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January 18, 2022

**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 2020 CLIENT  
SATISFACTION SURVEY REPORT**

The DENR has earned a 4.64 point score or very satisfactory rating from its clients for 15 critical services per Client Satisfaction Survey Report 2020 (see attached Table 1)

Despite the said high rating there were still clamors to further improve our delivery of services and the CSS Report 2020 recommended several actions to be undertaken for implementation in 2021 such as:

1. **Implementation of online transactions.** With the pandemic and with restrictions on the movement of people, many find it convenient to make transactions online.
2. **Timely response to online transactions, inquiries, or emails.** Since most of the transactions like inquiries are now online, survey respondents demand timely responses on online transactions and also on their inquiries via emails.
3. **Reduction of processing time.** Some clients noted lengthy process steps and processing time for some services that should be reviewed for process improvement.
4. **Availability of signatories.** While there were very few respondents who mentioned their experience on the late release of their permits because of the unavailability of signatories, DENR may need to update the manual of authorities to set countermeasures to prevent the same issues from recurring or provide alternate signatory as temporary measure.

5. **Providing IEC materials on DENR services.** “How-to” quick guides such as flyers or brochures strategically displayed on conspicuous location provide additional information to clients.
6. **Putting up clear signages.** Install signages for directions to some DENR offices that are difficult to locate or reach and directional signage inside the office building to guide the clients on the proper office to transact with.
7. **Provision of comfortable waiting areas.** Some clients felt uncomfortable due to the lack of electric fans or air-conditioned units in some office.

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 and the Performance Based Bonus Guidelines, please submit any action taken in 2021 in relation to the above-cited recommendations through the e-mail address of [jernestina717@gmail.com](mailto:jernestina717@gmail.com) on or before January 31, 2022

For your appropriate action.

  
BENNY D. ANTIPORDA

cc: THE DIRECTORS  
Knowledge and Information Systems Service  
Policy and Planning Service

## Plan for 2021 per CSS 2020

Despite the numerous positive feedbacks from the clients, the CSS team recommends the following improvements to address the service delivery gaps expressed by the clients through the client satisfaction survey:

- **Implementation of online transactions.** With the pandemic and with restrictions on the movement of people, many people find the convenience of online transactions or applications. To be able to cater to the needs of more clients, DENR may consider transitioning more services into online applications. This will also lessen the volume of clients being attended to in the office thus lowering the risk of exposure of DENR staff and the clients to COVID-19 virus.
- **Provision of comfortable waiting areas.** Based on the survey, some clients felt uncomfortable due to the lack of electric fans or air-conditioned units in some offices.
- **Availability of signatories.** While there were very few respondents who mentioned their experience on the late release of their permits because of the unavailability of signatories, DENR may need to revisit the manual of authorities to set countermeasures to prevent the same issues from recurring.
- **Putting up clear signages.** Consider putting up signages for directions to some DENR offices that are difficult to locate or reach. Likewise, some clients also suggested posting directional signages inside the office building to guide the clients on the proper office to transact with.
- **Providing IEC materials on DENR services.** “How-to” quick guides such as flyers or brochures strategically displayed on conspicuous office areas are a welcome addition to informing clients on the requirements and process steps.
- **Timely response to online transactions, inquiries, or emails.** Since most of the transactions like inquiries are now online, survey respondents demand timely responses on online transactions and also on their inquiries via emails.
- **Reduction of processing time.** Some clients noted lengthy process steps and processing time for some services that should be reviewed for process improvement.

**Table 1** Client Satisfaction Scores Results for the 15 critical services of DENR based on the 2020 DENR Client Satisfaction Survey

Processes	Client Satisfaction Score*	Adjectival Score
1. Issuance of Certification of No Records/Appeal/Motion for Reconsideration, etc.	4.68	Very Satisfactory
2. Document Authentication for General Circulation Documents	4.68	Very Satisfactory
3. Sale of Bidding Documents	4.79	Very Satisfactory
4. Processing of Payment of Claims	4.59	Very Satisfactory
5. Issuance of Certificate of Tree Plantation Ownership (CTPO)	4.65	Very Satisfactory
6. Issuance of Self-Monitoring Form (SMF)	4.71	Very Satisfactory
7. Issuance of Certificate of Verification (COV)	4.64	Very Satisfactory
8. Application for Chainsaw Registration	4.62	Very Satisfactory
9. Issuance of Tree Cutting/Earthballing Permit for DPWH Projects	4.68	Very Satisfactory
10. 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	4.53	Very Satisfactory
11. Issuance of Private Land Timber Permit (PLTP) for Non-premium Species, or Special PLTP (SPLTP) for Premium/Naturally-Grown Trees Within Private/Titled Lands	4.60	Very Satisfactory
12. Issuance of Certification Of Land Status And/Or Certification Of Survey Claimant	4.64	Very Satisfactory
13. Issuance of Survey Authority	4.62	Very Satisfactory
14. Application for Free Patent (Agricultural)	4.55	Very Satisfactory
15. Application for Free Patent (Residential)	4.66	Very Satisfactory
<b>**Overall CSS score</b>	<b>4.64</b>	Very Satisfactory