



12 APR 2023

MEMORANDUM

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

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

FROM : **The Director**  
Legal Affairs Service, and Head of the DENR CO Sub-CART on Citizen's Charter (CC) Compliance and Monitoring per Special Order No. 2021-551

SUBJECT : **SUBMISSION OF PROOF OF POSTING OF THE UPDATED/LATEST CITIZEN'S CHARTER FOR CY 2023**

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 Authority (ARTA) MC 2019-002-A or the Supplemental Guidelines in the Implementation of Citizen's Charters on posting of the latest/updated Citizen's Charters at the main entrance of or most conspicuous place in your office, you are requested to comply with the following requirements:

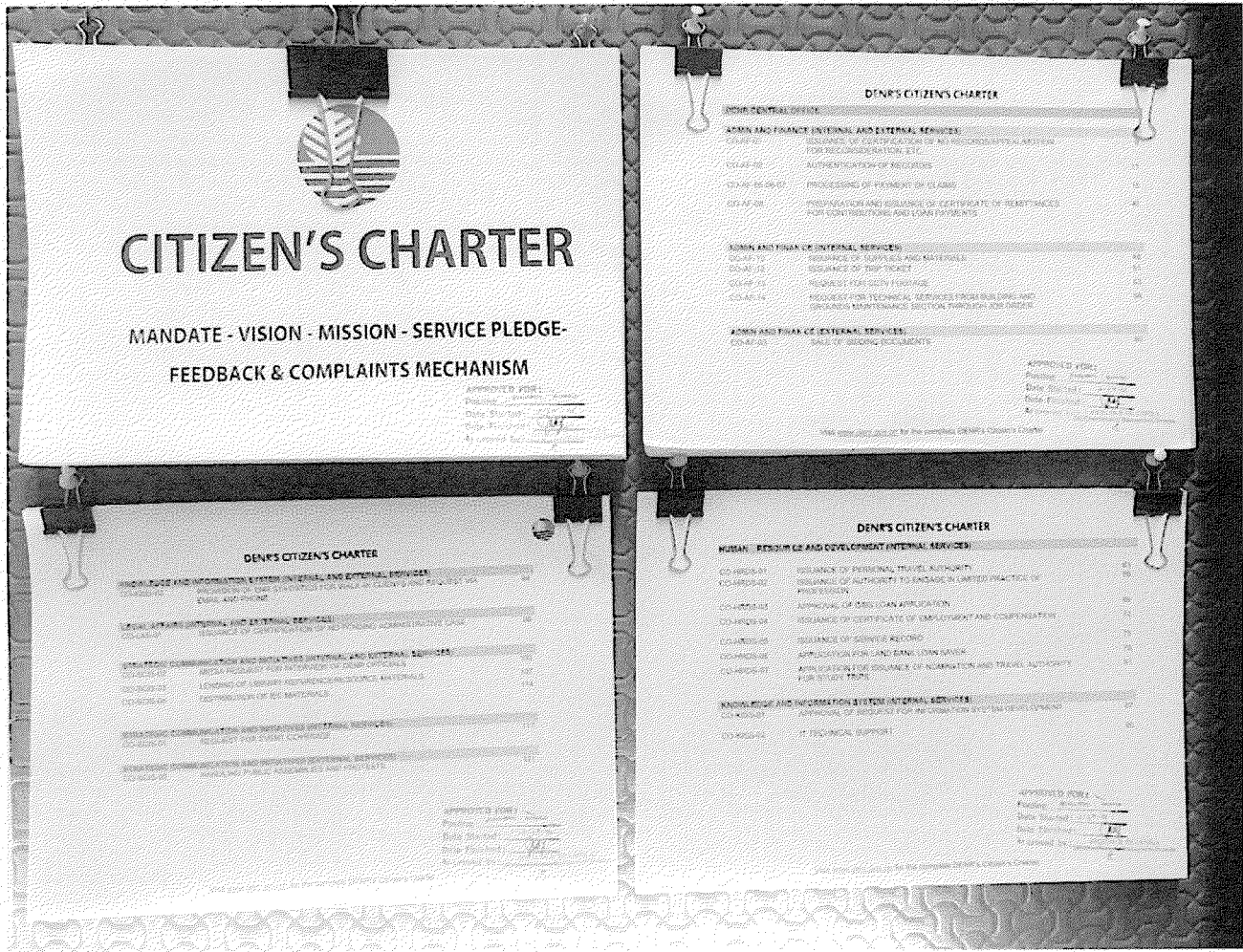
1. Make available to the public your updated/latest Citizen's Charter to include:
  - a. A handbook displayed at the Public Assistance Desk of your Office;
    - i. Name of person responsible for each process step, in compliance with Annex A of ARTA MC 2021-10
  - b. Posters containing the applicable processes posted at the main entrance of or most conspicuous places in your Office. A sample is provided in Annex "A" of this memorandum. It is also encouraged that the display of Citizen's Charters 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 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 Citizen's Charter Compliance and Monitoring, with email address at denrcosubcart.citizenscharter@gmail.com, and **not to the ARTA**, on or before 05 May 2023, 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 For. Mark Vincent Yngente of the Internal Affairs Division, Legal Affairs Service at 0998-510-5309, or through email address indicated in Item No. 4.

