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MEMORANDUM

MAR 10 2023

FOR/TO : THE REGIONAL EXECUTIVE DIRECTORS
CAR, NCR, Regions I - XIII, CALABARZON, and MIMAROPA


ATTENTION : Client Satisfaction Survey Focal Persons (Regional, PENROs, CENROs)

FROM : THE DIRECTOR
Knowledge and Information Systems Service
Chair, Client Satisfaction Survey Focal Team

SUBJECT : GUIDELINES ON THE CONDUCT OF THE 2023 DENR CLIENT SATISFACTION SURVEY

In line with our commitment to strengthen the quality of our internal and external services, and as a requirement of the Performance-based Bonus (AO-25), Anti-Red Tape Authority (ARTA), Streamlining and Process Improvement of the DENR's Critical Services (SPICS), and Quality Management System, the 2023 DENR Client Satisfaction Survey shall be conducted by all field offices from January 3, 2023 to December 15, 2023 covering all Citizen's Charter enrolled processes. To facilitate the conduct of the survey, please be guided with the standard methodology on the data collection and submission of the accomplished CSS forms as discussed in the attached document entitled "Guidelines on the Conduct of the 2023 DENR Client Satisfaction Survey".

For further inquiries or clarifications, you may address your questions to your respective CSS focal persons or you may email the Statistics and Data Resource Management Division (SDRMD) at sdrmd@denr.gov.ph.


MARIA ELENA A. MORALLOS MANILA

cc: The Undersecretary
Finance, Information Systems and Climate Change

The Assistant Secretary
Finance, Information Systems and Mining Concerns

GUIDELINES ON THE CONDUCT OF THE 2023 DENR CLIENT SATISFACTION SURVEY

To facilitate a standard implementation of the Client Satisfaction Survey across the different field offices including the DENR Central office, the following guidelines should be followed:

Survey Instrument

In collecting client feedback, specifically for the client satisfaction survey, DENR will adopt the ARTA prescribed harmonized client satisfaction measurement tool.

The 2023 CSS form shall adopt the following:

- a. Use of 5-point Likert Scale in measuring the perception and agreement of clients on the different statements on the questionnaire
- b. Measurement of eight (8) service dimensions to capture the total citizen/ client experience
- c. Use of translated versions of the CSS based on widely used major local languages
 - Cebuano
 - Ilocano
 - Pangasinan
 - Kapampangan
 - Bicolano
 - Chavacano

Printable copies of the CSS forms can be downloaded using this link: <http://bit.ly/3YvEODm>

CSS Questions

The survey instrument consists of close-ended and open-ended questions particularly:

- a. Socio-Demographic Profile of Clients
- b. Three (3) questions related to the Citizen's Charter
- c. One (1) question related to the client's overall satisfaction
- d. Eight (8) questions related to Service Quality Dimensions (SQDs)

Eight (8) Service Quality Dimensions (SQDs)

1. **Responsiveness** – willingness to help, assist, and provide prompt service to citizens/clients.
2. **Reliability** – the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate.
3. **Access and Facilities** – the convenience of location, ample amenities for comfortable transactions, use of signages and mode of technology.

4. **Communication** – the act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback.
5. **Costs** – the satisfaction with the 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.
6. **Integrity** – the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.
7. **Assurance** – the capability of frontline staff to perform their duties, product and service knowledge, understand citizen/ client needs, helpfulness, and good work relationships.
8. **Outcome** – the extent of achieving outcomes or realizing the intended benefits of government services.

CSS Drop boxes

CSS drop boxes shall be placed in the conspicuous area of the office. Sample design of drop boxes can be found in **Appendix A**. CSS drop boxes shall be opened every Friday. Comments, suggestions or complaints raised using the CSS form which calls for immediate action shall be endorsed to the concerned office for proper action.

