



Republic of the Philippines
Department of Environment and Natural Resources
Visayas Avenue, Diliman, Quezon City
Tel Nos. (632) 929-66-26/28; 929-6635/929-3618/929-4028
IP Phone Trunkline No. 988-3367
Website: <http://www.denr.gov.ph/> E-mail: web@denrgov.ph

JUL 23 2021

MEMORANDUM

TO : **ALL DENR REGIONAL EXECUTIVE DIRECTORS**
THE DIRECTORS
FOREST MANAGEMENT BUREAU
LAND MANAGEMENT BUREAU
BIODIVERSITY MANAGEMENT BUREAU

FROM : **THE UNDERSECRETARY**
Solid Waste Management and Local Government Units Concerns
and Supervising Undersecretary for Strategic Communication and
Initiatives Service and Task Force *Tayo ang Kalikasan*

SUBJECT : **SUBMISSION OF ACTIONS TAKEN BASED ON THE**
RECOMMENDATION OF THE 2019 CLIENT SATISFACTION
SURVEY REPORT

The DENR has earned a Very Satisfactory rating from its clients for 13 frontline and 4 non-frontline services per 2019 CSS Report (see attached report).

In order to further improve our delivery of services, the CSS working group has recommended the following for implementation in 2020:

1. Reduce processing time, through:
 - Automation of existing processes
 - Review existing processes, particularly document flow, and reduce the number of steps, if possible
2. Review existing documentary requirements for each process, if possible do away with unnecessary requirements
3. Review existing permits issued by DENR to see if it is possible to extend the validity of these permits (in 2019 the Office of former RED Gil Aromin has undertaken initiative to extend the validity of their permits)
4. Improve staff-client interactions:
 - Notify clients when documents are available for release, or when documents submitted are not complete
 - Set proper expectations to clients at the onset so that they will be properly guided on the documentary requirements, process steps, processing time, and date when the document will be available for pick up

- Put up signages outside the DENR office that display the flow chart and documentary requirements
5. Improve personnel management
 - Increase of the number of staff handling transaction/inquiry
 - Training personnel to handle basic inquiries and assigning alternative personnel to cater to the client needs/transactions if personnel in-charge are not available
 6. Improve record keeping
 - Develop database system
 - Prevent damage or loss of documents while processing
 7. Use better quality of materials for the DENR documents (i.e. sticker for Chainsaw Registration)

In this regard, per requirement of Quality Management System on continuous improvement and measurement of client satisfaction and for the Harmonization of the National Government Performance, Monitoring, Information and Reporting System please submit any action taken in 2020 in relation to the above-cited recommendations and your respective offices' 2020 Best Practice (*see attached Memorandum Circular No. 2020-1 on Best Practice*) in relation to the 17 services through the e-mail address jernestina717@gmail.com **on or before August 4, 2021.**

For your appropriate action.



BENNY D. ANTIPORDA

cc: **THE DIRECTOR**
Knowledge and Information Systems Service

2019 Client Satisfaction Survey Conclusion and Recommendations

Overall, the results of the 2019 Client Satisfaction Survey suggest that the majority of DENR clients are very satisfied with the service delivery of the Department. However, there are still important areas for improvement that the Department should need to focus on. Based on the comments and recommendations indicated by the respondents, the following actions are recommended:

Reduce processing time, through:

- Automation of existing processes
- Review existing processes, particularly document flow, and reduce the number of steps, if possible

Review existing documentary requirements for each process, if possible do away with unnecessary requirements

Review existing validity of permits issued by DENR to see if it is possible to extend validity

Review and update, as necessary, the DENR Manual of Authority

Improve staff-client interaction

- Notify clients when documents are available for release, or when there are lacking documents that they need to comply with

- Set proper expectations to clients at the onset so they will be properly guided accordingly on the documentary requirements, process steps, processing time, and expected date when the document will be available for pick up

- Put up signage outside the DENR office that displays the flow chart and documentary requirements

Improve personnel management

- Increase number of staff handling transaction/inquiry
- Train personnel to handle basic inquiries
- Assign alternative personnel to cater to the client needs/transactions if personnel in-charge are not available

