



Department of Environment and Natural Resources
(DENR)

**FOREST MANAGEMENT BUREAU
(FMB)**

CITIZEN'S CHARTER
2023 (1st Edition)



Republic of the Philippines
Department of Environment and Natural Resources

FOREST MANAGEMENT BUREAU

Visayas Avenue, Diliman, 1100 Quezon City

Tel. No.: (632) 8925-2141 / (632) 8927-4788

E-mail Address: fmb@denr.gov.ph Website: <https://www.forestry.denr.gov.ph>

MAR 13 2023

SECRETARY ERNESTO V. PEREZ

Director General

Anti - Red Tape Authority

4th & 5th Floor, NFA Building.

NFA Compound, Visayas Avenue,

Brgy. Vasra, Diliman. Quezon City

Dear **Secretary Perez**:

In compliance with Section 6 of RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, we are pleased to submit the FMB Citizen's Charter for CY 2023 and Certificate of Compliance. Electronic copy of the documents mentioned can be accessed under this link, <https://tinyurl.com/fmbccharter2023>.

Thank you and best regards.

Very truly yours,

ARLEIGH J. ADORABLE, *CESO III*

Assistant Secretary for Field Operations – Western Mindanao,
and Director, in concurrent capacity



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CERTIFICATE OF COMPLIANCE

Year: 2023

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, **ARLEIGH J. ADORABLE**, *CESO III*, Filipino, of legal age, **Assistant Secretary for Field Operations – Western Mindanao, and Director in concurrent capacity, and Chairperson of the FMB Sub-Committee on Anti-Red Tape (Sub-CART) of the DENR-Forest Management Bureau (FMB)**, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The FMB 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' Charter Handbook Edition: 2023 1st Edition

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

| | |
|---|---|
| / | Citizen's Charter information billboard (In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others) |
| / | Citizen's Charter Handbook (Aligned with Reference B of ARTA Memorandum Circular No- 2019-002) |
| / | 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. Fees 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 Feels 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 is 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, Filipino, and/or in the local dialect and published as an information material.
 - 9) There is an established Client Satisfaction Measurement per service.


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


ARLEIGH J. ADORABLE, CESO III
 Assistant Secretary for Field Operations – Western Mindanao,
 and Director, Forest Management Bureau, in concurrent capacity

SUBSCRIBED AND SWORN to before me this MAR 7 4 2023 of _____ in Quezon City, Philippines, with affiant exhibiting to me his/her _____ issued on _____ at _____.

NOTARY PUBLIC/ ADMINISTERING OFFICER

Doc. No. 300
 Page No. 100
 Book No. DAV-13
 Series of 1011


ATTY. CONCEPCION P. VILLAREÑA
 Notary Public for Quezon City
 Until December 31, 2023
 PTR No. 371-2021-2023 Q.C.
 IBP No. 167001-2021 Q.C.
 Roll No. 2021-1980
 MCLE VII-000-2021-2021
 ADM. MATTER No. NP-005 (2022-2023)
 TIN NO. 131-942-754

DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES

Mandate (E.O. 192, s. 1987):

The Department is the primary government agency responsible for conservation, management, development and proper use of the country's environment and natural resources, specifically forest and grazing lands, mineral resources, including those in reservation and watershed areas, and lands of public domain, as well as the licensing and regulation of all-natural resources as may be provided for by law in order to ensure equitable sharing of the benefits derived therefrom for the welfare of the present and future generations of Filipinos.

To accomplish this mandate, the Department shall be guided by the following objectives:

1. Assure the availability and sustainability of the country's natural resources through judicious use and systematic restoration or replacement, whenever possible;
2. Increase the productivity of natural resources in order to meet the demands for forest mineral and land resources of a growing populations;
3. Enhance the contribution of natural resources for achieving national economic and social development;
4. Promote equitable access to natural resources by the different sectors of the population; and
5. Conserve specific terrestrial and marine areas representative of the Philippine natural and cultural heritage for present and future generations.

Vision:

A nation enjoying and sustaining its natural resources and a clean and healthy environment.

Mission:

To mobilize our citizenry in protecting, conserving, and managing the environment and natural resources for the present and future generations.

Service Pledge:

We, the Officials and employees of the Department and Natural Resources, hereby pledge our commitment to:

- Provide efficient, prompt, and corrupt-free service tantamount to the protection, conservation, management of the environment and natural resources;
- Ensure strict compliance to laws, rules and regulations and high degree of professionalism in the conduct of the DENR business and non-business processes; and

- Attend to all applicants or requesting parties who are within the premises of the office prior to end of official working hours and during lunch break.

DENR Core Values:



FOREST MANAGEMENT BUREAU

I. Mandate (E.O. 192, s. 1987):

The Forest Management Bureau of the Department of Environment and Natural Resources provides technical guidance to the central and field offices for the effective protection, development, and conservation of forestlands and watersheds. It shall recommend policies and programs towards the achievement of sustainable forest management, based on science and principles of good forest governance.

II. Vision:

A forest that creates wealth for our nation as the cradle of life, nurtured by our people's aspiration for a just, humane and progressive society guided by the ideals of our ancestors and the blessings of God Almighty.

