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**DENR MEMORANDUM CIRCULAR**

**OCT 27 2023**

**No. 2023- 04**

**SUBJECT : GUIDELINES FOR THE PROVISION OF AWARDS AND INCENTIVES (AIG) OF ALTERNATIVE DISPUTE RESOLUTION OFFICERS (ADROs) AND REGIONAL POOL OF ALTERNATIVE DISPUTE RESOLUTION OFFICERS (PADROs)**

Pursuant to Republic Act (R.A.) No. 9285, otherwise known as the "Alternative Dispute Resolution (ADR) Act of 2004", DENR Administrative Order (DAO) No. 2005-18 entitled "Adoption of Alternative Dispute Resolution (ADR) Principles and Procedures in the Resolution of Appropriate Environment and Natural Resources Conflicts" and DAO No. 2016-30 entitled "Guidelines in the Conduct of Alternative Dispute Resolution (ADR) in Land Management and Disposition", the Guidelines for the Provision of Awards and Incentives (AIG) of Alternative Dispute Resolution Officers (ADROs) and Pool of Alternative Dispute Resolution Officers (PADROs) is hereby adopted:

**SECTION 1. Rationale.** The guidelines for the awards and incentives to be given to ADROs and PADROs are in congruence with the PRAISE Program of the Department, that aim to determine the efficiency and effectiveness in the delivery of office mandates, recognize and commend performance for exemplary accomplishment and contribute in pursuing the Department's goals and objectives. It is also in line with Civil Service Commission (CSC) Resolution 010112 and CSC Memorandum Circular (MC) 01, S. 2001, otherwise known as Program on Awards and Incentives for Service Excellence (PRAISE) to encourage creativity, innovativeness, efficiency, integrity and productivity in public service. Section 6 in relation to Sections 8, 13 and 14 of the said MC provide that the PRAISE through the creation of a PRAISE Committee in all agencies of the government shall provide both monetary and non-monetary awards and incentives to recognize, acknowledge and reward productive, creative and ethical behavior of employees, establish its own procedures and strategies, as well as submit their PRAISE and its subsequent amendments to the CSC.

**SECTION 2. Objectives.** The issuance of this Circular aims to:

- 1.1. Provide the guidelines for the awards and incentives to the best performing ADROs and PADROs.
- 1.2 Standardize and institutionalize the provision of the Awards and Incentive Program for ADROs and PADROs.

- 1.3. Establish a mechanism for identifying, selecting, rewarding and providing incentives to deserving ADROs and PADROs.
- 1.4. Identify, recognize and reward the outstanding accomplishments, best practices and innovations of ADROs and PADROs on a continuing basis and showcase the innovations on dispute settlement and resolution practices that can serve as models to other ADROs.
- 1.4. Encourage ADROs and PADROs to contribute ideas, suggestions, innovations and other personal efforts that will intensify the prevention and settlement of disputes through ADR.

**SECTION 3. Scope and Coverage.** This Circular shall apply to all ADROs in the Department accredited by the ADR Committee and confirmed by the DENR Secretary and to all PADRO Units.

This Circular may also be adopted by the third-party neutrals of the bureaus and attached agencies of the Department that are implementing ADR in the resolution of disputes.

**SECTION 4. Definition of Terms:**

- 4.1. **Award** – recognition which may be monetary or non-monetary conferred on an ADRO and/or Pool of ADROs for ideas, suggestions, inventions, discoveries, superior accomplishments, exemplary behavior, heroic deeds, extraordinary acts or services in providing ADR services which contribute to the efficiency, economy and improvement in the Department’s operation of resolving claims and conflicts cases or disputes that are pending or lodged in the Department.
- 4.2. **Incentive** – monetary or non-monetary motivation or privilege given to ADROs/Pool of ADROs for their contributions, suggestions, inventions, ideas, satisfactory accomplishment or demonstration of exemplary behavior based on agreed performance standards and norms of behavior.<sup>2</sup>
- 4.3. **Accredited ADRO** - a DENR Personnel who completed and passed the ADR Basic Skills and Practicum Training Modules, accredited by the ADR Committee and confirmed by the DENR Secretary.
- 4.4. **Pool of ADRO (PADRO)** - a Pool of Alternative Dispute Resolution Officers established in each Region. The Central

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<sup>2</sup> IV of CSC MC 01 s. 2001.

