



Republic of the Philippines
Department of Environment and Natural Resources
PENRO Marinduque

April 19, 2023

MEMORANDUM

FOR : The Regional Executive Director
DENR MIMAROPA Region

THRU : The Assistant Regional Director for Management Services

ATTENTION : The OIC-Chief, Planning and Management Division

FROM : The OIC – PENR Officer

SUBJECT : **CITIZEN’S CHARTER PROOF OF COMPLIANCE BY
DENR-PENRO MARINDUQUE**

In compliance with the Memorandum dated April 14, 2023 from the DENR MIMAROPA Regional Executive Director on posting of the updated/latest DENR Citizen’s Charter for CY 2023 (1st Edition), submitted is the proof of posting of the updated/latest Citizen’s Charter containing the internal and external services of the Regional, PENR and CENR Offices at the main entrance or most conspicuous place in the office.

Attached is the Annex “A”: DENR Citizen’s Charter Posters, Annex “B”: Template for the Consolidated Proof of Compliance, and high-quality raw photos (in jpeg format) that can be viewed and downloaded through this Google Drive link: https://drive.google.com/drive/folders/1OQ9fgYmB5M_caHQqEgjIHjN-h47oMVp4?usp=share_link.

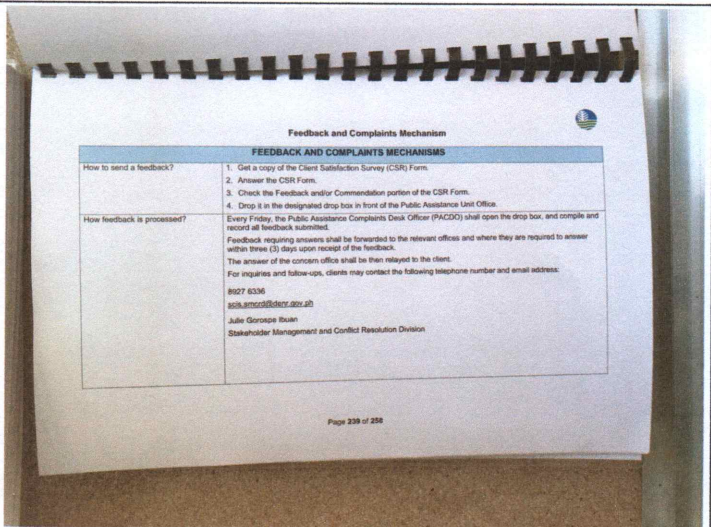
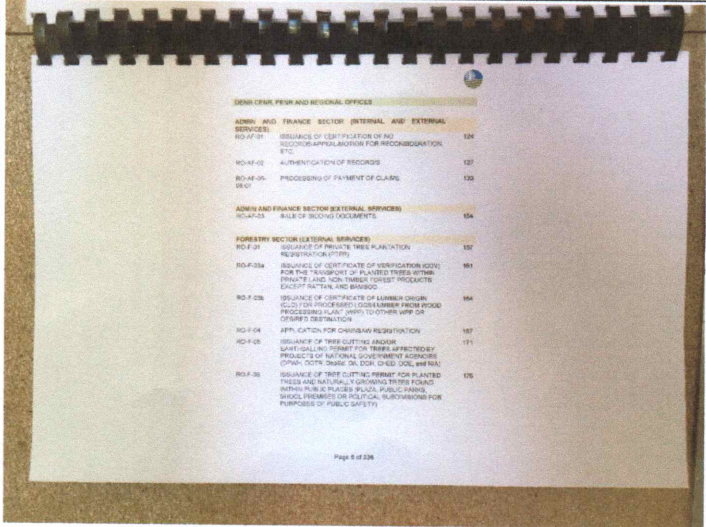
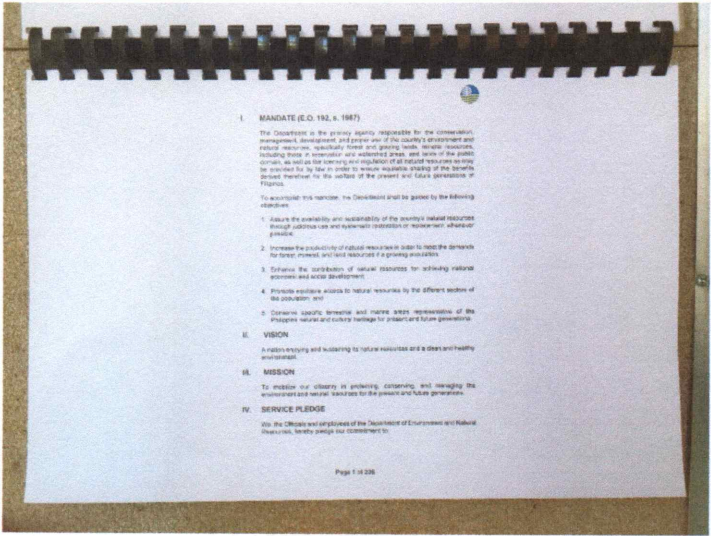
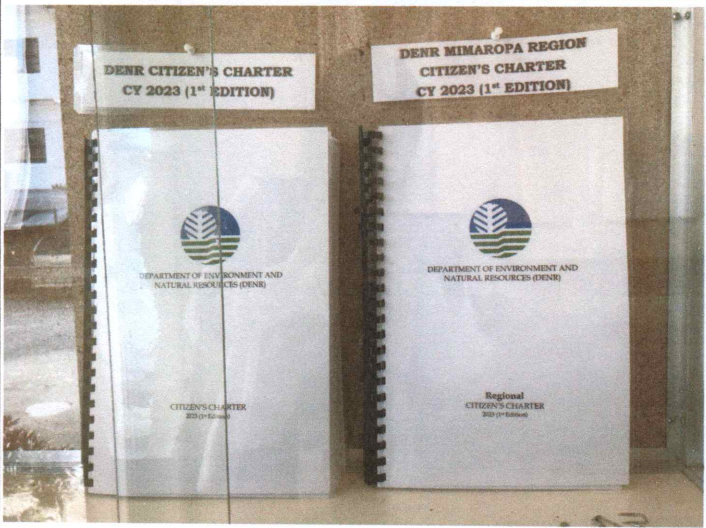
Likewise, attached is the final editable copy of the Citizen’s Charter indicating the responsible personnel for each step of our processes. Moreover, for the harmonized Regional Citizen’s Charter, no proposed/additional list of processes were identified by the concerned Sectors to be included in the Citizen’s Charter.

