



BIODIVERSITY MANAGEMENT BUREAU

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

CITIZEN'S CHARTER
2024 (1st 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

EXTERNAL SERVICES:

WILDLIFE RESOURCES DIVISION

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 Documentation of Turned-over, Donated and Confiscated Wildlife

NATIONAL PARKS DIVISION

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

1. Library Services

COASTAL AND MARINE DIVISION

1. Request for Technical Assistance (Coastal and Marine)

BIODIVERSITY POLICY AND KNOWLEDGE MANAGEMENT DIVISION

1. Request for Technical Assistance (Maps, Geo Spatial and Statistical Data)

NINOY AQUINO PARKS AND WILDLIFE CENTER

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

Accounting Unit

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

Human Resource Development Unit

1. Issuance of Service Records (for former BMB staff)
2. Issuance of Certification of Employment (for former BMB staff)

Bids and Awards Committee – Secretariat (BAC-SEC)

1. Sale of Bidding Documents

INTERNAL SERVICES:

Caves, Wetlands and other Ecosystems Division

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

BIODIVERSITY POLICY AND KNOWLEDGE MANAGEMENT DIVISION

1. Evaluation of Proposals/Quotation for Small Value/Shopping Mode of Procurement of ICT Equipment and Supplies (Hardware and Software)

Budget Unit

1. Processing of Special Budget Request

Cashier Unit

1. Collection and Deposit o Fees

General Services Unit

1. Issuance of Vehicle Trip Ticket and Fuel Withdrawal Slip

Human Resource Development Unit

1. Issuance of Certification of No Pending Administrative Case
2. Issuance of Certification of Travel History
3. Issuance of Service Records
4. Issuance of Certification of Employment

Procurement Management Unit

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

IX. FEEDBACK AND COMPLAINTS

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| 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 and Complaint Desk(PACD) 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 and Complaint Desk(PACD).</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 or 8888 Hotline focal person opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer or 8888 Hotline focal person 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> |

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| | <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>4th & 5th Floor, NFA Building, NFA Compound, Visayas Avenue, Brgy. Vasra, Diliman, Quezon City, Philippines 1128</p> <p>Hotline: 1-ARTA (1-2782)</p> <p>Contact No.: (02) 8246-7940 0920-925-3078 0998-856-8338</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

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| 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 bmb@bmb.gov.ph |
| Office of the Assistant Director | Contact Details +(63 2) 9246031 to 35 local 205 fax +(63 2) 9258945 | Email adirector@bmb.gov.ph |
| Divisions | 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 |
| Biodiversity Policy and Knowledge Management Division | +(63 2) 9246031 to 35 local 210 fax +(63 2) 9204486 | bpkmd@bmb.gov.ph |
| Units | Contact Details | Email Address |
| Human Resources Development Unit | +(63 2) 9246031 to 35 local 216 | hrds@bmb.gov.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 |

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| General Services Unit | +(63 2) 9246031 to 35 local 219 | gss@bmb.gov.ph |
| Legal Unit | +(63 2) 9246031 to 247 | legal@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 |
| 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 and re-export permits for CITES-listed species are being carried out as mandated under Republic Act 9147 (Wildlife Resources Conservation and Protection Act) and pursuant to the Philippine commitment to the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES).

CITES Export Permit refers to a 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. On the other hand, CITES Re-Export Permit refers to a permit authorizing an individual to bring out of the country a previously imported wildlife. Both CITES permits have the validity period of 1-6 months.

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| Office or Division: | Wildlife Resources Division (WRD)/Units under Office of the Assistant Director and Director |
| Classification: | Simple - applications from holders of Wildlife Farm Permit/Wildlife Culture Permit covering ornamental plants (valid for commercial purposes, Gratuitous Permit for taxonomic study) and Certificate of Wildlife Registration for pet purposes; application for re-export of manufactured products/live pets covered by CITES Import Permit issued by BMB Complex – applications covering specimens requiring further inspection by BMB and/or CITES Scientific Authorities and/or technical experts |
| Type of Transaction | G2C - Government to Citizen G2B – Government to Business G2G – Government to Government |
| Who may avail: | All applicants (Filipino citizen and Foreigner) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
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| EXPORT | |
| 1. Duly accomplished application form (1 original) | BMB-WRD Office/BMB website |
| 2. Any document showing supporting legal possession/acquisition of wildlife | |
| <ul style="list-style-type: none"> • Official Receipt/Sales Invoice (original) | Legal wildlife breeder |
| <ul style="list-style-type: none"> • Deed of Donation | Donor |
| <ul style="list-style-type: none"> • Certificate of Wildlife Registration (CWR) /Wildlife Farm Permit (WFP)/Wildlife Culture Permit (WCuP) | DENR Regional Office/Permit Holder |
| <ul style="list-style-type: none"> • Affidavit | Notary Public |
| <ul style="list-style-type: none"> • Applicable Cutting Permits and Transport Permits such as Tree Cutting Permit, Special Private Land Timber Permit, Certificate of | DENR Regional/PENR/CENR Office |

| Timber Origin, Certificate of Tree Plantation Ownership, Certificate of Transshipment, Certificate of Verification (for wood, wood product and derivatives) | | | | |
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| 3. Wildlife Inspection Report (endorsed to BMB within 5 days upon receipt of permit application by concerned DENR Regional Office) | | DENR Regional/PENR/CENR Office | | |
| 4. Local Transport Permit (where applicable) | | Regional Office (for NCR)/PENR Office | | |
| 5. Breeding/production Reports validated by the Regional Office | | DENR-Regional Office | | |
| Additional requirements for Commercial Purposes (EXPORT) | | | | |
| 8. Export Declaration (for export of butterfly 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 equivalent import permit/document and any document as proof of legal possession/acquisition of wildlife, as applicable | | CITES Import Permit (BMB) | | |
| 3. Wildlife Inspection Report | | DENR Regional/PENR/CENR Office | | |
| 4. Local Transport Permit (where applicable) | | DENR PENR Office/DENR NCR | | |
| 7. Breeding/production Reports validated by the Regional Office | | DENR Regional Office | | |
| Additional requirements for Commercial Purposes (RE-EXPORT) | | | | |
| 8. 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 Wildlife Resources Division (WRD) with complete supporting documents | 1a. Receives, records, and forwards accomplished Application Form with supporting documents to the Wildlife Regulation Section (For | None | 1 hour and 20 mins | Staff, WRD |

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| | <p>walk-in applications and applications received through WRD email)</p> <p>1b. Receives, records, and forwards to the Wildlife Regulation Section through the staff, WRD (For applications endorsed by Regional Office).</p> | | | Staff, Records Management Unit/Section |
| | 2. Evaluates application and supporting documents*. | None | <p>4 hrs</p> <p>For further requirements needed, processing time stops and resumes upon receipt of the requested document/s.</p> | Technical staff, Wildlife Regulation Section (WRS) |
| | 3. As applicable, reviews and evaluates additional document/s submitted by the applicant. | None | 3 hours | Technical staff, WRS |
| | 4. As applicable, further inspection by BMB and/or CITES | None | 5 days | Technical staff, WRS |

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| | Scientific Authority/ies and/or technical experts | | | |
| | 5. Prepares Order of Payment | None | 25 mins | Technical staff, WRS |
| | 6. Signs Order of Payment | None | | BMB Accountant or staff, Accounting Unit |
| 2. Receives Order of Payment and Pays the Required Fees | 5. Receives Order of Payment and Issues Official Receipt. ***Online payment may be done through the Landbank Link.BizPortal | <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> <i>Flora: Wood Products and Derivatives: 3% of export value**</i> <u>Permit Fee (Non-Commercial)</u> <i>P250.00 for 1-2 pairs of pet, plants not exceeding 12 pcs</i> | 20 mins | Staff, Cashier Unit |

