



Republic of the Philippines
Department of Environment and Natural Resources
MIMAROPA Region
COMMUNITY ENVIRONMENT AND NATURAL RESOURCES OFFICE
By the National Highway, Poblacion, Taytay, Palawan 5312
Mobile: 0926-505-9335 TM 0912-171-3889 TNT
Email: cenrotaytay@denr.gov.ph

April 18, 2023

MEMORANDUM

FOR : The Regional Executive Director
DENR, MIMAROPA Region
1515 L&S Building by Roxas Blvd., Ermita, Manila

THRU : The Provincial Environment and Natural Resources Officer – Palawan
Sta. Monica, Puerto Princesa City

FROM : The Community Environment and Natural Resources Officer

SUBJECT : **RE: SUBMISSION OF PROOF OF POSTING OF THE
UPDATED/LATEST CITIZEN'S CHARTER FOR CY 2023**

Respectfully submitting is our compliance with the above-cited subject memorandum in raw file geotagged photos.

Please confirm receipt hereof. Thank you.

For and in the absence of the CENRO:

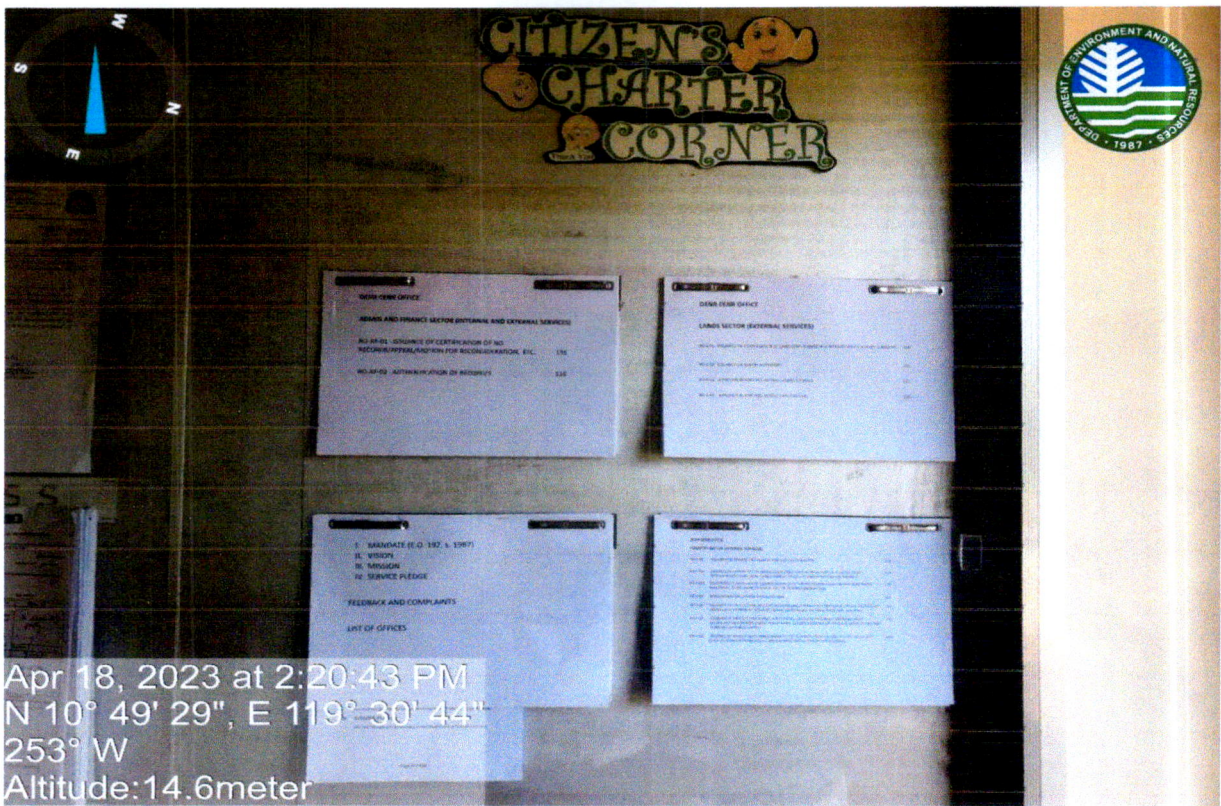
DENR CENRO
TAYTAY, PALAWAN
RELEASED
BY:
DATE: APR 18 2023 1504


MARIANO P. LILANG, JR.
Development Management Office IV
As per DAO 2022-09, Page 3

