



Republic of the Philippines

Department of Environment and Natural Resources

BIODIVERSITY MANAGEMENT BUREAU

Ninoy Aquino Parks and Wildlife Center

Quezon Avenue, Diliman, Quezon City

Tel. Nos.: (632) 924-6031 to 35 Fax: (632) 924-0109, (632) 920-4417

Website: <http://www.bmb.gov.ph> E-mail: bmb@bmb.gov.ph

DEC 04 2019

ATTY. JEREMIAH BELGICA, REB, EnP

Director General

Anti-Red Tape Authority

Office of the President

GF, HPGV Building, 395 Senator Gil Puyat Avenue

Makati City

Email: compliance@arta.gov.ph

Dear **Atty. Belgica**,

In compliance with the Anti Red Tape Authority (ARTA) Memorandum Circular 2019-002, or the Guidelines in the Implementation of the Citizens Charter in compliance with R.A. 11032, we are submitting the attached updated Citizens Charter Handbook and Certificate of compliance for this Bureau.

Thank you.

Very truly yours,

RICARDO L. CALDERON, CESO III
OIC, Assistant Secretary for Staff Bureau
and Director, in concurrent capacity



Copy Furnished:

Office of the Undersecretary

Administration, Finance, Human Resources, Information Systems, Legal, Legislative Affairs and Anti-Corruption





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CERTIFICATE OF COMPLIANCE


Pursuant to Republic Act 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **RICARDO L. CALDERON**, Filipino, of legal age, OIC, Assistant Secretary for Staff Bureau and Director, in concurrent capacity of the Biodiversity Management Bureau, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Delivery of Government Services Act of 2018, hereby declare and certify the following facts:

1. The Biodiversity Management Bureau has established its service standards known as the Citizen's Charter that enumerates the following:
 - a) Vision and mission of the agency;
 - b) Government Services offered:
 - I. Comprehensive and uniform checklist of requirements for each type of application or request;
 - II. Step-by-step procedure to obtain a particular service;
 - III. Person responsible for each step;
 - IV. Maximum time to conclude the process;
 - V. Document/s to be presented by the applicant or requesting party, if necessary;
 - VI. Amount of fees, if necessary; and
 - VII. Procedure for filing complaint
2. The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulin standees, or any other readable materials that could be easily understood by the public.
3. The Citizen's Charter is posted at the main entrance of the office or to the most conspicuous place of all the said service offices.
4. The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
5. The Citizen's Charter is uploaded on the agency website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
6. There is an established Client Satisfaction Measurement per service in the respective offices.

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

IN WITNESS WHEREOF, I have hereunto set my hands this 27th day of November, 2019 in Quezon City, Philippines.




RICARDO L. CALDERON
OIC, Assistant Secretary for Staff Bureaus
and Director, in concurrent capacity
Biodiversity Management Bureau

SUBSCRIBED AND SWORN to before me this 04 DEC 2019 day of December, 2019 in Quezon City, Philippines with affiant exhibiting to me his **Passport ID (S0012623A)** issued on November 6, 2017 at DFA, Manila.

NOTARY PUBLIC/ADMINISTERING OFFICER

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ATTY. FLORIMOND C. ROUS
Notary Public for Quezon City
Until December 31, 2019
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IBP LIFETIME No. 00315
ROLL No. 25769 / TIN 142-154-935
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