MESSAGE FROM THE DIRECTOR

Greetings!

It is with deep humility and a great sense of responsibility to present the FMB Citizen's Charter. It is the first corruption prevention measure that the Office adopts and implements in pursuit of government reforms through integrity development and moral renewal. It is a systems enhancement initiative that also serves as an internal control in compliance with Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007 or "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 Thereof."

The Citizen's Charter of FMB promotes transparency, accountability, and efficiency in the delivery of services to the public. It contains a listing of the different services provided by the bureau with FMB-wide and Division-specific process flowcharts, step-by-step procedures to avail of a particular service and a service blueprint in graphical form to guide the transacting public. It adopted the Mission and Vision of the Forestry Sector with the inclusion of a Values statement that will institutionalize the cardinal values of the organization and serve as a tool for organizational personnel transformation. It highlights the different organizational functions, FMB stakeholders and clientele, as well as the on-line services provided by the bureau including the downloadable office-related information and publications. It has provisions that will address delays in the processing of documents and identify the person accountable, the duration of the transaction and the fees required, if any. Another salient feature of the Citizen's Charter is the establishment of a Public Assistance Desk that will not only serve as a locator but a monitoring unit that consolidates information on client's concerns, the kind of service frequently availed of, and the number of clients visiting the office on a daily basis. Aside from having a feedback, complaint and redress mechanism, it also adopts measures to prevent "fixing" in the bureau. It has a rule on substitute signatory, identification cards, formal notice for incomplete documents and/or disapproval, transaction time and the allowable period for extension, and office transmittal of documents to address the concerns on "flying documents". Another first for the FMB Citizen's Charter is the attachment of both an office and a vicinity map. And to cap it all, it has a catch phrase and a performance pledge that states the commitment of the organization to perform and adhere to the goals and objectives of the bureau.

It is the affirmative duty of those in the government to pursue public interest in line with the concept of public trust. It is fervently prayed and hoped for that the introduction of this service standard will have a huge impact, not only in the organization, but also in the quality of services provided to the public in general.

FOR. MARLO D. MENDOZA
OIC-Director
MESSAGE FROM THE ASSISTANT DIRECTOR

The FMB Citizen's Charter is a timely and welcome respite. It is a product of arduous tasks and assignments from beginning to end requiring coordination and cooperation all throughout. We are more than blessed that the members of the FMB Citizen's Charter Team rose to the occasion and gave their meaningful contributions to the formulation thereof despite the conflicts in schedules and the voluminous work in hand. The crafting of the Citizen's Charter was also made possible through the effective implementation of the Corruption Prevention Action Project of our agency scholar under the Graduate Certificate Course in Corruption Prevention – Third Batch at the Development Academy of the Philippines. The said graduate study is sponsored by the Presidential Anti-Graft Commission (PAGC).

The FMB Citizen's Charter strikes at the heart of the bureaucracy as it seeks to address delays in the official transactions and thus, curtail corruption. It does not only showcase indicators of good governance along with the introduction of improvements in the system, but the same can be used as a corruption prevention tool. Indeed, curbing environmental corruption has far-reaching effects not only to the nation's economy but also globally in terms of ecological impacts and consequences.

Keep moving forward, FMB!

FOR. NERIA A. ANDIN
Assistant Director
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The Forest Management Bureau (FMB) was created by virtue of Executive Order No. 192, otherwise known as the Reorganization Act of the Department of Environment and Natural Resources. It integrates and absorbs the powers and functions of the Bureau of Forest Development (BFD) and the Wood Industry and Development Authority (WIDA), except those line functions and powers transferred to the regional field office. The Forest Management Bureau, headed by a Director and Assistant Director, advises the Secretary on matters pertaining to forest development and conservation. Its functions include, but are not limited to, the following:

a. Recommend policies and/or programs for the effective protection, development, occupancy, management and conservation of forest lands and watersheds, including grazing and mangrove areas, reforestation and rehabilitation of critically denuded/degraded forest reservations, improvement of water resource use and development, ancestral lands, wilderness areas and other natural preserves, development of forest plantations including rattan, bamboo, and other valuable non-timber forest resources, rationalization of the wood-based industries, regulation of the utilization and exploitation of forest resources including wildlife, to ensure continued supply of forest goods and services.

b. Advise the regional offices in the implementation of the above policies and/or programs.

c. Develop plans, programs operating standards and administrative measures to promote the Bureau's objectives and functions.

d. Assist in the monitoring and evaluation of forestry and watershed development projects to ensure efficiency and effectiveness.

e. Undertake studies on the economics of forestry and forest-based industries, including supply and demand trends on the local, national and international levels, identifying investment problems and opportunities, in various areas.

f. Perform other functions as maybe assigned by the Secretary and/or provided by law.
VISION

A sustainably managed watershed and forest resources providing environmental and economic benefits to society with globally competitive industries contributing to the national economy and the upliftment of upland communities’ welfare.

MISSION

A responsive government forest service organization of competent professionals capable of providing quality leadership and assistance in the sustainable management of forest resources.

VALUES

As a responsive and service-oriented, forestry policy-making body, we value highly, adhere to, and maintain standards of professionalism, excellence, ethical and social responsibility, discipline, dedication to work, nationalism, environmental advocacy, courtesy, and integrity in government service. We believe in and recognize the multi-faceted functions of the forest and its valuable contribution, not only to the environment but to the nation’s economy as a whole. We are guided by our innate ability, outstanding character, and deep aspiration to create the future of the entire forestry sector.
FMB BRIEF HISTORY

On the 6th of September 1901, the Philippine Commission passed Act No. 222, creating the Department of Interior and placing the Forestry Bureau, which was changed to Bureau of Forestry, under this department. In 1916, the supervision of the Bureau of Forestry was transferred from the Department of Interior to the Department of Agriculture and Natural Resources. The Bureau found itself extensively involved in various activities, including the classification of the public domain, granting and regulating operation of licenses, measurements of forest products, implementation of national system of forest management, forest protection, and conservation of wildlife, some hardwood species, fruit trees, bushes, and some wildflowers. On the first day of January 1937, Forester Florencio R. Tamesis was appointed Director of Bureau of Forestry, thus signaling the Filipinization of the country's forest service.

During the Japanese Occupation, Administrative Order No. 1 was approved by the Commander-in-Chief of the Imperial Forces in the Philippines and the Bureau of Forestry became Bureau of Forestry and Fishery under the Ministry of Agriculture and Commerce.

After the Second World War or on 24 April 1945, the Bureau of Forestry was reconstituted with five (5) divisions and 44 district offices. The responsibilities of the Bureau soon expanded requiring the creation of additional functional divisions and units in the central office and in the field. However, on November 1, 1972, the Bureau of Forestry, the Parks and Wildlife Office and the Reforestation Administration were merged by virtue of Presidential Decree No. 1, resulting in the creation of the Bureau of Forest Development (BFD). Presidential Decree No. 705, otherwise known as the "Forestry Reform Code of the Philippines", was issued on May 19, 1975 formally organizing the Bureau of Forest Development.

On July 10, 1985, Executive Order No. 1039 created the Wood Industry Development Authority (WIDA) which was responsible for the regulation, control, supervision and development of wood industry of the Philippines in all aspects. WIDA absorbed the functions of the Presidential Committee on Wood Industry Development and all the functions and powers of the BFD pertaining to forest utilization.

