



Republic of the Philippines
Department of Environment and Natural Resources
MIMAROPA Region
PROVINCIAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

DENR MIMAROPA
RECORDS SECTION
RECEIVED

MAY 03 2023

☐ INCOMING ☐ OUTGOING
BY: _____ DATE NO. _____
TIME: _____

APR 24 2023

MEMORANDUM

FOR : The Regional Executive Director
1515 DENR By the Bay Building, Roxas Blvd,
Brgy., 668, Ermita, Manila

THRU : The Assistant Regional Director for Management Services

FROM : The OIC, PENR Officer

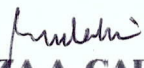
SUBJECT : SUBMISSION OF PROOF OF POSTING OF THE UPDATED/
LATEST CITIZENS CHARTER FOR CY 2023

This is in reference to the memorandum of the Regional Executive Director dated April 14, 2023 regarding the above-cited subject.

In this regard, attached is the consolidated photo documentations as proof of compliance regarding the posting of the updated/ latest Citizens Charter for CY 2023 in all the DENR field offices in the province of Occidental Mindoro.

For information and record.

For the OIC, PENR Officer:


EMILIZA A. CALABIO
Supervising EMS/ In-charge of Office



Republic of the Philippines
Department of Environment and Natural Resources
MIMAROPA Region
PROVINCIAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

April 20, 2023

MEMORANDUM

FOR : The OIC, PENR Officer
Mamburao, Occidental Mindoro

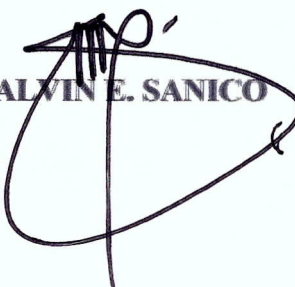
FROM : The OIC, Planning Officer

SUBJECT : SUBMISSION OF PROOF OF POSTING OF THE UPDATED/
LATEST CITIZENS CHARTER FOR CY 2023

This is in reference to the memorandum of the Regional Executive Director dated April 14, 2023 regarding the above-cited subject.

In this regard, attached is the photo documentations as proof of compliance regarding the posting of the updated/ latest Citizens Charter for CY 2023 at the DENR- PENR Office, Mamburao, Occidental Mindoro.



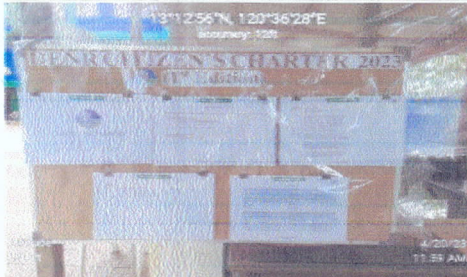
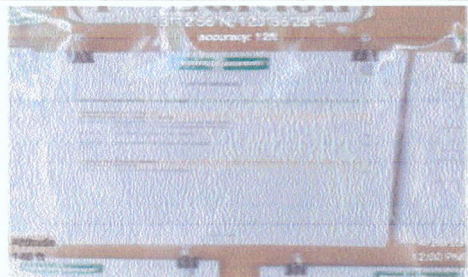
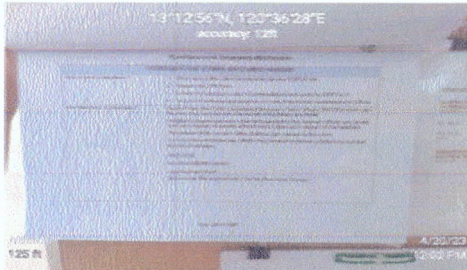
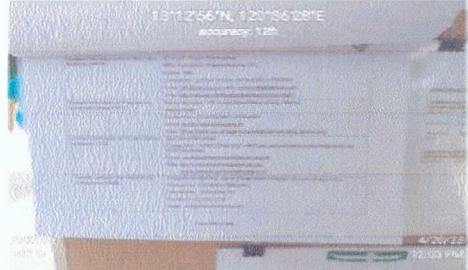
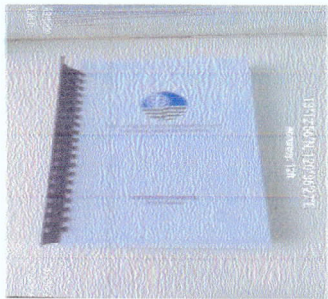
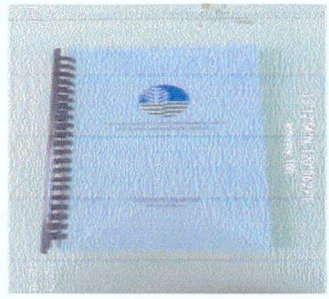
For information and record.


