



Republic of the Philippines  
Department of Environment and Natural Resources  
Visayas Avenue, Diliman, 1106 Quezon City  
(632) 929-6626 to 29; 929-6252; 929-6633 to 35; 929-7041 to 43  
E-mail: web@denr.gov.ph; Website: www.denr.gov.ph

**ADVISORY**  
**WORKSHOP ON THE UPDATING OF**  
**DENR CITIZEN'S CHARTER 2023 (1<sup>ST</sup> EDITION)**

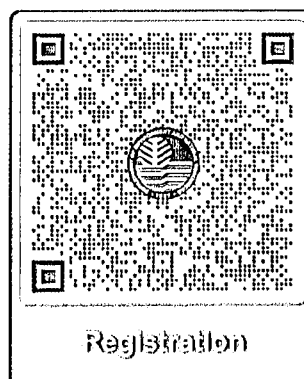
FOR : **All Participants**  
Office of the Undersecretary for Legal and Administration  
Accounting Division - Financial and Management Service  
Budget Division - Financial and Management Service  
Management Division - Financial and Management Service  
Internal Affairs Division - Legal Affairs Service  
Management Audit Division - Internal Audit Service  
Cashier Section, General Services Division - Administrative Service  
Bids and Awards Committee/Property and Supply Management  
Division - Administrative Service  
Citizen's Charter Focal Person - DENR - CAR, NCR, Region I to XIII  
Representative from Finance - DENR - CAR, NCR, Region I to XIII  
Regional NGP Coordinator - DENR Region III  
Forest Management Bureau  
Land Management Bureau

Date :

The Department, through its Sub-Committee on Anti-Red Tape (CART) on Citizen's Charter Compliance and Monitoring will conduct a workshop to update the DENR Citizen's Charter 2023 (1<sup>st</sup> Edition) in Hacienda Gracia, Lubao, Pampanga on 20 to 24 November 2023.

Please be advised of the following:

1. All participants shall fill-out the Pre-Registration Form thru the link <https://bit.ly/UpdatingDENRCitizensCharter2023> or scan of the QR code below;



2. The workshop will be conducted in two parts with the following schedule:

DATE	ACTIVITY	PARTICIPANTS
20-22 November 2023	<b>Workshop 1</b> Updating of DENR Citizen's Charter for Payment of Claims	<b>Regional Office</b> - Financial Section/ Division - Regional NGP Coordinator <b>DENR Central Office</b> - Accounting Division - Budget Division - Cashier Section - GSD - BAC/PSMD - MAD-IAS
22 November 2023	Departure of Workshop 1 participants and arrival of Workshop 2 participants	
22-24 November 2023	<b>Workshop 2</b> Updating of DENR Citizen's Charter for Forestry and Lands	<b>Regional Office</b> - Citizen's Charter Focal Person/Representative <b>DENR Central Office</b> - MAD-IAS <b>Bureau</b> - FMB and LMB

3. The DENR Bus will convey the participants from the DENR Central Office to the venue and back to the DENR Central Office on the following dates:

Dates	Time	Origin/destination
November 20, 2023 (Monday)	09:00 A.M.	DENR-CO to Lubao, Pampanga
November 22, 2023 (Wednesday)	09:00 A.M.	DENR-CO to Lubao, Pampanga
November 22, 2023 (Wednesday)	12 NOON	Lubao, Pampanga to DENR-CO
November 24, 2023 (Friday)	12 NOON	Lubao, Pampanga to DENR-CO

4. The workshop will be conducted **in-person** and participants are requested to wear their Ease of Doing Business (EODB) or Anti Red Tape Act (ARTA) Identification cards (IDs) at all times;
5. Minimum Health Standards must be followed; and
6. If you have any food restrictions, kindly inform the organizers.

For inquiries, you may contact Mr. Vincent Flores or Ms. Virginia De Guzman, both of the Internal Affairs Division, through VOIP No. 1095 or email address at [denrcosubcart.citizenscharter@gmail.com](mailto:denrcosubcart.citizenscharter@gmail.com)

  
 NORLITO A. ENERAN LL.M., CESO III



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**SPECIAL ORDER**  
No. 2023 - 678

**OCT 23 2023**

**SUBJECT: AUTHORIZING THE CONDUCT OF WORKSHOP ON THE UPDATING OF DENR CITIZEN'S CHARTER 2023 (1<sup>ST</sup> EDITION)**

In the interest of the service and as part of organizational development and in connection with Anti-Red Tape Authority Memorandum Circulars (ARTA MCs) 2019-002<sup>1</sup> and 2019-002-A<sup>2</sup>, the conduct of the subject workshop is hereby authorized scheduled on <sup>1)</sup> 20-22 November 2023 for Citizen's Charter on Payment of Claims, and <sup>2)</sup> 22-24 November 2023 for Citizen's Charters on Forestry and Lands both in Pampanga.

The following are authorized to participate:

One (1) Representative	Office of the Undersecretary for Legal and Administration
Dir. Norlito A. Eneran	Legal Affairs Service
Atty. Anthony Raymond M. Velicaria	Internal Affairs Division
Atty. Angelo Noel Leano	Internal Affairs Division
For. Mark Vincent Yngente	Internal Affairs Division
Ms. Maureen Kris Rodriguez	Internal Affairs Division
Mr. Yul A. Tamayo	Internal Affairs Division
Ms. Virginia De Guzman	Internal Affairs Division
Mr. Vincent J. Flores	Internal Affairs Division
One (1) Representative	Sub-CART on Streamlining and Process Improvement of Critical Services

**DENR CART Secretariat**

Five (5) Representatives	FMS - Management Division
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**20 - 22 November 2023 (Payment of Claims)**

One (1) Representative	Regional Finance Division DENR-CAR, NCR, Region I to XIII
One (1) Representative	FMS - Accounting Division
One (1) Representative	FMS - Budget Division
One (1) Representative	AS-GSD - Cashier Section
One (1) Representative	BAC Secretariat/ PSMD
NGP Coordinator	DENR RIII, Regional Office

**22 - 24 November 2023 (Forestry and Lands)**

One (1) Representative	Regional Citizen's Charter Focal Person DENR-CAR, NCR, Region I to XIII
Two (2) Representatives	Forest Management Bureau
Two (2) Representatives	Land Management Bureau

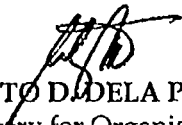
All expenses relative to the conduct of the workshop shall be charged against the DENR Ease of Doing Business Funds subject to the usual accounting and auditing rules and regulations.

<sup>1</sup> Guidelines on the Implementation of the Citizen's Charter in Compliance with the Republic Act 11032, otherwise known as the 'Ease of Doing Business and Efficient Government Service Delivery Act of 2018', and its Implementing Rules and Regulations (IRR)

The Chairperson of the DENR's Committee on Anti-Red-Tape (CART) may change the date and venue of the workshop in case of conflict with other DENR activities or in the exigency of the service and inform the HRDS for record purposes.

A report of the activity shall be submitted to the undersigned within fifteen (15) working days after the completion of the event through the DENR L & D Portal ([bit.ly/LNDportal](http://bit.ly/LNDportal)).

This Order shall take effect on the dates specified herein.

  
AUGUSTO D. DELA PEÑA  
Undersecretary for Organizational  
Transformation and Human Resources

