



Republic of the Philippines
Department of Environment and Natural Resources
BIODIVERSITY MANAGEMENT BUREAU
Ninoy Aquino Parks and Wildlife Center
Quezon Avenue, Diliman, Quezon City
Tel. Nos.: (632) 924-6031 to 35 Fax: (632) 924-0109, (632) 920-4417
Website: <http://www.bmb.gov.ph> E-mail: bmb@bmb.gov.ph



MAR 30 2022

ATTY. JEREMIAH BELGICA, REB, EnP
Director General
Anti-Red Tape Authority
Office of the President
GF, HPGV Building, 395 Senator Gil Puyat Avenue
Makati City
Email: compliance@arta.gov.ph

Dear **Atty. Belgica**,

In compliance with the Anti Red Tape Authority (ARTA) Memorandum Circular 2021-10, please see attached **Certificate of Compliance (CoC)** submitted by this Bureau using the new template prescribed as Annex A of the above-mentioned memorandum circular.

The attached submission covers the postings of the Bureau's 2022 Citizen's Charter in line with Rule IV of the Implementing Rules and Regulations of Republic Act 11032 otherwise known as the Ease of Doing Business and Efficient Delivery Act (EODB) of 2018 and items 3.3. of ARTA MC 2019-002-A or the Supplemental Guidelines in the Implementation of Citizen's Charter:

- a. All services offered by the bureau to external clients
- b. Details on service information (as indicated in the updated Citizen's Charter submitted to the Authority):
- c. Established Client Satisfaction Measurement per service
- d. Procedure for filing complaints and feedback

Thank you.

Very truly yours,


AMELITA DJ ORTIZ
Assistant Director



Copy Furnished:
Office of the Undersecretary
Legal, Administration, Human Resources and Legislative Affairs and Chairperson, DENR's Committee on Anti-Red Tape (CART) per Special Order No. 2021-325
DENR-PPSO Program Monitoring and Evaluation Division
DENR Internal Affairs Division, Legal Service





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CERTIFICATE OF COMPLIANCE Year: 2022

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes.

I, **Amelita DJ Ortiz**, filipino, of legal age, **Assistant Director** of the **Biodiversity Management Bureau**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

1. The Biodiversity Management Bureau has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen's Charter Handbook Edition: 2022, 1st Edition

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

√	Citizens Charter Information Billboard <i>(in the form of interactive information kiosks, posters, tarpaulins others)</i>
√	Citizen's Charter Handbook <i>(aligned with reference B of ARTA Memorandum Circular No. 2019-02)</i>
√	Official Website/Online Posting

3. The Citizen's Charter Information Billboard enumerates the following information:
 - a. External services;
 - b. Checklist of requirements for each type of application or request;
 - c. Name of the person responsible for each step;
 - d. Maximum processing time;
 - e. Fee/s to be paid, if necessary; and
 - f. Procedure for filing complaints and feedback.

4. The Citizen's Charter Handbook enumerates the following information:
 - a. Mandate, vision, mission, and service pledge of the agency;
 - b. Government services offered (External Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
 - c. Procedure for filing complaints and feedback;
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
5. The Citizen's Charter Information Billboard posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
6. The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
7. The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
8. The Citizen's Charter is written either in English or Filipino, and/or in the local dialect published as an information material.
9. There is an established Client Satisfaction Measurement per service.
10. The head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service, pursuant to Sec. 8 of R.A. 11032.

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



AMELITA DU ORTIZ
Assistant Director
Biodiversity Management Bureau



BIODIVERSITY MANAGEMENT BUREAU

CITIZEN'S CHARTER 2022 (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

WILDLIFE RESOURCES DIVISION

- Processing of CITES Permit Applications for the Export/ Re-export of Wildlife, including by-products and derivatives
- Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives
- Processing of Request for Gratuitous Permit to Collect Wildlife for Scientific Research Purposes
- Processing and Approval of MOA for Scientific Research

NATIONAL PARKS DIVISION

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

COASTAL MARINE DIVISION

- Request for Technical Assistance (Coastal and Marine)

