



Republic of the Philippines
Department of Environment and Natural Resources
Visayas Avenue, Diliman, 1106 Quezon City

☐ (632) 929-6626 to 29; 929-6252; 929-6633 to 35; 929-7041 to 43
E-mail: web@denr.gov.ph; Website: www.denr.gov.ph

MEMORANDUM

FOR : **The Regional Directors**
DENR Regional Offices I-XIII, CAR, NCR,
CALABARZON, and MIMAROPA

FROM : **The Director**
Knowledge and Information Systems Service

SUBJECT : **ADOPTION OF THE STANDARDIZED DENR CITIZEN/
CLIENT SATISFACTION SURVEY (CSS) FORM**

DATE : **APR 09 2022**

This refers to AO-25 IATF Memorandum Circular (MC) No. 2022-1 regarding the guidelines on the grant of the Performance-Based Bonus for FY 2022 and the Anti-Red Tape Authority (ARTA) on MC 2019-002 or the Guidelines on the Implementation of Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulation (IRR), all concerned offices are mandated to report the results of their respective Citizen/Client Satisfaction Survey (CSS).

In order to facilitate the efficient and effective collection of the client feedback through client satisfaction surveys, all offices with enrolled processes on the Citizen's Charter (Anti-Red Tape Authority), Performance Based-Bonus (AO-25), and Streamlining and Process Improvement of DENR's Critical Services (SPICS), are requested to use the standardized DENR Client Satisfaction Survey questionnaire.


The 2022 CSS shall adopt the following:

- a. Use of the 5-point Likert Scale as a Rating Scale in measuring the perception and agreement of the clients on the different statements on the questionnaire;
- b. Measurement of eight (8) service dimensions to capture the total citizen/client experience, expectations, and satisfaction as defined in Annex 5 of MC 2022-1. (see Annex A)

- c. Translated versions of the CSS based on widely used major local language may be adopted by the concerned offices as an alternative to the Filipino- English version of the CSS form ;
 - Annex B- Filipino and CAPI
 - Annex C- Ilocano
 - Annex D- Pangasinense
 - Annex E- Kapampangan
 - Annex F- Waray
 - Annex G- Bicolano
 - Annex H- Chavacano
 - Annex I - Tausug
- d. Use of paper form or the Computer-Assisted Personal Interviewing (CAPI) version of the questionnaire in the exit surveys though Survey123;
- e. Use of Client Feedback Form for suggestion, commendation, and complaints (Annex J) to capture the client feedback for walk-in clients not eligible for CSS; and
- f. Processing of accomplished CSS with consent on the privacy statement in compliance with the Data Privacy Act of 2012.

For more information, you may contact Arvin R. Reginio or Catherine T. Quiambao at sdrmd@denr.gov.ph.

For information and compliance.



MARIA ELENA A. MORALLOS MANILA
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Annex A: Service Quality Dimensions

Service Quality Dimension	Description
Responsiveness	the willingness to help, assist, and provide prompt service to citizens/clients.
Reliability (Quality)	the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate.
Access & Facilities	the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology
Communication	the act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback
Costs	the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service
Integrity	the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients
Assurance	the capability of frontline staff to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships
Outcome	the extent of achieving outcomes or realizing the intended benefits of government services

Annex B: Filipino-English version



DENR Client Satisfaction Survey (Filipino)

Bilang bahagi ng pagsusuri ng aming mga serbisyo, nais naming hingin ang iyong kumpleto at tapat na kasagutan sa aming Client Satisfaction Survey

(As part of our evaluation of our services, we would like you to completely and honestly answer our Client Satisfaction Survey)

Tukuyin ang serbisyo na sinusuri/bimbigyan ng marka
Please specify the name of the service being evaluated/assessed.

Isaad kung gaano ka lubos na sumasang-ayon o hindi sumasang-ayon sa mga sumusunod na pahayag sa pamamagitan ng pagshade o pagitim sa mga bilog na akma sa iyong palagay gamit ang mga salitang 'lubhang hindi sumasang-ayon', 'hindi sumasang-ayon', 'hindi tiyak', 'sumasang-ayon' o 'lubhang sumasang-ayon'.
(Please indicate how strongly you agree or disagree with all the following statements by shading the corresponding circle from 'strongly disagree' to 'strongly agree'.)



LUBHANG HINDI SUMASANG-AYON
(STRONGLY DISAGREE)



HINDI SUMASANG-AYON
(DISAGREE)



HINDI TIYAK
(NEITHER AGREE NOR DISAGREE)



SUMASANG-AYON
(AGREE)



LUBHANG SUMASANG-AYON
(STRONGLY AGREE)

Responsiveness

Ang aming kawani ay nagpakita ng kagustuhang tumulong sa pagbigay ng serbisyo/produkto.
(Our staff showed willingness to provide service/product.)

Ang aming kawani ay naging maagap sa pagtugon sa iyong hiniling na serbisyo / produkto.
(Our staff promptly received and processed your requested service/product.)

Reliability (Quality)

Ang kalidad ng serbisyong natanggap ay hindi pabago-bago.
(Service received is consistent.)

Ang serbisyong natanggap ay ipinagkaloob sa tamang oras.
(Service received is timely.)

Mahusay ang kalidad ng serbisyo/ produktong natanggap.
(Service/ product received is of good quality.)

Access and Facilities

May sapat na pasilidad ang DENR upang masigurado ang kumportableng pakikipagtransaksyon.
(Ample amenities are available in the DENR to ensure comfortable transactions.)

May mga malinaw na palatandaan/karatula na nakapaskil sa DENR upang magbigay ng gabay.
(Clear signages/ signs are posted in DENR to provide assistance or guidance.)

Communication

Ang aming kawani ay nakapagbigay ng malinaw na tugon sa iyong mga katanungan tungkol sa serbisyo/produkto ng DENR.
(Our staff provided clear responses to any of your inquiries regarding DENR services/products.)

