



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
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DEC 23 2021

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 2021-10, please see attached **Certificate of Compliance (CoC)** submitted by this Bureau using the new template prescribed as Annex A of the above-mentioned memorandum circular.

The attached submission covers the postings of the Bureau's Citizen's Charter prescribed by the above memorandum circular as part of the validation guidelines for the Fiscal Year 2021 Performance Based-Bonus:

- a. All services offered by the bureau to its external and internal clients
- b. Details on service information (as indicated in the updated Citizen's Charter submitted to the Authority):
- c. Established Client Satisfaction Measurement per service
- d. Procedure for filing complaints and feedback

Thank you.

Very truly yours,


DATU TUNGKO M. SAIKOL
Director



Copy Furnished:
Office of the Undersecretary for Legal, Administration, Human Resources and Legislative Affairs
DENR-PPSO Program Monitoring and Evaluation Division



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CERTIFICATE OF COMPLIANCE Year: 2021

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

I, **Datu Tungko M. Saikol**, Filipino, of legal age, **Director** of the **Biodiversity Management Bureau**, 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 Biodiversity Management Bureau 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 ARTA Issuances.

Citizen's Charter Handbook Edition: 2021, 1st Edition

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

| | |
|--|--|
| | Citizens Charter Information Billboard <i>(in the form of interactive information kiosks, electronic billboards, posters, tarpaulins, standees, others)</i> |
| | Citizen's Charter Handbook <i>(aligned with reference B of ARTA Memorandum Circular No. 2019-02)</i> |
| | Official Website/Online Posting |

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

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

4. The Citizen's Charter Handbook enumerates the following information:
 - a. Mandate, vision, mission, and service pledge of the agency;
 - b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. 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 posted at the main entrance of the office or at the most conspicuous place of all the 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/LGU 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 or Filipino, and/or in the local dialect published as an information material.
9. There is an established Client Satisfaction Measurement per service.
10. The head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service, pursuant to Sec. 8 of R.A. 11032.

This Certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.



DATU TUNGKO M. SAIKOL
Director
Biodiversity Management Bureau