



Republic of the Philippines
Department of Environment and Natural Resources
BIODIVERSITY MANAGEMENT BUREAU
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ATTY. JEREMIAH BELGICA, REB, ENP
Director General
Anti-Red Tape Authority
Office of the President
GF, HPGV Building, 395 Senator Gil Puyat Avenue
Makati City
Email: alyssapamplona@arta.gov.ph

Dear **Atty. Belgica**:

In compliance with the Anti-Red Tape Authority Memorandum Circular (ARTA MC) No. 2019-002, please find the attached 2019 Client Satisfaction Survey result of this bureau.

Thank you very much.

Sincerely,


RICARDO CALDERON
OIC, Assistant Secretary for Climate Change
and Director, in concurrent capacity



Biodiversity Management Bureau

Client Satisfaction Survey 2019

As indicated in the Biodiversity Management Bureau Citizen's Charter (1st Edition), the Bureau has the following list of services by division/unit:

Divisions and Ninoy Aquino Parks and Wildlife Center

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 Approval of Request for Bioprospecting Undertaking
6. 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)

CAVES WETLANDS AND OTHER ECOSYSTEMS DIVISION
1. Review and Evaluation of Cave Assessment/Classification Reports
2. Review and Evaluation of Wetlands Assessment / Classification Reports

COASTAL AND MARINE DIVISION
1. Request for Technical Assistance (Coastal and Marine)

BIODIVERSITY POLICY AND KNOWLEDGE MANAGEMENT DIVISION
1. Formulation and Review of Policies and Guidelines
2. Review and Request for Geo Spatial Data/Maps
3. Preparation of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)
4. Evaluation of Tender/Quotation for Small Value/Shopping Mode of Procurement of ICT Equipment and Supplies (Hardware and Software)
5. Review of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)

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 |
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Administrative and Finance Units under the Office of the Director

Accounting Unit

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

Budget Unit

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|---|
| 1. Processing of Special Budget Request (SBR) |
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Cashier Unit

- | |
|---|
| 1. Preparation, Processing and Issuance of Checks/LDDAP-ADA |
| 2. Collection and Deposit of Fees |

General Services Unit

- | |
|------------------------------------|
| 1 Issuance of Vehicle Trip Ticket |
| 2 Issuance of Fuel Withdrawal Slip |

Human Resource Development Unit
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- | |
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| 1 Issuance of Certification of No Pending Administrative Case |
| 2 Issuance of Certification of Travel History |
| 3 Issuance of Service Records |
| 4 Issuance of Personal Travel Authority |
| 5 Issuance of Certification of Employment |

Procurement Management Unit

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| 1. Processing of Purchase Request for the Procurement of Goods and Services up to P50,000 (Shopping and Small Value) |
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Records Management Unit
1. Processing Request for Copies of Controlled Documents

Bids and Awards Committee – Secretariat
1. Sale of Bidding Documents

8888 HOTLINE FOCAL PERSON
1. Response to Inquiries / Request and Complaints received from the Presidential Complaint Center- Hotline 8888

METHODOLOGY

The Biodiversity Management Bureau conducted the Client Satisfaction Survey (CSS) 2019 for the Anti-Red Tape Act using the probability and nonprobability sampling. Those processes which were included in the DENR 12 core processes and four support processes for its frontline services were conducted through probability sampling. The population for these processes were determined and the number of samples were computed. These processes were as follows:

1. Issuance of CITES Permit for the Export / Re-Export of Wildlife, including By-Products and Derivatives
2. Issuance of CITES Permit for the Import of Wildlife, including By-Products and Derivatives
3. Procurement (Sale of Bidding Documents)

On the other hand, the survey for all of the internal and other external services of the Bureau were conducted through convenience sampling (nonprobability sampling) given the limited time. The available respondents during the period of January 13-24, 2020 were asked to answer the CSS 2019 feedback forms. The criteria for being included in the survey is that the respondent availed of the BMB service any time in 2019 from the concerned division/unit. It was the task of the division/unit to identify their target respondents and allow these respondents to rate the service they provided using the prescribed CSS 2019 feedback forms. Moreover, the divisions/units which have existing feedback mechanism were no longer required to conduct the survey; they only need to analyze the data of their existing feedback forms.

DATA ANALYSIS

The collected data were encoded using ARCGIS Survey 123 and was analyzed using Microsoft Excel. For existing feedback forms from division/unit, data were encoded using MS Excel. Values for Very Satisfied and Satisfied were transformed to Net Satisfaction using the following formula:

$$\text{Net Satisfaction} = \frac{\text{No. of Very Satisfied} + \text{No. of Satisfied Response}}{\text{Total Number of Feedback Forms per Service}}$$

$$\text{Percentage of Excellent/Great Rating} = \frac{\text{No. of Excellent or Great Response}}{\text{Total Number of Feedback Forms per Service}}$$

RESULTS

Overall, the Bureau was able to collect 34 feedback forms for the processes included in the DENR frontline service and 85 feedback forms for the other BMB internal and external services.

