



Republic of the Philippines
Department of Environment and Natural Resources
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MEMORANDUM

FOR/TO : **The Director**
Ecosystems Research and Development Bureau

Attention: Concerned Process Owners/SPICS Focal Person

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

SUBJECT : **ERDB CITIZEN'S CHARTER NO. 13. PROCESSING OF
REIMBURSEMENT/CASH ADVANCE OF TRAVELLING
EXPENSES AS THE SUPPORT/ ADMINISTRATIVE SERVICE
(INTERNAL) TO BE ENROLLED FOR THE FY 2022
STREAMLINING AND PROCESS IMPROVEMENT OF
CRITICAL SERVICES (SPICS)/ PROCESS RESULTS**

DATE : **JUN 20 2022**

This has reference to the AO25 Inter-Agency Task Force Memorandum Circular No. 2022-1 or the FY 2022 Guidelines on the grant of Performance-Based Bonus. According to Section 4.2.1 on Process Results,

“For FY 2022, the target will be substantive improvements in ease of doing business/ease of transaction with respect to two (2) critical services consisting of **one (1) core service (external) based on the mandated function of the agency** and **one (1) support/administrative service (internal)** as declared in the agency's/SUC's updated Citizen's Charter and in line with the Anti-Red Tape Authority (ARTA)'s Whole-of-Government (WOG) Reengineering Manual.”

Relatedly, the **Citizen's Charter No. 13. Processing of Reimbursement/Cash Advance of Travelling Expenses** of the ERDB has been identified to be enrolled as the support/administrative service (internal) for the FY 2022 SPICS/Process Results.

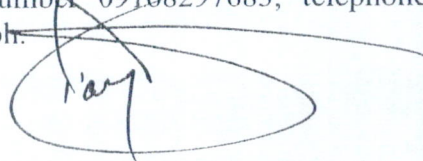
In this regard, the concerned process owners/SPICS Focal Persons from the ERDB shall:

1. Provide data on the aforementioned support/administrative (internal) service using the prescribed **Modified Form A**;
2. Provide **one (1) transaction each for the 3rd – 4th Quarter of 2022** and other necessary **proofs/means of verification**;
3. Provide the FY 2022 SPICS/Process Results data in the designated Google Sheets template;

4. Submit the scanned copy of the signed Modified Form A and all necessary supporting documents on or before **13 January 2023**. Upload these documents in the designated Google Drive; and
5. Send their contact details which will be used for coordination/announcements:
 - a. Name
 - b. Position/Designation
 - c. Mobile Number
 - d. Facebook and Viber account
 - e. Email address (will also be given access to the Google Sheets and Drive)

Compliance with these particular requirements is in line with the goal of the Department towards enhanced public service delivery, and would form part of the entitlement to the FY 2022 PBB.

For questions and clarifications, your staff may contact **For. Jake Lorenz C. Aldovino** of the Management Audit Division, IAS at mobile number 09168297683, telephone number (02) 8926-6576, or email us at ias.mad@denr.gov.ph.



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

CONFORME:

MARIA LOURDES G. FERRER, CESO III
Director, ERDB

cc : **The Head Executive Assistant**
The Undersecretary for Legal, Administration, Human Resources and Legislative Affairs
The Undersecretary for Policy, Planning and International Affairs
The Regional Executive Directors
The Directors, Staff Bureaus