



**MAR 17 2025**

**MEMORANDUM**

**FOR : The Undersecretary**  
**Legal and Administration and**  
**Chairperson, DENR Committee on Anti-Red Tape**

**FROM : The Assistant Secretary for Biodiversity and**  
**Concurrent Director**

**SUBJECT : SUBMISSION OF ACTIONS TAKEN BASED ON THE FEEDBACK**  
**AND RECOMMENDATION OF THE 2023 CLIENT**  
**SATISFACTION MEASUREMENT SURVEY**

In compliance to your memorandum dated 5 March 2025 on the above subject, please see attached report on actions taken by the Bureau on the feedback and recommendations of our clients resulting from the 2023 Client Satisfaction Measurement Survey.

The actions taken were included in BMB's submission of the CY 2024 Client Satisfaction Report as a requirement of the Quality Management System and the Performance-Based Bonus Guidelines.

For information and record.

  
**MARCIAL C. AMARO, JR.**



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



**BMB202501568**



UNITED NATIONS DECADE ON  
**ECOSYSTEM  
RESTORATION**  
2021-2030

Wildlife Resources Division

Frontline Service	Client Feedback / Suggestion	Actions Taken
Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives	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.	The BMB website was temporarily inaccessible from abroad for a short period due to updates, but the availability of office phone number and email communication ensured that applicants can still seek help and move forward with their applications. Also, BMB lacks a payment system for international online clients. However, the bureau is aware of this limitation and explored possibilities of implementing an international payment system in the future to better accommodate global clients and improve the overall application process.
	Provide feedback to applicants regarding the status of permit application.	An online system was proposed to be developed. Currently the CITES online permit is initially pilot-tested for butterfly species in Marinduque province only. The Gratuitous Online permit system has just been developed and to be pilot tested thru the ABS Project.
	Telephone lines must be accessible during office hours	Besides office phones and emails, CITES permit evaluators also use their personal mobile numbers to coordinate with clients about their permit applications for more efficient communication.



--	--	--

### **National Parks Division**

<b>Frontline Service</b>	<b>Client Feedback / Suggestion</b>	<b>Actions Taken</b>
Review and Evaluation of Application for Special Use Agreement in Protected Areas (SAPA)	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.	BMB will revisit and create a clear and detailed process flow for the SAPA application to guide applicants through each step of the application procedure. This flowchart should outline all required documentation, timelines, payments and instructions for submission. Posting this process flow on the BMB website would greatly enhance transparency and accessibility, helping applicants understand the steps involved and reducing confusion.

### **Ninoy Aquino Parks and Wildlife Center**

<b>Frontline Service</b>	<b>Client Feedback / Suggestion</b>	<b>Actions Taken</b>
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	If possible, please provide advanced booking to avoid any hassle.	BMB will revisit the plan to create an advanced booking system for clients of the park. This system would allow visitors to make reservations ahead of time, ensuring better management of park resources and a smoother experience for guests.