Improve record keeping

- Develop database system
- Prevent damage or loss of documents while processing

Use better quality materials for the DENR processes (i.e sticker for Chainsaw Registration)

**Table 1-1. Level of Satisfaction of DENR Clients for the Frontline and Non-Frontline Services of Regional, PEN
Overall Satisfaction*
Non-Frontline Services**

Non frontline services	rating
1. Issuance of Certificate of No Records/ Appeal/ Motion for Reconsideration	97.18%
2. Document Authentication for General Circulation Documents	97.55%
3. Sale of Bidding Documents	99.30%
4. Payment of Claims	96.67%
Frontline services	
1. Issuance of CITES Permit for the Export / Re-Export of Wildlife, including By-Products and Derivatives	96.72%
2. Issuance of CITES Permit for the Import of Wildlife, including By-Products and Derivatives	95.83%
3. Issuance of Certificate of Tree Plantation Ownership	96.23%
4. Issuance of Certificate of Verification (Cutting and Transporting of Planted and Non-Premium Trees within Private Land	98.85%
5. Issuance of Certificate of Verification for (Cutting/ Transport of Non-Wood Forest Products within Private Land)	95.19%
6. Issuance of Chainsaw Registration	100.00%
7. Issuance of Tree Cutting Permit for DPWH Projects	100.00%
8. Issuance of Tree Cutting Permit for Planted Trees (Tenured Forestland or Private Land) or Trees (Planted or Naturally Grown) that Pose Threat to Human Lives and Properties	98.39%
9. Issuance of Private Land Timber Permit (PLTP) for Non Premium Species, or Special PLTP (SPLTP) for Premium/ Naturally-Grown trees within Private/ Titled Lands	100.00%
10. Issuance of Certificate of Land Status and/ or Certification of Survey Claimant	99.15%
11. Issuance of Survey Authority	95.72%
12. Issuance of Agricultural Residential Free Patent	97.91%
13. Issuance of Residential Free Patent	96.41%

INTER-AGENCY TASK FORCE ON THE HARMONIZATION OF
NATIONAL GOVERNMENT PERFORMANCE MONITORING, INFORMATION AND
REPORTING SYSTEMS

(Administrative Order No. 25 s. 2011)
MEMORANDUM CIRCULAR NO. 2020- 1
June 02, 2020

SUBJECT: Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2020 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 20

Agency Best Practice Report

In further incentivizing excellence among national government agencies, the A025 would like to track and recognize best practices implemented in the government.

The showcase of these best practices would not only highlight the efforts of the agencies in making their services better, but would also contribute in assisting and influencing other agencies to develop similar initiatives which could be implemented, replicated, and/or enhanced.

For FY 2020 PBB, departments/agencies are required to submit one (1) best practice in service quality or productivity conducted in FY 2020 which represents the following Thematic Areas:

a, *Citizen-centric service*

Focused on achieving citizen/client satisfaction and considers their feedback as the main basis of providing improved public service. Developments can cover total citizen/client experience in availing of their services through streamlined processes, ease of doing business, and improved turnaround time. This best practice was able to attain not just the quantity, but the quality of the service and should promote excellence in achieving a greater impact to the targeted sectors and stakeholders.

b. *Institutionalized performance management*

Carried out productivity and performance management culture in the department/agency as well as its employees, through the utilization of its resources, performance management tools, and measurement. This best practice was able to improve the department/agency's organizational effectiveness in the delivery of its services.

c. *Innovative and relevant*

Applied to the agency's critical or frontline services that catered to the needs of the citizens and its clients efficiently. It should be able to encourage other agencies to provide service quality and improve productivity through innovative processes, tools, and/or products. This best practice was able to promote an innovative whole-of-government approach to public sector productivity.

Information to be provided should include:

Title of best practice in service quality or productivity conducted in FY 2020

Department/Agency

Delivery Unit Responsible

Best Practice Thematic Area

Summary of Practice/Initiative

Background and Problem

Milestones/ Results