III. Mission:

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

IV. 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

V. LIST OF SERVICES

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ADMINISTRATIVE & FINANCE SERVICES
(INTERNAL & EXTERNAL)

CITIZEN'S CHARTER NO. FMB-AF-01: PROCESSING OF PAYMENT OF CLAIMS

This process includes processing of Obligation Request and Status (ORS) and Disbursement Voucher (DV), and preparation, processing and issuance of Checks/LDDAP-ADA and corresponding Advices. This process is used to pay an obligation to DENR-FMB employees, individuals, agencies or creditors for goods purchased and services rendered.

| | |
|----------------------------|---|
| Office or Division: | Budget Unit, Accounting Unit, Cashier Unit and Interim Administrative and Finance Office, Office of the Director |
| Classification: | Simple, Complex & Highly Technical |
| Type of Transaction | G2B - Government to Business G2C - Government to Citizens G2G - Government to Government |
| Who may avail? | Internal: All permanent, casual and contractual personnel and officials of FMB, DENR Central, Regional, PENR and CENR Offices, Bureaus and attached agencies. External: Other Government Agencies, Contractors, Suppliers, Service Providers and Consultants |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| General Requirements | |
| Disbursement Voucher (DV), <i>if applicable</i> (3 Original Copies) | Requesting Party |
| Obligation Request and Status (ORS) (3 Original Copies) | Budget Unit |
| CHECKLIST REQUIREMENTS (Based on Commission on Audit (COA) Circular 2012-001 dated June 14, 2012 Revised Guidelines and Documentary Requirements for Common Government Transactions) | |
| 1. Travelling Expenses | |
| A. Local Travel | |
| Itinerary of Travel (1 original) | Concerned Employee |
| Certificate of Travel Completed (1 original) | Concerned Employee |
| Approved Travel Order (1 original) | Concerned Employee/Records Unit |
| Certificate of Appearance (1 original) | Concerned Employee/ Head of Office-Place of Destination |
| Additional Requirements | |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Special Order, if applicable (1 photocopy) | Concerned Employee/End-User |
| Electronic Plane Ticket, if applicable (1 original) | Concerned Employee /Airline Company |
| Boarding Pass, if applicable (1 original) | Concerned Employee /Airline Company |
| Terminal Fee Ticket/Stubs, if applicable (1 original) | Concerned Employee/Airline Company/Ticketing Office |
| Transportation Receipts (1 original) | Concerned Employee /Taxi/Bus Drivers |
| Travel Report, if applicable (1 photocopy) | Concerned Employee |
| Driver's Trip Ticket, if applicable (1 photocopy) | Concerned Employee/General Services Unit |
| B. Foreign Travel | |
| Itinerary of Travel (1 original) | Concerned Employee |
| Certificate of Travel Completed (1 original) | Concerned Employee |
| Approved Travel Authority (1 original) | Concerned Employee/Office of the Secretary |
| Letter of Invitation of Host/Sponsoring country (1 photocopy) | Concerned Employee/Host/Sponsoring Country |
| Daily Subsistence Allowance (DSA) Rate (1 photocopy) | International Civil Service Commission (ICSC) of United Nations Website |
| BSP Exchange Rate (1 photocopy) | BSP Website |
| Electronic Plane Ticket (1 original) | Concerned Employee /Airline Company |
| Boarding Pass (1 original) | Concerned Employee /Airline Company |
| Narrative Report on Participation (1 original) | Concerned Employee |
| 2. Catering and Accommodation Expenses | |
| A. Training/Seminar/Workshop | |
| Billing Statement/Statement of Account (1 original) | Service Provider |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| Duly noted Attendance Sheet (1 original) | End –User |
| Room Assignment List (1 original) | End –User, Service Provider |
| Duly signed and notarized Contract (1 original) | End –User, Service Provider |
| Certificate of Availability of Funds (1 original) | End –User, Accounting Unit |
| Notice of Award (1 original) | Property Unit |
| Notice to Proceed (1 original) | Property Unit |
| Bids and Awards Committee Resolution (1 original) | Property Unit |
| Approved Abstract of Quotation (1 original) | Property Unit |
| At least 3 Quotations (1 original) | Service Providers |
| PhilGEPS Posting for the Request for Quotation (1 original) | Property Unit |
| Approved Special Order (1 photocopy) | End-User |
| Approved Purchase Request (1 original) | End-User/Property Unit |
| Approved Project Procurement Management Plan (1 photocopy) | End-User/Property Unit |
| B. Catering Services for Meeting | |
| Billing Statement/Statement of Account (1 original) | Service Provider |
| Approved Certificate of Acceptance (1 original) | End-User/Property Unit |
| Duly noted Attendance Sheet (1 original) | End–User |
| Duly signed and notarized Contract/Service Agreement (1 original) | Property Unit |
| Omnibus Bids and Awards Committee Resolution (1 photocopy) | Property Unit |
| Approved Abstract of Quotation (1 original) | Property Unit - Office of the Director |
| At least 3 Quotations (1 original) | Service Providers |
| Notice of Meeting (1 original) | End-User |
| Approved Purchase Request (1 original) | Property Unit - Office of the Director |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Approved Project Procurement Management Plan (1 photocopy) | End-User |
| 3. Mandatory Expenses | |
| A. Water and Electricity | |
| Billing Statement /Statement of Account (1 original) | Electricity and Water Service Providers |
| B. Communication/Telephone/Internet Expenses | |
| Billing Statement/Statement of Account (1 original) | Telecommunication Service Providers |
| C. Gasoline | |
| Billing Statement /Statement of Account (1 original) | Gasoline Service Center |
| Sales Invoice (1 original) | Gasoline Service Center |
| Vehicle Trip Ticket (1 original) | General Services Unit |
| Fuel/Oil/Lubricants Requisition and Issue Slip (1 original) | General Services Unit |
| D. Janitorial and Security Services | |
| Billing Statement/Statement of Account (1 original) | Service Provider |
| Approved Daily Time Record (1 original) | Service Provider |
| Approved Attendance Sheet (1 original) | Service Provider |
| Duly signed and notarized Contract (1 original) | Service Provider/General Services Unit |
| Certificate of Availability of Funds (1 original) | Accounting Unit |
| Bids and Awards Committee Resolution (1 Original) | General Services Unit |
| Notice of Award (1 photocopy) | Property Unit |
| Notice to Proceed (1 photocopy) | Property Unit |
| Post Qualification Evaluation Report (1 photocopy) | Property Unit |
| Bid Evaluation Report (1 photocopy) | Property Unit |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| Approved Abstract of Quotation (1 original) | Property Unit |
| Quotations (1 photocopy) | Service Provider Agencies/Property |
| PhilGEPS Posting for the Request for Quotation (1 original) | Property Unit |
| Purchase Request (1 photocopy) | Property Unit |
| Approved Project Procurement Management Plan (1 Photocopy) | Property Unit |
| 4. Salaries of Individuals Hired under Contract of Service | |
| Duly signed and notarized Contract (1 photocopy for first claim) | Concerned Employee/Human Resource Unit |
| Approved Daily Time Record (1 original) | Concerned Employee/Human Resource Unit |
| Approved Special/Travel Order, if applicable (1 photocopy) | Concerned Employee |
| Accomplishment Report (1original copy) | Concerned Employee |
| 5. Consultancy Services | |
