



BIODIVERSITY MANAGEMENT BUREAU

<http://www.bmb.gov.ph/>

CITIZEN'S CHARTER  
2025 (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**

### **EXTERNAL SERVICES:**

#### **WILDLIFE RESOURCES DIVISION**

1. Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives
  - a. Simple
  - b. Complex
2. Processing of CITES Permit Applications for the Export/ Re-export of Wildlife, including by-products and derivatives
  - a. Simple
  - b. Complex
3. Processing of CITES Permit Applications for the Export of Butterfly through the **Electronic Permit System (eCITES.ph)**
4. Processing of Request for Gratuitous Permit to Collect Wildlife for Scientific Research Purposes
5. Processing and Approval of MOA for Scientific Research
6. Processing and Documentation of Turned-over, Donated and Confiscated Wildlife

#### **NATIONAL PARKS DIVISION**

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

#### **CAWES WETLANDS AND OTHER ECOSYSTEMS DIVISION**

1. Library Services
2. Technical Assistance on Caves, Inland Wetlands, Urban Ecosystems and Agro-Biodiversity

#### **COASTAL AND MARINE DIVISION**

1. Technical Assistance (Coastal and Marine)

#### **BIODIVERSITY POLICY AND KNOWLEDGE MANAGEMENT DIVISION**

1. Technical Assistance for request for Maps, Geo Spatial and Statistical Data

#### **NINOY AQUINO PARKS AND WILDLIFE CENTER**

1. 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**

1. Issuance of Order of Payment

2. Processing of Purchase Order (PO) and Job Order (JO), Contract of Service (COS) and other Contracts for Funds Availability

**Human Resource Development Unit**

1. Issuance of Service Records and Certification of Employment (for former BMB staff)

**Bids and Awards Committee – Secretariat (BAC-SEC)**

1. Sale of Bidding Documents

## IX. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Accomplish the client feedback form and drop it at the designated drop box in front of the BMB Public Assistance and Complaint Desk(PACD) or other Divisions/units of BMB and NAPWC Management Office (where available).
How feedback is processed?	<p>Every Friday, the PAD Officer or other authorized staff opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback are forwarded to the concerned divisions/units for their consideration. If the feedback is a commendation to a particular staff, he/she shall be properly notified and recognized for exemplary performance.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8924-6031 loc 216</p>
How to file complaints?	<p>Accomplish the client complaint form and drop it at the designated drop box in front of the BMB Public Assistance and Complaint Desk(PACD).</p> <p>Complaints can also be filed via email or telephone thru the designated BMB 8888 Hotline officer. You may email <a href="mailto:helpdesk@bmb.gov.ph">helpdesk@bmb.gov.ph</a> or <a href="mailto:arta@bmb.gov.ph">arta@bmb.gov.ph</a> and ensure to provide the following information:</p> <ul style="list-style-type: none"> <li>○ Name of person(s) being complained</li> <li>○ Incident/Transaction</li> <li>○ Evidence</li> <li>○ Other that may support complaint</li> </ul>
How complaints are processed?	<p>The Complaints Officer or 8888 Hotline focal person opens the complaints drop box and email on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer or 8888 Hotline focal person 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 or the 8888 Hotline focal person 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>4th &amp; 5th Floor, NFA Building, NFA Compound, Visayas Avenue, Brgy. Vasra, Diliman, Quezon City, Philippines 1128</p> <p>Hotline: 1-ARTA (1-2782)</p> <p>Contact No.: (02) 8246-7940 0920-925-3078 0998-856-8338</p> <p>Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>Web: <a href="http://arta.gov.ph/pages/complaintform.php">http://arta.gov.ph/pages/complaintform.php</a></p>
Contact Information of Presidential Complaint Center (PCC)	<p>Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</p> <p>Hotline: 8888</p> <p>Contact No. (02) 736 8621, 736 8645, 736 8603, 736 8629, 736 8621</p> <p>Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></p> <p>Web: <a href="https://op-proper.gov.ph/presidential-action-center/">https://op-proper.gov.ph/presidential-action-center/</a></p>
Contact Information of ARTA Contact Center ng Bayan (CCB)	<p>Text: 0908 881 6565</p> <p>Contact No.: 1-6565 (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines)</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="http://contactcenterngbayan.gov.ph/contact-us">http://contactcenterngbayan.gov.ph/contact-us</a></p>
Contact Center of the Office of the Ombudsman (OMB)	<p>Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City</p> <p>Contact No.: (02) 9262-OMB (662)</p> <p>Text Hotline: 0926 6994 703</p> <p>Lifestyle Check: (02) 927-4102, 927-2404</p> <p>Trunkline: (02) 479-7300</p> <p>Email: <a href="mailto:pab@ombudsman.gov.ph">pab@ombudsman.gov.ph</a></p>
Biodiversity Management Bureau	<p>Ninoy Aquino Parks and Wildlife Center, 1100 Diliman Quezon City, Philippines</p> <p>Telephone: +(63 2) 89246031-35</p> <p>Email: <a href="mailto:helpdesk@bmb.gov.ph">helpdesk@bmb.gov.ph</a> <a href="mailto:arta@bmb.gov.ph">arta@bmb.gov.ph</a></p>

## X. BMB OFFICE DIRECTORY

<b>Office of the Director</b>	<p><b>Contact Details</b></p> <p>Tel No .+(63 2) 9246031 to 35 local 203 &amp; 204</p> <p>fax +(63 2) 9204417</p>	<p><b>Email</b></p> <p><a href="mailto:director@bmb.gov.ph">director@bmb.gov.ph</a></p> <p><a href="mailto:bmb@bmb.gov.ph">bmb@bmb.gov.ph</a></p>
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<b>Office of the Assistant Director</b>	<b>Contact Details</b> +(63 2) 9246031 to 35 local 205 fax +(63 2) 9258945	<b>Email</b> <a href="mailto:adirector@bmb.gov.ph">adirector@bmb.gov.ph</a>
<b>Divisions</b>	<b>Contact Details</b>	<b>Email Address</b>
Coastal and Marine Division	+(63 2) 9246031 to 35 local 207 fax +(63 2) 9258948	<a href="mailto:cmd@bmb.gov.ph">cmd@bmb.gov.ph</a>
National Parks Division	+(63 2) 9246031 to 35 local 232 fax +(63 2) 9258947	<a href="mailto:npd@bmb.gov.ph">npd@bmb.gov.ph</a>
Caves, Wetlands and Other Ecosystems Division	(63 2) 9246031 to 35 local 229 fax +(63 2) 9258950	<a href="mailto:cawed@bmb.gov.ph">cawed@bmb.gov.ph</a>
Wildlife Resources Division	(63 2) 9246031 to 35 local 222 fax +(63 2) 9258952-53	<a href="mailto:wrd@bmb.gov.ph">wrd@bmb.gov.ph</a>
Biodiversity Policy and Knowledge Management Division	+(63 2) 9246031 to 35 local 210 fax +(63 2) 9204486	<a href="mailto:bpkmd@bmb.gov.ph">bpkmd@bmb.gov.ph</a>
<b>Units</b>	<b>Contact Details</b>	<b>Email Address</b>
Human Resources Development Unit	+(63 2) 9246031 to 35 local 216	<a href="mailto:hrds@bmb.gov.ph">hrds@bmb.gov.ph</a>
Accounting Unit	+(63 2) 9246031 to 35 local 215	<a href="mailto:accounting@bmb.gov.ph">accounting@bmb.gov.ph</a>
Budget Unit	(63 2) 9246031 to 35 local 214 fax +(63 2) 9258956	<a href="mailto:budget@bmb.gov.ph">budget@bmb.gov.ph</a>
Cashier Unit	+(63 2) 9246031 to 35 local 218	<a href="mailto:cashier@bmb.gov.ph">cashier@bmb.gov.ph</a>
Procurement Management Unit	+(63 2) 9246031 to 35 local 220 and 221	<a href="mailto:property@bmb.gov.ph">property@bmb.gov.ph</a>
Records Management and Documentation Unit	+(63 2) 9246031 to 35 local 217	<a href="mailto:records@bmb.gov.ph">records@bmb.gov.ph</a>
General Services Unit	+(63 2) 9246031 to 35 local 219	<a href="mailto:gss@bmb.gov.ph">gss@bmb.gov.ph</a>
Legal Unit	+(63 2) 9246031 to 247	<a href="mailto:legal@bmb.gov.ph">legal@bmb.gov.ph</a>
Officer-In-Charge, NAPWC	+(63 2) 9246031 to 35 local 236 and 240	<a href="mailto:napwc@bmb.gov.ph">napwc@bmb.gov.ph</a>
Wildlife Rescue Center	+(63 2) 9246031 to 35 local 239 and 245	<a href="mailto:wrc@bmb.gov.ph">wrc@bmb.gov.ph</a>



8888 Hotline Focal Person	+(63 2) 9246031 to 35 local 226	<a href="mailto:Helpdesk@bmb.gov.ph">Helpdesk@bmb.gov.ph</a> <a href="mailto:arta@bmb.gov.ph">arta@bmb.gov.ph</a>
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**CITIZEN'S CHARTER NO. BMB-WRD-01-A. 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. It has a validity period of 1-6 months.