BIODIVERSITY POLICY AND KNOWLEDGE MANAGEMENT DIVISION

- Request for Technical Assistance (Geo Spatial Data (maps) and Statistical Data)

NINOY AQUINO PARKS AND WILDLIFE CENTER

- 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

- Issuance of Order of Payment
- Processing of Purchase Order(PO) AND JOB ORDER (JO), Contract of Service (COS) and other Contracts for Funds Availability

Bids and Awards Committee – Secretariat (BAC-SEC)

- Sale of Bidding Documents

IX. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback?</p>	<p>Accomplish the client feedback form and drop it at the designated drop box in front of the BMB Public Assistance and Complaints Desk(PACD) or other Divisions/units of BMB and NAPWC Management Office</p>
<p>How feedback is processed?</p>	<p>Every Friday, the PACD Officer or other authorized staff opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned divisions/units who shall provide acknowledgement to the client with name and contact details of the assigned staff using the best available option for their follow-ups.</p> <p>The concerned division are required to answer/comply within three (3) days upon receipt by relaying to the client response/actions taken based on their contact details stated at the feedback form.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8924-6031 loc 216</p>
<p>How to file complaints?</p>	<p>Accomplish the client complaint form and drop it at the designated drop box in front of the BMB Public Assistance and Complaints Desk(PACD) or other Divisions/units of BMB and NAPWC Management Office</p> <p>Complaints can also be filed via telephone thru the designated BMB 8888 Hotline officer. Make sure to provide the following information:</p> <ul style="list-style-type: none"> ○ Name of person(s) being complained ○ Incident/Transaction ○ Evidence ○ Other that may support complaint
<p>How complaints are processed?</p>	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall record the details (observing the Data Privacy Law) and shall forward the complaint to the Head of Agency. It shall then be forwarded for the information of the Division/Unit chief concerned with the complaint for investigation which may require explanations for the subject of the complaint.</p>

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

X. BMB OFFICE DIRECTORY

Division	Contact Details	Email Address
Coastal and Marine Division	+ (63 2) 9246031 to 35 local 207 fax + (63 2) 9258948	coastalandmarine@gmail.com cmd@bmb.gov.ph
National Parks Division	+ (63 2) 9246031 to 35 local 232 fax + (63 2) 9258947	npd.bmb@gmail.com npd@bmb.gov.ph
Caves, Wetlands and Other Ecosystems Division	(63 2) 9246031 to 35 local 229 fax + (63 2) 9258950	cawed@bmb.gov.ph
Wildlife Resources Division	(63 2) 9246031 to 35 local 222 fax + (63 2) 9258952-53	wrd@bmb.gov.ph pawbwild@yahoo.com
Biodiversity Policy and Knowledge Management Division	+ (63 2) 9246031 to 35 local 210 fax + (63 2) 9204486	bmb@bmb.gov.ph bpkmd@bmb.gov.ph
Units	Contact Details	Email Address
Human Resources Development Unit	+ (63 2) 9246031 to 35 local 216	hrds@bmb.gov.ph bmb_hr@yahoo.com.ph
Accounting Unit	+ (63 2) 9246031 to 35 local 215	accounting@bmb.gov.ph
Budget Unit	(63 2) 9246031 to 35 local 214 fax + (63 2) 9258956	budget@bmb.gov.ph
Cashier Unit	+ (63 2) 9246031 to 35 local 218	cashier@bmb.gov.ph
Procurement Management Unit	+ (63 2) 9246031 to 35 local 220 and 221	property@bmb.gov.ph
Records Management and Documentation Unit	+ (63 2) 9246031 to 35 local 217	records@bmb.gov.ph
General Services Unit	+ (63 2) 9246031 to 35 local 219	gss@bmb.gov.ph
Legal Unit	+ (63 2) 9246031 to 247	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 pawbwild@yahoo.com

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.

CITES Re-Export Permit refers to a permit authorizing an individual to bring out of the country a previously imported wildlife.

