



Republic of the Philippines
Department of Environment and Natural Resources
BIODIVERSITY MANAGEMENT BUREAU
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FEB 02 2024
MEMORANDUM

FOR : **The Undersecretary**
For Field Operations – Luzon, Visayas and Environment

The Undersecretary
For Field Operations – Mindanao

FROM : **The Park Operations Superintendent IV**
In-Charge, Office of the Director

SUBJECT : **SUBMISSION OF ACTIONS TAKEN BASED ON THE
RECOMMENDATION OF THE 2022 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 2022 Client Satisfaction Survey result submitted to ARTA.

CONCERNED OFFICE/ FRONTLINE SERVICE	CLIENT FEEDBACK/ RECOMMENDATION	ACTIONS TAKEN
Wildlife Resources Division: Processing of CITES and Wildlife other Permits	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>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</p>

		alternative methods for expediting the GP application process under BFAR's jurisdiction.
	Reviewing the existing fees for CITES permits	<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>
	Posting of target timelines of activities online to anticipate processing time of permits	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.
	Engaging the formal dialogues with stakeholders to solicit working inputs, such as the use of microchips, and work towards a mutually acceptable common goal	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.
	Providing more flexible arrangements for handling perishable planting materials	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.

	To have collective permits to reduce repeated or redundant procedures in terms of chain of endorsement for similar permits	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.
	Providing mobile phone contact numbers for more convenience	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.
Other Divisions and Offices including the Ninoy Aquino Parks and Wildlife Nature Center	Providing online payments and bank transfer options	For some CITES permits, online payments are accepted thru the Landbank 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 Landbank e-Payment portal. Use of e-wallets such as GCASH is accepted in selected other transactions where clients to cater to the request of clients coming from remote regions and provinces.
	Providing mobile phone contact numbers for more convenience	In addition to office phone and emails, a Hotline contact number and helpdesk email address is available at the BMB website. 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.

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

For information and record.


MELODY ANN L. MALANO



PHOTO DOCUMENTATION

WILDLIFE RESOURCES DIVISION

A.) Conducted two (2) workshop to review the existing fees for CITES permits



B.) Posting of process flow for the issuance of CITES permits

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Philippine Standard Time: Friday, February 02, 2024 6:40:54 AM

Republic of the Philippines
Department of Environment and Natural Resources
Biodiversity Management Bureau

Services

CITES Import Permit

Requirements

- Duly accomplished application form
- CITES export permit from the exporting country
- Veterinary/Phytosanitary certificate issued by the authorized government agency of the country of origin (for live specimens)
- Payment of fee (P350.00)

**For lacking requirement(s) processing time stops upon execution of action and resumes upon receipt of requested document(s)*

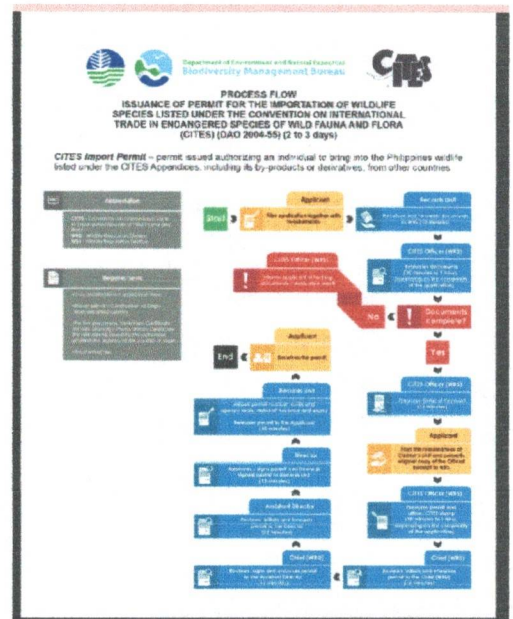
Procedure of the Online Payment Landbank Link BzPortal

Process Flow
Issuance of Permit for the Importation of Wildlife Species listed under the Convention on International Trade in Endangered Species of Wild Fauna and Flora