ALVIN E. SANICO



Republic of the Philippines
Department of Environment and Natural Resources
PROVINCIAL ENVIRONMENT AND NATURAL RESOURCES OFFICE
MIMAROPA Region

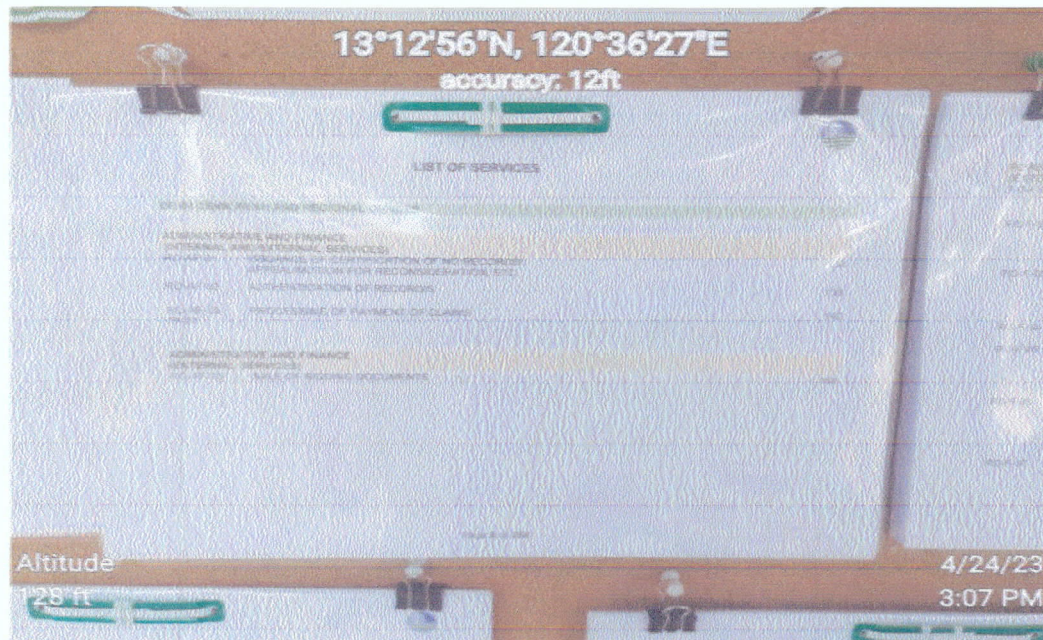
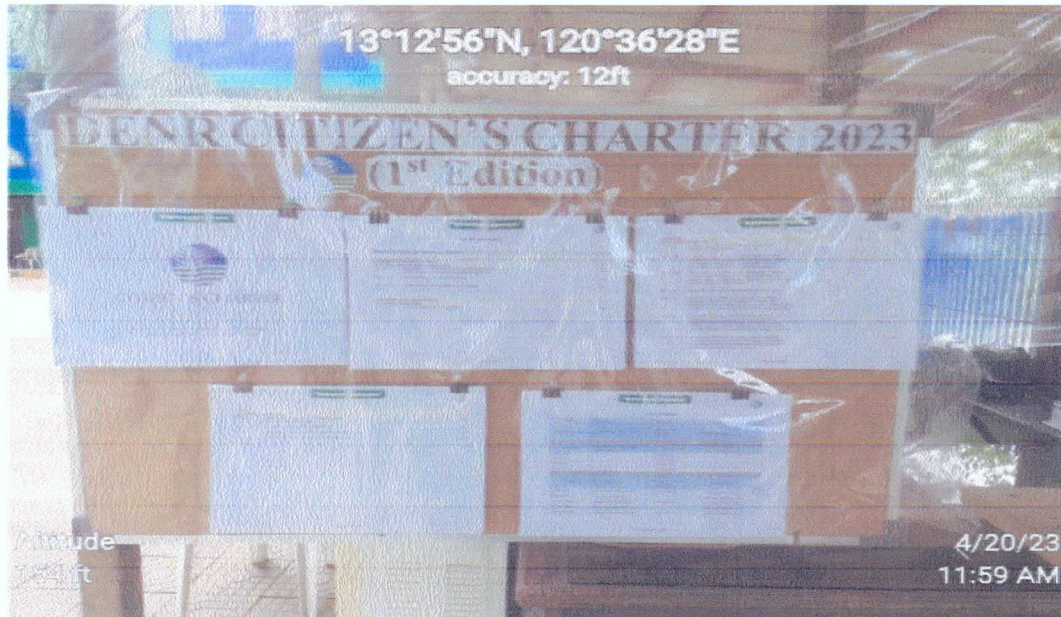
Annex "B" - Template for the Consolidated Proof of Compliance

OFFICE: DENR REGION MIMAROPA PENRO Occidental Mindoro	
	
1) Panoramic View of the Citizen's Charter and/or Public Assistance Desk	
	
2) Mandate, Vision, Mission, and Service Pledge	3) Close-up Citizen's Charter
	
4) Feedback and Complaints Mechanism	5) Contact Details of ARTA, PCC, CSC and OMB
	
6) Citizen's Charter Handbook 2023 (1st ed.)	7) Regional's Citizen's Charter Handbook



Republic of the Philippines
Department of Environment and Natural Resources
PROVINCIAL ENVIRONMENT AND NATURAL RESOURCES OFFICE
MIMAROPA Region

PHOTO DOCUMENTATION
Annex "A" Citizen's Charter Poster



So. Pag-asa, Brgy. Payompon, Mamburao, Occidental Mindoro
E-mail: msd_occndo@yahoo.com / denroccmin04@yahoo.com



