



Republic of the Philippines  
Department of Environment and Natural Resources  
**ENVIRONMENTAL MANAGEMENT BUREAU**  
DENR Compound, Visayas Avenue, Diliman Quezon City 1116  
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### CERTIFICATION of COMPLIANCE

*Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefore*

I, **METODIO U. TURBELLA**, Filipino, of legal age, **DIRECTOR IV**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

- 1) The **Environmental Management Bureau** including its **Sixteen (16) Regional Offices** has established its service standards known as the Citizen's Charter than enumerated the following:
  - a. Vision and mission of the agency
  - b. Frontline services offered
  - c. Step-by-step procedure in availing of frontline services
  - d. Employee responsible for each step
  - e. Time needed to complete the procedure
  - f. Amount of fees
  - g. Required documents
  - h. Procedure for filing complaints
- 2) The Citizen's Charter is posted as information billboards in all the service offices of **Environmental Management Bureau** that deliver frontline services.
- 3) The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written in either in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure).
- 5) The Citizen's Charter is uploaded in the agency's website and accessible to the public.
- 6) The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter
- 7) The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
All simple applications and requests	Shorter time frame of processing simple application requests	Shall not be longer than three (3) working days from the date of request/complete application was received	Improved/faster action on all simple applications and requests

All complex applications and requests	Shorter time frame of processing complex applications and requests	Shall not be longer than seven (7) working days from the date of request/complete application was received	Improved/faster action on all complex applications and requests
Applications or requests involving activities which pose danger to public health, public safety, public morals, public policy and highly technical applications	Shorter time frame of processing of applications involving activities which pose danger to public health, public safety, public morals, public policy	Shall not be longer than twenty (20) working days from the date of request/complete application was received	Improved/faster action on the mentioned applications, requests
Document Tracking	Improvement in the document tracking process	Acknowledgement of the Office receiving the document, Online logbook of incoming and outgoing documents in each office	Faster and more efficient tracking of documents and a more accurate document tracking system
Human Resource Processes	Establishment and Operationalization of the Human Resource Information System (HRIS)	PDS can easily be editable in the System and shall serve as source of statistical data of the Human Resource Management Development Section;  Mass emailing/communicating	Convenience in updating Personal Data Sheets; Faster way of obtaining statistical data;  Faster and better online communication in EMB

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information than can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this SEP 23 2019, 2019 in **Quezon City, Metro Manila, Philippines.**

**ENGR. METODIO U. TURRELLA**  
Bureau Director  
Environmental Management Bureau

SUBSCRIBED AND SWORN to before me this SEP 2 3 2019 2019 in Quezon City, Metro Manila, Philippines with affiant exhibiting me a government issued ID issued on City of Manila at Quezon City.



NOTARY PUBLIC

**ATTY. JOHN EDWARD TRINIDAD ANG**  
Notary Public for Manila- UNTIL 12/31/2019  
Nortarial Commission No. 2018-117  
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