On June 10, 1987, Executive Order No. 192 or the Reorganization Act of the DENR created, among others, what is at present known as the Forest Management Bureau (FMB) which integrated and absorbed the powers and functions of the Bureau of Forest Development and the Wood Industry Development Authority except those line functions and powers which were transferred to the Regional Field Offices. The Parks and Wildlife Division and the Marine Parks Program of the Bureau of Forest Development were absorbed by the newly-created Protected Areas and Wildlife Bureau (PAWB). Likewise, the Land Classification Teams of the Bureau of Forest Development was integrated to the National Mapping and Resource Information Authority (NAMRIA), an attached agency of the DENR.
The Forest Management Bureau composed of 236 officers and employees is a staff bureau of the Department of Environment and Natural Resources. Its manpower is distributed all over eight (8) functioning Divisions and twenty-nine (29) Sections, except for 15 employees who are detailed to other DENR Offices. The manpower complement of FMB in terms of gender shows that there are more female employees (131) than male (105). The FMB is headed by a Director and assisted by an Assistant Director. It operates with five (5) technical divisions namely: Reforestation Division, Natural Forest Management Division, Community-Based Forest Management Division, Forest Land Uses Division and Forest Economics Division. It has three (3) support services consisting of the Planning and Project Management Division, the Administrative Division and the Legal Division which the Bureau maintains in furtherance of its mandate.
Organizational Structure

FOREST MANAGEMENT BUREAU

ORGANIZATIONAL STRUCTURE [EO 192]
ORGANIZATIONAL FUNCTIONS

OFFICE OF THE DIRECTOR

Formulates and recommends policies and/or programs for the effective protection, development, occupancy, management and conservation of forest lands and watersheds;

Advises the Field Operations on the implementation of above policies and/or programs;

Develops plans, programs, operating standards and administrative measures to promote effectiveness in forest management and assist in the monitoring and evaluation of forestry and watershed development;

Provides advice to the Secretary, through the Undersecretary for Field Operations, on matters involving forest development conservation; and

Performs such other functions as may be assigned.

OFFICE OF THE ASSISTANT DIRECTOR

Assists the Director in the overall operations of the Bureau;

Assists the Director in the formulation and recommendation of policies, plans and programs; and

Performs such functions as may be assigned by the Director.

LEGAL DIVISION

Provides legal counsel and assistance concerning the interpretation, application and/or promulgation of forest resources development laws, rules and regulations;

Appears in courts and administrative bodies in behalf of the Secretary and/or Director, and other personnel of the Department and/or bureau in cases arising from lawful discharge of, or cases related to, the functions of their office;

Recommends, in coordination with other organizational units of the Department, in the formulation of, and amendments to policies, laws, rules and regulations;

Assists the regional legal divisions in resolving complex legal problems involving forestry matters; and

Performs other related functions that maybe assigned by higher authority.

FINANCE AND ADMINISTRATIVE DIVISION

Administers and implements the human resources development programs;

Advises the Director on human resources and administrative policies;
Supervises the procurement, maintenance & accounting of supplies, materials and equipment;
Advise the Director on fiscal policies and administration;
Ensures the security of the office and its personnel;
Maintains the physical assets of the bureau; and
Performs other functions as maybe assigned by higher authorities.

**PLANNING AND PROJECT MANAGEMENT SERVICES DIVISION**

Develops guidelines for the preparation of short, medium, long term development plans and projects following the principle of multi-use and sustained yield forest management;
Develops and recommends standard for the evaluation of forestry development projects and performance of forest users;
Provides assistance to Field Operations in the preparation and evaluation of operations plans and projects in forest management; and
Performs other related functions that may be assigned by higher authority.

**REFORESTATION DIVISION**

Formulates and recommends policies and guidelines for the identification, establishment, development, maintenance and protection of all reforestation areas including industrial forest plantation and urban forestry;
Develops national reforestation plans and programs;
Formulates and recommends policies, plans and programs for the rehabilitation, improvement, protection and management of watersheds;
Develops, establishes and maintains a watershed resources data bank;
Recommends policies and guidelines for the establishment of Seed Production Areas (SPA) and the conduct of forest tree improvement programs;
Provides guidelines for the procurement, collection, handling storage and distribution of seeds, seedlings and other planting materials;
Recommends policies and guidelines for active public participation in reforestation;
Develops guidelines and criteria for the evaluation of reforestation projects;
Monitors the implementation of watershed rehabilitation projects;
Provides technical advice and assistance on reforestation and watershed management; and
Acts on all cases referred, and performs other related functions that may be assigned by higher authority.

**NATURAL FOREST MANAGEMENT DIVISION**

Formulates and recommends policies and guidelines for the management, development, utilization and protection of the natural forests;
Develops guidelines for the preparation, implementation and evaluation of forest management plans;

Formulates guidelines in the issuance of forest licenses, leases or permits except grazing, wildlife and forest occupancy leases or permits;

Prepares policies and guidelines for the establishment of forest products processing plants;

Provides guidelines for the conduct of Timber Stand Improvement (TSI) and other silvicultural practices.

Recommends policies and guidelines in the inventory of forest resources and maintain timber and non-timber data banks;

Recommends guidelines and criteria for the performance evaluation of forest users;

Recommends standards for the classification, measurement, grading and assessment of forest products;

Develops guidelines for equitable access to the utilization of forest resources; and

Performs other related functions that may be assigned by higher authority.

COMMUNITY-BASED FOREST MANAGEMENT DIVISION

Formulates and recommends policies for the effective protection, development, management, rehabilitation and conservation of forest lands and poverty alleviation among forest communities;

Develops plans, programs, proposals, operating standards, administrative measures and strategies to promote active participation, effective extension, information, education and communication, agroforestry, land tenure, resource use and information management and enterprise development in CBFM in support to the forestry sector’s vision, mission and programs on sustainable forest management;

Provides advices and recommendations on cases pertaining to CBFM, partnership and collaboration, and livelihood and enterprise development based on existing laws, rules and regulations;

Designs capacity building, training and education modules for forest communities and other stakeholders towards sustainable forest management;

Develops and maintains the data/information system on CBFM;

Prepares accomplishment reports and work and financial plans of the CBFM Division in coordination with other sections;

Conducts studies/analysis of the socio-economic impact of the livelihood/enterprise development component of CBFM implementation;

Documents success stories and preparation of IEC materials;

Provides technical backstopping, secretariat and administrative support to CBFM advisory council, foreign-assisted and other special projects;

Conducts monitoring and evaluation and provides technical assistance in the:

- management and development of forest by communities, corporate/private sectors and local government units;
- implementation of an effective information, education and communication strategy
- strengthening of People’s Organizations (POs), LGUs, and other stakeholders
- management of community forest enterprises/industries and timber and non-timber forest products (NTFP)
• networking and linking of forest stakeholders, develop/strengthen partnerships among forest stakeholders, the government and other institutions
• implementation and monitoring of training programs on CBFM

Performs other functions as may be assigned by higher authorities.

FOREST LAND USES DIVISION

Formulates and recommends policy guidelines for the proper conservation, management, and protection of forest lands and rangelands, issuance of permits and leases/management agreement;

Prepares development plans for grazing, industrial tree plantation and other special land uses, and the establishment and maintenance of forage seed production areas;

Recommends guidelines for the evaluation of performance of range, industrial tree plantations, tree farms, agro-forest farms and other special uses of forest lands; and

Performs other related functions as may be assigned by higher authorities.

