



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



FEB 19 2024

URGENT MEMORANDUM

TO : **The Directors**
Administrative Service
Financial and Management Service
Human Resource Development Service
Knowledge and Information Systems Service
Strategic Communication and Initiatives Service

ATTN: **The Division Chiefs**
General Services Division
Records Management Division
Property and Supply Management Division
Budget Division
Accounting Division
Personnel Division
Training and Development Division
Career Development Division
Internal Affairs Division
Information Systems Division
Network Infrastructure Management Division
Statistics and Data Resource Management Division
Public Information Division
Development Communication Division
Stakeholders Management and Conflict Resolution Division

The Chief, Cashier Section

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 ZERO BACKLOG REPORT OR
CERTIFICATE AS PRESCRIBED BY REPUBLIC ACT (RA)
11032 AND ITS IMPLEMENTING RULES AND REGULATIONS
(IRR)**

Pursuant to Rule VI, Section 1 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) 2022-02¹ and ARTA-MC No. 2023-01², all heads of agencies shall implement a zero-backlog program in

¹ Reiterating the Provisions of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 or R.A. 11032 on Automatic Approval or Automatic Extension for Pending Applications or Requests of Agencies beyond the Prescribed Processing Time and for the Submission of the ZERO-Backlog Report

² Clarifying the Deadline and Amendment on ARTA MC No. 2022-02 dated 07 March 2022

furtherance of their responsibility to render fast, efficient, convenient, and reliable services. All government agencies are also mandated to submit Zero Backlog Report containing an inventory of all pending applications/requests for licenses, permits, certifications, authorizations, and clearances tagged as backlog.

In this regard, you are directed to submit to the DENR Central Office (CO) Sub-CART on Citizen's Charter Compliance and Monitoring **on or before 29 February 2024** your respective Zero Backlog Report and List of Pending Transactions or Zero Backlog Certification covering the period 01 January to 31 December 2023 following the templates provided in ARTA MC 2022-02, 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.**