Office ADRO Pool and LMB ADRO Pool shall be considered as 1 pool unit.

**SECTION 5. Awards and Incentives to be given**

**5.1. Best ADR Officer Award Per PADRO.**

This award is granted to 1 ADRO per PADRO unit who surpassed and/or excelled in the performance of his/her duties as third-party neutral and has provided outstanding contribution in the achievement of the Pool and the Department's ADR goals and objectives based on the predetermined criteria in the guidelines in Section 7.

Every Regional PADRO, as headed by the Chief of Legal Division and the PADRO of the Central Office and Land Management Bureau as a unit, shall have 1 Best ADR Officer per evaluation period as determined based on the criteria of these guidelines.

The Best ADR Officer per PADRO Awardee shall receive the following:

Non-Monetary	Monetary
Plaque of Recognition	P40,000.00

**5.2. National Best ADRO Award**

Granted to 3 Best ADR Officers nationwide who not only excelled in their performance as ADROs but have also provided outstanding contributions and innovations to the goals and objectives of the ADR Program in the Department.

The National Best ADRO Awardees will be chosen from among the Best ADRO per PADRO unit and shall receive the following:

Rank	Non-Monetary	Monetary
1st	Plaque of Recognition	P100,000.00
2nd	Plaque of Recognition	P75,000.00
3rd	Plaque of Recognition	P50,000.00

### 5.3. Best ADRO Pool Award

Granted to top 3 PADRO units that surpassed or excelled in their performance over all other Pools nationwide on the basis of meeting ADR performance targets and predetermined criteria under these guidelines. The total number of cases referred for ADR, number of Compromise/Settlement Agreements reached by parties in cases referred for ADR, and the total number of issued Orders of Compromise/Settlement Agreement based on the data gathered from the ADR-MRS shall be the basis for evaluation. Moreover, compliance to the implementation of ADR Mechanism and Program, decrease on claims and conflicts cases and other disputes lodged within their area of jurisdiction, impact to the community/clientele or stakeholders, innovative activities in promoting ADR and best practices shall also be considered in choosing the awardees.

PADROs units nationwide, including the Central Office and LMB ADRO Pool as 1 unit, shall be included in the ranking for the award. The award shall be given to the Top 3 PADRO who garnered the top 3 highest points following the guidelines with the following awards and incentives:

Rank	Non-Monetary	Monetary
1st	Plaque of Recognition	P100,000.00
2nd	Plaque of Recognition	P75,000.00
3rd	Plaque of Recognition	P50,000.00

## **SECTION 6. Qualifications, Criteria for Assessment, Procedure for Review and Evaluation of Performance, Scoring System and Review and Evaluation Team.**

### 6.1. Call for Nomination and Submission of Nominees

6.1.1. A call for nominees shall be made through a Memorandum issued by the Chairperson of the ADR Committee for all Regional Executive Directors (REDs) and Heads of Offices (HOs) to submit nominees on or before 10 November of every year.

The call for nomination shall be made available to all ADROs nationwide who have provided ADR Services to external or internal clients/parties for the last 12 months

prior to the evaluation period from November 1<sup>st</sup> to October 31<sup>st</sup> of each year.