Ang aming kawani ay may kakayahang makipag-usap sa malinaw na paraan.
(Our staff communicated in an understandable manner.)

Ang aming opisina ay bukas sa anumang puna (komento, mungkahi o reklamo).
(Our office is open to receive feedback (comments, suggestions or complaints.)



DENR Client Satisfaction Survey

- | | | | | |
|---|--------------------------------|--|-----------------------|--|
| | | | | |
| LUBHANG HINDI SUMASANG-AYON (STRONGLY DISAGREE) | HINDI SUMASANG-AYON (DISAGREE) | HINDI TIYAK (NEITHER AGREE NOR DISAGREE) | SUMASANG-AYON (AGREE) | LUBHANG SUMASANG-AYON (STRONGLY AGREE) |

1 Cost Sagutan lamang kung naaangkop. (Answer only if applicable.)

Ang gastos sa pagkuha ng serbisyo o produkto ay makatwiran.
(Cost/charges incurred on availing service or product are reasonable.)

2 Integrity

Ang aming kawani ay nagpakita ng katapatan sa pakikitungo sa mga kliyente.
(Our staff showed honesty in dealing with clients.)

Ang aming kawani ay nagpakita ng patas na pagtrato sa mga kliyente.
(Our staff showed fairness in dealing with clients.)

3 Assurance

Ang aming kawani ay lubos ang kaalaman sa paghahatid ng serbisyo/produkto.
(Our staff is competent in rendering service/ product.)

4 Outcome

Ang natanggap na serbisyo o produkto ay naaayon sa inyong inaasahan at pangangailangan.
(Service/product received meets your expectations and needs.)

5 Suggestions/ Comments

Maaaring magbigay ng mungkahi, komento o puna sa serbisyong natanggap.
(Please provide any suggestions, comments or concerns regarding the service received.)

6 Client Profile

Petsa ng aplikasyon (Date of Application)	<input type="text" value="MM/DD/YY"/>	Uri ng kliyente: (Type of Client)
Petsa ng pagkakaloob ng produkto o serbisyo (Date of Release of Product/Services)	<input type="text"/>	
Pangalan (Name)	<input type="text"/>	
Edad (Age) <input type="text"/>	Kasarian (Sex) : <input type="checkbox"/> Male <input type="checkbox"/> Female	
		<input type="checkbox"/> Citizen/ Individual / Representative (private citizen as transacting public)
		<input type="checkbox"/> Business/ Company (representative of business/company firm)
		<input type="checkbox"/> Organization/PO (representative of an organization/People's Organization)
		<input type="checkbox"/> Government (representative of other government agencies including GOCCs)

for DENR authorized personnel only

Control Number

English-Filipino version
2022 DENR CSS Form Version 1 (January 2022)

Pinahihintulutan ko ang DENR na kolektahin, iproseso, ipadala at itago ang mga impormasyon na nakasaad sa papel na ito alinsunod sa Batas Republika Blg. 10173 o ang Data Privacy Act of 2012.
(I hereby consent DENR to collect, process, transmit and store the data provided herein subject to the rules and regulations set by Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012.)

Right Thumbmark Pangalan at Lagda (Name and Signature)

Annex C: Ilocano-English version



DENR Client Satisfaction Survey (Ilocano)

Kas paset ti panang grado wenno panagadal iti kalidad ti inpaaymi a serbisio, dawatenmi ti napasnek a panangsungbatyo ti daytoy Client Satisfaction Survey.
(As part of our evaluation of our services, we would like you to completely and honestly answer our Client Satisfaction Survey)

Ilanad no ania a serbisio a malkkan ti grado.
(Please specify the name of the service being evaluated/assessed.)

i Ilanad no kasano ti inka iyaamong wenno saan nga iyaamong kadagiti sumagannad babaen ti pananggusugos ti umno a nagtimbukel manipud ti saanak unay nga umanamong ingana ti umanamongak la unay.
(Please indicate how strongly you agree or disagree with all the following statements by shading the corresponding circle from 'strongly disagree' to 'strongly agree'.)



SAANAK UNAY
NGA
UMANAMONG
(STRONGLY
DISAGREE)



SAANAK NGA
UMANAMONG
(DISAGREE)



SAANAK A
SIGURADO
(NEITHER
AGREE NOR
DISAGREE)



UMANAMONG
AK
(AGREE)



UMANAMONGAK
LA UNAY
(STRONGLY
AGREE)

Responsiveness

Ti empliadomi ket inpakitana ti reggetna a mangipaay ti serbisio.
(Our staff showed willingness to provide service/product.)

Ti empliadomi ket dagdagogs nga inawat ti aplikasion ken inproseso ti kalikagum a serbisio.
(Our staff promptly received and processed your requested service/product.)

Reliability (Quality)

Iti kalidad iti ipapaay a serbisio ket saan nga agbaliw-baliw.
(Service received is consistent.)

Naipaay ti umno nga oras ti serbisio.
(Service received is timely.)

Addaan kalidad/napintas ti inpaay a serbisio.
(Service/product received is of good quality.)

Access and Facilities

Adda usto a pasilidad ti DENR tapno komportable ti kliente bayat iti transaksion.
(Ample amenities are available in the DENR to ensure comfortable transactions.)

Nalawag dagiti pagtandaanan/senial nga inpasdek ti DENR tapno matulungan wenno maigiya ti kliente.
(Clear signages/signs are posted in DENR to provide assistance or guidance.)

Communication


Ti empliadomi ket nakaited ti nalawag a sungbat kadagiti saludsod maipanggep ti kalikagum a serbisio wenno produkto ti DENR.
(Our staff provided clear responses to any of your inquiries regarding DENR services/products.)


Ti empliadomi ket addaan galad a makisarita ti nasayaat ken nalawag.
(Our staff communicated in an understandable manner.)


Ti opisnami ket sidadaan a mangsungbat/mangtameng kadagiti komento, singasing wenno reklamo.
(Our office is open to receive feedback (comments, suggestions or complaints).)




