



BIODIVERSITY MANAGEMENT BUREAU

<http://www.bmb.gov.ph/>

CITIZEN'S CHARTER
2021 Edition

I. MANDATE

The Biodiversity Management Bureau (BMB) is the primary agency under the Department of Environment and Natural Resources responsible for conservation and sustainable management of the country's biodiversity.

II. VISION

Philippine Biodiversity that provides natural resiliency and sustained benefits for all.

III. MISSION

To conserve and sustainably manage the country's biodiversity for present and future generations.

IV. OBJECTIVES

- a. Preventing species extinction;
- b. Strengthening the implementation of NIPAS and fostering other effective area-based conservation measures;
- c. Promoting biodiversity-friendly practices;
- d. Mainstreaming biodiversity across local, sectoral and national development plans and programs

V. SERVICE PLEDGE

We, the Officials and employees of the Biodiversity Management Bureau, hereby pledge our commitment to:

- Provide efficient, prompt, and corrupt- free services 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 BMB 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.

VI. QUALITY POLICY STATEMENT

We, at the Department of Environment and Natural Resources, are committed to be the driving force in the effective and efficient protection, conservation, management, development and use of the country's environment and natural resources for the welfare of the present and future generations.

We pledge to achieve quality environment and sustainable natural resources through good governance and high degree of professionalism, in consideration of the requirements of our stakeholders and in accordance with pertinent laws, rules and regulations.

We adhere to continually improve our Quality Management System (QMS) to provide the highest quality of service and social justice to the people.

"Malinis na kapaligiran at mayamang kalikasan
para sa buong sambayanan."

VII. DATA PRIVACY STATEMENT

BMB may collect and process some Personal information as part of our evaluation and validation of our clients official business or transaction(s).

BMB safeguard these information and do not share these information without the consent of our clients and use it solely for the purpose stated above in compliance to the Data Privacy Act of 2012.

VIII. LIST OF SERVICES

Divisions and Ninoy Aquino Parks and Wildlife Center

WILDLIFE RESOURCES DIVISION

External Services

1. Processing of CITES Permit Applications for the Export/ Re-export of Wildlife, including by-products and derivatives
2. Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives
3. Processing of Request for Gratuitous Permit to Collect Wildlife for Scientific Research Purposes
4. Processing and Approval of MOA for Scientific Research
5. Processing and Approval of Request for Bioprospecting Undertaking
6. Processing and Documentation of Turned-over, Donated and Confiscated Wildlife

NATIONAL PARKS DIVISION

External Services

1. Review of Proposed Protected Area Community-Based Resource Management Agreement (PACBRMA)
2. Review and Evaluation of Application for Special Use Agreement in Protected Areas (SAPA)

CAWES WETLANDS AND OTHER ECOSYSTEMS DIVISION

Internal Services

1. Review and Evaluation of Cave Assessment Classification Reports
2. Review and Evaluation of Wetlands Assessment Reports

COASTAL AND MARINE DIVISION

External Service

1. Request for Technical Assistance (Coastal and Marine)

BIODIVERSITY POLICY AND KNOWLEDGE MANAGEMENT DIVISION

External Services

1. Review and Request for Geo Spatial Data/Maps

Internal Services

1. Preparation of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)
2. Evaluation of Tender/Quotation for Small Value/Shopping Mode of Procurement of ICT Equipment and Supplies (Hardware and Software)
3. Review of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)

NINYO AQUINO PARKS AND WILDLIFE CENTER**External Services**

1. Processing and approval of Permit for non-extractive activities i.e. Filming, Videotaping, spiritual and other recreational activities; use of Protected Areas for Scientific purposes prior to issuance of Research Agreement

Administrative and Finance Units under the Office of the Director**Accounting Unit****External/Internal Services**

1. Issuance of Order of Payment
2. Processing of Purchase Order (PO) and Job Order (JO), Contract of Service (COS) and other Contracts for Funds Availability
3. Issuance of Tax Withheld Certificates (BIR FORMS 2306 and 2307)

Budget Unit**Internal Services**

1. Processing of Special Budget Request

Cashier Unit**External/Internal Services**

1. BMB-AFC-01. PREPARATION, PROCESSING AND ISSUANCE OF CHECKS/LDDAP-ADA
2. COLLECTION & DEPOSIT OF FEES

General Services Unit**Internal Services**

1. Issuance of Vehicle Trip Ticket
2. Issuance of Fuel Withdrawal Slip

Human Resource Development Unit

Internal Services / External

1. Issuance of Certification of No Pending Administrative Case
 2. Issuance of Certification of Travel History
 3. Issuance of Personal Travel Authority
 4. Issuance of Service Records (**External** for former BMB staff)
 5. Issuance of Certification of Employment (**External** for former BMB Staff)
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Internal Services

1. Processing of Purchase Request (PR) for the Procurement of Goods and Services

Bids and Awards Committee – Secretariat (BAC-SEC)

External Services

1. Sale of Bidding Documents

Legal Unit

External Service

1. Review and evaluation of Contracts of Services

IX. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Accomplish the client feedback form and drop it at the designated drop box in front of the BMB Public Assistance Desk(PAD) or other Divisions/units of BMB and NAPWC Management Office (where available).
How feedback is processed?	<p>Every Friday, the PAD Officer or other authorized staff opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback are forwarded to the concerned divisions/units for their consideration. If the feedback is a commendation to a particular staff, he/she shall be properly notified and recognized for exemplary performance.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8924-6031 loc 216</p>
How to file complaints?	<p>Accomplish the client complaint form and drop it at the designated drop box in front of the BMB Public Assistance Desk(PAD) or other Divisions/units of BMB and NAPWC Management Office</p> <p>Complaints can also be filed via telephone thru the designated BMB 8888 Hotline officer. Make sure to provide the following information:</p> <ul style="list-style-type: none"> ○ Name of person(s) being complained ○ Incident/Transaction ○ Evidence ○ Other that may support complaint
How complaints are processed?	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall record the details (observing the Data Privacy Law) and shall forward the complaint to the Head of Agency. It shall then be forwarded for the information of the Division/Unit chief concerned with the complaint for investigation which may require explanations for the subject of the complaint.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action.</p>

	<p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8924-6031 loc 216</p>
Contact Information of Anti-Red Tape Authority (ARTA)	<p>Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City</p> <p>Hotline: 1-ARTA (1-2782)</p> <p>Contact No.: (02) 478-5091, 478-5099</p> <p>Email: complaints@arta.gov.ph</p> <p>Web: http://arta.gov.ph/pages/complaintform.php</p>
Contact Information of Presidential Complaint Center (PCC)	<p>Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</p> <p>Hotline: 8888</p> <p>Contact No. (02) 736 8621, 736 8645, 736 8603, 736 8629, 736 8621</p> <p>Email: pcc@malacanang.gov.ph</p> <p>Web: https://op-proper.gov.ph/presidential-action-center/</p>
Contact Information of ARTA Contact Center ng Bayan (CCB)	<p>Text: 0908 881 6565</p> <p>Contact No.: 1-6565 (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines)</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: http://contactcenterngbayan.gov.ph/contact-us</p>
Contact Center of the Office of the Ombudsman (OMB)	<p>Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City</p> <p>Contact No.: (02) 9262-OMB (662)</p> <p>Text Hotline: 0926 6994 703</p> <p>Lifestyle Check: (02) 927-4102, 927-2404</p> <p>Trunkline: (02) 479-7300</p> <p>Email: pab@ombudsman.gov.ph</p>
Biodiversity Management Bureau	<p>Ninoy Aquino Parks and Wildlife Center, 1100 Diliman Quezon City, Philippines</p> <p>Telephone: +(63 2) 89246031-35</p> <p>Email: helpdesk@bmb.gov.ph bmb@bmb.gov.ph</p>

X. BMB OFFICE DIRECTORY

Office of the Director	Contact Details Tel No .+(63 2) 9246031 to 35 local 203 & 204 fax +(63 2) 9204417	Email director@bmb.gov.ph pawbdir@yahoo.com
Office of the Assistant Director	Contact Details +(63 2) 9246031 to 35 local 205 fax +(63 2) 9258945	Email adirector@bmb.gov.ph
Division	Contact Details	Email Address
Coastal and Marine Division	+(63 2) 9246031 to 35 local 207 fax +(63 2) 9258948	cmd@bmb.gov.ph
National Parks Division	+(63 2) 9246031 to 35 local 232 fax +(63 2) 9258947	npd@bmb.gov.ph
Caves, Wetlands and Other Ecosystems Division	(63 2) 9246031 to 35 local 229 fax +(63 2) 9258950	cawed@bmb.gov.ph
Wildlife Resources Division	(63 2) 9246031 to 35 local 222 fax +(63 2) 9258952-53	wrd@bmb.gov.ph pawbwild@yahoo.com
Biodiversity Policy and Knowledge Management Division	+(63 2) 9246031 to 35 local 210 fax +(63 2) 9204486	bmb@bmb.gov.ph bpkmd@bmb.gov.ph
Units	Contact Details	Email Address
Human Resources Development Unit	+(63 2) 9246031 to 35 local 216	hrds@bmb.gov.ph bmb_hr@yahoo.com.ph
Accounting Unit	+(63 2) 9246031 to 35 local 215	accounting@bmb.gov.ph
Budget Unit	(63 2) 9246031 to 35 local 214 fax +(63 2) 9258956	budget@bmb.gov.ph
Cashier Unit	+(63 2) 9246031 to 35 local 218	cashier@bmb.gov.ph
Procurement Management Unit	+(63 2) 9246031 to 35 local 220 and 221	property@bmb.gov.ph

Records Management and Documentation Unit	+(63 2) 9246031 to 35 local 217	records@bmb.gov.ph
General Services Unit	+(63 2) 9246031 to 35 local 219	gss@bmb.gov.ph
Legal Unit	+(63 2) 9246031 to 247	theresa.tenazas@bmb.gov.ph
Officer-In-Charge, NAPWC	+(63 2) 9246031 to 35 local 236 and 240	napwc@bmb.gov.ph
Wildlife Rescue Center	+(63 2) 9246031 to 35 local 239 and 245	wrc@bmb.gov.ph pawbwild@yahoo.com
8888 Hotline Focal Person	+(63 2) 9246031 to 35 local 226	Helpdesk@bmb.gov.ph

CITIZEN'S CHARTER NO. WRD-01. Processing of CITES Permit Applications for the Export/ Re-export of Wildlife, including by-products and derivatives

This procedure intends to define the controls needed to ensure that the process in the issuance of export, re-export and import permits for CITES listed species are being carried out as mandated under Republic Act 9147 (Wildlife Resources Conservation and Protection Act) and pursuant with the Philippine commitment to the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES).

CITES Export Permit - Permit authorizing an individual to bring, send or transport wildlife listed under the CITES Appendices, including its by-products and derivatives, from the Philippines to other countries.

Office or Division:	Wildlife Resources Division (WRD) / Units under Office of the Assistant Director and Director	
Classification:	Simple	
Type of Transaction	G2C - Government to Citizen G2B – Government to Business	
Who may avail:	All applicants (Filipino citizen and Foreigner)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
EXPORT		
1. Duly accomplished application form (1 original)		BMB-WRD Office/BMB website
2. Any document showing supporting legal possession/acquisition of wildlife		
• Official Receipt / Sales Invoice (original)		Legal wildlife breeder
• Deed of Donation		Donor
• Certificate of Wildlife Registration (CWR) /Wildlife Farm Permit (WFP)		DENR Regional Office/Permit Holder
• Affidavit		Notary Public
3. Wildlife Inspection Report		DENR Regional/PENR/CENR Office
4. Phytosanitary Permit (for wild plants) - required after issuance of permit as required by Bureau of Customs (BOC)		Bureau of Plant Industry (after issuance of CITES Export Permit)
5. Veterinary Certificate (for wild animals) – required after issuance of permit as required by Bureau of Customs (BOC)		Bureau of Animal Industry (after issuance of CITES Export Permit)

6. Local Transport Permit (where applicable)			Regional Office (for NCR)/PENR Office	
7. Breeding/production Reports validated by the Regional Office			DENR-Regional Office	
Additional requirements for Commercial Purposes (EXPORT)				
8. Bank Export Declaration (for commercial purposes)			Department of Trade and Industry (DTI)	
RE-EXPORT				
1. Duly accomplished application Forms (1 original)			BMB-WRD Office/BMB website	
2. CITES Import Permit or any document showing supporting legal possession/acquisition of wildlife			CITES Import Permit (BMB)	
• Official Receipt / Sales Invoice			Legal wildlife breeder	
• Deed of Donation			Donor	
• Certificate of Wildlife Registration (CWR) /Wildlife Farm Permit (WFP)			DENR Regional Office/Permit Holder	
• Affidavit			Notary Public	
3. Wildlife Inspection Report			DENR Regional/PENR/CENR Office	
4. Phytosanitary Permit (for wild plants)			Bureau of Plant Industry (after issuance of CITES Re-export Permit)	
5. Veterinary Certificate (for wild animals)			Bureau of Animal Industry (after issuance of CITES Re-export Permit)	
6. Local Transport Permit (where applicable)			DENR PENR Office	
7. Breeding/production Reports validated by the Regional Office			DENR Regional Office	
Additional requirements for Commercial Purposes (RE-EXPORT)				
8. Bank Export Declaration (for commercial purposes)			Department of Trade and Industry (DTI)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit accomplished Application Form to the BMB Records Management Unit Office with complete	1a. Receives, records and forwards accomplished Application Form with supporting documents to Wildlife Regulation Section (For walk-in applications)	None	10 mins	Staff, Records Management Unit/Section

supporting documents	1b. Receives, records and forwards to the Office of the Director for instruction (For applications endorsed by Regional Office)		30 mins	
	1c. Office of the Director release the application to WRD thru the Office of the Assistant Director		4 hrs	
	2. Evaluates application and supporting documents	None	3 hrs	Technical staff ,Wildlife Regulation Section (WRS)
	3. Prepares Order of Payment	None	15 mins	Technical staff ,WRS
2. Receives Order of Payment and Pays the Required Fees	4. Receives Order of Payment and Issues Official Receipt	<u>Permit Fee (Commercial)</u> <i>Fauna: 3% of export value</i> <i>Flora: P300.00 for 1st 50pcs; P2.00/pc for additional piece</i> <u>Permit Fee (Non-Commercial)</u> <i>P250.00 for 1-2 pairs of pet, plants not exceeding 12 pcs</i> <u>Inspection Fee</u> <i>Commercial: P300.00</i>	20 mins	Staff, Cashier Unit