- 6.1.2. For the Best ADRO Award, all ADROs from their respective PADRO shall be eligible. They shall be evaluated based on the total scores using Forms A, C, D and series, E and F of these guidelines and the top 3 highest individuals shall be the shortlist ADRO nominees for their Best ADRO Awardee per PADRO unit.
- 6.1.3. After validation of scores and clarification interview if needed, the RED or HO shall choose the Best ADRO for their Pool from the 3 shortlisted ADROs based on the results of the evaluation.
- 6.1.4. For the National Best ADRO Award, the Best ADRO Awardee from each PADRO unit shall automatically be the nominee for this award.
- 6.1.5. For the Best ADRO Pool Award, all PADRO units of the Department are automatic nominees. The Central Office and the Land Management Bureau shall be considered as 1 PADRO Unit.
- 6.1.6. In all of these awards, the documentary requirements for nominees shall be submitted in accordance with these guidelines and submission of the forms to the ADR Committee Secretariat in DENR-Central Office for evaluation, validation and short-listing on or before every 10th of November each year. Shortlisted nominees shall be forwarded to the Review and Evaluation Team for deliberation.

The ADR Committee Secretariat shall be in-charge of the screening process of the nominees for the National Best ADRO Award and Best PADRO Award through validation of the documentary requirements and qualifications of the nominee submitted by the REDs or HOs. Relevant interviews and/or confirmatory investigations may be conducted by the ADR Secretariat to come up with the short list of National Best ADRO Award Nominees and Best PADRO Award Nominees.

- 6.1.8. The short-list shall then be presented to the Review and Evaluation Team for deliberation.

## 6.2. Review and Evaluation Team (RET)

- 6.2.1. The RET shall be composed of the following officials or their representatives:

Co-Chairpersons:  
 The PRAISE Committee Chairperson  
 Undersecretary for Field Operations

Vice-Chairperson:  
 Assistant Secretary for Human Resources

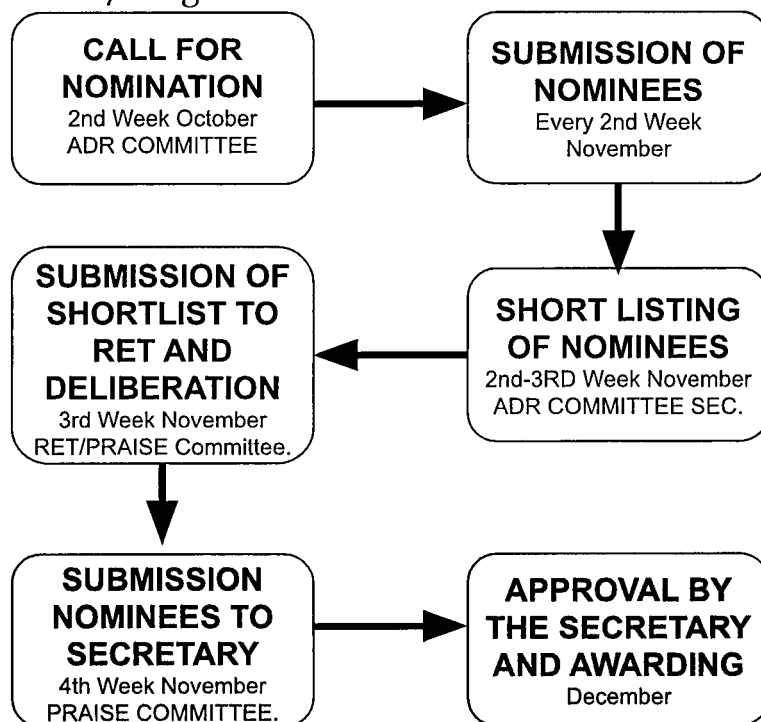
Members:  
 The PRAISE Committee Members  
 The Chairperson of the ADR Committee  
 The Director of the Land Management Bureau

Secretariat for the Selection:  
 ADR Committee Secretariat

In cases when the Vice-Chairperson is absent, the members, with presence of quorum, shall nominate a Vice-Chairperson who shall serve such function only for the particular meeting being conducted.

6.2.2. The RET shall determine, after deliberation, the National Best ADRO Awardees and Best PADRO Awardees based on the shortlisted nominees submitted by the ADR Committee Secretariat. After deliberation, the RET, through the PRAISE Committee, shall recommend to the Secretary the final list of awardees for approval and confirmation.