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| | | <u>Inspection Fee</u> Commercial: P300.00 Non-Commercial: P150.00 | | |
| 3. Presents Original copy of the Official Receipt | 6. Receives an original copy of the Official Receipt and records application | None | 15 mins | Staff, WRS |
| | 7. Drafts CITES Export/Re-Export Permit and forwards permit to Chief, WRS | None | 5 hrs | Technical staff, WRS |
| | 8. Chief, WRS reviews, initials and endorses permit to Chief, WRD | None | 1.5 days | Section Chief, WRS |
| | 9. Chief, WRD reviews, initials, and endorses permit to Assistant Director's (AD) Office | None | | Division Chief, WRD |
| | 10. Assistant Director reviews, initials, and forwards permit to the Director's Office | None | | Assistant Director |
| | 11. Director approves/sign | None | | Director |

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| | s permit and forwards signed permit to RMU | | | |
| | 12. WRD affixes permit number, CITES and agency seals, and dates of issuance and validity | None | 30 mins | Staff, Wildlife Resources Division |
| 4. Applicant receives the approved CITES Export/Re-export Permit. Applicant's representative should present an authorization letter and ID. | 13. WRD releases permit to the applicant | None | 10 mins | Staff, Wildlife Resources Division |
| TOTAL: | | Pls see fees above | Simple : 3 working days Complex : 8 working days <i>Note: Additional 3 hours, if requires submission of additional document/s; processing time will resume upon receipt of the additional required documents from applicant or concerned CMA or DENR Regional Office, as the case may be.</i> | |

**For CITES Appendix I species, BMB as CMA Philippines will request for a CITES Import Permit from the Importing country before the issuance of CITES Export Permit.*

***Pursuant to Section 21 of Republic Act 9147 and Joint "DENR-DA-PCSD Administrative Order No. 01 Series of 2004.*

This service is under the following laws:

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

Note: The prescribed processing time is applicable for 1 permit application only and assumed that the concerned evaluator/processor has no other intervening official task/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 import permits for CITES-listed species is being carried out as mandated under Republic Act 9147 (Wildlife Resources Conservation and Protection Act) and pursuant to 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. It has a validity period of 1-6 months.

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| Office or Division: | Wildlife Resources Division (WRD) / Units under Office of the Assistant Director and Director | |
| Classification: | <p>Simple - applications covering wildlife by-product and derivatives, ornamental plants and wild fauna for commercial propagation and wild fauna for pet purposes.</p> <p>Complex – applications covering large/dangerous or CITES Appendix-I live wild animals requiring inspection of the proposed enclosure/s by the BMB and CITES Scientific Authorities and/or other experts</p> | |
| Type of Transaction | G2C - Government to Citizen G2B – Government to Business G2G – Government to Government | |
| 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, including seeds) | Authorized agency from the country of origin | |
| 4. Veterinary Certificate (for wild animals) | Authorized agency from the country of origin | |
| 5. Inspection report on the facility for live wild plants and wild animals (endorsed to BMB within 5 days upon receipt of permit application by concerned DENR Regional Office) | DENR Regional Office/PENR/CENR Office | |
| Additional requirements | | |

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| 6. Confirmation of the validity of permit (as needed) | CMA of the exporting country |
| 7. Copy of Wildlife Culture Permit/Wildlife Farm Permit (for new applicant who will use the wild plants/wild animals to be imported for commercial propagation purposes) | DENR Regional Office |
| 8. Clearance from the Secretary, if exotic wild plant species will be introduced to the Philippine environment (e.g. used for plantation establishment) pursuant to Section 13 of RA 9147. | DENR Secretary through Biodiversity Management Bureau |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
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| 1. Submit accomplished Application Form to the Wildlife Resources Division (WRD) with complete supporting documents | 1a. Receives, records, and forwards accomplished Application Form with supporting documents to the Wildlife Regulation Section (For walk-in applications and applications received through WRD email) | None | 1 hour and 20 mins | Staff, WRD |
| | 1b. Receives, records, and forwards to the Wildlife Regulation Section through the staff, WRD (For applications endorsed by Regional Office). | | | Staff, Records Management Unit/Section |

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| | 7. Evaluates application and supporting documents. | None | 4 hrs For further requirements needed, processing time stops and resumes upon receipt of the requested document/s. | Technical Staff, Wildlife Regulation Section (WRS) |
| | 8. As applicable, reviews and evaluates additional document/s submitted by the applicant. | None | 3 hours | Technical staff, WRS |
| | 9. As applicable, further inspection by BMB and CITES Scientific Authority/ies and/or technical experts | None | 5 days | Technical staff, WRS |
| | 10. Prepares Order of Payment | None | 25 mins | Technical Staff, WRS |
| | 11. Signs Order of Payment | None | | BMB Accountant or staff, Accounting Unit |
| 2. Receives Order of Payment and Pays the Required Fees | 5. Receives Order of Payment and Issues Official Receipt. Online | Import Permit Fee: P350.00 | 20 mins | Staff, Cashier Unit |

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| | payment may be done through the Landbank Link.BizPortal | | | |
| 3. Presents Original copy of the Official Receipt | 6. Receives Original copy of the Official Receipt and records application | None | 15 mins | Staff, WRS |
| | 7. Drafts CITES Import Permit and forwards permit to Chief, WRS | None | 5 hrs | Technical Staff, WRS |
| | 8. Chief, WRS reviews, initials and endorses permit to Chief, WRD | None | 1.5 days | Chief, WRS |
| | 9. Chief, WRD reviews, initials, and endorses permit to Assistant Director's (AD) Office | None | | Division Chief, WRD |
| | 10. Assistant Director reviews, initials, and forwards permit to the Director's Office | None | | Assistant Director |
| | 11. Director approves/signs permit and forwards | None | | Director |

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| | signed permit to WRD | | | |
| | 12. WRD affixes permit number, CITES and agency seals, and dates of issuance and validity | None | 30 mins | Staff, WRD |
| 12. Applicant receives the approved CITES Import Permit. <i>Applicant's representative should present an authorization letter and ID.</i> | 13. WRD releases permit to the applicant | None | 10 mins | Staff, WRD |
| | TOTAL: | | | Simple : 3 working days Complex : 8 working days Note: Additional 3 hours, if requires submission of additional document/s; processing time will resume upon receipt of the additional required documents from applicant or concerned CMA or DENR Regional Office, as the case may be. |
| | | P350.00 | | |

This service is under the following laws:

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

Note: The prescribed processing time is applicable for 1 permit application only and assumed that the concerned evaluator/processor has no other intervening official task/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.

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| 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 G2G - 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; Student researchers and Government initiated projects with study areas covering several regions |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
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| Letter of Intent | | Permit Applicant | |
| Approved MOA by BMB Director (only for foreign applicants and local Non-government organizations/academic institutions) | | BMB Director | |
| Copy of the research/project /thesis/ dissertation proposals | | Permit Applicant | |
| Endorsement letter from the Dean/academic adviser (in case applicant is a student) or in the case of an individual researcher, from a recognized expert or a research institution or conservation organization | | School (in case applicant is a student); Recognized expert or a research institution or conservation organization | |
| 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 Management Board (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 |
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| 1. Submits Complete application documents to BMB Records Section | BMB Records Management and Documentation Unit (RMDU) 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 | None | 2 days | Chief, Wildlife Conservation Section |

