



MEMORANDUM

27 JAN 2023

FOR : The Undersecretary
Policy, Planning and International Affairs

FROM : The OIC Director

SUBJECT : SUBMISSION OF ACTIONS TAKEN BASED ON THE
RECOMMENDATION OF THE 2021 CLIENT SATISFACTION
SURVEY RESULT

In Compliance to your memorandum on the above subject, please see list of actions taken by the Bureau based on the feedback and recommendations of our clients as part of our 2021 Client Satisfaction Survey result submitted to ARTA.

CONCERNED OFFICE/ FRONTLINE SERVICE	CLIENT FEEDBACK/ RECOMMENDATION	ACTIONS TAKEN
Wildlife Resources Division: Processing of CITES Permits	Improve the condition of the amenities in the waiting area. Clients are sometimes exposed to too much heat form the sun or bad weather condition.	The Wildlife Resources Division lobby is now the designated waiting area for CITES permit applicants. The airconditioned area has enough chairs and installed with a Television set. During the pandemic period, clients were allowed to wait at the area after undergoing the safety protocols set by the BMB COVID-19 Guidelines and Safety Protocols.
	Assign representative in case the authorized official is not available to sign the documents.	1. Issuance of Special Order designating the Assistant Director as signatory of the Permits if the Director is not available. In the absence of both officials, the Bureau Officer-in-charge is designated to sign the permit among other official tasks; 2. Availability of drivers (exempted from alternative work arrangement) in case of urgent and important documents are needed to be signed.
	Improvement in handling inquiries or requests thru email	For simple inquiries, the Action Officer(s), upon clearance from the




		Section Chief, directly respond/s the email.
	Online payment for less contact transactions	Acceptance of Permit application thru email is already implemented. Likewise, online payment is available and reflected in the Citizens Charter posted at BMB website for issuance of CITES Permit. It is implemented by enrolling at the Landbank e-Payment portal the CITES payment.
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	Health Declaration form shall be available at both gates of the park. Awareness of the Security Guards on the policies implemented by the Park Administration including where to pay.	When Parks have been permitted to open to the public during the height of the COVID-19 pandemic, accomplishment of Health Declaration Forms are religiously done at both gates of the Park (Quezon Avenue and North Avenue). Both gates are provided with Health Declaration Forms and writing pens. Further, meetings to level-off with the Security Personnel were conducted in CY 2021 and 2022, Annex A, to inform and remind them of the regulations within NAPWC as well as the pertinent processes vis-à-vis its operation. Copies of the health declaration forms were made available at both gates of the park. QR-Code of the same form were also developed.
	Labeling of trees and plants and animals for attraction of visitors	Tree labels are placed at the trees and seedlings planted at the NAPWC Arboretum Showcase area. To further raise awareness about the different native and endemic trees at NAPWC, the NAPWC Management is also gradually adding tree labels with QR Codes under the TreeVerse project as part of the NAPWC Arboretum of Philippine Native Trees Program. Likewise, the management of the NAPWC also fabricated and installed signages at the aviary.
	Add some signage from (parking) entrance	Directional signages have been fabricated in 2021 and were completely installed during the first quarter of CY 2022. Signages on where the NAPWC Park Information

		Office are also installed in strategic areas
	Parking is far from the facility	The Park has a designated parking area for visitors' vehicles to ensure the vehicles' security and as a measure to control the traffic flow within the Park. Hence, visitors with vehicles are required to park at the designated parking area and walk towards the facility that they have rented. However, the NAPWC management permits the PWD/Senior Citizen and Pregnant Women visitors to be fetched or dropped off directly or near their rented facility.
	Have a customer service in Facebook	Following the recommendation of the NAPWC Management Board, NAPWC hired a Creative Specialist and Tourist Receptionist in 2021 who will be both responsible in handling the online accounts of NAPWC. One of their major tasks is to handle online queries from the NAPWC Social Media (https://www.facebook.com/bmbnapwc) and official email Account (napwc@bmb.gov.ph) to ensure immediate and timely response to all queries. Template of responses are also provided to the assigned NAPWC staff so that courtesy and uniformity in answering queries can be ensured.

Attached are some pictures of the above mentioned actions taken for your reference.

For information and record.