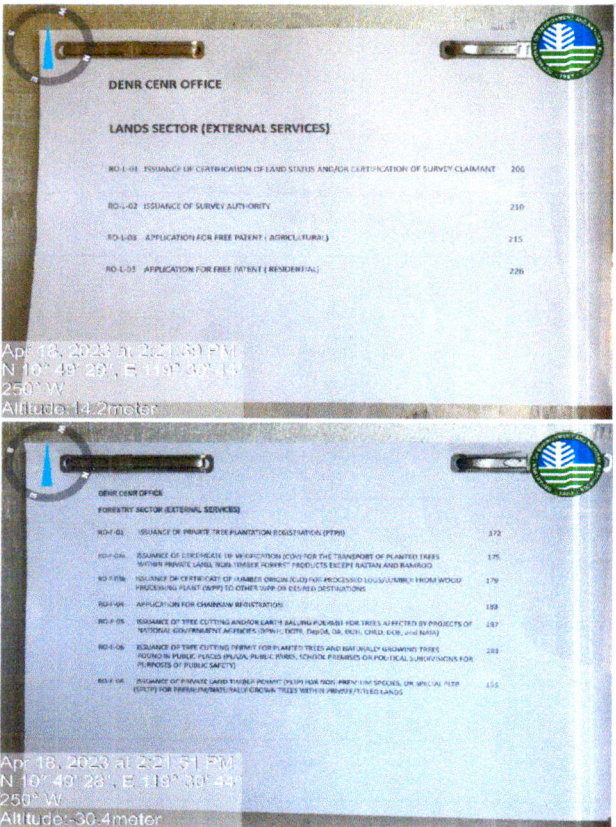
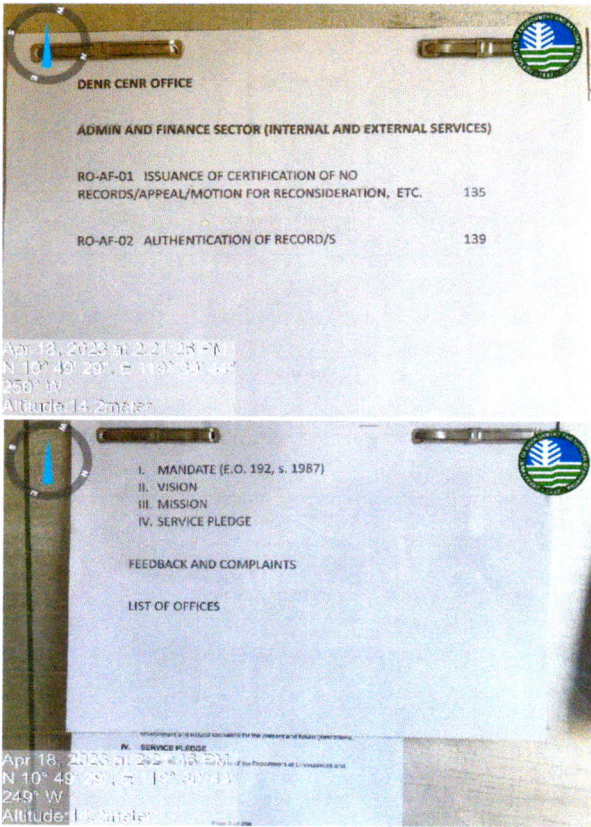
Cc:

pmd_mimar4b@yahoo.com.ph
penropalawan@denr.gov.ph

ANNEX “A” - Citizen’s Charter Poster



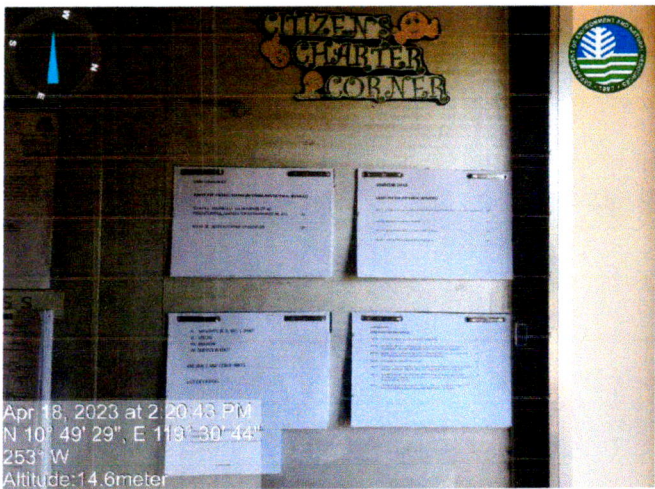
Citizen's with the mandate, vision, mission service pledge and localized feedback and complaints mechanism of the DENR.



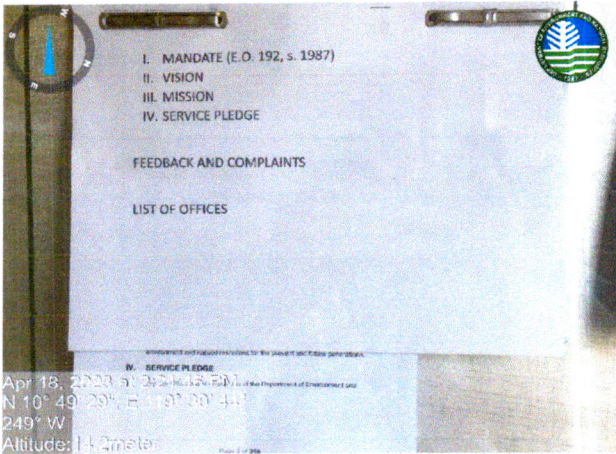
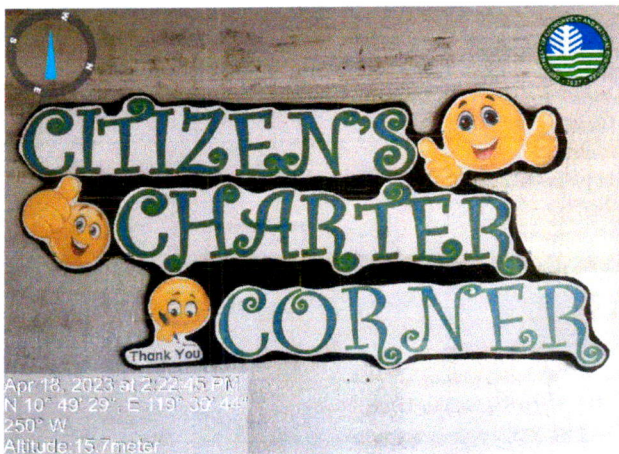
The pages can be flipped to show the Citizen's Charter process flows

ANNEX “B” – Consolidated Proof of Compliance

OFFICE: DENR MIMAROPA Region Office, CENRO Taytay, Palawan



1. Panoramic View of the Citizen's Charter posters and/or Public Assistance Desk



2. Mandate, Vision, Mission and Service Pledge

OFFICE: DENR MIMAROPA Region Office, CENRO Taytay, Palawan

Apr 16, 2023 at 2:21:28 PM
N 10° 49' 29", E 118° 30' 14"
259' W
Altitude: 14.2meters

APR 18 2023 at 2:21:39 PM
N 10° 49' 39", E 119° 50' 34"
Altitude: 14.2 meter

[illegible]

3. Close-up of Citizen's Charter





VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	1. Get a copy of the Client Satisfaction Survey (CSR) Form. 2. Answer the CSR Form. 3. Check the Feedback and/or Commendation portion of the CSR Form. 4. Drop it in the designated drop box in front of the Public Assistance Unit Office.
How feedback is processed?	Every Friday, the Public Assistance Officer shall open the drop box, and compile and record all feedback submitted. Feedback requiring answers shall be forwarded to the relevant officers and where they are required to answer within three (3) days upon receipt of the feedback. The answer of the concern office shall be then relayed to the client. For inquiries and follow-ups, clients may contact the following telephone number and email address: sos.sincor2019@gmail.com 8526 5500 Jash Rodriguez (Public Assistance Unit) 8027 6338 Julie George Iwan Stakeholder Management and Conflict Resolution Division