		Non-Commercial: P150.00		
3. Presents Original copy of the Official Receipt	5. Receives Original copy of the Official Receipt and records application	None	10 mins	Staff, WRS
	6. Drafts CITES Export/Re-Export Permit and forwards permit to Chief, WRS	None	3 hrs	Technical staff, WRS
	7. Chief, WRS reviews, initials and endorses permit to Chief, WRD	None	1.5 days	Section Chief, WRS
	8. Chief, WRD reviews, initials and endorses permit to Assistant Director's (AD) Office	None		Division Chief, Wildlife Resources Division (WRD)
	9. Assistant Director reviews, initials, and forwards permit to the Director's Office	None		Assistant Director
	10. Director approves/signs permit and forwards signed permit to RMU	None		Director
	11. RMU affixes permit number, CITES and agency seals, and dates of issuance and validity	None	25 mins	Staff, Records Management Unit/Section
4. Applicant receives the approved CITES Export/Re-export Permit	12. RMU releases permit to the applicant	None	5 mins	Staff, Records Management Unit/Section
TOTAL:		Pls see Fees above	3 days	

This service is under the following laws:

- *Republic Act No. 9147 or the Wildlife Resources Conservation and Protection Act and its IRR*
- *Convention on International Trade in Endangered Species of Wild Fauna and Flora*

Notes:

- *For applications endorsed by the Regional Offices, the applications are forwarded to the Director's Office, AD's Office, Chief, WRD then Chief, WRS for instruction.*
- *For CITES Appendix I species, CMA Philippines will request for a CITES Import Permit from the Importing country before the issuance of CITES Export Permit.*
- *For further requirements needed, processing time stops upon execution of action and resumes upon receipt of requested document/s.*

CITIZEN'S CHARTER NO. BMB-WRD-02. Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives

This procedure intends to define the controls needed to ensure that the process in the issuance of export, re-export and import permits for CITES listed species are being carried out as mandated under Republic Act 9147 (Wildlife Resources Conservation and Protection Act) and pursuant with the Philippine commitment to the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES),

CITES Import Permit - permit issued authorizing an individual to bring into the Philippines wildlife listed under the CITES Appendices, including its by-products or derivatives, from other countries

Office or Division:	Wildlife Resources Division (WRD) / Units under Office of the Assistant Director and Director			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen G2B – Government to Business			
Who may avail:	All applicants (Filipino citizen and Foreigner)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished application form (1 original)			BMB-WRD Office/BMB website	
2. CITES Export Permit			CITES Management Authority (CMA) of the exporting country	
3. Phytosanitary Permit (for wild plants)			Authorized agency from the country of origin	
4. Veterinary Certificate (for wild animals), scanned copy			Authorized agency from the country of origin	
5. Inspection report (Facility inspection)			DENR Regional Office/PENR/CENR Office	
Additional requirements				
6. Confirmation of the validity of permit (as needed)			CMA of the exporting country	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

1. Submit accomplished Application Form to the BMB Records Management Unit Office with complete supporting documents	1a. Receives, records and forwards accomplished Application Form with supporting documents to Wildlife Regulation Section (For walk-in applications)	None	10 mins	Staff, Records Management Unit/Section
	1b. Receives, records and forwards to the Office of the Director for instruction (For applications endorsed by Regional Office)		30 mins	
	1c. Office of the Director release the application to WRD thru the Office of the Assistant Director		4 hrs	
	4. Evaluates application and supporting documents	None	3 hrs	Technical Staff, Wildlife Regulation Section (WRS)
	5. Prepares Order of Payment	None	20 mins	Technical Staff, WRS
2. Receives Order of Payment and Pays the Required Fees	4. Receives Order of Payment and Issues Official Receipt	Import Permit Fee: P350.00	10 mins	Staff, Cashier Unit
3. Presents Original copy of the Official Receipt	5. Receives Original copy of the Official Receipt and records application	None	5 mins	Staff, WRS
	6. Drafts CITES Import Permit and forwards permit to Chief, WRS	None	3 hrs	Technical Staff, WRS

	7. Chief, WRS reviews, initials and endorses permit to Chief, WRD	None	1.5 days	Chief, WRS
	8. Chief, WRD reviews, initials and endorses permit to Assistant Director's (AD) Office	None		Division Chief, Wildlife Resources Division (WRD)
	9. Assistant Director reviews, initials, and forwards permit to the Director's Office	None		Assistant Director
	10. Director approves/signs permit and forwards signed permit to RMU	None		Director
	11. RMU affixes permit number, CITES and agency seals, and dates of issuance and validity	None	20 mins	Staff, Records Management Unit/Section
4. Applicant receives the approved CITES Import Permit	12. RMU releases permit to the applicant	None	5 mins	Staff, Records Management Unit/Section
	TOTAL:	P350.00	2 days	

This service is under the following laws:

- Republic Act No. 9147 or the Wildlife Resources Conservation and Protection Act and its IRR
- Convention on International Trade in Endangered Species of Wild Fauna and Flora

Notes:

- For applications endorsed by the Regional Offices, the applications with Memorandum are forwarded to the Director's Office, AD's Office, Chief, WRD then Chief, WRS for instruction.

- *For further requirements needed, processing time stops upon execution of action and resumes upon receipt of requested document/s.*

CITIZEN’S CHARTER NO. BMB-WRD-03. Processing, Approval of Request and Issuance of Wildlife Gratuitous Permit (GP) to collect Wildlife for Scientific Research

Gratuitous permit -is permit issued to any individual or entity engaged in non-commercial scientific or educational undertaking to collect wildlife.

Office or Division:	Wildlife Resources Division (WRD) / Units under Office of the Assistant Director and Director	
Classification:	Simple	
Type of Transaction	G2C - Government to Citizen GTG - Government to Government	
Who may avail:	Foreign entity/institution/individual or a Filipino citizen affiliated with a foreign institution; local non-government organizations/academic institutions with research covering several regions; Thesis/dissertation of students and government initiated projects with study areas covering several regions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of Intent		Permit Applicant
Approved MOA by DENR Secretary (only for foreign applicants and local Non-government organizations/academic institutions)		DENR-Office of the Secretary
Research proposal duly endorsed by head of institution/academic adviser		Head of institution/academic adviser
Prior clearances or Prior Informed Consent certificate/s (PICs) secured from proper authorities/bodies/communities with rights or management jurisdiction over the proposed collections sites: <ul style="list-style-type: none"> • Prior Clearance issued by Municipal Mayor (for study areas within public lands outside Protected areas) • Prior clearance issued by the Protected Area Superintendent (for study areas within Protected Areas) • Free and Prior Informed Consent in case collection site is within ancestral lands • Clearance (for study areas within privately owned lands) 		
		Municipal Office of study area
		Protected Area Office
		National Commission on Indigenous Peoples
		Private land owner
Additional requirements (if any)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits Complete application documents to BMB Records Section	Records Section receives, records and forwards application documents to Wildlife Resources Division (WRD)	None	5 mins	Staff Records Management Unit/Section
	WRD clerk receives, records and forwards GP application to WRD Chief	None	5 min	Clerk, WRD
	WRD Chief refers application to the Wildlife Conservation Section (WCS) for technical evaluation	None	5 min	Chief, WRD
	<p>WCS evaluates completeness and scientific merit of the proposal using an evaluation form.</p> <ul style="list-style-type: none"> - If meritorious and documents are complete, WCS staff prepares the Permit and forwards to the Chief, WRD. - If incomplete and/or not meritorious, WCS prepares letter of advice to the applicant and endorses it to the Chief, WRD 	None	2 days	Chief, Wildlife Conservation Section

	WCS Clerk records and forwards evaluation form with recommendations, draft GP or letter of advice to WRD Chief's Clerk	None	5 mins	Chief, Wildlife Conservation Section
	WRD Clerk records and forwards evaluation form, draft GP or letter of advice to WRD Chief	None	5 mins	Clerk, WRD
	WRD reviews and affixes initial to evaluation form and draft GP or draft letter	None	1 hr	Division Chief, WRD
	WRD Clerk records and forwards the evaluation form, draft GP or letter to the Office of the Assistant Director	None	5 mins	Clerk, WRD
	Receiving Clerk, Office of the Assistant Director receives and records evaluation form, draft GP or letter	None	5 mins	Clerk, Office of the Assistant Director
	Office of the Assistant Director reviews and initials the evaluation form and GP or letter	None	20 mins	Assistant Director
	Receiving clerk-Office of the Assistant Director forwards the evaluation form, draft GP or letter of advice to the Office of the Director	None	5 mins	Clerk, Office of the Assistant Director
	Receiving Clerk, Office of the Director receives and records	None	5 mins	Clerk, Office of the Director

	evaluation form, draft GP or letter of advice			
	Office of the Director signs the evaluation form, draft GP or letter of advice	None	20 mins	Director
	Receiving Clerk –Office of the Director forwards signed evaluation form, draft GP or letter of advice to the Records Section	None	5 mins	Receiving Clerk –Office of the Director
2. Receives GP or letter	Record Section - assigns permit number, affixes the Bureau seal to the permit, stamps the date of issuance and releases the signed GP to WRD Or Records and sends/ transmits the letter to the applicant	None	5 min	Clerk Records Unit/Section
	Advises the permittee to pay the corresponding permit fee, and requests the Accounting Section to prepare the Order of Payment	None	5 min	Clerk, WRD
	Accounting Section prepares and releases the Order of Payment to the permittee	None	5 min	Admin Support staff- Accounting Section
3. Permittee presents the Order of Payment and pays the corresponding fee to the Cashier Section	Cashier Section receives payment and issues Official Receipt to the permittee	PhP100	5 min	Staff, Cashier Unit

4. Permittee presents receipt to WRD Clerk	WRD Clerk scans the GP and receipt and releases the same to the permittee or authorized representative	None	10 min	Clerk Wildlife Conservation Section
TOTAL:		P100.00	2 days and 3 hrs	

This service is under the following laws:

Republic Act No. 9147 (Wildlife Conservation and Protection Act

Department Administrative Order 2004-55 (Streamlining/ Procedural Guidelines Pursuant to the Joint DA-DENR-PCSD Administrative Order.

DENR A.O. 2016-07 (Manual of Authorities on Technical Matters).

CITIZEN'S CHARTER NO. BMB-WRD-04. PROCESSING OF MEMORANDUM OF AGREEMENT (MOA) FOR SCIENTIFIC RESEARCHES

MOA- Legal instrument too conduct Scientific research endorsed to the Secretary for approval.

Office or Division:	Wildlife Resources Division (WRD) / Units under Office of the Assistant Director and Director			
Classification:	COMPLEX			
Type of Transaction	G2C - Government to Citizen G2B – Government to Business			
Who may avail:	All Filipino citizen/entity (with research coverage of more than one region) and Foreign nationals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
MOA				
<p>Research proposal duly endorsed by head of the institution of the principal researcher/applicant indicating the following:</p> <ol style="list-style-type: none"> 1.1. Specific conservation - oriented research activities to be implemented; 1.2. Research methodology (ies); 1.3. Specific area(s) in the Philippines to be covered by the research undertaking. 1.4. List of Filipino and foreign scientist(s)/researcher(s) who will be involved in the research 1.5. Budget estimate for the proposed research project and source/s <p>2. Profile of institution where the applicant is connected/affiliated indicating therein its objectives and functions, among others; and,</p> <p>3. Letter of acceptance from pre-identified local collaborator/s (for foreign institution only)</p>			Applicant	
			Applicant	
			Collaborator	
Additional requirements (if any)				
	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

1. Submit Letter of Intent and Research Proposal to the BMB Records Management Unit Office with complete supporting requirements	1. Records Unit receives, records and forwards application documents to WRD	None	5 mins	Staff Records Mgt Unit/Section
	2. WRD Clerk receives and records application and forwards to WRD Chief		5 mins	Clerk, WRD
	3. WRD Chief reviews and forwards application with advice on action/s to be taken to Wildlife Conservation Section (WCS)		20 mins	Division Chief, WRD
	4. WCS evaluates completeness and scientific merit of the proposal.		1 day	Section Chief, Wildlife Conservation Section
	5. If requirements are complete and the proposal is meritorious, drafts the MOA. If not, WCS prepares letter informing the applicant on the lacking documents and/or the results of the evaluation, and endorses the draft action-document to the WRD Chief.		3 days	Section Chief, Wildlife Conservation Section

	6. WRD Chief reviews the draft MOA and endorses the same to BMB Legal Officer		3 hrs	Division Chief, WRD
	7. Legal Officer reviews the draft MOA and provides comments/feedback to WRD		4 hrs	Legal Officer, BMB
	<p>8. WCS finalizes the draft MOA and draft covering memo/letter to the applicant seeking comments/concurrence to the MOA.</p> <p>9. WRD chief endorses the draft MOA with covering memo/letter to the applicant for signature of the Director</p> <p>10. WRD Clerk releases the draft MOA with covering letter to the Office of the Assistant Director</p>		5 min	Clerk, WRD
	11. Receiving Clerk, Office of the Assistant Director receives, records and forwards the action-documents to the Assistant Director		5 min	Clerk Office of Assistant Director (AD)
	12. The Assistant Director reviews the draft action-documents, and if he finds them in order, affixes his/her initials and forwards the same to the Office of the Director;		1 hr	Assistant Director

	otherwise the documents will be returned to the WRD Chief and undergo re-evaluation and follow steps 4-8 hereof			
	13. Receiving Clerk, Office of the Assistant Director releases the documents to the Office of the Director		5 min	Clerk Office of Assistant Director
	14. Receiving Clerk, Office of the Director receives, records and forwards the draft action-documents to the Director		5 min	Clerk Office of the Director
	15. Director signs letter to the applicant and returns to receiving Clerk		5 min	Director
	16. Receiving Clerk, Office of the Director forwards signed action-document to the Records Section		10 min	Clerk Office of the Director
	17. Record Section records releases the letter to the applicant		5 min	Clerk Records Unit/Section
2. Applicant submits signed MOA to BMB	18. Record Section receives and forwards to WRD Chief, the MOA signed by applicant's Institution Head.		10 min	Clerk Records Unit/Section
	19. WRD Chief reviews, affixes her initials and endorses the MOA to the BMB Legal Officer for initial		30 min	Division Chief, WRD
	20. Legal Officer reviews, affixes her initials and endorses the		30 min	Legal Officer, BMB

	MOA to the Assistant Director for review			
	21. Assistant Director initials on the MOA and endorses the same to the Director		10 min	Assistant Director
	22. The Director endorses the MOA to the Secretary for approval		10 min	Director
	23. Records Section records and releases the draft MOA to the DENR Records Central Office		10 min	Clerk Records Unit/Section
TOTAL:		None	4 days and 10 hours	

This service is under the following laws:

Republic Act No. 9147 (Wildlife Conservation and Protection Act

Department Administrative Order 2004-55 (Streamlining/ Procedural Guidelines Pursuant to the Joint DA-DENR-PCSD Administrative Order.