Republic of the Philippines
Department of Environment and Natural Resources
MIMAROPA Region
COMMUNITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

April 20, 2023

MEMORANDUM

FOR : The Regional Executive Director
1515 DENR by the Bay Building,
Roxas Blvd., Barangay 668, Ermita Manila

TRHU : The OIC, PENR Officer
Mamburao, Occidental Mindoro

FROM : The CENRO Officer

SUBJECT : **CITIZEN'S CHARTER PROOF OF COMPLIANCE BY
CENRO SABLAYAN**

RECORDED

Date: 4-20-23
By: 91

This has reference to the memorandum of the Regional Executive Director dated April 14, 2023 and the Director for Legal Affairs Service, and Head of the DENR CO Sub-CART on Citizen's Charter (CC) April 12, 2023 regarding to the above-captioned subject.

In this regard, please see attached documentations as proof of compliance & posting of the updated/latest Citizen's Charter (CC) for CY 2023 1ST Edition.

For information and record.


FOR. ANASTACIO A. SANTOS, MPA

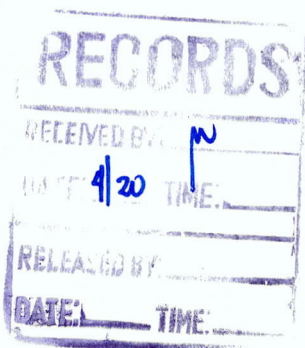
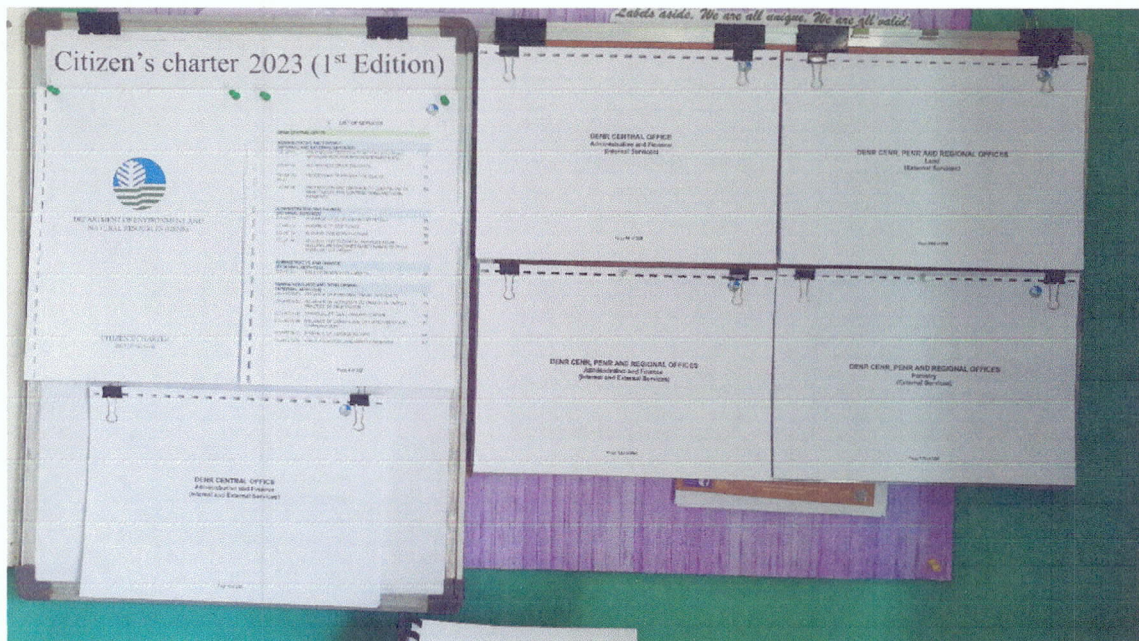