Data Collection

In gathering response for the client satisfaction survey, the following data collection techniques will be employed:

- a. **Exit survey/interview.** In an exit survey, on-site DENR clients will be asked to answer a self-administered CSS form asking about their office transaction experience immediately after receiving their end product (permits/ certificate). For persons with disabilities (PWDs) and senior citizens that need assistance in answering the client satisfaction survey, the Public Assistance and Complaints Desk (PACD) officer or designated officer may conduct an exit interview instead of a self-administered survey to assist the clients.
- b. **Online survey.** Clients who completed their transactions may scan the CSS QR code or URL of the office to accomplish the CSS.
- c. **Email survey.** Links of the online CSS form or the digital copy of the CSS form can be sent through email.

Data Encoding

In encoding the data, ArcGIS Survey123 shall be the only platform to be used by all offices. This is to have a consolidated database for analysis and to ensure the integrity of the data. In accessing the Survey123 application, each office shall be provided with user credentials (username and password) to access the application. Please note that username and password should not be shared to anyone who is not part of the CSS group of the office.

Regular encoding of the accomplished CSS form will be implemented to ensure the completeness of the data. Encoding and submission of the accomplished CSS forms covering the current month shall be encoded until the 15th of the ensuing month.

Coverage

Client satisfaction survey shall be conducted to all services offered by the DENR including both external and internal services. As defined in ARTA MC No. 2019-002-A, a service can be classified as an internal or external service using the following descriptions.

External services – refer to government services applied for or requested by external citizens or clients or those who do not form part or belong to the government agency or office providing the service.

Internal Services – refer to government services applied for or requested by citizens or clients who are within the respective government agency or office, such as, but not limited to, its personnel or employees, whether regular or contractual. Internal services include services such as, but not limited to, back-end/ support services and regulatory functions related to permitting, licensing, and issuance of a privilege, right, reward, clearance, authorization, or concession.

CSS Eligible Clients

Client satisfaction survey shall only be administered to all clients with completed transactions. A transaction is considered complete when the final step of the service availed of per the Citizen's Charter of the government is accomplished (ARTA MC No. 2022-05 Section 4.3.1).

Frequency and Period of the Survey

CSS shall be conducted every after each completed transaction. It will cover completed transactions from January 3, 2023 to December 15, 2023.

Consent

Only CSS accomplished forms with signed consent will be processed for analysis in accordance with the Data Privacy Act of 2012.

Data Confidentiality

All offices shall maintain the confidentiality of information of the clients. The following guidelines shall be implemented in processing and safekeeping the accomplished CSS forms.

1. No names of any client will appear in any form of CSS reporting.

2. No accomplished CSS forms will be made as an attachment or means of verification (MOVs) to any report except for data quality checks, quality assurance, and survey verification.
3. Computers/gadgets used for data encoding should be password-protected.
4. Analysis of CSS forms for other purposes not related to CSS will not be allowed.
5. Hard copies of accomplished forms should be stored in a locked filing cabinet.
6. Past CSS forms (which have already exceeded the 1-year retention period) should be disposed properly based on the existing guidelines on records management and disposal.

Rating Scale

Statements pertaining to the eight service quality dimensions will be rated by the clients using five (5) point Likert Scale.

Scale	Rating
1	Strongly Disagree
2	Disagree
3	Neither Agree nor Disagree
4	Agree
5	Strongly Agree

In interpreting the overall CSS score, the following scale with adjectival rating will be used:

Average Score	Rating
1.00-1.49	Very Unsatisfied
1.50-2.49	Unsatisfied
2.50-3.49	Neither Unsatisfied nor Satisfied
3.50-4.49	Satisfied
4.50-5.00	Very Satisfied

Data Validation/ Quality Control

To ensure the data quality of CSS data, the following quality control procedures will be implemented:

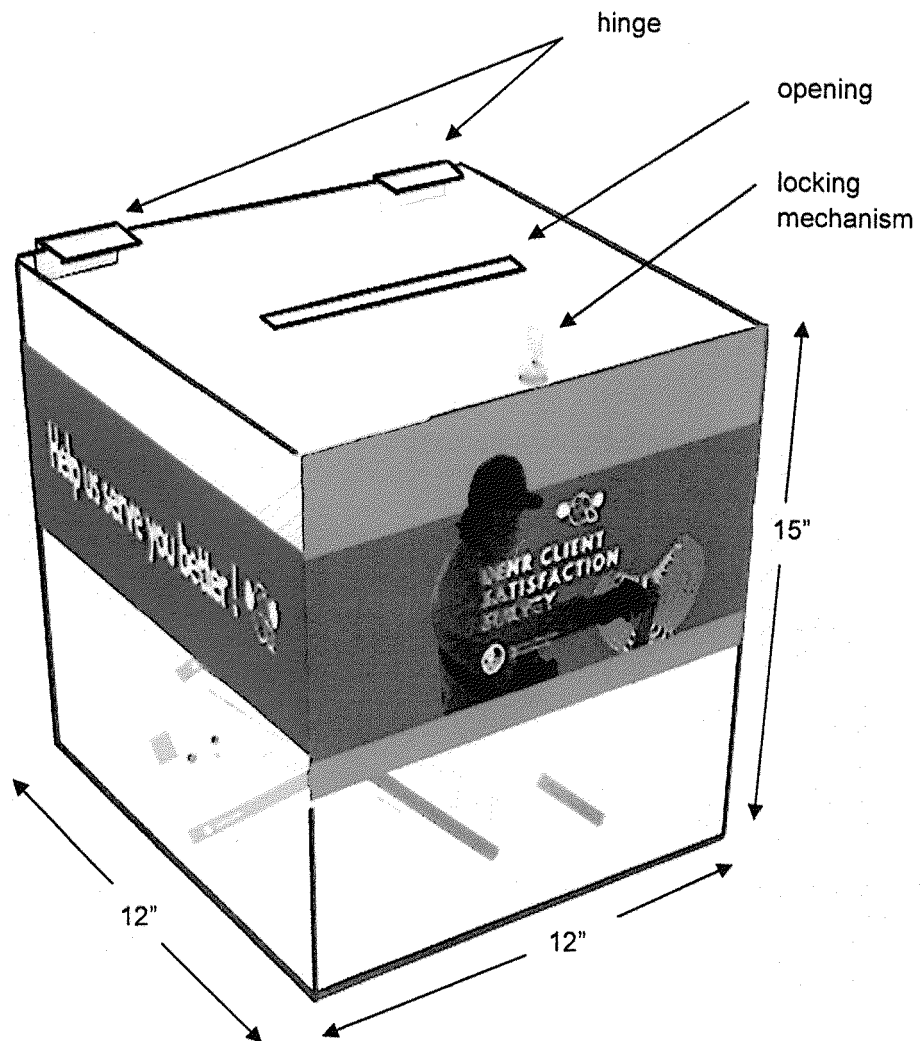
- a. **Cross-matching of CSS forms.** In cross-matching validation, the accomplished paper forms are cross-matched with the encoded data to ensure the accuracy and consistency of data. DENR offices will be randomly sampled for cross-matching.
- b. **Back-checking.** Back checking is a quality control procedure which involves contacting survey respondents/ participants to verify and check the consistency of recorded response. Random clients will be contacted through their email for back-checking.
- c. **Field validation/Spot checking.** Randomly sampled Regions will be visited by the CSS team for field validation and spot-checking.

Photo Documentation

As part of the documentation of the CSS activity, please be guided with the following protocols and guidelines in photo documenting.

1. Ask for consent from the clients. Use the consent form provided (see **Appendix B** or **C**).
2. Consent is not necessary if the individual/client is unrecognizable in the photo (the face or identifying features of the client are obscured)
3. Photos must be clear and in color.
4. Photos should be taken at a high resolution
5. Submit photos in any of the following digital formats (.jpeg, .png, .gif, .tiff)
6. In submitting photo documentation, use the name of the office as the filename of the pictures (e.g **CSS_CENRO_Panabo1.jpg**). A brief description of the photos (using Notepad, including photograph date) can also be prepared to provide detailed information about the context of the photos.

Appendix A. Proposed Design of CSS Drop Box



Material

Type: Acrylic or Glass

Note: Size can be modified when allocated space is limited

Side pocket can also be added to hold/contain the blank CSS forms

Design Sticker can be downloaded using this link: <http://bit.ly/3mIRgYL>

Appendix B. Photo Documentation Consent Form (English)

PHOTO CONSENT FORM

I consent and authorize _____ to photograph or capture my image. I further grant DENR the right to reproduce, use, exhibit, display these images on Client Satisfaction Survey Reports or other information, education and communication (IEC) materials.