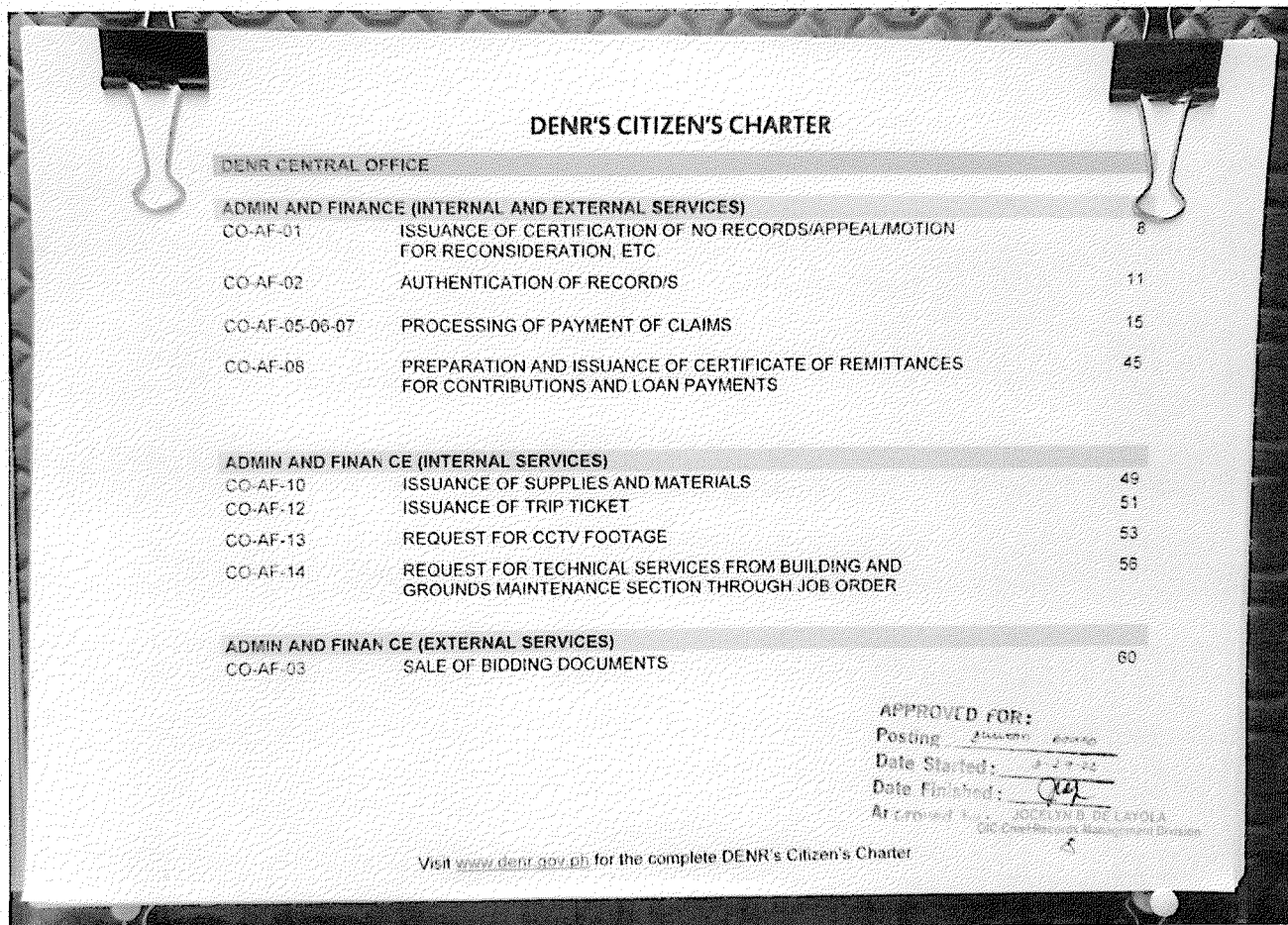
For information and compliance.