| Acceptance report (1 original) | End-User |
| Letter Request for Payment (1 original) | Consultant |
| Activity/Accomplishment Report (1 original) | Consultant |
| Curriculum Vitae (1 original) | Consultant |
| Approved and duly Notarized Contract (1 original) | End-User/Consultant |
| Notice of Award (1 original) | Property Unit |
| Notice to Proceed (1 original) | Property Unit |
| Bids and Awards Committee Resolution (1 original) | Property Unit |
| Evaluation Report (1 original) | Property Unit |
| Approved Abstract of Quotation (1 original) | Property Unit |
| At least 3 Quotations (1 original) | Consultants |
| PhilGEPS Posting for the Request for Quotation (1 original) | Property Unit |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|-----------------------------|
| Letter of Intent (1 original) | Consultant |
| Terms of Reference (1 original) | End-User |
| Approved Purchase Request (1 original) | Property Unit |
| Approved Project Procurement Management Plan (1 photocopy) | End-User |
| 6. Cash Advances (Training/Events/Activities) | |
| Approved Allotment Letter (1 original) | Concerned Employee/End-User |
| Approved Special Order, if applicable (1 original) | Concerned Employee/End-User |
| Approved Purchase Request (1 original) | Concerned Employee/End-User |
| Approved Project Procurement Management Plan (1 photocopy) | Concerned Employee/End-User |
| Certification from the Accountant that previous cash advances have been liquidated (1 original) | Accounting Unit |
| Fidelity Bond (1 photocopy) | Concerned Employee |
| 7. Liquidation/Replenishment of Petty/Cash Advances | |
| Official Receipts/Sales Invoices (1 original) | Concerned Employee/End-User |
| Replenishment Report (1 original) | Concerned Employee/End-User |
| Approved trip ticket for gasoline expenses or vehicle repair (1 photocopy) | Concerned Employee/End-User |
| 3 Quotations from suppliers for above Php1,000 (1 original) | Concerned Employee/End-User |
| Inspection and Acceptance Report for supplies (1 original) | Concerned Employee/End-User |
| Approved Allotment Letter (1 original) | Concerned Employee/End-User |
| Approved Special Order, if applicable (1 original) | Concerned Employee/End-User |
| Approved Purchase Request (1 original) | Concerned Employee/End-User |
| Approved Project Procurement Management Plan (1 photocopy) | Concerned Employee/End-User |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|-----------------------|
| Certification from the Accountant that previous cash advances have been liquidated (1 original) | Accounting Unit |
| Fidelity Bond (1 photocopy) | Concerned Employee |
| 8. Supplier/Contractor/Service Provider | |
| A. Purchase Order | |
| Purchase Order (1 original) | Property Unit |
| Notice of Award, if applicable (1 original) | Property Unit |
| Notice to Proceed, if applicable (1 original) | Property Unit |
| Omnibus/Bids and Awards Committee Resolution (1 photocopy) | Property Unit |
| Approved Abstract of Quotation (1 original) | Property Unit |
| At least 3 Quotations (1 original) | Suppliers |
| PhilGEPS Posting for the Request for Quotation | Property Unit |
| Approved Purchase Request (1 original) | Property Unit |
| Approved Project Procurement Management Plan (1 Photocopy) | End-User |
| B. Job Order | |
| Job Order (1 original) | Property Unit |
| Notice of Award, if applicable (1 original) | Property Unit |
| Notice to Proceed, if applicable (1 original) | Property Unit |
| Approved Abstract of Quotation (1 original) | Property Unit |
| At least 3 Quotations (1 original) | Suppliers |
| Omnibus/Bids and Awards Committee Resolution (1 photocopy) | Property Unit |
| PhilGEPS Posting for the Request for Quotation (1 original) | Property Unit |
| Pre-repair Evaluation/Inspection Report for vehicle repair (1 original) | General Services Unit |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|--|
| Template and specifications for printing (1 original) | End-User |
| Approved Purchase Request (1 original) | End-User /Property Unit |
| Approved Project Procurement Management Plan (1 photocopy) | End-User |
| 9. Government Share for Mandatory Deductions | |
| Payroll of personnel with corresponding amount of Government Share on (GSIS, ECIP, Pag-ibig, Philhealth (1 original) | Human Resource Unit /Accounting Unit |
| 10. Salaries and Wages (Permanent Employees) | |
| A. First Salary | |
| Approved Appointment (1 Certified True Copy) | Concerned Employee/Human Resource Unit |
| Oath of Office (1 Certified True Copy) | Concerned Employee/Human Resource Unit |
| Certificate of Assumption (1 Certified True Copy) | Concerned Employee/Human Resource Unit |
| Duly accomplished Daily Time Record (1 original copy) | Concerned Employee/Human Resource Unit |
| Statement of Assets, Liabilities and Net Worth (1 Certified True Copy) | Concerned Employee/Human Resource Unit |
| BIR Certificate of Registration (Form 1902) (1 certified true copy) | Concerned Employee/Human Resource Unit |
| <i>Additional Requirements (for transferees from one government office to another):</i> | |
| Office Clearance (1 Certified True Copy) | Concerned Employee/Human Resource Unit |
| Certificate of Available Leave Credits (1 original) | Concerned Employee/Human Resource Unit |
| Service Record (1 original) | Concerned Employee/Human Resource Unit |
| Certification of Last Salary Received (1 original copy) | Concerned Employee/Human Resource Unit |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| B. Salary (if deleted from payroll) | |
| Approved Daily Time Record (1 original) | Concerned Employee/Human Resource Unit |
| Travel Order/Special Order, if applicable (1 photocopy) | Concerned Employee/Human Resource Unit |
| C. General Monthly Payroll | |
| System-Generated Payroll | Human Resource Unit |
| 11. Allowances and other Similar Expenses | |
| A. Loyalty Award Bonus | |
| Certification of years in service (1 original) | Human Resource Unit |
| Service Record (1 original) | Human Resource Unit |
| Step Increment/Salary Adjustment | |
| Notice of Step Increment (NOSI) /Notice of Salary Adjustment (NOSA) (1 Certified True Copy) | Human Resource Unit |
| Approved Appointment in case of promotion (1 Certified True Copy) | Human Resource Unit |
| Certificate of Assumption of Duties in case of promotion (1 Certified True Copy) | Human Resource Unit |
| B. Monetization | |
| Special Allotment Release Order (SARO) (1 Certified True Copy) | Department of Budget and Management (DBM) |
| Notice of Cash Allocation (NCA) (1 Certified True Copy) | Department of Budget and Management (DBM) |
| Matrix of Computation, if applicable (1 original) | Human Resource Unit |
| Application for Leave with Certification of Available Leave Credits (1 Certified True Copy) | Human Resource Unit |
| Notice of Step Increment (NOSI), if applicable (1 Certified True Copy) | Human Resource Unit |
| Service Record (1 Certified True Copy) | Human Resource Unit |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|--|
| Approved leave application (10 days) with leave credit balance certified by the Human Resource Office (1 original) | Concerned personnel/ Human Resource Unit |
| Request for leave covering more than 10 days duly approved by the head of Agency (if more than 10 days) (1 original) Concerned personnel | Concerned personnel |
| Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs for monetization of 50% or more (1 original) | Concerned personnel/Hospital |
| Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc. (1 original) | Concerned employee/concerned Barangay Original |
