

**Republic of the Philippines**  
**Department of Environment and Natural Resources**  
**Visayas Avenue, Diliman Quezon City**  
Tel Nos. 929-6626 to 29; 929-6633 to 35  
926-7041 to 43; 929-6252; 929-1669  
Website: <http://www.denr.gov.ph> / Email: [web@denrgov.ph](mailto:web@denrgov.ph)

**MEMORANDUM**

**FOR/TO :** **ALL UNDERSECRETARIES**  
**ASSISTANT SECRETARIES**  
**DIRECTORS**  
**DIVISION CHIEFS**

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

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

**DATE :** **JUL 29 2023**

The Report Card Survey 2.0 is a holistic tool that measures the effectiveness of the Citizen's Charter in reducing regulatory burdens and the impact of the human resource systems and programs on delivering efficient government service. It focuses on measuring the quality, efficiency, and adequacy of government services through evaluation of the streamlining initiatives of government agencies and local government.

The DENR last year, through the pilot test region, National Capital Region earned the "satisfactory" rating equivalent to 89.78 % from the Anti-Red Tape Authority Report Card Survey 2022. This is 0.22 % short of the 90% rating required to be the recipient of the Silver Award given by ARTA. The rating we will earn on this year's survey will be our grade from 2023 to 2025.

From July to December 2023 ARTA has commissioned a third party survey provider, possibly will act incognito to conduct the survey and will audit our compliance on the following aspects among others:

1. Wearing of the ARTA Identification Card;
2. Display of Citizen's Charter process of respective offices; and
3. Functional Public Assistance and Complaint Desk (PACD)

In this regard, please make sure that:

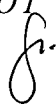
1. All officers and staff wear their ARTA ID properly,
2. Citizen's Charter processes are well understood by all concerned staff and strategically located;
3. That at least one staff is assigned at the PACD from 8 AM to 5 PM and that "no noon breaks" will be observed. Attached is the schedule of assignments.

For compliance.

  
ATTY. ERNESTO D. ADOBO JR., CESO I







cc: *ALL SubCART Chairpersons*

<b>Office in Charge of PACD</b>	<b>2023</b>
Stakeholder Management and Conflict Resolution Division	July 11-21
Chief of Staff and Supervising Undersecretary for Strategic Communications	July 24-28, 2023
Undersecretary for Legal and Administration	July 31-Aug 4
Undersecretary for Finance, Information Systems and Climate Change	Aug 7-11
Undersecretary for Policy, Planning and International Affairs	Aug 14-18
Undersecretary for Field Operations - Luzon, Visayas and Environment	Aug 21-25
Undersecretary for Field Operations-Mindanao	Aug 28- Sept 1
Undersecretary for Organizational Transformation and Human Resources	Sept 4-8
Undersecretary for Special Concerns and Legislative Affairs	Sept 11-15
Undersecretary for Integrated Environmental Science	Sept 18-22
Assistant Secretary for Enforcement, Solid Waste Management and Local Government Units Concerns	Sept 25-29
Assistant Secretary for Policy, Planning and Foreign Assisted and Special Projects	Oct 2-6
Assistant Secretary for Legal Affairs	Oct 9-13
Assistant Secretary for Finance, Information Systems and Mining Concerns	Oct 16-20
Assistant Secretary, Office of the Undersecretary for Integrated Environmental Science	Oct 23-27
Assistant Secretary for Field Operations-Eastern Mindanao	Oct 30- Nov 3
Assistant Secretary for Human Resources, Strategic Communication and Sectoral Initiatives	Nov 13-17
Assistant Secretary for Field Operations - Luzon and Visayas	Nov 20-24
Assistant Secretary for Field Operations - Western Mindanao	
Director, Environmental Law Enforcement and Protection Service and Ground Commander, Manila Baywalk Dolomite Beach in Concurrent Capacity	Nov 27-Dec 1
Climate Change Mainstreaming and Integration Division	Dec 4-8
Climate Change Information and Technical Support Division	Dec 11-15
	Dec 18-22
Development Communication Division in concurrent capacity	
Public Information Division	Dec 26-29
	<b>2024</b>
Strategic Alliance and Environmental Partnership Division	Jan 2-5, 2024
Internal Affairs Division	Jan 8-12
Claims and Conflicts Division	Jan 15-19
Investigation and Arbitration Division	Jan 22-26
Litigation and Prosecution Division	Jan 29-Feb 2
Legal Research and Opinion Division	Feb 5-9
Legal Crisis Prevention and Management Division	Feb 11-16
Records Management Division	Feb 19-24
General Services Division	Feb 26-March 1
Property and Supply Management Division	March 4-8
Personnel Division	March 11-15
Training and Development Division	March 18-22
Career Development Division	March 25-29

Operations Audit Division	April 1-5
Management Audit Division	April 8-12
Accounting Division	April 15-19
Budget Division	April 22-26
Management Division	April 29-May 1
Information Systems Division	May 6-10
Network Infrastructure Management Division	May 13-17
Statistics and Data Resource Management Division	May 20-24
Planning & Programming Division	May 27-31
Policy Studies Division	June 3-7
Program Monitoring and Evaluation Division	June 10-14
Project Accounts Management Division	June 17-21
Project Monitoring and Evaluation Division	June 24-28
Project Preparation Division	July 1-5
Project Management Division	July 8-12
River Basin Control Office (RBCO)	July 15-19
Manila Bay Coordinating Office (MBCO)	July 22-26
DENR - CARP National Coordinating Office	July 29-Aug 2
Pasig River Coordinating and Management Office	Aug 5-9
Legislative Liaison Office	Aug 12-16
Special Projects and Priority Programs	Aug 19-23, 2024



# 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
<b>Institutionalization of R.A. 11032 (40%)</b>	<b>100</b>	<b>100</b>	<b>100.0%</b>	<b>40%</b>	<b>40.00%</b>	
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	-			
<b>Overall Survey Results (60%)</b>			<b>83.0%</b>	<b>60%</b>	<b>49.78%</b>	
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
<b>Agency RCS Score</b>	<b>89.78%</b>					
<b>Score Range</b>	<b>85% to 89.99%</b>					
<b>Descriptive Rating</b>	<b>Satisfactory</b>					

### DESCRIPTIVE RATING

NUMERICAL RATING	DESCRIPTIVE RATING
95% TO 100%	EXCELLENT
90% TO 94.99%	VERY SATISFACTORY
85% TO 89.99%	SATISFACTORY
80% TO 84.99%	COMPLIANT
80% TO 84.99%	NEEDS IMPROVEMENT
74.99% OR BELOW	REQUIRES THOROUGH REVIEW OF R.A. 11032 REQUIREMENTS

### CONTACT US

- 🌐 [www.arta.gov.ph](http://www.arta.gov.ph)
- 📞 Anti-Red Tape Authority
- 📧 @artagovph
- ✉️ [info@arta.gov.ph](mailto:info@arta.gov.ph)