FOREST ECONOMICS DIVISION

Undertakes studies on the economics of forestry and forest-based industries, including supply and demand trends on local, national and international levels;

Identifies investment problems and opportunities in various areas related to forestry;

Reviews and evaluates existing forest policies and recommends policy amendments;

Identifies critical areas for development and new technologies that could be acquired and/or transferred;

Maintains a forest resources databank; and

Performs such other related functions that may be assigned by higher authorities.
LIST OF FRONTLINE SERVICES

1. REVIEW AND EVALUATION OF PERMITS AND TENURE INSTRUMENTS

The Forest Management Bureau (FMB), being a staff bureau of the Department of Environment and Natural Resources (DENR), recommends policies and programs for the effective protection, development, occupancy management, and conservation of forest lands and watersheds. It provides services to its clientele and key stakeholders by reviewing and evaluating applications for permits and tenure instruments originally filed at the DENR-CENRO level and subsequently forwarded to the bureau for review.

Examples of tenure instruments and permits are as follows:

Integrated Forest Management Agreement (IFMA); Community-Based Forest Management Agreement (CBFMA); Forest Land Grazing Management Agreement (FLGMA); Forest Land Use Agreement (FLAG); Special Forest Land Use Agreement for Tourism purposes (FLAGT); Socialized Industrial Forest Management Agreement (SIFMA); Private Land Timber Permit (PLTP); Special Private Land Timber Permit (SPLTP); Rattan Cutting Contract; Resource Use Permit (RUP); and Wood Processing Plant (WPP) Permit.

2. REVIEW AND EVALUATION OF FOREST DEVELOPMENT AND MANAGEMENT PLANS

Forest development and management plans include, but not limited to, the following:

Comprehensive Development and Management Plan (CDMP); Operations Plan; Community Resource Management Framework (CRMF); Indicative Development Plan; Watershed Plan; and Regional Strategic Implementation Plan.

3. CONFIRMATION OF COMPUTER-GENERATED CERTIFICATE OF TIMBER ORIGIN (CTO), CERTIFICATE OF LUMBER ORIGIN (CLO), AND OTHER TRANSPORT DOCUMENTS

A new system of issuance and tracking Certificate of Timber Origin or Certificate of Lumber Origin using bar code numbers and assigned computer-based serial numbers as add-in security features will ensure efficient and effective monitoring of the movement and transport of timber and lumber products. FMB issues a written confirmation through e-mail, fax or any other means of communication immediately to the CENRO of origin that the CTO and/or CLO forms are valid.

4. PROVISION OF AUTHENTICATED COPIES OF DOCUMENTS AND INFORMATION ON FORESTRY-RELATED STATISTICAL DATA, STUDIES, POLICIES, GUIDELINES AND OTHER ADMINISTRATIVE ISSUANCES

The Records Officer, upon receipt of a formal letter-request from the client for the issuance of authenticated copies of documents on file, whether non-current or current records, will first refer the request to the Office of the Director (OD) and the Chief of Legal Division for clearance. Considering that FMB has a "decentralized" filing system, the document requested may be photocopied by the Division concerned in custody of the subject document or it may bring the case folder to the Records Division after securing clearance from the OD or Legal. Thereafter, the Records Officer will issue an order of payment for the authentication of documents.
5. **ISSUANCE OF COPIES OF APPROVED PERMITS AND TENURIAL INSTRUMENTS WITH MAPS**

The Records Officer of FMB will receive the approved tenurial instrument either from the Office of the DENR Secretary or the DENR Records Office. The client who is the holder of the instrument or any authorized party with an authorization letter or Special Power of Attorney (SPA) may request for the issuance of a copy of the permit or tenurial instrument with accompanying map from the Records Unit of FMB.

6. **TECHNICAL ASSISTANCE AND ADVICE ON NATURAL FOREST MANAGEMENT AND PLANTATION DEVELOPMENT**

FMB offers technical assistance and advice to its clients including other government agencies on natural forest management and plantation development. Queries and written requests are addressed by the bureau in pursuit of its mandated duty to protect and conserve the environment and achieve sustainable forest management.

7. **PUBLIC ASSISTANCE DESK**

The Public Assistance Desk (PAD) is located at the Information Center and Visitor’s Lounge, Ground Floor Lobby of the FMB Main Building. The staff in charge of the PAD will guide the clients, visitors, researchers or stakeholders who would like to avail of the services offered by FMB.

The PAD provides the following services:

- a. Assistance to Walk-In Clients
- b. Response to Phone-In Queries
- c. Response to E-mail Inquiries
- d. Response to Formal Letters/Fax
- e. Response to Grievances

The PAD will not only serve as locator or guide to the clients, but the same can be considered as an efficient and effective feedback mechanism for assessing the quality of services provided to the public. It would also serve as a repository of information on client’s concerns, the kind of service frequently availed of, and the number of clients visiting the office on a daily basis.
FMB Stakeholders and Clientele

1. DENR Central Office and Field Offices (Regional Offices/PENROs/CENROs)
2. Other National Government Agencies/GOCCs/GFls
3. Legislative and Judicial Bodies
4. Local Government Units
5. People's Organizations (POs)
6. NGOs, Civil Society and other Professional Groups
7. Indigenous Peoples (IPs)/Indigenous Cultural Communities (ICCs)
8. Private Corporations, Partnerships and Associations
9. Forest-Based Industries [e.g. Philippine Wood Producers Association (PWPA), Chamber of Furniture Industries of the Philippines (CFIP), etc.]
10. Holders of Tenure Instruments [(IFMA/CBFMA/SIFMA/FLAG/FLAgT/FLGMA), Licenses and Permits]
11. International Organizations and Funding Institutions (e.g. FAO/USAID/APFNet/ITTO/World Bank, etc.)
12. Academic and Research Institutions
13. Media
14. General Public
### STEP-BY-STEP PROCEDURES TO AVALI OF SERVICES

**Type of Service:** Review and Evaluation of Application for Tenure Instruments (IFMA/SIFMA/CFMA/FLGMA/FLAg/FLAgT) and Permits (PLTP/SPLTP/WPP/STCP)

**Availability of Service:** Monday to Friday (except Holidays)

**How to Avail of Service**

<table>
<thead>
<tr>
<th>STEP</th>
<th>CLIENT/ REQUESTING PARTY</th>
<th>DUTY OF SERVICE PROVIDER (Office)</th>
<th>PERSON RESPONSIBLE/ AUTHORIZED SIGNATORY</th>
<th>LOCATION OF SERVICE TRANSACTION</th>
<th>DOCUMENTARY REQUIREMENT/ FORMS TO FILL UP</th>
<th>DURATION OF ACTIVITY/ PROCESSING TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Register at the FMB Security Desk</td>
<td>Secure registration in the security record book and provide a visitor’s ID</td>
<td>Guard on Duty</td>
<td>Security Desk at the lobby of FMB Main Building</td>
<td>Visitor’s Logbook</td>
<td>5 minutes</td>
</tr>
<tr>
<td>2</td>
<td>Go to the FMB Public Assistance Desk</td>
<td>Get client’s basic information; Require client to fill-in referral slip; Refer client to office concerned</td>
<td>Public Assistance Desk personnel</td>
<td>Information Center and Visitor’s Lounge, FMB Main Building Lobby</td>
<td>Referral Slip</td>
<td>5-15 minutes</td>
</tr>
<tr>
<td>3</td>
<td>Proceed to Division/Office concerned</td>
<td>Verify status of application/request; Refer to DC/SC/CDP concerned</td>
<td>Staff of Division/Office concerned</td>
<td>FMB Office concerned</td>
<td>Referral Slip countersigned by attending Division/Office staff</td>
<td>5-30 minutes</td>
</tr>
<tr>
<td>4</td>
<td>Go back to Public Assistance Desk</td>
<td>Get countersigned Request Slip; Client to fill up client feedback form</td>
<td>Public Assistance personnel</td>
<td>Lobby of FMB main Building</td>
<td>Accomplished Request Slip; Client Feedback Form</td>
<td>5 minutes</td>
</tr>
<tr>
<td>5</td>
<td>Go back to the FMB Security Desk</td>
<td>Log out and Return Visitor’s ID</td>
<td>Guard on Duty</td>
<td>Security Desk</td>
<td>Security Desk</td>
<td>5 minutes</td>
</tr>
</tbody>
</table>

