




BIODIVERSITY MANAGEMENT BUREAU

Quezon Avenue, Diliman
Quezon City

 (632) 8924-6031 to 35

 bmb@bmb.gov.ph

 <https://bmb.gov.ph>



BIODIVERSITY MANAGEMENT BUREAU

The Biodiversity Management Bureau (BMB), as one of the staff Bureaus of the Department of Environment and Natural Resources (DENR), is mandated to protect the country's biological diversity and properly manage and conserve its resources as well as the ecosystem services they provide. The Bureau implements activities based on its three (3) major programs, namely: (1) Protected Area and Ecosystems Management and Protection; (2) Wildlife Protection and Conservation; and (3) Coastal and Marine Resources Management.

Driven with a mission as Philippine Biodiversity that provides natural resiliency and sustained benefits for all resources for the present and future generations. The Bureau is also committed to its vision to conserve and sustainably manage the country's biodiversity.

The Bureau's major functions include:

- Formulate and recommend policies, guidelines, rules and regulations for the establishment and management of an Integrated Protected Areas System such as national parks, wildlife sanctuaries and refuge, marine parks and biospheric reserves;
- Formulate an up-to-date listing of endangered Philippine flora and fauna and recommend a program of conservation and propagation of the same;
- Formulate and recommend policies, guidelines and rules for the conservation of the three (3) components of biological diversity: genetic resources, ecosystems and endangered species of Philippine flora and fauna;
- Assist the Secretary in the monitoring and assessment of the management of the Integrated Protected Areas System and provide technical assistance to the Regional offices in the implementation of programs for these areas.

The BMB, formerly Protected Areas and Wildlife Bureau (PAWB), was created in June 1987 under Executive Order (EO) 192. It is located at the Ninoy Aquino Parks and Wildlife Center, Quezon Avenue, Diliman, Quezon City.





Scope

In order to measure the level of satisfaction of BMB's clients who availed of the services indicated in the Bureau's Citizen's Charter, the BMB conducted client satisfaction surveys from January 3, 2023 to December 29, 2023. The Client Satisfaction Survey is a tool to generate verifiable data and tangible evidence in order to determine the effectiveness of implemented processes through identified indicators or service dimensions. The Biodiversity Management Bureau (BMB) is one with the Department of Environment and Natural Resources (DENR) in monitoring and measuring the satisfaction of internal and external clients to ensure that their needs and expectations are addressed and met in compliance with the Quality Management System (QMS), the Bureau's Citizen's Charter and the Anti-Red Tape Act (ARTA), whose goals are to streamline efficient and effective frontline services for the Filipino people.

The survey utilized the standard harmonized CSM questionnaire provided by the Anti-Red Tape Authority (ARTA) measuring the eight (8) service quality dimensions (SDDs) to gauge the overall client satisfaction measurement for the different processes/services:

1. **Responsiveness** - the willingness to help, assist, and provide prompt service to citizens/clients
2. **Reliability** - the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate
3. **Access and Facilities** - the convenience of locations, ample amenities for comfortable transactions, use of clear signages and modes of technology
4. **Communication** - the act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback
5. **Costs** - the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value of money, the acceptable range of costs, qualitative information on the cost of each service
6. **Integrity** - the assurance that there is honesty, justice, fairness, and trust in each service while dealing with citizens/ clients
7. **Assurance** - the capability of frontline staff to perform their duties, product and service knowledge, understand citizens/ client needs, helpfulness, and good work relationships
8. **Outcome** - the extent of achieving outcomes or realizing the intended benefits of government service

The services included in the 2023 BMB Client Satisfaction Measurement Survey include:

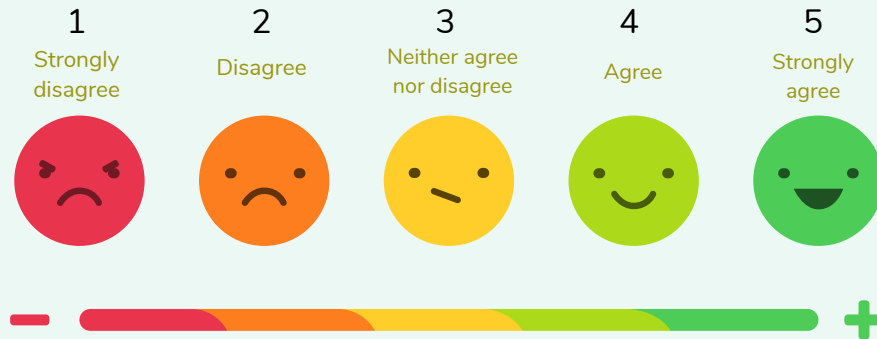
- Processing of CITES Permit Applications for the Export/Re-export of Wildlife, including by-products and derivatives
- Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives
- Processing of Request for Gratuitous Permit to Collect Wildlife for Scientific Research Purposes
- Processing and Approval of MOA for Scientific Research
- Processing and Documentation of Turned-over, Donated and Confiscated Wildlife
- Review of Proposed Protected Area Community-Based Resource Management Agreement (PACBRMA)
- Review and Evaluation of Application for Special Use Agreement in Protected Areas (SAPA)
- Request for Technical Assistance on Coastal and Marine
- Request for Technical Assistance (Geo Spatial Data (maps) and Statistical Data)
- Library Services
- 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
- Issuance of Order of Payment
- Processing of Purchase Order (PO) and Job Order (JO), Contract of Service (COS) and other Contracts for Funds Availability
- Sale of Bidding Documents