PHOTO DOCUMENTATION

Annex "A" -Citizen's Charter Poster



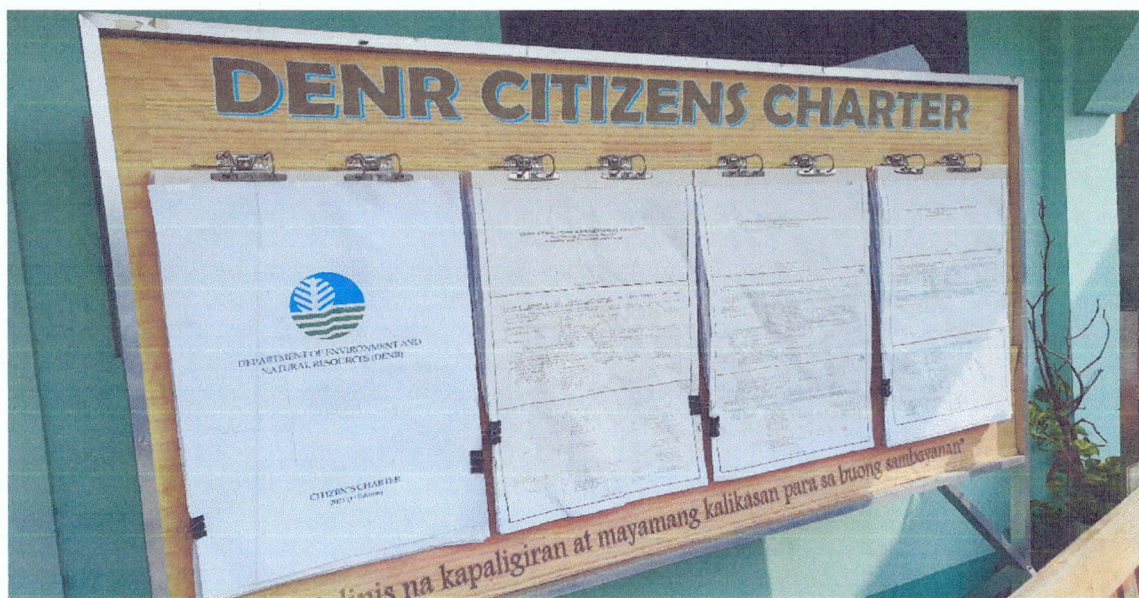
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Letter Request to the Implementing PENR/CENR Office with complete supporting requirements	1. Check completeness of supporting documents based on the checklist, and receive and enter into the record book. Forward to RPS	None	1 hour	Records Officer Implementing PENRO/ CENRO Records Unit (Merry Ann C. Lacap/ Helen M. Alcobar)
1.1. None	1.1 Receive documents check and verify the lot status in the LAMS allocation book or index card whether covered by any public land application or not	None	2 hours	Records Officer Implementing PENRO/ CENRO Records Unit (Merry Ann C. Lacap/ Helen M. Alcobar)
1.2. None	1.2. Receive request. Prepare Order of Payment	None	30 min.	Technical Staff Regulation and Permitting Section (RPS) (LMOs/DPLIs)
1.3. None	1.3. Approve Order of Payment and forward the same to client.	None	10 min.	Accountant (Implementing PENRO) CENRO or Designated Representative (CENRO Anastacio A Santos)



Republic of the Philippines
Department of Environment and Natural Resources
MIMAROPA Region
COMMUNITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

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

1. Panoramic View of the Citizen’s Charter poster and/or Public Assistance Desk

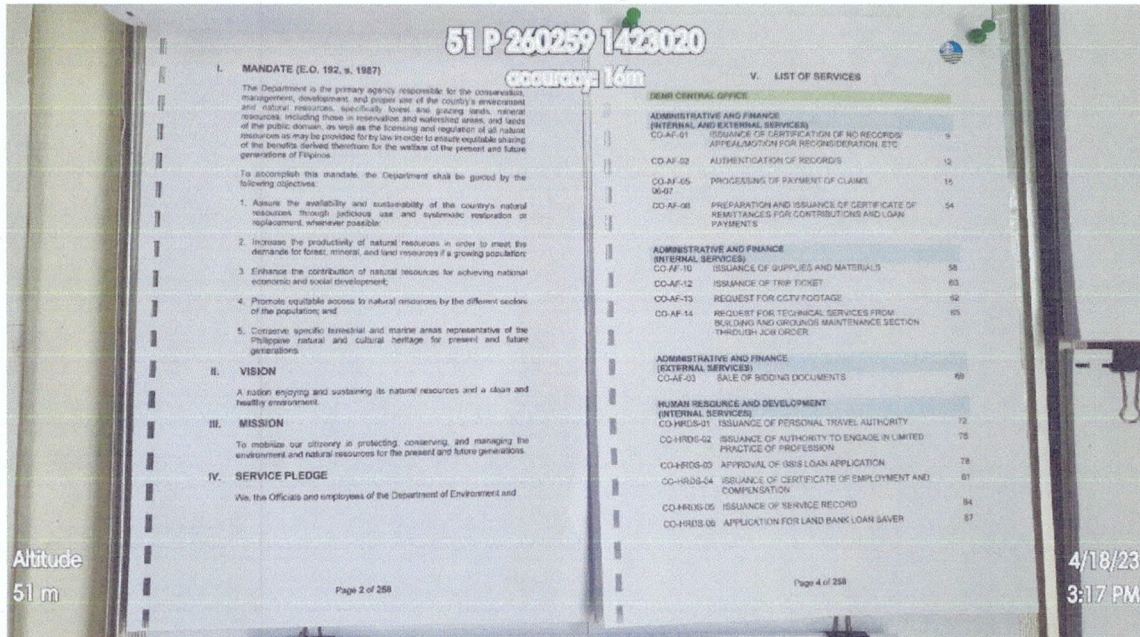


National Road, Brgy. Sto. Niño, Sablayan, Occidental Mindoro
E-mail: cenrosablayan@denr.gov.ph