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**Type of Service:** Confirmation of Computer-Generated CTO/CLO

**Availability of Service:** Monday to Friday (except Holidays)

**How to Avail of Service**

<table>
<thead>
<tr>
<th>STEP</th>
<th>CLIENT/ REQUESTING PARTY</th>
<th>PROCEDURE</th>
<th>PERSON RESPONSIBLE/ AUTHORIZED SIGNATORY</th>
<th>LOCATION OF SERVICE TRANSACTION</th>
<th>DOCUMENTARY REQUIREMENT/ FORMS TO FILL UP</th>
<th>DURATION OF ACTIVITY/ PROCESSING TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>CENRO concerned</td>
<td>Send through fax the CTO/CLO for confirmation</td>
<td>CENRO CTO/CLO Focal Person</td>
<td>CENRO of origin</td>
<td>Duty accomplished CTO/CLO form</td>
<td>5 minutes</td>
</tr>
<tr>
<td>2</td>
<td>CENRO concerned</td>
<td>• Review of duty accomplished CTO/CLO form</td>
<td>Technical personnel on duty at OPCEN</td>
<td>FMB Operations Center, FMB Main Building</td>
<td>• List of CTO/CLO printed by the Regional Office</td>
<td>30 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Issuance of confirmation form</td>
<td></td>
<td></td>
<td>• Acknowledgement receipt of CENRO of origin</td>
<td></td>
</tr>
</tbody>
</table>
Type of Service: Review and Evaluation of Development and Management Plans (CDMP, OP, CRMP, IDP, WP, RSIP)  
Availability of Service: Monday to Friday (except Holidays)  
7:00 AM to 6:00 PM  
How to Avail of Service

<table>
<thead>
<tr>
<th>STEP</th>
<th>CLIENT/REQUESTING PARTY</th>
<th>DUTY OF SERVICE PROVIDER (Office)</th>
<th>PERSON RESPONSIBLE/AUTHORIZED SIGNATORY</th>
<th>LOCATION OF SERVICE TRANSACTION</th>
<th>DOCUMENTARY REQUIREMENT/FORMS TO FILL UP</th>
<th>DURATION OF ACTIVITY/PROCESSING TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Register at the FMB Security Desk</td>
<td>Secure registration in the security record book and provide a visitor’s ID</td>
<td>Guard on Duty</td>
<td>Security Desk at the lobby of FMB Main Building</td>
<td>Visitor’s Logbook</td>
<td>5 minutes</td>
</tr>
<tr>
<td>2</td>
<td>Go to the FMB Public Assistance Desk</td>
<td>Get client’s basic information; Require client to fill-in referral slip; Refer client to office concerned</td>
<td>Public Assistance Desk personnel</td>
<td>Information Center and Visitor’s Lounge, FMB Main Building Lobby</td>
<td>Referral Slip</td>
<td>5-15 minutes</td>
</tr>
<tr>
<td>3</td>
<td>Proceed to Division/Office concerned</td>
<td>Verify status of application/request; Refer to DC/SCI/ACP concerned</td>
<td>Staff of Division/Office concerned</td>
<td>Office indicated in the Referral Slip</td>
<td>Referral Slip countersigned by attending Division/Office staff</td>
<td>5-30 minutes</td>
</tr>
<tr>
<td>4</td>
<td>Go back to Public Assistance Desk</td>
<td>Get countersigned Request Slip; Client to fill up client feedback form</td>
<td>Public Assistance Desk personnel</td>
<td>Lobby of FMB main Building</td>
<td>Accomplished Request Slip; Client Feedback Form</td>
<td>5 minutes</td>
</tr>
<tr>
<td>5</td>
<td>Go back to the FMB Security Desk</td>
<td>Log out and Return Visitor’s ID</td>
<td>Guard on Duty</td>
<td>Security Desk</td>
<td></td>
<td>5 minutes</td>
</tr>
</tbody>
</table>

Type of Service: Provision of Authenticated Copies of Documents and Information on Forestry-related Statistical Data, Studies, Policies, Guidelines and other Administrative Issuances  
Availability of Service: Monday to Friday (except Holidays)  
7:00 AM to 6:00 PM  
How to Avail of Service

<table>
<thead>
<tr>
<th>STEP</th>
<th>CLIENT/REQUESTING PARTY</th>
<th>DUTY OF SERVICE PROVIDER (Office)</th>
<th>PERSON RESPONSIBLE/AUTHORIZED SIGNATORY</th>
<th>LOCATION OF SERVICE TRANSACTION</th>
<th>DOCUMENTARY REQUIREMENT/FORMS TO FILL UP</th>
<th>AUTHENTICATION FEES</th>
<th>DURATION OF ACTIVITY/PROCESSING TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Register at the FMB Security Desk</td>
<td>Secure registration in the security record book and provide a visitor’s ID</td>
<td>Guard on Duty</td>
<td>Security Desk at the lobby of FMB Main Building</td>
<td>Visitor’s Logbook</td>
<td></td>
<td>5 minutes</td>
</tr>
<tr>
<td>2</td>
<td>Go to the FMB Public Assistance Desk</td>
<td>Get client’s basic information; Require client to fill-in referral slip; Refer client to office concerned</td>
<td>Public Assistance Desk personnel</td>
<td>Information Center and Visitor’s Lounge, FMB Main Building Lobby</td>
<td>Referral Slip</td>
<td></td>
<td>5-15 minutes</td>
</tr>
<tr>
<td>3</td>
<td>Proceed to the Records Section and Submit Letter-Request for Certified True Copy of</td>
<td>Check Letter-Request if in order and refer the same to the Office of the Director</td>
<td>Records Officer</td>
<td>Ground Floor, FMB Main Building</td>
<td>Letter-Request or any request in writing</td>
<td></td>
<td>5 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(Record: Barcode; Encode DTS)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Document</td>
<td>Transmit the letter to the Office of the Chief, Legal Division for clearance</td>
<td>HEA</td>
<td>Ground Floor, FMB Main Building</td>
<td>5 minutes</td>
<td></td>
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<tr>
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</tr>
<tr>
<td></td>
<td>Verify content of letter-request and provide clearance if favorable or meritorious</td>
<td>Legal Division Chief</td>
<td>Ground Floor FMB Annex “A” Building</td>
<td>5 minutes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Photocopy the requested document or bring case folder to Records Unit</td>
<td>Chief, Division concerned</td>
<td>FMB Vicinity</td>
<td>5-10 minutes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Issue Order of Payment</td>
<td>Records Officer</td>
<td>Ground Floor, FMB Main Building</td>
<td>5 minutes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Pay the prescribed authentication fees</td>
<td>Records Officer</td>
<td>Ground Floor, FMB Main Building</td>
<td>Official Receipt of Payment of Authentication Fees</td>
<td>5 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Stamp certified true copy to the document upon receipt of proof of payment of fees from client</td>
<td>Records Officer</td>
<td>Ground Floor, FMB Main Building</td>
<td>Official Receipt of Payment of Authentication Fees</td>
<td>5 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Appeal/Petitions – P500.00; Authentication of Official Records or Documents – P50.00; Certification of Document or Information based on records – P25.00; Photocopy Fee – P5.00</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