DENR A.O. 2016-07 (Manual of Authorities on Technical Mattes).

CITIZEN'S CHARTER NO. BMB-WRD-05. PROCESSING AND APPROVAL OF REQUEST BIOPROSPECTING UNDERTAKING

This procedure intends to define the controls needed to streamline the procedure for research, collection and utilization of biological and genetic resources found in the Philippines, solely for commercial purposes as mandated under Republic Act 9147 (Wildlife Resources Conservation and Protection Act) and pursuant with Joint DENR-DA-PCSD-NCIP Administrative Order No. 01 Series of 2005, thereby retaining evidence of conformity to requirements and of the effective operation of the Quality Management System.

Office or Division:	Wildlife Resources Division (WRD) / Units under Office of the Assistant Director and Director	
Classification:	Complex/Highly Technical	
Type of Transaction	G2C - Government to Citizen G2B – Government to Business	
Who may avail:	Local or foreign individual, company, organization, institution or entity, either public or private	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. List of Requirements:		Applicant/Client
1. Letter of Intent		
2. Duly accomplished application form		
3. Research Proposal (Purpose of collection/Objective of proposal; Species and quantity to be collected for study; List of collection sites and specific locations (barangay, municipality, province); Method of collection)		
4. Company/Institution/Organization/Agency profile		
5. Application/Processing fee (PhP500.00 only)		NCIP/PO/IPO
6. PIC/FPIC Certificate from resource providers following the procedure for obtaining the PIC/FPIC		
7. Documentary proof of compliance with other relevant requirements under Annex 1 of the joint Bioprospecting Guidelines		
8. Summary of agreed terms of benefit sharing		
9. Letter of acceptance from local collaborator		
10. Others as may be required by the government agency concerned		Local Collaborator
11. SEP clearance from PCSD, if bioprospecting is to be conducted in the province of Palawan only;		

			Palawan Council for Sustainable Development (PCSD)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the application and initial requirements for Bioprospecting Undertaking (BU) to the BMB Records Unit	1. Records Unit receives, records and forwards application documents for Bioprospecting Undertaking (BU) to the Office of the Director	P500.00	10 min	Staff Records Mgt Unit/Section
	2. Clerk, Office of the Director receives and records application	none	5 min	Clerk Office of the Director
	3. Director reviews and provide instructions to WRD	none	10 min	Director
	4. Clerk, Office of the Director records and forwards application to WRD	none	5 min	Clerk Office of the Director
	5. WRD clerk receives, records and forwards BU application to WRD Chief	none	5 min	Clerk, Wildlife Resources Division
	6. WRD Chief refers application to the Wildlife Conservation Section (WCS) for technical evaluation	none	10 min	Chief Wildlife Resources Division
	7. WCS clerk receives, records and forwards BU application to WCS Chief	none	5 min	Clerk Wildlife Conservation Section

	<p><i>Initial Evaluation</i></p> <p>1. WCS Technical Staff accepts the application, checks the completeness of the initial requirements, and determines whether the application is covered by the joint Bioprospecting Guidelines or not. A consultation with BMB Technical Committee or joint (BMB/BFAR/PCSD) Technical Committee may be done.</p> <p>a. If the application is not within the coverage of the joint Bioprospecting Guidelines, BMB, shall direct the applicant to the appropriate office</p> <p>b. If the application is within the coverage of the Joint Bioprospecting Guidelines, BMB shall require the applicant (thru letter/email) to submit the other requirements.</p>	None	5 days	Technical Staff Wildlife Conservation Section
2. Submits additional requirements	<p><i>Submission of other Requirements and Preparation of the BU</i></p> <p>2. WCS evaluates completeness, coverage and merit of the proposed</p>	none	5 days	Wildlife Conservation Section Technical staff / Joint Technical Committee

	<p>bioprospecting activity and draft the BU.</p> <ul style="list-style-type: none"> - If the submitted requirements are incomplete, WCS shall coordinate with the client through phone, letter or email informing them to submit the lacking requirements in order for their application to be processed; - If all requirements are complete and meritorious, the WCS technical staff shall prepare the draft BU - In case the bioprospecting activity involves species under multiple jurisdictions, WCS consolidate all submitted documents, endorse the application to the joint Technical Committee, and jointly prepare the draft BU 			
	<p><i>Final evaluation of the Technical Committee</i></p> <ol style="list-style-type: none"> 1. Within fifteen (15) days after receipt of the complete requirements, the BMB through WCS or joint Technical Committees make a final evaluation of the application as contained in the draft BU. 	none	1 day	WRD/BMB Technical Committee or Joint Technical Committee

	2. WCS finalizes the draft BU and prepares an endorsement Memorandum forwarding the draft BU to the appropriate signatories (DENR Secretary, DA secretary and/or PCSD Chairperson)	none	2 days	Technical staff Wildlife Conservation Section
	3. WCS forwards the draft Memo endorsement of the draft BU to the WRD Clerk	none	5 min	Clerk Wildlife Conservation Section
	4. Clerk WRD forwards the draft endorsement Memo to the Office of the Assistant Director for review and initial.	none	5 min	Clerk Wildlife Conservation Section
	5. Clerk Office of the Assistant Director received and forwards the draft endorsement Memo to the Assistant Director for review and initial.	none	5 min	Clerk, Office of the Assistant Director
	6. Assist Director reviews the documents and initials	none	10 min	Assistant Director
	7. Clerk Office of the Assistant Director forwards the draft endorsement Memo with initial of Asst. Director to the Office of the Director for review and signature.	none	5 min	Clerk, Office of the Assistant Director
	8. Clerk Office of the Director receives and records the draft endorsement Memo with initial of Asst. Director to the Director for review and signature.	none	5 min	Clerk, Office of the Director

	9. Director reviews and signed endorsement memo	none	10 min	Director
	10. Clerk, Office of the Director records and forwards the signed Memo endorsement of the draft BU to the Records Unit for release of the document	none	5 min	Clerk, Office of the Director
	11. Records Section records and transmits the Memo with the draft BU to appropriate signatories (DENR Secretary or also PCSD Chairperson) for approval or rejection	None	1 hour	Staff Records Section
	12. Transmit approved or denied BU upon receipt from the Office of the Secretary or also PCSD Chairperson	none	5 minutes	Staff Records Section
3. Receives approved or denied BU				
TOTAL:		P500.00	13 days, 2 hours and 20 minutes	

This service is under the following laws:

Republic Act No. 9147 (Wildlife Conservation and Protection Act

Department Administrative Order 2004-55 (Streamlining/ Procedural Guidelines Pursuant to the Joint DA-DENR-PCSD Administrative Order.

Joint DENR-DA-PCSD-NCIP Administrative Order No. 2005-01

DENR A.O. 2016-07 (Manual of Authorities on Technical Matters).

CITIZEN'S CHARTER NO. BMB-WRD-006. Processing and Documentation of Turned-over and Donated Wildlife (Fauna)

This service intends to define the controls needed to streamline the process of documenting the wildlife fauna species turned-over or donated by the general public or enforcement officers to the BMB Wildlife Rescue Center

Office or Division:	Wildlife Rescue Center (WRC)			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All Filipino citizen and foreigners, organizations, LGUs and wildlife law enforcement officers			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Animal Acceptance Form			Wildlife Rescue Center (BMB)	
Optional requirements if available: 1.Proof of Ownership/Sales Invoice 2. Certificate of Wildlife Registration (CWR) 3. Confiscation /Case Report			1.Clients/Registered Petshops/Registered Wildlife Farms 2.DENR Regional Office 3.Wildlife Enforcement Officers	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Endorses Wildlife(Fauna) to the WRC staff for documentation and health assessment	1. Records details of the wildlife in the Animal Acceptance Form	None	5 mins	Animal Keeper/Technical Staff WRC
	6. Review details of the Animal Acceptance form	None	5 min	Veterinarian on duty WRC

	and proper identification of the animal			
	7. Prepare and Print Acceptance Certification to be given to the client.	None	5 mins	Animal Keeper/Technical Staff WRC
	8. Review details and sign the Acceptance Certification	None	2 mins	Veterinarian on duty WRC
3. Receives Acceptance Certificate	9. Releases Acceptance Certification to the client	None	1 min	Animal Keeper/Technical Staff WRC
	Total	None	18 mins	
	1. Conduct health assessment of animal and record results/findings 2. Quarantine Animals (Mandatory)	None	Dependent on species and Quantity	Veterinarian on duty WRC
	3. Update WRC Animal inventory	None	2 mins	Technical Staff

This service is under the following laws:

- *RA 9147 or the Wildlife Conservation and Protection Act*

CITIZEN'S CHARTER NO. BMB-NPD-01. Review of Proposed Protected Area Community-Based Resource Management Agreement (PACBRMA)

PACBRMA - is an agreement entered into by and between the DENR and organized tenured migrant communities or interested indigenous people s in protected areas and buffer zones which has a term of twenty-five (25) years and renewable for another twenty-five (25) years.

Office or Division:	National Parks Division(NPD)			
Classification:	Complex			
Type of Transaction	G2C - Government to Citizen G2B - Government to Business G2G – Government to Government			
Who may avail:	All natural born Filipino			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
7. Accomplished application form			Protected Area Management Office	
8. Certificate of Registration of the PO			Registering authority (CDA, SEC, etc...)	
9. List of officers or in case of indigenous people, list of council elders or other similar indigenous governing body in the area			Peoples Organization, IP/ICC Organization	
10. List of members, including address and complete name of spouse, if any, and certified by PAMB as qualified tenured migrants; and			Peoples Organization, IP/ICC Organization	
11. Resolution from the members of the PO allowing its president or head to file the PACBRMA application or in the case of indigenous peoples, proof of consent from the council of elders or other similar indigenous governing body of their interest to apply for PACBRMA			Peoples Organization,IP/ICC Organization	
12. List of approved tenured migrants			DENR Regional Office	
13. FPIC/NCIP certification			National Commission on Indigenous Peoples (NCIP)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

4. Submit accomplished Application Form with complete supporting requirements to National Parks Division	1. Receives Application Form with complete Supporting Documents and forward document to the division chief	None	8 mins	Clerks NPD
	10. Initial Evaluation	None	30 mis	Clerks, NPD
	11. Retrieve from the outgoing tray and records instructions	None	10 mins	Clerks, NPD
	12. Forward to the concerned section	None	3 mins	Clerks, NPD
	13. Initially evaluate and assign to concerned Technical Staff	None	30 mins	Section Chief, NPD
	14. Forward to assigned Technical Staff	None	3 mins	Section Chief, NPD
	15. Evaluate documents and drafts comments and recommendations and action documents	None	2 days	Technical Staff, NPD
	16. Forward to Section Chief	None	3 mins	Technical Staff, NPD
	17. Reviews and provides comments/inputs/further instructions	None	1 day	Section Chief, NPD
	18. Forward to assigned Technical Staff	None	3 mins	Section Chief,NPD
	19. Refine draft action documents	None	1.5 hrs (grammar and style correction)/2 days (further research)	Clerks,NPD

	20. Forward to Section Chief	None	3 mins	Technical Staff, NPD
	21. Review the documents	None	4 hrs	Section Chief, NPD
	22. Forward to the Division Chief	None	3 mins	Section Chief, NPD
	23. Review and provide comments/inputs/further instructions	None	4 hrs	Division Chief, NPD
	24. Forward to the Section Chief	None	3 mins	Clerks, NPD
	25. Review documents/further instruction	None	2 hrs	Section Chief, NPD
	26. Forward to the Technical Staff	None	3 mins	Section Chief, NPD
	27. Refine/finalize action documents; affix initials	None	1 hr	Technical Staff, NPD
	28. Scan/photo copy relevant basic documents	None	30 mins	Clerks, NPD
	29. Forward to Section Chief	None	3 mins	Technical Staff, NPD
	30. Final review and affix initials	None	30 mins	Section Chief, NPD
	31. Forward to Division Chief	None	3 mins	Section Chief, NPD
	32. Final Review and affix initials	None	30 mins	Division Chief, NPD
	33. Retrieve from the out-going tray of the Division Chief and Record action Memo/documents	None	3 mins	Clerk, NPD
	34. Forwards to the Office of the Assistant Director	None	5 minutes	Technical Staff, NPD
TOTAL:			6 days, 16 hrs	