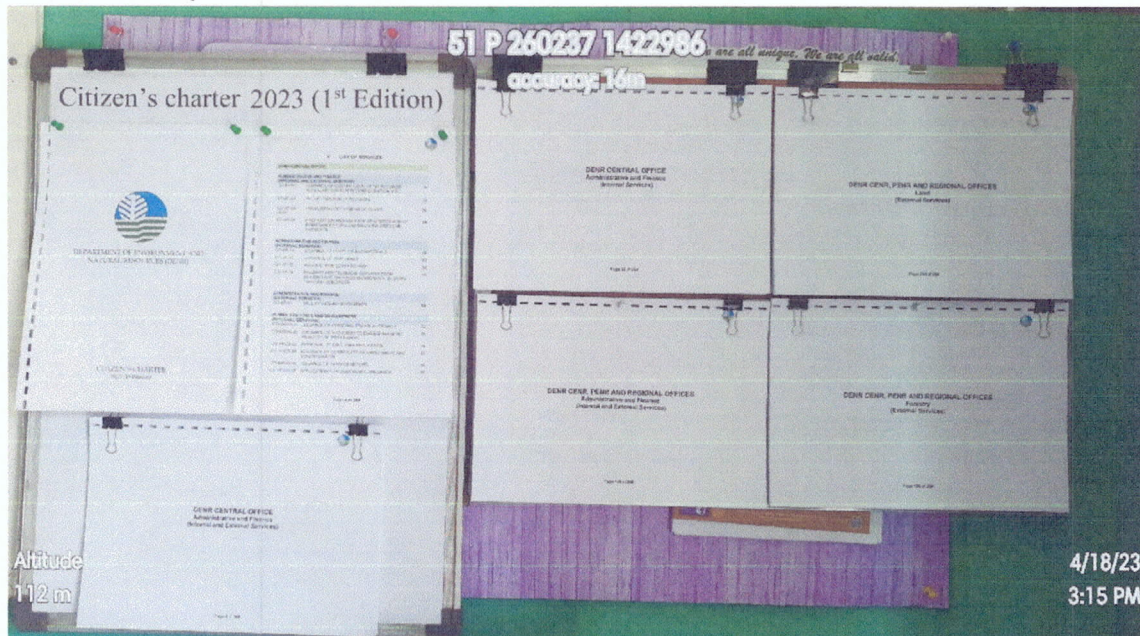


Republic of the Philippines
Department of Environment and Natural Resources
MIMAROPA Region
COMMUNITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

2. Mandate, Vision, Mission and Service Pledge



3. Close-up of Citizen's Charter



National Road, Brgy. Sto. Niño, Sablayan, Occidental Mindoro
E-mail: cenrosablayan@denr.gov.ph



4. Feedback and Complaints Mechanism

Feedback and Complaints Mechanism	
FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	<ol style="list-style-type: none">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?	<p>Every Friday, the Public Assistance Complaints Desk Officer (PACDO) shall open the drop box, and compile and record all feedback submitted.</p> <p>Feedback requiring answers shall be forwarded to the relevant offices 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.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and email address:</p> <p>8927 8336 scis.smcnd@denr.gov.ph Julie Gorospe Ibusan Stakeholder Management and Conflict Resolution Division</p>

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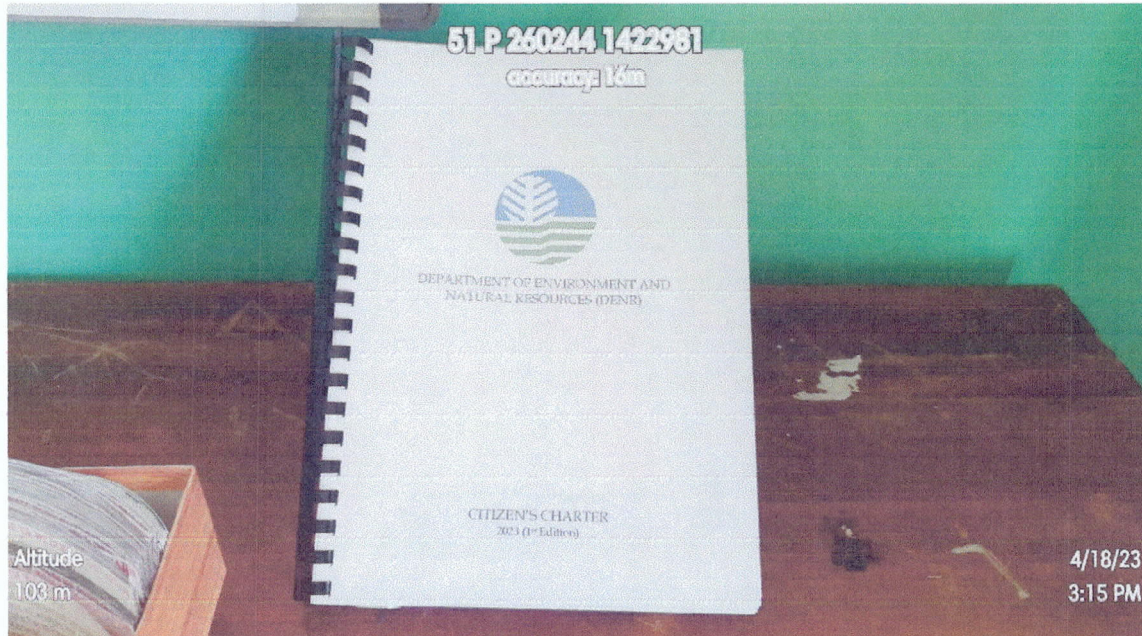
5. Contact Details of ARTA, PCC, CSC and OMB