<b>Office or Division:</b>	Wildlife Resources Division (WRD) / Units under Office of the Assistant Director and Director			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All applicants (Filipino citizen and Foreigner)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly accomplished application form (1 original)			BMB-WRD Office/BMB website	
2. CITES Export Permit			CITES Management Authority (CMA) of the exporting country	
3. Veterinary Certificate for wild animals			Authorized agency from the country of origin	
<b>Additional requirements</b>				
1. Confirmation of the validity of permit (as needed)			CMA of the exporting country	
2. 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	
<b>Post requirement of the Permit</b>				
3. Phytosanitary Permit for wild plants, including seeds			Authorized agency from the country of origin	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>

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 the Wildlife Resources Division (For walk-in applications)	None	1 hour	Staff, Records Management Unit/Section
	1b. Receives, records and forwards to the Director Wildlife Resources Division (applications endorsed by Regional Office and received through WRD email)			
	2. Release the application to WRD	None	10 mins	Staff, Records Management Unit/Section
	3. Release the application to the Wildlife Regulation Section	None	5 mins	Staff, WRD
	4. Assigns Action Officer	None	5 mins	Chief, WRS
	5. Evaluates application and supporting documents.	None	4 hrs	Technical Staff, Wildlife Regulation Section (WRS)

	6. As applicable, reviews and evaluates additional document/s submitted by the applicant.	None	3 hours	Technical staff, WRS
	7. Prepares Order of Payment	None	25 mins	Technical Staff, WRS
	8. Signs Order of Payment	None		BMB Accountant or staff, Accounting Unit
2. Receives Order of Payment and Pays the Required Fees	9. Receives Order of Payment and Issues Official Receipt. Online payment may be done through the Landbank Link.BizPortal	<b>Import Permit Fee: P350.00</b>	20 mins	Staff, Cashier Unit
3.Presents Original copy of the Official Receipt	10. Receives Original copy of the Official Receipt and records application	None	15 mins	Staff, WRS
	11. Drafts CITES Import Permit and forwards permit to Chief, WRS	None	2 hrs	Technical Staff, WRS
	12. Chief, WRS reviews, initials and endorses permit to Chief, WRD	None	1.5 days	Chief, WRS

	13. Chief, WRD reviews, initials, and endorses permit to Assistant Director's (AD) Office	None		Division Chief, WRD
	14. Assistant Director reviews, initials, and forwards permit to the Director's Office	None		Assistant Director
	15. Director approves/signs permit and forwards signed permit to WRD	None		Director
	16. WRD affixes permit number, CITES and agency seals, and dates of issuance and validity	None	30 mins	Staff, WRD
4. Applicant receives the approved CITES Import Permit. <i>Applicant's representative should present an authorization letter and ID.</i>	17. WRD releases permit to the applicant	None	10 mins	Staff, WRD

	<b>TOTAL:</b>	<b>P350.00</b>	<b>3 working days</b>  Note: Additional 3 hours, if requires submission of additional document/s; processing time will resume upon receipt of the additional required documents from applicant or concerned CMA or DENR Regional Office, as the case may be.
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*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*

*Note: The prescribed processing time is applicable for 1 permit application only and assumed that the concerned evaluator/processor has no other intervening official task/s.*

*CITES Import Permit for live plants and seeds will be released only upon submission of the post requirement. Photocopy of the approved CITES permit may initially be provided to the applicant to facilitate application of Sanitary and Phytosanitary Import Clearance (SPIC) to the Bureau of Plant Industry.*

**CITIZEN'S CHARTER NO. BMB-WRD-01-B. Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives**  
**(\*\*Requiring Facility inspection by BMB and CITES Scientific Authority/ies and/or Technical Experts)**

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. It has a validity period of 1-6 months. For applications covering large/dangerous or CITES Appendix-I live wild animals requiring inspection of the proposed enclosure/s by the BMB and CITES Scientific Authorities and/or other experts pursuant to Article III.3.b of the CITES text.

Office or Division:	Wildlife Resources Division (WRD) / Units under Office of the Assistant Director and Director	
Classification:	Complex	
Type of Transaction	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	All applicants (Filipino citizen and Foreigner)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
4. Duly accomplished application form (1 original)		BMB-WRD Office/BMB website
5. CITES Export Permit		CITES Management Authority (CMA) of the exporting country
6. Veterinary Certificate for wild animals		Authorized agency from the country of origin
7. 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		
4. Confirmation of the validity of permit (as needed)		CMA of the exporting country
5. Copy of Wildlife Culture Permit/Wildlife Farm Permit (for new applicant who will use		DENR Regional Office

the wild plants/wild animals to be imported for commercial propagation purposes)				
6. Clearance from the Secretary, if exotic wildlife 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		
Post requirement of the Permit				
7. Phytosanitary Permit for wild plants, including seeds		Authorized agency from the country of origin		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. 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 the Wildlife Resources Division (For walk-in applications)	None	1 hour	Staff, Records Management Unit/Section
	1b. Receives, records and forwards to the Wildlife Resources Division (applications endorsed by Regional Office and received through WRD email)			
	2. Release the application to WRD	None	10 mins	Staff, Records Management Unit/Section



	3. Release the application to the Wildlife Regulation Section	None	5 mins	Staff, WRD
	10. Assigns Action Officer	None	5 mins	Chief, WRS
	11. Evaluates application and supporting documents.	None	4 hrs  For further requirements needed, processing time stops and resumes upon receipt of the requested document/s.	Technical Staff, Wildlife Regulation Section (WRS)
	12. As applicable, reviews and evaluates additional document/s submitted by the applicant.	None	3 hours	Technical staff, WRS
	13. Facility inspection by BMB and CITES Scientific Authority/ies and/or technical experts	None	4 days	Technical staff, WRS
	14. Prepares Order of Payment	None	25 mins	Technical Staff, WRS
	15. Signs Order of Payment	None		BMB Accountant or

				staff, Accounting Unit
1. Receives Order of Payment and Pays the Required Fees	16. Receives Order of Payment and Issues Official Receipt. Online payment may be done through the Landbank Link.BizPortal	Import Permit Fee: P350.00	20 mins	Staff, Cashier Unit
3. Presents Original copy of the Official Receipt	11. Receives Original copy of the Official Receipt and records application	None	15 mins	Staff, WRS
	12. Drafts CITES Import Permit and forwards permit to Chief, WRS	None	2 hrs	Technical Staff, WRS
	13. Chief, WRS reviews, initials and endorses permit to Chief, WRD	None	1.5 days	Chief, WRS
	14. Chief, WRD reviews, initials, and endorses permit to Assistant Director's (AD) Office	None		Division Chief, WRD
	15. Assistant Director reviews, initials, and forwards permit to the	None		Assistant Director

	Director's Office			
	16. Director approves/signs permit and forwards signed permit to WRD	None		Director
	17. WRD affixes permit number, CITES and agency seals, and dates of issuance and validity	None	30 mins	Staff, WRD
5. Applicant receives the approved CITES Import Permit. <i>Applicant's representative should present an authorization letter and ID.</i>	18. WRD releases permit to the applicant	None	10 mins	Staff, WRD
	TOTAL:	P350.00	7 working days  Note: Additional 3 hours, if requires submission of additional document/s; processing time will resume upon receipt of the additional required documents from applicant or concerned CMA or DENR Regional Office, as the case may be.	

*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*

*Note: The prescribed processing time is applicable for 1 permit application only and assumed that the concerned evaluator/processor has no other intervening official task/s.*

*CITES Import Permit for live plants and seeds will be released only upon submission of the post requirement. Photocopy of the approved CITES permit may initially be provided to the applicant to facilitate application of Sanitary and Phytosanitary Import Clearance (SPIC) to the Bureau of Plant Industry.*

## **CITIZEN'S CHARTER NO. WRD-02-A. 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. On the other hand, CITES Re-Export Permit refers to a permit authorizing an individual to bring out of the country a previously imported wildlife. Both CITES permits have the validity period of 1-6 months.