6.3. Timeline/Diagram for Submission and Evaluation Process



**SECTION 7. Criteria for Assessment and Scoring System (FORM A)<sup>3</sup>**

**Mechanics.** The nominees shall be evaluated based on their performance beginning 01 November of the previous year to 31 October of the current year.

**7.1. Criteria for Best ADR Officer Award (per PADRO)**

All ADROs within a PADRO unit shall be considered for evaluation and nomination by their respective RED or Heads of Office. They shall be evaluated based on their submitted individual ADR-MRS Generated Report and results of their survey-interviews attached as Form F<sup>4</sup> and other relevant documentary requirements under these guidelines. The RED or Head of Office, together with the ADR Focal Person, shall assess and validate each ADRO's ADR-MRS Report and survey-interview results using the AIG Scorecards on Quality, Quantity, Timeliness, Success Stories and Impact (QQTSI) of the ADR services that they have provided.

All ADROs are required to submit their Annual ADR-MRS Generated Report as of 31 October of each year together with Survey Results (Form F).

The criteria on QQTs scoring shall be based on ADR-MRS Generated Reports inputted by the ADRO in the system while Impact scoring shall be based on results of survey-interviews given after every ADR Session. (Forms C<sup>5</sup> and D<sup>6</sup>.)

The QQTSI shall be defined as follows:

**A. Quality** - shall refer to the completeness of data entry in the ADR Monitoring and Results System (ADR-MRS) (ex. Completeness of attached documents, conformity of attached documents with actions taken, and completeness of data inputted in the system). Survey Results (Form F) of these guidelines shall be another item for the quality criteria with the following formula:

Total No. of cases of Completed/ Terminated Status with complete data and attachments  -----  -----	x 100% =	-%
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<sup>3</sup> Annex A (Form A, Scorecard, Criteria and Mechanics).

<sup>4</sup> Annex F (Form F; Survey for Client).

<sup>5</sup> Annex C (Form C; Evaluation Sheet for Best ADRO Award).

<sup>6</sup> Annex D (Form D; Performance Evaluation Survey Results (Individual)).

Total No. of cases with Completed/Terminated Status		
FORM F SURVEY of these guidelines shall form part of the quality score and shall be computed based as follows:		
Total Score Given by Party ----- 20	x 100% =	-%
*Using the average percentage of 2 quality criteria refer to the scoring system to get the raw score of the quality		

**B. Quantity** shall refer to the number of cases referred for ADR Proceedings with On-going and Completed/Terminated status, as reflected in the ADR-MRS individual account of an ADRO.

\*Using the total number of cases, refer to the scoring system to get the raw score of the quantity criteria

**C. Timeliness** shall be determined through the data inputted in the ADR-MRS from the time the first ADR Conference Session/1st Session was conducted until the termination of the ADR Process within the period provided in DAO 2016-30.

A Certification from the immediate superior stating the date of referral of cases to ADRO shall be included in the submission by ADRO to validate reasonableness of time spent in providing notice to parties up to the conduct of the ADR Conference/1st Session. Percent rate for timeliness shall be computed as follows:

$$\frac{\text{Ave. of No. of Days of commenced cases}}{\text{-----}} \times 100\%$$

30 days

\*Using the percentage result refer to the scoring system to get the raw score for timeliness



**D. Success Stories** shall refer to the number of cases handled by the ADR Officer which led to an Amicable Settlement or Compromise Agreement as inputted in the ADR-MRS and computed as follows:

$$\frac{\text{No. of ADR Cases with CA/SA}}{\text{Total No. of Cases Completed with or without CA}} \times 100\%$$

\*Using the percentage refer to the scoring system to get the raw score of the success stories

**E. Impact** shall refer to the overall evaluation given by his or her immediate superior based on reasonable judgment or interviews from the ADROs' clients or results of the feedback sheets if any. He or she shall be evaluated based on the impact of performance and achievement on the organization's goals and targets, and to the clientele.