**Type of Service:** Issuance of Copies of Approved Permits and Tenurial Instruments with Maps

**Availability of Service:** Monday to Friday (except Holidays)

7:00 AM to 6:00 PM

**How to Avail of Service**

<table>
<thead>
<tr>
<th>STEP</th>
<th>CLIENT/REQUESTING PARTY</th>
<th>DUTY OF SERVICE PROVIDER (Office)</th>
<th>PERSON RESPONSIBLE/AUTHORIZED SIGNATORY</th>
<th>LOCATION OF SERVICE TRANSACTION</th>
<th>DOCUMENTARY REQUIREMENT FORMS TO FILL UP</th>
<th>AUTHENTICATION FEES</th>
<th>DURATION OF ACTIVITY/PROCESSING TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Register at the FMB Security Desk</td>
<td>Secure registration in the security record book and provide a visitor’s ID</td>
<td>Guard on Duty</td>
<td>Security Desk at the lobby of FMB Main Building</td>
<td>Visitor’s Logbook</td>
<td></td>
<td>5 minutes</td>
</tr>
<tr>
<td>2</td>
<td>Go to the FMB Public Assistance Desk</td>
<td>Get client’s basic information; Require client to fill-in referral slip; Refer client to office concerned</td>
<td>Public Assistance Desk personnel</td>
<td>Information Center and Visitor’s Lounge, FMB Main Building Lobby</td>
<td>Referral Slip</td>
<td></td>
<td>5-15 minutes</td>
</tr>
<tr>
<td>3</td>
<td>Proceed to the Records Unit and/or Show Authorization Letter or Special Power of Attorney</td>
<td>Verify genuineness of signature of principal; Record, barcode and encode in DTS</td>
<td>Records Officer</td>
<td>Ground Floor, FMB Main Building</td>
<td>Authorization Letter or Special Power of Attorney (SPA)</td>
<td></td>
<td>5 minutes</td>
</tr>
<tr>
<td>Task</td>
<td>Responsible Officer</td>
<td>Location</td>
<td>Time</td>
<td></td>
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</tr>
<tr>
<td>Assign control number to approved tenurial instrument; Determine if parties have Community Tax Certificates (CTCs)</td>
<td>Records Officer</td>
<td>Ground Floor, FMB Main Building</td>
<td>5 minutes</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Order Messenger to have the documents notarized and to produce blueprints of maps</td>
<td>Messenger</td>
<td>Ground Floor, FMB Main Building</td>
<td>1 hour</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photocopy permit for tenurial instrument</td>
<td>Records Unit staff</td>
<td>Ground Floor, FMB Main Building</td>
<td>5-10 minutes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stamp &quot;Certified True Xerox Copy&quot;; Signature; Date of Release</td>
<td>Records Officer</td>
<td>Ground Floor, FMB Main Building</td>
<td>5 minutes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Issue Order of Payment</td>
<td>Records Officer</td>
<td>Ground Floor, FMB Main Building</td>
<td>5 minutes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pay the prescribed fees for administrative services</td>
<td>Records Officer</td>
<td>Ground Floor, FMB Main Building</td>
<td>5 minutes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy furnish RED, PENRO, and CENRO; Update on DTS; Print DTS receiving copy; Return case folder to Division concerned with copy of approved permit, instrument and map</td>
<td>Records Officer</td>
<td>Ground Floor, FMB Main Building</td>
<td>10 minutes</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
### Type of Service:
- **Technical Assistance and Advice on Natural Forest Management and Plantation Development**

### Availability of Service:
- Monday to Friday (except Holidays)
- **7:00 AM to 6:00 PM**

### How to Avail of Service

<table>
<thead>
<tr>
<th>STEP</th>
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<tr>
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<td>Register at the FMB Security Desk</td>
<td>Secure registration in the security record book and provide a visitor's ID</td>
<td>Guard on Duty</td>
<td>Security Desk at the lobby of FMB Main Building</td>
<td>Visitor's Logbook</td>
<td>5 minutes</td>
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<tr>
<td>2</td>
<td>Go to the FMB Public Assistance Desk</td>
<td>Get client's basic information; Require client to fill in referral slip; Refer client to office concerned</td>
<td>Public Assistance Desk personnel</td>
<td>Information Center and Visitor's Lounge, FMB Main Building Lobby</td>
<td>Referral Slip</td>
<td>5-15 minutes</td>
</tr>
<tr>
<td>3</td>
<td>Proceed to Division/Office concerned</td>
<td>Provide technical assistance and advice</td>
<td>Staff of Division/Office concerned</td>
<td>Office indicated in the Referral Slip</td>
<td>Referral Slip countersigned by attending Division/Office staff</td>
<td>5-30 minutes</td>
</tr>
<tr>
<td>4</td>
<td>Go back to Public Assistance Desk</td>
<td>Get countersigned Request Slip; Client to fill up client feedback form</td>
<td>Public Assistance Desk personnel</td>
<td>Lobby of FMB Main Building</td>
<td>Accomplished Request Slip; Client Feedback Form</td>
<td>5 minutes</td>
</tr>
<tr>
<td>5</td>
<td>Go back to the FMB Security Desk</td>
<td>Log out and Return Visitor's ID</td>
<td>Guard on Duty</td>
<td>Security Desk</td>
<td></td>
<td>5 minutes</td>
</tr>
</tbody>
</table>

### Type of Service:
- **Public Assistance Desk**

### Availability of Service:
- Monday to Friday (except Holidays)
- **7:00 AM to 6:00 PM**

### How to Avail of Service

<table>
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<th>STEP</th>
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<td>Visitor's Logbook</td>
<td>5 minutes</td>
</tr>
<tr>
<td>2</td>
<td>Go to the FMB Public Assistance Desk</td>
<td>Get client's basic information; Respond to client's need; Request client to fill in feedback form</td>
<td>Public Assistance Desk personnel</td>
<td>Information Center and Visitor's Lounge, FMB Main Building Lobby</td>
<td>Referral Slip</td>
<td>5-15 minutes</td>
</tr>
<tr>
<td>3</td>
<td>Go back to the FMB Security Desk</td>
<td>Require client to log out; Return Visitor's ID</td>
<td>Guard on Duty</td>
<td>Security Desk</td>
<td></td>
<td>5 minutes</td>
</tr>
</tbody>
</table>
SERVICE BLUEPRINT

1 CLIENT files request with required documents

2 EMPLOYEE receives submitted documents

3 EMPLOYEE evaluates request and verifies submitted documents
4a  If APPROVED — EMPLOYEE endorses the document to the Office of the DENR Secretary

4b  If DENIED — EMPLOYEE informs CLIENT of the deficiency or reason for denial of request

4c  If EXTENDED — EMPLOYEE notifies client in writing of the extension and the reasons for it

5a  If CLIENT satisfied:
CLIENT may drop suggestions or give comments by phone or other medium of communication available
**5b** If CLIENT not satisfied:
CLIENT consults with the Public Assistance Desk and submit grievance in writing

**5c** If CLIENT needs to be clarified:
CLIENT calls FMB hotline number, e-mail the bureau or piece query on website
TRANSACTION TIME

All documents submitted to FMB shall be acted upon by the assigned officer or employee during the period stated in the FMB Citizen’s Charter which shall not be longer than five (5) working days in the case of simple transactions and ten (10) working days in the case of complex transactions from the date the official document was received by the concerned action officer.