NATIVIDAD Y. BERNARDINO



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



BMB202300316

PHOTO DOCUMENTATION

1. WILDLIFE RESOURCES DIVISION (FOR CITES PERMIT)

A.) LOBBY/WAITING AREA FOR CLIENTS



B) Assign representative(s) thru issuance of Special Orders in case the authorized official(s) are not available to sign the documents

Republic of the Philippines
Department of Environment and Natural Resources
BIODIVERSITY MANAGEMENT BUREAU
Tel. Nos. (912) 924-6221 to 35 Fax: (912) 924-6109, (912) 922-4417
Website: <http://www.bmb.gov.ph> E-mail: bmb@denr.gov.ph

014-03-2023

SPECIAL ORDER
No. 2023-01

SUBJECT: DESIGNATING ASSISTANT DIRECTOR AMELITA DJ. ORTIZ, AS OFFICER-IN-CHARGE, OFFICE OF THE DIRECTOR


In the interest of service and in order to ensure continuous smooth operation of the Bureau, ASSISTANT DIRECTOR AMELITA DJ. ORTIZ is hereby designated as Officer-in-Charge, Office of the Director.

While acting under such capacity, she shall act and signed as follows:

AMELITA DJ. ORTIZ
Assistant Director
Officer-in-Charge, Office of the Director

This Order takes effect on 6 January 2023 and shall remain valid within thirty (30) days prescribed period pursuant to the provisions of page 14 of the "Manual of Authority on Human Resources Development and Administrative Matters" per DENR Administrative Order No. 2014-03 dated 26 March 2014 or until such time that the DENR Central Office have issued a Special Order designating a Director for Biodiversity Management Bureau.

RICARDO L. CALDERON
Off. Assistant Secretary for Climate Change and Disaster, in concurrent capacity

 BMB202300138

Republic of the Philippines
Department of Environment and Natural Resources
BIODIVERSITY MANAGEMENT BUREAU
Nency Aquino Park and Wildlife Center, Quezon Extension, Linares, 1106 Quezon City
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Website: <http://www.bmb.gov.ph> E-mail: bmb@denr.gov.ph

SPECIAL ORDER JAN 23 2023
No. 2023-02

SUBJECT: DESIGNATING MIRASOL E. OCAMPO, SUPERVISING ECOSYSTEMS MANAGEMENT SPECIALIST, AS IN-CHARGE, WILDLIFE RESOURCES DIVISION, BIODIVERSITY MANAGEMENT BUREAU


In the interest of the service and in order to ensure the continuity of operation and supervision in the Wildlife Resources Division (WRD), MS. MIRASOL E. OCAMPO is hereby designated as In-Charge, WRD while Asst. Director is attending the National Reprogramming Workshop in Tagaytay City on January 23 to 27, 2023.

She shall act on all documents and perform functions of the Chief, Wildlife Resources Division except on policy matters, and those that pertain to personnel movement and shall sign as follows:

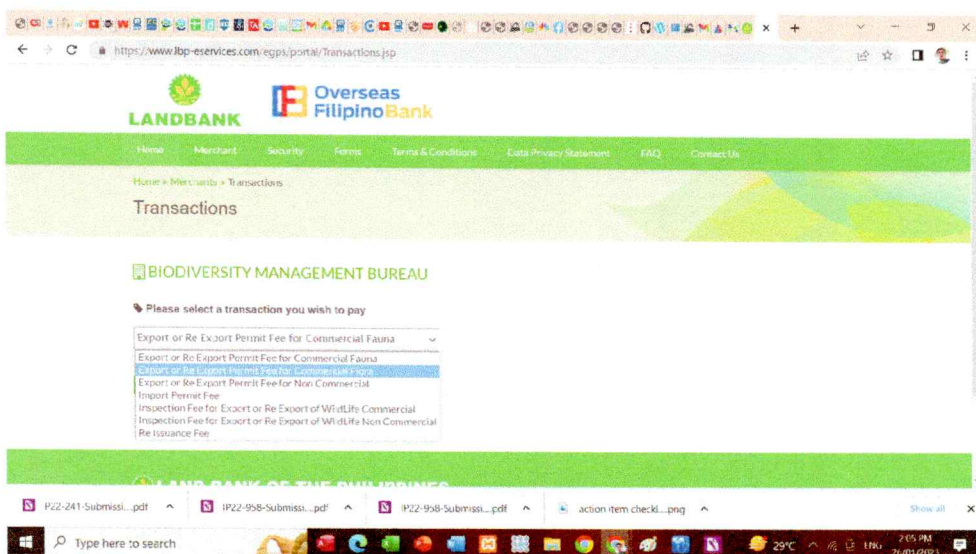
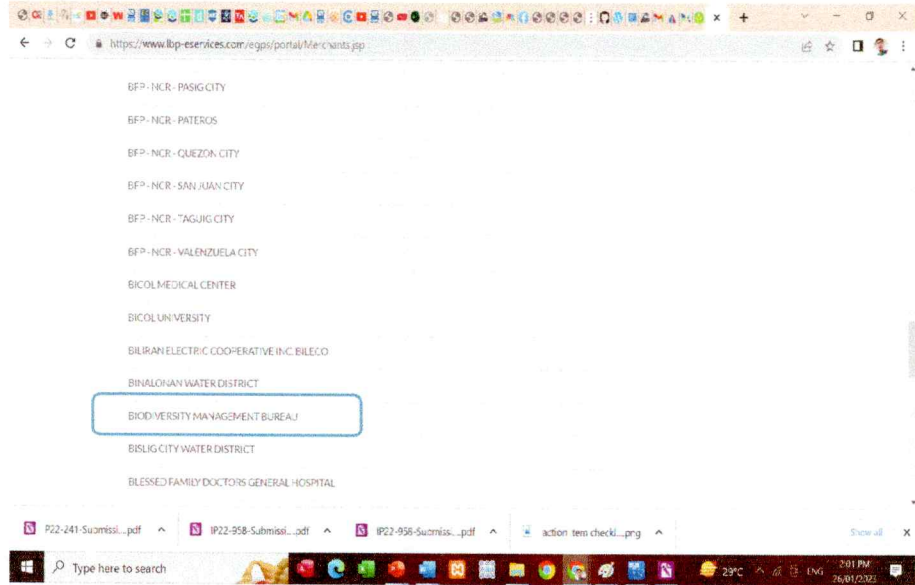
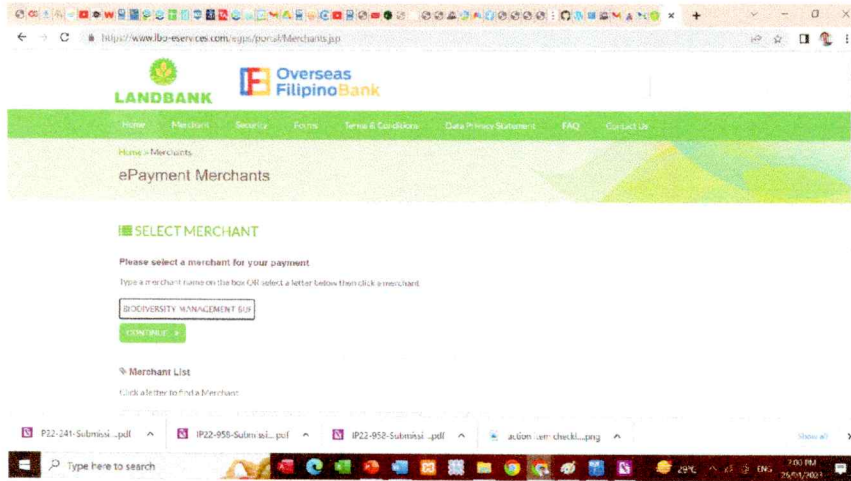
MIRASOL E. OCAMPO
Supervising Ecosystems Management Specialist
In-Charge, Wildlife Resources Division

This Order shall take effect on January 23, 2023 and shall be automatically revoked upon reporting for duty of Asst. Director.

NATIVIDAD B. BERNARDINO
OIC, Director

 BMB202300297

C. Online Payment thru Landbank (for CITES permits)



2.NINOY AQUINO PARKS AND WILDLIFE CENTER

A.) Labelling of trees and plants as well as the animals for attraction to visitors.

Tree labels placed at the trees and seedlings planted at the NAPWC Arboretum Showcase area.



Fabricated and installed signages at the aviary:



B.) Additional signage from parking (entrance)



C.) Customer service in Facebook Messenger.