DENR Client Satisfaction Survey


SAANAK UNAY NGA UMANAMONG
 (STRONGLY DISAGREE)


SAANAK NGA UMANAMONG
 (DISAGREE)


SAANAK A SIGURADO
 (NEITHER AGREE NOR DISAGREE)


UMANAMONG AK
 (AGREE)


UMANAMONG AK LA UNAY
 (STRONGLY AGREE)

1 Cost

Sungbatan laeng nu maipacat. (Answer only if applicable.)

Naikalintegan ti nasinger a bayad ti nagun-od a serbisio wenzo produkto.
 (Cost/charges incurred on availing service or product are reasonable.)

2 Integrity

Ti empliadomi ket napudno ti panangasikasona kadagiti kliente.
 (Our staff showed honesty in dealing with clients.)

Ti empleiadomi ket patas/parehas ti panangasikaso kadagiti kliente.
 (Our staff showed fairness in dealing with clients.)

3 Assurance

Ti empliadomi ket addaan nasayaat nga abilidad/nalaeng ti panangipaayna ti serbisio/produkto.
 (Our staff is competent in rendering service/ product.)

4 Outcome

Iti nagun-od a serbisio/produkto ket malyannatop kas iti ninamnama/ekspektasion ken kasapulan.
 (Service/product received meets your expectations and needs.)

5 Suggestions/Comments

Pangngaasi, ta mangted iti singasing, komento wenzo pakaseknan maipanggep ti nagun-od a serbisio.
 (Please provide any suggestions, comments or concerns regarding the service received.)

6 Client Profile

Petsa ti Aplikasion (Date of Application)

Petsa ti Pannakagun-od ti serbisio (Date of Release of Product/Services)

Nagan (Name)

Tawen (Age) **Seks** (Sex) : Lalaki Babae

Pakabigbigan ti Kliente (Type of Client):

- Umili/Individual/Mangibagi**
(umili a maki-transak iti publiko)
- Negosio/Kompania**
(mangibagi ti negosio/kompania)
- Organisasion/PO**
(mangibagi iti organisasion/People's Organization)
- Gobierno**
(mangibagi iti dadduma pay nga ahensia ti gobierno pakairamanan GOCCs)

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Itulokko ti DENR nga agkolekta, agiproseso, agiruar ken agidulin kadagiti banag a nailanad kas pagannurotan ti RA 10173 wenzo ti Data Privacy Act of 2012.
 (I hereby consent DENR to collect, process, transmit and store the data provided herein subject to the rules and regulations set by Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012.)

Right Thumbmark

Nagan ken Pirma (Name and Signature)

Annex D: Pangasinense-English version



DENR Client Satisfaction Survey (Pangasinense)

Nepeg ed pan-aaral ed serbisyo mi, gabay mi komon ya kerewen so kumpleto tan tugtuwa ya ebat yo ed sayay Client Satisfaction Survey mi.
(As part of our evaluation of our services, we would like you to completely and honestly answer our Client Satisfaction Survey.)

Antaan so serbisyo ya susurlan/itidan ya grado
(Please specify the name of the service being evaluated/assessed.)

i Ibagam no sang ayon o agka sang ayon ed sa may ibabaga da basi ed panlimpuoc samay bilog ya akma diman ed samay salita ya 'aga unuunor ya maong', 'aga unuunor', 'anggapoy kasiguraduan', 'unuunor', 'unuunor ya maong'.
(Please indicate how strongly you agree or disagree with all the following statements by shading the corresponding circle from 'strongly disagree' to 'strongly agree'.)



**AGA UNUUNOR
YA MAONG
(STRONGLY
DISAGREE**



**AGA
UNUUNOR
(DISAGREE)**



**ANGGAPOY
KASIGURADUAN
(NEITHER AGREE
NOR DISAGREE)**



**UNUUNOR
(AGREE)**



**UNUUNOR
YA MAONG
(STRONGLY
AGREE)**

Responsiveness

Iray totoo me et manpapanengneng ya bali bali ya serbisyo/produkto ed sikayo.
(Our staff showed willingness to provide service/product.)

Iray totoo me et maong so ipapanengneng dan serbisyo ed saramay kekerewen o tetepeten yo ed sikara.
(Our staff promptly received and processed your requested service/product.)

Reliability (Quality)

Say pansisilbi da ed sikayo et aga manbabago bago.
(Service received is consistent.)

Say kekerewen yon serbisyo ed saray totoo na DENR et iiter da ed dungan oras.
(Service received is timely.)

Marakep so kalidad ya serbisyo ya naawat.
(Service/ product received is of good quality.)

Access and Facilities

Walay dungan pasilidad ya DENR plan nasigurado tan komportable era ya mitongtong ed saray kekerewen da.
(Ample amenities are available in the DENR to ensure comfortable transactions.)

Walay malinew na pakabat o akapaskil dia ed opisina na DENR na mangiiter na gabay no anto ra so dapat yo ya gaween.
(Clear signages/ signs are posted in DENR to provide assistance or guidance.)

Communication

Saray totoo ed DENR makapangiiter ya dungan ebat ed saramay tetepeten yo ed sikara.
(Our staff provided clear responses to any of your inquiries regarding DENR services/products.)

Saray totoo ed DENR maong so pakikitongtong da ed sikayo.
(Our staff communicated in an understandable manner.)

Say opisina ya DENR et lukas ed saray amin ya labay yon ibaga, suhestiyon o no walay reklamo yo ed sikara.
(Our office is open to receive feedback (comments, suggestions or complaints.)



DENR Client Satisfaction Survey

AGA UNUUNOR YA MAONG
(STRONGLY DISAGREE)

AGA UNUUNOR
(DISAGREE)

ANGGAPOY KASIGURADUAN
(NEITHER AGREE NOR DISAGREE)

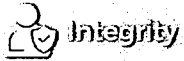
UNUUNOR
(AGREE)

UNUUNOR YA MAONG
(STRONGLY AGREE)



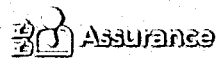
Ebatan nu makanepegan. (Answer only if applicable.)