Office or Division:	Wildlife Resources Division (WRD) / Units under Office of the Assistant Director and Director
Classification:	Simple
Type of Transaction	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All applicants (Filipino citizen and Foreigner)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
EXPORT	
1. Duly accomplished application form (1 original)	BMB-WRD Office/BMB website <i>(create link to the application form)</i>
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) 	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 Timber Origin, Certificate of Tree Plantation Ownership, Certificate of Transshipment, Certificate of Verification (for wood, wood product and derivatives) 	DENR Regional/PENR/CENR Office

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. Phytosanitary Permit (for wild plants) - required after issuance of CITES permit as required by BPI	Bureau of Plant Industry (after issuance of CITES Export Permit)			
5. Veterinary Certificate (for wild animals) – required after issuance of CITES permit as required by BAI	Bureau of Animal Industry (after issuance of CITES Export Permit)			
6. Local Transport Permit (where applicable)	Regional Office (for NCR)/PENR Office			
7. Breeding/production Reports validated by the Regional Office	DENR-Regional Office			
Additional requirements for Commercial Purposes (EXPORT)				
8. Export Declaration (for commercial purposes)	Department of Trade and Industry (DTI)			
RE-EXPORT				
1. Duly accomplished application Forms (1 original)	BMB-WRD Office/BMB website			
2. CITES Import Permit or equivalent import permit/document and any document showing supporting 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 BMB Records Management Unit Office with	1a. Receives, records, and forwards accomplished Application Form with supporting documents to Wildlife	None	10 mins 30 mins	Staff, Records Management Unit/Section

complete supporting documents	Regulation Section (For walk-in applications) 1b. Receives, records, and forwards to the Office of the Director for instruction (For applications endorsed by Regional Office)*			
	1c. Office of the Director release the application to WRD thru the Office of the Assistant Director		4 hrs	
	2. Evaluates application and supporting documents**. For further requirements needed, processing time stops and resumes upon receipt of the requested document/s.	None	3 hrs	Technical staff, Wildlife Regulation Section (WRS)
	3. Prepares Order of Payment	None	20 mins	Technical staff, WRS
	4. 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 (create link for the procedure on online payment)	<p><u>Permit Fee (Commercial)</u></p> <p><i>Fauna: 3% of export value</i></p> <p><i>Flora: P300.00 for 1st 50pcs; P2.00/pc for additional piece</i></p> <p><i>Flora: Wood Products and Derivatives: 3% of export value***</i></p> <p><u>Permit Fee (Non-Commercial)</u></p> <p><i>P250.00 for 1-2 pairs of pet, plants not exceeding 12 pcs</i></p> <p><u>Inspection Fee</u></p> <p><i>Commercial: P300.00</i></p> <p><i>Non-Commercial: P150.00</i></p>	20 mins	Staff, Cashier Unit
3. Presents Original copy of the Official Receipt	6. Receives an original copy of the Official Receipt and	None	10 mins	Staff, WRS

	records application			
	7. Drafts CITES Export/Re-Export Permit and forwards permit to Chief, WRS	None	3 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, Wildlife Resources Division (WRD)
	10. Assistant Director reviews, initials, and forwards permit to the Director's Office	None		Assistant Director
	11. Director approves/signs permit and forwards signed permit to RMU	None		Director
	12. RMU affixes permit number, CITES and agency seals, and dates of issuance and validity	None	25 mins	Staff, Records Management Unit/Section

4. Applicant receives the approved CITES Export/Re-export Permit. Applicant's representative should present an authorization letter and ID.	13. RMU releases permit to the applicant	None	5 mins	Staff, Records Management Unit/Section
TOTAL:		Pls see fees above	3 days	

** For applications endorsed by the Regional Offices, the applications will be forwarded by the Record Unit to the Director's Office and will be forwarded to the Wildlife Regulation Section through channels (Assistant Director and Chief, Wildlife Resources Division) for instruction.*

***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*
- *Convention on International Trade in Endangered Species of Wild Fauna and Flora*