Authority (ARTA)	<p>NFA Compound, Visayas Avenue, QC Hotline: 658 Contact No.: (02) 8478-5091, 8478-5093, 8478-5099 Email: info@arta.gov.ph and complaints@arta.gov.ph Web: http://arta.gov.ph/files/complaint/complaint-form/</p>
Contact Information of Presidential Complaint Center (PCC)	<p>Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline: 8888 Contact No. (02) 6736 8645, 6736 8603 Email: pcc@malacanang.gov.ph Web: https://osetc.gov.ph/agency/presidential-complain-center-pcc/</p>
Contact Information of Contact Center ng Bayan (CCB)	<p>Text: 0908 881 6595 Contact No.: 1-6565* (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: email@contactcenterngbayan.gov.ph Web: www.contactcenterngbayan.gov.ph www.facebook.com/civilserviceq0200b</p>
Contact Center of the Office of the Ombudsman (OMB)	<p>Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City Contact No.: (02) 89262-OMB (662) Text Hotline: 0926 6994 703 Trunkline: (02) 8478-7300 Email: pab@ombudsman.gov.ph</p>

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





Republic of the Philippines
Department of Environment and Natural Resources
MIMAROPA Region
Community Environment and Natural Resources Office

APR 24 2023

MEMORANDUM

FOR : The Regional Executive Director
DENR MIMAROPA Region
1515 DENR By the Bay Building,
Roxas Boulevard, Barangay 668, Ermita Manila

THRU : The PENR Officer
DENR Mamburao, Occidental Mindoro

FROM : The CENR Officer

SUBJECT : 2023 1ST EDITION CITIZEN'S CHARTER PROOF OF
COMPLIANCE BY CENR OFFICE SAN JOSE
OCCIDENTAL MINDORO

In compliance to the Memorandum dated April 14, 2023 which was received by this Office on April 17, 2023, respectfully submitted the above-cited subject following the prescribed template.

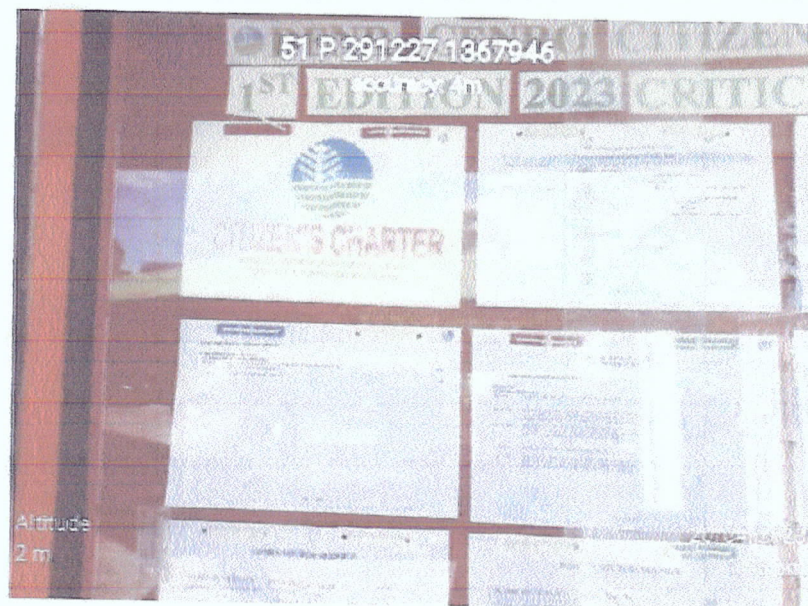
For information and record.


EFREN L. DILOS REYES

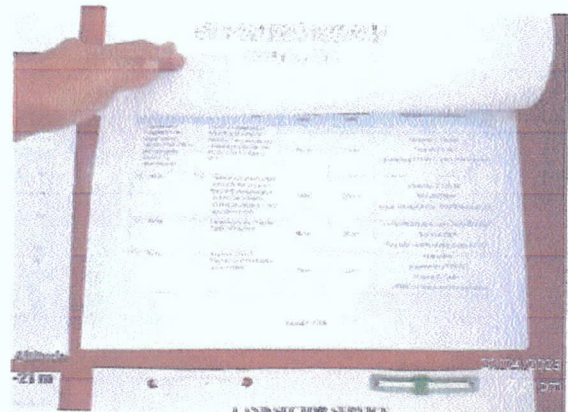
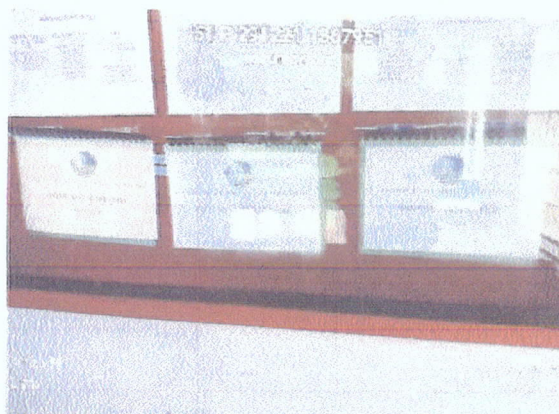
Brgy. Labangan, San Jose, Occidental Mindoro
Tel. Number (043) 457- 0236 / (043) 742-6627
Email: cenrosanjose@denr.gov.ph



