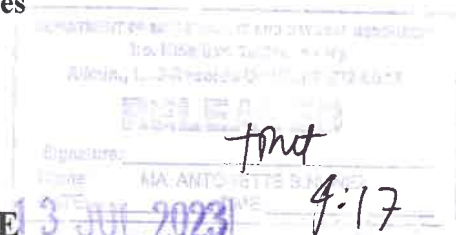




**Department of Environment and Natural Resources
Region VIII - Eastern Visayas**

Sto. Niño Extension, Tacloban City Leyte, Philippines
Tel Nos. (053) 832-0825/(053) 832-0821/(053) 832-0655/
(053) 832-1887/(053) 321-1462



CERTIFICATE OF COMPLIANCE

Year: 2023

Pursuant to Republic Act (RA) No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose RA 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **ARTURO E. FADRIQUELA** Filipino, of legal age, **Regional Executive Director**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The **Department of Environment and Natural Resources Regional Office 8** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant Anti-Red Tape (ARTA) Issuances.

Citizen's Charter Handbook Edition: 2023, 1st Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

<input checked="" type="checkbox"/>	Citizen's Charter Information billboard (In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)
<input checked="" type="checkbox"/>	Citizen's Charter Handbook (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
<input checked="" type="checkbox"/>	Official website/ Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- External services;
- Checklist of requirements for each type of application or request;
- Name of the person responsible for each step;
- Maximum processing time;
- Fee/s to be paid, if necessary; and
- Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- Mandate, vision, mission, and service pledge of the agency;
- Government services offered (External and Internal Services);
 - Comprehensive and uniform checklist of requirements for each type of application or request;
 - Classification of service;
 - Type of transaction;
 - Who may avail;

- v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
 - c. Procedure for filing complaints and feedback;
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all said service offices.
 - 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
 - 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
 - 8) The Citizen's charter is written either in English, Filipino, and/or in the local dialect and publish as an information material.
 - 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest the compliance of this Department with the foregoing statements that can be validated by the Authority.

ARTURO E. FABRIQUELA
Regional Executive Director
DENR RO8

SUBSCRIBED AND SWORN to before me this 13 day of JUL 13 2023 2023 in Tacloban City, Leyte, Philippines with affiant exhibiting to me his government issued identification (ID) card OSFC-DFVRG-0123271998 issued on July 22, 2021 at Tacloban City.

NOTARY PUBLIC/ADMINISTERING OFFICER

Doc. No. 103
Page No. 22
Book No. 1
Series of 2023.

ATTY. JOHANN HEIN B. ARPON
NOTARY PUBLIC
NC 2023-02-103 UNTIL DECEMBER 31, 2024
PH6 BLK1, LOT 24, V&G SUBD.
BRGY. 109, TACLOBAN CITY
ROLL NO. 82918/05-31-2022
IBP NO. 229649/6-04-2022
TR NO. 1427641/01-06-2023/TACLOBAN CITY
ICLE COMPLIANCE NO. VIII - ON PROCESS