This service is under the following laws:

- *Republic Act 7586 or the National Integrated Protected Areas System (NIPAS) Act of 1992, as amended by RA 11038 or the Expanded NIPAS Act of 2018*
- *DENR Administrative Order No. 2004-32 or the Revised Guidelines on the Establishment and Management of Community-Based Program in Protected Areas*

CITIZEN'S CHARTER NO. BMB-NPD-02. Review and Evaluation of Application for Special Use Agreement in Protected Areas (SAPA)

Special Use Agreement in Protected Areas (SAPA) refers to a binding instrument between the DENR, as the first party, and the project proponent as the second party, relating to the use and/or development of land, resources or facilities within protected areas, pursuant to the NIPAS Act, as amended

Office or Division:	National Parks Division (NPD)	
Classification:	Complex	
Type of Transaction	G2C - Government to Citizen G2B - Government to Business G2G – Government to Government	
Who may avail:	All natural born Filipino	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>General Requirements</i>		
14. Duly accomplished application Form		Protected Area Management Office (PAMO)
15. Certified copy of birth certificate (for individuals) or ownership (for corporations)		PSA, SEC
16. Project description supported by maps and pictures of the proposed area, development plan, timetable and description of activities from preparation to project implementation. The description should show sustainable management and development		Project Proponent
17. Proof of financial capability to manage and develop the area applied for based on paid-up capital and/or collateralable real properties (Audited Financial Statements)		Project Proponent
18. Free and Prior Informed Consent (FPIC) of concerned IPs, as the case maybe		NCIP, IPs concerned
<i>For Individual Applicants</i>		
19. For tenured migrant/s, a certification from the concerned Protected Area Superintendent		PA Management Office

20. In case of application of qualified applicants other than the PACBRMA holder within PACBRMA areas, a MOA between the proponent and PACBRMA holder is necessary	Project Proponent
21. For IPs applying for areas outside their ancestral land/domain, a certification from the Regional/Provincial NCIP that the applicant is an IP living within the protected area	NCIP
<i>For Groups/Corporations/Associations/Cooperatives/NGOs</i>	
22. Copy of SEC registration, Articles of Incorporation and by-laws. A resolution of the governing board designating the authorized representative of the said corporation, association, or partnership, if applicable	SEC, Proponent
23. Copy of the Resolution or Ordinance approved by the respective Sangguniang Panlalawigan/Panlungsod/Bayan, if the applicant is a Local Government Unit. It shall specify the authority of the Local Chief Executive of the concerned LGU that he/she is authorized to enter into a contract and she/he acts for and on behalf of the LGU	Sangguniang Panlalawigan/ Panlungsod/ Bayan
24. For cooperatives, a Certificate of Registration with the Cooperative Development Authority	Cooperative Development Authority
<i>Other Requirements</i>	
25. Clearance/Disapproval of the Application issued by RED	Office of the RED
26. Comprehensive Development and Management Plan	Proponent
27. Environmental Compliance Certificate	DENR-EMB
28. PAMB resolution recommending the approval of SAPA application	PAMB
29. Map showing project site overlayed on the Management Zones in the PAMP	PAMO in coordination with the proponent
30. Administrative Fee amounting to PhP 5,000.00	Proponent (PENRO to receive payment)
31. Rehabilitation Plan	Proponent
32. Posting of Rehabilitation/Performance bond in a form of surety bond or cash equivalent to 25% of the rehabilitation cost as reflected in the development plan (CDMP)	Proponent
33. Map showing the project site location in shapefile in relation to the 40-meter easement shall be submitted	PAMO in coordination with the proponent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit accomplished Application Form with complete supporting requirements to National Parks Division	1. Receives Application Form with complete Supporting Documents	None	5 mins	Clerks, NPD
	2. Forward document to the division chief	None	3 mins	Clerks, NPD
	3. Initially Evaluate	None	30 mis	Clerks, NPD
	4. Retrieve from the outgoing tray and records instructions	None	10 mins	Clerks, NPD
	5. Forward to the concerned section	None	3 mins	Clerks, NPD
	6. Initially evaluate and assign to concerned Technical Staff	None	30 mins	Section Chief, NPD
	7. Forward to assigned Technical Staff	None	3 mins	Section Chief, NPD
	8. Evaluate documents and drafts comments and recommendations and action documents	None	2 days	Technical Staff, NPD
	9. Forward to Section Chief	None	3 mins	Technical Staff, NPD

	10. Reviews and provides comments/inputs/further instructions	None	1 day	Section Chief, NPD
	11. Forward to assigned Technical Staff	None	3 mins	Section Chief, NPD
	12. Refine draft action documents	None	1.5 hrs (grammar and style correction)/2 days (further research)	Clerks, NPD
	13. Forward to Section Chief	None	3 mins	Technical Staff, NPD
	14. Review the documents	None	4 hrs	Section Chief, NPD
	15. Forward to the Division Chief	None	3 mins	Section Chief, NPD
	16. Review and provide comments/inputs/further instructions	None	4 hrs	Division Chief, NPD
	17. Forward to the Section Chief	None	3 mins	Clerks, NPD
	18. Review documents/further instruction	None	2 hrs	Section Chief, NPD
	19. Forward to the Technical Staff	None	3 mins	Section Chief, NPD
	20. Refine/finalize action documents; affix initials	None	1 hr	Technical Staff, NPD
	21. Scan/photo copy relevant basic documents	None	30 mins	Clerks, NPD
	22. Forward to Section Chief	None	3 mins	Technical Staff, NPD
	23. Final review and affix initials	None	30 mins	Section Chief, NPD
	24. Forward to Division Chief	None	3 mins	Section Chief, NPD

	25. Final Review and affix initials	None	30 mins	Division Chief, NPD
	26. Retrieve from the outgoing tray of the Division Chief and Record action Memo/documents	None	3 mins	Clerk, NPD
	27. Forwards to the Office of the Assistant Director	None	5 minutes	Technical Staff, NPD
TOTAL:			<i>6 days, 15 hours and 56 minutes</i>	

This service is under the following laws:

- *Republic Act 7586 or the National Integrated Protected Areas System (NIPAS) Act of 1992, as amended by RA 11038 or the Expanded NIPAS Act of 2018*
- *DENR Administrative Order No. 2007-17 or the Rules and Regulations Governing Special Uses within Protected Areas*
- *DENR Administrative Order No. 2018-05 or the Addendum to DENR Administrative Order No. 2007-17 on the Rules and Regulations Governing Special Uses within Protected Areas*

CITIZEN'S CHARTER NO. **BMB-CAWED-01**. Review and Evaluation of Cave Assessment / Classification Reports

This procedure intends to define the entire process of assessing and determining accurate classification, and management of caves as provided under Republic Act 9072 (National Caves) and Cave Resources Management and Protection Act of 2001, thereby retaining evidence of conformity to requirements and of the effective operation of the Quality Management System.

Office or Division:	Caves, Wetlands and Other Ecosystems Division (CAWED)			
Classification:	Simple			
Type of Transaction	G2G- Government to Government (DENR Regional Offices - BMB)			
Who may avail:	Available only to DENR Regional Offices*			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Cave Assessment Report			DENR-Regional Office	
2. Cave Map (at least grade 3C)			DENR-Regional Office	
3. Resolution with recommended cave classification from the Regional Cave Committee (RCC) or its equivalent			DENR-Regional Office	
Additional requirements (if any)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. DENR Regional Office Request for endorsement of the cave classification to the Office of the Secretary thru the Caves, Wetlands	1. Receive the request with attachments as referred by the Bureau Director	N/A	15 mins	Admin Staff, CAWED
	2. Record of the receipt of memorandum	N/A		
	3. Hand to Division Chief	N/A		
	4. Refer with marginal notes to Section Chief	N/A	1 hr.	Division Chief, CAWED

and Other Ecosystems Division (CAWED)	5. Refer to concerned staff with instruction for appropriate action	N/A	4 hrs.	In-Charge, Special Ecosystems Standards Section
	6. Review and evaluation of the submitted documents A. Assessment report a.1. Quality and completeness of data entries in the accomplished assessment form a.2. Consistency of the recommended cave classification to the assessment result for each cave B. Map b.1. Quality of the map - Satisfies the prescribed standards for cave mapping b.2. Content - Reflects the geological and hydrological features, presence of biota and hazards in the different stations C. Resolution with recommended cave classification from the Regional Cave Committee (RCC) or its equivalent c.1. Consistency of the recommended classification to the assessment report	N/A	8 hrs.	Actions Officers, CAWED
	7. Draft /Revise comments/ recommendations based on the	N/A		

	review and evaluation of the documents submitted			
	8. Review the draft comments/recommendations made by concerned staff	N/A	8 hrs.	In-Charge, SES Section
	9. Endorse the comments/recommendations to the Bureau Director for approval	N/A	4 hrs.	Chief, CAWED
2. Received comments/recommendations	10. Record and release of the finalized comments/recommendations for Signature of the Bureau Director	N/A	15 mins	Admin Staff, CAWED
TOTAL:			1 Day and 90 mins.	

This service is under the following laws:

- Citizen's Charter on Review and Evaluation of Cave Assessment/Classification Reports
- RA 9072
- DAO 2003-29
- DMC 2007-04 (including Manual on Cave Classification)
- NCC Resolution 2017-04
- DMC No. 2012-03
- BMB TB 2016-10
- BMB TB 2017-01
- BMB TB 2019-06
- BMB TB 2013-05
- BMB TB 2013-06
- RA 11038 Expanded NIPAS
- Philippine Biodiversity Strategy and Action Plan

CITIZEN'S CHARTER NO. **BMB-CAWED-02.** Review and Evaluation of Wetlands Assessment / Classification Reports

This procedure intends to define the entire process of assessing and determining appropriate recommended measures or strategies for the wise use of wetlands as provided under DENR Memorandum Circular 97-17 and in view of the Philippines' commitments to the Ramsar Convention on Wetlands, thereby retaining evidence of conformity to requirements and of the effective operation of the Quality Management System.

Office or Division:	Caves, Wetlands and Other Ecosystems Division (CAWED)			
Classification:	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail:	Available only to DENR Regional Offices*			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Annex A. Form for Inventory of Inland Wetlands in the Region			DENR Regional Office	
2. Annex B. Wetland Information Sheet, including Maps and Photos			DENR Regional Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Request for assessing and determining appropriate wetlands management prescriptions/scheme to the Caves, Wetlands and Other Ecosystems Division (CAWED)	1. Receive the request with attachments as referred by the Bureau Director	N/A	15 mins.	Admin Staff, CAWED
	2. Record of the receipt of memorandum	N/A		
	3. Hand to Division Chief	N/A		
	4. Refer with marginal notes to Section Chief	N/A	1 hr.	Division Chief, CAWED
	5. Refer to concerned staff with instruction for appropriate action	N/A	4 hrs.	In-Charge, Special Ecosystems Standards Section, CAWED
	6. Review and evaluation of the submitted documents	N/A	8 hrs.	Action Officers, CAWED

	Assessment report <ul style="list-style-type: none"> ➤ Quality and completeness of data entries in the accomplished wetland information sheet ➤ Consistency of the recommended activities to the assessment result for each inland wetland 			
	7. Draft /Revise comments/recommendations based on the review and evaluation of the documents submitted	N/A		
	8. Review the draft comments/recommendations made by concerned staff	N/A	8 hrs.	In-Charge, SES Section-CAWED
	9. Endorse the comments/recommendations to the Bureau Director for approval	N/A	4 hrs.	Division Chief, CAWED
2. Received comments/recommendations	10. Record and release of the finalized comments/recommendations for Signature of the Bureau Director	N/A	15 mins	Admin Staff, CAWED
TOTAL:			1 day and 90 mins	

This service is under the following laws:

- DENR Memorandum Circular No. 97-17
- DAO Administrative Order No. 2013-19 on Ecotourism (NPD)
- BMB Technical Bulletin: BAMS and SEAMS (NPD)
- BMB Technical Bulletin 2018-06: Prescribing the forms for Inland Wetland Inventory and Profiling

- BMB Technical Bulletin 2019-06: Inland Wetlands and Terrestrial Caves: Technical Guide on Biodiversity Assessment and Monitoring System
- Critical Habitat (WRD)
- LCA Manual (NPD)
- EAFFP
- RA 11038 Expanded NIPAS
- EMB WQMA/WQMP
- FMB Watershed Characterization
- ERDB Watershed Vulnerability Assessment
- EMB Water Quality Monitoring and Standard
- Philippine Biodiversity Strategy and Action Plan
- Ramsar Convention Resolutions, Recommendations and Guidelines and Current Strategic Plan

CITIZEN'S CHARTER NO. BMB-BPKMD-01. Review and Request for Geo Spatial Data/Maps

This service is provided to provide Geo Spatial data and maps to individuals, organizations, business entities and other NGAs to support research and policy formulation, regulation and environmental impact assessment.