  
NORITO A. ENERAN, LL.M., CESO III

Annex "A" - Citizen's Charter Poster



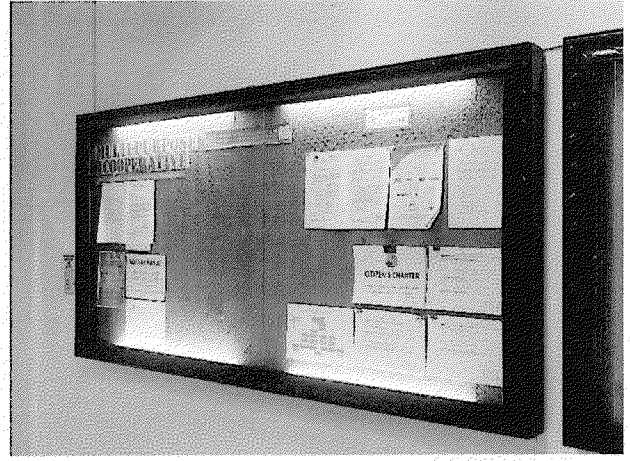
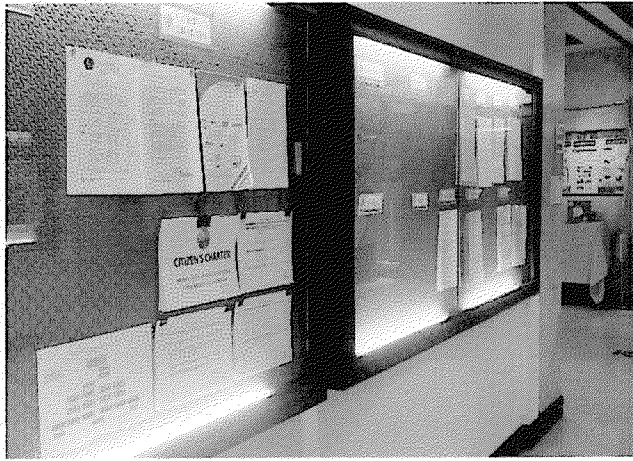
The Citizen's Charter must contain the mandate, vision, mission, service pledge and localized feedback and complaints mechanism of the DENR.



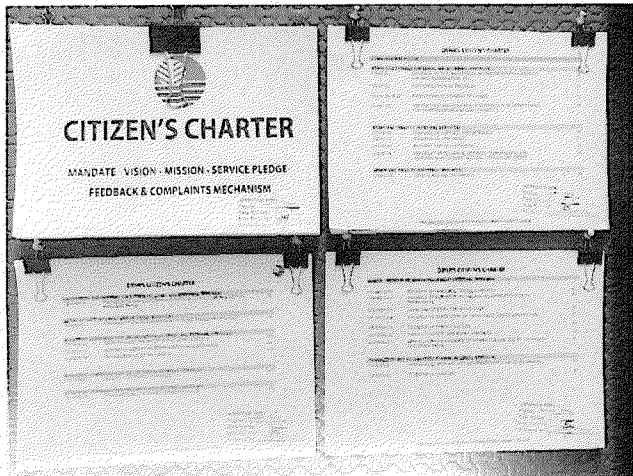
The pages can be flipped to show the Citizen's Charter process flows.