Saray sisingilin da ed sikayo et duga ed samay serbisyo o kayak produkto ya kekerewen yo o kailangan yo.
(Cost/charges incurred on availing service or product are reasonable.)

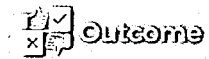


Iray totoo ed DENR et manglipapanengneng na katwaan ed saray kliyente na uunla ed opisina da.
(Our staff showed honesty in dealing with clients.)

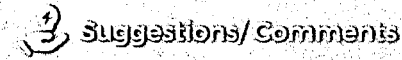
Saray totoo ed DENR et anggapoy papaboran da ya kliyente
(Our staff showed fairness in dealing with clients.)



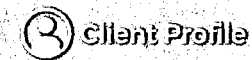
Saray totoo ed DENR walay nayaran o kakayaan da ya mangiter na maong ya serbisyo.
(Our staff is competent in rendering service/ product.)



Say serbisyo tan produkto ya iter da ed sikayo et duga ed samay nakakaukulan yo tan kailangan yo.
(Service/product received meets your expectations and needs.)



Nayaran mangiter kayo ya suhestiyon yo, naibaga yo, o kaya'y apuna yo ya inpangeter da ya serbisyo ed sikayo.
(Please provide any suggestions, comments or concerns regarding the service received.)



Agew ya inpan applay
(Date of Application)

MM/DD/YY

Agew ya inter damay produkto o serbisyo ya inyapply yo
(Date of Release of Product/Services)

Ngaran (Name)

Taon (Age)

Seks (Sex) :

Laki
(Male)

Bii
(Female)

Klase ya kliyente (Type of Client):

Katoowan/Sansakey/Mangialagey
(private citizen as transacting public)

Anapan/kompanya
(representative of business/company firm)

Ulupan/Ulupan ya tutuo
(representative of an organization/People's Organization)

Gobyerno
(representative of other government agencies including GOCCs)

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Pangasinense-English version
2022 DENR CSS Form Version 1 (January 2022)

litdan ko na kanepegan so DENR ya alaen. Iproseso, ipawit tan isinop irayan impormasyon ya akasulat ed sa yan papel ya umtotombok ed ley na Republika Numero 10173 o Data Privacy Act of 2012.
(I hereby consent DENR to collect, process, transmit and store the data provided herein subject to the rules and regulations set by Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012.)

Right Thumbmark

Ngaran tan Pirma (Name and Signature)

Annex E: Kapampangan-English version



DENR Client Satisfaction Survey (Kapampangan)

Antl mong parti ning pamanyuri caring kekaming serbisyu, aduan ml sana ing cumpletu at tapat yung pakibat king kekaming Client Satisfaction Survey
(As part of our evaluation of our services, we would like you to completely and honestly answer our Client Satisfaction Survey)

Tungan la ding serbisnyung susurlan/clirinan marka.
(Please specify the name of the service being evaluated/assessed.)

i Ipakit mu nung nuka anti ka lubus kasang ayun o eka sangayun karing tutuking pasyag kapamilatan ning pagtuling karing mabilug akma nung nanu ing palage mu gamit ding salitang "lubus e sasang ayun", "e sang ayun", "e tiyak", "sasang ayun" o "lubus e sasang ayun" (Please indicate how strongly you agree or disagree with all the following statements by shading the corresponding circle from 'strongly disagree' to 'strongly agree'.)



LUBUS E SASANG-AYUN
(STRONGLY DISAGREE)



DISAGREE
(E SANG AYUN)



NEITHER AGREE NOR DISAGREE
(E TIYAK)



AGREE
(SASANG AYUN)



STRONGLY AGREE
(LUBUS SASANG AYUN)

Responsiveness

Ding kekaming magobra makasadya lang sumaup mamie serbisyu/produktu.
(Our staff showed willingness to provide service/product.)

Ding kekaming magobra mayagap lang talima kareng adwan a serbisyu/produktu.
(Our staff promptly received and processed your requested service/product.)

Reliability (Quality)

E magbayung kalidad ning serbisyu/produktu atanggap.
(Service received is consistent.)

Atiyu king oras ing serbisnyung atanggap.
(Service received is timely.)

Masanting ing kalidad ning serbiyu/produktu atanggap.
(Service/ product received is of good quality.)

Access and Facilities

Atin yang sapat a pasilidad ing DENR para king siguradung komportabling pamakipagtransaksyun.
(Ample amenities are available in the DENR to ensure comfortable transactions.)

Atin lang malino palatandanan o karatula makapaskil para mamie saup.
(Clear signages/ signs are posted in DENR to provide assistance or guidance.)

Communication


Deng kekaming magobra babie lang malino pakibat karing kutang tungkul karing serbisyu/produktu ning DENR.
(Our staff provided clear responses to any of your inquiries regarding DENR services/products.)

Deng kekaming magobra atin lang cagiwan makipagsalita king malinong paralan.
(Our staff communicated in an understandable manner.)

Ing kekaming ofisina makasadya yang tanggap nanu mang komento, mungkayi o kaya reklamu.
(Our office is open to receive feedback (comments, suggestions or complaints).)



DENR Client Satisfaction Survey


LUBUS E
SASANG-AYUN
(STRONGLY
DISAGREE)


E SANG
AYUN
(DISAGREE)


E TIYAK
(NEITHER
AGREE NOR
DISAGREE)


SASANG
AYUN
(AGREE)


LUBUS
SASANG
AYUN
(STRONGLY
AGREE)

1 Cost Pakibatan lamu nung makaangkup la keka. (Answer only if applicable.)

Ing gastus ning pamangwang serbisyu/produktu risonabli.
(Cost/charges incurred on availing service or product are reasonable.)

2 Integrity

Ding kekaming magobra tapat lang makipagtransaksyun karing kliyente.
(Our staff showed honesty in dealing with clients.)