It shall also include innovations, as well as ideal and best practices that lead to marked performance and improvements in the conduct of the ADR Proceedings and promotion of the ADR System as well as extraordinary services or acts in the public interests and related to ADR institutionalization activities.

\*Average the total score results of Form D Performance Evaluation Results (PER) x 100% and refer to the scoring system to get the raw score of the Impact

**7.2. Scoring System:**

Quality:	30 points
Quantity:	25 points
Timeliness:	10 points
Success Stories:	20 points
Impact:	15 points
TOTAL:	
	100 points

<b>Breakdown for 30 points (Quality)</b>	
<b>Rating</b>	<b>Equivalent Points</b>
(96%- 100%)	30
91%-95%	28.5
86%-90%	27
81%-85%	25.5
76%-80%	24
71%-75%	22.5
66%-70%	21
61%-65%	19.5
56%-60%	18
51%-55%	16.5
46%-50%	15
41%-45%	13.5
36%-40%	12
31%-35%	10.5
26%-30%	9
21%-25%	7.5
16%-20%	6
11%-15%	4.5
6%-10%	3
1%-5%	1.5

<b>Breakdown for 25 points (Quantity)</b>	
<b>No. of Cases (Ongoing or Terminated)</b>	<b>Equivalent Points</b>
15 and over	25
13-14	22

11-12	19
9-10	16
7-8	13
5-6	10
3-4	7
1-2	4

Rating	Equivalent Points
<b>Breakdown for 10 points (Timeliness)</b>	
(96%- 100%)	10
91%-95%	9.5
86%-90%	9
81%-85%	8.5
76%-80%	8
71%-75%	7.5
66%-70%	7
61%-65%	6.5
56%-60%	6
51%-55%	5.5
46%-50%	5
41%-45%	4.5
36%-40%	4
31%-35%	3.5
26%-30%	3
21%-25%	2.5
16%-20%	2
11%-15%	1.5
6%-10%	1

1%-5%	0.5
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<b>Breakdown for 20 points (Success Stories)</b>	
Rating	Equivalent Points
(96%- 100%)	20
91%-95%	19
86%-90%	18
81%-85%	17
76%-80%	16
71%-75%	15
66%-70%	14
61%-65%	13
56%-60%	12
51%-55%	11
46%-50%	10
41%-45%	9
36%-40%	8
31%-35%	7
26%-30%	6
21%-25%	5
16%-20%	4
11%-15%	3
6%-10%	2
1%-5%	1

<b>Breakdown for 15 points (Impact)</b>	
Rating	Equivalent Points
(96%- 100%)	15

91%-95%	14.25
86%-90%	13.5
81%-85%	12.75
76%-80%	12
71%-75%	11.25
66%-70%	10.5
61%-65%	9.75
56%-60%	9
51%-55%	8.25
46%-50%	7.5
41%-45%	6.75
36%-40%	6
31%-35%	5.25
26%-30%	4.5
21%-25%	3.75
16%-20%	3
11%-15%	2.25
6%-10%	1.5
1%-5%	0.75

### 7.3. Criteria for Best ADRO Pool Award

This Award shall have the same criteria, mechanics and scoring system as the Best ADRO Award. However, it shall apply to a Pool of ADRO and shall be computed based on the average score of all the ADROs per Pool. All the ADROs in a PADRO must accomplish Form D, Form E<sup>7</sup> with attached Form F and Form G<sup>8</sup>.

Confirmatory Interview may be conducted by the ADR Committee Secretariat for clarification and data/information confirmation before coming up with the shortlisted nominees.

<sup>7</sup> Annex E, (Form E; Summary Results Of Survey-Interview of Clients with Attached Survey).

<sup>8</sup> Annex G (Form G; Accomplishment Report; List of Innovations and Best Practices).