<b>Office or Division:</b>	Wildlife Resources Division (WRD)/Units under Office of the Assistant Director and Director
<b>Classification:</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	All applicants (Filipino citizen and Foreigner)
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>EXPORT</b>	
1. Duly accomplished application form (1 original)	BMB-WRD Office/BMB website
2. Any document showing supporting legal possession/acquisition of wildlife	
• Official Receipt/Sales Invoice (original)	Legal wildlife breeder
• Deed of Donation	Donor
• Certificate of Wildlife Registration (CWR) /Wildlife Farm Permit (WFP)	DENR Regional Office/Permit Holder
• Affidavit	Notary Public
• 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. Local Transport Permit (where applicable)	Regional Office (for NCR)/PENR Office
4. Breeding/production Reports validated by the Regional Office	DENR-Regional Office
<b>RE-EXPORT</b>	
1. Duly accomplished application Forms (1 original)	BMB-WRD Office/BMB website

2. CITES Import Permit or equivalent import permit/document and any document as proof of 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		
5. Breeding/production Reports validated by the Regional Office		DENR Regional Office		
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 the Wildlife Resources Division (For walk-in applications)	None	1 hour	Staff, Records Management Unit/Section
	1b. Receives, records and forwards to the Wildlife Resources Division (applications endorsed by Regional Office and received through WRD email)			
	2 Release the application to WRD	None	10 mins	Staff, Records Management Unit/Section

	3 Release the application to the Wildlife Regulation Section	None	5 mins	Staff, WRD
	4 Assigns Action Officer	None	5 mins	Chief, WRS
	5 Evaluates application and supporting documents*.	None	4 hrs  For further requirements needed, processing time stops and resumes upon receipt of the requested document/s.	Technical staff, Wildlife Regulation Section (WRS)
	6 As applicable, reviews and evaluates additional document/s submitted by the applicant.	None	3 hours	Technical staff, WRS
	7 Prepares Order of Payment	None	25 mins	Technical staff, WRS
	8 Signs Order of Payment	None		BMB Accountant or staff, Accounting Unit
2. Receives Order of Payment and Pays the Required Fees	9 Receives Order of Payment and Issues Official Receipt. Online payment may be done through the	<b><u>Permit Fee (Commercial)</u></b> <b><u>Fauna: 3% of export value</u></b>	20 mins	Staff, Cashier Unit

	Landbank Link.BizPortal	<p><b><i>Flora:</i></b>  <b><i>P300.00 for 1<sup>st</sup> 50pcs;</i></b>  <b><i>P2.00/pc for additional piece</i></b></p> <p><b><i>Flora: Wood Products and Derivatives:</i></b>  <b><i>3% of export value**</i></b></p> <p><b><u>Permit Fee (Non-Commercial)</u></b>  <b><i>P250.00 for 1-2 pairs of pet, plants not exceeding 12 pcs</i></b></p> <p><b><u>Inspection Fee</u></b>  <b><i>Commercial: P300.00</i></b>  <b><i>Non-Commercial: P150.00</i></b></p>		
3. Presents Original copy of the Official Receipt	10 Receives an original copy of the Official Receipt and records application	None	15 mins	Staff, WRS
	11 Drafts CITES Export/Re-Export Permit and forwards permit to Chief, WRS	None	2 hrs	Technical staff, WRS



	12 Chief, WRS reviews, initials and endorses permit to Chief, WRD	None	1.5 days	Section Chief, WRS
	13 Chief, WRD reviews, initials, and endorses permit to Assistant Director's (AD) Office	None		Division Chief, WRD
	14 Assistant Director reviews, initials, and forwards permit to the Director's Office	None		Assistant Director
	15 Director approves/signs permit and forwards signed permit to RMU	None		Director
	16 WRD affixes permit number, CITES and agency seals, and dates of issuance and validity	None	30 mins	Staff, Wildlife Resources Division
4. Applicant receives the approved CITES Export/Re-export	17 WRD releases permit to the applicant	None	10 mins	Staff, Wildlife Resources Division

Permit. Applicant's representative should present an authorization letter and ID.				
<b>TOTAL:</b>		<b>3 working days</b>		
		Pls see fees above	<i>Note: Additional 3 hours, if requires submission of additional document/s; processing time will resume upon receipt of the additional required documents from applicant or concerned CMA or DENR Regional Office, as the case may be.</i>	

*\*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*

*Note: The prescribed processing time is applicable for 1 permit application only and assumed that the concerned evaluator/processor has no other intervening official task/s.*

*For CITES-listed butterfly, permit application should be submitted through the Electronic CITES permitting system ([www.ecitesph.com](http://www.ecitesph.com)) per CITES Notification to the Parties No. 2025/008 dated January 17, 2025.*

**CITIZEN'S CHARTER NO. WRD-02-B. Processing of CITES Permit Applications for the Export/Re-export of Wildlife, including by-products and derivatives** (\*\*Requiring further inspection by BMB and/or CITES Scientific Authority/ies and/or technical experts)

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. On the other hand, CITES Re-Export Permit refers to a permit authorizing an individual to bring out of the country a previously imported wildlife. Both CITES permits have the validity period of 1-6 months. The procedure requires further inspection by the BMB and/or CITES Scientific Authorities and/or experts.

<b>Office or Division:</b>	Wildlife Resources Division (WRD)/Units under Office of the Assistant Director and Director
<b>Classification:</b>	Complex
<b>Type of Transaction</b>	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	All applicants (Filipino citizen and Foreigner)
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>EXPORT</b>	
6. Duly accomplished application form (1 original)	BMB-WRD Office/BMB website
7. Any document showing supporting legal possession/acquisition of wildlife	
• Official Receipt/Sales Invoice (original)	Legal wildlife breeder
• Deed of Donation	Donor
• Certificate of Wildlife Registration (CWR) /Wildlife Farm Permit (WFP)	DENR Regional Office/Permit Holder
• Affidavit	Notary Public
• 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
8. Wildlife Inspection Report (endorsed to BMB within 5 days upon receipt of permit application by concerned DENR Regional Office)	DENR Regional/PENR/CENR Office

9. Local Transport Permit (where applicable)			Regional Office (for NCR)/PENR Office	
5. Breeding/production Reports validated by the Regional Office			DENR-Regional Office	
RE-EXPORT				
5. Duly accomplished application Forms (1 original)			BMB-WRD Office/BMB website	
6. CITES Import Permit or equivalent import permit/document and any document as proof of legal possession/acquisition of wildlife, as applicable			CITES Import Permit (BMB)	
7. Wildlife Inspection Report			DENR Regional/PENR/CENR Office	
8. Local Transport Permit (where applicable)			DENR PENR Office/DENR NCR	
7. Breeding/production Reports validated by the Regional Office			DENR Regional Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. 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 the Wildlife Resources Division (For walk-in applications)  1b. Receives, records and forwards to the Director Wildlife Resources Division (applications endorsed by Regional Office and received	None	1 hour	Staff, Records Management Unit/Section

	through WRD email)			
	18Release the application to WRD	None	10 mins	Staff, Records Management Unit/Section
	19Release the application to the Wildlife Regulation Section	None	5 mins	Staff, WRD
	20Assigns Action Officer	None	5 mins	Chief, WRS
	21Evaluates application and supporting documents*.	None	4 hrs  For further requirements needed, processing time stops and resumes upon receipt of the requested document/s.	Technical staff, Wildlife Regulation Section (WRS)
	22As applicable, reviews and evaluates additional document/s submitted by the applicant.	None	3 hours	Technical staff, WRS
	23Further inspection by BMB and/or CITES Scientific Authority/ies and/or technical experts	None	4 days	Technical staff, WRS

	24Prepares Order of Payment	None	25 mins	Technical staff, WRS
	25Signs Order of Payment	None		BMB Accountant or staff, Accounting Unit
2. Receives Order of Payment and Pays the Required Fees	26Receives Order of Payment and Issues Official Receipt. Online payment may be done through the Landbank Link.BizPortal	<p><b><u>Permit Fee (Commercial)</u></b></p> <p><b><i>Fauna: 3% of export value</i></b></p> <p><b><i>Flora: P300.00 for 1<sup>st</sup> 50pcs; P2.00/pc for additional piece</i></b></p> <p><b><i>Flora: Wood Products and Derivatives: 3% of export value**</i></b></p> <p><b><u>Permit Fee (Non-Commercial)</u></b></p> <p><b><i>P250.00 for 1-2 pairs of pet, plants not exceeding 12 pcs</i></b></p> <p><b><u>Inspection Fee</u></b></p> <p><b><i>Commercial: P300.00</i></b></p>	20 mins	Staff, Cashier Unit