Complete lists of all services including the sampling details and response rate per service can be found in Annex B.



Methodology

The client satisfaction survey used a 5-point Likert Scale representing the levels of satisfaction of clients on the different aspects of service by agreeing or disagreeing on different statements representing the different service quality dimensions.



In interpreting the Overall CSM score, the following equivalent adjectival rating has been used:

Overall CSM Score Interpretation

OVERALL SCORE RATING	ADJECTIVAL RATING
95.0% - 100.0%	Outstanding
90.0% - 94.9%	Very Satisfactory
80.0% - 89.9%	Satisfactory
60.0% - 79.9%	Fair
Below 60.0%	Poor

The Client Satisfaction Measurement (CSM) data was collected through exit survey method in the bureau. In this method, the clients were asked to rate the service of the Division/Unit after they have received their requests, permits or certificates. The clients rate the services either online or through paper questionnaires. To facilitate the accomplishment of the CSM Online Form, some offices utilized tablets for the survey.

In accordance with the Data Privacy Act of 2012, consent from clients were first solicited either in written or verbal form. Clients who opt not to participate in the survey were treated as refusal in the data. Confidentiality of personal details, responses and CSM data were ensured during the conduct and analysis of the survey.



Online responses from clients who did not affix their signature at the end of the survey or did not consent the BMB according to Data Privacy Act were excluded from the data analysis. Also, a question that was answered with two or more check marks in the paper form was considered as invalid.

The Bureau has adopted the CSM questionnaire developed by DENR-Statistics and Data Resource Management Division (SDRMD) via ArcGIS Survey123 and thru printed questionnaires to facilitate the surveying of client's feedback. A QR code was also generated for easy access of the survey link. Moreover, inclusion of the CSM questionnaire online link and QR code in responding to client's requests via email was also practiced to increase clients' participation turnout.

Photo courtesy of NAPWC



A client of Ninoy Aquino Parks and Wildlife Center accomplishing the CSM Survey using the paper form.

Photo courtesy of WRD



A client of Wildlife Resources Division accomplishing the CSM Survey online form.

Result of the harmonized CSM of BMB for FY 2023

The BMB surveyed clients who visited the Office and those who requested the BMB external services via email. A total of **773 respondents** answered the online and paper questionnaires during the Fiscal Year 2023. However, only **611 respondents (79%)** have signified their consent and were included in the data processing and analysis.



Client Demographic

Age

Most of the clients of BMB services are between ages 30 to 34 years old. Within this age group, the number of male clients is greater than the number of female clients (**Table 1**).

Table 1. Age Group of the Respondents

Age Group	External	Overall
19 and below	2.29%	2.29%
20 to 24	5.07%	5.07%
25 to 29	13.91%	13.91%
30 to 34	18.99%	18.99%
35 to 39	5.07%	5.07%
40 to 44	5.73%	5.73%
45 to 49	5.40%	5.40%
50 to 54	18.00%	18.00%
55 to 59	4.58%	4.58%
60 and above	4.75%	4.75%
Did not specify	16.20%	16.20%
TOTAL	100.00%	100.00%

Sex

There are more male clients than female clients who availed of the BMB external services during the FY 2023. The difference in number is about 23% of the totality (**Table 2**).

Table 2. Sex of the Respondents

Sex	External	Overall
Male	60.56%	60.56%
Female	37.32%	37.32%



Client Type

Majority of the BMB clients are citizens or individuals. Representatives from business or company are the next major clients served by BMB (Table 3).

Table 3. Client type of the respondents

	External	Overall
Citizen	55.97%	55.97%
People's Organization	1.31%	1.31%
Business/ Company	27.66%	27.66%
Government	8.51%	8.51%



Citizen’s Charter

More than half of the clients of BMB external services confirmed that they are aware of the BMB Citizen's Charter and that they saw it during their transactions (**Table 4**).