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

Office or Division:	Wildlife Resources Division (WRD) / Units under Office of the Assistant Director and Director	
Classification:	Simple	
Type of Transaction	G2C - Government to Citizen G2B – Government to Business 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 <i>(create link to the application form)</i>
	3. Phytosanitary Permit (for wild plants, including seeds)	Authorized agency from the country of origin
	4. Veterinary Certificate (for wild animals), scanned copy	Authorized agency from the country of origin
	5. Inspection report 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	
	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
1. Submit accomplished Application Form to the BMB Records Management Unit (RMU) Office with complete supporting documents	1a. Receives, records, and forwards accomplished Application Form with supporting documents to Wildlife Regulation Section (for walk-in applications)	None	10 mins	Staff, Records Management Unit/Section
	1b. Receives, records, and forwards to the Office of the Director for instruction (For applications endorsed by Regional Office)*		30 mins	
	1c. Office of the Director release the application to WRD thru the Office of the Assistant Director		4 hrs	
	5. Evaluates application and	None	3 hrs	Technical Staff, Wildlife

	supporting documents. For further requirements needed, processing time stops and resumes upon receipt of the requested document/s.			Regulation Section (WRS)
	6. Prepares Order of Payment	None	20 mins	Technical Staff, WRS
	7. 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 (<i>create link for the procedure on online payment</i>)	Import Permit Fee: P350.00	10 mins	Staff, Cashier Unit
3. Presents Original copy of the Official Receipt	6. Receives Original copy of the Official Receipt and records application	None	5 mins	Staff, WRS
	7. Drafts CITES Import Permit	None	3 hrs	Technical Staff, WRS

	and forwards permit to Chief, 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, Wildlife Resources Division (WRD)
	10. Assistant Director reviews, initials, and forwards permit to the Director's Office	None		Assistant Director
	11. Director approves/signs permit and forwards signed permit to RMU	None		Director
	12. RMU affixes permit number, CITES and agency seals, and dates of issuance and validity	None	20 mins	Staff, Records Management Unit/Section
8. Applicant receives the approved CITES Import	13. RMU releases permit to the applicant	None	5 mins	Staff, Records Management Unit/Section

Permit. Applicant's representative should present an authorization letter and ID.				
	TOTAL:	P350.00	2 days	

**For applications endorsed by the Regional Offices, the applications will be forwarded by the Record Unit to the Director's Office and will be forwarded to the Wildlife Regulation Section through channels (Assistant Director and Chief, Wildlife Resources Division) for instruction.*

This service is under the following laws:

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

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

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

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

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

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

	form, draft GP or letter			
	Office of the Assistant Director reviews and initials the evaluation form and GP or letter	None	20 mins	Assistant Director
	Receiving clerk- Office of the Assistant Director forwards the evaluation form, draft GP or letter of advice to the Office of the Director	None	5 mins	Clerk, Office of the Assistant Director
	Receiving Clerk, Office of the Director receives and records evaluation form, draft GP or letter of advice	None	5 mins	Clerk, Office of the Director
	Office of the Director signs the evaluation form, draft GP or letter of advice	None	20 mins	Director
	Receiving Clerk – Office of the Director forwards signed evaluation form, draft GP or letter of advice to the Records Section	None	5 mins	Receiving Clerk –Office of the Director
2. Receives GP or letter	Record Section - assigns permit number, affixes the Bureau seal to the permit, stamps the date of issuance and releases the	None	5 min	Clerk Records Unit/Section

	signed GP to WRD Or Records and sends/ transmits the letter to the applicant			
	Advises the permittee to pay the corresponding permit fee, and requests the Accounting Section to prepare the Order of Payment	None	5 min	Clerk, WRD
	Accounting Section prepares and releases the Order of Payment to the permittee	None	5 min	Admin Support staff- Accounting Section
3. Permittee presents the Order of Payment and pays the corresponding fee to the Cashier Section	Cashier Section receives payment and issues Official Receipt to the permittee	PhP100	5 min	Staff, Cashier Unit
4. Permittee presents receipt to WRD Clerk	WRD Clerk scans the GP and receipt and releases the same to the permittee or authorized representative	None	10 min	Clerk Wildlife Conservation Section
TOTAL:		P100.00	2 days and 3 hrs	

This service is under the following laws:

Republic Act No. 9147 (Wildlife Conservation and Protection Act
Department Administrative Order 2004-55 (Streamlining/ Procedural Guidelines Pursuant to the Joint DA-DENR-PCSD Administrative Order.