| C. Terminal Leave | |
| Special Allotment Release Order (SARO) (1 Certified True Copy) | Department of Budget and Management (DBM) |
| Notice of Cash Allocation (NCA) (1 Certified True Copy) | Department of Budget and Management (DBM) |
| Clearance from money, property and legal accountability from the office of current assignment (1 original) | Concerned personnel/All concerned offices |
| Certified photocopy of employees leave card as at last date of service duly audited by Personnel Division and COA (1 photocopy) | Human Resource Unit |
| Certificate of leave credits issued by (1 original) | Human Resource Unit |
| Approved leave application (1 original) | Human Resource Unit |
| Complete service record (1 original) | Human Resource Unit |
| Statement of Assets, Liabilities and Net Worth (SALN) (1 original) | Concerned personnel |
| Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if the salary under the last appointment is not the highest (1 original) | Human Resource Unit |
| Certificate of Available Leave Credits (1 original) | Human Resource Unit |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| Applicant's authorization (in affidavit form) to deduct all financial obligations with the agency (1 original) | Concerned personnel/ |
| Affidavit of applicant that is no pending criminal investigation or prosecution against him/her (1 original) | Concerned personnel/ Legal Affairs Service |
| In case of resignation, employee's letter resignation duly accepted by the Head of Agency (1 original) | Concerned personnel |
| Ombudsman clearance per COA Circular 2013-001 (1 original) | Ombudsman |
| Additional requirements , if applicable: | |
| Death certificate authenticated by PSA (1 original) | Philippine Statistics Authority |
| Marriage contract authenticated by PSA (1 original) | Philippine Statistics Authority |
| Birth Certificate of all surviving legal heirs authenticated by PSA (1 original) | Philippine Statistics Authority |
| Designation of next of kin (1 original) | Authorized claimant |
| Waiver of rights of children 18 years old and above (1 original) | Authorized claimant |
| Inter-Agency Fund Transfer | |
| Approved Work and Financial Plan (1 original copy) | Implementing Agency |
| Approved Memorandum of Agreement (1 original copy) | Implementing Agency |
| Certification from the Accountant that funds previously transferred has been liquidated (1 original) | Accounting Unit |
| Approved Project Expenditures or Estimated Expenses indicating the project objective and expected output (1 original) | Implementing Agency |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|--|---|-----------------|---|--|
| Budget Unit | | | | |
| 1. Property Unit, GSU, Personnel, Accounting and other person concerned to submit DV, Payroll, Contract, Purchase Order (PO) / Job Orders (JO) / Agency Procurement Request (APR) together with necessary documentary requirements | 1.1 Receives and verifies the completeness of the DV, Payroll, Contract, Purchase Order (PO) / Job Orders (JO) / Agency Procurement Request (APR), duly signed by the Head of the Requesting Office, including necessary Supporting Documents from office/personnel concerned | None | 1 hour (per batch) | Receiving/Releasing Personnel, Budget Unit, Office of the Director |
| | 1.2 Reviews/checks fund availability and allotment and prepare ORS and initials. | None | 1 day (Simple) 2 days (Complex) (per batch) | Budget Staff, Budget Unit, Office of the Director |
| | 1.3 Release ORS to the Division concerned for signature of the Head of the Requesting Office (Box A) | None | 1 hour (per batch) | Receiving/Releasing Personnel, Budget Unit, Office of the Director |
| | 1.4 Receive signed ORS from the Division concerned | None | 1 hour (per batch) | Receiving/Releasing Personnel, Budget Unit, Office of the Director |
| | 1.5 Reviews and sign Box B of the ORS with supporting documents. | None | 1 day (Simple) 2 Days (Complex) | Chief, Budget Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|---|--|-----------------|--|---|
| | | | (per batch) | |
| | 1.6 Record and forward signed ORS with SDs to the Accounting Unit | None | 1 hour (per batch) | Receiving/Releasing Personnel, Budget Unit, Office of the Director |
| Accounting Unit | | | | |
| 2. Budget Unit and End-User to submit all required documents to Accounting Unit | 2.1 Receive the documents, record in the logbook, assign DV number and forwards DV with supporting documents to concerned Accounting Staff for processing | None | 1 hour (per batch) | Receiving / Releasing Personnel Accounting Unit, Office of the Director |
| | 2.2 Process DV and double check as to completeness of supporting documents, validity and correctness of claims. 1.2.a Compute and deduct applicable taxes. 1.2.b Prepare Certificate of Tax Withheld. 1.2.c Record particulars of DV in individual Index Card and initials in the DV. | None | 1 day (Simple) 2 Days (Complex) 3 days (highly technical) (per batch) | Accounting Staff / Accounting Unit, Office of the Director |
| | 2.3 Review and sign Box C of DV and sign Tax Certificate | None | 1 day (Simple) 2 days (Complex) (per batch) | Chief, Accounting Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|---|---|-----------------|---------------------|---|
| | 2.4 Record and forward DV with supporting documents to Interim Administrative and Finance Office for initial before the approval of the Assistant Director/Director | None | 1 hour (per batch) | Receiving / Releasing Personnel Accounting Unit, Office of the Director |
| Cashier Unit | | | | |
| 3. OAD/OD and End User to submit all approved required documents to cashier unit. | 3.1 Receives and verifies completeness of signatories, charging of the copies of approved Disbursement Vouchers (DV) with original supporting documents. | None | 1 hour (per batch) | Receiving/Releasing Personnel, Cashier Unit, Office of the Director |
| | 3.2 Prepare check in three (3 copies). | None | 1 hour (per batch) | Cashier Staff/Chief, Cashier |
| | 3.3 Prepares Advice/LDDAP-ADA, Fund 101, Fund 102 FMP-GOP, INREMP-GOP and other projects | None | 2 hours (per batch) | Accounting Staff/Cashier Staff, Office of the Director |
| | 3.4 Reviews the amount of the check & LDDAP-ADA against the DV. Signs the check/LDDAP-ADA | None | 1 hour (per batch) | Chief Accounting Unit, Chief Cashier Unit |
| | 3.5 Release the checks for countersigning to authorized official | None | 1 hour (per batch) | Receiving/Releasing Personnel, Cashier Unit, |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|---|--|-----------------|---------------------|---|
| | | | | Office of the Director |
| | 3.6 Signs and approves the LDDAP-ADA/Check Advice | None | 1 hour (per batch) | Interim Administrative and Finance Officer, Assistant Director/Director |
| | 3.7 Submit the approved Advice/LDDAP-ADA to Landbank | None | 2 hours (per batch) | Cashier Chief, Cashier Staff, Office of the Director |
| 4. Sign original Voucher of the Payee/Issue official receipt for Commercial/Suppliers | 4.1 Records check/LDDAP-ADA particulars in the check register and inform the clientele that the check is available for pick up or the ADA is already prepared for them to issue OR upon crediting of payment to their account. | None | 2 hours (per batch) | Cashier Staff, Cashier Unit, Office of the Director |
| | 4.2 Release checks/ADA to customer/bank with Tax certificate and attached OR/Invoice to the DV. | None | 1 hour (per batch) | Receiving/Releasing Personnel, Cashier Unit, Office of the Director |