BMB Processes Included in the DENR Frontline Services (Probability Sampling)

Process	Population	Actual	Response Rate
Issuance of CITES Permit for the Export / Re-Export of Wildlife, including By-Products and Derivatives	37	14	37.84%
Issuance of CITES Permit for the Import of Wildlife, including By-Products and Derivatives	19	10	52.63%
Procurement (Sale of Bidding Documents)	10	10	100.00%

Issuance of CITES Permit for the Export / Re-Export of Wildlife, including By-Products and Derivatives

	Net Satisfaction	Standard Error	Confidence Interval
Timeliness	92.86%	5.63%	[81.82%, 100.00%]
Quality of service	92.86%	5.63%	[81.82%, 100.00%]
Professionalism	92.86%	5.63%	[81.82%, 100.00%]
Ease of doing business	92.86%	5.63%	[81.82%, 100.00%]
Overall Experience	100.00%	0.00%	-

Comments

- a. Staff are very accommodating and respectful.
- b. Service was handled in professional manner

Suggestions

- a. Be strict with the processing
- b. Provide access to the head or person in-charge of the department
- c. Reduce the length of processing time to complete the transaction

Issuance of CITES Permit for the Import of Wildlife, including By-Products and Derivatives

	Net Satisfaction	Standard Error	Confidence Interval
Timeliness	100%	0%	-
Quality of Service	100%	0%	-
Professionalism	100%	0%	-
Ease of doing business	100%	0%	-
Overall Experience	100%	0%	-

Comments

- a. Process is very easy
- b. Staff are very accommodating and kind

Suggestions

- a. Reduce the number of steps required to apply
- b. Reduce the length of processing time to complete the transaction
- c. Automate the process or transaction.

Procurement (Sale of Bidding Documents)

	Net Satisfaction	Standard Error	Confidence Interval
Timeliness	100%	0%	-
Quality of Service	100%	0%	-
Professionalism	100%	0%	-
Ease of doing business	100%	0%	-
Overall Experience	100%	0%	-

Comments

- a. Staff are very accommodating

**Other External and Internal BMB Processes (Convenience Sampling)
With Existing Feedback Mechanism**

Ninoy Aquino Parks and Wildlife Center

	Number of Feedback Forms	It was Great	It wasn't Good
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	13	100%	0%

Suggestions:

- a. Please restore the green color of the plants
- b. Improve and add more restrooms
- c. Add more tables and chairs
- d. More food stalls

Preparation of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)

	Number of Feedback Forms	Excellent	Not Good
1. Timeliness of action to complete the transaction	3	100%	0%
2. Quality of service received	3	100%	0%
3. Efficiency of Technical Support staff	3	100%	0%
4. Overall Experience	3	100%	0%

8888 Hotline Focal Person

	Number of Feedback Forms	Excellent	Not Good
1. Response to Inquiries / Request and Complaints received from the Presidential Complaint Center-	4	100%	0%

Comments:

- a. Staff are very accommodating.

Using the CSS 2019 Form

WILDLIFE RESOURCES DIVISION

Processing of Request for Gratuitous Permit to Collect Wildlife for Scientific Research Purposes

	Number of Feedback Forms	Net Satisfaction
Timeliness of action to complete the transaction, service or request	3	100%
Quality of service received	3	100%
Professionalism of the BMB personnel	3	100%
Ease of doing business with BMB	3	100%
Overall Experience in transacting business or applications with BMB	3	100%

Comments

- a. Staff are responsive and helpful

Suggestions

- a. Please include option to deliver thru courier the approved GP. Willing to make additional payment for this service.
- b. Have the option to make payment thru banks, online payment or other payment centers.
- c. Have a pre-application online so upon arrival to the respective DENR office, specimens could just be inspected and documents signed.

Processing and Documentation of Turned-over, Donated and Confiscated Wildlife

	Number of Feedback Forms	Net Satisfaction
Timeliness of action to complete the transaction, service or request	12	100%
Quality of service received	12	100%
Professionalism of the BMB personnel	12	100%
Ease of doing business with BMB	12	100%
Overall Experience in transacting business or applications with BMB	12	100%

No data available from the following services since no client

1. Processing and Approval of MOA for Scientific Research
2. Processing and Approval of Request for Bioprospecting Undertaking

NATIONAL PARKS DIVISION

<i>No data available from the following services since previous clients cannot be reached</i>
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)

CAVES WETLANDS AND OTHER ECOSYSTEMS DIVISION

<i>No data available from the following services since previous clients cannot be reached</i>
1. Review and Evaluation of Cave Assessment/Classification Reports
2. Review and Evaluation of Wetlands Assessment / Classification Reports