		Non-Commercial: <b>P150.00</b>		
3. Presents Original copy of the Official Receipt	27 Receives an original copy of the Official Receipt and records application	None	15 mins	Staff, WRS
	28 Drafts CITES Export/Re- Export Permit and forwards permit to Chief, WRS	None	2 hrs	Technical staff, WRS
	29 Chief, WRS reviews, initials and endorses permit to Chief, WRD	None	1.5 days	Section Chief, WRS
	30 Chief, WRD reviews, initials, and endorses permit to Assistant Director's (AD) Office	None		Division Chief, WRD
	31 Assistant Director reviews, initials, and forwards permit to the Director's Office	None		Assistant Director
	32 Director approves/sign s permit and forwards	None		Director

	signed permit to RMU			
	33 WRD affixes permit number, CITES and agency seals, and dates of issuance and validity	None	30 mins	Staff, Wildlife Resources Division
4. Applicant receives the approved CITES Export/Re-export Permit. Applicant's representative should present an authorization letter and ID.	34 WRD releases permit to the applicant	None	10 mins	Staff, Wildlife Resources Division
<b>TOTAL:</b>			<b>7 working days</b>	
		Pls see fees above	<i>Note: Additional 3 hours, if requires submission of additional document/s; processing time will resume upon receipt of the additional required documents from applicant or concerned CMA or DENR Regional Office, as the case may be.</i>	

*\*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*

*Note: The prescribed processing time is applicable for 1 permit application only and assumed that the concerned evaluator/processor has no other intervening official task/s.*

*For CITES-listed butterfly, permit application should be submitted through the Electronic CITES permitting system ([www.ecitesph.com](http://www.ecitesph.com)) per CITES Notification to the Parties No. 2025/008 dated January 17, 2025.*

## CITIZEN'S CHARTER NO. WRD-03. Processing of CITES Permit Application for the Export of Butterfly through the Electronic Permit System

This procedure intends to define the controls needed to ensure that the process in the evaluation and issuance of export permit for CITES-listed species through the **electronic permit system** 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. For CITES-listed butterfly, permit application should be submitted through the Electronic CITES permitting system ([www.ecitesph.com](http://www.ecitesph.com)) per CITES Notification to the Parties No. 2025/008 dated January 17, 2025. The CITES Export permit for the export of CITES listed butterflies has a validity period of 1 month.

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) – <i>Only for Province of Marinduque only</i>			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
EXPORT				
10. Any document showing supporting legal possession/acquisition of wildlife				
• Official Receipt/Sales Invoice (original)			Legal wildlife breeder	
• Wildlife Farm Permit (WFP)			DENR Regional Office/Permit Holder	
11. Wildlife Inspection Report (endorsed to BMB within 5 days upon receipt of permit application by concerned DENR Regional Office)			DENR Regional/PENR/CENR Office	
12. Local Transport Permit (where applicable)			PENR Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit application through	1 Assigns Action Officer	None	15 mins	Chief, WRS

( <a href="http://www.ecitesph.com">www.ecitesph.com</a> ) with complete supporting documents				
	35 Evaluates application and supporting documents  Prepares Order of Payment and endorses the application	None	1 hour and 30 mins  For further requirements/clarification needed, processing time stops and resumes upon receipt of the requested document/s.	Technical staff, WRS
2. Receives the Order of Payment, pays the required fees through Landbank Link.BizPortal, and upload proof of payment	36 Checks and confirms payment	<u>Permit Fee (Commercial)</u> <i>Fauna: 3% of export value</i>  <u>Inspection Fee Commercial:</u> <i>P300.00</i>	15 mins	Staff, Cashier Unit
	37 Chief, WRS reviews and endorses permit to Chief, WRD	None	1 day	Section Chief, WRS
	38 Chief, WRD reviews and endorses	None		Division Chief, WRD

	permit to Director's Office			
13. Applicant downloads and prints the system generated e- CITES Export Permit	39 Director approves/si gns permit	None		Director
TOTAL:		Pls see fees above	1 working day and 2 hours	

*This service is under the following laws:*

- *Republic Act No. 9147 or the Wildlife Resources Conservation and Protection Act and its IRR*
- *Republic Act R.A. No. 8792 or the Electronic Commerce Act of 2000*
- *Convention on International Trade in Endangered Species of Wild Fauna and Flora*

*Note: The prescribed processing time is applicable for 1 permit application only and assumed that the concerned evaluator/processor and endorsing and approving official have no other intervening official task/s.*

**CITIZEN'S CHARTER NO. BMB-WRD-04. 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.

<b>Office or Division:</b>	Wildlife Resources Division (WRD) / Units under Office of the Assistant Director and Director			
<b>Classification:</b>	Complex			
<b>Type of Transaction</b>	G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	Foreign entity/institution/individual or a Filipino citizen affiliated with a foreign institution; local non-government organizations/academic institutions with research covering several regions; Student researchers and Government initiated projects with study areas covering several regions			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Intent			Permit Applicant	
Approved MOA by BMB Director (only for foreign applicants and local Non-government organizations/academic institutions)			BMB Director	
Copy of the research/project /thesis/ dissertation proposals			Permit Applicant	
Endorsement letter from the Dean/academic adviser (in case applicant is a student) or in the case of an individual researcher, from a recognized expert or a research institution or conservation organization			School (in case applicant is a student); Recognized expert or a research institution or conservation organization	
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"> <li>• Prior Clearance issued by Municipal Mayor (for study areas within public lands outside Protected areas)</li> <li>• Prior clearance issued by the Protected Area Management Board (for study areas within Protected Areas )</li> <li>• Free and Prior Informed Consent in case collection site is within ancestral lands</li> <li>• Clearance ( for study areas within privately owned lands)</li> </ul>				
			Municipal Office of study area	
			Protected Area Office	
			National Commission on Indigenous Peoples	
			Private land owner	
<b>Additional requirements (if any)</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>

1. Submits Complete application documents to BMB Records Section	BMB Records Management and Documentation Unit (RMDU) 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"> <li>- If meritorious and documents are complete, WCS staff prepares the Permit and forwards to the Chief, WRD.</li> <li>- If incomplete and/or not</li> </ul>	None	2 days	Chief, Wildlife Conservation Section

	meritorious, WCS informs the proponent of the results of the evaluation			
	WCS Clerk records and forwards evaluation form with recommendations, draft GP to WRD Chief's Clerk	None	5 mins	Chief, Wildlife Conservation Section
	WRD Clerk records and forwards evaluation form, draft GP to WRD Chief	None	5 mins	Clerk, WRD
	WRD reviews and affixes initial to evaluation form and draft GP	None	1 hr	Division Chief, WRD
	WRD Clerk records and forwards the evaluation form, draft GP to the Office of the Assistant Director	None	5 mins	Clerk, WRD
	Receiving Clerk, Office of the Assistant Director receives and records evaluation form, draft GP	None	5 mins	Clerk, Office of the Assistant Director
	Office of the Assistant Director reviews and initials the	None	20 mins	Assistant Director

	evaluation form and GP			
	Receiving clerk-Office of the Assistant Director forwards the evaluation form, draft GP 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	None	5 mins	Clerk, Office of the Director
	Office of the Director signs the evaluation form, draft GP	None	20 mins	Director
	Receiving Clerk – Office of the Director forwards signed evaluation form, draft GP the BMB RMDU	None	5 mins	Receiving Clerk –Office of the Director
	BMB RMDU assigns permit number, affixes the Bureau seal to the permit, stamps the date of issuance and releases the signed GP to WRD	None	5 min	Clerk Records Unit/Section
	WRD Clerk records and forwards the	None	5 min	Clerk, WRD



	signed GP to WCS			
2. Receives GP	WCS technical Staff advises the applicant of the approval of the Permit and awaits feedback or information from the proponent regarding the date that the permit will be picked up by the permittee or authorized representative	None	2 days	Technical Staff, WRD-WCS
	Permittee or authorized representative picks up the GP from the WCS Clerk		20 mins	Permittee or authorized representative
2. Pays the corresponding fee to the Cashier Section	WCS administrative staff prepares the Order of Payment for the required fees		5 min	WCS administrative staff
	Permittee or authorized representative presents the Order of Payment to Cashier and pays the corresponding fee	PhP100	5 min	Permittee or authorized representative
	Cashier Unit receives payment and issues Official Receipt to the permittee		10 min	Staff, Cashier Unit

3. Presents receipt to WRD Clerk	WCS Clerk scans the GP and receipt and releases the same to the permittee or authorized representative		10 min	Clerk, WCS
<b>TOTAL:</b>		<b>P100.00</b>	<b>4 days and 3 hrs</b>	

*This service is under the following laws:*

*Republic Act No. 9147 (Wildlife Resources Conservation and Protection Act)*

*Department Administrative Order 2004-55 (Streamlining/ Procedural Guidelines Pursuant to the Joint DA-DENR-PCSD Administrative Order.*

*DENR A.O. 2022-10 (Revised DENR Manual of Authorities on Technical Matters).*

# **CITIZEN’S CHARTER NO. BMB-WRD-05. PROCESSING OF MEMORANDUM OF AGREEMENT (MOA) FOR SCIENTIFIC RESEARCHES**

MOA- Legal instrument to conduct Scientific research endorsed to the BMB Director for approval.