TURNAROUND TIME:

| CLASSIFICATION | CHECK / ADA | BANKING DAYS | TURNAROUND TIME |
|-----------------------|--------------------|---------------------|----------------------------|
| Complex | Checks | 1 | 11 days, 4 hrs and 35 mins |
| Complex | ADA | 1 | 11 days, 2 hrs and 35 mins |
| Complex | Checks | 2 | 12 days, 4 hrs and 35 mins |
| Complex | ADA | 2 | 12 days, 4 hrs and 35 mins |
| Highly Technical | Checks | 1 | 18 days, 3 hrs and 35 mins |
| Highly Technical | ADA | 1 | 18 days, 5 hrs and 35 mins |
| Highly Technical | Checks | 2 | 19 days, 3 hrs and 35 mins |
| Highly Technical | ADA | 2 | 19 days, 5 hrs and 35 mins |

ADMINISTRATIVE & FINANCE SERVICES
(EXTERNAL)

CITIZEN’S CHARTER NO. FMB-AF-02: SALE OF BIDDING DOCUMENTS

The Bidders may be asked to pay a fee to recover the cost for the preparation and development of the Bidding Documents pursuant to the Guidelines on the Sale of the Bidding Documents. The BAC shall issue the bidding documents to the prospective bidders upon payment of the corresponding cost thereof.

| | |
|----------------------------|---|
| Office or Division: | Property Unit - Office of the Director |
| Classification: | Simple |
| Type of Transaction | Government to Business, Citizens, and to Government |
| Who may avail? | Prospective Bidders |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|--|--|---|-----------------|--|
| One (1) Valid Company Identification Card | | Prospective Bidder Company | | |
| PhilGEPS Registration | | PhilGEPS – procurement Service, Department of Budget and management | | |
| Sale of Bidding Document (SBDF) Form 1 | | Bids and Awards Committee Secretariat, Property Unit, Office of the Director, FMB | | |
| Order of Payment (one photocopy with original) | | Accounting Unit, Office of the Director, FMB | | |
| Official Receipt (one photocopy with the original) | | Cashier Unit, Office of the Director, FMB | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Fill-up the SBDF Form 1 and submit together with the Identification Card and PhilGEPS Registration to BAC Secretariat | Review the contents of the filled-up SBDF Form1 and sign | none | 5 minutes | BAC Secretariat, Property Unit, Office of the Director |
| 2. Present signed SBDF Form 1 Accounting Unit | Prepare Order of Payment | none | 5 minutes | Accounting Staff Accounting Unit, Office of the Director |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|---|---|---|-------------------|--|
| 3. Present order of payment and Pay for Bid Docs | Receive payment and Issue Official Receipt | Please refer to the table below | 5 minutes | Cashier Staff Cashier Unit, Office of the Director |
| 4. Present Original and submit copy of Official Receipt as proof of payment | Receive Photocopy the Order of Payment and OR and issue the Bidding Documents | none | 5 minutes | BAC Secretariat/ Property Unit, Office of the Director |
| TOTAL | | As advertised on the Invitation to Bid | 20 minutes | |

