



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



MEMORANDUM

FOR/TO : **ALL OFFICES**
DENR Central Office
DENR Regional Offices
Attached Agencies
Staff Bureaus, and Line Bureaus and Regional Offices

FROM : **THE ASSISTANT SECRETARY**
Enforcement, Solid Waste Management and Local Government Units
Concerns

SUBJECT : **COMPLIANCE WITH DENR MEMORANDUM CIRCULAR NO. 2015-04 RE: SERVICE EXCELLENCE THROUGH CONTINUOUS SYSTEMS INNOVATION MONITORING AND EVALUATION (SECSIME) FOR 2024**

DATE : **24 May 2024**

Pursuant to the DMC No. 2015-04 and as part of the requirements for the 2024 Performance-Based Bonus (PBB) Scheme, you are hereby reminded of the deadline for this year's SECSIME submission.

Please be advised of the following:

1. All submissions must be made online only. Hard or printed copies will not be accepted.
2. All process flows must be submitted to the Office of the Assistant Secretary for Enforcement, Solid Waste Management and Local Government Units Concerns not later than 01 July 2024.
3. In view of the new requirements of the Anti-Red Tape Authority (ARTA), we are prescribing a new format to harmonize with existing rules and regulation in relation with the Republic Act (RA) 11032 otherwise known as the Ease of Doing Business and Efficient Service Delivery Act (EODB) of 2018. Attached is a sample process flow (Annex A) for your guidance which can also be downloaded via the link below:

<http://bit.ly/secsime2020format>

4. Process flows must be submitted following the template and strictly in MS Word file. Editable soft copies must be submitted to denr.secsime@gmail.com. Please make sure that all submissions are sent to this e-mail address.

For DENR Regional Offices:

5. DENR Regional Offices are instructed to consolidate all submissions of the offices within the Regional Office including all PENR and CENR Offices in their respective Regions. No PENR or CENR office shall submit their compliance individually.
6. DENR Regional Offices shall submit all submissions in a single folder either through an attachment in the email body or any file-sharing platform e.g. Google Drive. Sub-folders must be created in the manner provided below. For reference, a sample folder can also be accessed through the Google Drive link provided above.
 - a. DENR Region ____, Bureau or Attached Agency (parent folder)
 - b. Sub-folders:
 - i. Regional Office
 - ii. PENRO 1
 - iii. PENRO 2
 - iv. CENRO 1
 - v. CENRO 2
7. Ensure that a copy of this Memorandum is disseminated to all the PENR and CENR offices under your area of jurisdiction to avoid inconsistencies and error in disseminating information contained in this memorandum.

For DENR Regional Offices, Bureaus (and Regional Offices) and Attached Agencies:

8. To facilitate easier management and for the Regional Offices, Bureaus and Attached Agencies to monitor the compliance of its Offices, a template shall be accomplished in the Regional, Bureau, Regional Bureau or Attached Agency level following Annex "B" of this memorandum. The template shall likewise be submitted in editable format.

For questions and clarifications, contact us at IP Phone Trunkline No. 8928-7861.

For compliance.


ATTY. DANIEL DARIUS M. NICER, *CESO II*

ANNEX A

SECSIME NO. RO-AF-01. ISSUANCE OF CERTIFICATION OF NO RECORDS/APPEAL/MOTION FOR RECONSIDERATION, ETC.

This Certification is made upon request of DENR personnel, official or external party of No Records/Appeal/Motion for Reconsideration, etc. being filed in the DENR. The purpose for the request is included in the Certification.

Office or Division:	Records Unit/Section, DENR CENRO _____, Region ____ PENRO _____, Region ____ or Region _____ Attached Agency, or Bureau			
Classification:	Simple			
	Complex			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Internal: Regular Employee of DENR, including its Bureaus and Attached Agencies External: Contract of Service Personnel, LGU and other government agencies or instrumentalities and private individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished customer request form (1 original)		Public Assistance Desk, Receiving Area or Records Unit/Section		
2. Government issued ID (present 1 original)		Requesting Party		
Additional if from the Government Sector				
3. Official Letter Request (1 original)		Requesting Party		
Additional if Requesting Party is a representative				
4. SPA for representative (1 original, notarized)		Requesting Party, Private Lawyer or Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish request form and forward to	1. Receive, and check the completeness of	None	5 min.	<i>Receiving/Releasing Clerk</i> Records Unit/Section