Ding kekaming magobra pante pante ing tratu da karing kliyente.
(Our staff showed fairness in dealing with clients.)

3 Assurance

Ding kekaming magobra atin lang ganap a kebalwan king pamamie serbisyu/produktu.
(Our staff is competent in rendering service/ product.)

4 Outcome

Ding atanggap yung serbisyu/produktu maka akma la king asahan yu at pamangailangan.
(Service/product received meets your expectations and needs.)

5 Suggestions/ Comments

Malyari kayung mamye mungcai, komento karing serbiyung tinggap.
(Please provide any suggestions, comments or concerns regarding the service received.)

6 Client Profile

Petsa ning aplikasyon (Date of Application)

Petsa ning pamagkalub produktu o serbisyu (Date of Release of roduct/Services)

Lagyu (Name)

Idad (Age) **Kasaryan (Sex)** : Male Female

- Klasi ning kliyente (Type of Client):**
- Pribadung memalen antimong makipagtransaksyung publiko** (Citizen/ Individual / Representative)
 - Ketawan ning kumpanya** (Business/ Company)
 - Ketawan ning organisasyon/People's Organization** (Organization/PO)
 - Ketawan ding aliwang ahensya ning gubyernu kayabe ding GOCCs** (Government)

for DENR authorized personnel only

Control Number

Paintulutan ke ing DENR para kolektan, iprosesu, ipadala at isalikut ding impormasyon makasambitla kareng papelis a reni agpang king Batas Republika Bilang 10173 o kaya ing Data Privacy Act of 2012.
(I hereby consent DENR to collect, process, transmit and store the data provided herein subject to the rules and regulations set by Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012.)

Right Thumbmark **Lagyu among pirma (Name and Signature)**

Annex F: Bicolano-English version



DENR Client Satisfaction Survey (Bicolano)

Bilang parte kan pag-evaluar kan samuyang serbisyo gusto ming hagadon an saindong kumpleto asin totoo na kasimbagan sa samuyang Client Satisfaction Survey

(As part of our evaluation of our services, we would like you to completely and honestly answer our Client Satisfaction Survey)

Sabihon an pangaran kan serbisyo na itatawan nin marka
(Please specify the name of the service being evaluated/assessed.)

i Sabihon kung ika ay bilog na minauyon o dai minoyon sa gabos na tataramon sa paagi nin pag Itom sa mga nauyonan simbag magpoon sa dakulang pagsayuma hanggang sa bilon na pag-uyon.
(Please indicate how strongly you agree or disagree with all the following statements by shading the corresponding circle from 'strongly disagree' to 'strongly agree'.)



MAKUSOG NA HINDI MINAUYON (STRONGLY DISAGREE)



HINDI MINAUYON (DISAGREE)



HINDI MINAUYON O MINAUYON (NEITHER AGREE NOR DISAGREE)



MINAUYON (AGREE)



MAKUSOG NA MINAUYON (STRONGLY AGREE)

Responsiveness

An samuyang empleyado nagpahiling nin kahandaang magtao nin serbisyo.
(Our staff showed willingness to provide service/product.)

An samuyang empleyado ay tulos niresibi asin. prinsiposo an saindong aplikasyon o hinagad na serbisyo
(Our staff promptly received and processed your requested service/product.)

Reliability (Quality)

An serbisyo na itinao ay bako pabago-bago.
(Service received is consistent.)

Tama sa oras an serbisyong itinao o narisibi.
(Service received is timely.)

Marahay an kalidad kan serbisyong naresibi.
(Service/ product received is of good quality.)

Access and Facilities

May supesyenting pasilidad an DENR para masiguro an komportableng pakikipagtransaksyon.
(Ample amenities are available in the DENR to ensure comfortable transactions.)

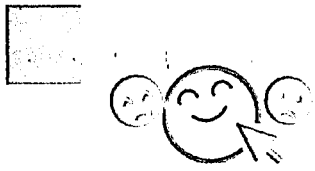
Malinaw an karatulang nakapaskil sa DENR para makatao kan assistensya o giya.
(Clear signages/ signs are posted in DENR to provide assistance or guidance.)

Communication


An samuyang empleyado ay nakapagtao ning malinaw na kasimbagan sa saimong mga kahaputan manongod sa mga serbisyo o produkto kan DENR.
(Our staff provided clear responses to any of your inquiries regarding DENR services/products.)

An samuyang empleyado ay nakipaghoron sa malinaw na paagi.
(Our staff communicated in an understandable manner.)

An samuyang opisina ay bukas sa anuman na komento, rekomendasyon o reklamo.
(Our office is open to receive feedback (comments, suggestions or complaints).)



DENR Client Satisfaction Survey



MAKUSOGNA
HINDI
MINAUYON
(STRONGLY
DISAGREE)


HINDI
MINAUYON
(DISAGREE)


HINDI
MINAUYON O
MINAUYON
(NEITHER
AGREE NOR
DISAGREE)


MINAUYON
(AGREE)


MAKUSOG
NA
MINAUYON
(STRONGLY
AGREE)

 **Cost** Simbagun kun kinakaipuan. (Answer only if applicable.)

Tama an pagsingil sa mga bayadan sa kinuang serbisyo o produkto.
(Cost/charges incurred on availing service or product are reasonable.)

 **Integrity**

An samuyang empleyado naging honesto sa pakikipagtransaksyon sa kliyente.
(Our staff showed honesty in dealing with clients.)


An samuyang empleyado nagpahiling nin pantay na pagtrato sa mga kliyente.
(Our staff showed fairness in dealing with clients.)

 **Assurance**

An samuyang empleyado may tamang kaaraman sa mga serbisyo o produkto.
(Our staff is competent in rendering service/ product.)

 **Outcome**

An serbisyo o produkto na naresibi ay uyon sa pigalaoman o kaipuan.
(Service/product received meets your expectations and needs.)