*Fees of Bidding Documents based on Section 5.0, Appendix 8 of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.

| APPROVED BUDGET FOR THE CONTRACT (PHP) | MAXIMUM COST OF BIDDING DOCUMENTS (PHP) |
|--|---|
| 500, 000 and below | 500.00 |
| More than 500,000 up to 1 Million | 1,000.00 |
| More than 1 Million up to 5 Million | 5,000.00 |
| More than 5 Million up to 10 Million | 10,000.00 |
| More than 10 Million up to 50 Million | 25,000.00 |
| More than 50 Million up to 500 Million | 50,000.00 |
| More than 500 Million | 75,000.00 |

CITIZEN’S CHARTER NO. FMB-RE-01: ISSUANCE OF CERTIFIED COPIES OF DOCUMENTS, (FOREST TENURE AGREEMENTS, PERMITS AND OTHERS)

These are certified true copies of documents in the possession of FMB such as approved Forest Tenure Agreements, Permits and other pertinent documents as requested by Citizen, Business Entity, and Government Office for legal, personal and other purposes.

| | |
|----------------------------|--|
| Office or Division: | Records Unit - Office of the Director |
| Classification: | Simple to Complex |
| Type of Transaction | Government to Business, Citizens, and to Government |
| Who may avail? | Existing/ Expired Tenure/ Permit Holders, and or Representative, Government Agencies, Non-Government Agencies, Banks, GOCC’s and other entities. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| If the requesting party is the owner | |
| 1. Letter Request addressed to the FMB Director | To be accomplished by the Owner |
| 2. One (1) photocopy of any of the following Gov't issued ID: (SSS/GSIS ID, PAGIBIG ID, Senior Citizen ID, PRC ID, Driver’s License, Postal ID, Voter’s ID, Passport. | SSS, GSIS, BIR, PAGIBIG, LGU, PRC, LTO, Post Office, Comelec DFA |
| If the request is filed through a representative | |
| 1. Letter Request addressed to the FMB Director | To be accomplished by the Owner |
| 2. One Original copy of Authorization letter/ Duly notarized SPA (for restricted documents) | To be accomplished by the Owner |
| 3. One (1) photocopy of any of the following Gov't issued ID of the owner and the representative: SSS/GSIS ID, PAGIBIG ID, Senior Citizen ID, PRC ID, Driver’s License, Postal ID, Voter’s ID, Passport. | SSS, GSIS, BIR, PAGIBIG, LGU, PRC, LTO, Post Office, Comelec, DFA |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|---|--|-----------------|---------------------------------|---|
| <p>1. Provide written request addressed to the FMB Director at the FMB Records Unit the following information:</p> <p>a. Name of the permit/tenure holder, its tenure/permit code, location, and other pertinent information;</p> <p>b. Purpose of the request.</p> | <p>1. Acceptance of written request at the FMB Records Unit.</p> <p>1.1 The request will be stamped received by the Receiving Officer indicating his/her designation, the date and the time of receipt;</p> <p>1.2 Inform the requesting party that his/her request will be acted and released within three (3) to twenty (20) working days (depending on the complexity of the request) from the date of the receipt of the request.</p> <p>1.3 Release of claim stub to the requesting party, indicating therein the date of release of his/her request;</p> | None | 2 Hours | Chief, Records Unit, Office of the Director |
| | <p>2. Verification of the request from databases/record</p> <p>2.1 Records Verifier evaluates requests from the database/records.</p> | None | 2 days 5 hours - 19 day 5 hours | Chief, Records Unit, Office of the Director |

| CLIENT STEPS | AGENCY ACTION | FEEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|--|--|--|----------------------------|---|
| | 2.2 Records/ Action Officer prepares certified copies of documents. | | | |
| | 3. Prepares Order of payment for certified copies of document requested; | None | 20 minutes | Chief, Records Unit, Office of the Director |
| 2. Payment of applicable Fees to Cashier Unit | 4. Payment and issuance of official receipt. | Php 36.00 per page | 20 minutes | Chief, Cashier Unit, Office of the Director |
| 3. Personally receives certified copies of documents | 5. Releasing of approved certified copies of documents | None | 20 minutes | Chief, Records Unit, Office of the Director |
| TOTAL | | Php 36.00⁺⁺ depending on the number of pages | 3 - 20 working days | |

ADMINISTRATIVE & FINANCE SERVICES
(INTERNAL)

CITIZEN’S CHARTER NO. FMB-HR-01: ISSUANCE OF CERTIFICATE OF EMPLOYMENT AND COMPENSATION

This certification is issued to authenticate the employment and compensation of the employee.

| | |
|----------------------------|---|
| Office or Division: | Human Resource Unit, Office of the Director |
| Classification: | Simple |
| Type of Transaction | G2G - Government to Government |
| Who may avail? | Plantilla appointees/Employees in the FMB |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|--|---|-----------------|-------------------|---------------------------|
| None | | None | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Request Certification through the FMB Personnel Portal found in the FMB website or fill up request form in the HR Unit. | 1. Check if the entered data in the request form is complete. Retrieve the employee’s Service Record and copy of General Payroll. Prepare and print the Certification. Submit to the HR Chief for review. | None | 15 mins. | HR Staff |
| | 2. Review the Certification, affix signature and forward to the HR Staff for releasing. | None | 10 mins. | Chief Human Resource Unit |
| 2. Receive the Certification and affix signature on the File Copy as proof of receipt. | 3. Release Certification, take the file copy and file in the employee’s 201 Folder. | None | 5 mins. | HR Staff |
| TOTAL | | None | 30 minutes | |

CITIZEN’S CHARTER NO. FMB-HR-02: ISSUANCE OF SERVICE RECORD

This is issued to certify the actual service rendered of the employee in the government service and in compliance with E.O. 54 dated August 10, 1954.