Receiving/ Clerk	Releasing submitted requirements, stamp the date and time on documents and forward to all documents to action officer			Photo here
1.1. None	1.1. Verify all requirements and indicate amount to be paid in the Request Form	None	5 min.	<i>Records Officer</i> Records Unit/Section Photo here
1.2. None	1.2. Approve and sign Request Form	None	5 min.	<i>Records Officer</i> Records Unit/Section Photo here
1.3. None	1.3. Prepare/Approve Order of Payment	None	5 min.	<i>Records Officer</i> CENRO Records Unit/Section Photo here <i>Accounting Personnel</i> PENRO/Regional Office Accounting Unit/Section

2. Pay to the Cashier the Certification Fee	1. Accept payment and issue Official Receipt	Certification Fees***: Php 50.00 (for reference purposes) Php 100.00 (for loan purposes)	5 min.	<div data-bbox="1720 220 1877 354" style="border: 1px solid black; padding: 5px; text-align: center;">Photo here</div> <p style="text-align: center;"><i>Collecting Officer</i> <i>Credit Officer</i> Cashier Unit/Section</p> <div data-bbox="1720 533 1877 667" style="border: 1px solid black; padding: 5px; text-align: center;">Photo here</div>
1.1. None	2.1. Check the Official Receipt. Verify, prepare and initial the Certification	None	25 min. (Simple) 3 hours (Complex)	<p style="text-align: center;"><i>Records Officer</i> Records Unit/Section</p> <div data-bbox="1720 772 1877 906" style="border: 1px solid black; padding: 5px; text-align: center;">Photo here</div>
2.2. None	1.2. Initial the Certification	None	5 min.	<p style="text-align: center;"><i>Chief</i> Concerned Unit/Section</p> <div data-bbox="1720 1027 1877 1161" style="border: 1px solid black; padding: 5px; text-align: center;">Photo here</div>

<p>1.3. None</p>	<p>2.3. Determine accuracy of the Certification and affix signature</p>	<p>None</p>	<p>5 min.</p>	<p><i>CENR Officer or Records Officer (CENR Office)</i></p> <div data-bbox="1729 277 1883 411" style="border: 1px solid black; padding: 5px; text-align: center;"> Photo here </div> <p><i>Chief, MSD or TSD or PENR Officer (PENR Office)</i></p> <div data-bbox="1729 592 1883 726" style="border: 1px solid black; padding: 5px; text-align: center;"> Photo here </div> <p><i>RED (Regional Office)</i></p> <div data-bbox="1729 852 1883 986" style="border: 1px solid black; padding: 5px; text-align: center;"> Photo here </div>
<p>2.4. None</p>	<p>1.4. Release the approved Certification to the customer and forward the received Customer Request Form to Action Officer</p>	<p>None</p>	<p>10 min.</p>	<p><i>Receiving/Releasing Clerk Records Unit/Section</i></p> <div data-bbox="1729 1161 1883 1295" style="border: 1px solid black; padding: 5px; text-align: center;"> Photo here </div>

2. Receive the approved Certification	3. File the Customer Request Form	None	5 min.	<i>Records Officer</i> Records Unit/Section <div data-bbox="1749 225 1904 357" style="border: 1px solid black; padding: 5px; text-align: center;"> Photo here </div>
TOTAL:		Php 50.00 (for reference purposes)	Simple	1 hour & 15 min.
		Php 100.00 (for loan purposes)	Complex	3 hours & 50 min.

***Except when covered by Official Letter Request

Summary of SECSIME Submissions for 2020

Office: Kindly indicate your Regional Office, Bureau or Attached Agency

Office/Division	Process or Service Title	Is it the submission in soft copy? (Yes/No)	Is the submission editable? (Yes/No)
Regional Office			
Office of the RED			
Office of the ARED for Management Services			
Office of the ARED for Technical Services			
Administrative Division			
Conservation and Development Division			
Enforcement Division			
Finance Division			
<i>division or office, kindly italicize and input in blue</i>			
<i>Budget Section</i>			
Legal Division			
Licenses, Patents and Deeds Division			
Planning and Management Division			
Surveys and Mapping Division			
PENRO _____			
Office of the PENR Officer			
Management Services Division			
Technical Services Division			
PENRO _____			
Office of the PENR Officer			
Management Services Division			
Technical Services Division			
CENRO _____			
CENRO _____			
CENRO _____			