<b>Office or Division:</b>	Wildlife Resources Division (WRD) / Units under Office of the Assistant Director and Director			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction</b>	G2C - Government to Citizen G2B – Government to Business			
<b>Who may avail:</b>	Foreign entity/institutions/individual; Filipino citizens affiliated with a foreign institution; Local NGOs and non-government academic institutions) whose study covers two (2) or more regions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
MOA				
1. Letter of Intent			Applicant	
2. Research proposal duly endorsed by head of the institution of the principal researcher/applicant indicating the following: 1.1. Specific conservation - oriented research activities to be implemented; 1.2. Research methodology(ies); 1.3. Specific area(s) in the Philippines to be covered by the research undertaking. 1.4. List of Filipino and foreign scientist(s)/researcher(s) who will be involved in the research 1.5. Budget estimate for the proposed research project and source/s			Applicant	
3. Profile of institution where the applicant is connected/affiliated indicating therein its objectives and functions, among others; and,			Applicant	
4. Letter of acceptance from pre-identified local collaborator/s (for foreign institution only)			Collaborator	
<b>Additional requirements (if any)</b>				
	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Letter of Intent and	BMB Records Management and	None	5 mins	Staff

Research Proposal to the BMB Records Management Unit Office with complete supporting requirements	Documentation Unit (RMDU) receives, records and forwards application documents to WRD			Records Mgt Unit/Section
	WRD Clerk receives and records application and forwards to WRD Chief		5 mins	Clerk, WRD
	WRD Chief reviews and forwards application with advice on action/s to be taken to Wildlife Conservation Section (WCS)		20 mins	Division Chief, WRD
	WCS Clerk receives and records application and forwards to WCS Chief		5 mins	Clerk, WCS
	WCS Chief reviews and forwards application with advice on action/s to be taken to the concerned WCS technical staff		20 mins	Chief, WCS
	WCS technical staff evaluates the completeness and scientific merit of the proposal.  If the requirements are complete and meritorious, the technical staff shall		3 days	Technical Staff, WCS

	<p>draft the MOA with Complete Staff Work and endorse it to the Chief of the Wildlife Resources Division for review.</p> <p>If not, WCS informs the applicant on the lacking documents and/or the results of the evaluation</p>			
	WCS Chief reviews the draft MOA and CSW and endorses the same to the WRD Chief		3 hrs	Section Chief, Wildlife Conservation Section
	WRD Chief reviews the draft MOA and endorses the same to BMB Legal Officer		3 hrs	Division Chief, WRD
	Legal Unit Clerk receives documents and forwards to the Head, Legal Unit		5 mins	Clerk, Legal Unit
	Legal Officer reviews the draft MOA and provides comments/feedback to WRD		2 days	Legal Officer, BMB
	WRD Clerk receives and forwards the documents to WRD Chief		5 mins	Clerk, WRD
	The WRD Chief reviews comments/feedback from Legal Unit and forwards draft MOA with advice on		3 hrs	Chief, WRD

	action/s to be taken to the WCS			
	WCS addresses/incorporates the comments/feedback from Legal Unit in the draft MOA endorses it to WRD Chief with covering memo;		2 days	Chief, WCS and concerned technical staff
	WCS Clerk records the details and forwards the documents to WRD Chief		5 mins	Clerk, WCS
	WRD Clerk receives and forwards the documents to WRD Chief		5 mins	Clerk, WRD
	WRD chief endorses the draft MOA with covering memo to the Office of the Assistant Director		20 mins	Chief, WRD
	WRD Clerk records details and releases the draft MOA with covering letter to the Office of the Assistant Director		5 mins	Clerk, WRD
	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)
	The Assistant Director reviews, initials & forwards the same to the Office of the		3 hrs	Assistant Director

	Director; otherwise, the documents will be returned to the WRD Chief and undergo re-evaluation and follow steps 4-8 hereof			
	Receiving Clerk, Office of the Assistant Director releases the documents to the Office of the Director		5 min	Clerk Office of Assistant Director
	Receiving Clerk, Office of the Director receives, records and forwards the documents to the Director		5 min	Clerk Office of the Director
	BMB Director approves/signs the MOA and returns it to the receiving Clerk		1 hr	Director
	Receiving Clerk, Office of the Director forwards signed action-document to the BMB RMDU		5 mins	Clerk Office of the Director
	BMB RMDU keeps a true copy of the MOA and forwards the original copies of the MOA to the WRD		5 min	Clerk, BMB RMDU
	WRD Clerk receives and forwards the documents to WCS		10 min	Clerk, WRD
	WCS Clerk receives the documents			Clerk, WCS
2. Receives the signed MOA	WCS technical staff informs the proponent of the status of the		2 days	Technical Staff, WCS

	MOA application and awaits feedback or information from the proponent regarding the date that the MOA will be picked up by the proponent or authorized representative.			
	The proponent or authorized representative picks up the MOA from the WCS Clerk		1 day	Proponent or authorized representative
3. Facilitate signing of the second party representatives and notarization of the MOA	The proponent facilitates the signing of the second party representatives and notarization of the MOA and return the duly signed MOA to the BMB		3 days	Proponent
4. Return the notarized duly signed MOA to the BMB	The proponent facilitates the return of the notarized duly signed MOA to the WRD		1 day	Proponent
	The WCS Clerk scans and photocopy the original copy of the notarized MOA and provides the proponent a certified true copy of the document.		10 mins	Clerk, WCS
<b>TOTAL:</b>		<b>None</b>	<b>11 days, 15 hrs, 5 mins ~ 13 working days</b>	

*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. 2022-10 (Revised DENR Manual of Authorities on Technical Matters).*

## **CITIZEN'S CHARTER NO. BMB-WRD-06. Processing and Documentation of Turned-over, Donated and Confiscated Wildlife (Fauna)**

This service intends to define the controls needed to streamline the process of documenting the wildlife fauna species turned-over, donated or confiscated by the general public or enforcement officers to the BMB National Wildlife Rescue and Research Center

<b>Office or Division:</b>	Wildlife Resources Division (WRD) / National Wildlife Rescue and Research Center (NWRRC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Local or foreign individuals, company, organizations or entity either private or public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
8. Animal Acceptance Form and Waiver			BMB-National Wildlife Rescue and Research Center	
<b>Optional Requirements if available:</b>				
9. Proof of Ownership/Sales Invoice			Clients/Registered Pet shops/ Registered Wildlife Farms	
10. Certificate of Wildlife Registration (CWR)			DENR Regional Office	
11. Confiscation/Case Report/Seizure Receipt			Wildlife Enforcement Officers	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Bring wildlife (fauna) to NWRRC for documentation	1. Records details of the wildlife (fauna) in the Animal Acceptance Form	None	5 mins	Animal Keeper/ Technical Staff
2a. Fill-out details in the Animal Acceptance Form and Waiver <b>(for local/foreign individuals, company or entity either</b>	2. Review details of the Animal Acceptance Form and proper identification of the animal and	None	5 mins	Veterinarian on duty

<b>private or public)</b>	sign the document			
2b. Fill-out details in the Animal Acceptance Form and provide attachments such as confiscation/case report/seizure receipt to the NWRRC <b>(for Wildlife Enforcement Officers)</b>				
3a. Receives copy of the Waiver and/or photocopy of the Animal Acceptance Form (as requested, for local/foreign individuals, company or entity either private or public)	3a. Provide copy of the Waiver and a photocopy of the Animal Acceptance Form (as requested) to the client (for local/foreign individuals, company or entity either private or public)	None	5 mins	Animal Keeper/ Technical Staff
3b. Receives photocopy of the Animal Acceptance Form (for Wildlife Enforcement Officers)	3b. Provide photocopy of the Animal Acceptance Form to the client (for Wildlife Enforcement Officers)			
	<b>TOTAL</b>	<b>None</b>	<b>15 mins</b>	

## **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.

<b>Office or Division:</b>	National Parks Division(NPD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction</b>	G2C - Government to Citizen G2B - Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All natural born Filipino Citizen, legally registered business entity or other NGAs including other DENR Regional offices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSIN G TIME</b>	<b>PERSONS RESPONSIBL E</b>
1. Submit accomlishe	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
<b>TOTAL:</b>			<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 endorse the same to the Office of the Secretary for the approval of the draft SAPA.

