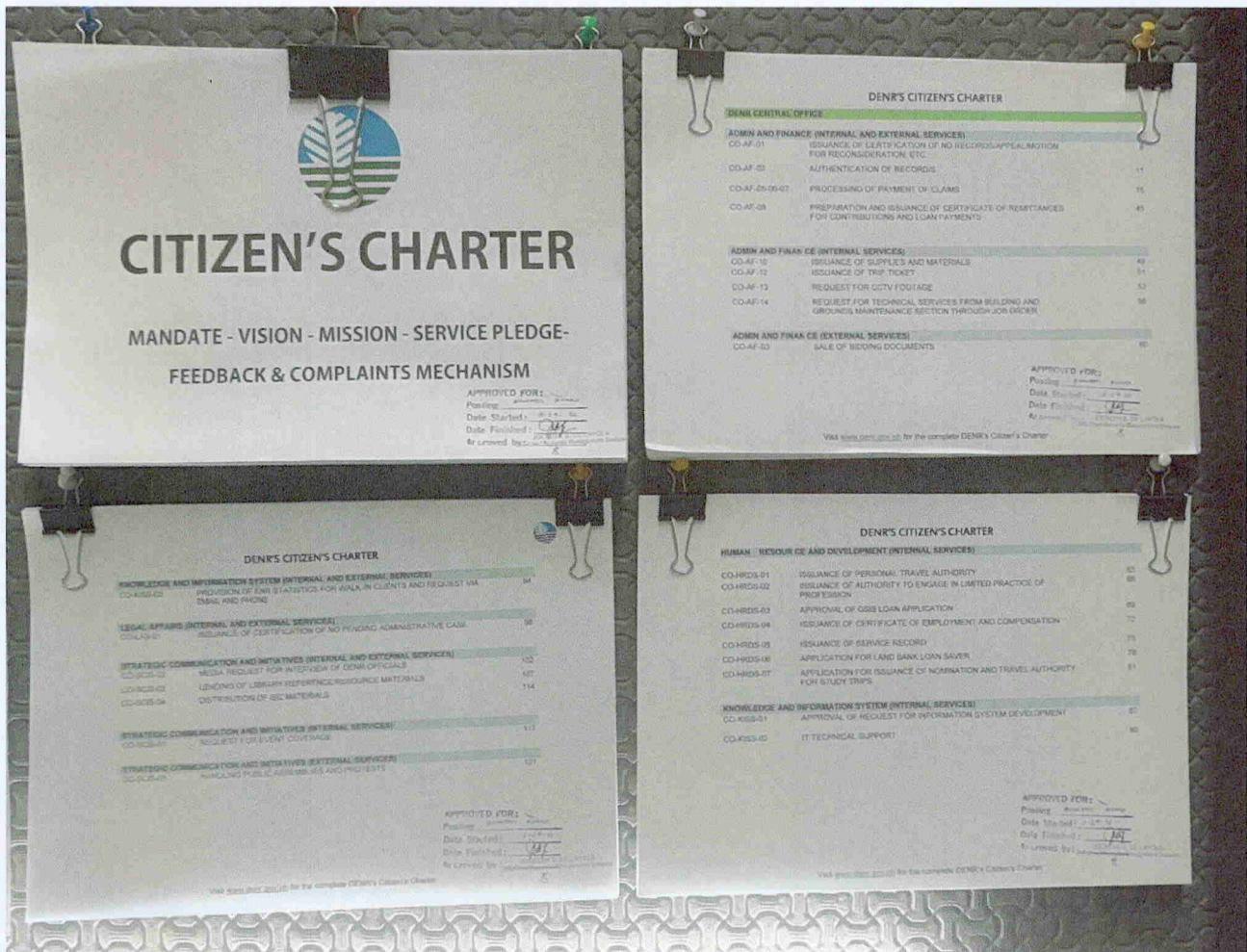
1. Make available to the public your updated/latest Citizen's Charter to include:
 - a. A handbook displayed at the Public Assistance Desk of Offices;
 - b. Posters containing the applicable processes posted at the main entrance of or most conspicuous places in your Offices. A sample is provided in Annex "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 Bureau Website.
2. Consolidate the necessary documentary requirements and submitted using the template provided in Annex "B". Submission shall be in a single Portable Document Format (PDF) file; and
3. 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.