Office or Division:	Biodiversity Policy and Knowledge Management Division (BPKMD)			
Classification:	Complex			
Type of Transaction	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Students/Researchers/ Business Corporations/ NGOs and other Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
34. Request Letter			End-User/Client	
35. Draft Policy / Application for Permit / Project Study / Concept Proposal			End-User/Client	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	BMB PERSONS RESPONSIBLE
5. Forward/Submit Request Letter (thru email/fax/letter/Personal Appearance) -including other supporting documents (if applicable)	1. Biodiversity Policy and Knowledge Management Division Receive, record and forward request to Division Chief for review,	None	2 mins	Receiving Clerk, BPKMD
	35. Review request and forward to Section Chief	None	5 mins	Division Chief, BPKMD
	36. Review request and forward to Remote Sensing Technologist II	None	5 mins	Section Chief, BPKMD-KIMS

	<p>4.1.Pre pares requested Geospatial Data/Maps</p> <p>4.2.Pre pares draft and final copy of covering Memo/Letter and forwards to section chief for review</p> <p>4.3. Records details of Technical Assistance Provided</p>	None	<p>1-3 working Days for Simple Maps/Geospatial Data</p> <p>4-7 Working Days for complex Maps/Geospatial Data</p>	Remote Sensing Technologist II, BPKMD-KIMS/GISDMU
	<p>5. Review prepared Maps/Geospatial Data and</p> <p>Initials covering Memo/Letter and endorses to division chief for initials</p>	None	10 mins	Section Chief, BPKMD-KIMS
	<p>6. Review prepared maps/geospatial data</p> <p>Initial the covering Memo/Letter</p> <p>Forward to receiving clerk for recording</p>	None	10 mins	Division Chief, BPKMD
	<p>7. Record Cover Memo/Letter and forwards to Director for</p>	None	2 mins	Receiving Clerk, BPKMD

	signature with requested information			
2. Receives memo/letter with requested information				
TOTAL:		None	1-3 working days (for simple) up to 7 working days for complex)	

This service is under the following laws:

- *RA 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees of 1989*
- *RA 11032 or the Ease of Doing Business and Efficient. Government Service Delivery Act of 2018*
- *RA 10173 or the Philippine Data Privacy act of 2012*
- *EO No. 2 or the Freedom of Information (FOI)*

CITIZEN'S CHARTER NO. BMB-BPKMD-02. Preparation of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)

Technical Specification is provided as a requirement for the procurement of ICT-related equipment (Hardware/Software). It is used as attachment for requesting tenders/quotations based on approved Purchase Order and in posting of the requirement in the PhilGEPS website as mandated by RA 9184.

Office or Division:	Biodiversity Policy and Knowledge Management Division-Knowledge and Information Management Section			
Classification:	Simple			
Type of Transaction	Internal			
Who may avail:	1. All personnel of BMB involved in the preparation of Purchase Request for ICT or 2. BMB BAC Secretariat			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
36. Approved Purchase Order (Original)			End-User/BAC Secretariat/Procurement Management Unit	
37. Approved PPMP (copy)			End-User/ Procurement Management Unit	
38. Certificate of Availability of Funds (CAF) - (Original)			Budget Unit	
Additional requirements (if to be Procured from DBM-PS)				
39. Certificate of Availability/Non-Availability			DBM-PS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
6. Submit approved Purchaser Request (PR) with supporting requirements (End-User/BAC Sec/PMU)	2. Check approved PR for Completeness for the items needing technical Specifications	None	10 mins	ICT Staff, BPKMD

	37. Verify from End-User Preferred Brand/Model for reference	None	5 mins.	ICT Staff BPKMD
	38. Prepare and review Technical Specifications	None	<ul style="list-style-type: none"> ▪ 1-2 hours for up to 2 items in PR and Shopping/Small Value Procurement ▪ 5 hours for multiple items / Public Bidding 	ICT Staff BPKMD
	Initials Purchase Request and forwards PR, Supporting Document and Technical Specifications to End-User	None	2 min	ICT Staff BPKMD
Receives PR, Supporting Document and Technical Specifications for Posting in PhilGEPS website/ BMB Bulletin Board		None	3 min	End-User/BAC Sec/Procurement Management Unit
TOTAL:			5 hours and 15 minutes	

This service is under the following laws:

- Republic Act 9184 or the Government Procurement Reform Act of 2002
- Republic Act 11032 or the **Ease of Doing Business** and Efficient Government Service Delivery Act of 2018

CITIZEN'S CHARTER NO. BMB-BPKMD-03. Evaluation of Tender/Quotation for Small Value/Shopping Mode of Procurement of ICT Equipment and Supplies(Hardware and Software)

Evaluation of Tender/Quotation/Price for small value/shopping mode of procurement for ICT Equipment and Supplies evaluation is conducted as a requirement of RA 9184. It aims to determine and recommend to the BAC and Procurement Management Unit the single calculated and responsive bid/tender/quotation for award of procurement contracts most advantageous for the Government.

Office or Division:	Biodiversity Policy and Knowledge Management Division (BPKMD)			
Classification:	Simple			
Type of Transaction	G2B - Government to Business GTG - Government to Government			
Who may avail:	3. BMB BAC Secretariat 4. Foreign Assisted Projects 5. Funding Institutions (UNDP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
40. Abstract/Matrix of the Quotation			BAC Secretariat/Procurement Management Unit	
41. Quotations/Tender/Offer/ RFQ's			Suppliers/Business Entity	
42. Business Permit (certified true copy)			BPLO/City Hall	
43. SEC or DTI Registration No (certified true copy)			SEC or DTI	
44. PhilGEPS Registration (certified true copy)			Suppliers/Business Entity	
45. BIR Registration (certified true copy)			BIR-RDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
7. Submit Abstract of Quotation with other supporting documents to BPKMD-Knowledge and Information Management Section	3. Review and check approved PR for items required and quantity	None	5 mins	ICT Staff, BPKMD

	<p>4. Check, compute and validate abstract of quotation for the following:</p> <p>a. Items Quoted</p> <p>b. Unit/Total/Grand Total Price</p> <p>c. Compliance to Specifications</p>	None	30 mins to 3 hours (depending on the number of items)	ICT Staff BPKMD
	<p>3. Check and validate the registration Nos, Issuance, expiration and authenticity of the following supporting documents: Business Permit/SEC or DTI Registration No/ PhilGEPS Registration / BIR Registration</p>	None	15 mins.	ICT Staff BPKMD
	<p>4. Verify suppliers if not in the GPPB website for “Bläcklisted Suppliers/Contractor”</p>	None	3 mins	ICT Staff BPKMD
	<p>5. If necessary, inform BACSEC/PMU and suppliers for any clarifications needed in relation to tender/quotation/offer</p>	None	10 mins	ICT Staff BPKMD
	<p>6. Prepares and signs Evaluation/Recommendation Letter based on result of evaluation for the most responsive bidder/supplier based on the following:</p>	None	5 min	ICT Staff BPKMD

	<ul style="list-style-type: none"> ▪ Price ▪ Quality ▪ Compliance to Specifications ▪ Warranty ▪ Delivery Time ▪ Validity of supporting documents ▪ Others as maybe stated in the PR 			
Receives Evaluation/Recommendation Letter from BPKMD ICT Staff		None	2 min	BAC Sec/PMU
TOTAL:			3 hours and 40 minutes	

This service is under the following laws:

- *Republic Act 9184 or the Government Procurement Reform Act of 2002*
- *Data Privacy Act of 2012 and its IRR (to safeguard personal information included as requirement of the procurement process)*

CITIZEN'S CHARTER NO. BMB-BPKMD-04. Review of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)

Technical Specification is provided as a requirement for the procurement of ICT-related equipment (Hardware/Software). It is used as attachment for requesting tenders/quotations based on approved Purchase Order and in posting of the requirement in the PhilGEPS website as mandated by RA 9184.

Office or Division:	Biodiversity Policy and Knowledge Management Division (BPKMD)			
Classification:	Simple			
Type of Transaction	Internal			
Who may avail:	6. All personnel of BMB involved in the preparation of Purchase Request for ICT equipment 7. BMB BACSEC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
46. Approved Purchase Order (Original)			End-User/BAC Secretariat/Procurement Management Unit	
47. Approved PPMP (copy)			End-User/ Procurement Management Unit	
48. Certificate of Availability of Funds (CAF) - (Original)			Budget Unit	
Additional requirements (if to be Procured from DBM-PS)				
49. Certificate of Availability/Non-Availability			DBM-PS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
8. Submit approved PR with supporting requirements to BPKMD- Knowledge and Information Management Section	5. Check completeness of PR including cost and supporting documents.	None	10 mins	ICST Staff BPKMD

	39. Check and Evaluate attached Technical Specifications for Brands and models in compliance to RA9184 and recommend corrections	None	5 mins to 1 hour (depending on the number of items)	ICST Staff BPKMD
	40. Indicates/attach recommended corrections on the technical specifications	None	3 mins	ICST Staff BPKMD
	41. Initials on the PR and forwards to the End-User/BACSEC/PMU documents		2 mins	ICST Staff BPKMD
6. Receives PR, Technical Specifications and other supporting documents with Evaluation Report / Recommendations				End-User/BACSEC/PMU BPKMD
TOTAL:			1 Hour 15 minutes	

This service is under the following laws:

Republic Act 9184 or the Government Procurement Reform Act of 2002

*Republic Act 11032 or the **Ease of Doing Business** and Efficient Government Service Delivery Act of 2018*

CITIZEN'S CHARTER NO. BMB-BPKMD-05. ICT Technical Support(Hardware and Software)

Technical Specification is provided as a requirement for the procurement of ICT-related equipment (Hardware/Software). It is used as attachment for requesting tenders/quotations based on approved Purchase Order and in posting of the requirement in the PhilGEPS website as mandated by RA 9184.

Office or Division:	Biodiversity Policy and Knowledge Management Division-Knowledge and Information Management Section (BPKMD)			
Classification:	Simple			
Type of Transaction	Internal			
Who may avail:	8. All personnel of BMB involved in the preparation of Purchase Request for ICT or 9. BMB BACSEC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
50. Approved Purchase Order (Original)			End-User/BAC Secretariat/Procurement Management Unit	
51. Approved PPMP (copy)			End-User/ Procurement Management Unit	
52. Certificate of Availability of Funds (CAF) - (Original)			Budget Unit	
Additional requirements (if to be Procured from DBM-PS)				
53. Certificate of Availability/Non-Availability			DBM-PS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
9. Submit approved PR with supporting requirements	7. Check completeness of PR including cost and supporting documents.	None	10 mins	Engr II / CO II / ITO II BPKMD
	42. Check and Evaluate attached Technical Specifications for Brands and models in compliance to RA9184 and recommend corrections	None	5 mins to 1 hour (depending on the number of items)	Engr II / CO II / ITO II BPKMD

	43. Indicates/attach recommended corrections on the technical specifications	None	3 mins	Engr II / CO II / ITO II BPKMD
	44. Initials on the PR and forwards to the End-User/BACSEC/PMU documents		2 mins	Engr II / CO II / ITO II BPKMD
8. Receives PR, Technical Specifications and other supporting documents				End-User/BACSEC/PMU BPKMD
TOTAL:			1 Hour 15 minutes	

This service is under the following laws:

Republic Act 9184 or the Government Procurement Reform Act of 2002

CITIZEN'S CHARTER NO. BMB-BPKMD-06. Response to Inquiries / Request and Complaints received from the Presidential Complaint Center-Hotline 8888

This service is provided in response to the inquiries , request for assistance and complaints received from the Presidential Complaint Center (PCC) Hotline 8888. Concerns related to BMB are forwarded to the concerned division/unit for appropriate action or may be referred to other DENR Regional Office or other agencies as necessary. Actions are taken for reports related to illegal wildlife possession and trading, erring personnel and other biodiversity-related concerns.

Office or Division:		Hotline 8888 Focal Person - Biodiversity Policy and Knowledge Management Division (BPKMD)		
Classification:		Simple		
Type of Transaction		G2C - Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:		All Filipino citizen and foreigners Presidential Complaint Center (PCC)		
COMPLAINTS FROM THE PRESIDENTIAL ACTION CENTER (PCC) HOTLINE-8888				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Forward Complaint Letter with assigned Tracking/Ticket/Code number thru email/courier/postal service to BMB Hotline Focal Person	1. Receive Complaint Letter and review to determine if BMB concern	None	2 mins	BMB Hotline 8888 Focal Person
	2. Record document Tracking/Code number and forward to concerned BMB	None	2 min	BMB Hotline 8888 Focal Person

	<div>division/unit for their appropriate action or</div> <div>3. refer to other DENR office/Regional Office/NGA</div>			
	<div>4. Acknowledged receipt and action taken by sending email to the following:</div> <div>complainant</div> <div>PCC</div> <div>DENR Hotline 8888</div> <div><i>*if email address is provided by the complainant</i></div>	None	2 min	BMB Hotline 8888 Focal Person
	<div>5. Act on the complaint based on the required number of days as mandated by laws:</div> <div>6. 72 hours</div> <div>7. 3-7-20 days per EODB-EGSD</div>	None	3 days	Concerned Division/Unit/Office/NGA
	<div>8. For BMB-acted concerns: Follow-up action(s) taken/request copy of documentation from concerned division/unit</div>	None	1 min	BMB Hotline 8888 Focal Person

	9. Forwards complainant Documentation of action(s) taken copy furnish PCC for closing of Ticket thru email, fax, courier or postal service	None	1 min	BMB Hotline 8888 Focal Person
2. Receives copy of the documentation of the actions taken thru email, fax, courier or postal service		None	1 min	Complainant
3. Acknowledge receipt of the documentation of actions taken, evaluate actions and informs BMB Hotline 8888 Focal Person closing of Complaint Ticket		None	1 min	Presidential Complaint Center (PCC) Hotline 8888
TOTAL:		None	3 days 10 mins (for actions from BMB may be extended if with referral to other regional Office/bureau)	

This service is under the following laws:

- RA 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees of 1989
- RA 11032 or the Ease of Doing Business and Efficient. Government Service Delivery Act of 2018
- RA 10173 or the Philippine Data Privacy act of 2012

Notes: The total time does not include the delivery time through courier which is dependent on the address of the requester and availability of nearest courier facility.