## **SECTION 8. Required Nomination Documents.**

- 8.1. The following are the documentary requirements for the evaluation and nomination and to be accomplished and submitted by all PADRO Units to the ADR Committee Secretariat before deliberation by the RET:
  - 8.1.1. Form C: Evaluation Sheet for Best ADRO Award (for nominees of Best ADRO National Award)
  - 8.1.2. Form D: Performance Evaluation Survey Results per ADRO (submitted by all ADROs in a PADRO Unit)
  - 8.1.3. Form E: Summary Results of Survey given to clientele after every ADR Proceeding/Session from November 1<sup>st</sup> to October 31<sup>st</sup> of the year for the nominees of Best ADRO Award.
  - 8.1.4. Form F: Actual survey-interviews results <sup>9</sup>
  - 8.1.5. Form G: Accomplishment Report as to innovation and best practices
  - 8.1.6. Form B: Memorandum-Endorsement<sup>10</sup> of Nominees from the RED and/or Head of Office
- 8.2. To facilitate the deliberation process of the RET, the ADR Secretariat shall submit the following:
  - 8.2.1. Summary Performance Report of ADRO Nominees and Regional ADRO Pool Report generated from ADR-MRS<sup>11</sup>
  - 8.2.2. Official Short-list of Nominees for National Best ADRO and Best ADRO Pool after screening by the ADR Secretariat

**SECTION 9. Disqualification of Nominees.** Failure to meet any of the qualifications and documentary requirements and/or provision or submission of false information shall be a ground for disqualification as nominee.

Also, failure to submit the required documents within the prescribed period shall forfeit the spot that the nominee would have had on any of the awards.

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<sup>9</sup> *Supra* at 4.

<sup>10</sup> Annex B (Form B; Memorandum Endorsement to RET)

<sup>11</sup> Annex H

**SECTION 10. Funding for the Awards and Incentives.** Funding for the awards and incentives shall be sourced from the DENR Funds for FY 2023 and onwards.

**SECTION 11. Awarding Rites.** The awarding rites for the Awardees shall be held in December of every year to coincide with the Celebration of the ADR Day.

The award and/or incentives shall be conferred by the DENR Secretary or representative during the awarding rites.

**SECTION 12. Implementation.** The ADRO awards and incentives period shall cover the period of November 1<sup>st</sup> of the previous year to October 31<sup>st</sup> of the current year and shall be applicable to all cases handled by the ADRO every year thereafter.

For the initial implementation of this Memorandum Circular, data inputted by ADRO and PADROs in the ADR-MRS from November 1<sup>st</sup> of the previous year to October 31<sup>st</sup> of the current year shall be the basis used for purposes of the award and incentive of that year.

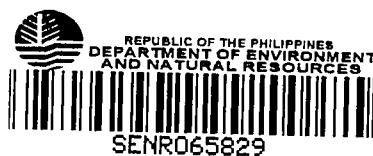
**SECTION 13. Information, Education and Communication (IEC).** The ADR Committee shall carry out activities to promote the implementation of the Guidelines for the Provisions of Awards and Incentives for ADROs and Pool of ADROs to optimize their performance in achieving high levels of productivity, efficiency and effectiveness, to encourage creativity, innovativeness, integrity, and productivity in public service. The ADR Committee shall also ensure that the IEC on the Guidelines for the Provision of Awards and Incentives of ADROs and PADROs shall be extended to the different Regional Offices of the Department.

**SECTION 14. Separability Clause.** If for any reason, any section or provision of this Circular is declared null, no other section, provision or part hereof shall be affected and the same shall remain in full force and effect.

**SECTION 15. Repealing Clause.** All orders, circulars, memoranda and other issuances, which are inconsistent herewith, are hereby repealed and/or modified accordingly.