 **Suggestions/ Comments**

Magtao nin suhestyon o komento o kun anong masasabi sa serbisyong naresibi o nakua.
(Please provide any suggestions, comments or concerns regarding the service received.)

 **Client Profile**

Petsa nin aplikasyon (Date of Application)

Petsa kun nuarin nakua o naresibi an serbisyo o produkto (Date of Release of Product/Services)

Ngaran (Name)

Edad (Age) **Kasarian** (Sex): Male Female

Uri nin kliyente (Type of Client):

Pribadong tao/Representante (Citizen/ Individual / Representative)

Representante nin kompanya (Business/ Company)

Representante nin organisasyon (Organization/PO)

Gobyerno/representante nin gobyerno (Government)

for DENR authorized personnel onl

Control Number

Minauyon o minatugot ako sa DENR na magkolekta, magproseso o magsaray nin mga inpormasyon na nakakaag digdi ayon sa reglamento na nasasabi sa RA 10173 o an Data Privacy Act 2012.
(I hereby consent DENR to collect, process, transmit and store the data provided herein subject to the rules and regulations set by Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012)

Right Thumbmark

Pangaran at Pirma (Name and Signature)

Annex G: Waray-English version



DENR Client Satisfaction Survey (Waray)

Komo kaparte ha pag-ebalwar han amon mga serbisyo, hangyo namon nga aruon an iyo kumpleto ngan tangkod nga kabatunan ha amon Client Satisfaction Survey

(As part of our evaluation of our services, we would like you to completely and honestly answer our Client Satisfaction Survey)

Pakisurat an serbisyo nga ginhihingita/ginpaabalwar.
(Please specify the name of the service being evaluated/assessed.)

f Paklbutang kun tubtob diin an lmo pag-abuyon o diri pag-abuyon ha mga masunod nga pamulong pinaagi han pagkolor hin ltom han lidong han "sobra nga diri naabuyon" o sobra nga naabuyon".
(Please indicate how strongly you agree or disagree with all the following statements by shading the corresponding circle from "strongly disagree" to "strongly agree".)



SOBRA NGA DIRI NAABUYON
(STRONGLY DISAGREE)



DIRI NAABUYON
(DISAGREE)



DIRI SIGURADO
(NEITHER AGREE NOR DISAGREE)



NAABUYON
(AGREE)



SOBRA NGA NAABUYON
(STRONGLY AGREE)



Responsiveness

Ginpakita han amon empleyado nga karuyag niya bumulig paghatag hin serbisyo/produkto.
(Our staff showed willingness to provide service/product.)

Dagmit nga gin-aksiyonan han amon empleyado an serbisyo nga lmo gin-aaro.
(Our staff promptly received and processed your requested service/product.)

Reliability (Quality)

An kalidad han serbisyo nga nakarawat diri pabag-o-bag-o.
(Service received is consistent.)

Napapanahon an serbisyo nga nakarawat.
(Service received is timely.)

Maupay an kalidad han serbisyo/produkto nga nakarawat.
(Service/ product received is of good quality.)

Access and Facilities

May igo nga pasilidad an DENR para masiguro nga komportable an nakikipagtransaksyon.
(Ample amenities are available in the DENR to ensure comfortable transactions.)

May klaro nga pangilal-an/karatula nga nakapaskil ha DENR para makaghatag hin igo nga direksyon.
(Clear signages/ signs are posted in DENR to provide assistance or guidance.)

Communication

An amon empleyado nakakaghatag hin klaro nga kabatunan kasumpay ha mga pamakiana nga may kalabutan ha serbisyo/produkto han DENR.
(Our staff provided clear responses to any of your inquiries regarding DENR services/products.)

An amon empleyado may kakayahan nga makighampang ha naiintindihan nga pamaagi.
(Our staff communicated in an understandable manner.)

An amon opisina abyerto kumarawat hin suson, rekomendasyon o reklamo.
(Our office is open to receive feedback (comments, suggestions or complaints).





DENR Client Satisfaction Survey



SOBRA NGA DIRI NAABUYON
(STRONGLY DISAGREE)



DIRI NAABUYON
(DISAGREE)



DIRI SIGURADO
(NEITHER AGREE NOR DISAGREE)



NAABUYON
(AGREE)



SOBRA NGA NAABUYON
(STRONGLY AGREE)

1 Cost

Batona la kun angay ha imo. (Answer only if applicable.)

An kabarydan ha serbisyo o produkto makatadungan.
(Cost/charges incurred on availing service or product are reasonable.)

2 Integrity

An amon empleyado nagpapakita hin pagiging tangkod ha pakikighampang ha mga kliyente.
(Our staff showed honesty in dealing with clients.)

An amon empleyado nagpapakita hin patas nga pagtagad ha mga kliyente.
(Our staff showed fairness in dealing with clients.)

3 Assurance

An amon empleyado may igo nga kahibaruan ha paghatag hin serbisyo/produkto.
(Our staff is competent in rendering service/ product.)

4 Outcome

An mga nakarawat nga serbisyo o produkto nahisusubay ha iyo ginhihingyap ngan panginahanglan.
(Service/product received meets your expectations and needs.)

5 Suggestions/ Comments

Mahihimo nga maghatag hin rekomendasyon, komento, o suson ha serbisyo nga imo natagamtaman.
(Please provide any suggestions, comments or concerns regarding the service received.)

6 Client Profile

Petsa han Aplikasyon (Date of Application)

Petsa han Paghatag han Produkto/Serbisyo (Date of Release of Product/Services)

Ngaran (Name)

Edad (Age) **Kasarian** (Sex): Male Female

Uri ng Kliyente (Type of Client):

- Pribado nga molupyo nakiagtransaksyon ha gobyerno
(Citizen/ Individual / Representative)
- Representante hin negosyo/kumpaniya
(Business/ Company)
- Representante hin usa nga organisasyon/People's Organization
(Organization/PO)
- Representante tikang ha iba nga ahensya han gobyerno, upod na an GOCCS
(Government)

for DENR authorized personnel only

Control Number

English-Waray version

2022 DENR CSS Form Version 1 (January 2022)

Gintutugutan ko an DENR nga kolektahon, iproseso, ipadara ngan tipigon an mga impormasyon nga nahipapatik hini nga papel ngan nahisusubay ha Batas Republika bilang 10173 o ang Data Privacy Act of 2012.
(I hereby consent DENR to collect, process, transmit and store the data provided herein subject to the rules and regulations set by Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012.)