Citizens Charter No. BMB-NAPWC-01. PROCESSING AND APPROVAL OF PERMITS FOR NON-EXTRACTIVE ACTIVITIES i.e. FILMING, VIDEOTAPING, SPIRITUAL AND OTHER RECREATION ACTIVITIES: USE OF PROTECTED AREAS FOR SCIENTIFIC PURPOSES PRIOR TO THE ISSUANCE OF RESEARCH AGREEMENTS

PROCESS/SERVICE DESCRIPTION:

Office or Division :	Ninoy Aquino Parks and Wildlife Center (NAPWC) Management Office			
Classification :	Simple			
Type of Transaction:	GTC – Government to Citizen GTB – Government to Business			
Who may avail :	Any interested individual or organization			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Request letter addressed to PASu			Client	
2. Payment for the permit			NAPWC Reservation Officer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request for facility usage/ Shooting permit from NAPWC Management Office	1. Preparation of requested permit	Shooting Fee Php 5,000	2 min.	Reservation Officer, NAPWC
*For thesis/academic purposes that requires collection of specimens, there is a need to secure a gratuitous permit from the DENR-NCR. This requires endorsement from the Head of the NAPWC.	2. Approval of permit	Entrance Fee Adults: Php 30.00 Students: Php 15.00 Foreigner: Php 100 Senior Citizen and Children below 7 years old: FREE	1 min	Parks Operations Superintendent IV, NAPWC
		Parking Fee Motorcycle: Php 20 Car/SUV: Php 45 Jeep/Coaster: Php 60		

		Mini-Bus/Bus: Php 150		
3. Receives permit and official receipt	4. Issuance of Permit for use of Park Facility and Official Receipt (OR) to Requesting Individual		2 min.	Reservation Officer, NAPWC
	TOTAL:		5 min	

**Fees of are based on Published Rates of NAPWC as of 2016*

Activities/Amenities/Service per DAO	Fees (Php)
Fishing Village	2,500.00
Tea House	500.00
Amphitheater	1,350.00
Picnic Shed	500.00
Shooting Fee	5,000.00
Electricity Fee (for rented venues)	100 per hour

CITIZEN'S CHARTER NO. BMB-AFA-01. ISSUANCE OF ORDER OF PAYMENT

The Order of Payment is an order or an instruction of a sender to a receiving bank directing transfer of funds to a designated account or beneficiary as remuneration for procurement of goods, services rendered or infrastructure projects. The Accounting Unit shall prepare this form based on a Bill and it shall be prepared for each payor.

Office or Division:	Accounting Unit - Office of the Director			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	Ninoy Aquino Parks and Wildlife Center Management Office BMB BAC Secretariat CITES Permit Applicants			
CHECKLIST OF REQUIREMENTS*			WHERE TO SECURE	
1. Order of Payment Form			Accounting Unit	
2. Billing/Invitation to Bid			Ninoy Aquino Parks and Wildlife Center / BMB BAC Secretariat / Bidders/ Business Establishment	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Secure Order of Payment Form (with Billing) from Accounting Unit	1. Prepares the Order of Payment form per billing received	None	1 min	Admin Staff, Accounting Unit
	2. Review the accomplished Order of Payment form with supporting documents	None	2 mins	Accountant
	3. Approve and sign the Order of Payment	None	1 min	Accountant
	4. Records transaction in the logbook and release the	None	1 min	Admin Staff, Accounting Unit

	approved and signed Order of Payment to the client			
2. Receives the approved and signed Order of Payment		None	1 min	
TOTAL:		None	6 minutes	

This service is under the following Policies:

- *The Government Accounting Manual prescribed by the Commission on Audit (COA) for Use of All National Government Agencies*

CITIZEN'S CHARTER NO. BMB-AFA-02. PROCESSING OF PURCHASE ORDER (PO) AND JOB ORDER (JO), CONTRACT OF SERVICE (COS) AND OTHER CONTRACTS FOR FUNDS AVAILABILITY

The Purchase Order (PO) is a form/document used by the agency/entity, addressed to a supplier, to deliver specific quantities of supplies/goods/property subject to the terms and conditions contained in the PO.

Office or Division:	Accounting Unit-Office of the Director
Classification:	Complex
Type of Transaction	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business
Who may avail:	DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), and Head of Attached Agencies and External Creditors/Suppliers
CHECKLIST OF REQUIREMENTS*	
WHERE TO SECURE	
If Initial Contract of Communication/Telephone and Gasoline	
a. Contract (1 certified copy)	End-user
b. Annual Procurement Plan (APP) (1 certified copy)	Procurement Management Unit-Biodiversity Management Bureau
c. Approved Obligation Request and Status (ORS)	Budget Unit – Biodiversity Management Bureau
If Supplier/Contractor/Service Provider	
a. Purchase Order (P.O.)	
<ul style="list-style-type: none"> Approved Obligation Request and Status (ORS) Purchase Order (1 original) 	Budget Unit - Biodiversity Management Bureau Procurement Management Unit - Biodiversity Management Bureau
<ul style="list-style-type: none"> Approved Purchase Request (1 original) 	End-user
<ul style="list-style-type: none"> BAC Resolution (1 certified copy) 	Bids and Awards Committee (BAC) Secretariat - Biodiversity Management Bureau
<ul style="list-style-type: none"> Abstract of Quotations (1 original) 	End-user & BAC Secretariat - Biodiversity Management Bureau
<ul style="list-style-type: none"> Quotations (PhilGeps member) 3 original per supplier 	Service Provider
<ul style="list-style-type: none"> Special Order, if applicable (1 photocopy) 	End-user, DENR Regional Office or Central Office
b. Purchase Order (P.O.) Through Direct Contracting	

• Approved Purchase Request (1 original)	End-user
• BAC Resolution (1 certified copy)	BAC Secretariat - Biodiversity Management Bureau
• Quotations (PhilGeps Member) 3 original per supplier	Service Provider or BAC Secretariat
• Distributor Certificate or Sworn Certificate of Guarantee Exclusive Distributorship Agreement (if applicable) (1 photocopy)	Service Provider or BAC Secretariat
c. Repair and Preventive Maintenance of Motor Vehicles	
• Approved Obligation Request & Status (ORS)	Budget Unit - Biodiversity Management Bureau
• Approved Purchase Request	End-User/Concerned Office/Administrative Service
• Notice of Award (1 photocopy)	BAC Secretariat - Biodiversity Management Bureau
• Notice to Proceed (1 photocopy)	BAC Secretariat - Biodiversity Management Bureau
• BAC Resolution (1 certified true copy)	BAC Secretariat - Biodiversity Management Bureau
• Request for Quotation (1 original)	Procurement Management Unit - Biodiversity Management Bureau
• Abstract of Quotation (1 original)	Procurement Management Unit - Biodiversity Management Bureau
• Quotations from PhilGEPs suppliers (at least three (3) (1 original)	Procurement Management Unit - Biodiversity Management Bureau
• Project Procurement Management Plan (PPMP) (1 photocopy)	Concerned Unit/End-user
• Pre-repair Evaluation/Inspection Report (1 original)	Inspection & Pre-Acceptance Committee (IPC)
• Approved Job Order Request (1 original)	Concerned Unit/End-User
• Vehicle Repair Request (1 original)	General Services Unit - Biodiversity Management Bureau
• Certificate of Earmarking of Funds	Budget Unit - Biodiversity Management Bureau
• PhilGEPS Posting Reference Number & Award Notice Abstract (for transactions amounting to more than P50,000.00)-computer generated	BAC Secretariat - Biodiversity Management Bureau
d. Purchase of Supplies and Equipment, and Printing of Newsletters/Brochures, etc.	
• Approved Obligation Request and Status (ORS)	Budget Unit - Biodiversity Management Bureau

• Approved Purchase Request	End-User/Concerned Office			
• Notice of Award (1 photocopy)	BAC Secretariat - Biodiversity Management Bureau			
• Notice to Proceed (1 photocopy)	BAC Secretariat - Biodiversity Management Bureau			
• BAC Resolution (1 certified true copy)	BAC Secretariat - Biodiversity Management Bureau			
• Request for Quotation (1 original)	Procurement Management Unit - Biodiversity Management Bureau			
• Abstract of Quotation (1 original)	Procurement Management Unit - Biodiversity Management Bureau			
• Quotation (Philgeps member) at least three (3)) (1 original)	Service Providers/Suppliers - Biodiversity Management Bureau			
• Certificate of Earmarking of Funds	Budget Unit - Biodiversity Management Bureau			
• Project Procurement Management Plan (PPMP) (1 photocopy)	Procurement Management Unit - Biodiversity Management Bureau			
• PhilGEPS Posting Reference Number & Award Notice Abstract (for transactions amounting to more than P50,000.00)	BAC Secretariat - Biodiversity Management Bureau			
If Agency Procurement Request (APR)				
a. Approved Purchase Request (3 original)	Concerned Unit/End-user			
If Contract				
a. Notarized Contract (3 original)	End-user, BAC Secretariat, Service Provider and HRDU			
b. Approved Purchase Request (1 original)	End-user			
c. Terms of Reference (TOR) 1 original	End-user			
d. Letter Intent/Proposal (1 original)	Service Provider			
e. Curriculum Vitae (1 original)	Service Provider			
If Salaries of Contract of Service				
a. Notarized Contract (3 original)	End-user, BAC Secretariat , Service Provider, HRDU			
*Based on Commission on Audit (COA) Circular 2012-001 dated June 14, 2012 Revised Guidelines and Documentary Requirements for Common Government Transactions				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

1. Budget Unit forwards the Original PO, JO, COS and other contracts with approved Obligation Request and Status (ORS) and supporting documents to the Accounting Unit	RECEIVING 1. Receive the Purchase Order/s, Job Order/s, Contract of Service and other contracts with approved Obligation Request and Status and supporting documents.	None	3 hours (per batch)	Admin staff Accounting Unit
	1.1. Stamp "Received", indicate time and date of receipt and initials.	None		
	1.2. Records in the logbook the Purchase Order/s number, date, name of supplier, particular and amount.	None		
	1.3. Attach and accomplish the Document Tracking by indicating the payee/supplier name, number, date and amount of Purchase Order, date and time of receipt	None		
	1.4. Forward the Purchase Order/s with approved Obligation Request and Status (ORS), supporting documents and document tracking to the designated staff disbursement database.	None		
	1.5. Forwards the document to the designated staff for processing and review.	None		

	PROCESSING			
	1.6. Indicate the date and time of receipt in the document tracking	None		
	1.7. Process the Purchase Order/s, Job Order/s, Contract of Service and other contracts with approved Obligation Request and Status (ORS) as to completeness and propriety of supporting documents.	None	1 day (simple)	
	1.8. Initial on the funds available portion of the Purchase Order.	None	3 days (complex)	Admin Staff Accounting Unit
	1.9. Accomplish the document tracking by indicating the date and time when the processing is completed	None	(per batch)	
	1.10. Forward the Purchase Order/s, Job Order/s, Contract of Service and other contracts with approved ORS, supporting documents and document tracking to the designated staff for indexing.	None		
	INDEXING			
	1.11. Indicate the date and time of receipt in the document tracking.	None	3 hours	Admin Staff Accounting Unit

	1.12. Record the Purchase Order/s, Job Order/s, Contract of Service date and number, particulars and amount in Supplier's index of payment	None		
	1.13. Affix initial below the funds available portion of the Purchase Orders, Job Order/s, Contract of Service.	None		
	1.14. Accomplish the document tracking by indicating the date and time when the indexing is completed.	None		
	1.15. Forwards the Purchase Order/s, Job Order/s Contract of Service/s and other contracts to the Chief, Accountant for review and approval of availability of funds.	None		
	APPROVING 1.16. Indicate the date and time of receipt in the document tracking	None	1 day (simple)	Accountant
	1.17. Review the Purchase Order/s, Job Order/s, Contract of Service/s and other contracts with approved Obligation Request and Status (ORS) and supporting documents.	None	3 days (complex)	

	1.18. Sign/Certify as to Availability of Funds based on the Manual of Authorities.	None		
	1.19. Accomplish the document tracking by indicating the date and time of approval	None		
	1.20. Forward the documents to the Releasing Staff.	None		
	RELEASING			
	Detach the document tracking; Indicate the date and time of release	None		
	Forward to assigned staff for encoding in the disbursement database.	None		
	Stamp "Released"; Indicate time and date in the PO	None		
	Release the duly certified/signed PO to the Property and Supply Management (PSMD)	None		
TOTAL:		None	7 days	

Admin Staff
Accounting Unit

2 hours
(per batch)

Notes:	
Classification	Kind of Transaction
Simple Transactions <ul style="list-style-type: none"> Duly processed and certified simple transactions in nature released three (3) days to Approving Authority; 	<ul style="list-style-type: none"> Services rendered under contract of service (Job Orders, Consultants (Individual/Entity) and other Professional Services)
Complex Transactions <ul style="list-style-type: none"> Requires further verification, more time to process, bulk documents to validate, needs additional supporting documents, with tax implications Duly processed and certified complex transactions in nature released seven (7) working days to Approving Authority. 	<ul style="list-style-type: none"> Contracts from Consultancy Services (Individual/Entity - Local and Foreign Nationals) Purchases of Supplies and Equipment if the amount is above P50,000.00 Hotel Accommodation (above P50,000.00)

** This service is under the following laws*

Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184 or the Government Procurement Reform Act of 2002

CITIZEN'S CHARTER NO. BMB-AFA-03. ISSUANCE OF TAX WITHHELD CERTIFICATES (BIR FORMS 2306 and 2307)

The BIR Form 2306 or the Certificate of Final Income Tax Withheld is accomplished and issued by the withholding agent, usually the employer, to reflect the income subjected to final tax. It should indicate the total amount paid, as well as the total taxes withheld and remitted during the period.

The BIR Form 2307 or the Certificate of Creditable Tax Withheld at Source details the income subjected to expanded withholding tax paid by the withholding agent.

