



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



APR 08 2024

**MEMORANDUM**

**FOR :** All Regional Executive Directors  
DENR-CAR, NCR, Regions I to XIII

**ATTN :** The Chairperson, Regional Committee on Anti-Red Tape (CART)

**FROM :** The Director  
Legal Affairs Service, and Head of the DENR Central Office (CO) Sub-CART on Citizen's Charter (CC) Compliance and Monitoring per Special Order (SO) No. 2021-551

**SUBJECT :** SUBMISSION OF PROOF OF POSTING OF THE UPDATED/LATEST DENR 2024 CITIZEN'S CHARTERS (1<sup>st</sup> EDITION)

Pursuant to Anti-Red Tape (ARTA) Memorandum Circulars (MCs) 2019-002 and 002-A<sup>1</sup>, the DENR CO Sub-CART on Citizen's Charter (CC) Compliance and Monitoring submitted to the ARTA last 25 March 2024 the updated 1) DENR Citizen's Charters 2024 (1<sup>st</sup> edition), 2) Certificate of Compliance (COC) for CY 2024, and 3) Compiled Regional Citizen's Charters.

In line with Section 2, Rule IV of the Joint CSC-ARTA-DTI MC 2019-001 or the Implementing Rules and Regulations (IRR) of Republic Act (RA) 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act (EODB) of 2018, posting of the latest/updated Citizen's Charters shall be in information billboards, such as touchscreen, interactive information kiosks, electronic billboards, posters, tarpaulin, standees, or any other readable materials that could be easily understood by the public. Such posting shall be located at either the main entrance of office or the most conspicuous place within the office premises, and in the regional offices website; and in the form of published materials written in either English, Filipino, or local dialect. In this regard, you are requested to comply with the following:

1. Download the latest copy of 1.1) DENR Citizen's Charters for 2024 (1<sup>st</sup> Edition), 1.2) Certificate of Compliance (COC), and 1.3) Letter addressed to the Director General of ARTA in PDF file at <https://bit.ly/DENRCC2024POSTING> or through the Quick Response (QR) code below.



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<sup>1</sup>Supplemental Guidelines on ARTA MC 2019-002

2. Make available to the public the DENR Citizen's Charters 2024 (1<sup>st</sup> Edition) and your latest/updated Regional Citizen's Charters for 2024 to include:
  - a. A handbook displayed at the Public Assistance and Complaints Desk (PACD) of your Regional, PENR and CENR Offices;
  - b. Posters/tarpaulin/TV or digital display/posting in information billboards/interactive information kiosks containing the applicable processes posted at the main entrance of or most conspicuous places in your Offices; and
  - c. Link or page in your official Regional Website.
3. Post in the Information Billboard the following documents:
  - a. Letter dated 22 March 2024 of the Chairperson of the DENR CO CART addressed to the Director General of ARTA;
  - b. DENR Citizen's Charter 2024 (1<sup>st</sup> Edition);
  - c. Certificate of Compliance (COC);
  - d. Latest/updated Regional Citizen's Charters for 2024; and
  - e. Feedback and Complaints Mechanism.
4. Consolidate, through the Regional CART, the proof of posting submitted by your PENR and CENR Offices using the template provided in Annex "A". Proof of posting in the website of the Regional Office shall cover: 4.1) DENR Citizen's Charter 2024 (1<sup>st</sup> Edition), 4.2) Latest/updated Regional Citizen's Charters for 2024, 4.3) Certificate of Compliance and 4.4) Feedback and Complaints Mechanism, following the template provided in Annex "B" of this Memorandum. Submission of consolidated compliance covering the Regional, PENR and CENR Offices shall be in a single Portable Document Format (PDF) file. Incomplete submission of the documentary requirements by your PENR and CENR Offices shall not be accepted by this Office; and
5. Submit directly to this Office, through the Sub-CART on Citizen's Charters Compliance and Monitoring, with email address at denrcosubcart.citizenscharter@gmail.com, and **not to the ARTA**, **on or before 03 May 2024**, your proof of compliance with the aforementioned requirements, in the form of electronic copies (e-copies) in PDF file and **not in hard or printed copies**.

For any clarification or concern, you may contact Mr. Vincent J. Flores of the Internal Affairs Division, Legal Affairs Service through his mobile number at 09158410569, or email address indicated in Item No. 5.

For information and compliance.

  
NORLITO A. ENERAN, LL.M., CESO III

**Annex "A" – Template for the Consolidated Proof of Posting\***

OFFICE: DENR Region \_\_, PENRO \_\_\_\_\_ or CENRO \_\_\_\_\_

- Panoramic photo of posted Harmonized Regional Citizen's Charter 2024 (1<sup>st</sup> Edition)

Image No. 1

- Panoramic photo of posted Latest/Updated Regional Citizen's Charter for CY 2024

Image No. 2

**1) Posting of the DENR Citizen's Charters**

- Close up photo of posting of Mandate, Vision, Mission and Service Pledge

Image No. 3

- Close up photo of posting of Certificate of Compliances and letter to the ARTA for the submission of DENR Citizen's Charters

Image No. 4

**2) Mandate, Vision, Mission and Service Pledge**

**3) Certificate of Compliance and Letter to ARTA**

- Close up photo of posting of Feedback and Complaints Mechanism

Image No. 5

- Close up photo of posting of List of Offices and Contact details

Image No. 6

**4) Feedback and Complaints Mechanism**

**5) List of Offices and Contact Details**

- Photo of Handbook for Harmonized Regional Citizen's Charter 2024 (1<sup>st</sup> Edition)

Image No. 7

- Photo of Handbook for Latest/Updated Regional Citizen's Charter for CY 2024

Image No. 9

**6) Handbook for Harmonized Regional Citizen's Charter 2024(1<sup>st</sup> Edition)**

**7) Handbook for Latest/Updated Regional Citizen's Charter for 2024**

*\*Offices may include more photos. However, proof of posting must include at least the seven items shown above. Paper Size: 8.5 x 13 inches (Folio).*

**Annex "B" – Template for the Proof of Posting on the Official Regional Website**

OFFICE: DENR Region \_\_\_\_\_

- Screen capture of the Official Regional Website with **linked** Harmonized Regional Citizen's Charter 2024 (1<sup>st</sup> Edition), Latest/Updated Regional Citizen's Charter for CY 2024, and Feedback and Complaint Mechanism

Image No. 1

- Screen capture -2 if the whole page will not fit in the screen \*

Image No. 2

Posting of the DENR Citizen's Charters on the Website

*\*Offices may include more photos. Paper Size: 8.5 x 13 inches (Folio).*