For information and record.

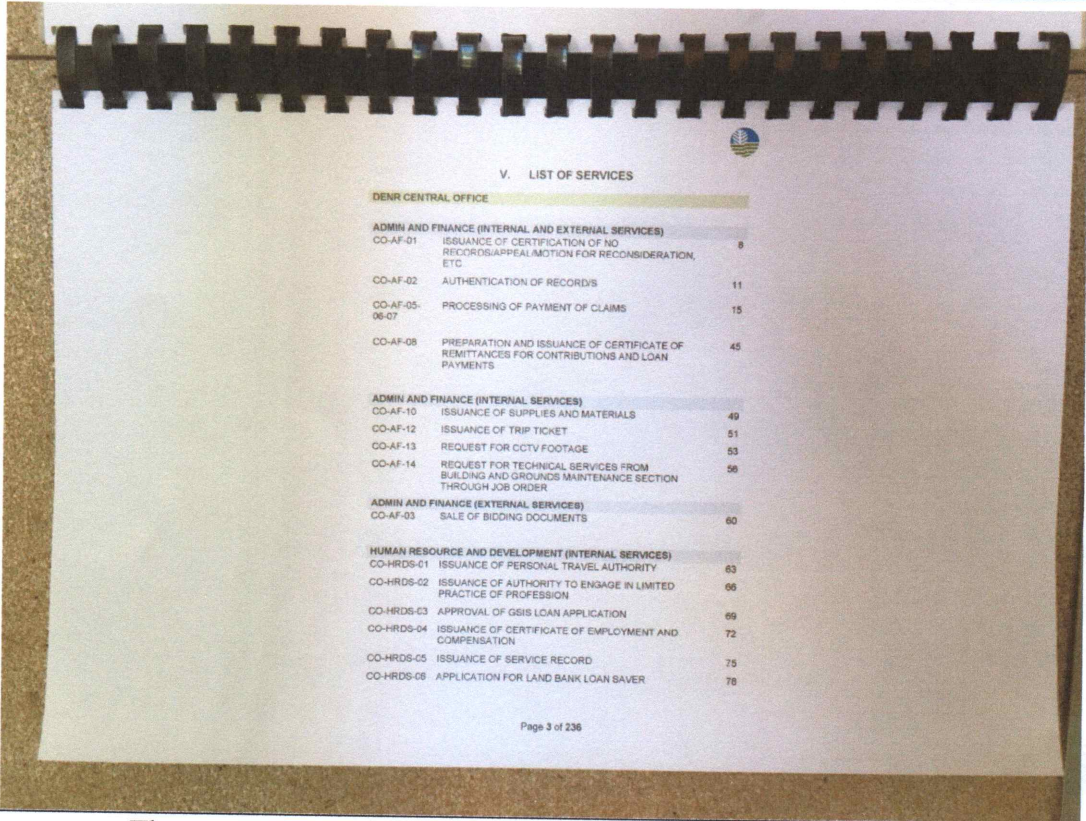

IMELDA M. DIAZ

Annex “A” – Citizen’s Charter Poster

OFFICE: DENR MIMAROPA Region, PENRO Marinduque



The Citizen’s Charter must contain the mandate, vision, mission, pledge and localized feedback and complaints mechanism of the DENR

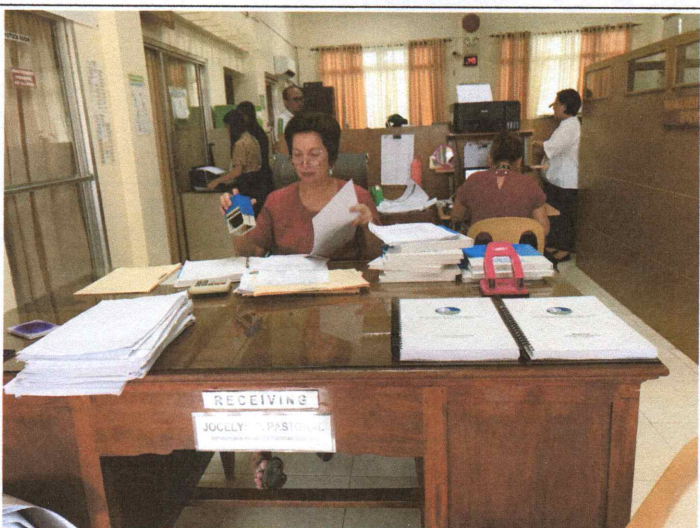
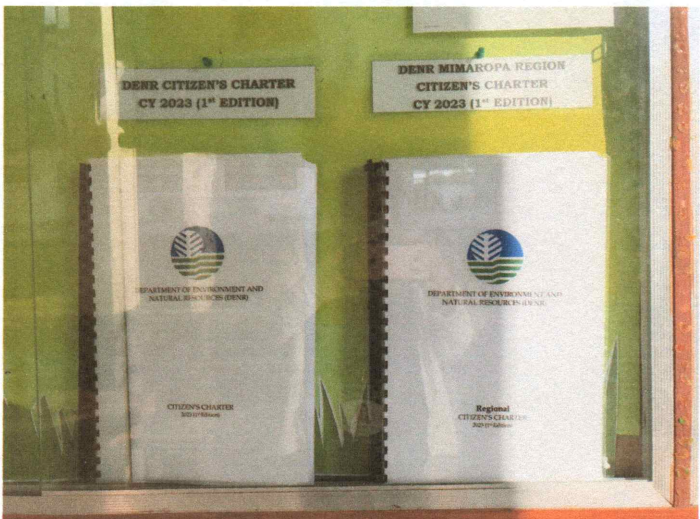
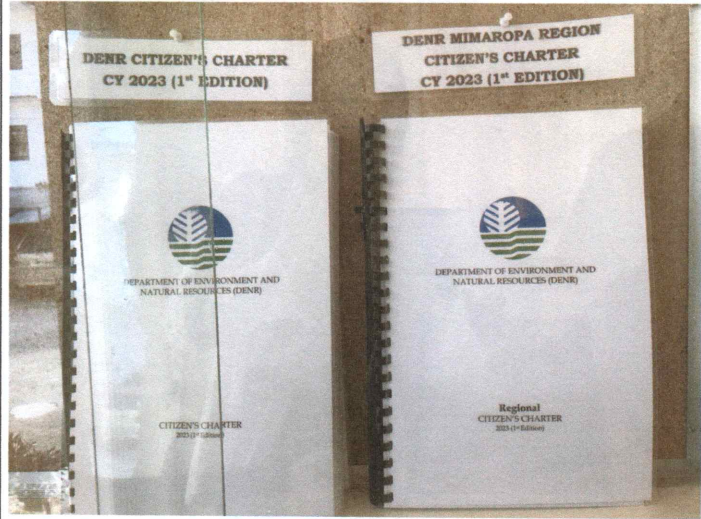