Office or Division:	Accounting Unit - Office of the Director			
Classification:	Simple			
Type of Transaction	G2G - Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Suppliers/Bidders/Consultants/Contractors			
CHECKLIST OF REQUIREMENTS*			WHERE TO SECURE	
3. Proof of payment/ Official Receipt (OR) – copy			End-User (Suppliers/Bidders/Consultants/Contractors)	
4. Copy of List of Due and Demandable and Accounts Payable (LDDAP)/Advice of Debit Account (ADA)			Cashier Unit – Biodiversity Management Bureau	
Other Requirements (if any)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Request for Issuance of Tax Withheld Certificate to Accounting Unit (with supporting documents if necessary)	1. Receives request for issuance of Tax Withheld Certificate and record in the Logbook	None	1 mins	Admin Staff Accounting Unit

	2. Prepares the BIR Tax Withheld Certificate (BIR Form 2306 or BIR Form 2307)	None	15 mins	Admin Staff Accounting Unit
	3. Review, approve and sign the prepared BIR Tax Withheld Certificate (Form 2306/2307)	None	3 mins	Accountant
2. Submits original copy of the Official Receipt (OR)	4. Releases the approved and signed Tax Withheld Certificate (BIR Form 2306/2307) to the client/end-user	None	1 min	Admin Staff Accounting Unit
3. Acknowledged receipt by signing Copy 2 and receive Copy 1 of approved and signed Tax Withheld Certificate (BIR Form 2306/2307)	Files copy 2 of the Tax Withheld Certificate (BIR Form 2306/2307)	None	1 min	
TOTAL		None	21 mins	

This service is under the following Policies:

- *The Government Accounting Manual prescribed by the Commission on Audit (COA) for Use of All National Government Agencies*

CITIZEN'S CHARTER NO. BMB-AFB-01. PROCESSING OF SPECIAL BUDGET REQUEST(SBR)

Special Budget Request (SBR) is a document requesting for additional allotment from the Department of Budget and Management (DBM). This request comes in a form of a letter originating from the requesting division or office.

Office or Division:	Budget Unit- Office of the Director	
Classification:	Complex	
Type of Transaction	G2G - Government to Government	
Who may avail:	Internal: Ninoy Aquino Parks and Wildlife Center External: Regional Offices of DENR	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirement		
Special Budget Request (1 original and 1 file copy)		Regional office concerned
Documentary Requirements		
BED No. 1-Financial Plan		Regional office concerned
BED No. 2-Physical Plan		Regional office concerned
BED No. 3-Monthly Disbursement Program		Regional office concerned
BF 200 – Financial Plan by Function/Activity/Project (UACS)		Regional office concerned
Protected Area Management Board (PAMB) Resolution		Regional office concerned
Certification of deposit from Bureau of the Treasury		Bureau of Treasury
Statement of Deposited Collection from the Bureau of the Treasury		Bureau of Treasury
Certification of MDS Account from Land Bank of the Philippines or AGDB		Land Bank of the Philippines or AGDB
FY Estimated Monthly Income		Regional office concerned
List of equipment to be purchased with justification and specification (if any)		Regional office concerned
Inventory of equipment purchased (if any)		Regional office concerned
Physical Accomplishment Report		Regional office concerned
Trial Balance as of December 31		Regional office concerned
Management Plan		Regional office concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.DENR Regional Office or Ninoy Aquino Parks and Wildlife Center Management Office submit complete SBR documents to Budget Section	1. Receive and record in Logbook SBR documents and forward to Processor	None	5 mins	Receiving/Releasing Staff Budget Unit
	2. Review/check all attached SBR documents and prepare endorsement letter	None	30 mins	Processor Budget Unit
	3. Return to concerned Office SBR documents for revision(s) or additional documents	None	1 min	Processor Budget Unit
2. Comply/revise and re-submit SBR documents				

	4. Review all documents and initial endorsement letter	None	30 min	Section Chief Budget Unit
	5. Forwards/Release documents and endorsement letter to the Office of the Assistant Director	None	5 min	Receiving/Releasing Personnel Budget Unit
TOTAL:		None	1 hours & 11 min.	

CITIZEN'S CHARTER NO. BMB-AFC-01. PREPARATION, PROCESSING AND ISSUANCE OF CHECKS/LDDAP-ADA

The issuance/ release of checks and LDDAP-ADA serves as a proof that disbursement/payment of authorized obligation, expenditure incurred by DENR was settled.

Office or Division:	Cashier Unit-Office of the Director			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All Permanent, Casual and Contractual Personnel and Officials of Biodiversity Management Bureau			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If LDDAP-ADA				
1. Approved LDDAP-ADA (4 original)		Cashier Unit or Approving Official		
2. Disbursement Voucher and supporting documents (4 original)		Requesting Party or Property and Supply Management Division (PSMD)		
3. Obligation Request and Status (2 copies, original)		Budget Division - Biodiversity Management Bureau		
4. Account/NCA balance (1 photocopy)		Budget Division and DBM - Biodiversity Management Bureau		
If Check				
1. Disbursement Voucher and supporting documents		Requesting Party or PSMD		
2. Obligation Request and Status (2 copies, original)		Budget Division – Biodiversity Management Bureau		
3. Account/NCA balance (1 photocopy)		Budget Division and DBM		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
10. Accounting Division/ Authorized Approving Officials submit Disbursement Voucher with complete supporting	1. Receive and record in incoming Logbook the approved DV, ORS and/or other supporting documents.	None	5 min. (per DV)	Receiving/Releasing Clerk Cashier Unit

documents to the Cashier unit.				
	2. Check the account/funding source and balance of Notice of Cash Allocation (NCA) against amount of the DV.	None	5 min. (per DV)	Cashier
	3. Prepare/encode individual DV in Checks/LDDAP-ADA and ACIC	None	15 min. (per LDDAP-ADA)	Receiving/Releasing Clerk Cashier Unit
	4. Review and sign the Checks/ and the ADA portion of LDDAP-ADA and record in the Cash Book	None	10 min. (per LDDAP-ADA)	Cashier
	5. Record in the Logbook and forward Check/LDDAP-ADA with supporting documents to Approving Officials based on Manual of Authorities.	None	10 min. (per LDDAP-ADA)	Receiving/Releasing Clerk Cashier Unit
	6. Receive Check/ADA, DV and other supporting documents from Cashier Section	None	5 min.	* Depends on the Manual of Approval
				DENR

	7.	Countersign Check and approves the LDDAP-ADA based on Manual of Authorities.	None	1 hour	<p>Director, Admin. Service or FMS (Php 5M & below)</p> <p>Assistant Secretary, Finance or Admin (Php 5M-10M)</p> <p>Undersecretary, Admin. & Finance (Php 10M-20M)</p> <p>Secretary (Php 20M +)</p>
	8.	Forward the signed/ approved Check/LDDAP-ADA with supporting documents to cashier Unit.	None	1 hour	Depends on the Manual of Approval
	9.	Receive the approved LDDAP-ADA with supporting documents and record in the logbook.	None	45 min.	Admin Staff Cashier Unit
	10.	Prepare the receiving copy and soft copy to be forwarded to the Bank.			

	<p>11. Receive the signed check, DV and supporting documents and record particulars in the Check Register, and encode all DV paid to their individual index (personnel and creditors)</p> <p>Inform the claimants/payee that the check is ready for pick-up/ the LDDAP-ADA was forwarded to the bank and to issue OR upon crediting payment to their account.</p>	None	5 min. (per DV)	Admin Staff Cashier Unit
	<p>12. Releases check to the Payee and sign the Box D portion of the DV and attach the OR to the DV.</p>			
<p>2. Receive check and sign Box E of the DV, or debited amount in ATM</p> <p>For service providers, issue Official Receipt to Cashier.</p>		None		

TOTAL:		None	3 hours & 40 min. + 24-hour waiting time of the bank	

CITIZEN'S CHARTER NO. BMB-AFC-02. COLLECTION & DEPOSIT OF FEES

This process ensure that an adequate system of internal control over cash handling, cash collections and deposits is maintained within the Bureau. It will safeguard BMB accounts, ensure high level of accuracy and reliability in the accounting records and reduce the opportunity for errors or losses without incurring unreasonable additional costs for the internal controls established.

Office or Division:	Cashier Unit-Office of the Director			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Private individual and Business Ninoy Aquino Parks and Wildlife Nature Center Management Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
5. Order of Payment (2 copies)			Accounting Unit & Wildlife Resources Division (for CITES permit)	
6. Entrance, parking tickets issued (copy)			Ninoy Aquino Parks and Wildlife Center Gate Collectors	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits Order of Payment issued by the Accounting to Cashier Unit	1. Receives cash/check from Payor based on Order of Payment issued by the Accounting	Amount is based on order of Payment	1 min per O.R.	Receiving Clerk Cashier Unit
	2. Issues Official Receipt in three (3) copies	none	2 minutes per O.R.	Receiving Clerk Cashier Unit
	3. Signs Official Receipt and to be issued to Payor	none	2 minutes per O.R.	Cashier/Collecting Officer

	4. Prepares List of Deposited Collection (LCD) Deposit Slip (DS) in 5 copies	none	10 minutes per Deposit Slip	Administrative Assistant <u>Cashier Unit</u>
	5. Record Collection in Cash Receipt Record (CRR)	none	10 minutes per collection	Cashier/Collecting Officer
	6. Deposits collection in AGDB	none	45 minutes to 1 hour	Cashier/Collecting Officer
TOTAL:		None	1 hour & 30 min. (+ 24-hour waiting time of the bank)	

CITIZEN'S CHARTER NO. BMB-AFGSS-01. ISSUANCE OF TRIP TICKET

Trip Tickets are official documents issued to drivers as basis for conveying BMB officials and other personnel in meetings, workshop and other official business/transaction within Metro Manila and nearby vicinities reachable by land transportation.

Office or Division:	General Services Unit - Office of the Director			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	All BMB Official Drivers			
CHECKLIST OF REQUIREMENTS*		WHERE TO SECURE		
5. Driver's Trip Ticket Form		General Services Unit- Office of the Director		
6. Travel Order, if required (for BMB Employee and Driver)		Human Resources and Development Unit (HRDU)		
7. Notice/Invitation for Meetings (for BMB Staff)		End-User/HRDU Organizers of Meeting/Workshop etc		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Submit Accomplished Driver's Trip Ticket Form or Request Drivers Trip Ticket personally to General Services Unit	5. Receives the accomplished Trip Ticket form or prepare Trip Ticket form if requested personally (without request form)	None	2 mins	Receiving/Releasing Clerk General Services Unit
	6. Review the accomplished Trip Ticket form (with other supporting documents, if required)	None	3 mins	Action Officer Admin and Finance - Office of the Director
	7. Approve and sign the Trip Ticket	None	1 min	Action Officer Admin and Finance - Office of the Director
	8. Record and assign control number on the approved trip Ticket and release to driver	None	1 min	Receiving/Releasing Clerk General Services Unit

3. Receives the approved and signed Trip Ticket		None	1 min	Driver/End-User
TOTAL:		None	8 minutes	

CITIZEN'S CHARTER NO. BMB-AFGSS-02. ISSUANCE OF FUEL WITHDRAWAL SLIP

Gasoline Withdrawal Slip is an official document issued to drivers as basis for requesting gasoline for their assigned BMB Official vehicles from accredited and designated fuel Station for conveying BMB officials and other personnel in their official business/transaction within Metro Manila and nearby vicinities reachable by land transportation. The slip is used to regulate and monitor fuel consumption as well as basis for accounting and budgeting purposes.

Office or Division:	General Services Unit -Office of the Director			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	All BMB Official Drivers / other BMB authorized staff			
CHECKLIST OF REQUIREMENTS*		WHERE TO SECURE		
8. Fuel Withdrawal Slip		General Services Unit- Office of the Director		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Request Fuel Withdrawal Slip from General Service Unit	9. Provide/Prepares Fuel Withdrawal Slip	None	2 mins	Receiving/Releasing Clerk General Services Unit
9. Submits Fuel Request Form to Division Chief for signature	10. Sign Fuel Request Form	None	1 min	Authorized Signatory BMB Divisions/AF/NAPWC
	11. Forwards signed approved Fuel Request Form to Action Officer, AF-OD	None	1 min	Receiving/Releasing Clerk General Services Unit
	12. Review, approve and sign Fuel Request Form	None	1 min	Action Officer Admin and Finance office of the Director
	13. Assign Control number, record and release Fuel Withdrawal Slip to Driver	None	1 min	Receiving/Releasing Clerk General Services Unit

10. Receives the approved and signed Fuel Withdrawal Slip		None	1 min	Driver/End-User
TOTAL:		None	7 minutes	

CITIZENS CHARTER NO. BMB-HRDU-01. ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE

This Certification serves as a proof whether a requesting personnel or official has a pending administrative case filed against him/her based on the records of BMB and DENR. The purpose for the request is included in the Certification.