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

Records Management Unit Office with complete supporting requirements				
	2. WRD Clerk receives and records application and forwards to WRD Chief		5 mins	Clerk, WRD
	3. WRD Chief reviews and forwards application with advice on action/s to be taken to Wildlife Conservation Section (WCS)		20 mins	Division Chief, WRD
	4. WCS evaluates completeness and scientific merit of the proposal.		1 day	Section Chief, Wildlife Conservation Section
	5. If requirements are complete and the proposal is meritorious, drafts the MOA. If not, WCS prepares letter informing the applicant on the lacking documents and/or the results of the evaluation, and endorses the draft action-document to the WRD Chief.		3 days	Section Chief, Wildlife Conservation Section
	6. WRD Chief reviews the draft MOA and endorses the same to BMB Legal Officer		3 hrs	Division Chief, WRD
	7. Legal Officer reviews the draft MOA and provides		4 hrs	Legal Officer, BMB

	comments/feedback to WRD			
	<p>8. WCS finalizes the draft MOA and draft covering memo/letter to the applicant seeking comments/concurrence to the MOA.</p> <p>9. WRD chief endorses the draft MOA with covering memo/letter to the applicant for signature of the Director</p> <p>10. WRD Clerk releases the draft MOA with covering letter to the Office of the Assistant Director</p>		5 min	Clerk, WRD
	11. Receiving Clerk, Office of the Assistant Director receives, records and forwards the action-documents to the Assistant Director		5 min	Clerk Office of Assistant Director (AD)
	12. The Assistant Director reviews the draft action-documents, and if he finds them in order, affixes his/her initials and forwards the same to the Office of the Director; otherwise the documents will be returned to the WRD Chief and undergo re-evaluation and follow steps 4-8 hereof		1 hr	Assistant Director
	13. Receiving Clerk, Office of the Assistant Director releases the		5 min	Clerk Office of Assistant Director

	documents to the Office of the Director			
	14. Receiving Clerk, Office of the Director receives, records and forwards the draft action-documents to the Director		5 min	Clerk Office of the Director
	15. Director signs letter to the applicant and returns to receiving Clerk		5 min	Director
	16. Receiving Clerk, Office of the Director forwards signed action-document to the Records Section		10 min	Clerk Office of the Director
	17. Record Section records releases the letter to the applicant		5 min	Clerk Records Unit/Section
3. Applicant submits signed MOA to BMB	18. Record Section receives and forwards to WRD Chief, the MOA signed by applicant's Institution Head.		10 min	Clerk Records Unit/Section
	19. WRD Chief reviews, affixes her initials and endorses the MOA to the BMB Legal Officer for initial		30 min	Division Chief, WRD
	20. Legal Officer reviews, affixes her initials and endorses the MOA to the Assistant Director for review		30 min	Legal Officer, BMB
	21. Assistant Director initials on the MOA and endorses the same to the Director		10 min	Assistant Director
	22. The Director endorses the MOA to the Secretary for approval		10 min	Director
	23. Records Section records and releases the draft MOA to the		10 min	Clerk Records Unit/Section

	DENR Central Office	Records			
TOTAL:			None	4 days and 10 hours	

This service is under the following laws:

*Republic Act No. 9147 (Wildlife Conservation and Protection Act
 Department Administrative Order 2004-55 (Streamlining/ Procedural Guidelines Pursuant to the
 Joint DA-DENR-PCSD Administrative Order.
 DENR A.O. 2016-07 (Manual of Authorities on Technical Mattes).*

CITIZEN'S CHARTER NO. BMB-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 including the required supporting documents and endorsed to the office of the Secretary for the issuance of the SAPA to the proponent.

