



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

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MAR 29 2022

ATTY. JEREMIAH BELGICA, REB, EnP

Director General
Anti-Red Tape Authority
Office of the President
GF, HPGV Building, 395 Senator Gil Puyat Avenue
Makati City
Email: evangelinemabiog@arta.gov.ph
nancykamillefernandez@arta.gov.ph

Dear **Atty. Belgica**,

Pursuant to Rule VI, Section 1 of the Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 11032 or the "*Ease of Doing Business and Efficient Government Service Delivery Act of 2018*" and ARTA Memorandum Circular No. 2022-02 requiring submission of Action Plans in relation to Zero Backlog Program, please see attached submission of this Bureau using the prescribed templates.

1. Zero Backlog Program (Annex A)
2. Zero Backlog Certification (Annex C)
3. Zero Backlog Program Process Flow/Diagram

Thank you.

Very truly yours,


AMELIJA DJ ORTIZ
Assistant Director



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




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copy Furnished:
Office of the Undersecretary
Legal, Administration, Human Resources and Legislative Affairs and Chairperson, DENR's Committee on Anti-Red Tape (CART) per SO No.2021-325
DENR CART Secretariat



Annex "A"
Zero Backlog Program



	
Department/Agency	Biodiversity Management Bureau
Program Title/ Name	BMB Zero Backlog Program for the issuance of CITES Permits
Program Objective	To ensure zero backlog in the review of applications with complete requirements and issuance of corresponding CITES Permit within the time as prescribed in the BMB Citizens Charter.
Target Output	100% issuance of CITES Permit within the prescribed time.
Date Implemented	
Implementing Office	Wildlife Resources Division
Program Description	
<p>The BMB Zero Backlog Program for the issuance of CITES Permits is the BMB's business continuity strategy implemented in compliance to Section 1 Rule VI of RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.</p> <p>The Program aims to review, evaluate, approve and issue all CITES permits accurately and on time based on the requirements, fees and processing time as prescribed in the Bureau's Citizens Charter. The Zero Backlog Program is implemented to prevent backlog in the issuance and processing of CITES permits.</p> <p>CITES refers to the Convention on International Trade in Endangered Species of Wild Fauna and Flora. It is an international agreement between governments which aim is to ensure that international trade in specimens of wild animals and plants does not threaten their survival. It entered into force in July 1975. The Philippines is a member to CITES since November 16, 1981.</p>	
Program Process Flow: <i>Please see attached</i>	
Program Output	<p>To date, the implementation of the BMB Zero Backlog program has resulted in the 100% issuance of CITES permits within the prescribed time.</p> <p>The Bureau has implemented strategies and measures identified in the attached process diagram to address the intervening factors gaps and risks related to the process.</p>
Implementation Results	To date, there is no currently backlog or pending application.


AMELITA D. ORTIZ
 Assistant Director

Annex "C"
Zero Backlog Certification

ZERO BACKLOG CERTIFICATE

Pursuant to Republic Act 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes.

I, **AMELITA DJ ORTIZ**, Filipino, of legal age, ASSISTANT DIRECTOR, of the BIODIVERSITY MANAGEMENT BUREAU, the person responsible and accountable in ensuring compliance with Section 1, Rule VI of the IRR of R.A. 11032, the Ease of Doing Business and Efficient Delivery of Government Services Act of 2018, hereby declare and certify the following facts:

1. The Biodiversity Management Bureau adhere to the responsibility to render fast, efficient, convenient reliable service
2. The government office enumerated herein does not have unacted/pending transaction exceeding the prescribed processing time as indicated on the Citizen's Charter
3. All services/transactions are processed within the prescribed processing time set under R.A. 11032

This certification is being issued to attest the fact that the agency has no backlog transactions for the covered period.

IN WITNESS WHEREOF, I have hereunto set my hands this 25th day of March, 2022 in Quezon City, Philippines.



AMELITA DJ ORTIZ
Assistant Director
Biodiversity Management Bureau

PROCESS DIAGRAM FOR ZERO BACKLOG PROGRAM: PROCESSING OF CITES IMPORT/EXPORT RE-EXPORT PERMIT
PROCESS OWNER: WILDLIFE RESOURCES DIVISION
BIODIVERSITY MANAGEMENT BUREAU