Right Thumbmark

Ngaran ngan Pirma (Name and Signature)

Annex H: Chavacano-English version



DENR Client Satisfaction Survey (Chavacano)

Como parte de la evaluación de nuestro servicio, te pedimos que nos ayudes a sinceramente contestar con este Client Satisfaction Survey.
(As part of our evaluation of our services, we would like you to completely and honestly answer our Client Satisfaction Survey)

Por favor nombra el servicio que estás evaluando.
(Please specify the name of the service being evaluated/assessed.)

f Por favor indica qué tan fuerte estás de acuerdo o en desacuerdo con cada una de las siguientes preguntas poniendo una marca en el círculo desde bien en desacuerdo hasta bien de acuerdo.
(Please indicate how strongly you agree or disagree with all the following statements by shading the corresponding circle from 'strongly disagree' to 'strongly agree'.)

BIEN DESAPROBADO (STRONGLY DISAGREE)	DESAPROBADO (DISAGREE)	HINDE SEGURAO (NEITHER AGREE NOR DISAGREE)	APROBADO (AGREE)	BIEN APROBADO (STRONGLY AGREE)

Responsiveness

De amon personajes ya dales la oportunidad de ofrecerte el servicio/producto.
(Our staff showed willingness to provide service/product.)

De amon personajes de pronto ya recibí y ya procesé el servicio o producto que te pedí.
(Our staff promptly received and processed your requested service/product.)

Reliability (Quality)

El servicio que recibí es consistente.
(Service received is consistent.)

El servicio que recibí a tiempo.
(Service received is timely.)

El servicio/producto que recibí es de buena calidad.
(Service/product received is of good quality.)

Access and Facilities

Hay suficientes comodidades dentro de DENR para asegurar una transacción cómoda.
(Ample amenities are available in the DENR to ensure comfortable transactions.)

Hay claras señalizaciones dentro de DENR para dar asistencia o guía.
(Clear signages/signs are posted in DENR to provide assistance or guidance.)

Communication

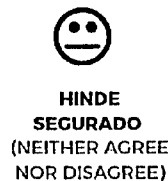
De amon personajes te dieron una respuesta clara a cualquiera de tus preguntas acerca del servicio/producto de DENR.
(Our staff provided clear responses to any of your inquiries regarding DENR services/products.)

De amon personajes te comunicaron de una manera que puedes entender.
(Our staff communicated in an understandable manner.)

De amon oficina abierta para recibir tu respuesta (comentarios, sugerencias, o quejas).
(Our office is open to receive feedback (comments, suggestions or complaints)).



DENR Client Satisfaction Survey



3 Cost

Contesta si aplicable. (Answer only if applicable.)

El gasto/cobrada na usada del servicio o producto ta sale razonable.
(Cost/charges incurred on availing service or product are reasonable.)

4 Integrity

De amon personajes ta demonstra sinceridad na comunicacion entre maga cliente.
(Our staff showed honesty in dealing with clients.)

De amon personajes ta demonstra cortesia na maga cliente.
(Our staff showed fairness in dealing with clients.)

5 Assurance

De amon personajes competente na de ila dalida de servicio/producto.
(Our staff is competent in rendering service/ product.)

6 Outcome

El servicio/producto tu ta recivi ta cumpli na detuyo expectacion y necesidades.
(Service/product received meets your expectations and needs.)

7 Suggestions/ Comments

Pabor dale sugerencia, comentario o concierne acerca el servicio que ustedes ya recivi.
(Please provide any suggestions, comments or concerns regarding the service received.)

8 Client Profile

MM/DD/YY

Fecha de aplicacion (Date of Application)

Fecha de liberar del Producto / Servicio
(Date of Release of Product/Services)

Nombre (Name)

Años (Age)

Sexo (Sex):

Male

Female

Tipo de Cliente (Type of Client):

- Privado ciudadano / Individual/ Representante**
(Citizen/ Individual / Representative)
- Negocio/ Compañia**
(Business/ Company)
- Organizacion**
(Organization/PO)
- Representante de otro agencia de gobierno**
(Government)

for DENR authorized personnel only

Control Number

Ta dale yo acuerdo con el DENR para colecta, hace proceso, transmiti y esconde este informacion que ta cay bajo na maga regulacion del Republic Act No. 10173 o el Data Privacy Act de 2012.
(I hereby consent DENR to collect, process, transmit and store the data provided herein subject to the rules and regulations set by Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012.)

Right Thumbmark

Nombre y firma (Name and signature)

English-Chavacano version

2022 DENR CSS Form Version 1 (January 2022)

Annex I: Tausug-English version



DENR Client Satisfaction Survey (Tausug)

Ha agad sin pag dihil namuh sangsah, damikkiyan pangayuun namuh sin answeran in Client Satisfaction Survey lamud complete iban kessabunallan
(As part of our evaluation of our services, we would like you to completely and honestly answer our Client Satisfaction Survey)

Maap butangan in ngan sin pyaghinangan bang unu in liling.
(Please specify the name of the service being evaluated/assessed.)

i Ayaw busung butingi labay ha kug bayah mu sin mga dumatung sabbutun sin bang kaw kiya amuhan iban sin wala. Labay pag pagpalamakat sin ink ha tibulungan amuin tumup ha na pih mu dayng ha koya amuhan tuud pa walah kiya amuhan tuud.
(Please indicate how strongly you agree or disagree with all the following statements by shading the corresponding circle from 'strongly disagree' to 'strongly agree'.)



