



Republic of the Philippines
Department of Environment and Natural Resources
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MEMORANDUM

FOR/TO : **All Regional Executive Directors**

Attention: All Assistant Regional Directors for Technical Services
All Chiefs, LPDD

FROM : **The Director, Internal Audit Service, and
Head, Sub-CART on SPICS**

SUBJECT : **REQUEST FOR COMMENTS, QUERIES OR CONCERNS ON
THE UPDATED DENR CITIZEN'S CHARTER,
PARTICULARLY ON FORESTRY-RELATED SERVICES**

DATE : **MAY 31 2022**

This has reference to the agreements reached during the meeting on the identification of external service to be enrolled for the FY 2022 Streamlining and Process Improvement of Critical Services (SPICS)/Process Results. Said meeting was held on 27 May 2022, which was participated by the following officials/personnel/offices:

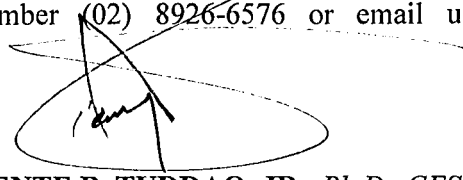
- Director, IAS, and Head, Sub-CART on SPICS
- Chief, Management Audit Division, and Assistant Head, Sub-CART on SPICS
- Chief, Management Division, and Co-Assistant Head, Sub-CART on SPICS
- Assistant Regional Directors for Technical Services
- Chiefs, LPDD
- Staffs from the Management Audit Division, Internal Affairs Division, Program Monitoring and Evaluation Division
- Representatives from the Forest Management Bureau
- Other Representatives from the Field Offices

In view of the recently updated DENR Citizen's Charter (2022, 1st Edition), attendees of the said meeting, primarily those coming from the Field Offices, had raised queries regarding the same. Some of the queries raised pertain to (a) prescribed turnaround time, (b) process requirements, and (c) possible conflicts with other governing bodies.

Due to the significance and vitality of the queries which have been raised, and in the light of the tentative updating the DENR Citizen's Charter on the 3rd Quarter of CY 2022 as mentioned by a representative from the Citizen's Charter Team, it was agreed that the Regional Offices should prepare and submit their comments, queries or concerns on the updated DENR Citizen's Charter, particularly on forestry-related services.

Relative to this, you are hereby enjoined to *submit your comments, queries or concerns on the updated DENR Citizen's Charter, particularly on forestry-related services, to the Legal Affairs Service*, within fifteen (15) days upon receipt of this memorandum. Non-submission of comments, queries or concerns on the updated DENR Citizen's Charter would mean that it is consistent with existing laws, rules and regulations, and is actually implementable.

For questions and clarifications, your staff may contact **For. Jake Lorenz C. Aldovino** of the Management Audit Division at telephone number (02) 8926-6576 or email us at ias.mad@denr.gov.ph.



VICENTE B. TUDDAO, JR., *Ph.D., CESO IV*

cc : **The Head Executive Assistant**
The Undersecretary for Legal, Administration, Human Resources and Legislative Affairs
The Undersecretary for Field Operations (Luzon and Visayas) and Environment
The Undersecretary for Field Operations (Mindanao)
The Director, Legal Affairs Service