Table 4. Distribution of responses on the awareness of clients on DENR Citizen’s Charter

	Responses	Percentage
I know what a Citizen's Charter is and I saw this in this office	429	70.21%
I learned of the Citizen's Charter only when I saw this in this office.	109	17.84%
I know what a Citizen's Charter is but I did NOT see it in this office.	9	1.47%
I do not know what a Citizen's Charter is and I did NOT see one in this office.	14	2.29%
Did not respond/specify	50	8.18%
TOTAL	611	100.00%

Of all the clients who were aware of the BMB Citizen's Charter, about 85% of them agreed that the CC is posted at the most conspicuous places in the Office (**Table 5**).

Table 5. Distribution of responses on the visibility of BMB Citizen’s Charter in the offices

Office	Responses	Percentage
Easy to see	462	75.61%
Somewhat easy to see	63	10.31%
Difficult to see	5	0.82%
Not visible at all	1	0.16%
Did not respond/ did not specify	80	13.09%
TOTAL	611	100.00%



Almost all of the external clients who are aware of the BMB Citizen's Charter affirmed that the availability of CC was very helpful to them (**Table 6**).

Table 6. Distribution of responses on the helpfulness of BMB Citizen’s Charter in the offices

	Responses	Percentage
Very Helpful	482	78.89%
Somewhat Helpful	48	7.86%
Not Helpful	2	0.33%
Did not respond/ did not specify	79	12.93%
TOTAL	611	100.00%

Client Satisfaction Measurement Scores of different services in Biodiversity Management Bureau

External Services

Table 7 shows the average client satisfaction scores for the different external services of BMB as a result of the survey. Of the 14 services available in the bureau, 4 services have garnered a perfect score of **100%**. These are the “Request for Technical Assistance (Geo Spatial Data (maps) and Statistical Data)”, “Review and Evaluation of Application for Special Use Agreement in Protected Areas (SAPA)”, “Issuance of Order of Payment” and “Sale of Bidding Documents”. However, the service for the “Processing and Approval of MOA for Scientific Research” has the lowest score of **85.29%**.

The Bureau has no respondents for the “Processing of Request for Gratuitous Permit to Collect Wildlife for Scientific Research Purposes”, “Review of Proposed Protected Area Community-Based Resource Management Agreement (PACBRMA)” and “Processing of Purchase Order (PO) and Job Order (JO), Contract of Service (COS) and other Contracts for Funds Availability”.

The overall adjectival rating for the BMB external services is **Outstanding**.



External Services

Table 7. CSM Scores of External Services of BMB

Service	Responses	Total Transactions	Score
Processing of CITES Permit Applications for the Export/Re-export of Wildlife, including by-products and derivatives	119	194	97.51%
Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives	66	142	96.46%
Processing and Approval of MOA for Scientific Research	5	5	85.29%
Processing and Documentation of Turned-over, Donated and Confiscated Wildlife	118	119	97.56%
Review and Evaluation of Application for Special Use Agreement in Protected Areas (SAPA)	1	1	100.00%
Request for Technical Assistance on Coastal and Marine	5	6	88.24%
Request for Technical Assistance (Geo Spatial Data (maps) and Statistical Data)	2	3	100.00%
Library Services	21	28	95.83%
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	269	270	98.92%
Issuance of Order of Payment	2	2	100.00%
Sale of Bidding Documents	3	3	100.00%

Notes:

*No application received in 2023

- Processing of Request for Gratuitous Permit to Collect Wildlife for Scientific Research Purposes
- Review of Proposed Protected Area Community-Based Resource Management Agreement (PACBRMA)
- Processing of Purchase Order (PO) and Job Order (JO), Contract of Service (COS) and other Contracts for Funds Availability



Client Satisfaction Measurement Score

External Services

Almost all the external clients of BMB affirmed that they were very satisfied with the services they availed in the bureau (Table 8).

Table 8. Overall CSM Score of BMB for External Services

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	473	113	6	7	7	5	611	96.70%
Reliability	499	96	6	0	4	6	611	98.35%
Access and Facilities	484	97	12	2	6	10	611	96.67%
Communication	487	101	7	3	6	7	611	97.35%
Costs	343	58	2	1	4	203	611	98.28%
Integrity	509	87	5	0	6	4	611	98.19%
Assurance	525	73	3	0	5	5	611	98.68%
Outcome	516	82	3	0	4	6	611	98.84%
Overall	3,836	707	44	13	42	246	4,888	97.87%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Score
I am satisfied with the service I availed	515	79	5	0	5	7	611	98.34%

**BMB**

Almost all of the clients of BMB external services confirmed that they are aware of the BMB Citizen's Charter and that they saw it during their transactions. About 85% of the clients who were aware of the BMB Citizen's Charter agreed that the CC is posted at the most conspicuous places in the Office and its availability was very helpful to them (**Table 9**).