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| | meritorious, WCS informs the proponent of the results of the evaluation | | | |
| | WCS Clerk records and forwards evaluation form with recommendations, draft GP to WRD Chief's Clerk | None | 5 mins | Chief, Wildlife Conservation Section |
| | WRD Clerk records and forwards evaluation form, draft GP to WRD Chief | None | 5 mins | Clerk, WRD |
| | WRD reviews and affixes initial to evaluation form and draft GP | None | 1 hr | Division Chief, WRD |
| | WRD Clerk records and forwards the evaluation form, draft GP 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 | None | 5 mins | Clerk, Office of the Assistant Director |
| | Office of the Assistant Director reviews and initials the | None | 20 mins | Assistant Director |

| | | | | |
|--|--|------|---------|---|
| | evaluation form and GP | | | |
| | Receiving clerk-Office of the Assistant Director forwards the evaluation form, draft GP to the Office of the Director | None | 5 mins | Clerk, Office of the Assistant Director |
| | Receiving Clerk, Office of the Director receives and records evaluation form, draft GP | None | 5 mins | Clerk, Office of the Director |
| | Office of the Director signs the evaluation form, draft GP | None | 20 mins | Director |
| | Receiving Clerk – Office of the Director forwards signed evaluation form, draft GP the BMB RMDU | None | 5 mins | Receiving Clerk –Office of the Director |
| | BMB RMDU assigns permit number, affixes the Bureau seal to the permit, stamps the date of issuance and releases the signed GP to WRD | None | 5 min | Clerk Records Unit/Section |
| | WRD Clerk records and forwards the | None | 5 min | Clerk, WRD |

| | | | | |
|--|--|--------|---------|--|
| | signed GP to WCS | | | |
| 2. Receives GP | WCS technical Staff advises the applicant of the approval of the Permit and awaits feedback or information from the proponent regarding the date that the permit will be picked up by the permittee or authorized representative | None | 2 days | Technical Staff, WRD-WCS |
| | Permittee or authorized representative picks up the GP from the WCS Clerk | | 20 mins | Permittee or authorized representative |
| 2. Pays the corresponding fee to the Cashier Section | WCS administrative staff prepares the Order of Payment for the required fees | | 5 min | WCS administrative staff |
| | Permittee or authorized representative presents the Order of Payment to Cashier and pays the corresponding fee | PhP100 | 5 min | Permittee or authorized representative |
| | Cashier Unit receives payment and issues Official Receipt to the permittee | | 10 min | Staff, Cashier Unit |

| | | | | |
|----------------------------------|--|----------------|-------------------------|------------|
| | | | | |
| 3. Presents receipt to WRD Clerk | WCS Clerk scans the GP and receipt and releases the same to the permittee or authorized representative | | 10 min | Clerk, WCS |
| TOTAL: | | P100.00 | 4 days and 3 hrs | |

This service is under the following laws:

Republic Act No. 9147 (Wildlife Resources Conservation and Protection Act)

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

DENR A.O. 2022-10 (Revised DENR 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: | Foreign entity/institutions/individual; Filipino citizens affiliated with a foreign institution; Local NGOs and non-government academic institutions) whose study covers two (2) or more regions | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| MOA | | | | |
| 1. Letter of Intent | | Applicant | | |
| 2. Research proposal duly endorsed by head of the institution of the principal researcher/applicant indicating the following: 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 | | Applicant Applicant Collaborator | | |
| 3. Profile of institution where the applicant is connected/affiliated indicating therein its objectives and functions, among others; and, | | | | |
| 4. Letter of acceptance from pre-identified local collaborator/s (for foreign institution only) | | | | |
| 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 and Documentation Unit (RMDU) receives, | None | 5 mins | Staff Records Mgt Unit/Section |

| | | | | |
|--|--|--|---------|----------------------|
| BMB Records Management Unit Office with complete supporting requirements | records and forwards application documents to WRD | | | |
| | WRD Clerk receives and records application and forwards to WRD Chief | | 5 mins | Clerk, WRD |
| | WRD Chief reviews and forwards application with advice on action/s to be taken to Wildlife Conservation Section (WCS) | | 20 mins | Division Chief, WRD |
| | WCS Clerk receives and records application and forwards to WCS Chief | | 5 mins | Clerk, WCS |
| | WCS Chief reviews and forwards application with advice on action/s to be taken to the concerned WCS technical staff | | 20 mins | Chief, WCS |
| | WCS technical staff evaluates the completeness and scientific merit of the proposal. If the requirements are complete and meritorious, the technical staff shall draft the MOA with Complete Staff Work | | 3 days | Technical Staff, WCS |

| | | | | |
|--|---|--|---------|--|
| | and endorse it to the Chief of the Wildlife Resources Division for review. If not, WCS informs the applicant on the lacking documents and/or the results of the evaluation | | | |
| | WCS Chief reviews the draft MOA and CSW and endorses the same to the WRD Chief | | 2 hrs | Section Chief, Wildlife Conservation Section |
| | WRD Chief reviews the draft MOA and endorses the same to BMB Legal Officer | | 3 hrs | Division Chief, WRD |
| | Legal Unit Clerk receives documents and forwards to the Head, Legal Unit | | 5 mins | Clerk, Legal Unit |
| | Legal Officer reviews the draft MOA and provides comments/feedback to WRD | | 4 hrs | Legal Officer, BMB |
| | WRD Clerk receives and forwards the documents to WRD Chief | | 5 mins | Clerk, WRD |
| | The WRD Chief reviews comments/feedback from Legal Unit and forwards draft MOA with advice on action/s to be taken to the WCS | | 20 mins | Chief, WRD |

| | | | | |
|--|---|--|---------|--|
| | WCS addresses/incorporates the comments/feedback from Legal Unit in the draft MOA endorses it to WRD Chief with covering memo; | | 1 hr | Chief, WCS and concerned technical staff |
| | WCS Clerk records the details and forwards the documents to WRD Chief | | 5 mins | Clerk, WCS |
| | WRD Clerk receives and forwards the documents to WRD Chief | | 5 mins | Clerk, WRD |
| | WRD chief endorses the draft MOA with covering memo to the Office of the Assistant Director | | 20 mins | Chief, WRD |
| | WRD Clerk records details and releases the draft MOA with covering letter to the Office of the Assistant Director | | 5 mins | Clerk, WRD |
| | 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) |
| | The Assistant Director reviews, initials & forwards the same to the Office of the Director; otherwise, the documents will be | | 1 hr | Assistant Director |

| | | | | |
|----------------------------|--|--|--------|------------------------------------|
| | returned to the WRD Chief and undergo re-evaluation and follow steps 4-8 hereof | | | |
| | Receiving Clerk, Office of the Assistant Director releases the documents to the Office of the Director | | 5 min | Clerk Office of Assistant Director |
| | Receiving Clerk, Office of the Director receives, records and forwards the documents to the Director | | 5 min | Clerk Office of the Director |
| | BMB Director approves/signs the MOA and returns it to the receiving Clerk | | 1 hr | Director |
| | Receiving Clerk, Office of the Director forwards signed action-document to the BMB RMDU | | 5 mins | Clerk Office of the Director |
| | BMB RMDU keeps a true copy of the MOA and forwards the original copies of the MOA to the WRD | | 5 min | Clerk, BMB RMDU |
| | WRD Clerk receives and forwards the documents to WCS | | 10 min | Clerk, WRD |
| | WCS Clerk receives the documents | | | Clerk, WCS |
| 2. Receives the signed MOA | WCS technical staff informs the proponent of the status of the MOA application and awaits feedback or | | 2 days | Technical Staff, WCS |

| | | | | |
|---|---|-------------|-----------------------|--|
| | information from the proponent regarding the date that the MOA will be picked up by the proponent or authorized representative. | | | |
| | The proponent or authorized representative picks up the MOA from the WCS Clerk | | 10 mins | Proponent or authorized representative |
| 3. Facilitate signing of the second party representatives and notarization of the MOA | The proponent facilitates the signing of the second party representatives and notarization of the MOA and return the duly signed MOA to the BMB | | 3 days | Proponent |
| 4. Return the notarized duly signed MOA to the BMB | The proponent facilitates the return of the notarized duly signed MOA to the WRD | | 10 mins | Proponent |
| | The WCS Clerk scans and photocopy the original copy of the notarized MOA and provides the proponent a certified true copy of the document. | | 10 mins | Clerk, WCS |
| TOTAL: | | None | 6 working days | |

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. 2022-10 (Revised DENR Manual of Authorities on Technical Matters).