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	
General Requirements	
1. Duly accomplished application Form	Protected Area Management Office (PAMO)
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 collateral real properties (Audited Financial Statements)	Project Proponent
5. Free and Prior Informed Consent (FPIC) of concerned IPs, as the case maybe	NCIP, IPs concerned
For Individual Applicants	
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			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. Administrative Fee amounting to PhP 5,000.00			Proponent (PENRO to receive payment)	
18. Rehabilitation Plan			Proponent	
19. Posting of Rehabilitation/Performance bond in a form of surety bond or cash equivalent to 25% of the rehabilitation cost as reflected in the development plan (CDMP)			Proponent	
20. Map showing the project site location in shapefile in relation to the 40-meter easement shall be submitted.			PAMO in coordination with the proponent	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

1. Submit accomplished Application Form with complete supporting requirements to National Parks Division	1. Receives Application Form with complete Supporting Documents and forwards to the division chief for initial evaluation	None	8 mins	Clerks, NPD
	2. Initial Evaluation of the application and forwards to the concerned section	None	35 mis	Division Chief, NPD
	3. Initial evaluation and assign to concerned Technical Staff	None	30 mins	Section Chief, NPD
	4. Evaluate documents, drafts and submit to Section Chief the following: -comments and recommendations; and -action documents	None	2 days	Technical Staff, NPD
	5. Reviews documents from Technical Staff and provides comments/inputs/further instructions to Technical Staff	None	1 day	Section Chief, NPD
	6. Refine draft action documents and forward to Section Chief	None	2 days (further research)	Technical Staff, NPD
	7. Review the revised documents and forward to the Division Chief	None	4 hrs	Section Chief, NPD

	8. Review and provide comments/inputs and refer to the Section Chief for any further instructions	None	4 hrs	Division Chief, NPD
	9. Review documents/further instruction from Division Chief and refer to the Technical Staff	None	2 hrs	Section Chief, NPD
	10. Refine/finalize action documents; affix initials	None	1 hr	Technical Staff, NPD
	11. Scan/photo copy relevant basic documents and forward to Section Chief	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. Record action Memo/documents and forwards to the Office of the Assistant Director	None	5 mins	Clerk, NPD
TOTAL:			5 days, 13.8 hours	

This service is under the following laws:

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

CITIZEN'S CHARTER NO. BMB-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 PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. 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
	3. Forward document to Division Chief	None	3 mins	CMD Clerk
	4. Review request and forward to concerned Section Chief	None	5 mins	Division Chief CMD
	5. 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:		None	<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
- RA 10173 or the Philippine Data Privacy act of 2012
- EO No. 2 or the Freedom of Information (FOI)

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

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

Office or Division:	Biodiversity Policy and Knowledge Management Division (BPKMD)
Classification:	Complex
Type of Transaction	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	Students/Researchers/ Business Corporations/ NGOs and other Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter 2. Draft Policy / Application for Permit / Project Study / Concept Proposal	End-User/Client End-User/Client

CLIENT STEP	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	BMB PERSONS RESPONSIBLE
1. 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
	9. Review request and forward to Section Chief	None	5 mins	Division Chief, BPKMD
	10. Review request and	None	5 mins	Section Chief,

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

	Forward to receiving clerk for recording			
	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 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)

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	Shooting Fee Php 5,000	2 min.	Reservation Officer, NAPWC
	2. Approval of permit	Entrance Fee Adults: Php 30.00 Students: Php 15.00 Foreigner: Php 100 Senior Citizen and Children below 7 years old: FREE Parking Fee Motorcycle: Php 20 Car/SUV: Php 45 Jeep/Coaster : Php 60 Mini-Bus/Bus: Php 150	1 min	Parks Operations Superintendent IV, NAPWC

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	None	1 min	Admin Staff, Accounting Unit

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

This service is under the following Policies:

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

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

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

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

<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
<p>Simple Transactions</p> <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)
<p>Complex Transactions</p> <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-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)*