Table 9. Summary of CSM Scores of BMB

	Score
Citizen's Charter Awareness	89.53%
Citizen's Charter Visibility	85.92%
Citizen's Charter Helpfulness	86.74%
Response Rate	>100%
Overall Score	97.87%



Client Feedback, Suggestions

External Services

Issues Raised by Clients

- The BMB website was not accessible from abroad and therefore we could not download the application form to request the import permit. We wrote BMB several times but not get a response until several days later, the representative on the phone was very helpful when we made contact. BMB does not allow applicants to make payment using international credit cards; this is a huge inconvenience as foreigners do not have local bank accounts. This needs to be more accessible to those requesting import permits. (WRD)
- Lack of proper technical assistance for the proponent on the needed documentations and step by step procedure of SAPA application. Pay attention to the needs of the proponent and do not discourage them. Give consideration to their issues and concerns if the project plans or descriptions are in good faith. (NPD)

Suggestions from Clients

- We hope to get feedback if there is a problem in our application. (WRD)
- Telephone lines must be accessible during office hours. (WRD)
- If there is advanced booking, please provide, to avoid any hassle. (NAPWC)
- To make available in e-copy some of the reference materials if possible. (CAWED)
- Availability of the CSS questionnaire in paper form. (CAWED)
- Existence of a dedicated Google Sheet that is editable for this kind of transaction. (CAWED)
- Improve the interface of the e-library. (CAWED)



Results of the Bureau Action Plan reported for FY 2022:

CONCERNED OFFICE/ FRONTLINE SERVICE	CLIENT FEEDBACK/ RECOMMENDATION	ACTIONS TAKEN
<p>Processing of CITES and other Wildlife Permits</p>	<p>Improving coordination between the Bureau of Fisheries and Aquatic Resources (BFAR) and DENR for the application of GP based on the objectives of the research study in order to speed up their processing times and to prevent confusion on where to apply</p>	<p>In addressing inquiries from researchers conducting studies involving the collection of aquatic species under the jurisdiction of BFAR, the Wildlife Resources Division (WRD) offers guidance by advising applicants to directly approach BFAR. This proactive approach aims to mitigate unnecessary delays resulting from communication processes between the two agencies.</p> <p>Additionally, WRD furnishes applicants with the specific contact details and office information for BFAR, specifically the Fisheries Regulatory and Licensing Division - Aquatic Wildlife Regulatory Section (FRLD-AWRS), where they can submit their applications and obtain comprehensive guidance on the issuance process for GPs from BFAR. Moreover, WRD is in the process of coordinating a meeting with the relevant BFAR office to explore alternative methods for expediting the GP application process under BFAR's jurisdiction.</p>



Results of the Bureau Action Plan reported for FY 2022:

CONCERNED OFFICE/ FRONTLINE SERVICE	CLIENT FEEDBACK/ RECOMMENDATION	ACTIONS TAKEN
	<p>Reviewing the existing fees for CITES permits</p>	<p>We are currently amending the DENR Administrative Order No. 2004-55 which includes the fees and charges for the issuance of CITES permits. BMB, through the WRD, conducted two (2) workshops in CY 2023 to review the provisions of the said DAO with representatives from DENR Offices and other stakeholders.</p> <p>Draft policy on the amendments of DAO No. 2004-55 has been submitted to BMB Technical Review Committee in December 2023 while the Draft DAO prescribing new fees for the use of wildlife resources has been submitted to DENR Policy Technical Working Group on December 2023.</p>
	<p>Posting of target timelines of activities online to anticipate processing time of permits</p>	<p>The process flow for the issuance of CITES export/re-export/import permits is available at BMB website (https://bmb.gov.ph/services/). It reflects the documentary requirements and timeline in the step-by-step processing of CITES permits. It is annually reviewed and updated to align with new policies or guidelines issued in compliance to RA 11032.</p>



Results of the Bureau Action Plan reported for FY 2022:

CONCERNED OFFICE/ FRONTLINE SERVICE	CLIENT FEEDBACK/ RECOMMENDATION	ACTIONS TAKEN
	<p>Engaging the formal dialogues with stakeholders to solicit working inputs, such as the use of microchips, and work towards a mutually acceptable common goal</p>	<p>The Bureau is planning to revisit the DAO No. 2009-01 “Guidelines in Establishing the Wild Fauna Marking and Identification System.” The client has been advised accordingly regarding the use of appropriate marking systems for wildlife.</p>
	<p>Providing more flexible arrangements for handling perishable planting materials</p>	<p>Based on the Citizen’s Charter, the processing of CITES export/re-export/import permits is within 2 to 3 working days upon receipt of the complete documentary requirements. The handling of perishable planting materials is not related to the issuance of CITES import permit. However, it is related to the issuance of Local Transport Permit (LTP), which is under the jurisdiction of the concerned DENR field office. Nevertheless, the timeline for processing permit applications at the Regional level has been addressed on the amendment of DAO No. 2004-55.</p>
	<p>To have collective permits to reduce repeated or redundant procedures in terms of chain of endorsement for similar permits</p>	<p>Based on existing policies, DENR issues specific wildlife permits depending on the use of wildlife. Procedures in the processing of wildlife permits has been addressed during the 2 workshops amending the DAO No. 2004-55.</p>



Results of the Bureau Action Plan reported for FY 2022:

FRONTLINE SERVICE	CLIENT FEEDBACK/RECOMMENDATION	ACTIONS TAKEN
	<p>Providing mobile phone contact numbers for more convenience</p>	<p>In addition to office phone and emails, CITES permit evaluators also utilize their personal mobile number to coordinate with clients regarding their permit applications for efficient communication.</p>
<p>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</p>	<p>Providing online payments and bank transfer options</p>	<p>For some CITES permits, online payments are accepted thru the Land Bank e-Payment portal. The Bureau will be studying and recommending the addition of other payments like the GP and sale of bidding documents to the Land Bank e-Payment portal.</p> <p>Use of e-wallets such as GCASH is accepted in selected transactions to cater to the request of clients coming from remote regions and provinces.</p>
	<p>Providing mobile phone contact numbers for more convenience</p>	<p>In addition to office phone and emails, a Hotline contact number and helpdesk email address is available at the BMB website.</p> <p>The official Facebook accounts of BMB and Ninoy Aquino Parks and Wildlife Nature Center is also used by clients for any inquiry or other assistance needed.</p>



Continuous Agency Improvement Plan for FY 2024

- The BMB Divisions and Unit to review and update the BMB Citizens' Charter regarding their enrolled services/processes.
- The Bureau will revisit and recommend the addition of other services to the Land Bank e-Payment portal such as Gratuitous Permit and Sale of Bidding Docs. Use of e-wallets like GCash as another mode of payment option will be accepted on selected transactions for clients coming from remote regions and provinces.
- To continually improve the services for client safety and welfare, it was suggested to improve the parking area and establish a reserved parking for PWDs.
- Establishment of physical setup of Public Assistance and Complaint Desk in the Bureau.



Annex A: Survey Questionnaire used



Department of Environment and Natural Resources

ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION MEASUREMENT FORM
PSA Approval No: ARTA-2242-3
Expires on 31 July 2023

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help DENR provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client Profile

Date of Application (Petsa ng aplikasyon)	MM/DD/YYYY	<input type="text"/>	Type of Client (Uri ng kliyente):
Date of Release of Product/Services (Petsa ng pagkaloob ng produkto o serbisyo)		<input type="text"/>	<input type="checkbox"/> Citizen/ Individual / Representative (private citizen as transacting public)
Name (Pangalan)		<input type="text"/>	<input type="checkbox"/> Business/ Company (representative of business/company firm)
Sex (Kasarian)	<input type="checkbox"/> Male <input type="checkbox"/> Female	Age (Edad)	<input type="checkbox"/> Organization/PO (representative of an organization/People's Organization)
Email address (Optional)		<input type="text"/>	<input type="checkbox"/> Government (representative of other government agencies including GOCCs)
Service Availed (Serbisyong natanggap)		<input type="text"/>	



INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The **Citizen's Charter** is an official document that reflects the services of a government agency/ office including its requirements, fees, and processing times among others

CC1 Which of the following best describes your awareness of a Citizen's Charter? (Choose only one)
(Alin sa mga sumusunod ang makapaglalarawan ng iyong kaalaman tungkol sa Citizen's Charter? (Pumili lamang ng isa))

- 1 I know what a Citizen's Charter is and I saw this in this office. (Mayroon akong kaalaman sa Citizen's Charter at nakita ko ito opisinang ito.)
- 2 I learned of the Citizen's Charter only when I saw this in this office. (Ngayon ko lamang nalaman ang Citizen's Charter nang makita ko ito sa opisinang ito.)
- 3 I know what a Citizen's Charter is but I did NOT see it in this office. (Mayroon akong kaalaman sa Citizen's Charter ngunit HINDI ko ito nakita sa opisinang ito.)
- 4 I do not know what a Citizen's Charter is and I did NOT see one in this office. (Hindi ko alam ang Citizen's Charter at hindi ko ito nakita sa opisinang ito.)