I understand that the images may appear on the official website of DENR or on any other publication related to client satisfaction surveys including leaflets and posters.

I understand and agree that all photos are the property of DENR.

I acknowledge that I am not entitled to any compensation or royalties with respect to the use of the said photos.

I have carefully read and fully understand all the information in this Photo Consent Form and am freely, knowingly and voluntarily signing

Full Name: _____

Signature: _____

Date: _____

Appendix C. Photo Documentation Consent Form (Filipino)

PAHINTULOT SA PAGKUHA NG LARAWAN

Sumasang-ayon ako at pinahihintulutan ko ang _____ na kumuha ng aking larawan. Binibigyan ko ng karapatan ang DENR na magreproduce, gumamit, magpakita, o magdisplay ng mga larawang ito sa Client Satisfaction Survey Report o iba pang materyales gamit sa IEC.

Naiintindihan ko na ang mga larawan ay maaaring lumabas sa opisyal na website ng DENR o sa anumang iba pang publikasyong nauugnay sa client satisfaction survey maging sa mga leaflet at poster.

Naiintindihan ko at sumasang-ayon ako na ang lahat ng mga larawan ay pag-aari ng DENR.

Kinikilala ko na wala akong anumang kabayaran o royalties na matatanggap sa paggamit ng nasabing mga larawan.

Maingat kong binasa at lubos kong nauunawaan ang lahat ng impormasyon sa Form at ako ay malaya at kusang lumagda

Buong Pangalan: _____

Lagda: _____

Petsa: _____



HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help DENR provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form. (Ang Client Satisfaction Measurement ay isang paraan upang subaybayan ng mga opisina ng gobyerno ang karanasan sa serbisyo ng kanilang mga kliyente. Ang iyong papuri, puna o suhestiyon sa iyong katatapos pa lamang na transaksyon sa DENR ay makakatulong upang mapabuti pa ang serbisyo ng DENR. Ang iyong personal na impormasyon ay sisiguraduhing pribado at mayroon kang opsyon na hindi sagutin ang form na ito.)

Client Profile

Date of Application (Petsa ng aplikasyon) MM/DD/YYYY

Date of Release of Product/Services (Petsa ng pagkaloob ng produkto o serbisyo)

Name (Pangalan)

Sex (Kasarian) Male (Lalaki) Female (Babae) **Age** (Edad)

Email address (Optional)

Service Availed (Serbisyonang natanggap)

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)



INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The **Citizen's Charter** is an official document that reflects the services of a government agency/ office including its requirements, fees, and processing times among others (PANUTO: Markahan ng (✓) ang iyong sagot sa mga tanong tungkol sa Citizen's Charter (CC). Ang Citizen's Charter ay isang opisyal na dokumento na sumasalamin sa mga serbisyo ng isang ahensya/opisina ng gobyerno kasama ang mga kinakailangang dokumento, bayad, at oras ng pagproseso nito bukod sa iba pa.)

CC1 Which of the following best describes your awareness of a Citizen's Charter? (Choose only one)
(Alin sa mga sumusunod ang makapaglalarawan ng iyong kaalaman tungkol sa Citizen's Charter? (Pumili lamang ng isa))

- 1 I know what a Citizen's Charter is and I saw this in this office.
(Mayroon akong kaalaman sa Citizen's Charter at nakita ko ito opisinang ito.)
- 2 I learned of the Citizen's Charter only when I saw this in this office.
(Ngayon ko lamang nalaman ang Citizen's Charter nang makita ko ito sa opisinang ito.)
- 3 I know what a Citizen's Charter is but I did NOT see it in this office.
(Mayroon akong kaalaman sa Citizen's Charter ngunit HINDI ko ito nakita sa opisinang ito.)
- 4 I do not know what a Citizen's Charter is and I did NOT see one in this office.
(Hindi ko alam ang Citizen's Charter at hindi ko ito nakita sa opisinang ito.)

