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MAY 17 2021

URGENT MEMORANDUM

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

ATTENTION: The Regional Citizen's Charter Team (CCT)

FROM : The Undersecretary
Legal, Administration, Human Resources and Legislative Affairs,
and Chairperson of the DENR Citizen's Charter Committee per
Special Order No. 2019-419

SUBJECT : **MERGING OF RELATED AND/OR MULTI-STAGE REGIONAL
CITIZENS' CHARTERS (RCCs) WHICH ARE THE SUBJECT OF
CLIENT SATISFACTION SURVEY (CSS) FOR CY 2021**

In line with Rule XII of the Joint Civil Service Commission - Anti-Red Tape Authority - Department of Trade and Industry (CSC-ARTA-DTI) Memorandum Circular (MC) 2019-001 or *Implementing Rules and Regulations (IRR) of Republic Act (RA) 11032 otherwise known as the Ease of Doing Business and Efficient Service Delivery Act (EODB) of 2018*, and Item 6.7 of the ARTA MC No. 2019-02, all offices and agencies providing government services shall be subjected to a Report Card Survey or Client Satisfaction Measures to be submitted to the ARTA.

On the Client Satisfaction Survey (CSS) conducted and submitted to the ARTA for CY 2020, it was observed that: only two (2) out of the sixteen (16) Regional Offices submitted the complete CSS ratings covering their processes enrolled to the ARTA, as shown in **Annex A**; and some contain redundant titles of processes, in the sense that a title of process reflected in a Regional Office is the same, similar, related or connected with the titles of processes in the PENR and CENR Offices, which can and should be merged or harmonized into a single title of process.

In this regard, each Regional Office is requested to review its titles of processes, together with those in the PENR and CENR Offices, enrolled with the ARTA for CSS, and merge into a single title of process those which are similar, related or interconnected. The following are examples which should be harmonized into a single title of process:

- *"Issuance of Certificate of Employment, Monthly Salary Deduction, Leave Credits, Leave Without Pay, Service Records and PENRO Clearance";*
- *"Issuance of Certification of Employment"; AND*
- *"Issuance of Certificate of Employment"*

Also, in preparation for the CY 2021 CSS, and pending the completion of assessment and harmonization of the submitted CY 2020 Regional Citizen's Charters (RCCs), each Regional Office shall identify its processes that are more of a function rather than a service. The performance of a function, under Item 3.1.2.2 of ARTA Memorandum Circular (MC) 2019-002-A, refers to one *"without any need for an application or request"* and *"shall not be included in the Citizen's Charter."* This should be distinguished from the

performance of a service, under Item 3.1.2.1 of the same MC, which refers to “*process or transaction between applicants or requesting parties and government offices or agencies, involving applications for any privilege, right, reward, license, permit or authorizations, concession, or for any modification, renewal, or extension of the enumerated applications or requests, which are acted upon in the ordinary course of business of the agency or office concerned*” which shall be included in the Citizen’s Charter. The following are examples which should be excluded in the list of processes, as service, that will be subject for CSS:

- Processes related to procurement as these are guided by RA 9184 or the “*Government Procurement Reform Act of 2003*” with specified timelines provided in the law;
- Processes related to quasi-judicial function of offices, such as “*Resolution of Cases*” and “*Investigation of Complaints for Violation of PD 705, as amended, PD 953, RA 9147, RA 9175, and other ENR Laws*”, with the exception of frontline services such as “*Issuance of Certificate of No Pending Administrative Case*” and “*Issuance of Order of Finality of Decision in Forestry Cases*”; AND
- Processes related to the function of offices, such as Planning and Management Division, Enforcement Division, and Conservation and Development Division, among others, e.g. “*Compliance Monitoring of Tree Cutting/Earth-Balling and Pruning Permits*,” “*Compliance Monitoring for the Renewal of Wildlife Farm Permit*”, and “*Approval Request for Inspection for the Payment of Established National Greening Program Maintenance and Protection Activities*”.

Consequently, each Regional Office shall submit to this Office (Attention: Forester Mark Vincent Yngente with email address at denr.arta@gmail.com), copy furnished the DENR’s Statistics Data Resource Management Division (through Mr. Arvin Reginio with email address at sdrmd@denr.gov.ph), **on or before 28 May 2021**, the following documents:

1. Justification/s on why you failed to conduct the 100% CSS covering all processes enrolled with the ARTA in CY 2020;
2. Titles (not the actual processes) in the Citizen’s Charter of the CENR, PENR and Regional Offices submitted to the ARTA in CY 2020 which are harmonized into a single title of process in view of their similarities, as shown in Annex B, in soft copies both in PDF format and editable MS Excel or Word format; and
3. Recommendations on titles of processes identified as functions rather than frontline services which must be excluded in the list of services that will be subjected to CSS, also shown in Annex B, in soft copies both in PDF format and editable MS Excel or Word format.

For any clarification or concern, you may coordinate with Forester Mark Vincent Yngente at his mobile numbers 0906-130-6955.

For information and compliance.



ATTY. ERNESTO D. ADOBO, JR., CESO I

Table 1. Summary of Submitted CSS Ratings per Region for CY 2020

Office	No. of ARTA Enrolled Process/Service	No. of Process/Service with CSS Rating	No. of Process/Service without CSS Rating
CAR	22	22	Complete
Region I	33	28	5
Region II	39	29	10
Region III	27	26	1
Region IV-A	43	36	7
MIMAROPA	29	27	2
Region V	64	36	28
Region VI	76	44	32
Region VII	34	31	3
Region VIII	32	26	6
Region IX	35	24	11
Region X	32	28	4
Region XI	28	21	7
Region XII	26	21	5
Region XIII	25	25	Complete
NCR	65	32	33

ANNEX B

SUMMARY OF PROCESSES/SERVICES HARMONIZED/MERGED AND RECOMMENDED FOR REMOVAL/EXCLUSION	
DENR Region:	
I. Processes bearing similar or related titles (To Merge)	
Harmonized Title (Title of the process that should be followed)	Merged Titles (Indicate all)
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
Grand Total (total processes that should be omitted)	
II. Unique Processes (Recommended for Removal/Exclusion)	
Title	Reason and/or Justification (e.g. more of a function rather than a service, procurement related or if others, <u>pls. specify and justify</u>)
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

Prepared by:

 Position/Designation
 (preferably members of the DENR
 Regional Citizen's Charter Team)

Approved/Noted by:

 Position/Designation
 (preferably the Regional Executive Director (RED))