CITIZEN'S CHARTER NO. BMB-WRD-06. Processing and Documentation of Turned-over, Donated and Confiscated Wildlife (Fauna)

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

| | |
|----------------------------|---|
| Office or Division: | Wildlife Resources Division (WRD) / National Wildlife Rescue and Research Center (NWRRC) |
| Classification: | Simple |
| Type of Transaction | G2C - Government to Citizen G2B – Government to Business G2G – Government to Government |
| Who may avail: | Local or foreign individuals, company, organizations or entity either private or public |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| 6. Animal Acceptance Form and Waiver | BMB-National Wildlife Rescue and Research Center |
| Optional Requirements if available: | |
| 7. Proof of Ownership/Sales Invoice | Clients/Registered Pet shops/ Registered Wildlife Farms |
| 8. Certificate of Wildlife Registration (CWR) | DENR Regional Office |
| 9. Confiscation/Case Report/Seizure Receipt | Wildlife Enforcement Officers |

| CLIENT STEPS | AGENCY ACTION | FEE S TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|---|---|-------------------------|------------------------|-----------------------------------|
| 1. Bring wildlife (fauna) to NWRRC for documentation | 1. Records details of the wildlife (fauna) in the Animal Acceptance Form | None | 5 mins | Animal Keeper/ Technical Staff |
| 2a. Fill-out details in the Animal Acceptance Form and Waiver (for local/foreign individuals, company or entity either | 2. Review details of the Animal Acceptance Form and proper identification of the animal and | None | 5 mins | Veterinarian on duty |

| | | | | |
|--|---|-------------|----------------|-----------------------------------|
| private or public) | sign the document | | | |
| 2b. Fill-out details in the Animal Acceptance Form and provide attachments such as confiscation/case report/seizure receipt to the NWRRC (for Wildlife Enforcement Officers) | | | | |
| 3a. Receives copy of the Waiver and/or photocopy of the Animal Acceptance Form (as requested, for local/foreign individuals, company or entity either private or public) | 3a. Provide copy of the Waiver and a photocopy of the Animal Acceptance Form (as requested) to the client (for local/foreign individuals, company or entity either private or public) | None | 5 mins | Animal Keeper/ Technical Staff |
| 3b. Receives photocopy of the Animal Acceptance Form (for Wildlife Enforcement Officers) | 3b. Provide photocopy of the Animal Acceptance Form to the client (for Wildlife Enforcement Officers) | | | |
| TOTAL | | None | 15 mins | |

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 peoples 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 Citizen, legally registered business entity or other NGAs including other DENR Regional offices |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|--|--|--|--|
| 1. Accomplished application form | | Protected Area Management Office | | |
| 2. Certificate of Registration of the PO | | Registering authority (CDA, SEC, etc...) | | |
| 3. 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 | | |
| 4. 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 | | |
| 5. 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 | | |
| 6. List of approved tenured migrants | | DENR Regional Office | | |
| 7. FPIC/NCIP certification | | National Commission on Indigenous Peoples (NCIP) | | |

| CLIENT STEPS | AGENCY ACTION | FEE S TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|-----------------------|--|-------------------------|------------------------|----------------------------|
| 1. Submit accomplishe | 1. Receives Application Form with complete | None | 8 mins | Clerks |

| | | | | |
|--|--|------|---------------------------|----------------------|
| d Application Form with complete supporting requirements to National Parks Division | Supporting Documents and forward document to the division chief | | | NPD |
| | 2. Initial evaluation and referral to the concerned section | None | 30 mins | Division Chief, NPD |
| | 3. Review of application and assignment to concerned Technical Staff | None | 35 mins | Section Chief, NPD |
| | 4. - Review and evaluation of submitted documents; - Drafting of comments/recommendations and - action documents for review of Section chief | None | 2 days | Technical Staff, NPD |
| | 5. Reviews and provides comments/inputs/further instructions | None | 1 day | Section Chief, NPD |
| | 6. Refine draft action documents based on recommendations/inputs of Section Chief | None | 2 days (further research) | Technical Staff, NPD |
| | 7. Review of the revised documents | None | 4 hrs | Section Chief, NPD |
| | 8. Review and provide comments/inputs/further instructions and refer to Section Chief | None | 4 hrs | Division Chief, NPD |
| | 9. Review documents/further instruction from Division Chief and refer to the Technical Staff who drafted document | None | 2 hrs | Section Chief, NPD |

| | | | | |
|---------------|---|------|-------------------------|----------------------|
| | 10. Refine/finalize action documents, affix initials and forward to Clerks | None | 1 hr | Technical Staff, NPD |
| | 11. Scan/photo copy relevant basic documents and forward to Section Chief for initial | None | 30 mins | Clerks, NPD |
| | 12. Final review and affix initials and forward to Division Chief | None | 30 mins | Section Chief, NPD |
| | 13. Final Review and affix initials | None | 30 mins | Division Chief, NPD |
| | 14. Forwards to the Office of the Assistant Director | None | 5 minutes | Technical Staff, NPD |
| TOTAL: | | | <i>5 days, 13.8 hrs</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. 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.

The BMB reviews the application forwarded by the Regional Offices including the required supporting documents and endorse the same to the Office of the Secretary for the approval of the draft SAPA.

Note: The Office of the DENR Secretary is the one issuing the approved SAPA to the applicant/Project Proponent.

| | |
|----------------------------|--|
| Office or Division: | National Parks Division |
| Classification: | Complex |
| Type of Transaction | G2C - Government to Citizen G2B - Government to Business G2G – Government to Government |
| Who may avail: | All natural born Filipino citizen, legally registered business entity and government agencies. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|------------------------|
| <i>General Requirements</i> | |
| 1. Duly accomplished application Form | PA Management Office |
| 2. Certified copy of birth certificate (for individuals) or ownership (for corporations) | PSA, SEC |
| 3. 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 |
| 4. 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 |
| 5. Free and Prior Informed Consent (FPIC) of concerned IPs, as the case maybe | NCIP, IPs concerned |
| <i>For Individual Applicants</i> | |
| 6. For tenured migrant/s, a certification from the concerned Protected Area Superintendent | PA Management Office |
| 7. 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 |
| 8. For IPs applying for areas outside their ancestral land/domain, a certification from the | NCIP |

| | |
|---|--|
| Regional/Provincial NCIP that the applicant is an IP living within the protected area | |
| For Groups/Corporations/Associations/Cooperatives/NGOs | |
| 9. 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 |
| 10. 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 |
| 11. For cooperatives, a Certificate of Registration with the Cooperative Development Authority | Cooperative Development Authority |
| Other Requirements | |
| 12. Clearance/Disapproval of the Application issued by RED (PAMB Clearance) | Office of the RED |
| 13. Comprehensive Development and Management Plan | Proponent |
| 14. Environmental Compliance Certificate | DENR-EMB |
| 15. PAMB Resolution recommending the approval of SAPA application | PAMB |
| 16. Map showing project site overlaid on the Management Zones in the PAMP | PAMO in coordination with the proponent |
| 17. Copy of Official Receipt for Administrative Fee amounting to PhP 5,000.00 | Proponent (PENRO to receive payment) |
| 18. Rehabilitation Plan | Proponent |
| 19. Map showing the project site location in relation to the 40-meter easement. | PAMO in coordination with the proponent |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|--------------|---------------|-----------------|-----------------|---------------------|
| | | | | |

| | | | | |
|--|---|------|---------|----------------------|
| 2. Submit accomplished Application Form with complete supporting requirements to NPD | 2. Receives Application Form with complete supporting documents and forwards to the Division Chief for initial evaluation | None | 8 mins | Clerk, NPD |
| | 13. Initial evaluation of the application and forwards the document to the concerned Section. | None | 35 mins | Division Chief, NPD |
| | 14. Initial evaluation and assign to concerned Technical Staff | None | 30 mis | Section Chief, NPD |
| | 15. Evaluates completeness and appropriateness of submitted requirements. Drafts action documents (i.e. 1. comments and recommendations, or draft SAPA T&C and endorsement memorandum to the Secretary) | None | 3 days | Technical Staff, NPD |
| | 16. Reviews documents from Technical Staff and provides comments/inputs/further instructions | None | 1 day | Section Chief |
| | 17. Revise/update draft action documents | None | 2 days | Technical Staff |
| | 18. Review the revised action documents and forwards to Division Chief | None | 4 hrs | Section Chief |
| | 19. Review and provide comments/inputs/instr | None | 4 hrs | Division Chief |

| | | | | |
|---------------|---|------|---------------------------------------|-----------------|
| | uctions and refer to the Section Chief | | | |
| | 20. Take note of the comments/instructions and refers it to the Technical Staff | None | 2 hrs | Section Chief |
| | 21. Revise/finalize action documents | None | 2 hrs | Technical Staff |
| | 22. Final review and affix initials and forward to Division Chief | None | 30 mins | Section Chief |
| | 23. Final Review and affix initials | None | 30 mins | Division Chief |
| | 24. Scan/photocopy relevant basic documents, record action memo/documents and forward to the Office of the Assistant Director | None | 35 mins | Clerk |
| TOTAL: | | | <i>7 days, 6 hours and 48 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*