Republic of the Philippines
Department of Environment and Natural Resources
MIMAROPA Region
Community Environment and Natural Resources Office



Citizen's Charter containing the Mandate, vision, mission, service pledge and localized feedback and complaints mechanism of the DENR



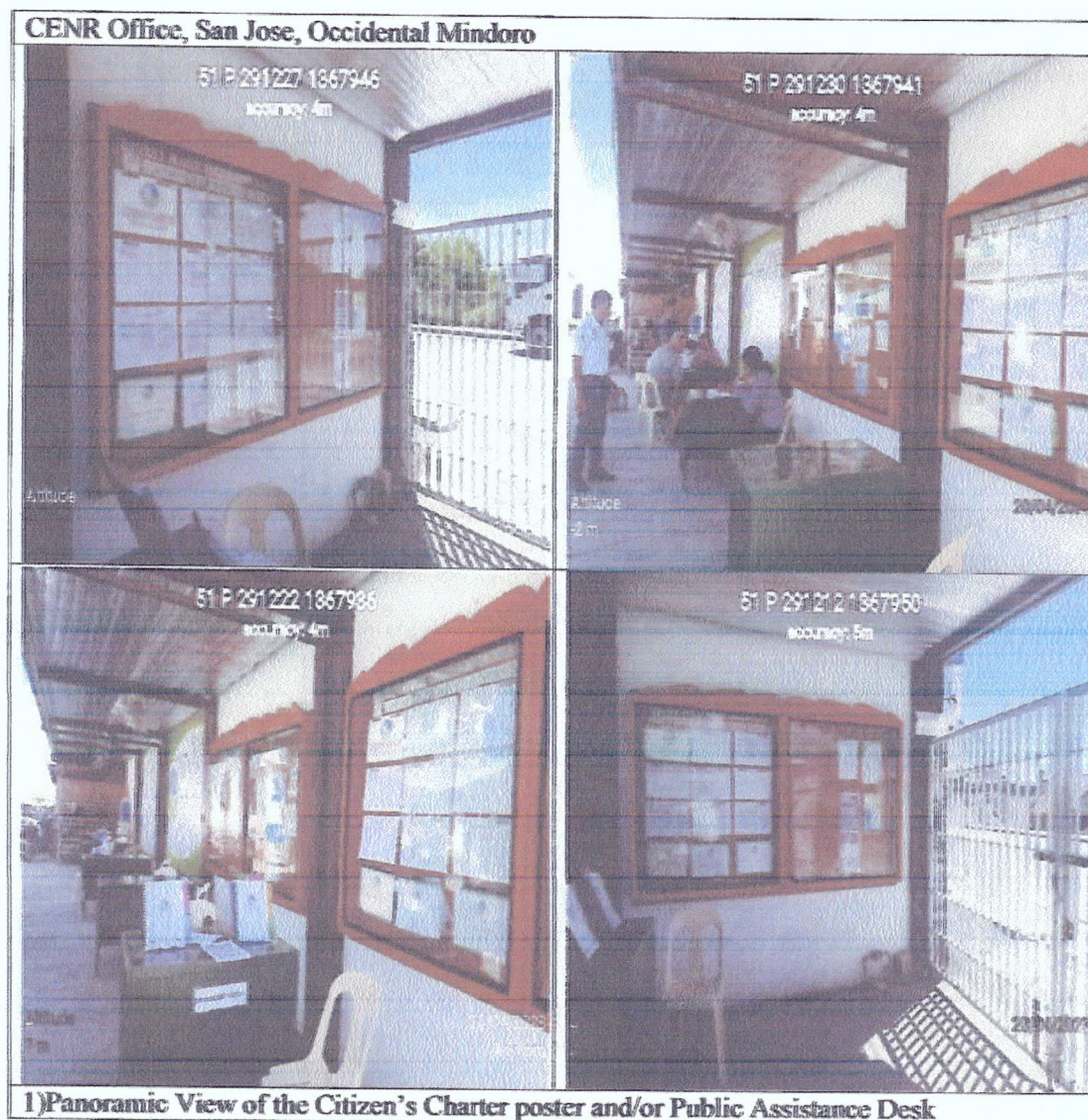
The handbook are separated into administrative, forestry and land management services, can be flipped to show the process flow and indicated there-in the responsible personnel for each step of the processes.