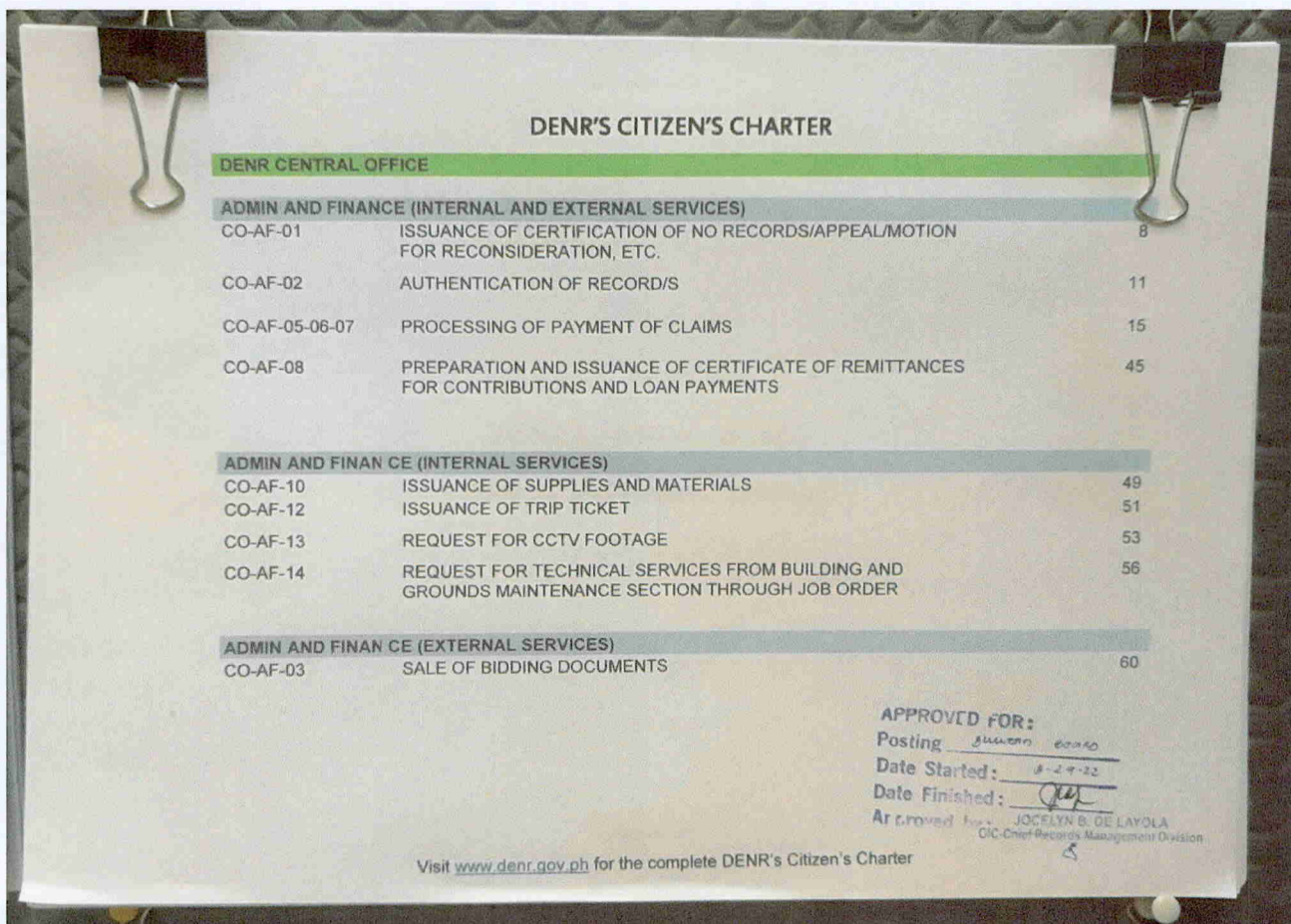
For information and strict compliance.


ATTY. ERNEST D. ADOBO, JR., CESO I
Let's Go Green

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.



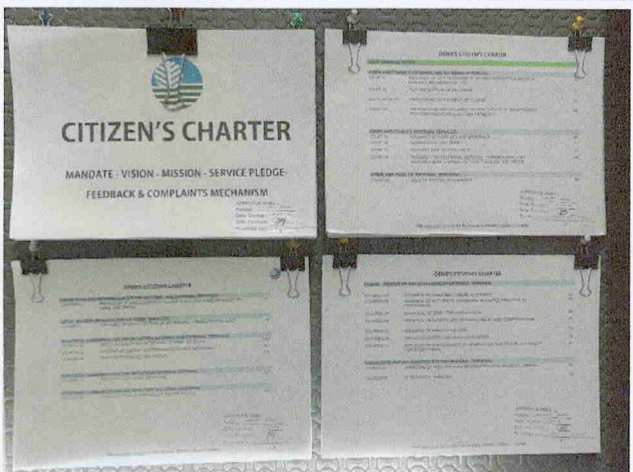
The pages can be flipped to show the Citizen's Charter process flows.