Notes:

1. *The administrative fee amounting to Php5,000.00 is payable at the concerned PENRO.*
2. *BMB does not impose additional charge for the review of SAPA applications.*
3. *SAPA Fee is computed as follows: five percent (5%) of the most recent zonal value of the commercial zone in the nearest barangay or municipality where the project area is located, multiplied by the size of the area for development, plus one percent (1 %) of the project cost.*

CITIZEN'S CHARTER NO. BMB-CAWED-01. LENDING OF LIBRARY COLLECTION

This procedure intends to define the entire process of the circulation service, which involves the borrowing and returning of library materials of the BMB Library.

| | | | | |
|---|---|------------------------|-------------------------|-----------------------------|
| Office or Division: | Caves Wetlands and Other Ecosystems Division | | | |
| Classification: | Simple | | | |
| Type of Transaction | G2C- Government to Citizen G2B- Government to Business G2G- Government to Government | | | |
| Who may avail: | General Public including DENR employees (permanent and contract of service), Local Government Units, Academe, Non-Governmental Organizations, and National Government Agencies. | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Valid identification card | | | Requesting party | |
| Borrower's Form | | | Librarian/Library staff | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| | | | | |
| I. Visit to the Physical Library/Walk-in | | | | |
| 1. Fill out the logbook | 1. Provide and assist in filling out the logbook. | None | 5 minutes | Librarian/ Library Staff |
| 2. Inquire about references. | 1. Determine which subject, field, or topic the clientele is looking for. 2. Determine the availability of references. a. If references are available, retrieve them from the collection. | None | 1 hour | Librarian/ Library Staff |

| | | | | |
|--|--|------|------------|-----------------------------|
| | 3. Present other ways to check the library's collection for future inquiries: through the eLibrary or by browsing through the shelves in person. | | | |
| 3. Borrow from the library collection. | 1. For digital references, request the clientele's email address to receive a copy. | None | 10 minutes | Librarian/ Library Staff |
| | 2. For print references: <ul style="list-style-type: none"> a. BMB Personnel: if the clientele wishes to use the references inside the library, hand over the references and direct them to the Reading Area. b. DENR Personnel: explain that all references are for room use only if without a BMB guarantor who will borrow on their behalf. c. Other Clientele: explain that all references are for room use only. | | | |
| | 3. For BMB Personnel only, provide and assist in filling out the Borrower's Form. | None | 20 minutes | Librarian/ Library Staff |

| | | | | |
|---|---|-------------|------------------------------|-----------------------------|
| | <p>4. Ask the clientele to surrender any valid ID.</p> <p>5. Inform the clientele that references can only be borrowed for a maximum of seven (7) days. Renewal requires filing a separate Borrower's Form.</p> | | | |
| 4. Return borrowed references from the library collection. | 1. Retrieve references from the clientele if used inside the library. | None | 3 minutes | Librarian/ Library Staff |
| | 2. Inspect borrowed references for any damage. | None | 10 minutes | Librarian/ Library Staff |
| | 3. Return valid ID to clientele. | | | |
| Total: | | None | 1 hour and 43 minutes | |
| II. eLibrary (https://elibrary.bmb.gov.ph/elibrary/) | | | | |
| <p>1. Visit the elibrary website thru the link</p> <p>Click the "Request" tab under the chosen reference and fill and submit out the online form.</p> | <p>1. Receive the form and determine the availability of the reference being requested.</p> <p>2. Send an email response to the clientele.</p> <p>a. For digital references, retrieve them from the collection and attach them to the email response.</p> | None | 1 hour | Librarian/ Library Staff |

| | | | | |
|---------------|--|-------------|---------------|--|
| | b. For print references, request the clientele to borrow in person. <i>Procedures in Section I will apply.</i> | | | |
| Total: | | None | 1 hour | |

Note: A feedback form will be provided every after a library service has been completed.

CITIZEN'S CHARTER NO. BMB-CMD-01. Request for Technical Assistance on Coastal and Marine

This procedure intends to define the process for responding to all technical assistance related to Coastal and Marine Ecosystems including Information on the Coastal and Marine Ecosystems Management Program (CMEMP).

| | |
|----------------------------|---|
| Office or Division: | Coastal and Marine Division (CMD) |
| Classification: | Simple Complex Highly Technical/Complex |
| Type of Transaction | G2C - Government to Citizen G2B – Government to Business G2G – Government to Government |
| Who may avail : | General Public including Local Government Units, Academe, NGOs and other NGAs |

| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
|---|---|--------------------------|-------------------------|-----------------------------|
| Request Letter | | | requester | |
| eFOI Portal Request | | | eFOI Portal | |
| Additional requirements (if any) | | | | |
| Other supporting documents (for TA's that require technical review/ recommendation) | | | | |
| CLIENT STEPS | AGENCY ACTION | FEE S TO BE PAI D | PROCESSIN G TIME | PERSONS RESPONSIB LE |
| 3. Forward/Submit Request Letter (thru email/fax/letter/Personal Appearance) | 1. Receive and record to record book, scan documents to repository drive and input to online system tracker | None | 3 mins | Receiving Clerk, CMD |
| | 4. Forward document to Division Chief | None | 3 mins | CMD Clerk |
| | 5. Review request and forward to concerned Section Chief | None | 5 mins | Division Chief CMD |
| | 6. Review request, evaluate and | None | 30 mins | Section Chief CMD |

| | | | | |
|--|--|------|---|-------------------------|
| | forward to concerned Desk Officer/Action Officer | | | |
| | <p>3.1.Pre pares requested Data/information(or Maps of MPAs)</p> <p>3.2.Pre pares draft and final copy of covering Memo/Letter and forwards to section chief for review</p> <p>3.3.Records details of Technical Assistance Provided</p> | None | <p>1-3 working Days for Simple Data(or maps)</p> <p>4-7 Working Days for complex data/ information (maps preparation, document gathering, research etc.)</p> <p>8-20 days for Highly technical/ complex documents (requiring coordination to the field offices, and further validation on the concerned area being inquired)</p> <p>8-30 days for Highly technical/ complex documents (requiring actual field/ site</p> | Desk/Action officer CMD |

| | | | | |
|---------------|--|------|--|--------------------------|
| | | | assessment and evaluation) | |
| | 4.1 Review prepared Data (or maps) and 4.2 Review and affix initials to covering Memo/Letter and endorse to Division Chief for initials | None | 30 mins | Section Chief CMD |
| | 5. Final review, affix initials if there's no more comments and forward to clerk | None | 30 mins | Division Chief CMD |
| | 6. Record Cover Memo/Letter and forward to the Director for signature with requested information | None | 3 mins | CMD Clerk |
| | 7. Forward to the office of the Assistant Director | None | 5 mins | Receiving Clerk OD or AD |
| TOTAL: | | | <i>Maximum of 3 days and 36 mins for Simple Or maximum of 7days and 36 minutes for Complex request and 20 days and 36 minutes for Highly technical/complex documents .</i> | |

This service is under the following laws:

- DENR Administrative Order (DAO) No. 2016-26. "Guidelines for the Implementation of Coastal and. Marine Ecosystem Management Program" (CMEMP)
- 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

Note: 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.

