



Republic of the Philippines
Department of Environment and Natural Resources
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10 JUL 2023

MEMORANDUM

FOR : **The Regional Executive Directors**
DENR- Region II, III, IV-A, VIII, IX, X, XI, & XII

ATTN : PENRO Nueva Ecija
PENRO Biliran
PENRO Misamis Oriental
PENRO Zamboanga City
CENRO Naguilian, Isabela
CENRO San Isidro, Isabela
CENRO Casiguran, Aurora
CENRO Sta Cruz, Laguna
CENRO Catbalogan, Samar
CENRO Zamboanga City
CENRO Davao City (East), Davao Del Sur
CENRO Tacurong City, Sultan Kudarat

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 : **CONDUCT OF THE REPORT CARD SURVEY (RCS) 2.0 OF
THE ANTI-RED TAPE AUTHORITY (ARTA) FROM JULY TO
DECEMBER 2023**

This pertains to the above subject to measure the effectiveness of the Department's compliance and implementation of Republic Act (RA) 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act (EODB) of 2018 and its Implementing Rules and Regulations (IRR).

During the 2023 RCS 2.0 and Harmonized Client Satisfaction Measurement Online Orientation last 14 June 2023, all National Government Agencies (NGAs) were informed of the upcoming RSC where a site visit will be conducted by the Anti-Red Tape Authority (ARTA) this coming July to December 2023 in the following DENR Offices:

PENRO Nueva Ecija	CENRO Casiguran, Aurora
PENRO Biliran	CENRO Sta Cruz, Laguna
PENRO Misamis Oriental	CENRO Catbalogan, Samar
PENRO Zamboanga City	CENRO Zamboanga City
CENRO Naguilian, Isabela	CENRO Davao City (East), Davao Del Sur
CENRO San Isidro, Isabela	CENRO Tacurong City, Sultan Kudarat

As part of the Department's preparation for the said activity, the Sub-CART on Citizen's Charter Compliance and Monitoring will conduct a surprise visit to the PENR and CENR Offices identified to be visited by the ARTA to monitor and assist the concerned Office in assessing the level of their compliance in the implementation of RA 11032 and their readiness for the upcoming RCS. In connection with this, the Sub-CART on Citizen's Charter Compliance and Monitoring will check the following:

1. Posting of 2023 1st Edition Harmonized Citizen's Charters;
2. Posting of Certificate of Compliance (CoC) and Regional Citizen's Charters;
3. Posting of Procedure for Filing of Complaints and Feedback;
4. Posting of Anti-Fixing Campaign (No to Fixer);
5. Handbook for 2023 1st Edition Harmonized Citizen's Charters;
6. Handbook for Regional Citizen's Charters;
7. Name of the Person Responsible as indicated on the Citizen's Charters;
8. Regional Special Order for the Creation of Regional CART;
9. Zero Backlog Program and Zero Backlog Report/Certification;
10. Public Assistance and Complaint Desk;
11. Public Assistance and Complaint Desk Officer;
12. Feedback and Complaint Form;
13. Feedback and Complaint Box, and
14. Wearing of ARTA ID.

For information and compliance.


NORLITO A. ENERAN LL.M., CESO III