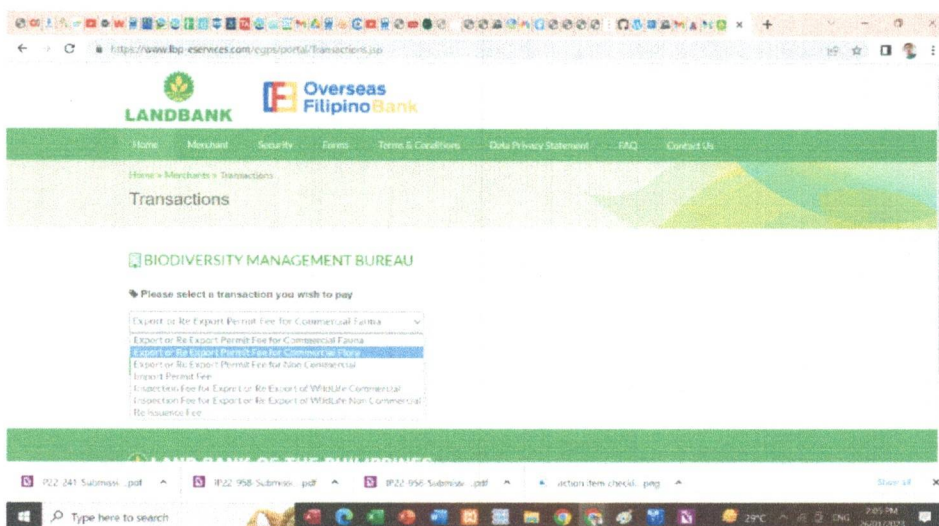
CITES Export Permit

CITES Re-Export Permit

Gratuitous Permit





The screenshot shows the Landbank ePayment Merchants page. The header includes the Landbank logo and navigation links: Home, Merchant, Search, Home & Conditions, Check Payment Statement, FAQ, and Contact Us. The main heading is 'ePayment Merchants'. Below this, there is a section titled 'SELECT MERCHANT' with the instruction 'Please select a merchant for your payment'. A note states: 'You can find the list of the 2761 Merchants and add it to the list below then click on the button'. A button labeled 'SELECT ONE OF THE MANAGING LIST' is visible. Below the button, there is a section titled 'Merchant List' with the instruction 'Click a merchant to add it to the merchant list'. The first merchant listed is 'SOLICITADORA DE MANEJO DE FONDOS'.



Browser tabs: eFOI - Electron, Gmail, Inbox (214), Inbox (137), Memoranda, Biodiversity M, CSL 2024 TRA


Address bar: <https://bmb.gov.ph>

Navigation: GOVPH, Home, About Us, Services, Resources, Other Links, Contact Us

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DENR OFFICES

- Department of Environment and Natural Resources
- Ecosystems Research and Development Bureau
- Environmental Management Bureau
- Forestry Management Bureau
- Land Management Bureau
- Mines and Geosciences Bureau

ATTACHED AGENCIES

- National Mapping and Resource Information Authority
- Laguna Lake Development Authority
- Palawan Council for Sustainable Development
- Natural Resources Development Corporation
- National Water Resources Board
- Philippine Mining Development Corporation


HOTLINE

FOR WILDLIFE RESCUE, RETRIEVAL AND TURN-OVER

Mobile: 09129092310
 Email: wrd@bmb.gov.ph | wrc@bmb.gov.ph

For other concerns:
 Email: bmb@bmb.gov.ph | helpdesk@bmb.gov.ph

FOLLOW US




Footer: <https://forestry.denr.gov.ph>

Browser tabs: Various social media and utility icons

Address bar: <https://www.facebook.com/denrbiodiversity>

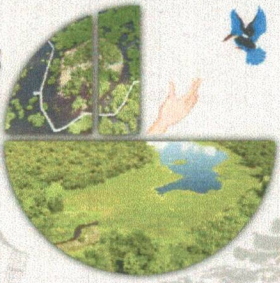
Facebook Search: Search Facebook



DENR-Biodiversity Management Bureau
 56K followers • 53 following

Following Message Search

LIFE INTERLACED WETLANDS AND PEOPLE
 CARE = NURTURE = SUPPORT



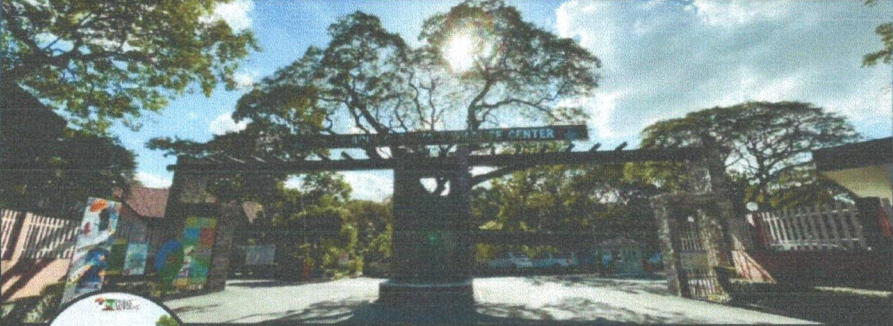
World Wetlands Day
 2 February 2024
 Wetlands and Resilient Recovery

Footer: <https://www.facebook.com/photo/?fbid=774156094758257&set=a.227283969445475>

Browser address bar: <https://www.facebook.com/bmbnapwc>

Facebook Search bar: Search Facebook

Facebook Profile Header:



Ninoy Aquino Parks and Wildlife Center

17K likes · 19K followers

Buttons: Message, Liked, Search

Profile picture: A Protected Area in the City

Right sidebar: List of friends' profile pictures

Windows Taskbar:

Search: Type here to search

Taskbar icons: Start menu, Edge, Word, PowerPoint, Excel, OneDrive, File Explorer, Settings, Task View, Weather (28°C), Network, Volume, Date/Time (10:01 AM 01/02/2024)