



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



16 SEP 2024

MEMORANDUM

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

ATTN : The Regional Focal Person, Committee on Anti-Red Tape (CART)
per Special Order No. 2024-95

FROM : The Assistant Secretary
Legal Affairs and Enforcement

SUBJECT : **POSTING OF THE UPDATED DENR CITIZEN'S CHARTER 2024
2ND EDITION, IT'S CERTIFICATE OF COMPLIANCE AND
FEEDBACK AND COMPLAINT MECHANISM**

Pursuant to the Anti-Red Tape Authority Memorandum Circulars (ARTA-MCs) 2019-002 and 002-A¹, the DENR Central Office Sub-CART on Citizen's Charter (CC) Compliance and Monitoring submitted to the ARTA last 12 September 2024 the updated 1) DENR Citizen's Charters 2024 (2nd edition), 2) Certificate of Compliance (COC), and 3) Feedback and Complaints Mechanism.

In this regard, kindly post in your information billboards and regional website this latest Citizen's Charters. The DENR Citizen's Charter 2024 2nd Edition, it's COC, and the updated Feedback and Complaints Mechanism may be accessed through the link <https://rb.gy/3fwni7>.

For any clarification or concern, you may contact Ms. Ghie De Guzman of the Internal Affairs Division through her number 09208649438 or email address denrcosubcart.citizenscharter@gmail.com

For information and compliance.


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

MEMO NO. 2024 - 837

¹Supplemental Guidelines on ARTA MC 2019-002