



JUN 30 2023

URGENT MEMORANDUM

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

FROM : The Undersecretary
Legal and Administration, and Chairperson, DENR's Committee
on Anti-Red Tape (CART) per Special Order No. 2021-325

SUBJECT : SUBMISSION OF UPDATED REGIONAL CITIZEN'S
CHARTERS (2023 1ST EDITION) IN ACCORDANCE WITH
THE ANTI-RED TAPE AUTHORITY MEMORANDUM
CIRCULAR (ARTA MC) NO. 2019-002-A AND PRESCRIBED
FORMAT AND CONTENT UNDER ARTA MC NO. 2019-002
(REFERENCE B)

In connection with ARTA MC No. 2019-002-A dated 02 December 2019, or the *"Supplemental Guidelines on the Implementation of Citizen's Charter in Compliance with Republic Act (RA) No. 110332, otherwise known as the 'Ease of Doing Business and Efficient Government Service Delivery Act of 2018', and its Implementing Rules and Regulations"*, and as agreed upon during the Workshop on the Harmonization of DENR Processes of the Implementing Offices and Amendment of the Department's Quality Management System's Manual dated 10-12 April 2023, and Meeting on Harmonization of DENR Processes dated 20 June 2023, all Regional Offices are directed to update their Regional Citizen's Charters (RCCs) and submit the same directly to the ARTA not later than 14 July 2023.

Submission of RCCs to the ARTA shall include: 1) Letter of submission addressed to the Director General of ARTA, approved by the Regional Executive Director (RED) or Chairperson of Regional Committee on Anti-Red Tape (CART), 2) Certificate of Compliance (COC) using the new template per ARTA MC No. 2021-10 dated 03 December 2021, and 3) Regional Citizen's Charter Handbook. Such RCCs shall be sent to the ARTA's email address at compliance@arta.gov.ph, copy furnished the DENR's Sub-CART on Citizen's Charter Compliance and Monitoring with email address at denrcosubcart.citizenscharter@gmail.com.

Posting of your RCCs in the information billboard and official website/online posting shall be made within 15 calendar days from submission to the ARTA and shall be monitored by the DENR Central Office, through the Sub-CART on Citizen's Charter Compliance and Monitoring.

For any query or concern, you may contact us through the email address at denrcosubcart.citizenscharter@gmail.com.

For information and compliance.


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

Copy furnished:

**The Chief, Management Division and
Head, DENR CART Secretariat**

**The Assistant Secretary
Finance, Information Systems and Mining Concerns
and Deputy Quality Management Representative**