! Proceed only to **CC2** and **CC3** if your answer in **CC1** is **1 or 2**
(Sagutan lamang ang CC2 at CC3 kung ang iyong sagot sa CC1 ay 1 o 2.)

CC2 How would you describe the posting of the Citizen's Charter in this office? (Choose only one)
(Paano mo mailalarawan ang pagkakalagay o pagkakapaskil ng Citizen's Charter sa opisinang ito? (Pumili lamang ng isa))

- | | |
|--|--|
| <input type="radio"/> Easy to see (Madaling makita) | <input type="radio"/> Difficult to see (Mahirap makita) |
| <input type="radio"/> Somewhat easy to see (Medyo madaling makita) | <input type="radio"/> Not visible at all (Hindi talaga makita) |

CC3 How helpful is the Citizen's Charter in your transaction? (Choose only one)
(Gaano nakatulong ang Citizen's Charter sa iyong transaksyon? (Pumili lamang ng isa))

- | | | |
|---|---|--|
| <input type="radio"/> Very Helpful (Sobrang nakatulong) | <input type="radio"/> Somewhat Helpful (Medyo nakatulong) | <input type="radio"/> Not helpful (Hindi nakatulong) |
|---|---|--|



Annex A: Survey Questionnaire used



INSTRUCTIONS:
Please indicate how strongly you agree or disagree with all the following statements by checking or shading the corresponding circle from 'strongly disagree' to 'strongly agree'.



STRONGLY DISAGREE
(LUBHANG HINDI SUMASANG-AYON)



DISAGREE
(HINDI SUMASANG-AYON)



NEITHER AGREE NOR DISAGREE
(HINDI TIYAK)



AGREE
(SUMASANG-AYON)



STRONGLY AGREE
(LUBHANG SUMASANG-AYON)

I spent a reasonable amount of time for my transaction.
(Naglaan ako ng resonableng oras para sa aking transaksyon)

The office followed the transaction's requirements and steps based on the information provided.
(Ang opisina ay sumunod sa mga itinakdang pangangailangan at hakbang para sa aking transaksyon .)

The steps (including payment) I needed to do for my transaction were easy and simple.
(Ang mga hakbang (kasama ang pagbabayad) para sa aking transaksyon ay madali at simple.)

I easily found information about my transaction from the office or its website.
(Madali kong nakita sa opisina o sa website ang mga impormasyon na kinakailangan ko para sa aking transaksyon.)

Answer only this statement if service/transaction availed has cost/fee
(Sagutan lamang ito kung ang kinuhang serbisyo ay may kaukulang bayad)

I paid a reasonable amount of fees for my transaction.
(Makatwiran ang ibinayad ko para sa aking transaksyon .)

Not Applicable

I felt that the office was fair to everyone, or "walang palakasan", during my transaction.
(Naramdaman kong naging patas sa lahat o "walang palakasan"ang opisina sa panahon ng aking pakikipagtransaksyon)

I was treated courteously by the staff.
(Ako ay pinakitunguhan nang may paggalang ng mga kawani.)

I got what I needed from the office.
(Natanggap ko nang naaayon ang serbisyo o produktong kinakailangan.)

I am satisfied with the service that I availed.
(Ako ay nasiyahan sa natanggap kong serbisyo.)

Suggestions/ Comments

To further improve our services, please provide any suggestions, comments or concerns regarding the service received. (Upang mas mapabuti pa ang aming serbisyo, maaaring magbigay ng mungkahi, komento o puna sa serbisyong natanggap.)

Data Privacy Consent

for DENR authorized personnel only

Control Number

2023 DENR CSS Form Version 1 (January 2023)

By affixing my signature, I hereby consent DENR to collect, process, transmit and store the data provided herein subject to the rules and regulations set by Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012.

(Sa pamamagitan ng paglalagay ng aking lagdan, pinahihintulutan ko ang DENR na kolektahin, iproseso, ipadala at itago ang mga impormasyon na nakasaad sa papel na ito alinsunod sa Batas Republika Blg. 10173 o ang Data Privacy Act of 2012.)

Name and Signature (Pangalan at Lagda)

THANK YOU!

CSM paper form




Annex A: Survey Questionnaire used

2023 BMB CLIENT SATISFACTION SURVEY

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help BMB provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.



You may access the Filipino version of this survey by clicking the globe icon and choosing Filipino on the upper-left corner of this site.

Type of User*

Client

Encoder (for BMB Authorized Personnel only)

***Service Availed**

-Please select-

CLIENT PROFILE

***Date of Application**

CLIENT SATISFACTION SURVEY

Please indicate how strongly you agree or disagree with all the following statements by shading the corresponding circle from 'strongly disagree' to 'strongly agree'.

