



DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES
KAGAWARAN NG KAPALIGIRAN AT LIKAS YAMAN



URGENT MEMORANDUM

FEB 07 2024

TO : **All Regional Executive Directors**
DENR-CAR, NCR, Region I to XIII

ATTN : Regional Committee on Anti-Red Tape (CART)
Regional CART Focal Person

FROM : **The Undersecretary**
Legal and Administration, and
Chairperson, DENR's Committee on Anti-Red Tape (CART) per
Special Order No. 2021-325

SUBJECT : **SUBMISSION OF UPDATED REGIONAL CITIZEN'S CHARTERS**

Pursuant to Rule VI, Section 3 of the IRR of RA 11032, or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", and in connection with Anti-Red Tape Authority Memorandum Circular (ARTA MC) 2019-002¹ and 2019-002-A², the existing DENR Citizen's Charter process flows shall be updated and be harmonized with the existing and applicable laws, regulations, issuances, and policies of the agency.

In line with ARTA MC 2023-08³ dated 22 November 2023, all submissions of DENR Citizen's Charters (Harmonized and Regional Citizen's Charters) beginning this year shall be consolidated by the DENR Central Office (CO) CART for submission to the ARTA.

In this regard, you are directed to submit to the DENR CO Sub-CART on Citizen's Charter Compliance and Monitoring (not directly to the ARTA) **on or before 01 March 2024** your respective updated Regional Citizen's Charters and Certificate of Compliance, through the email address at denrcosubcart.citizenscharter@gmail.com, copy furnished the CART Secretariat (Management Division) with email address at fms.mgt@denr.gov.ph.

For any query or concern, please coordinate with the DENR CO Sub-CART on Citizen's Charter Compliance and Monitoring through its email address provided above.

For information and compliance.


ATTY. ERNESTO D. ADOBO, JR., CESO I

Copy furnished:

The Chief, Management Division and
Head, DENR CART Secretariat
1st Floor DENR Central Office Bldg.

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¹ 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)

²Supplemental Guidelines on ARTA MC 2019-002

³Amendment on certain provisions of ARTA MC 2020-07