Apr 18, 2023 at 2:28:01 PM

N 10° 49' 28", E 113° 00' 4"

248° W

Altitude 14.1m

Page 216 of 226

4. Feedback and Compliance Mechanism

 What is the compliance?	1. Get a copy of the Crime Satisfaction Survey (CSR) Form. 2. Answer the CSR Form. 3. Check the Compliance portion of the CSR Form. 4. Enter the CSR Form in the compliance drop box in front of the Public Assistance Unit Office. Compliance can also be filed via telephone. Make sure to provide the following information: • Name of person being complained • Home • Residence
What constitutes the process(es)?	The Public Assistance Office (PAO) shall scan the compliance drop box in a timely basis of exclude each complaint. The complaint shall be classified according to priority: • Minor • Moderate • Very Grave Upon evaluation, and approval of the SACRED Chief, the PAO shall forward the complaint to the relevant office for their appropriate action. The minor complaint will be forwarded to SACRED, moderate to Office of the Assistant Secretary for HRMS, and very grave complaint to the Office of the Secretary.

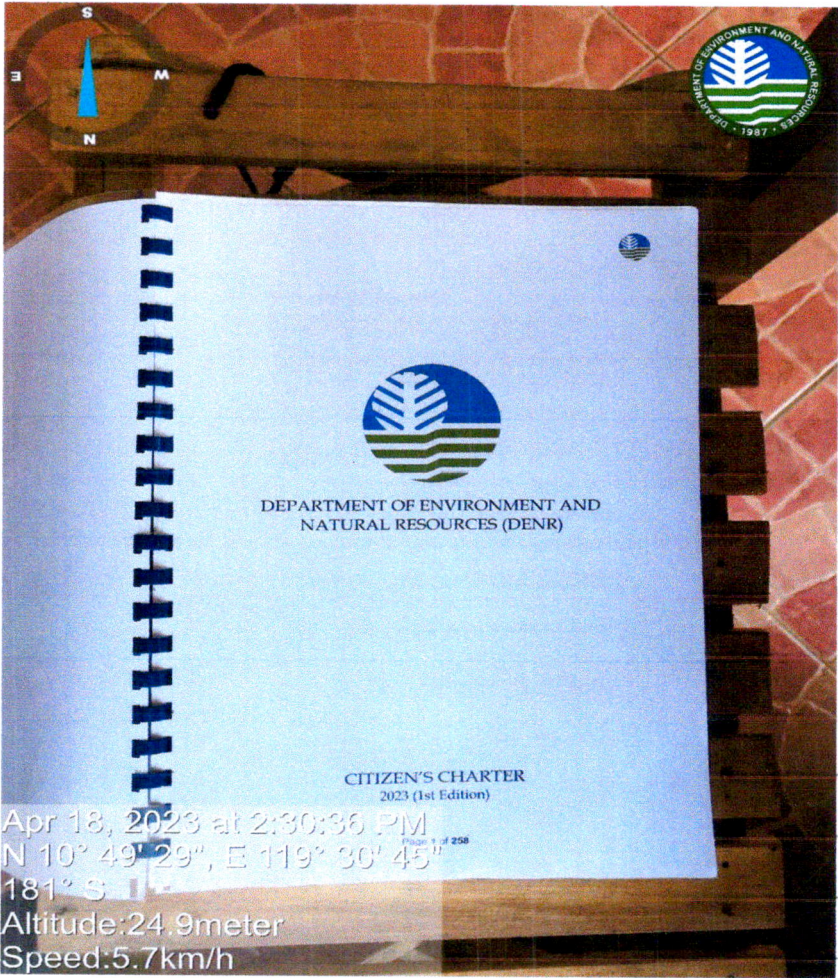
Contact information of Authorized Tax Authority (ARTA):

1st and 2nd floor Building
 NFA Compound, Marikina Avenue, QC
 Marikina City, Metro Manila 1600
 Contact No. (02) 8678-1281, 8178-0075, 8478-6900
 Email: info@nfa.gov.ph or compliance@nfa.gov.ph
 Web: <http://nfa.gov.ph>

[illegible]

5. Contact Details of ARTA, CSC and OMB

OFFICE: DENR MIMAROPA Region Office, CENRO Taytay, Palawan



6. Citizen's Charter Handbook 2023 (1st Edition)