CITIZEN'S CHARTER NO. BMB-BPKMD-01. Review and Request for Technical Assistance (Maps, Geo Spatial and Statistical Data)

This service is provided for request for maps, validation of geo-spatial data and statistical data from 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 | | |
| 5. Request Letter | | | End-User/Client | | |
| 6. Draft Policy / Application for Permit / Project Study / Concept Proposal | | | End-User/Client | | |
| CLIENT STEP | | AGENCY ACTION | FEES | PROCESSING TIME | BMB PERSONS RESPONSIBLE |
| 7. 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 |
| | | 25. Review request and forward to Section Chief | None | 5 mins | Division Chief, BPKMD |
| | | 26. Review request and forward to Remote Sensing | None | 5 mins | Section Chief, BPKMD-KIMS |

| | | | | |
|--|---|------|--|---|
| | Technologist II or Computer Programmer II or statistician II (For statistical data) | | | |
| | <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. Pre pares statistical data requested</p> <p>4.4.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> | <p>RST II/ CP2 BPKMD</p> <p>Statistician II</p> |
| | <p>5. Review prepared Maps/Geospatial or Statistical Data and Initials covering Memo/Letter and endorses to division</p> | None | 10 mins | Section Chief, BPKMD-KIMS |

| | | | | |
|--|---|-------------|--|------------------------|
| | chief for initials | | | |
| | 6. Review prepared maps/geospatial/statistical data Initial the covering Memo/Letter Forward to receiving clerk for recording | None | 10 mins | Division Chief, BPKMD |
| | 7. Record Cover Memo/Letter and forwards to Director for signature with requested information | None | 2 mins | Receiving Clerk, BPKMD |
| 2. Receives memo/letter with link to 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-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 *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. | 1. Preparation of requested permit 2. Approval of permit | Shooting Fee Php 5,000 Entrance Fee Adults: Php 30.00 Students: Php 15.00 Foreigner: Php 100 Senior Citizen and Children below 7 years old: FREE Parking Fee Motorcycle: Php 20 Car/SUV: Php 45 Jeep/Coaster : Php 60 | 2 min. 1 min | Reservation Officer, NAPWC Parks Operations Superintendent IV, NAPWC |

| | | | | |
|---|---|--------------------------|--------------|----------------------------|
| | | 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. Request 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 approved | None | 1 min | Admin Staff, Accounting Unit |

| | | | | |
|--|---|-------------|------------------|--|
| | 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 | |

| | |
|---|--|
| <ul style="list-style-type: none"> • Approved Purchase Request (1 original) | End-user |
| <ul style="list-style-type: none"> • BAC Resolution (1 certified copy) | BAC Secretariat - Biodiversity Management Bureau |
| <ul style="list-style-type: none"> • Quotations (PhilGeps Member) 3 original per supplier | Service Provider or BAC Secretariat |
| <ul style="list-style-type: none"> • 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 | |
| <ul style="list-style-type: none"> • Approved Obligation Request & Status (ORS) | Budget Unit - Biodiversity Management Bureau |
| <ul style="list-style-type: none"> • Approved Purchase Request | End-User/Concerned Office/Administrative Service |
| <ul style="list-style-type: none"> • Notice of Award (1 photocopy) | BAC Secretariat - Biodiversity Management Bureau |
| <ul style="list-style-type: none"> • Notice to Proceed (1 photocopy) | BAC Secretariat - Biodiversity Management Bureau |
| <ul style="list-style-type: none"> • BAC Resolution (1 certified true copy) | BAC Secretariat - Biodiversity Management Bureau |
| <ul style="list-style-type: none"> • Request for Quotation (1 original) | Procurement Management Unit - Biodiversity Management Bureau |
| <ul style="list-style-type: none"> • Abstract of Quotation (1 original) | Procurement Management Unit - Biodiversity Management Bureau |
| <ul style="list-style-type: none"> • Quotations from PhilGEPs suppliers (at least three (3) (1 original) | Procurement Management Unit - Biodiversity Management Bureau |
| <ul style="list-style-type: none"> • Project Procurement Management Plan (PPMP) (1 photocopy) | Concerned Unit/End-user |
| <ul style="list-style-type: none"> • Pre-repair Evaluation/Inspection Report (1 original) | Inspection & Pre-Acceptance Committee (IPC) |
| <ul style="list-style-type: none"> • Approved Job Order Request (1 original) | Concerned Unit/End-User |
| <ul style="list-style-type: none"> • Vehicle Repair Request (1 original) | General Services Unit - Biodiversity Management Bureau |
| <ul style="list-style-type: none"> • Certificate of Earmarking of Funds | Budget Unit - Biodiversity Management Bureau |
| <ul style="list-style-type: none"> • PhilGEPS Posting Reference Number & Award Notice Abstract (for transactions amounting to | BAC Secretariat - Biodiversity Management Bureau |

| | |
|--|--|
| more than P50,000.00)-computer generated | |
| 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 | | |
| | 1.1. Stamp "Received", indicate time and date of receipt and initials. | None | 3 hours (per batch) | Admin staff Accounting Unit |
| | 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 | None | | |

| | | | | |
|--|---|------|---|--------------------------------|
| | Order, date and time of receipt | | | |
| | 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) 3 days (complex) (per batch) | Admin Staff Accounting Unit |

| | | | | |
|--|--|------|---------|--------------------------------|
| | 1.8. Initial on the funds available portion of the Purchase Order. | None | | |
| | 1.9. Accomplish the document tracking by indicating the date and time when the processing is completed | None | | |
| | 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 | | |
| | 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 | 3 hours | Admin Staff Accounting Unit |

| | | | | |
|--|---|------|------------------------------------|------------|
| | 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 | | |
| | 1.17. 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 | 1 day (simple) 3 days (complex) | Accountant |

| | | | | |
|---------------|---|-------------|------------------------|--------------------------------|
| | 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 | 2 hours (per batch) | Admin Staff Accounting Unit |
| | 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 | | |

| 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

CITIZENS CHARTER NO. BMB-HRDU-01. PROCESSING AND ISSUANCE OF SERVICE RECORD AND CERTIFICATE OF EMPLOYMENT(COE)

The Service Records and Certificate of Employees are documentary information of employees issued by the Personnel Section which serves as the basis and proof of their employment at BMB.

| | | | | |
|---|---|-------------------------------------|------------------------|---|
| Office or Division: | Human Resources Development Unit (HRDU) | | | |
| Classification: | Simple | | | |
| Type of Transaction | Government to Citizen Government to Government | | | |
| Who may avail: | All previous employees of Biodiversity Management Bureau (BMB) All National Government Agencies (NGAs) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Employment in Private Institution & other Official Transactions | | | | |
| Request Letter | | Former Employee | | |
| Request Form (1 originally filled up) | | Human Resource and Development Unit | | |
| For Employment/transfer to other Government Agencies | | | | |
| Request Letter | | Former Employee | | |
| Request Form (1 originally filled up) | | Human Resource and Development Unit | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Secure and accomplish request form, and submit form together with request letter and other 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, prepare | None | 45 minutes | Personnel Analyst/ Administrative Assistant Human Resources |

| | | | | |
|--|---|-------------|-------------------|--|
| | requested Service Record or certification. | | | Development Unit |
| | 3. Review and sign the requested Service Record or Certification. | None | 5 minutes | Head Human Resources Development Unit |
| | 4. Inform the requestee of the availability of the Service Record or Certification. | None | 1 minute | Administrative Assistant/ Personnel Analyst Human Resources Development Unit |
| | 5. Release the Service Record/ 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 requested Service Record or Certification | 6. Scan and file the receiving copy | None | 2 minutes | Administrative Assistant/ Personnel Analyst Human Resources Development Unit |
| TOTAL: | | None | 55 minutes | |