**SECTION 16. Effectivity Clause.** This Circular takes effect immediately.

MARIA ANTONIA YULO LOYZAGA  
Secretary



**ANNEX A**

**FORM A - SCORECARD/CRITERIA AND MECHANICS (DENR PROGRAM ON AWARDS AND INCENTIVES FOR SERVICE EXCELLENCE OF ADROS)**

AWARDS/ INCENTIVES	MECHANICS	CRITERIA	POINTS	RATING	REMARKS
<b>Best ADR Officer Award</b>		Quality	30		
		Quantity	25		
		Timeliness	10		
		Success Stories	20		
		Impact	15		
		TOTAL			
<b>Best ADRO Pool Award</b>		Quality = Average of all the scores of ADROs in a Pool	30		
		Quantity = Average of all the scores of ADROs in a Pool	25		
		Timeliness = Average of all the scores of ADROs in a Pool	10		
		Success Stories = Average of all the scores of ADROs in a Pool	20		
		Impact = Average of all the scores of ADROs in a Pool	15		



**ANNEX B**

**FORM B - SAMPLE MEMORANDUM-ENDORSEMENT**

**MEMORANDUM**

**FOR** : **THE ASSISTANT SECRETARY**  
*For Legal*  
*Chairperson, ADR Committee*

**THE REVIEW AND EVALUATION TEAM**

**THRU** : **THE HEAD**  
*ADR Committee Secretariat*

**FROM** : **HEAD OF OFFICE**  
*Office*

**SUBJECT** : **SUBMISSION OF ADRO-NOMINEES PURSUANT TO THE ALTERNATIVE DISPUTE RESOLUTION OFFICERS' AWARDS AND INCENTIVES GUIDELINES**

**DATE** : \_\_\_\_\_

Pursuant to the Guidelines on Awards and Incentives for ADROs, this Office is respectfully submitting the following names of nominee-ADROs for the Best ADRO Award:

Name of ADRO	Batch	Office	Position/Title

Attached are the required documents for Best ADRO Award:

- a. Form C: Evaluation Sheet for Best ADRO Award
- b. Form D: Performance Evaluation Survey Results per ADRO (submitted by all ADROs in an ADRO Pool)
- c. Form E: Summary Results of Survey-interviews given to clientele after every ADR Proceeding/Session from 01 January to 31 October the year for the 3 nominees
- d. Form F: Actual Survey-interviews for the 3 nominees
- e. Form G: Accomplishment Report as to innovation and best practices

Also, submitting the Regional Pool's accomplishments as to the number of Order of Compromise Agreements (OCAs) issued regionwide, its impact to the community/clientele or stakeholders, innovative activities in promoting ADR mechanisms and best practices.

For your consideration.

**RED/ HEAD OF OFFICE**

**ANNEX C**



**FORM C - EVALUATION SHEET FOR BEST ADRO AWARD (BASED ON AIG SCORE SYSTEM Sec. 6)**

<b>Name of ADR Officer:</b>	<b>Position Title:</b>	<b>Performance Period:</b> 01 January - 31 October _____	<b>Office:</b>
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Criteria <sup>12</sup>	Raw Score (1-100)	Points	Rating	Remarks
Quality				
Quantity				
Timeliness				
Success Stories				
Impact				
<b>Final Rating</b>				

Discussed with	Date	Evaluated by	Date	Final Rating by	Date
<b>Name and Signature of ADRO</b>		<b>Supervisor</b>		<b>Head of Office</b>	

<sup>12</sup> See tables in the Guidelines as to the point system and rating equivalent

**ANNEX D**



**FORM D - PERFORMANCE EVALUATION RESULTS (INDIVIDUAL)**

Name of ADR Officer:	Position Title:	Performance Period: 01 January - 31 October _____	Office:
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Handled Case	Rating					Remarks
	Q <sup>13</sup>	P <sup>14</sup>	D <sup>15</sup>	C <sup>16</sup>	A <sup>17</sup>	
1. DENR Case No. 1234  Party A  Party B						<ul style="list-style-type: none"> <li>Case did not result to an Amicable Settlement or Compromise Agreement</li> </ul>
<b>Final Average Rating</b>						<ul style="list-style-type: none"> <li>No. of cases that resulted to CA</li> <li>No. of cases that resulted to AS</li> <li>No. of cases that did not result to CA or AS</li> </ul>