CLIENT SATISFACTION SURVEY

I spent a reasonable amount of time for my transaction.

○ STRONGLY DISAGREE ○ DISAGREE ○ NEITHER AGREE NOR DISAGREE ○ AGREE ○ STRONGLY AGREE

The office followed the transaction's requirements and steps based on the information provided.

○ STRONGLY DISAGREE ○ DISAGREE ○ NEITHER AGREE NOR DISAGREE ○ AGREE ○ STRONGLY AGREE

The steps (including payment) I needed to do for my transaction were easy and simple.

○ STRONGLY DISAGREE ○ DISAGREE ○ NEITHER AGREE NOR DISAGREE ○ AGREE ○ STRONGLY AGREE

I easily found information about my transaction from the office or its website.

○ STRONGLY DISAGREE ○ DISAGREE ○ NEITHER AGREE NOR DISAGREE ○ AGREE ○ STRONGLY AGREE

I felt that the office was fair to everyone, or "walang palakasan", during my transaction.

○ STRONGLY DISAGREE ○ DISAGREE ○ NEITHER AGREE NOR DISAGREE ○ AGREE ○ STRONGLY AGREE

I was treated courteously by the staff.

○ STRONGLY DISAGREE ○ DISAGREE ○ NEITHER AGREE NOR DISAGREE ○ AGREE ○ STRONGLY AGREE

CSM online form



Photo Documentation

Photo courtesy of WRD



Photo courtesy of WRD



BMB clients answering the CSM online form

Photo courtesy of NAPWC



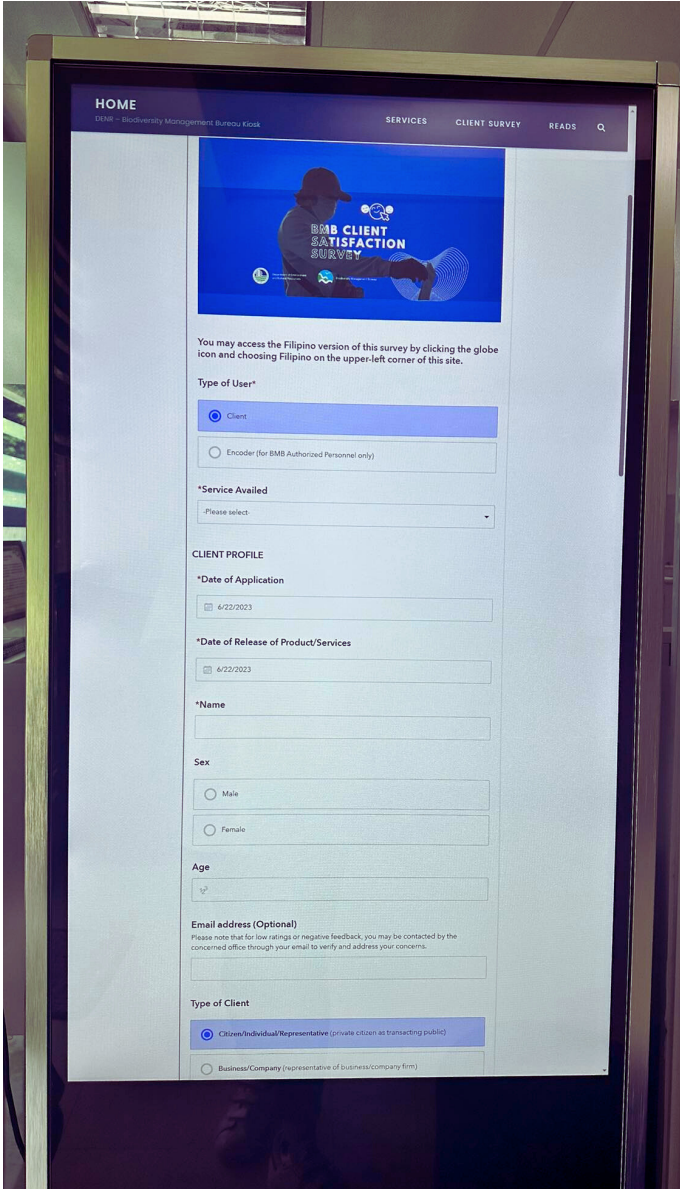
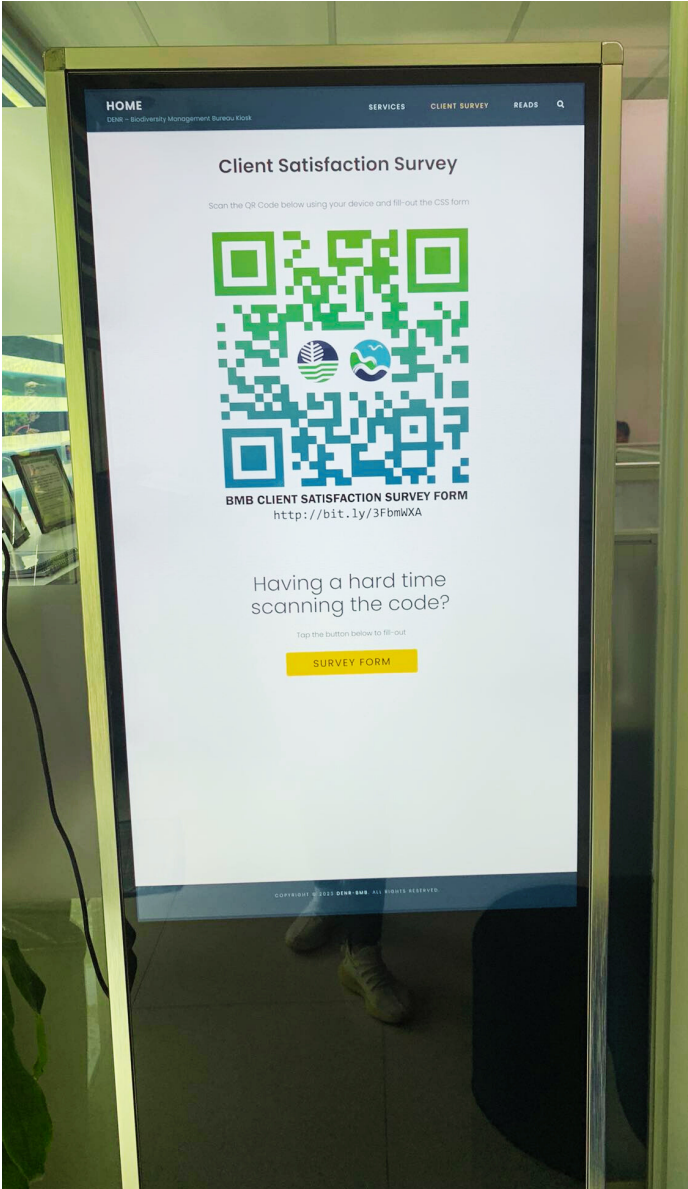
Photo courtesy of NAPWC