Office or Division:	National Parks Division	
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 and government agencies.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirements		
14. Duly accomplished application Form		PA Management Office
15. Certified copy of birth certificate (for individuals) or ownership (for corporations)		PSA, SEC
16. Project description supported by maps and pictures of the proposed area, development plan, timetable and description of activities from preparation to project implementation.  Maps should include overlay of project site with the management zone and easements with bodies of water.		Project Proponent
17. Proof of financial capability to manage and develop the area applied for based on paid-up capital and/or collateralable real properties (Audited Financial Statements)		Project Proponent
18. Free and Prior Informed Consent (FPIC) of concerned IPs (Certification Precondition or CNC from NCIP)		NCIP
19. Comprehensive Development and Management Plan (CDMP)		Project proponent
20. Rehabilitation Plan		Project proponent
21. PAMB Clearance and a PAMB endorsement of the SAPA application (through PAMB Resolutions)		PAMB
22. Environmental Compliance Certificate		DENR-EMB
23. Copy of Official Receipt for Administrative Fee amounting to PhP 5,000.00		Proponent (PENRO to receive payment)

24. SEP Clearance (for projects in Palawan)	PCSD
<i>For Individual Applicants</i>	
25. For tenured migrant/s, a certification from the concerned Protected Area Superintendent	PA Management Office
26. 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
27. For IPs applying for areas outside their ancestral land/domain, a certification from the Regional/Provincial NCIP that the applicant is an IP living within the protected area	NCIP
<i>For Groups/Corporations/Associations/Cooperatives/NGOs</i>	
28. 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
29. 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



## CITIZEN'S CHARTER NO. BMB-CAWED-01. LENDING OF LIBRARY COLLECTION

This process intends to define the entire process of the circulation service, which involves the borrowing and returning of library materials of the BMB Library.

<b>Office or Division:</b>	Caves Wetlands and Other Ecosystems Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen G2B- Government to Business G2G- Government to Government			
<b>Who may avail:</b>	General Public including DENR employees (permanent and contract of service), Local Government Units, Academe, Non-Governmental Organizations, and National Government Agencies.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid identification card			Requesting party	
Borrower's Form			Librarian/Library staff	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
<b>I. Visit to the Physical Library/Walk-in</b>				
1. Fill out the logbook	1. Provide and assist in filling out the logbook.	None	5 minutes	Librarian/ Library Staff
2. Inquire about references.	1. Determine which subject, field, or topic the clientele is looking for.  2. Determine the availability of references.  a. If references are available, retrieve them from the collection. 3. Present other ways to check the library's collection for future inquiries: through the eLibrary or by browsing	None	1 hour	Librarian/ Library Staff

	through the shelves in person.			
3. Borrow from the library collection.	1. For digital references, request the clientele's email address to receive a copy.  2. For print references: a. BMB Personnel: if the clientele wishes to use the references inside the library, hand over the references and direct them to the Reading Area.  b. DENR Personnel: explain that all references are for room use only if without a BMB guarantor who will borrow on their behalf.  c. Other Clientele: explain that all references are for room use only.	None	10 minutes	Librarian/ Library Staff
	3. For BMB Personnel only, provide and assist in filling out the Borrower's Form. 4. Ask the clientele to surrender any valid ID.  5. Inform the clientele that references can only be borrowed for a maximum of seven (7) days. Renewal requires filing a separate Borrower's Form.	None	20 minutes	Librarian/ Library Staff
4. Return borrowed references from the library collection.	1. Retrieve references from the clientele if used inside the library.	None	3 minutes	Librarian/ Library Staff
	2. Inspect borrowed references for any damage.	None	10 minutes	Librarian/ Library Staff

	3. Return valid ID to clientele.			
<b>Total:</b>		<b>None</b>	<b>1 hour and 43 minutes</b>	
<b>II. eLibrary (<a href="https://elibrary.bmb.gov.ph/elibrary/">https://elibrary.bmb.gov.ph/elibrary/</a>)</b>				
1. Visit the <a href="https://elibrary.bmb.gov.ph/elibrary/">elibrary</a> website thru the link  Click the "Request" tab under the chosen reference and fill and submit out the online form.	1. Receive the form and determine the availability of the reference being requested.  2. Send an email response to the clientele.  a. For digital references, retrieve them from the collection and attach them to the email response.  b. For print references, request the clientele to borrow in person. <b><i>Procedures in Section I will apply.</i></b>	None	1 hour	Librarian/ Library Staff
<b>Total:</b>		<b>None</b>	<b>1 hour</b>	

*Note: A feedback form will be provided every after a library service has been completed.*

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)

# **CITIZEN'S CHARTER NO. BMB-CAWED-02. PROVISION OF TECHNICAL ASSISTANCE ON CAVES, INLAND WETLANDS, URBAN ECOSYSTEMS AND AGRO-BIODIVERSITY**

This procedure intends to define the entire process of providing technical assistance on caves, wetlands, urban ecosystem and agro-biodiversity as provided under Republic Act 9072 (National Cave and Cave Resources Management and Protection Act of 2001), and EO 192 (Recognizing Act of DENR).

Office or Division:	Caves Wetlands and Other Ecosystems Division			
Classification:	Highly Technical			
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			BMB Records, BMB email, CAWED email, message and BMB FB page	
eFOI Portal Request			eFOI Portal	
Additional requirements (if any)			Inputs from database/ records, policies/ guidelines and other references e.g. manuals, as applicable	
Other supporting documents (for TAs that require technical review/ recommendation)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Forward/ Submit Request Letter (thru email/ fax/ letter/ personal appearance)	1. Record the document request details in CAWED logbook and/or online records database 2. Scan the document and maintain the e-copy in the CAWED g-drive 3. Release the document to	None	15 mins	Clerical staff, CAWED

	CAWED Division Chief or Office-In Charge (OIC)			
	4. Evaluate request/ document and provide instruction to CAWED Section Chief/ In-Charge	None	20 mins	Chief/ OIC, CAWED
	5. Evaluate request/ document and assign to the technical staff	None	30 mins	Section Chief/ In-Charge, CAWED
	6. Plan and prepare materials/ information to address the instruction 7. Draft presentation/ response on the request 8. Submit draft presentation/ response to Section Chief/ In-Charge	None	1-20 days for highly technical/ complex request/data (requiring coordination to the field offices, and further validation on the concerned area being inquired  *Additional days for request/ data requiring actual field/ site assessment and evaluation	Technical Staff, CAWED
	9. Review the draft presentation/ response and provide comments/ recommendations, if there is any 10. Endorse the draft to the Division Chief	None	30 mins	Section Chief/ In-Charge, CAWED
	11. Conduct the final review of the presentation/ response	None	30 mins	Chief/ OIC, CAWED

	12. Endorse the final draft to BMB Director for approval			
	13. Record presentation/ response and forward to the Director for signature	None	15 mins	Clerical staff, CAWED
TOTAL:		None	Maximum of 20 days and 2.33 hrs for highly technical/ complex request	

*This service is under the following laws and policies:*

- *RA 9072- National Cave and Cave Resources Management and Protection Act*
- *DAO 2003-29 Implementing Rules and Regulations of the Cave Act*
- *DAO 2016-12 Adopting the Philippine Biodiversity Strategy and Action Plan*
- *DAO 2021-34 Guidelines for the Implementation of the Cave Management, Protection and Conservation Program (CMPCP)*
- *Joint DA-DENR Administrative Order No. 2021-01 Mainstreaming Biodiversity-Friendly Agricultural Practices (BDFAP) in and around Protected Areas and Promoting the same in Wider Agriculture*

**CITIZEN'S CHARTER NO. BMB-CMD-01-A. Request for Technical Assistance on Coastal and Marine**

This procedure defines the process for responding to all simple technical assistance related to Coastal and Marine Ecosystems, including Information on the Coastal and Marine Ecosystems Management Program (CMEMP) *such as copies of approved policies, interview requests, and thesis inquiries.*

<b>Office or Division:</b>	Coastal and Marine Division (CMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail :</b>	General Public including Local Government Units, Academe, NGOs, and other NGAs			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter			requester	
eFOI Portal Request			e-FOI Portal	
<b>Additional requirements (if any)</b>				
Other supporting documents (for TA's that require technical review/ recommendation)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Forward/Submit Request Letter (thru email/fax/letter/Personal Appearance)	1. Receive and scan documents to repository drive and input to online system tracker	None	3 mins	Receiving Clerk, CMD
	2. Forward document to	None	3 mins	CMD Clerk

	Division Chief for instruction			
	3. Review the request and forward it to the concerned Section Chief/ Staff	None	5 mins	Division Chief CMD
	4. Review requests, evaluate, and forward to the concerned Desk Officer/Action Officer	None	30 mins	Section Chief CMD
	4.1. Prepare requested Data/information (or Maps of MPAs)  4.2. Prepare draft and final copy of Memo/Letter and forward to section chief for review  4.3. Record details of Technical Assistance Provided	None	2 Working Days for Simple Data (copy/ies of policies, interview requests, thesis inquiries, etc.)	Desk/Action Officer CMD
	4.4 Review prepared Data (or maps) and  4.5 Review and affix initials to Memo/Letter and	None	30 mins	Section Chief CMD



	endorse to Division Chief for initials			
	5. Final review; affix initials if there are no more comments and forward to the clerk	None	30 mins	Division Chief CMD
	6. Record the Memo/Letter and forward it to the Director for signature with the requested information	None	3 mins	CMD Clerk
	7. Forward to the Office of the Assistant Director/Director	None	5 mins	Receiving Clerk OD or AD
<b>TOTAL:</b>			<i>2 days and 1 hour and 45 minutes</i> <i>*subject to extension of request to proponent (RA 11032 section 9 (b))</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 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)

Note: The total time does not include the delivery time through the courier, which is dependent on the address of the requester and the availability of the nearest courier facility.