| | |
|----------------------------|---|
| Office or Division: | Human Resource Unit, Office of the Director |
| Classification: | Simple |
| Type of Transaction | G2G - Government to Government |
| Who may avail? | Plantilla appointees/Employees in the FMB |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|--|-----------------|-------------------|---------------------------|
| None | | None | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Request Service Record through the FMB Personnel Portal found in the FMB website or fill up request form in the HR Unit. | 1. Check if the entered data in the request form is complete. Retrieve the employee’s Service Record. Prepare and print the Service Record. Submit to the HR Chief for review. | None | 15 mins. | HR Staff |
| | 2. Review the Service Record, affix signature and forward to the HR Staff for releasing. | None | 10 mins. | Chief Human Resource Unit |
| 2. Receive the Service Record and affix signature on the File Copy as proof of receipt. | 3. Release Service Record, take the file copy, and file in the employee’s 201 Folder. | None | 5 mins. | HR Staff |
| TOTAL | | None | 30 minutes | |

TECHNICAL SERVICES
(INTERNAL AND EXTERNAL)

CITIZEN'S CHARTER NO. FMB-STAT-01: REQUEST FOR FORESTRY STATISTICS AND OTHER RELATED STATISTICAL SERVICES

This service provides forest-related statistical data and other related statistical services as requested by different stakeholders.

| | |
|-----------------------------|--|
| Office or Division: | Forest Economics Section, Forest Policy, Planning and Knowledge Management Division, Forest Management Bureau |
| Classification: | Simple - requested data/statistics readily available; Complex - requested data/statistics needs specific tabulation; Highly Technical - requested data/statistics needs specific tabulation/analysis from the concerned division |
| Type of Transaction: | G2G - Government to Government G2B - Government to Business G2C - Government to Citizen |
| Who may avail? | Officials and Employees of DENR Central Office, Bureaus, Attached Agencies, Regional Offices, PENROs, CENROs, Other Government Agencies, House of Representatives, Senate, General Public, Academe, NGOs, Civil Society, International Organization and other stakeholders |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|--|---|-----------------|-----------------|---------------------------------------|
| Letter of Request/Email addressed to the Director one (1) copy, original/electronic | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Submit Letter of Request to Records Unit or through email at fmb@denr.gov.ph | 1.1 Receive and record the request referred to the Office of the Director. | None | 15 minutes | Chief, Records Unit |
| | 1.2 The Office of the Director records the same for the Director's instruction to the Chief, Forest Policy, | None | 1 hour | Director, Forest Management Bureau |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|--------------|---|-----------------|-----------------|---|
| | Planning and Knowledge Management Division (FPPKMD) | | | |
| | 1.3 Review and assign the request to the Chief, Forest Economics Section (FES). | None | 1 hour | <i>Chief</i> FPPKMD |
| | 1.4 Review and discuss the request to the assigned Action Officer of the Section. | None | 1 hour | <i>Chief</i> FES - FPPKMD |
| | 1.5 Review and prepare draft action document/s providing the requested forestry statistics and related statistical services for approval. | | | |
| | 1.5.1 Requested data/statistics are not available in FMB | None | 15 minutes | <i>Action Officers/ Technical Staff</i> FES - FPPKMD |
| | 1.5.2 Data classified as SIMPLE | | 1 day | |
| | 1.5.3 Data classified as COMPLEX | | 5 days | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|--|--|-----------------|---|----------------------------------|
| | 1.5.4 Data classified as HIGHLY TECHNICAL | | 15 days | |
| | 1.6 Review and verify the contents of the draft action document/s and affix initial if found in order. | None | 1 hour | <i>Chief</i> FES - FPPKMD |
| | 1.7 Review the contents of the action document/s and affix initial if found in order. | None | 1 hour | <i>Chief</i> FPPKMD |
| | 1.8 Review the draft action document/s and affix initial if found in order. | None | 1 hour | <i>Assistant Director</i> FMB |
| | 1.9 Affix signature on the action document if found in order. | None | 1 hour | <i>Director</i> FMB |
| 2. Receive the requested data/statistics . | 2.1 Record the final action document and release to the Client thru courier/email. | None | 30 minutes <i>(If thru courier: +2 days travel time to Client)</i> | <i>Chief,</i> Records Unit |

| CLIENT STEPS | AGENCY ACTION | FEEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|---------------------|-------------------------|-------------------------|------------------------------------|----------------------------|
| TOTAL | Unavailable | None | 1 day | |
| | Simple | | 1 day,7 hours, 45 minutes | |
| | Complex | | 5 days,7 hours, 45 minutes | |
| | Highly Technical | | 15 days,7 hours, 45 minutes | |

VI. FEEDBACK AND COMPLAINTS

| FEEDBACK AND COMPLAINTS MECHANISM | |
|-----------------------------------|--|
| How to send feedback? | Accomplish the Feedback Form available at the FMB main building lobby and drop it at the designated drop box in front of the Public Assistance Complaints Desk (PACD). |
| How feedback is processed? | <p>Every Friday, the Designated Officer shall open the drop box and compile and record all feedback submitted.</p> <p>Feedback requiring answers shall be forwarded to the concerned Office via email and they are required to answer within three (3) days of the receipt of the feedback. Answers to the feedback given is relayed to the client via email or phone call.</p> <p>For inquiries and follow-ups, the contact information are as follow: +63(2) 8927-4788, fmdb@denr.gov.ph</p> |
| How to file complaints? | <p>To file a complaint, provide the following details via email:</p> <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complain - Evidences - Name of the person being complained <p>Send all complaints to fmdb@denr.gov.ph.</p> |
| How complaints are processed? | <p>All complaints received will be processed by the FMB Committee on Anti-Red Tape (CART) Secretariat. The FMB CART Secretariat browses, evaluates and determines the complaints received on a regular basis. The FMB CART Secretariat shall coordinate with the concerned Office to answer the complaint and shall investigate, if necessary.</p> <p>After the concern has been addressed or after the conduct of the investigation, the FMB CART Secretariat shall create an incident report for the FMB Director, for appropriate action. The FMB CART Secretariat shall give the feedback to the clients via email.</p> <p>For inquiries and follow-ups, the contact information is as follows: +63(2) 8927-4788, fmdb@denr.gov.ph</p> |