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 | | |
| 1. Present One (1) Valid Company Identification Card | | 1. Prospective Bidder / Contractor | | |
| 2. 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 | 1. 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 | 2. 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)*

INTERNAL PROCESS

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* (Internal Clients) | | | |
| 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 and Other Ecosystems | 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 |
| | 6. Review and evaluation of the submitted documents A. Assessment report | N/A | 8 hrs. | Actions Officers, CAWED |

| | | | | |
|---------------------------|--|-----|--------|------------------------|
| ms Division (CAWED) | <p>a.1. Quality and completeness of data entries in the accomplished assessment form</p> <p>a.2. Consistency of the recommended cave classification to the assessment result for each cave</p> <p>B. Map</p> <p>b.1. Quality of the map - Satisfies the prescribed standards for cave mapping</p> <p>b.2. Content - Reflects the geological and hydrological features, presence of biota and hazards in the different stations</p> <p>C. Resolution with recommended cave classification from the Regional Cave Committee (RCC) or its equivalent</p> <p>c.1. Consistency of the recommended classification to the assessment report</p> | | | |
| | 7. Draft /Revise comments/ recommendations based on the review and evaluation of the documents submitted | N/A | | |
| | 8. Review the draft comments/ recommendations | N/A | 8 hrs. | In-Charge, SES Section |

| | | | | |
|--------------------------------------|---|-----|---------------------------|--------------------|
| | made by concerned staff | | | |
| | 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 2021-34 Guidelines for the Establishment and Implementation of the Cave Management, Protection and Conservation Program
- 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* (Internal Clients) | | | |
| 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) | 2. Receive the request with attachments as referred by the Bureau Director | N/A | 15 mins. | Admin Staff, CAWED |
| | 3. Record of the receipt of memorandum | N/A | | |
| | 4. Hand to Division Chief | N/A | | |
| | 5. Refer with marginal notes to Section Chief | N/A | 1 hr. | Division Chief, CAWED |
| | 6. Refer to concerned staff with instruction for appropriate action | N/A | 4 hrs. | In-Charge, Special Ecosystems Standards Section, CAWED |

| | | | | |
|---------------------------------------|---|-----|---------|------------------------------|
| | <p>7. Review and evaluation of the submitted documents Assessment report</p> <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 | N/A | | |
| | 8. Draft /Revise comments/ recommendations based on the review and evaluation of the documents submitted | N/A | | |
| | 9. Review the draft comments/ recommendations made by concerned staff | N/A | 8 hrs. | In-Charge, SES Section-CAWED |
| | 10. Endorse the comments/ recommendations to the Bureau Director for approval | N/A | 4 hrs. | Division Chief, CAWED |
| 1. Received comments/ recommendations | 11. Record and release of the finalized comments/ | N/A | 15 mins | Admin Staff, CAWED |

| | | | | |
|---------------|--|--|--------------------------|--|
| | recommendations for Signature of the Bureau Director | | | |
| 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. Evaluation of Quotation/Request for Item Replacement for Small Value/Shopping Mode of Procurement of ICT Equipment and Supplies(Hardware and Software)

This service is provided as a requirement of RA 9184 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. It also evaluates requests from supplier for replacement of PO items that are determined to be obsolete in the market.

| | | | | |
|--|---|------------------------|---|----------------------------|
| Office or Division: | Biodiversity Policy and Knowledge Management Division (BPKMD) | | | |
| Classification: | Simple | | | |
| Type of Transaction | GTG - Government to Citizen | | | |
| Who may avail: | <ol style="list-style-type: none"> 1. BMB BAC Secretariat 2. Foreign Assisted Projects 3. Funding Institutions (UNDP) | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 7. Abstract/Matrix of the Quotations/Proposals (with Item brochures for reference) | | | BAC Secretariat/Procurement Management Unit | |
| 8. Letter from Supplier requesting Approval of Item replacement | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 8. BMB BAC Secretariat /PMU submit Abstract of Quotation or Request Letter from Supplier | 1. Review and check approved PR for items required and quantity | None | 5 mins | ICT Staff, BPKMD |
| | 2. Check, compute and validate abstract of quotation for the following: <ol style="list-style-type: none"> a. Items Quoted b. Unit/Total/Grand Total Price c. Compliance to Specifications a. For Request Letter: | None | 30 mins to 3 hours (depending on the number of items) | ICT Staff BPKMD |

| | | | | |
|--|--|------|----------|--------------------|
| | Check and evaluate specifications of proposed replacement brand/model versus original items in the P.O. | | | |
| | <p>3. For bid evaluation: 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. For bid evaluation Verify suppliers if is not “Blacklisted” in the GPPB website</p> | None | 5 mins | ICT Staff BPKMD |
| | <p>5. Inform BACSEC/PMU and suppliers for any clarifications needed in relation to tender/quotation</p> | None | 10 mins | ICT Staff BPKMD |
| | <p>6. For bid evaluation Prepares and initials Evaluation/Recommendation Letter based on the following:</p> <ul style="list-style-type: none"> ▪ Price ▪ Quality ▪ Compliance to Specifications ▪ Warranty ▪ Delivery Time | None | 5 mins | ICT Staff BPKMD |

| | | | | |
|--|---|------|--|--------------------------|
| | <ul style="list-style-type: none"> ▪ Validity of supporting documents ▪ Others as maybe stated in the PR <p>For Supplier Request: Prepares and initials Evaluation/Recommendation Letter with comparison matrix of specification</p> | | | |
| | 7. Approves Evaluation/ Recommendation Letter | None | 2 mins | Section Chief-KIMS BPKMD |
| | 8. Forwards Evaluation/ Recommendation Letter to BACSEC | None | | Admin Staff BPKMD |
| Receives Evaluation/Recommendation Letter from BPKMD ICT Staff | | None | 2 mins | BAC Sec/PMU |
| TOTAL: | | | Simple: 1 hour 14 minutes Complex: 3 hours and 44 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-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: | Ninoy Aquino Parks and Wildlife Center 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 (if new) | | | 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 | 1. Receive and record in Logbook SBR documents and forward to | None | 10 mins | Administrative Assistant Budget Unit |

| | | | | |
|---|--|------|---------|---|
| Management Office submit complete SBR documents to Budget Section | concerned personnel | | | |
| | <p>2. Review /check all attached documents, prepare the endorsement letter, and forward it to Budget Officer II for review and affix initial.</p> <p>Note: If the attached documents are not complete, return them to concerned Division</p> | None | 1 hour | Administrative Assistant II Budget Unit |
| | <p>3. Review the document, affix initial and forward to Admin Asst.</p> | None | 1 hour | Administrative IV (Head) Budget Unit |
| | <p>4. Records and forwards to Admin Officer to affix initial</p> | None | 10 mins | Administrative Assistant Budget Unit |
| | <p>5. Trace the documents if they have already been forwarded to DENR-Central Office and Inform the End-User that the documents have been forwarded to DENR-Central Office</p> | None | 30 mins | Administrative Assistant Budget Unit |

| | | | | |
|---------------|---|-------------|-------------------------|---|
| | <p>4. Monitor through email/ text/call if the Central office has already forwarded it to DBM and/or</p> <p>Monitor through email/URS/DBM website if there is already SARO and NCA</p> | None | 30 mins | Administrative IV (Head) Budget Unit |
| | <p>5. Print SAA and NCA and forward copy to Accounting Unit, Cashier Unit and End-User and</p> <p>Keep records for reference.</p> | None | 30 mins | Receiving/Releasing Personnel Budget Unit |
| TOTAL: | | None | 3 hours 50 mins. | |