SIMPLE TRANSACTIONS

Refer to requests or applications which require only ministerial actions on the part of the public officer or employee, or that which present only inconsequential issues for the resolution by an officer or employee of FMB.

COMPLEX TRANSACTIONS

Refer to requests or applications submitted by clients of FMB which necessitate the use of discretion in the resolution of complicated issues by an officer or employee of FMB.

ALLOWABLE PERIOD FOR EXTENSION OF TIME TO PROCESS DOCUMENT

The response time in the review and evaluation of documents shall be allowed to be extended if justified by the existence of unusual circumstances, the nature of the service offered, and the mandate of the office or agency. The office concerned shall notify the requesting party in writing of the reason for the extension and the final date of release of the service requested.

The Administrative Division shall check all the Division logbooks and verify compliance with the herein prescribed transaction time. Any violation thereof, without corresponding written justification addressed to the head of office, shall warrant the posting of the name of the action person responsible, the concerned Division, and the subject of the case due for action.

FORMAL NOTICE FOR INCOMPLETE DOCUMENTS AND/OR DISAPPROVAL

The action officer cannot return the request or application of the client merely on the basis of incomplete requirements or documents. In such a case, the action officer shall send a formal notice to the client within five (5) working days from the receipt of the request and/or application, stating therein the reason for the disapproval including a list of specific requirements which the client failed to submit. In case the application or request lacks the necessary documents, an official letter shall be sent to the client informing him/her that the processing of the request/application shall be held in abeyance pending submission of the lacking documents.

OFFICE TRANSMITTAL OF DOCUMENTS

It shall be the duty of the person transmitting the document from one office to another to indicate with particularity the time and date of the document’s entry or release from the Record Book, notwithstanding the affixing of messenger’s full name and signature therein.
IDENTIFICATION CARD

All employees of FMB transacting with the public shall be provided with an official identification card (ID) which should be visibly worn during office hours. The ID will ensure that the public easily identifies public servants that they deal with. An example of said ID is as follows:

![Identification Card Image]

ESTABLISHMENT OF PUBLIC ASSISTANCE DESK

There shall be a Public Assistance Desk (PAD) located at the Information Center and Visitor's Lounge of the FMB Main Building Ground Floor lobby. The PAD shall provide assistance and advice to clients and serve as an agency monitoring body to gauge quality and efficiency of service. It shall accept grievances, complaints, comments or suggestions from clients. It shall promote FMB's projects and programs through proper Information, Education and Communication (IEC) campaign and initiatives.

ANTI-FIXING MECHANISM

"Fixing" refers to the act that involves undue facilitation of transactions for pecuniary gain or any other advantage or consideration.

Any employee or officer who facilitates the speedy completion of transactions for pecuniary gain or receives any consideration or advantage from the client shall be considered as a "Fixer" as defined under Republic Act No. 9485 or the Anti-Red Tape Law. Unless in good faith, no employee or officer is allowed to follow-up any document or transaction of which he or she is not officially privy of. Good faith means to advance the interest of the office and not to favor any party.

The alleged "Fixer" if proven guilty under a criminal prosecution shall suffer imprisonment with a maximum period of six (6) years and/or a fine ranging from Twenty Thousand Pesos (P20,000) to Two Hundred Thousand Pesos (P200,000). Any employee or officer of FMB caught and proven to have committed the aforesaid act shall not only be prosecuted criminally and civilly but also administratively based on existing laws, rules and regulations.
RULE ON SUBSTITUTE SIGNATORY (who shall sign in the absence of the regular signatory)

In case of official functions and approved leave of the concerned Head of Office, he/she shall designate through an office special order an officer-in-charge to act on his/her behalf.

In case of emergency due to unforeseen circumstances, the action officer within the concerned unit shall sign or affix his or her initial on the documents.

FEEDBACK, COMPLAINT AND REDRESS MECHANISM

For FMB Visitors, Clients, and Stakeholders:

The suggestions, compliments, comments, opinions, or reactions from visitors, clients and stakeholders regarding the services rendered by FMB are very important to further improve the bureau's work in response to the client's needs.

1. Client Satisfaction Survey Form may be secured by the visitor/client at the Public Assistance Desk located at the Information Center and Visitor's Lounge of the FMB Main Building lobby.

2. Any query, complaint or grievance may be given or submitted to the Public Assistance Desk and the same shall be immediately attended to by the Officer of the Day. Grievances may consist of complaints of corruption, delay in the processing of documents, and any report of unprofessional conduct, discourtesy or any unethical behavior of employees.

3. The Public Assistance Desk will elevate to the Legal Division for investigation or resolution any complaint or grievance against officers and employees of FMB. The Legal Division will form a committee with representation from the employees' union which shall meet regularly to take up specific issues pertaining to client's grievances.

4. Any feedback, complaint or grievance in written form may be dropped at our designated Feedback Box located near the Public Assistance Desk at the Information Center and Visitor's Lounge. The same may be sent thru postal delivery, fax or e-mail at the convenience of the client.

5. All feedbacks will be treated with strict confidentiality and shall be given preferential attention by the office. The client will also be informed of the outcome of the investigation, inquiry or any action by the office within ten (10) working days.

6. Feedbacks may also be sent to the following:
CONTACT INFORMATION / DIRECTORY OF FMB OFFICIALS

OFFICE OF THE DIRECTOR
Ground Floor, FMB Main Bldg.
For. MARLO D. MENDOZA
Officer-In-Charge, Director
Phone: (63-2) 928-9313/927-4788
Fax: (63-2) 920-0374
E-mail: marlobk@yahoo.com

OFFICE OF THE ASSISTANT DIRECTOR
2nd Floor, FMB Main Bldg.
For. NERIA A. ANDIN
Assistant Director
Phone: (63-2) 927-4784
Fax: (63-2) 928-2778
E-mail: neria_andin2003@yahoo.com

PLANNING AND PROJECT MANAGEMENT SERVICES DIVISION
2nd Floor, FMB Main Bldg.
For. Lourdes C. Wagan
Division Chief
Fax: (63-2) 920-0368
E-mail: ludycw@yahoo.com

LEGAL DIVISION
Ground Floor, FMB Annex "A" Bldg.
Mr. John G. Jaramillo
Officer-In-Charge, Division Chief
Phone/Fax: (63-2) 927-7377
E-mail: jrgjlegal@yahoo.com.ph
**ADMINISTRATIVE DIVISION**

2nd Floor, FMB Main Bldg.

Dr. Gwendolyn C. Bambalan, DPA
Officer-In-Charge, Division Chief
Phone: (63-2) 926-8525
E-mail: mutya2k5@yahoo.com

Ms. Alma Luz N. Contreras
2nd Floor, FMB Main Bldg.
Chief, Accounting Unit
Phone: (63-2) 927-6995

Mr. Zosimo I. Pedron
2nd Floor, FMB Main Bldg.
Chief, Budget Unit
Phone: (63-2) 920-4420

Ms. Natividad C. Espiritu
2nd Floor, FMB Main Bldg.
Chief, Cashier Unit
Phone: (63-2) 928-9805

Ms. Anita R. Bravante
Ground Floor, Annex "C" Bldg.
Chief, Property Unit
Phone: (63-2) 928-9605

Ms. Melinda C. Martinez
2nd Floor, FMB Main Bldg.
Chief, Human Resources
Management Unit
Phone: (63-2) 927-6978

Ms. Virginia M. Angeles
Ground Floor, FMB Main Bldg.
Chief, Records Unit
Phone: (63-2) 927-6978

Mr. Dencio R. Dadis
Ground Floor, Annex "C" Bldg.
Chief, General Services Unit
Phone: (63-2) 926-9270

**FOREST ECONOMICS DIVISION**

2nd Floor, FMB Annex "A" Bldg.