The pages can be flipped to show the Citizen’s Charter process flows

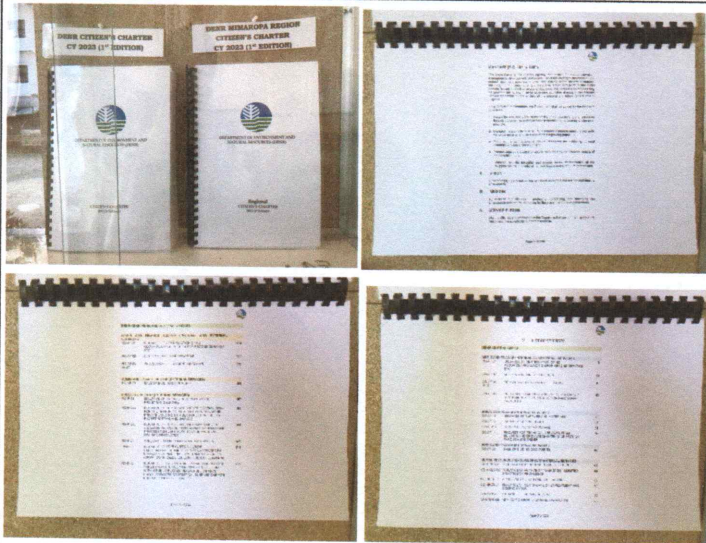
Capitol Compound, Barangay Bangbangalon, Boac, Marinduque
Telephone Nos.: (042) 332-1490/(042) 332-0727/(042) 332-0927/(042) 332-1913
Website: <https://penromarinduque.gov.ph/>
Email: penromarinduque@denr.gov.ph

Annex “B” – Template for the Consolidated Proof of Compliance

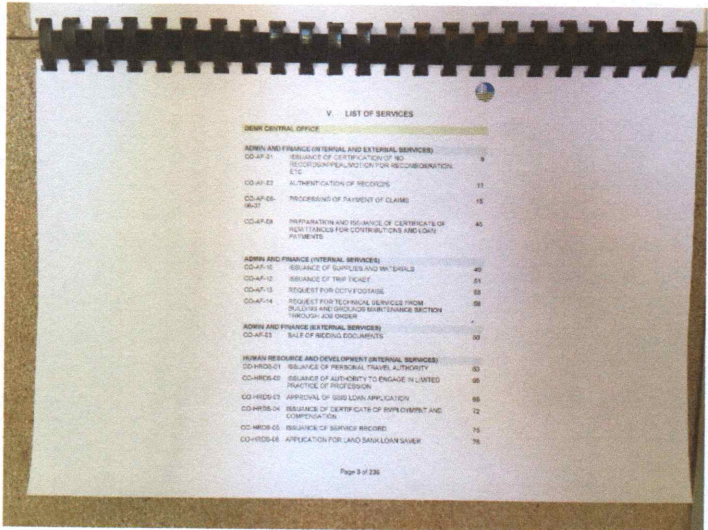
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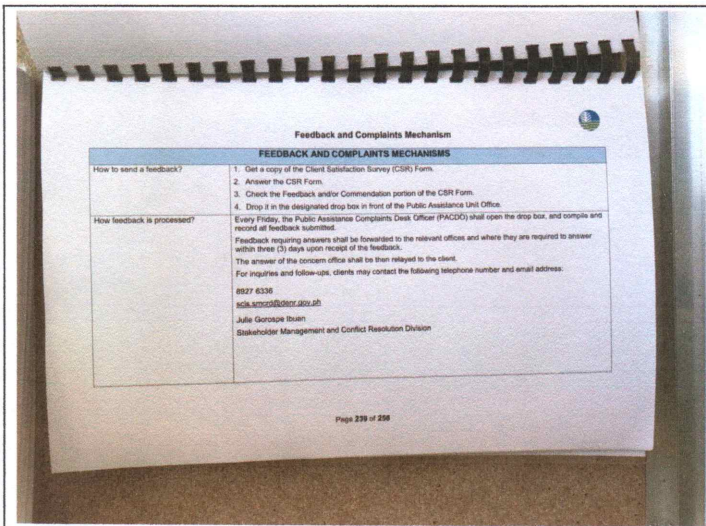
1) Panoramic View of the Citizen’s Charter posters and/or Public Assistance Desk



