



Republic of the Philippines  
**Department of Environment and Natural Resources**  
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**SPECIAL ORDER**  
**NO. 2008- 761**

**NOV 10 2008**

**SUBJECT : CREATING/DESIGNATING A CORE TEAM TO FORMULATE THE AGENCY CITIZEN'S CHARTER OR DENR SERVICE STANDARDS GUIDEBOOK**

In the interest of accountability and transparency as well as pursuing efficiency and effectiveness in the delivery of public service and pursuant to Republic Act No. 9485 otherwise known as the "Anti-Red Tape Act of 2007 and its Implementing Rules and Regulations and in accordance with CSC MC No. 12, s. 2008, there is hereby created a core team to formulate the Department's Citizen's Charter or Service Guidebook.

**COMPOSITION:**

|   |                     |
|---|---------------------|
| OIC Director Daniel M. Nicer (Legal Service)    | - Team Leader       |
| Director William T. Ragos (SCO)                 | - Asst. Team Leader |
| Asst. Director Allan V. Barcena (LMB)           | - Member            |
| Ms. Amelita O. Tamayo (OUSEC, Field Ops.)       | - Member            |
| Ms. Tessie R. Argete (Management Division)      | - Member            |
| MR. Mario Bernabe R. Contreras, Jr. (Mgt. Div.) | - Member            |
| Atty. Alma delos Reyes Lanzo ( Legal Service)   | - Member            |
| CENRO Eriberto B. Saños (Calabarzon)            | - Member            |
| Mr. Eric Cham (OSEC)                            | - Member            |

**SECRETARIAT**

Management Division

Director Ramon M. Ezpeleta, Administrative Service shall be the Team Coordinator:

The Group/Team shall be briefed/guided by a Joint Team from the Civil Service Commission (CSC), Development Academy of the Philippines (DAP) and the Presidential Anti Graft Commission (PAGC) and shall have the following functions:

**ROLE AND FUNCTIONS:**

1. Formulation of the Teams' Workplan
2. Identification of Frontline Services (20 most utilized processes/services)
3. Documentation and Review of Systems and Procedures
4. Setting of Service Standards and Securing of Performance Commitment Pledges
5. Setting up of Feedback Mechanism (How to handle complaints)
6. Writing of the Charter/Service Guidebook
7. Submission of Charter for Management approval

Separate Core Teams shall be created in the Line Bureaus (EMB and MGB) for the formulation of their respective Service Guidebook (Citizen's Charter).

The ERDB may formulate its Service Guidebook when necessary.

In consonance with Civil Service Commission letter dated October 7, 2008, the draft of the Citizens Charter shall be due in December 2008 and its Final Draft along with twenty (20) heavily utilized frontline processes/services by March 2009 to be submitted to the undersigned through the Undersecretary for Administration, Finance and Legal.

Concerned officials/personnel are enjoined to extend assistance to assure the successful preparation of the Charter.

Necessary expenses are authorized to be charged against the 2% funds allocated for the purpose under Sec. 7 Presidential AD No. 241 dated October 2, 2008, subject to applicable accounting and auditing rules and regulations.

This Order shall take effect immediately.

  
**JOSE L. ATIENZA, JR.**  
*Secretary*