For. Mayumi Q. Natividad
Division Chief
Phone: (63-2) 926-2141
Fax: (63-2) 920-8650
E-mail: mayquin@mozcom.com

Ms. Dolores R. Catindig
2nd Floor, FMB Annex "A" Bldg.
Chief, Forestry Statistics Section

Mr. Alejandro R. Sibucarao, Jr.
2nd Floor, FMB Annex "A" Bldg.
OIC, Economic Analysis Section

For. Genesis J. Francisco
2nd Floor, FMB Annex "A" Bldg.
Chief, Forest Policy Section
<table>
<thead>
<tr>
<th>Division</th>
<th>2nd Floor</th>
<th>3rd Floor</th>
<th>4th Floor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reforestation Division</td>
<td>FMB Main Bldg.</td>
<td>FMB Main Bldg.</td>
<td>FMB Annex “A” Bldg.</td>
</tr>
<tr>
<td>For. Remedios S. Evangelista</td>
<td>OIC, Division Chief</td>
<td>OIC, Silviculture Section</td>
<td>OIC, Forestland Uses Section</td>
</tr>
<tr>
<td>For. Lina M. Manalaysay</td>
<td>2nd Floor, FMB Main Bldg.</td>
<td>3rd Floor, FMB Main Bldg.</td>
<td>4th Floor, FMB Annex “A” Bldg.</td>
</tr>
<tr>
<td>Chief, Forest Nursery &amp; Plantation Section</td>
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<tr>
<td>For. Bert Lansigan</td>
<td>2nd Floor, FMB Main Bldg.</td>
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<tr>
<td>OIC, Watershed Management Section</td>
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<tr>
<td>For. Dolores Wanasen</td>
<td>2nd Floor, FMB Main Bldg.</td>
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<tr>
<td>OIC, Forest Soils Section</td>
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<tr>
<td>For. Rebecca B. Aguda</td>
<td>2nd Floor, FMB Main Bldg.</td>
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<tr>
<td>OIC, Forest Seed &amp; Tree Improvement Section</td>
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<tr>
<td>Natural Forest Management Division</td>
<td>3rd Floor, FMB Main Bldg.</td>
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<tr>
<td>For. Jesus A. Javier</td>
<td>Division Chief</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone: (63-2) 927-6229 / 925-2135</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>E-mail: <a href="mailto:jesusjavier_fmb@yahoo.com">jesusjavier_fmb@yahoo.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>For. Roberto A. Oliveros</td>
<td>3rd Floor, FMB Main Bldg.</td>
<td></td>
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</tr>
<tr>
<td>Chief, Utilization Section</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>For. Raul M. Briz</td>
<td>3rd Floor, FMB Main Bldg.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OIC, Silviculture Section</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>For. Vicente Sarmiento, Jr.</td>
<td>3rd Floor, FMB Main Bldg.</td>
<td></td>
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</tr>
<tr>
<td>OIC, Inventory Section</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Community-Based Forest Management Division</td>
<td>3rd Floor, FMB Main Bldg.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>For. Isabelita V. Austria</td>
<td>OIC, Division Chief</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone: (63-2) 927-7278</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>E-mail: <a href="mailto:bellelva75@yahoo.com.ph">bellelva75@yahoo.com.ph</a></td>
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<tr>
<td>For. Nicanor E. Iscala, Jr.</td>
<td>3rd Floor, FMB Main Bldg.</td>
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<tr>
<td>Chief, Project Support Section</td>
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<tr>
<td>For. Ana Rose DF. Opeña</td>
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<tr>
<td>OIC, Network Dev’t. Section</td>
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<tr>
<td>For. Niida S. Patiga</td>
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<td>OIC, Program Dev’t. Section</td>
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<tr>
<td>Forest Land Uses Division</td>
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<td></td>
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</tr>
<tr>
<td>For. Nonito M. Tamayo</td>
<td>OIC, Division Chief</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone: (63-2) 929-1324 / 925-2140</td>
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<tr>
<td>E-mail: <a href="mailto:nonie_tamayo@yahoo.com">nonie_tamayo@yahoo.com</a></td>
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<tr>
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<tr>
<td>Chief, Forestland Uses Section</td>
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</table>
Online Services of FMB

WEB Site:  http://forestry.denr.gov.ph
Official E-mail address: fmbdenr@mozcom.com
Feedback E-mail address (Alternative Hotline): fmbfeedback@yahoo.com
E-group Account: fmbccteam@yahoogroup.com
Twitter Account: fmbtwits
Facebook Account: fmb denr

Office-related Information:

1. Profile of the Bureau (Mission, Vision, mandate, Officials and contact numbers);
2. Programs of the Bureau towards the attainment of Sustainable Forest Management;
3. Projects Conducted and presently been conducted by the Bureau;
4. Services offered by the Forestry Sector and the list of requirements to be submitted by the applicants;
6. Philippine Forest Cover and Maps (2003), by region and by province;
7. Forest related policies from 2003-2009
8. List Partners and holders of Forestry tenural instruments (agreements)
9. Reports and links of the Bureau with the local and international agencies and/or Organization;
10. Job opportunities and vacancies of the Bureau; and
11. Other related information on forestry (national and international)

Downloadable Publications:

2. Green Philippine Program Green Book (volume 1-3)
4. Philippine Set of Criteria and Indicators for Sustainable Forest Management including the auditing guidelines
5. Reports and papers related to Forestry and climate change issues

FMB CATCH PHRASE

"Harnessing Forestry Science for Sustainable Forest Management"
PERFORMANCE PLEDGE

The Forest Management Bureau as a responsive government service organization hereby pledges to promote the sustainable management of the country's watersheds and forest resources ensuring social justice, environmental stability and economic growth, and commits to:

**FOSTER** strong collaboration with all stakeholders in the management of forest resources

**ORGANIZE** a pool of competent professionals dedicated to serve and support the mandate of the agency

**REVITALIZE** the forestry sector to encourage investments on forest-based industries to be globally competitive

**ENSURE** with due diligence the enforcement of forestry laws, rules and regulations

**SERVE** the clientele with courtesy, utmost dedication, honesty and integrity

**TRANSACT** with the public by observing transparency and accountability

**RESPOND** to global environmental needs and challenges

**YEARN** to pursue the vision and mission of the forestry sector
APPENDICES
Republic of the Philippines
Department of Environment and Natural Resources
FOREST MANAGEMENT BUREAU

PUBLIC ASSISTANCE DESK
CLIENT REFERRAL SLIP

No.: 2010 - _____
Date: _______
Time: _______

Name of Client/Visitor: ______________________
Agency/Office/School: _______________________
Position/Designation: _______________________
Contact No.: _______________________________
E-mail Add.: _______________________________

Office/Person to Visit: _______________________
Purpose: _______________________

To be filled in by Office Personnel Visited

Signature: _______________________
Date: _______________________
Time: _______________________
Action Taken: _______________________

Signature of Client: _______________________
Comment/Suggestion: _______________________

Public Assistance Desk Officer: _______________________

Note: Please return Client Referral Slip to Public Assistance Desk Officer after the end of transaction or visit.
# Website feedback survey

Help us improve our services through the FMB Citizen's Charter by answering the following:

<table>
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<tr>
<th>How useful would you rate the content of the FMB Citizen's Charter?</th>
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<tr>
<td>Very Useful</td>
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<td>Comments:</td>
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<table>
<thead>
<tr>
<th>How user friendly would you rate this e-copy of the FMB Citizen's Charter?</th>
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<tr>
<td>Very Easy to Use</td>
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<tr>
<td>Comments:</td>
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<table>
<thead>
<tr>
<th>What changes or additions do you suggest for this Citizen's Charter?</th>
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<tbody>
<tr>
<td>Comments:</td>
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Your name and email address (if you would like some acknowledgment): [signature]
FMB SURVEY FORM
NO: 2008-A-001

SUBJECT: CLIENT SATISFACTION SURVEY FORM

Place of Origin:

Date of Visit at FMB: [Month] [Day] [Year]

Purpose of Visit:
- [ ] Follow-up document filed/endorsed by regions
- [ ] File request
- [ ] Inquire Information
- [ ] Secure copy of documents
- [ ] Conduct research
- [ ] Request clearance to demo products/services
- [ ] Pick-up check and other payments
- [ ] Others please indicate

Office/Division visited:
- [ ] Administrative Division
- [ ] Forest Land Uses Division
- [ ] Natural Forest Management Division
- [ ] Planning and Project Mgt Division
- [ ] Office of the Director
- [ ] Southern Philippines Irrigation Systems project

No. of days request is acted:
- [ ] Within the day
- [ ] Two days
- [ ] Three days
- [ ] Four days
- [ ] Five days
- [ ] More than one month

If not yet acted: Reasons for the non-actions of documents:
- [ ] Signatory not available
- [ ] Document cannot be located
- [ ] Lacking Documents
- [ ] Policy Issue
- [ ] Other reasons, please indicate

Are you satisfied with the services of the FMB personnel? [ ] Yes [ ] No

Please check the appropriate number with 5 as the highest.
- [ ] 1 - Poor
- [ ] 2 - Fair
- [ ] 3 - Good
- [ ] 4 - Very Good
- [ ] 5 - Excellent

What are your suggestions to improve the operations of the office?

Thank you for your time. We aim to serve you better.
### FOREST MANAGEMENT BUREAU

**As of May 14, 2010**

**MANPOWER COMPLEMENT (GENDER)**

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# FOREST MANAGEMENT BUREAU

**As of May 14, 2010**

## MANPOWER COMPLEMENT

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FMB SPECIAL ORDER
No. 50
Series of 2010

SUBJECT: CREATING THE FMB CITIZEN’S CHARTER TEAM (CCT)

In the interest of the service and pursuant to Civil Service Commission (CSC) Memorandum Circular No. 12 series of 2008 and Administrative Order No. 241 in relation to Republic Act No. 9485, known as the Anti-Red Tape Act of 2007, requiring all government agencies including departments, bureaus, offices, instrumentalities, or government-owned and controlled corporations, or local governments or district units to set up service standards referred to as Citizen’s Charter, the FMB Citizen’s Charter Team (CCT) is hereby created to discharge the following duties and responsibilities:

I. Functions of the CCT. In order to promote transparency, accountability, and efficiency in the delivery of public service, particularly in the evaluation and review of applications for Integrated Forest Management Agreement (IFMA), the Citizen’s Charter Team shall perform the following functions:

a. Prepare a work plan for the formulation of the FMB Citizen’s Charter
b. Gather and analyze data and other information on the Integrated Forest Management Program
c. Review existing systems, procedures, policies and requirements on IFMA
d. Conduct transaction reengineering, corruption vulnerability assessment, focus group discussion, inter-agency coordination, and multi-stakeholder consultation
e. Recommend streamlined office procedures and other service processes
f. Translate service standards into performance pledges and values statements
g. Establish feedback, complaints, and redress mechanisms
h. Draft and package the FMB Citizen’s Charter
i. Assist in the launching of the FMB Citizen’s Charter
j. Monitor and evaluate the implementation of the Citizen’s Charter in line with DAP and PAGC’s Corruption Prevention Action Project (CPAP)

II. Qualifications. The CCT member must, preferably, have a training experience or substantial knowledge on anti-corruption laws, rules and regulations. He/she must be familiar with the different procedures in the bureau, particularly on services offered by FMB to the public.
III. Composition. The following personnel are hereby designated to constitute the FMB Citizen's Charter Team:

1. For. Mark DV. De Claro - Team Leader and CPAP Proponent
2. For. Roberto Oliveros - Co-Team Leader
3. For. Luis Gonzaga - FLUD
4. For. Edna Nuestro - FLUD
5. For. Nick Escala - CBFM
6. For. Genesis Francisco - FED
7. For. Jun Bagunu - NFMD
8. For. Lina Manalaysay - REFO
9. Ms. Anita Bravante - ADMIN
10. For. Orly Cariaso - PLANNING
11. For. Romulo Cadiz - LEGAL

An Oversight Committee providing administrative support and advisory assistance to the CCT shall be composed of the following:

1. Assl. Dr. Neria A. Andin - Chairperson
2. Dr. Gwendolyn C. Bambalan - Vice-Chairperson
3. Mr. John G. Jaramillo - Member
4. For. Lourdes C. Wagan - Member
5. For. Nonito Tamayo - Member

A Secretariat shall also be created to record the proceedings, take the lead on IEC, and provide the necessary logistical support and other forms of assistance to the team. For this purpose, For. Avelina U. Bronola, For. Rosalind R. Bael, Ms. Malinda Martinez and Ms. Nimfa Peñalosa shall be assigned to do the aforesaid tasks.

IV. EXPECTED OUTPUT

The Team's expected output is the formulation of an efficient Citizen's Charter as a service standard for FMB in consonance with the Team Leader and agency scholar's Corruption Prevention Action Project under the Development Academy of the Philippines (DAP) and the Presidential Anti-Corruption Commission (PACC). The findings and recommendations of the Team shall be reported to the undersigned not later than 30 April 2010.

V. FUNDING. Budgetary requirements for the said activities shall be sourced from FMB Regular Funds, particularly from funds allocated for the Anti-Red Tape Act implementation, subject to the usual accounting and auditing rules and regulations.

VI. EFFECTIVITY. This order shall take effect immediately upon its approval.

For strict compliance.

FOR: MARLO D. MENDOZA
FMB MEMORANDUM CIRCULAR
No. 01-2010
Series of 2010

SUBJECT: IMPLEMENTING THE FMB CITIZEN’S CHARTER

Pursuant to Republic Act No. 9485, otherwise known as the Anti-Red Tape Act, requiring all government agencies including bureaus to set up service standards called Citizen’s Charter, the FMB Citizen’s Charter is hereby adopted for implementation.

To ensure that the Citizen’s Charter is effectively implemented and sustained, the following activities shall be conducted by the Office through the FMB Citizen’s Charter Team:

1. Promote the FMB Citizen’s Charter
2. Make available the Citizen’s Charter in the form of printed materials
3. Post the Citizen’s Charter in information billboards located at the main entrance of FMB or at the most conspicuous place
4. Monitor compliance of employees to the service standards
5. Enforce penalties for non-compliant personnel
6. Conduct periodic systems review, revision and updating of the FMB Citizen’s Charter

To promote transparency and accountability, and efficient and effective service delivery, the different heads of offices, Division Chiefs and Section Chiefs in charge of delivering the services enumerated in the FMB Citizen’s Charter should ensure compliance to the service standards set forth therein.

Monetary requirements for the activities relative to the Citizen’s Charter shall come from FMB regular funds and the budgetary allocation for ARTA (Anti-Red Tape Act)-related programs and projects.

This Order takes effect immediately upon approval.

MARLO D. MENDOZA
CIC-Director