BMB clients answering the CSM paper form



Photo Documentation



Access to CSM Online Form via kiosk lodge at the BMB Office



Annex B. Summary of BMB Client Satisfaction Measurement Survey (CSMS) Responses

Process	Total Population*	Number of CSMS Respondent†	Minimum Sample Size‡	Response Rate§
External				
Processing of CITES Permit Applications for the Export/Re-export of Wildlife, including by-products and derivatives	194	119	91	>100%
Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives	142	66	56	>100%
Processing of Request for Gratuitous Permit to Collect Wildlife for Scientific Research Purposes	x	x	x	x
Processing and Approval of MOA for Scientific Research	5	5	3	>100%
Processing and Documentation of Turned-over, Donated and Confiscated Wildlife	119	118	90	>100%
Review of Proposed Protected Area Community-Based Resource Management Agreement (PACBRMA)	x	x	x	x
Review and Evaluation of Application for Special Use Agreement in Protected Areas (SAPA)	1	1	1	100%
Request for Technical Assistance on Coastal and Marine	6	5	5	100%
Request for Technical Assistance (Geo Spatial Data (maps) and Statistical Data)	3	2	2	100%
Library Services	28	21	19	>100%



Annex B. Summary of BMB Client Satisfaction Measurement Survey (CSMS) Responses

Process	Total Population*	Number of CSMS Respondent†	Minimum Sample Size‡	Response Rate§
External				
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	270	269	158	>100%
Issuance of Order of Payment	2	2	2	100%
Processing of Purchase Order (PO) and Job Order (JO), Contract of Service (COS) and other Contracts for Funds Availability	x	x	x	x
Sale of Bidding Documents	3	3	3	100%
Average Response Rate				100%

Notes:

* total population refers to the total completed transactions

† number of CSMS respondents refers to the actual respondents who participated in the CSM survey

‡ minimum sample size refers to the recommended minimum number of samples required to achieve the desired level of confidence (margin error of 5% and 95% level of confidence) in survey sampling

§ response rate refers to the number of clients who participated in the CSM survey which is computed as **Response Rate= (Actual Respondents / Minimum Sample Size) *100**, response rate with ">100%" values denote that the actual respondents exceed the computed minimum sample size for the process