Brgy. Labangan, San Jose, Occidental Mindoro
Tel. Number (043) 457- 0236 / (043) 742-6627
Email: cenrosanjose@denr.gov.ph



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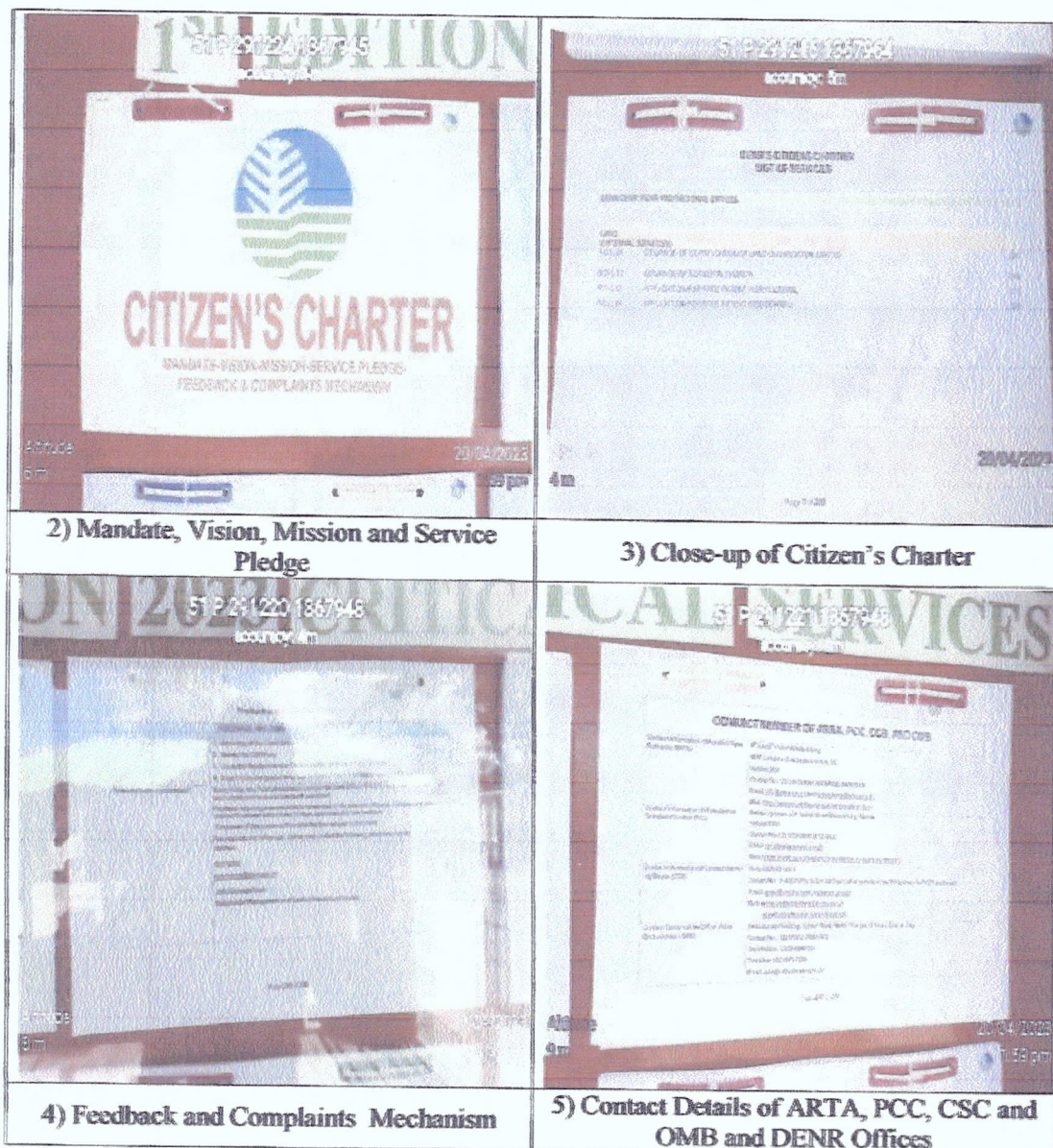
Template for the Consolidated Proof of Compliance



Brgy. Labangan, San Jose, Occidental Mindoro
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Email: cenrosanjose@denr.gov.ph



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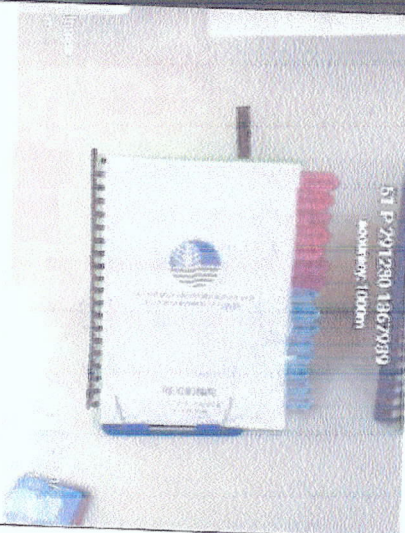
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Tel. Number (043) 457- 0236 / (043) 742-6627
Email: cenrosanjose@denr.gov.ph



Republic of the Philippines
Department of Environment and Natural Resources
MIMAROPA Region
Community Environment and Natural Resources Office



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



7) Regional Citizen's Charter Handbook

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