



Republic of the Philippines
Department of Environment and Natural Resources
Visayas Avenue, Diliman, Quezon City. 1100
Tel. Nos. (632) 929-6626; VOIP Trunkline (632) 8249-3367/8248-3367
Website: <http://www.denr.gov.ph>

MEMORANDUM

TO : **THE REGIONAL EXECUTIVE DIRECTORS**
Regions 2, 3, 4A, 8, 9, 11, 10, 12,

BUREAU DIRECTORS
Environmental Management Bureau (EMB)
Mines and Geosciences Bureau (MGB)
Biodiversity Management Bureau (BMB)
Ecosystems Research and Development Bureau (ERDB)
Forest Management Bureau (FMB)
Land Management Bureau (LMB)

ATTENTION : **PENRO & CENRO OFFICERS**
PENRO Biliran
PENRO Misamis Oriental
PENRO Nueva Ecija
PENRO Zamboanga Del Sur
CENRO Naguilian, Isabela
CENRO San Isidro, Isabela
CENRO Sta. Cruz, Isabela
CENRO Casiguran, Aurora
CENRO Catbalogan, Samar
CENRO Zamboanga City
CENRO Davao City (east) Davao Del Sur
CENRO Tacurong City, Sultan Kudarat

FROM : **THE UNDERSECRETARY**
Legal and Administration and
Chairperson, DENR Committee on Anti-Red Tape (CART)

SUBJECT : **SUBMISSION OF AWARDS AND RECOGNITIONS RECEIVED IN COMPLIANCE TO THE IMPLEMENTATION OF THE ANTI-RED TAPE (ARTA) REPORT CARD SURVEY (RCS) 2.0**

DATE : **NOV 21 2023**

This pertains to the implementation of the Report Card Survey (RCS) 2.0 of the Anti-Red Tape Authority (ARTA) per Memorandum Circular No. 2022-04 series of 2022.

Relative thereto, you are hereby instructed to submit the awards and recognitions received by your Office in line with the Department's streamlining of processes for the present year (2023) on or before 20 December 2023, using the attached prescribed ARTA template for the report on Recognition/Awards/Accreditation.

For your concerns and clarifications, please contact the Stakeholders Management and Conflict Resolution Division at scis.smcrd@denr.gov.ph or call telephone number 02-8927-6336 and look for Ms. Julie G. Iban.

For compliance.


ATTY. ERNESTO D. ADOBO JR., CESO I

Annex B. Template for the Report on Recognition/Awards/Accreditation

Name of the Agency	:
Head of the Agency	:
Date Accomplished:	:
Name of the Respondent	:

During the past year, has the agency received any regional/national and/or international awards and accreditations from external agencies regarding this agency's streamlining of processes/quality of service delivery? (if yes, please accomplish the corresponding tables below)

- Yes, the agency has received regional award/accreditation from an external agency regarding streamlining or processes/quality of service delivery
- Yes, the agency has received national award/accreditation from external agencies regarding streamlining or processes/quality of service delivery
- Yes, the agency has received international award/accreditation from an external agency regarding streamlining or processes/quality of service delivery
- Yes, the agency has received a combination of regional/national and international awards/accreditations from external agencies regarding streamlining or processes/quality of service delivery
- No, the agency has not received any award/accreditation

Regional Awards/Accreditations (you may attach a separate sheet if necessary)

Award / Accreditation	Description of Award / Accreditation	External Agency that gave Award / Accreditation	Date of Award / Accreditation (valid until)

National Awards/Accreditations (you may attach a separate sheet if necessary)

Award / Accreditation	Description of Award / Accreditation	External Agency that gave Award / Accreditation	Date of Award / Accreditation (valid until)

International Awards/Accreditations (you may attach a separate sheet if necessary)

Award / Accreditation	Description of Award / Accreditation	External Agency that gave Award / Accreditation	Date of Award / Accreditation (valid until)

I hereby certify that the answers and information in this form above are true and correct to the best of my knowledge and the agency's knowledge. I understand that any false statements in this form may be liable to any penalty the Authority or other agency may impose.

 Name
 Position

 Date



ANTI-RED TAPE AUTHORITY REPORT CARD SURVEY 2.0



Department of Environment and Natural Resources RCS 2.0 C.Y. 2022 (Pilot Implementation)

RCS COMPONENTS	PERFECT SCORE (PS)	AGENCY SCORE (AS)	% (AS/PS)/100	WEIGHT	TOTAL (% x WEIGHT)	REMARKS
Institutionalization of R.A. 11032 (40%)	100	100	100.0%	40%	40.00%	
1. Citizen's Charter & Certificate of Compliance	50	50	100.0%			Fully Compliant
2. Committee on Anti-Red Tape	15	15	100.0%			Fully Compliant
3. Reengineering Plan	10	10	100.0%			Fully Compliant
4. Zero-Backlog Program	10	10	100.0%			Fully Compliant
5. Client Satisfaction Measurement Report	15	15	100.0%			Fully Compliant
6. Electronic Business One-Stop Shop (For LGUs only)	N/A	N/A	-			
Overall Survey Results (60%)			83.0%	60%	49.78%	
1. Survey Questionnaire (SQ)(31.5%)	90	66	73.3%			
i. Service Delivery	45	37	82.2%			
ii. Access and Facilities	25	21	84.0%			
iii. Communications and Payments & Processes	20	8	40.0%			
2. Inspection Checklist (IC) (18.0%)	59	57	96.6%			
i. Service Delivery, Payment, and Processes	30	30	100.0%			
ii. Access, Facilities, and Communications	29	27	93.1%			
3. Client Satisfaction Measurement (CSM) (10.5%)			88.5%			
External Recognition (+5%)					0.00%	No Submission
Agency RCS Score	89.78%					
Score Range	85% to 89.99%					
Descriptive Rating	Satisfactory					

DESCRIPTIVE RATING	
NUMERICAL RATING	DESCRIPTIVE RATING
95% TO 100%	EXCELLENT
80% TO 84.99%	VERY SATISFACTORY
65% TO 80.99%	SATISFACTORY
50% TO 64.99%	COMPLIANT
35% TO 49.99%	NEEDS IMPROVEMENT
74.99% OR BELOW	REQUIRES THOROUGH REVIEW OF R.A. 11032 REQUIREMENTS

CONTACT US

- 🌐 www.arta.gov.ph
- 📞 Anti-Red Tape Authority
- 📧 @artagovph
- ✉️ info@arta.gov.ph