**CITIZEN'S CHARTER NO. BMB-CMD-01-B. Request for Technical Assistance on Coastal and Marine**

This procedure defines the process for responding to all complex technical assistance related to Coastal and Marine Ecosystems, including Information on the Coastal and Marine Ecosystems Management Program (CMEMP), *including maps/shapefiles and sets of documents requiring analysis and validation.*

<b>Office or Division:</b>	Coastal and Marine Division (CMD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction</b>	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail :</b>	General Public including Local Government Units, Academe, NGOs, and other NGAs			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter			requester	
eFOI Portal Request			e-FOI Portal	
<b>Additional requirements (if any)</b>				
Other supporting documents (for TA's that require technical review/ recommendation)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. 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

	2. Forward document to Division Chief	None	2 mins	CMD Clerk
	3. Review the request and forward it to the concerned Section Chief	None	5 mins	Division Chief CMD
	4. Review requests, evaluate, and forward to the concerned Desk Officer/Action Officer	None	30 mins	Section Chief CMD
	4.1 Prepare requested data/information(or Maps of MPAs)  4.2 Prepare draft and final copy of covering Memo/Letter and forward to section chief for review  4.3. Record details of Technical Assistance Provided	None	6 Working Days for Complex data/information (maps/shapefiles, set of documents, etc.)	Desk/Action officer CMD
	4.4 Review prepared Data (or maps) and  4.5 Review and affix initials to Memo/Letter and	None	30 mins	Section Chief CMD

	endorse to Division Chief for initials			
	5. Final review; affix initials if there are no more comments and forward to the clerk	None	30 mins	Division Chief CMD
	6. Record the Memo/Letter and forward it to the Director for signature with the requested information	None	3 mins	CMD Clerk
	7. Forward to the Office of the Assistant Director/Director	None	2 mins	Receiving Clerk OD or AD
<b>TOTAL:</b>			<i>6 days and 1 hour and 45 minutes</i>  *subject to extension of request to proponent <i>(RA 11032 section 9 (b))</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 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)

Note: The total time does not include the delivery time through the courier, which is dependent on the address of the requester and the availability of the nearest courier facility.

**CITIZEN'S CHARTER NO. BMB-CMD-01-C. Request for Technical Assistance on Coastal and Marine**

This procedure intends to define the process for responding to all highly technical assistance related to Coastal and Marine Ecosystems, including Information on the Coastal and Marine Ecosystems Management Program (CMEMP) *requiring coordination with the field offices and further validation on the ground, e.g., ECC, EIA, PASA, etc.*

<b>Office or Division:</b>	Coastal and Marine Division (CMD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction</b>	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail :</b>	General Public including Local Government Units, Academe, NGOs, and other NGAs			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter			requester	
eFOI Portal Request			e-FOI Portal	
<b>Additional requirements (if any)</b>				
Other supporting documents (for TAs that require technical review/ recommendation)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. 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
	2. Forward document to Division Chief	None	2 mins	CMD Clerk

	3. Review the request and forward it to the concerned Section Chief	None	5 mins	Division Chief CMD
	4. Review requests, evaluate, and forward to the concerned Desk Officer/Action Officer	None	30 mins	Section Chief CMD
	<p>4.1.Prepare requested Data/information(or Maps of MPAs)</p> <p>4.2. Prepare draft and final copy of covering Memo/Letter and forwards to section chief for review</p> <p>4.3. Record details of Technical Assistance Provided</p>	None	20 days* (requiring coordination with the field offices and further validation on the ground, e.g., ECC, EIA, PASA, etc.)	Desk/Action officer CMD
	<p>4.4 Review prepared Data (or maps) and</p> <p>4.5 Review and affix initials to Memo/Letter and endorse to Division Chief for initials</p>	None	30 mins	Section Chief CMD

	5. Final review; affix initials if there are no more comments and forward to the clerk	None	30 mins	Division Chief CMD
	6. Record the Memo/Letter and forward it to the Director for signature with the requested information	None	3 mins	CMD Clerk
	7. Forward to the Office of the Assistant Director/Director	None	2 mins	Receiving Clerk OD or AD
<b>TOTAL:</b>			19 days, 1 hour and 45 minutes  *subject to extension of request to proponent (RA 11032 section 9 (b))	

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 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)

Note: The total time does not include the delivery time through courier, which is dependent on the requester's address and the availability of the nearest courier facility.



**CITIZEN'S CHARTER NO. BMB-BPKMD-01-A. Review and Technical Assistance on request for Maps,Geo Spatial and Statistical Data)**

This service is provided for request for maps, validation of geo-spatial data and statistical data from 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:	Simple			
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	
30. Request Letter			End-User/Client	
31. Draft Policy / Application for Permit / Project Study / Concept Proposal			End-User/Client	
CLIENT STEP	AGENCY ACTION	FEES	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
	2. Review request and forward to Section Chief	None	5 mins	Division Chief, BPKMD
	3. Review request and forward to Remote Sensing Technologist	None	5 mins	Section Chief, BPKMD-KIMS

	II or Computer Programmer II or statistician II (For statistical data)			
	4.1.Pre pares requested Geospatial Data/Maps  4.2.Pre pares draft and final copy of covering Memo/Letter and forwards to section chief for review	None	1-3 working Days for Simple Maps/Geospati al/Statistical Data	RST II/ CP2 BPKMD
	4.3. Pre pares statistical data requested  4.4.Records details of Technical Assistance Provided			Statistician II
	5. Review prepared Maps/Geosp atial or Statistical Data and  Initials covering Memo/Letter and endorses	None	10 mins	Section Chief, BPKMD-KIMS

	to division chief for initials			
	6. Review prepared maps/geospatial/statistical data  Initial the covering Memo/Letter  Forward to receiving clerk for recording	None	10 mins	Division Chief, BPKMD
	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 link to requested information				
TOTAL:		None	3 working days	

*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)

**CITIZEN'S CHARTER NO. BMB-BPKMD-01-B. Review and Technical Assistance on request for Complex Maps, Geo Spatial and Statistical Data that may need coordination with other offices and agencies.**

This service is provided for request for maps, validation of geo-spatial data and statistical data from 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	
32. Request Letter			End-User/Client	
33. Draft Policy / Application for Permit / Project Study / Concept Proposal			End-User/Client	
CLIENT STEP	AGENCY ACTION	FEES	PROCESSING TIME	BMB PERSONS RESPONSIBLE
2. Forward/Submit Request Letter (thru email/fax/letter/Personal Appearance) -including other supporting documents (if applicable)	2. Biodiversity Policy and Knowledge Management Division Receive, record and forward request to Division Chief for review,	None	2 mins	Receiving Clerk, BPKMD
	4. Review request and forward to Section Chief	None	5 mins	Division Chief, BPKMD
	5. Review request and forward to Remote Sensing	None	5 mins	Section Chief, BPKMD-KIMS

	Technologist II or Computer Programmer II or statistician II (For statistical data)			
	4.1.Pre pares requested Geospatial Data/Maps  4.2.Pre pares draft and final copy of covering Memo/Letter and forwards to section chief for review	None	4-7 working Days for Complex Maps/Geospatial/Statistical Data	RST II/ CP2 BPKMD
	4.3. Pre pares statistical data requested  4.4.Records details of Technical Assistance Provided			Statistician II
	8. Review prepared Maps/Geospatial or Statistical Data and  Initials covering Memo/Letter	None	10 mins	Section Chief, BPKMD-KIMS

	and endorses to division chief for initials			
	9. Review prepared maps/geospatial/statistical data  Initial the covering Memo/Letter  Forward to receiving clerk for recording	None	10 mins	Division Chief, BPKMD
	10. Record Cover Memo/Letter and forwards to Director for signature with requested information	None	2 mins	Receiving Clerk, BPKMD
3. Receives memo/letter with link to requested information				
TOTAL:		None	7 working days	

*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)*

**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: This Process defines the procedure in availing various Non-Extractive Activities within NAPW (Filming, Videotaping, Spiritual and other Recreational Activities: Use of Protected Areas for Scientific Purposes prior to issuance of research agreements

<b>Office or Division :</b>		Ninoy Aquino Parks and Wildlife Center (NAPWC) Management Office		
<b>Classification :</b>		Simple		
<b>Type of Transaction:</b>		GTC – Government to Citizen GTB – Government to Business		
<b>Who may avail :</b>		Any interested individual or organization		
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
1. Request letter addressed to PASu			Client	
2. Payment for the permit			NAPWC Reservation Officer	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
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  2. Approval of permit	Shooting Fee Php 5,000  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	2 min.  1 min	Reservation Officer, NAPWC  Parks Operations Superintendent IV, NAPWC

		Jeep/Coaster : Php 60 Mini- Bus/Bus: Php 150		
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
	<b>TOTAL:</b>	<b>Pls see above fees</b>	<b>5 min</b>	

*\*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

DENR Administrative Order (DAO) No. 2016-24 - which provides for the revised rates of fees for entrance and use of facilities and resources in protecte



## 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.

<b>Office or Division:</b>	Accounting Unit - Office of the Director			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	Ninoy Aquino Parks and Wildlife Center Management Office BMB BAC Secretariat CITES Permit Applicants			
<b>CHECKLIST OF REQUIREMENTS*</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment Form		Accounting Unit		
2. Billing/Invitation to Bid		Ninoy Aquino Parks and Wildlife Center / BMB BAC Secretariat / Bidders/ Business Establishment		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
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 the approved	None	1 min	Admin Staff, Accounting Unit

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

*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.