CITIZEN’S CHARTER NO. BMB-AFC-01. 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 | | |
| 1. Order of Payment (2 copies) | | Accounting Unit & Wildlife Resources Division (for CITES permit) | | |
| 2. 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 | none | 10 minutes per Deposit Slip | Administrative Assistant <u>Cashier Unit</u> |

| | | | | |
|---------------|--|-------------|--|-------------------------------|
| | Slip (DS) in 5 copies | | | |
| | 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 | | |
| 3. Driver's Trip Ticket Form | | General Services Unit- Office of the Director | | |
| 4. Travel Order, if required (for BMB Employee and Driver) | | Human Resources and Development Unit (HRDU) | | |
| 5. 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 | 1. 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 |
| | 2. Review the accomplished Trip Ticket form (with other supporting documents, if required) | None | 3 mins | Action Officer Admin and Finance - Office of the Director |
| | 3. Approve and sign the Trip Ticket | None | 1 min | Action Officer Admin and Finance - Office of the Director |
| | 4. Record and assign control number on the approved trip Ticket and release to driver | None | 1 min | Receiving/Releasing Clerk General Services Unit |
| 2. 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 | |
| 1. Fuel Withdrawal Slip | | | General Services Unit- Office of the Director | |
| CLIENT STEPS | AGENCY ACTION | FEE S TO BE PAID | PROCESSIN G TIME | PERSONS RESPONSIBLE |
| 1. Request Fuel Withdrawal Slip from General Service Unit | 3. Provide/Prepare s Fuel Withdrawal Slip | None | 2 mins | Receiving/Releasing Clerk General Services Unit |
| 2. Submits Fuel Request Form to Division Chief for signature | 4. Sign Fuel Request Form | None | 1 min | Authorized Signatory BMB Divisions/AF/NAPW C |
| | 5. Forwards signed approved Fuel Request Form to Action Officer, AF-OD | None | 1 min | Receiving/Releasing Clerk General Services Unit |
| | 6. Review, approve and sign Fuel Request Form | None | 1 min | Action Officer Admin and Finance office of the Director |
| | 7. Assign Control number, record and release Fuel Withdrawal Slip to Driver | None | 1 min | Receiving/Releasing Clerk General Services Unit |
| 3. Receives the approved and signed | | None | 1 min | Driver/End-User |

| | | | | |
|----------------------------|--|-------------|------------------|--|
| Fuel Withdrawal Slip | | | | |
| 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 whether the requestee has administrative case, 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, 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) |
| 9. 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. PROCESSING AND ISSUANCE OF SERVICE RECORD

The Service Records and Certificate of Employees are documentary information of employees issued by the Personnel Section which serves as the basis and proof of their employment at BMB.

| | | | | |
|---|--|-------------------------------------|------------------------|--|
| Office or Division: | Human Resources Development Unit (HRDU) | | | |
| Classification: | Simple | | | |
| Type of Transaction | Government to Citizen | | | |
| Who may avail: | All employees of Biodiversity Management Bureau (BMB) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Employment in Private Institution & other Official Transactions | | | | |
| Request Letter | | Employee | | |
| Request Form (1 originally filled up) | | Human Resource and Development Unit | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 3. Secure and accomplish request form, and submit form together with request letter and other documentary requirements to the Human Resources Development Unit (HRDU) | 7. Receive the accomplished form and documentary requirements. | None | 1 minute | Administrative Assistant Human Resources Development Unit |
| | 8. Verify the name of the requestee in the database of personnel, prepare requested Service Record or certification. | None | 45 minutes | Personnel Analyst/ Administrative Assistant Human Resources Development Unit |
| | 9. Review and sign the requested Service Record or Certification. | None | 5 minutes | Head Human Resources Development Unit |
| | 10. Inform the requestee of the availability | None | 1 minute | Administrative Assistant/ Personnel Analyst |

| | | | | |
|--|--|-------------|-------------------|--|
| | of the Certification. | | | Human Resources Development Unit |
| | 11. Release the Certification to the requestee. Retain a hard copy of the Certification. | None | 1 minute | Administrative Assistant/ Personnel Analyst Human Resources Development Unit |
| 4. Receives approved copy of requested Service Record or Certification | 12. 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 CERTIFICATION OF EMPLOYMENT

This Certification serves as a proof whether the requesting personnel or official 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 | Where to Secure | | | |
| Request Form | Human Resource and Development Unit | | | |
| Request Letter (optional) | Employee | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Login/submit 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 | None | 1 minute | Administrative Assistant/ Personnel Analyst |

| | | | | |
|--|---|-------------|--------------------------|--|
| | availability of the Certification. | | | 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-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) | | |
| 9. Purchase Request | | Procurement Management Unit |
| 10. Request for Quotation (RFQ) | | Procurement Management Unit |
| 11. Abstract of Quotation | | Procurement Management Unit |
| 12. Purchase Order (P.O.)/Job Order (J.O.) | | Procurement Management Unit |
| 13. Inspection and Acceptance Report (IAR) | | Procurement Management Unit |
| 14. Certificate of Acceptance | | Procurement Management Unit |
| 15. Requisition and Issue Slip (RIS) | | Procurement Management Unit |
| 16. Disbursement Voucher (DV) | | Procurement Management Unit |
| EXTERNAL CLIENTS (NON-BMB) | | |
| 5. Quotation | | Suppliers |
| 6. Legal Procurement Document | | Suppliers |
| 7. Sales Invoice | | Suppliers |
| 8. Delivery Receipt | | Suppliers |
| 9. Warranty Certificate | | Suppliers |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|--|--|-----------------|-----------------|-----------------------------------|
| 10. Submit Purchase Request to BMB-Procurement Management Unit | 3. Receives records in Logbook all PRs and forwards documents to concerned Processor | None | 15 mins | Staff Procurement Management Unit |
| | 27. Reviews/checks if included in Annual | None | 30 mins. | Staff |

| | | | | |
|---|--|------|---------|-----------------------------------|
| | Procurement Plan | | | Procurement Management Unit |
| | 28. Review and signs the Purchase Request | None | 15 mins | Head Procurement Mgt Unit |
| | 29. Forwards PR to Action Officer for initials in the approved portion then forward to AD/D for signature | None | 15 mins | Staff Procurement Management Unit |
| | 30. Receives and records in Logbook all approved PRs and prepares 3 sets of Request for Quotation for 50K and below | None | 15 mins | Staff Procurement Management Unit |
| | 31. Reviews and initials the Request for Quotation and forwards the RFQ to Action Officer of 50k and below for signature | None | 15 mins | Head Procurement Mgt Unit |
| 4. Receives the duplicate of Approved Request for Quotation for Canvass | 1. Receives the duplicate of the approved RFQ 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 | None | 30 mins | Staff |

| | | | | |
|--|---|------|---------|-----------------------------------|
| | Orders/Job Orders/Contracts for signing and forwarded to end-user for their signature | | | Procurement Management Unit |
| 5. The end-user signed the P.O./J.O & Contracts and forwarded to Budget Unit for availability of funds, Accounting Section 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. Upon conforme of the winning bidder, photocopy of all documents will be forwarded to the Office of the Auditor | None | 30 mins | Staff Procurement Management Unit |
| | 2. Receives the delivery of goods or services and prepares documents necessary for inspection of IAC & Request for Inspection to be signed by the IAC and Head PMU and provide copy of the documents & Sales Invoice to the Office of the Auditor | None | 30 mins | Staff Procurement Management Unit |
| | 3. Prepares disbursement Voucher, RIS ,Certificate of Acceptance and | None | 30 mins | Staff Procurement Management Unit |

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|---------------|---|-------------|-------------------------------|----------------------------|
| | other pertinent documents for payments | | | |
| | 4. Reviews and Signs all the pertinent documents for payments | None | 15 mins | Head Procurement Mgt Unit |
| | 5. Forwards the Disbursement Voucher to the end-user for signature in the box A | None | 10 mins | Staff Procurement Mgt Unit |
| TOTAL: | | NONE | 4 hours and 50 minutes | |

This service is under the following laws:

- *RA 9184 The Government Procurement Reform Act*

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