Republic of the Philippines
Department of Environment and Natural Resources
BIODIVERSITY MANAGEMENT BUREAU
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MAR 2 7 2024

ATTY. ERNESTO V. PEREZ
Director General
Anti-Red Tape Authority
4th & 5th Floor, NFA Building, NFA Compound, Visayas Avenue, Brgy. Vasra, Diliman,
Quezon City, Philippines 1128
Email: compliance@arta.gov.ph

Dear **Atty. Perez,**

In compliance with the Anti Red Tape Authority Advisory No.019 series of 2024 reiterating the submission of the requirements of R.A. 11032, the Bureau's **2024 updated Citizens Charter** is now available online at our official website accessible through this link https://bmb.gov.ph/citizens-charter.

As requested, this **Citizens Charter** with the **Certificate of Compliance** accomplished using the prescribed templates will be uploaded through this link https://tinyurl.com/GOCC2024CCandCOC as stated in the memorandum circular.

The 2024 updated Citizens Charter contains the following as prescribed:

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

Thank you.

Very truly yours,

MARCIAL C. AMARO, JR.
Assistant Secretary for International Affairs
and concurrent OIC Director

Republic of the Philippines
Department of Environment and Natural Resources
BIODIVERSITY MANAGEMENT BUREAU

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UNITED NATIONS DECADE ON
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2021-2030