WALA KIYA AMUHAN TUUD
(STRONGLY DISAGREE)



WALAH KIYA AMUHAN
(DISAGREE)



DI PA KAINGATAN
(NEITHER AGREE NOR DISAGREE)



KYAAMUHAN
(AGREE)



KIYA AMUHAN TUUD
(STRONGLY AGREE)

Responsiveness

In mga hihinang piyapakita nila iban matutuud in pag sangsah/ ibang pag maruli nila.
(Our staff showed willingness to provide service/product.)

In mga nag hihinang marayaw dakuman in pag asikasu nila iban dinihil nila tuud sangsah in damikkiyan yadtu.
(Our staff promptly received and processed your requested service/product.)

Reliability (Quality)

In mga pag sumadjah nila marayaw ban tutug siya.
(Service received is consistent.)

In mga kagugunahan nila n papa awn nila ha waktu tartantu.
(Service received is timely.)

Damikkiyan in mga kagugunahan landuh in dayaw niya.
(Service/ product received is of good quality.)

Access and Facilities

Sisigurado sin DENR in karayawan sin pag para kaniya.
(Ample amenities are available in the DENR to ensure comfortable transactions.)

Matarrang matampal damikkiyan hiyahablay in mga kagugunahan.
(Clear signages/ signs are posted in DENR to provide assistance or guidance.)

Communication


In mga nag hihinang marayaw dakuman in ka jawab nila sin mga pangasubu, labay hanunut.
(Our staff provided clear responses to any of your inquiries regarding DENR services/products.)

In mga mag hihinnag bang nag hihimumungan yaun kanila in pag addat.
(Our staff communicated in an understandable manner.)

In opis namuh ukab ha dumungug sin mga siglah mulkah niyu.
(Our office is open to receive feedback (comments, suggestions or complaints).)



DENR Client Satisfaction Survey


WALA KIYA AMUHAN TUUD
 (STRONGLY DISAGREE)


WALAH KIYA AMUHAN
 (DISAGREE)


DI PA KAINGATAN
 (NEITHER AGREE NOR DISAGREE)


KYAAMUHAN
 (AGREE)


KIYA AMUHAN TUUD
 (STRONGLY AGREE)

Cost

Jawabi sadja bang unu manjari. (Answer only if applicable.)

In mga piyag gastos tungud ha ini bunnal tuud d nauppas in sangsah niyu.
 (Cost/charges incurred on availing service or product are reasonable.)

Integrity

In mga nga hihinang nag papakitah sin dayaw pangaddatan iban in sila kapangadulan pa mga tau.
 (Our staff showed honesty in dealing with clients.)

In mga nga hihinang nag papakitah sin pagkasibusibu addat pa mga tau.
 (Our staff showed fairness in dealing with clients.)

Assurance

In mga hihinang kamu landuh in in ingat kapandayan nila.
 (Our staff is competent in rendering service/ product.)

Outcome

In mga kagugunahan sin kamu, ma dawhat niyu dii kamu labay kabayaan niyu.
 (Service/product received meets your expectations and needs.)

Suggestions/Comments

Ayaw busung, butangi unu unu na Bissara tungud pa pag tabuk sin tutukbalan.
 (Please provide any suggestions, comments or concerns regarding the service received.)

Client Profile

MM/DD/YY

Adlaw sin pag apply (Date of Application)

Adlaw sin pag release
 (Date of Release of Product/Services)

Ngan (Name)

Edad (Age) **Babae atawa usug** (Sex) : Male Female

Pang dara (Type of Client):

- Bangsa/ hambuuk/ naraak tumukbal**
 (Citizen/ Individual / Representative)
- Pag usahan**
 (Business/ Company)
- Par himpunan**
 (Organization/PO)
- Pulitic**
 (Government)

for DENR authorized personnel only

Control Number

English-Tausug version

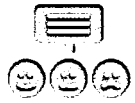
2022 DENR CSS Form Version 1 (January 2022)

Mag dihil eko panuguti ha DENR para kumawah, himinang, magpara sin mga data kyabutang ha kyalukis ha mga sarah manarah kyabutang ha Republic Act ni. 10173, atawa kan kalingatan matampal ha ngan Data privacy act of 2012. (I hereby consent DENR to collect, process, transmit and store the data provided herein subject to the rules and regulations set by Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012.)

Right Thumbmark

Ngan iban Sign (Name and Signature)

Annex J: Client Feedback Form



DENR Client Feedback Form



Client Information

Date (Petsa):

Name (Pangalan):

Age (Edad):

Sex (Kasarian):

Male

Female

Type of Client (uri ng kliyente):

Citizen/ Individual / Representative
(private citizen as transacting public)

Business/ Company
(representative of business/company firm)

Organization/PO
(representative of an organization/People's Organization)

Government
(representative of other government agencies including GOCCs)

Purpose of visit (sadya sa opisina):

Inquiry (magtatanong)

Application/Request
(kukuha/magrerequest ng serbisyo)

Official business/visit
(opisyal na pagbisita)

Follow-up
(follow-up ng serbisyo)

Pick-up
(kukuha ng dokumento)

Service being availed (serbisyong kinukuha):



Suggestions (Mungkahi)



Commendation (Papuri)

Person being commended
(Pangalan ng taong pinupuri)

Position/ Office (Posisyon/Opisina)

Reason for Commendation (Dahilan ng papuri)



Complaint (Reklamo)

Person being complained
(Pangalan ng inirereklamo)

Position/ Office (Posisyon/Opisina)

Reason for Complaint (Dahilan ng reklamo)

I hereby consent DENR to collect, process, transmit and store the data provided herein subject to the rules and regulations set by Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012.
(Pinahihintulutan ko ang DENR na kolektahin, iproseso, ipadala at itago ang mga impormasyon na nakasaad sa papel na ito alinsunod sa Batas Republika Blg. 10173 o ang Data Privacy Act of 2012.)

Name and Signature (Pangalan at Lagda)