COASTAL AND MARINE DIVISION

<i>No data available since previous clients were unresponsive</i>
1. Request for Technical Assistance (Coastal and Marine)

BIODIVERSITY POLICY AND KNOWLEDGE MANAGEMENT DIVISION

Preparation of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)

	Number of Feedback Forms	Net Satisfaction
Timeliness of action to complete the transaction, service or request	6	100%
Quality of service received	6	100%
Professionalism of the BMB personnel	6	100%
Ease of doing business with BMB	6	100%
Overall Experience in transacting business or applications with BMB	6	100%

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

	Number of Feedback Forms	Net Satisfaction
Timeliness of action to complete the transaction, service or request	5	100%
Quality of service received	5	100%
Professionalism of the BMB personnel	5	100%
Ease of doing business with BMB	5	100%
Overall Experience in transacting business or applications with BMB	5	100%

<i>No data available for the following services since no response from clients</i>		
1.	Formulation and Review of Policies and Guidelines	
2.	Review and Request for Geo Spatial Data/Maps	
3.	Review of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)	

ACCOUNTING UNIT

Issuance of Order of Payment

	Number of Feedback Forms	Net Satisfaction
Timeliness of action to complete the transaction, service or request	1	100%
Quality of service received	1	100%
Professionalism of the BMB personnel	1	100%
Ease of doing business with BMB	1	100%
Overall Experience in transacting business or applications with BMB	1	100%

Issuance of Tax Withheld Certificates (BIR FORMS 2306 and 2307)

	Number of Feedback Forms	Net Satisfaction
Timeliness of action to complete the transaction, service or request	9	100%
Quality of service received	9	100%
Professionalism of the BMB personnel	9	100%
Ease of doing business with BMB	9	100%
Overall Experience in transacting business or applications with BMB	9	100%

<i>No data available since no response from clients</i>		
1.	Processing of Purchase Order (PO) and Job Order (JO), Contract of Service (COS) and other Contracts for Funds Availability	

BUDGET UNIT

<i>No data available</i>		
1.	Processing of Special Budget Request (SBR)	

CASHIER UNIT

Collection and Deposit of Fees

	Number of Feedback Forms	Net Satisfaction
Timeliness of action to complete the transaction, service or request	28	100%
Quality of service received	28	100%
Professionalism of the BMB personnel	28	100%
Ease of doing business with BMB	28	100%
Overall Experience in transacting business or applications with BMB	28	100%

No data available since no response from previous clients

1. Preparation, Processing and Issuance of Checks/LDDAP-ADA

GENERAL SERVICES UNIT

No data available

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

HUMAN RESOURCE DEVELOPMENT UNIT

Issuance of Certification of No Pending Administrative Case

	Number of Feedback Forms	Net Satisfaction
Timeliness of action to complete the transaction, service or request	3	100%
Quality of service received	3	100%
Professionalism of the BMB personnel	3	100%
Ease of doing business with BMB	3	100%
Overall Experience in transacting business or applications with BMB	3	100%

Issuance of Certification of Travel History

	Number of Feedback Forms	Net Satisfaction
Timeliness of action to complete the transaction, service or request	3	100%
Quality of service received	3	100%
Professionalism of the BMB personnel	3	100%
Ease of doing business with BMB	3	100%
Overall Experience in transacting business or applications with BMB	3	100%

Issuance of Service Records

	Number of Feedback Forms	Net Satisfaction
Timeliness of action to complete the transaction, service or request	5	100%
Quality of service received	5	100%
Professionalism of the BMB personnel	5	100%
Ease of doing business with BMB	5	100%
Overall Experience in transacting business or applications with BMB	5	100%

Issuance of Personal Travel Authority

	Number of Feedback Forms	Net Satisfaction
Timeliness of action to complete the transaction, service or request	1	100%
Quality of service received	1	100%
Professionalism of the BMB personnel	1	100%
Ease of doing business with BMB	1	100%
Overall Experience in transacting business or applications with BMB	1	100%

Issuance of Certification of Employment

	Number of Feedback Forms	Net Satisfaction
Timeliness of action to complete the transaction, service or request	6	100%
Quality of service received	6	100%
Professionalism of the BMB personnel	6	100%
Ease of doing business with BMB	6	100%
Overall Experience in transacting business or applications with BMB	6	100%

PROCUREMENT MANAGEMENT UNIT

Processing of Purchase Request for the Procurement of Goods and Services up to P50,000 (Shopping and Small Value)

	Number of Feedback Forms	Net Satisfaction
Timeliness of action to complete the transaction, service or request	3	100%
Quality of service received	3	100%
Professionalism of the BMB personnel	3	100%
Ease of doing business with BMB	3	100%
Overall Experience in transacting business or applications with BMB	3	100%

RECORDS MANAGEMENT UNIT

<i>No data available (Controlled documents will be implemented in 2020)</i>
1. Processing Request for Copies of Controlled Documents