! Proceed only to **CC2** and **CC3** if your answer in **CC1** is **1** or **2**
(Sagutan lamang ang **CC2** at **CC3** kung ang iyong sagot sa **CC1** ay 1 o 2.)

CC2 How would you describe the posting of the Citizen's Charter in this office? (Choose only one)
(Paano mo mailalarawan ang pagkakalagay o pagkakapaskil ng Citizen's Charter sa opisinang ito? (Pumili lamang ng isa))

- Easy to see (Madaling makita) Difficult to see (Mahirap makita)
- Somewhat easy to see (Medyo madaling makita) Not visible at all (Hindi talaga makita)

CC3 How helpful is the Citizen's Charter in your transaction? (Choose only one)
(Gaano nakatulong ang Citizen's Charter sa iyong transaksyon? (Pumili lamang ng isa))

- Very Helpful (Sobrang nakatulong) Somewhat Helpful (Medyo nakatulong) Not helpful (Hindi nakatulong)

**INSTRUCTIONS:**

Please indicate how strongly you agree or disagree with all the following statements by checking or shading the corresponding circle from 'strongly disagree' to 'strongly agree'.



STRONGLY DISAGREE
(LUBHANG HINDI SUMASANG-AYON)



DISAGREE
(HINDI SUMASANG-AYON)



NEITHER AGREE NOR DISAGREE
(HINDI TIYAK)



AGREE
(SUMASANG-AYON)



STRONGLY AGREE
(LUBHANG SUMASANG-AYON)

I spent a reasonable amount of time for my transaction.
(Naglaan ako ng resonableng oras para sa aking transaksyon.)

The office followed the transaction's requirements and steps based on the information provided.
(Ang opisina ay sumunod sa mga itinakdang pangangailangan at hakbang para sa aking transaksyon.)

The steps (including payment) I needed to do for my transaction were easy and simple.
(Ang mga hakbang (kasama ang pagbabayad) para sa aking transaksyon ay madali at simple.)

I easily found information about my transaction from the office or its website.
(Madali kong nakita sa opisina o sa website ang mga impormasyon na kinakailangan ko para sa aking transaksyon.)

Answer only this statement if service/transaction availed has cost/fee
(Sagutan lamang ito kung ang kinuhang serbisyo ay may kaukulang bayad)

I paid a reasonable amount of fees for my transaction.
(Makatwiran ang ibinayad ko para sa aking transaksyon.)

Not Applicable

I felt that the office was fair to everyone, or "walang palakasan", during my transaction.
(Naramdaman kong naging patas sa lahat o "walang palakasan" ang opisina sa panahon ng aking pakikipagtransaksyon.)

I was treated courteously by the staff.
(Ako ay pinakitunguhan nang may paggalang ng mga kawani.)

I got what I needed from the office.
(Natanggap ko nang naayon ang serbisyo o produktong kinakailangan.)

I am satisfied with the service that I availed.
(Ako ay nasiyahan sa natanggap kong serbisyo.)

Suggestions/ Comments

To further improve our services, please provide any suggestions, comments or concerns regarding the service received. (Upang mas mapabuti pa ang aming serbisyo, maaaring magbigay ng mungkahi, komento o puna sa serbisyong natanggap.)

Data Privacy Consent

for DENR authorized personnel only

By affixing my signature, 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.

(Sa pamamagitan ng paglalagay ng aking lagda, 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.)

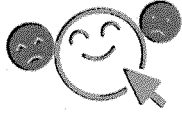
Control Number

2023 DENR CSS Form Version 1 (January 2023)

Name and Signature (Pangalan at Lagda)

ENGLISH-FILIPINO

THANK YOU!



TABANGI KAMI NGA MAKAAALAGAD NIMO OG MAAYO!

Kini nga Client Satisfaction Measurement (CSM) nagsubay sa kasinatian sa kustomer sa mga buhatan sa gobyerno. Ang imong feedback sa nakompleto nga transaksyon makatabang sa DENR sa paghatag ug mas maayong serbisyo. Ang imong personal nga impormasyon nga gipaambit pagatipigan nga kompidensyal ug kanunay kang adunay kapilian nga dili motubag niini nga porma. (This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help DENR provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.)