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

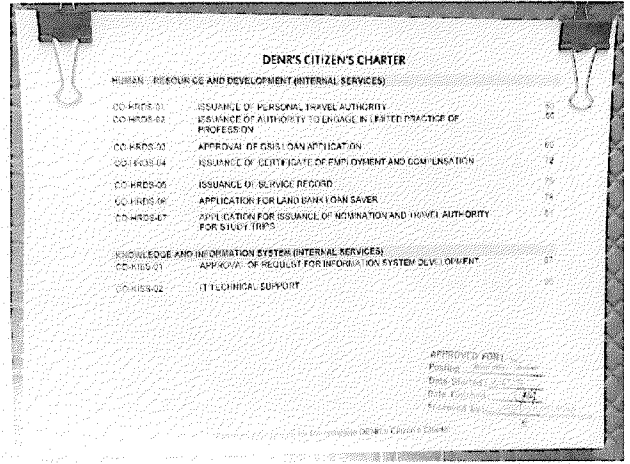
OFFICE: e.g. Forest Management Bureau



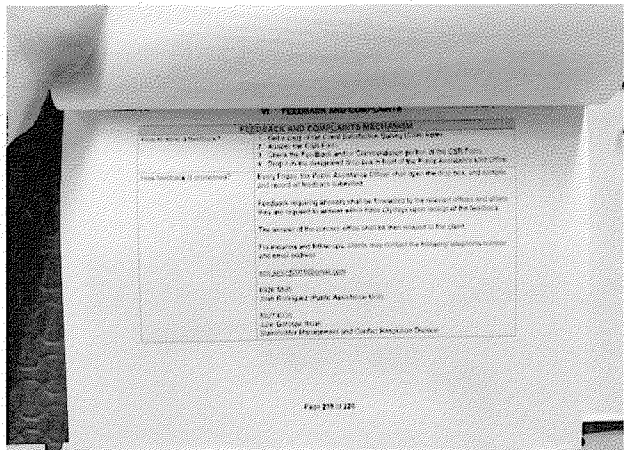
**1) Panoramic View of the Citizen's Charter posters and/or Public Assistance Desk**



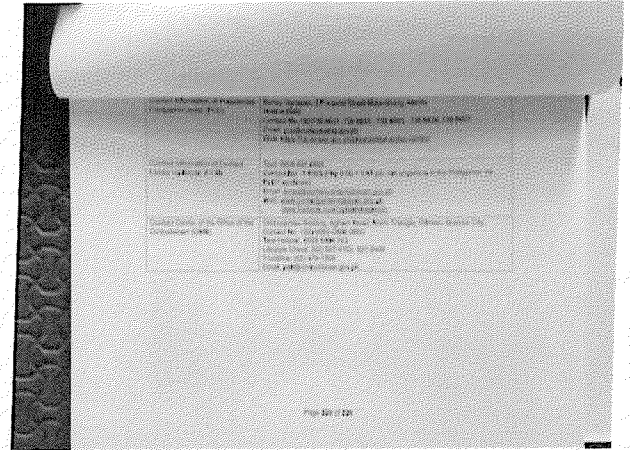
**2) Mandate, Vision, Mission and Service Pledge**



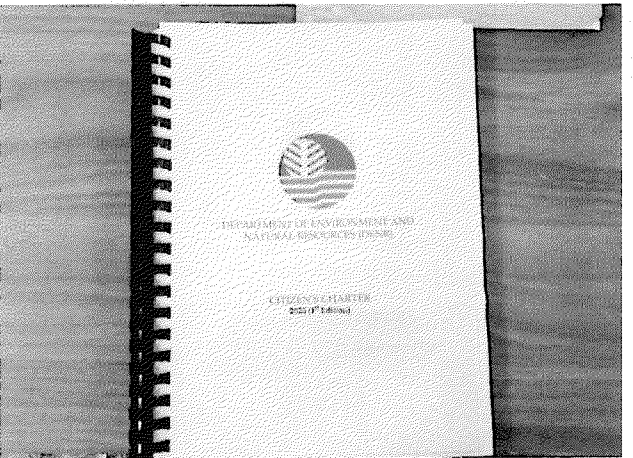
**3) Close-up of Citizen's Charter**



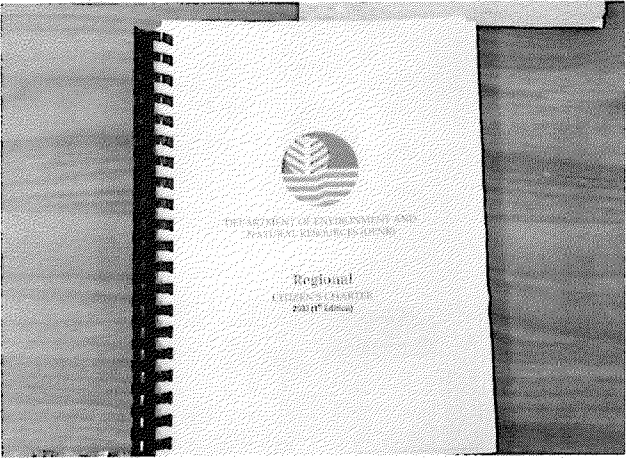
**4) Feedback and Complaints Mechanism**



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



**6) Citizen's Charter Handbook 2023(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*