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

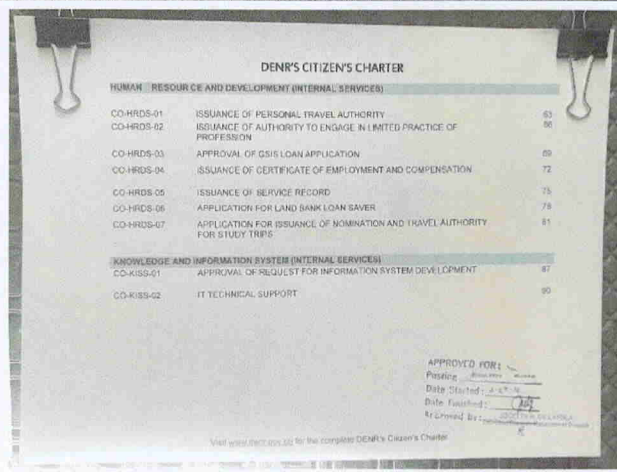
OFFICE: e.g. DENR Region I, PENRO Catanduanes or CENRO Zamboanga City



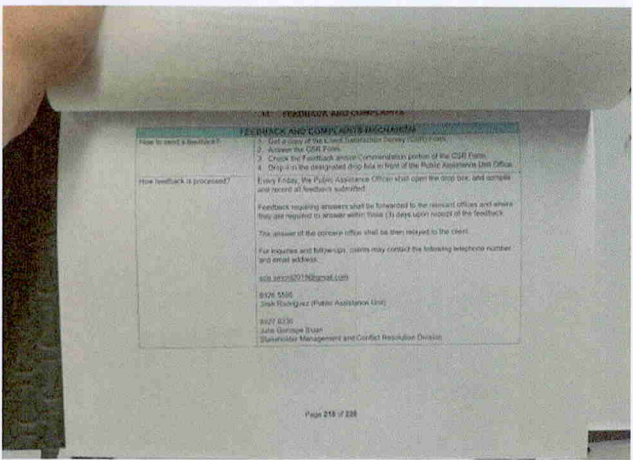
1) Panoramic View of the Citizen's Charter posters and/or Public Assistance Desk



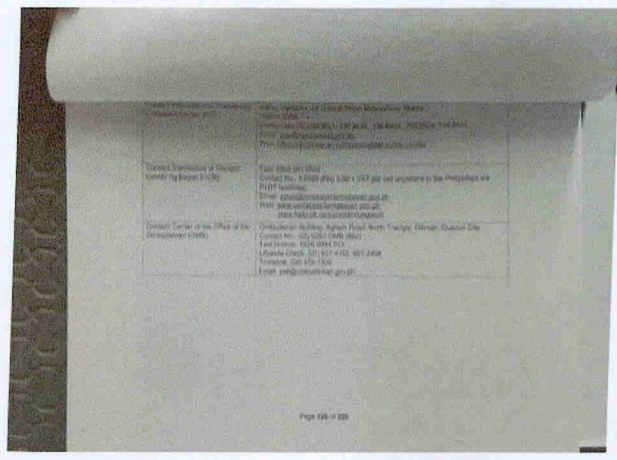
2) Mandate, Vision, Mission and Service Pledge



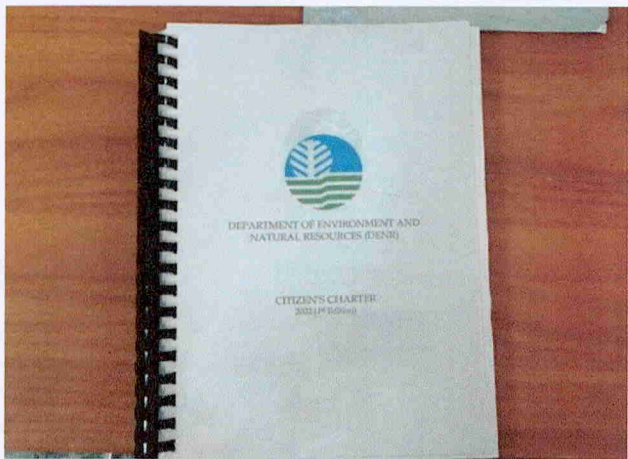
3) Close-up of Citizen's Charter



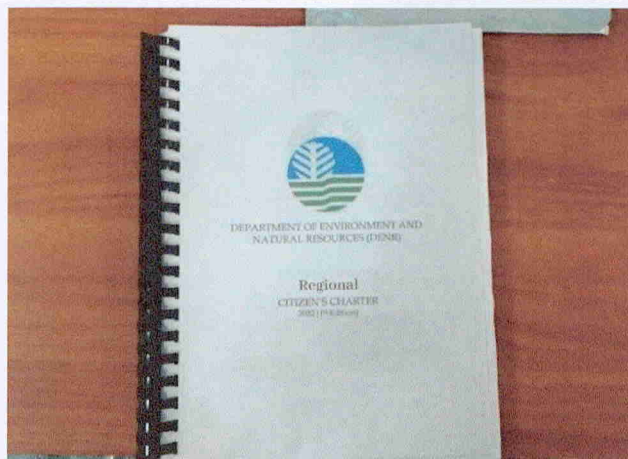
4) Feedback and Complaints Mechanism



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