Discussed with	Date	Evaluated by	Date	Final Rating by	Date
Name and Signature of ADRO		Supervisor		Head of Office	

<sup>13</sup> Quality of Service

<sup>14</sup> Preparedness during ADR Session

<sup>15</sup> Demeanor during ADR Session

<sup>16</sup> Communication towards parties

<sup>17</sup> Average

**ANNEX E**

**FORM E - SUMMARY RESULTS OF SURVEY-INTERVIEW OF  
CLIENTS WITH ATTACHED SURVEY**



OFFICE: \_\_\_\_\_

Name of ADRO-nominee	Final Average Rating (based on Annex C)	No. of cases that resulted to Amicable Settlement	No. of cases that resulted to Compromise Agreement	No. of cases that did not result to AS/CA
1. ADRO A				
2. ADRO B				
3. ADRO C				
5. ADRO D				
6. ADRO E				

# ANNEX F

## Department of Environment and Natural Resources Alternative Dispute Resolution

### SURVEY FOR CLIENT

Kang makakalikasang araw!

This survey will be used to improve our ADR Services. Please encircle each indicator as accurately as possible. Your answers will be kept confidential and will not affect the resolution of your case. After completion of this survey, kindly return to the designated drop boxes.

Thank you!

Please indicate how you rate our service with the following statements by shading the corresponding circle from 'needs improvement' to 'excellent'.

<b>Quality of Service</b>						<b>Preparedness during ADR Session</b>					
	Needs Improvement	Fair	Good	Satisfactory	Excellent		Needs Improvement	Fair	Good	Satisfactory	Excellent
How helpful do you find the ADR Service provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Have you received notice/information on the process that will be conducted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy was it for you to understand the flow of the ADR Proceedings?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Was the ADRO able to answer questions and concerns on the process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ADRO was clear in providing information and the process they will provide?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Was the session conducted in a private area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ADRO was knowledgeable of the services provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Was the ADRO able to conduct the process smoothly and confidently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was it easy, convenient and helpful to access the ADR Service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Were the sessions conducted on time or on schedule?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is the time allotted for the conduct of the process advantageous, convenient and helpful to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
<b>Demeanor (Behavior) during ADR Session</b>						<b>Communication towards Parties</b>					
	Needs Improvement	Fair	Good	Satisfactory	Excellent		Needs Improvement	Fair	Good	Satisfactory	Excellent
Is the ADRO pleasant, knowledgeable, and accommodating?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is the ADRO readily accessible for any query or questions on the process?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the ADRO show impartiality in the conduct of the process?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Were the information and process provided clearly communicated to parties?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the ADRO ensure confidentiality of the process and of the information received?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>Timely conduct of ADR session from referral</b>					
Did the ADRO listen and respond to queries/questions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		Needs Improvement	Fair	Good	Satisfactory	Excellent
						Was the number of days from Notice to Parties from the actual ADR session sufficient?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Suggestions / Comments

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### Additional Information / Client Profile

<i>Mandatory</i>	<i>Optional</i>
DENR Office: <input type="text"/>	Name of Client: <input type="text"/>
ADR Officer: <input type="text"/>	Contact Number: <input type="text"/>
Case Number: <input type="text"/>	Email Address: <input type="text"/>
Date ADR was conducted: <input type="text"/>	<input type="text"/>
Date of Application: <input type="text"/>	Signature of Client

**ANNEX G**

**FORM G - LIST OF INNOVATIONS AND BEST PRACTICES**

(For Best ADRO Award and Best ADR Pool)

OFFICE: \_\_\_\_\_

Innovations relating to ADR	Description
1.	
2.	

Best Practices relating to ADR	Description
1.	
2.	