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

<ul style="list-style-type: none"> <li>• Approved Purchase Request (1 original)</li> </ul>	End-user
<ul style="list-style-type: none"> <li>• BAC Resolution (1 certified copy)</li> </ul>	BAC Secretariat - Biodiversity Management Bureau
<ul style="list-style-type: none"> <li>• Quotations (PhilGeps Member) 3 original per supplier</li> </ul>	Service Provider or BAC Secretariat
<ul style="list-style-type: none"> <li>• Distributor Certificate or Sworn Certificate of Guarantee Exclusive Distributorship Agreement (if applicable) (1 photocopy)</li> </ul>	Service Provider or BAC Secretariat
<b>c. Repair and Preventive Maintenance of Motor Vehicles</b>	
<ul style="list-style-type: none"> <li>• Approved Obligation Request &amp; Status (ORS)</li> </ul>	Budget Unit - Biodiversity Management Bureau
<ul style="list-style-type: none"> <li>• Approved Purchase Request</li> </ul>	End-User/Concerned Office/Administrative Service
<ul style="list-style-type: none"> <li>• Notice of Award (1 photocopy)</li> </ul>	BAC Secretariat - Biodiversity Management Bureau
<ul style="list-style-type: none"> <li>• Notice to Proceed (1 photocopy)</li> </ul>	BAC Secretariat - Biodiversity Management Bureau
<ul style="list-style-type: none"> <li>• BAC Resolution (1 certified true copy)</li> </ul>	BAC Secretariat - Biodiversity Management Bureau
<ul style="list-style-type: none"> <li>• Request for Quotation (1 original)</li> </ul>	Procurement Management Unit - Biodiversity Management Bureau
<ul style="list-style-type: none"> <li>• Abstract of Quotation (1 original)</li> </ul>	Procurement Management Unit - Biodiversity Management Bureau
<ul style="list-style-type: none"> <li>• Quotations from PhilGEPs suppliers (at least three (3) (1 original)</li> </ul>	Procurement Management Unit - Biodiversity Management Bureau
<ul style="list-style-type: none"> <li>• Project Procurement Management Plan (PPMP) (1 photocopy)</li> </ul>	Concerned Unit/End-user
<ul style="list-style-type: none"> <li>• Pre-repair Evaluation/Inspection Report (1 original)</li> </ul>	Inspection & Pre-Acceptance Committee (IPC)
<ul style="list-style-type: none"> <li>• Approved Job Order Request (1 original)</li> </ul>	Concerned Unit/End-User
<ul style="list-style-type: none"> <li>• Vehicle Repair Request (1 original)</li> </ul>	General Services Unit - Biodiversity Management Bureau
<ul style="list-style-type: none"> <li>• Certificate of Earmarking of Funds</li> </ul>	Budget Unit - Biodiversity Management Bureau
<ul style="list-style-type: none"> <li>• PhilGEPS Posting Reference Number &amp; Award Notice Abstract (for transactions amounting to</li> </ul>	BAC Secretariat - Biodiversity Management Bureau

more than P50,000.00)-computer generated	
<b>d. Purchase of Supplies and Equipment, and Printing of Newsletters/Brochures, etc.</b>	
• 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
<b>If Agency Procurement Request (APR)</b>	
a. Approved Purchase Request (3 original)	Concerned Unit/End-user
<b>If Contract</b>	
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
<b>If Salaries of Contract of Service</b>	
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	<b>RECEIVING</b> 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	3 hours (per batch)	Admin staff Accounting Unit
	1.1. Stamp "Received", indicate time and date of receipt and initials.	None		
	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		
	<b>PROCESSING</b>			
	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		
	<b>INDEXING</b>		3 hours	Admin Staff Accounting Unit
	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		



	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		
	<b>APPROVING</b> 1.16. Indicate the date and time of receipt in the document tracking	None	1 day (simple)  3 days (complex)	Accountant
	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		

	1.18. 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		
	<b>RELEASING</b>  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		
<b>TOTAL:</b>		<b>None</b>	<b>7 days</b>	

<b>Notes:</b>	
<b>Classification</b>	<b>Kind of Transaction</b>
<b>Simple Transactions</b> <ul style="list-style-type: none"> <li>Duly processed and certified simple transactions in nature released three (3) days to Approving Authority;</li> </ul>	<ul style="list-style-type: none"> <li>Services rendered under contract of service (Job Orders, Consultants (Individual/Entity) and other Professional Services)</li> </ul>
<b>Complex Transactions</b> <ul style="list-style-type: none"> <li>Requires further verification, more time to process, bulk documents to validate, needs additional supporting documents, with tax implications</li> <li>Duly processed and certified complex transactions in nature released seven (7) working days to Approving Authority.</li> </ul>	<ul style="list-style-type: none"> <li>Contracts from Consultancy Services (Individual/Entity - Local and Foreign Nationals)</li> <li>Purchases of Supplies and Equipment if the amount is above P50,000.00</li> <li>Hotel Accommodation (above P50,000.00)</li> </ul>

*\* 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-HRDU-01. PROCESSING AND ISSUANCE OF SERVICE RECORD AND CERTIFICATE OF EMPLOYMENT(COE)

The Service Records and Certificate of Employees are documentary information of former BMB employees issued by the Personnel Section which serves as the basis and proof of their employment at BMB.

Office or Division:	Human Resources Development Unit (HRDU)			
Classification:	Simple			
Type of Transaction	Government to Citizen Government to Government			
Who may avail:	All previous employees of Biodiversity Management Bureau (BMB) All National Government Agencies (NGAs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Employment in Private Institution & other Official Transactions				
Request Letter		Former Employee		
Request Form (1 originally filled up)		Human Resource and Development Unit		
For Employment/transfer to other Government Agencies				
Request Letter		Former Employee		
Request Form (1 originally filled up)		Human Resource and Development Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Secure and accomplish request form, and submit form together with request letter and other documentary requirements to the Human Resources Development Unit (HRDU)	1. Receive the accomplished form and documentary requirements.	None	1 minute	Administrative Assistant Human Resources Development Unit
	2. Verify the name of the requestee in the database of personnel, prepare requested	None	45 minutes	Personnel Analyst/ Administrative Assistant Human Resources

	Service Record or certification.			Development Unit
	3. Review and sign the requested Service Record or Certification.	None	5 minutes	Head Human Resources Development Unit
	4. Inform the requestee of the availability of the Certification.	None	1 minute	Administrative Assistant/ Personnel Analyst Human Resources Development Unit
	5. Release the Certification to the requestee. Retain a hard copy of the Certification.	None	1 minute	Administrative Assistant/ Personnel Analyst Human Resources Development Unit
2. Receives approved copy of requested Service Record or Certification	6. Scan and file the receiving copy	None	2 minutes	Administrative Assistant/ Personnel Analyst Human Resources Development Unit
<b>TOTAL:</b>		<b>None</b>	<b>55 minutes</b>	

## 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.

<b>Office or Division :</b>	Bids and Awards Committee (BAC) Secretariat			
<b>Classification :</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail :</b>	Prospective Bidder/s			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Present One (1) Valid Company Identification Card		1. Prospective Bidder / Contractor		
2. Official Receipt (1 photocopy with accompanying original)		2. Cashier Unit, BMB		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
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
	<b>TOTAL :</b>	<b>Php 500.00 – 75,000.00</b>	<b>20 minutes</b>	

<b>Approved Budget for the Contract (Php)</b>	<b>Maximum Cost of Bidding Documents (Php)</b>
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)*