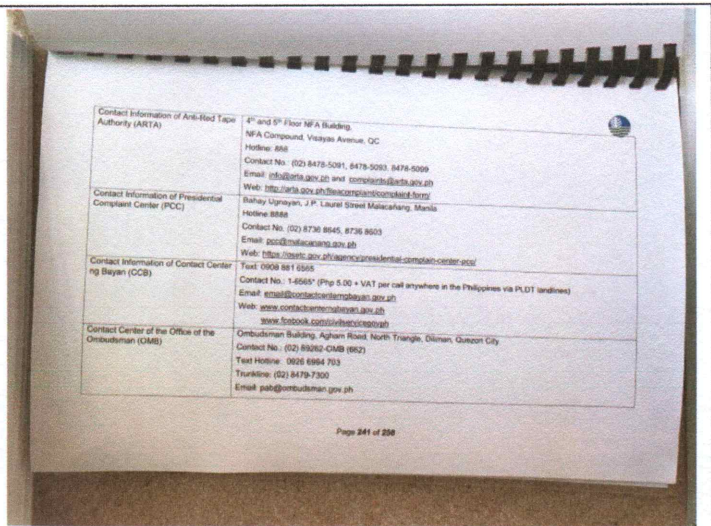
2) Mandate, Vision, Mission, and Service Pledge