Office or Division:	Human Resources Development Unit (HRDU)			
Classification:	Simple			
Type of Transaction	G2C -Government to Citizen G2G – Government to Government			
Who may avail:	All Permanent, Casual and Contractual Personnel and Officials of Biodiversity Management Bureau (BMB) Other Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Additional if Travel Abroad				
Approval of the Director/ Division Chief		BMB-HRDU		
Invitation (1 photocopy)		Host country or sponsor		
Additional if Scholarship				
Invitation (1 photocopy)		Host country or sponsor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Secure and accomplish request form, and submit form together with documentary requirements to Human Resources Development Unit (HRDU)	1. Receive the accomplished form and documentary requirements.	None	1 minute	Administrative Assistant Human Resources Development Unit (HRDU)
	2. Verify the name of the requestee in the database of personnel, draft Certification indicating	None	45 minutes	Personnel Analyst/ Administrative Assistant Human Resources Development Unit (HRDU)

	whether the requestee has administrative case, and affix initials in the Certification.			
	3. Review and affix initials on the certification	None	15 minutes	HRDU Head, Action Officer, and Assistant Director
	4. Review and sign the Certification.	None	5 minutes	Director
	5. Inform the requestee of the availability of the Certification.	None	1 minute	Administrative Assistant/ Personnel Analyst Human Resources Development Unit (HRDU)
	6. Release the Certification to the requestee. Retain a hard copy of the Certification.	None	1 minute	Administrative Assistant/ Personnel Analyst Human Resources Development Unit (HRDU)
2. Receives the approved Certification	7. Scan and file the receiving copy	None	2 minutes	Personnel Analyst Human Resources Development Unit (HRDU)
TOTAL:		None	1hr 10 minutes	

CITIZENS CHARTER NO. BMB-HRDU-02. ISSUANCE OF CERTIFICATION OF TRAVEL HISTORY

This Certification serves as a summary of his/ her official travels abroad for the last 24 months based on the records of BMB and DENR. The purpose for the request is included in the Certification.

Office or Division:	Human Resources Development Unit (HRDU)			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	All Permanent Employees of the Bureau			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Travel Abroad				
Approval of the Director/ Division Chief		BMB-HRDU		
Invitation (1 photocopy)		Host country or sponsor		
Additional (for Scholarship)				
Invitation (1 photocopy)		Host country or sponsor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Secure and accomplish request form, and submit form together with documentary requirements to Human Resources Development Unit (HRDU)	1. Receive the accomplished form and documentary requirements.	None	1 minute	Administrative Assistant Human Resources Development Unit (HRDU)
	2. Verify the name of the requestee in the database of personnel, draft the summary of official travels attended, and affix initials in the Certification.	None	45 minutes	Personnel Analyst/ Administrative Assistant Human Resources Development Unit (HRDU)
	3. Review and affix initials on the certification	None	15 minutes	HRDU Head, Action Officer, Assistant Director

	4. Review and sign the Certification.	None	5 minutes	Director
	5. Inform the requestee of the availability of the Certification.	None	1 minute	Administrative Assistant/ Personnel Analyst Human Resources Development Unit (HRDU)
	6. Release the Certification to the requestee. Retain a hard copy of the Certification.	None	1 minute	Administrative Assistant/ Personnel Analyst Human Resources Development Unit (HRDU)
11. Receives the approved Certification	7. Scan and file the receiving copy	None	2 minutes	Personnel Analyst Human Resources Development Unit (HRDU)
TOTAL:		None	1 hour 10 minutes	

CITIZENS CHARTER NO. BMB-HRDU-03. ISSUANCE OF SERVICE RECORD

This Certification serves as a summary of his/ her employment history. The purpose for the request is included in the Certification.

Office or Division:	Human Resources Development Unit (HRDU)			
Classification:	Simple			
Type of Transaction	Government to Citizen			
Who may avail:	All Permanent Employees of Biodiversity Management Bureau (BMB)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Travel Abroad				
Approval of the Director/ Division Chief		BMB-HRDU		
Invitation (1 photocopy)		Host country or sponsor		
Additional (for Scholarship)				
Invitation (1 photocopy)		Host country or sponsor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Secure and accomplish request form, and submit form together with documentary requirements to the Human Resources Development Unit (HRDU)	1. Receive the accomplished form and documentary requirements.	None	1 minute	Administrative Assistant Human Resources Development Unit
	2. Verify the name of the requestee in the database of personnel, draft Service Record, and affix initials in the Certification.	None	45 minutes	Personnel Analyst/ Administrative Assistant Human Resources Development Unit

	3. Review and sign the Certification.	None	5 minutes	Head Human Resources Development Unit
	4. Inform the requestee of the availability of the Certification.	None	1 minute	Administrative Assistant/ Personnel Analyst Human Resources Development Unit
	5. Release the Certification to the requestee. Retain a hard copy of the Certification.	None	1 minute	Administrative Assistant/ Personnel Analyst Human Resources Development Unit
2. Receives approved copy of the Certification	6. Scan and file the receiving copy	None	2 minutes	Personnel Analyst Human Resources Development Unit
TOTAL:		None	55 minutes	

CITIZENS CHARTER NO. BMB-HRDU-04. ISSUANCE OF PERSONAL TRAVEL AUTHORITY

This Travel Authority is endorsed to the DENR Central Office for approval of the personnel's request for personal travel.

Office or Division:	Human Resources Development Unit (HRDU)			
Classification:	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail:	All Permanent Employees of Biodiversity Management Bureau			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Personal travel Authority Form		BMB-HRDU		
Approved request letter by the Director thru the Division Chief stating that the personnel will not hinder the office's operation with his/ her absences on the duration of his/ her travel		Submitted by Client		
Approved Application for Leave		BMB-HRDU		
Letter of the Travel		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Secure checklist and submit to the HRDU the Request for Personal Travel Authority Form with the supporting documents indicated in the checklist.	1. Receive the accomplished form and review supporting documents.	None	3 minutes	Administrative Assistant/ Personnel Analyst Human Resources Development Unit
	2. Review documents and affix signature in the accomplished form.	None	2 minutes	Unit Head Human Resources Development Unit
	3. Scan all signed documents and	None	5 minutes	Personnel Analyst

	supporting documents for the travel.			Human Resources Development Unit
	4. Send all scanned accomplished form and documents to DENR Central Office thru e-mail.	None	5 minutes	Personnel Analyst Human Resources Development Unit
2. Receive copy of the approved Personal Travel Authority	5. Update the database of Personal Travel issuance	None	2 minutes	Personnel Analyst Human Resources Development Unit
TOTAL:		None	15 minutes	

CITIZENS CHARTER NO. BMB-HRDU-05. ISSUANCE OF CERTIFICATION OF EMPLOYMENT

This Certification serves as a proof whether a requesting personnel or official was or is currently employed at the Biodiversity Management Bureau based on personnel records. The purpose for the request is included in the Certification.

Office or Division:		Human Resources Development Unit (HRDU)		
Classification:		Simple		
Type of Transaction		Government to Citizen		
Who may avail:		All Permanent, Casual and Contractual Personnel and Officials of Biodiversity Management Bureau (BMB)		
Requirements		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Log-in request for COE at the Human Resources Development Unit	1. Update logbook for COE requests	None	1 minute	Administrative Assistant/ Personnel Analyst Human Resources Development Unit
	2. Verify the name of the requestee in the database of personnel, draft Certification indicating the position, date of employment and rate of the requestee.	None	45 minutes	Personnel Analyst/ Administrative Assistant Human Resources Development Unit
	3. Review and affix initials on the certification	None	15 minutes	HRDU Head, Action Officer, Assistant Director Human Resources Development Unit

	4. Review and sign the Certification.	None	5 minutes	Director
	5. Inform the requestee on the availability of the Certification.	None	1 minute	Administrative Assistant/ Personnel Analyst Human Resources Development Unit
	6. Release the Certification to the requestee. Retain a hard copy of the Certification.	None	1 minute	Administrative Assistant/ Personnel Analyst Human Resources Development Unit
2. Receives approved copy of the Certificate	7. Scan and file the receiving copy	None	2 minutes	Personnel Analyst Human Resources Development Unit
TOTAL:		None	1 hour 10 minutes	

CITIZEN'S CHARTER NO. BMB-AFR-01. Processing of Procurement Procedure

The Procurement Management Unit is the office responsible for the acquisition of supplies, services, and construction in support of the BMB Business. The Procurement Management Unit is the entity within both Authorities authorized to issue Invitations to Bids, Request for Proposal, Request for Quotation and issue contracts.

Office or Division:	Procurement Management Unit (PMU) - Office of the Director			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All Divisions and Projects of BMB and the Suppliers in regard with Procurement Services			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
INTERNAL CLIENTS (BMB)				
54. Purchase Request			Procurement Management Unit	
55. Request for Quotation (RFQ)			Procurement Management Unit	
56. Abstract of Quotation			Procurement Management Unit	
57. Purchase Order (P.O.)/Job Order (J.O.)			Procurement Management Unit	
58. Inspection and Acceptance Report (IAR)			Procurement Management Unit	
59. Certificate of Acceptance			Procurement Management Unit	
60. Requisition and Issue Slip (RIS)			Procurement Management Unit	
61. Disbursement Voucher (DV)			Procurement Management Unit	
EXTERNAL CLIENTS (NON-BMB)				
7. Quotations			BMB/Requester	
8. Philgeps Registration			BMB/Requester	
9. Business Permit			BMB/Requester	
10. SEC/DTI Registration Certificate			BMB/Requester	
11. BIR				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

12. Submit Purchase Request to BMB-Procurement Management Unit	9. Receives records in Logbook all PRs and forwards documents to concerned Processor	None	5 mins	Staff Procurement Management Unit
	45. Reviews/checks if included in Annual Procurement Plan	None	5 mins.	Staff Procurement Management Unit
	46. Review and signs the Purchase Request	None	5 mins	Head Procurement Management Unit
	47. Prepares 3 sets of Request for Quotation (RFQ)	None	10 minutes	Staff Procurement Management Unit
	48. Reviews and signs the Request for Quotation and forwards the duplicate to the End-user	None	5 mins	Head Procurement Management Unit
10. Receives the Duplicate of Request for Quotation for Canvass	1. Receives the duplicate and forward to concerned PMU Staff	None	5 mins	Staff Procurement Management Unit
	2. Prepares Abstract of Quotation and forward to the Action Officer and Director for Signature	None	15 mins	Staff Procurement Management Unit
	3. Prepares the Purchase Orders/Job Orders/Contracts for signing	None	10 mins	Staff Procurement Management Unit

11. Receives P.O/J.O or signature of the end-user and forwards to Budget Unit for availability of funds and the office of the Director for approval	1. Receives approved P.O/J.O and serves the same to the winning bidder	None	5 mins	Staff Procurement Management Unit
	2. Received the delivery of goods or services and prepares all the documents necessary for payment including Disbursement Voucher	None	30 mins	Staff Procurement Management Unit
	3. Reviews and Signs all the pertinent documents for payments	None	5 mins	Head Procurement Management Unit
	4. Forwards the Disbursement Voucher to the end-user for signature in the box A	None	5 mins	Staff Procurement Management Unit
Receives and Signs Disbursement Voucher then forward to Accounting Unit		None	1 min	Staff Procurement Management Unit
TOTAL:		None	1 hour and 46 minutes	

This service is under the following laws:

- *RA 9184 The Government Procurement Reform Act*

Citizens Charter No. BMB-BAC-01. SALE OF BIDDING DOCUMENTS

For Procurement requiring Public Bidding, 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 :	Bids and Awards Committee (BAC) Secretariat			
Classification :	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail :	Prospective Bidder/s			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
3. Present One (1) Valid Company Identification Card			1. Prospective Bidder / Contractor	
4. Official Receipt (1 photocopy with accompanying original)			2. Cashier Unit, BMB	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Present original and submit copy of Official Receipt as proof of payment as indicated in the invitation to bid (ITB) for the Bidding Documents to BMB BAC Secretariat	5. Receive copy of Official Receipt, and issue Copy of the Bidding Documents	Php 500.00 – 75,000.00*	5 min.	Staff BAC Secretariat
2. Receive copy of Bidding Documents, register in the logbook and acknowledge receipt of Bidding Documents	6. Maintain registry of Bidders who purchased the Bidding Documents		15 min.	Staff BAC Secretariat
	TOTAL :	Php 500.00 – 75,000.00	20 minutes	

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

* This service is under the following laws:

- *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 or the Government Procurement Reform Act of 2002*
- *Data Privacy Act of 2012 and its IRR (to safeguard personal information included as requirement of the procurement process)*

CITIZEN'S CHARTER NO. BMB-AFL-01. REVIEW AND EVALUATION OF CONTRACTS OF SERVICES

This service is to provide and ensure a legal attestation between the Bureau and a Second Party through a written document outlining the full understanding of the business relationship, scope of the work, and other vital provisions and conditions as agreed by both Parties.

Office or Division:	Legal Unit – Office of the Director			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen			
	G2G - Government to Government			
	G2B - Government to Business			
Who may avail:	Suppliers/Bidders/Consultants/Contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
If Supplier/Bidders/Consultants				
Contract of Service			BMB-HRDU	
Other requirements as requested by HRDU				
If Contractor				
Contract of Service			BMB-HRDU	
Application Requirements as requested by HRDU (Personal Data Sheet, Application letter, Transcript of Records, etc.)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit required documents and attachments to Human	1. Receive the contract/s and attached documents as referred by the Human Resources Development Unit (HRDU)	None		Administrative Staff, Legal Unit – Office of the Director

Resources Development Unit (HRDU) for processing, thereafter forwarded to the Legal Unit – Office of the Director for review			30 minutes	
	1a. Record the receipt/s of Contract/s of Service documents	None		
	1b. Forward/ Relay to the Head of Legal Unit	None		
	1c. Review and evaluate the submitted documents	None		Head of Legal Unit
	1d. If there are no revisions and corrections:	None		
	- affix signature or initial on the contract/s			Head of Legal Unit,
	- record and release documents to the Budget Unit for funding			Administrative Staff, Legal Unit – Office of the Director
	2. If there are revisions and corrections:	None		
	2a. Review and refer back to HRDU for revision with LU’s comments and suggestions		30 minutes	Administrative Staff, Legal Unit – Office of the Director

	2b. Once revisions are done by HRDU and the documents are referred back to the Legal Unit, review and evaluate the documents, affix signature or initial on the contract/s		15 minutes	Head of Legal Unit,
	2c. Record and release documents to the Budget Unit for funding		15 minutes	Administrative Staff, Legal Unit – Office of the Director
TOTAL:		None	1 hour and 30 minutes	