FEEDBACK AND COMPLAINTS MECHANISM

Contact Information
of ARTA, PAC,
CCB and OMB

Anti-Red Tape Authority (ARTA)

For Smart/TNT/Sun: 0969-257-7242, 0928-690-4080

Contact No.: +63(2) 8478-5093

Email: complaints@arta.gov.ph

Web: <http://arta.gov.ph/pages/complaintform.php>

Presidential Action Center (PAC)

Hotline: 8888

Contact Number: +63(2) 8736-8645, 8736-8603

Email: pcc@malacanang.gov.ph

Web: <https://op-proper.gov.ph/presidential-action-center/>

Contact Center ng Bayan (CCB)

Text: 0908-881-6565

Contact No.: 1-6565 (Php 5.00 + VAT per call anywhere in the PH via PLDT landlines)

Email: email@contactcenterngbayan.gov.ph

Web: <http://contactcenterngbayan.gov.ph/contact-us>

Office of the Ombudsman (OMB)

Contact No.: +63(2) 89262-OMB (662)

Text Hotline: 0926-6994-703

Lifestyle Check: +63(2) 927-4102, 927-2404

Trunkline: +63(2) 8479-7300

Email: pab@ombudsman.gov.ph

website: <https://www.ombudsman.gov.ph/complaint-5/>

VII. LIST OF OFFICES

| OFFICE | OFFICE ADDRESS | CONTACT DETAILS |
|--|---|--|
| DENR Central Office | Visayas Avenue, Diliman, Quezon City | Tel. No. 926 3011, 920 4301; Trunkline No. 929 6626 local 2258; IP Phone Trunkline No. 249 3367, 248 3367 local 1104, 1105 |
| FOREST MANAGEMENT BUREAU Visayas Avenue, Diliman, 1100 Quezon City Tel. No.: (632) 8927-4788; Fax No. (632) 8928-9313 | | |
| Office of the Director | G/F, FMB Main Building | Phone: (63-2) 8928-9313 / 8927-4788 / Fax: (63-2) 8928-9313 |
| Office of the Assistant Director | 2/F, FMB Main Building | Phone: (63-2) 8927-4784 / Fax: (63-2) 8928-2778 |
| Budget Unit | 2/F, FMB Main Building | Phone: (63-2) 8920-4420 |
| Accounting Unit | 2/F, FMB Main Building | Phone: (63-2) 8927-6995 |
| Cashier Unit | 2/F, FMB Main Building | Phone: (63-2) 8928-9605 |
| Human Resource Unit | 2/F, FMB Main Building | Phone: (63-2) 8927-6978 |
| Records Unit | G/F, FMB Main Building | Phone: (63-2) 8925-2141 |
| Property Unit | G/F, FMB Main Building | Phone: (63-2) 8926-6526 |
| General Services Unit | G/F, FMB Main Building | Phone: (63-2) 8926-6526 |
| Forest Policy, Planning and Knowledge Management Division (FPPKMD) | 2/F, FMB Main Building | Phone: (63-2) 8927-6217 / Fax: (63-2) 8920-0368 |
| Knowledge & Information Systems Section | 2/F, FMB Main Building | Phone/Fax: (63-2) 8925-9796 |
| Forest Policy Section | 2/F, FMB Main Building | Phone: (63-2) 8926-2141 |
| Forest Plans & Standards Section | 2/F, FMB Main Building | Phone: (63-2) 8927-6217 |
| Forest Economics Section | 2/F, FMB Main Building | Phone: (63-2) 8920-8650 |
| Forest Geospatial Data Infrastructure Section | G/F, FMB Main Building | Phone: (63-2) 8921-0752 |

| OFFICE | OFFICE ADDRESS | CONTACT DETAILS |
|---|-------------------------|---|
| Forest Resources Management Division (FRMD) | 3/F, FMB Main Building | Phone/Fax: (63-2) 8927-8127 |
| Forest Land Use and Allocation Section | 3/F, FMB Main Building | Phone: (63-2) 8929-1324 |
| Community Forestry Section | 3/F, FMB Main Building | Phone: (63-2) 8927-7278 |
| Corporate and Industrial Forestry Section | 3/F, FMB Main Building | Phone: (63-2) 8925-2140 |
| Forest Resource-Use and Assessment Section | 3/F, FMB Main Building | Phone: (63-2) 8925-2135 / 8926-3730 Fax: (63-2) 8920-0374 |
| Forest Resources Conservation Division (FRCD) | 2/F, FMB Annex Building | Phone: (63-2) 8927-2491 / Fax: (63-2) 8928-2891 |
| Environmental Forestry Section | 2/F, FMB Annex Building | Phone: (63-2) 8927-2491 / Fax: (63-2) 8928-2891 |
| Reforestation and Forest Rehabilitation Section | 2/F, FMB Annex Building | Phone: (63-2) 8927-2491 / Fax: (63-2) 8928-2891 |
| Forest Protection Section | 2/F, FMB Annex Building | Phone: (63-2) 8927-2491 / Fax: (63-2) 8928-2891 |
| Watershed Ecosystem Management Section | 2/F, FMB Annex Building | Phone: (63-2) 8927-2491 / Fax: (63-2) 8928-2891 |
| Forest Investment Development Division (FIDD) | 3/F, FMB Main Building | Phone: (63-2) 8927-6229 / Fax: (63-2) 8925-2139 |
| Forest Investment Packaging Section | 3/F, FMB Main Building | Phone: (63-2) 8927-6229 / Fax: (63-2) 8925-2139 |
| Forest Investment Promotion Section | 3/F, FMB Main Building | Phone: (63-2) 8927-6229 / Fax: (63-2) 8925-2139 |
| Forest Revenue Development Section | 3/F, FMB Main Building | Phone: (63-2) 8927-6229 / Fax: (63-2) 8925-2139 |
| Forestry Partnership Development Section | 3/F, FMB Main Building | Phone: (63-2) 8927-6229 / Fax: (63-2) 8925-2139 |