XI. ANNEXES

1. Application Form-Export-Re-export Permit
2. Application Form for Import Permit
3. Instruction for payments using LandBank Facility

Republic of the Philippines
 Department of Environment and Natural Resources
BIODIVERSITY MANAGEMENT BUREAU
 Quezon Avenue, Diliman, Quezon City
 Tel No.: 924-6031

Date

BMB Form No. 1
 Series of 2017

**APPLICATION FOR INSPECTION AND ISSUANCE OF PERMIT/CERTIFICATION
 FOR EXPORT/RE-EXPORT OF WILDLIFE**

The Director
 Biodiversity Management Bureau
 Quezon Avenue, Quezon City

Sir/Madam:

I would like to request for the inspection and issuance of permit/certification for the following species/items/articles of wildlife (fauna/flora) intended for Export Re-export for purposes of _____.

Common/Scientific Name	Description of Parts or Derivatives Including Identifying Marks or Numbers (Age & Sex)	Quantity/Weight

TOTAL:

Documents attached: _____

The aforementioned specimen(s) will be exported/re-exported on or before _____ by:

Air Cargo <input type="checkbox"/>	Sea Cargo <input type="checkbox"/>	Postal Cargo (Mail) <input type="checkbox"/>
Plane: _____ Flt. No. _____	Vessel: _____ Voyage No. _____	Carrier: _____
Port of Loading: _____	Port of Loading: _____	Postal Office: _____
Date of Loading: _____	Date of Loading: _____	Date of Posting: _____

Name of Exporter: _____	Name of Importer: _____
Address: _____	Address: _____
TIN: _____	Fax No: _____
Tel. No. _____	Tel No. _____

Signature of Applicant

Inspected/Verified By:

Position

Republic of the Philippines
 Department of Environment and Natural Resources
BIODIVERSITY MANAGEMENT BUREAU
 Quezon Avenue, Diliman, Quezon City
 Tel No: 924-6031

Date

BMB Form No. 2
 Series of 2017

APPLICATION FOR WILDLIFE IMPORT PERMIT

The Director
 Biodiversity Management Bureau
 Quezon Avenue, Quezon City

Sir/Madam:

I would like to request for the issuance of permit/certification for the following species/items/articles of wildlife (fauna/flora) intended for import for _____ purposes:

Common/Scientific Name	Description of Parts or Derivatives Including Identifying Marks or Numbers (Age & Sex)	Quantity/Weight

TOTAL:

Documents attached: _____

The aforementioned specimen(s) will be imported on or before _____ by:

Air Cargo <input type="checkbox"/>	Sea Cargo <input type="checkbox"/>	Postal Cargo (Mail) <input type="checkbox"/>
Plane: _____ Ft. No. _____	Vessel: _____ Voyage No. _____	Carrier: _____
Port of Loading: _____	Port of Loading: _____	Postal Office: _____
Date of Loading: _____	Date of Loading: _____	Date of Posting: _____

Name of Exporter: _____ Address: _____ TIN: _____ Tel. No. _____ Fax: _____	Name of Importer: _____ Address: _____ Fax No: _____ Tel No. _____
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Signature of Applicant

Inspected/Verified By:

Position

Procedure of the Online Payment Landbank Link.BizPortal

1. Go to Landbank website at <https://www.landbank.com> and click Link.BizPortal or go to Landbank Link.BizPortal website at <https://www.lbp-eservices.com/egps/portal/index.jsp>
2. Click Pay Now
3. Type Biodiversity Management Bureau on the box or click the corresponding first letter of the Merchant's List (Merchant Name – BIODIVERSITY MANAGEMENT BUREAU)
4. Select Transaction Type you wish to pay, i.e. Import Permit Fee
5. Fill-out Transaction Form (Please use the Order of Payment as your reference when filling out the form).
6. Choose payment option/mode.
7. Input CAPTCHA challenge code.
8. Review Transaction Details and tick box for Terms and Conditions
9. Authorize Transaction
10. Save and email Payment Confirmation Receipt to wrd@bmb.gov.ph.