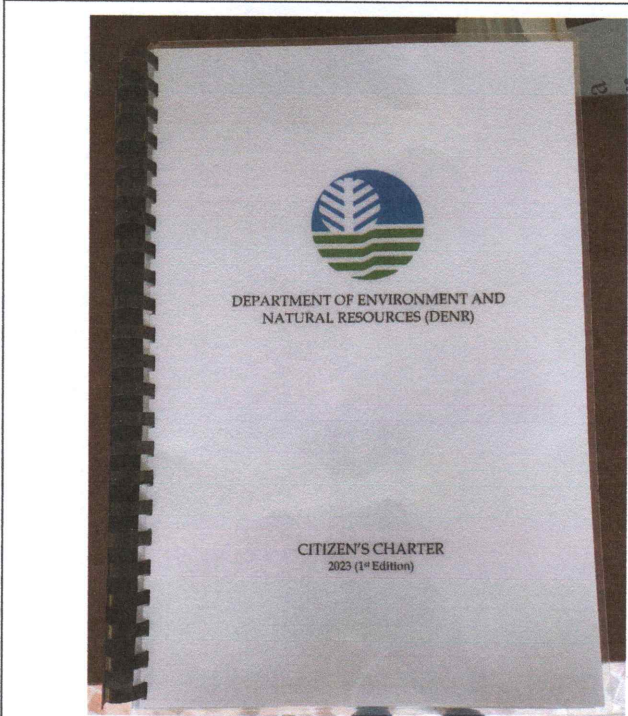
3) Close-up of Citizen’s Charter



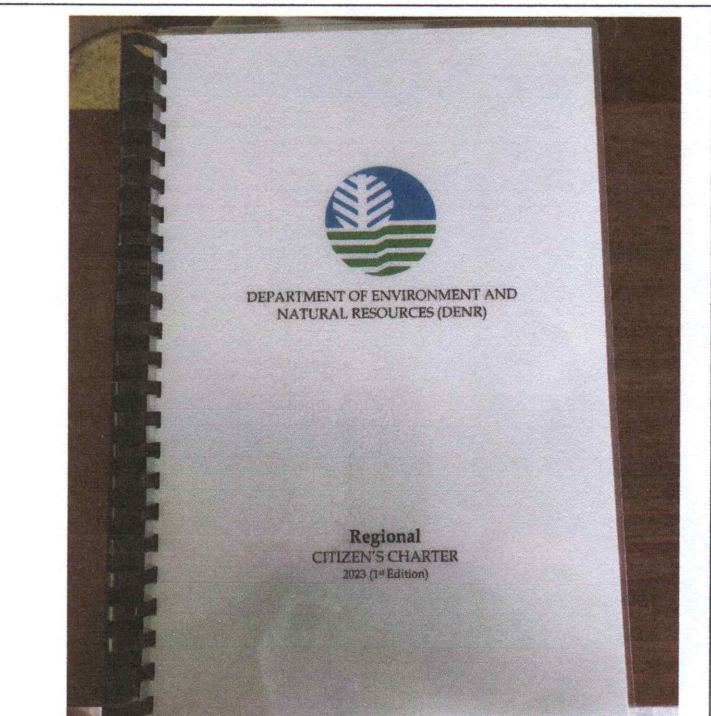
4) Feedback and Complaints Mechanism



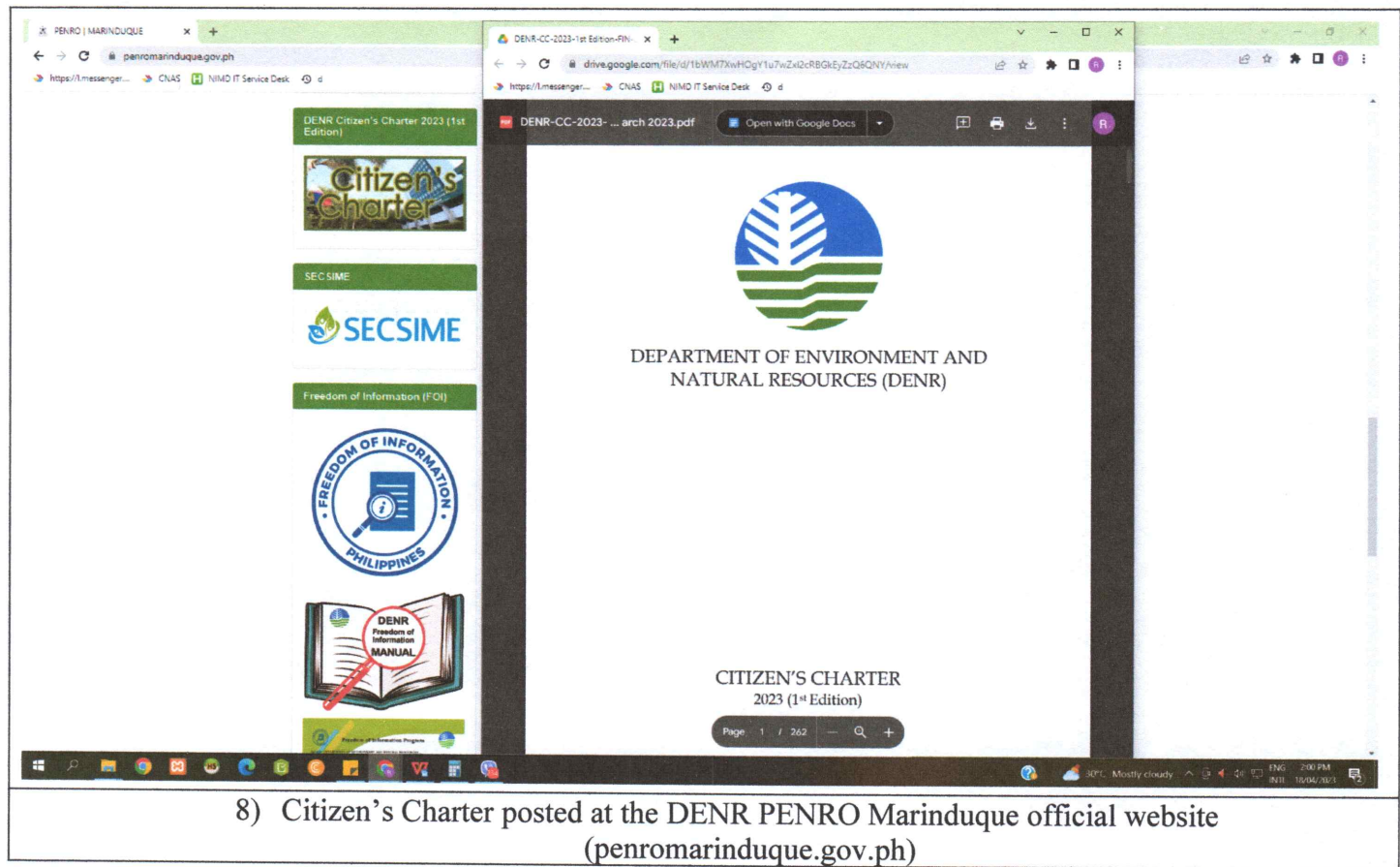
5) Contact Details of ARTA, PCC, CSC and OMB



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



7) Regional Citizen's Charter Handbook 2023 (1st Edition)



8) Citizen’s Charter posted at the DENR PENRO Marinduque official website (penromarinduque.gov.ph)