PROCESS DEFINITION:	CITES PERMIT (EXPORT/RE-EXPORT)	INTERVENING FACTORS	PROCESS OWNER/S:	BIODIVERSITY MANAGEMENT BUREAU
Process Objective /Planned Results or Outputs	Relevant Activities Or Process Steps	Risks/Factors that may cause Backlog	Actions to Address Risk	Opportunities
Timely and accurate issuance of CITES export, import and re-export permit	Review of appropriateness and completeness of submitted requirements against the checklist.	1. Lacking documents due to limited knowledge of applicant in the permitting system and requirements for the issuance of CITES permit	<p><u>For walk-in applicants:</u></p> <p>Upon checking of the submitted documents, they are immediately advised and given a copy of the list of the requirements and procedures for processing of application for CITES Permit.</p> <p><i>In cases, where requirements are complete but clarifications or validations on information may be required, the client may be contacted thru telephone call or email provided.</i></p> <p><u>For endorsed applications from the Regional Office:</u></p> <ul style="list-style-type: none"> The concerned applicant and Regional Office is 	<ol style="list-style-type: none"> 1. Provide accessible information like (FAQs) about the process and requirements in BMB and DENR websites and BMB official Social Media Accounts; 2. Setting up of standees digital kiosks on CITES requirements for application and procedures/process on the issuance of permit. 3. Availability of online messaging systems like Facebook messenger, email or VIBER; 4. Availability of knowledgeable staff tasked to respond to inquiries thru telephone,

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			<p>advised through phone or email on the evaluation of submitted documents; and</p> <ul style="list-style-type: none"> • a letter concerning feedback, list of requirements and procedures for the processing of application is sent to the applicant copy furnish the concerned Regional Office • Inspection Report of wildlife, by-products and derivatives for export/re-export or report on the facility inspection for importation of live wildlife should be included as part of the submitted documents. 	<p>chat or email about the process and requirements</p> <p>For Regional Office endorsed application:</p> <ol style="list-style-type: none"> 1. Records Management Unit to provide photocopy of Memorandum endorsement and attached documentary requirements to WRD as advance copy.
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			<p><u>For exportation:</u></p> <p>If the missing requirement is the import permit from the importing country in case of Appendix I species, the Technical Staff of BMB shall follow up with the CMA of the importing country in writing.</p> <p><u>For importation:</u></p> <p>If the missing requirement is the export permit from the exporting country in case of Appendix II species, the Technical Staff of BMB shall follow up with the applicant. For Appendix I species, the Technical staff of the BMB shall coordinate with the exporting country for additional required information, in writing.</p>	
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		<p>2. Non-availability of Technical Staff to review authenticity, appropriateness and validity of information in the submitted requirements.</p>	<p>Due to Official Travel, Personal Leave and/or other instances:</p> <p><u>For 1st Level Evaluators/reviewers:</u></p> <p>Ensure availability of enough reviewers/evaluators by regularly capacitating and training staff</p> <p><u>For 2nd and 3rd Level Evaluators/reviewers:</u></p> <p>Ensure availability of reviewers/evaluators by assigning/designating Officer-in-Charge authorized to endorse application for the permit to the Head of Agency. (Section Chief and Division Chief).</p>	<p>Digitization to allow mobile and remote review and evaluation of the applications</p> <p>Possible implementation of electronic signature (e-signatures)</p>
		<p>3. Limited ICT infrastructure including unstable internet connection in searching for</p>	<p>Ensure availability of reliable ICT infrastructure and stable internet connection.</p>	<p>Regular monitoring and assessment of ICT infrastructure and allocation of funding for upgrading as maybe required</p>

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		<p>references on wildlife biology, among other information required to evaluate application for CITES permits</p>	<p>Preventive Maintenance of ICT hardware and timely renewal of software licenses.</p> <p>Ensure availability of skilled ICT staff to assist WRD technical staff when having issues with Internet Connection/database.</p> <p>Provision of data allowance to support internet connection of staff to be able to evaluate applications while working from home.</p>	<p>Procurement of the services of a reliable Internet Service Provider</p> <p>Maintenance and regular updating of database on wildlife production/propagation in captivity by Wildlife Farm Permittees, especially those engaged on international trading</p>
	Preparation of CITES permit	Erroneous entry and typographical error in the permit details	Section Chief/In-Charge to conduct thorough review of the draft CITES permit prior to endorsement for signature of designated authority.	
	Approval/Signing of CITES Permit	<p>Non-availability of Designated Authority/Signatories for the Approval of Permits</p> <p>And/or</p> <p>Non-availability of Designated</p>	Ensure availability of designated Officer-in-Charge, Office of the Director through a Special Order to sign/approve permit (only those officials whose names were sent to CITES Secretariat are	<p>To bring for signing urgent CITES Permits if Authorized Signatory is within Metro Manila.</p> <p>Seeking clearance from the Authorized Signatory to authorize the Division</p>

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		<p>Authority/Signatories for the Approval of Permits during pandemic or natural calamities which may affect physical reporting to office.</p>	<p>authorized to sign/approve CITES Permits)</p> <p>Provide CITES Secretariat with specimen signature/s of Next-in-Rank official/employee/s who may be designated as In-Charge, Office of the Director</p>	<p>Chief/In-Charge of WRD to sign the CITES permit.</p> <p>Possible implementation of electronic signature (e-signatures)</p>
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**** Digitization of the process thru the development of a CITES Online Permitting Information System is currently being undertaken.*