Client Profile

Petsa sa aplikasyon (Date of application) MM/DD/YYYY

Petsa sa pagtuman sa produkto o serbisyo (Date of Release of Product/Services)

Pangalane (Name)

Kasarian (Sex) Lalaki (Male) Babae (Female) **Edad** (Age)

Email address (Optional)

Serbisyo nga gikuha (Service Availed)

Klase sa kliyente (Type of Client)

Pribadong lungsuranon isip naay transaksyon sa publiko (Citizen/ Individual / Representative)

Representante sa negosyo/kompanya (Business/ Company)

Representante sa kapunungan (Organization/PO)

Representante sa ubang ahensya sa gobyerno lakip na ang mga GOCC (Government)



PANUDLO: Markahi og tsek (✓) ang imong tubag sa mga pangutana sa Citizen's Charter (CC). Ang Citizen's Charter usa ka opisyal nga dokumento nga nagpakita sa mga serbisyo sa usa ka ahensya/buhatan sa gobyerno lakip na ang mga kinahanglanon, bayronon, ug oras sa pagproseso niini ug uban pa. (INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/ office including its requirements, fees, and processing times among others)

CC1 Hain sa mosunod ang labing maayo nga naghulagway sa imong nahibaloan sa usa ka Citizen's Charter? (Pilia ang usa lang)
(Which of the following best describes your awareness of a Citizen's Charter? (Choose only one))

- 1 Nasayud ko kun unsa ang Citizen's Charter og nakita ko na niining buhatan.
(I know what a Citizen's Charter is and I saw this in this office.)
- 2 Karon lang ko nasayud sa Citizen's Charter pagkakita niini sa inyong buhatan.
(I learned of the Citizen's Charter only when I saw this in this office.)
- 3 Nasayud ko kun unsa ang Citizen's Charter apan wala ko na makita niining buhatan.
(I know what a Citizen's Charter is but I did NOT see it in this office.)
- 4 Wala ko nasayud kung unsa ang Citizen's Charter ug wala pud ako'y nakita niini nga buhatan.
(I do not know what a Citizen's Charter is and I did NOT see one in this office.)

! Padayon lang sa CC2 ug CC3 kung ang imong tubag sa CC1 kay 1 o 2
(Proceed only to CC2 and CC3 if your answer in CC1 is 1 or 2)

CC2 Unsaon nimo paghulagway ang pagbutang sa Citizen's Charter niini nga buhatan? (Pagpili og usa lang)
(How would you describe the posting of the Citizen's Charter in this office? (Choose only one))

- Dali ra makit-an (Easy to see) Lisud makit-an (Difficult to see)
- Medyo dali ra makit-an (Somewhat easy to see) Dili gyud makit-an (Not visible at all)

CC3 Unsa ka gamit ang Citizen's Charter sa imong transaksyon? (Pagpili og usa lang)
(How helpful is the Citizen's Charter in your transaction? (Choose only one))

- Makatabang kaayo (Very Helpful) Medyo makatabang (Somewhat Helpful) Dili makatabang (Not helpful)

INSTRUCTIONS:

Palihug ipakita kon unsa ka hugot ang imong pag-uyon o dili pag-uyon sa tanan nga mga musunod nga mga pahayag pinaagi sa pagguhit sa lingin gikan sa 'hugot nga pagsupak' ngadto sa 'hugot nga pag-uyon. (Please indicate how strongly you agree or disagree with all the following statements by checking or shading the corresponding circle from 'strongly disagree' to 'strongly agree'.)

				
HUGOT NGA PAGSUPAK (STRONGLY DISAGREE)	SUPAK (DISAGREE)	DILI SECURADO (NEITHER AGREE NOR DISAGREE)	UYON (AGREE)	HUGOT NGA PAG-UYON (STRONGLY AGREE)

Cigugol nako ang igo nga oras alang sa akong transaksyon. (I spent a reasonable amount of time for my transaction.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gisunod niining buhatan ang mga kinahanglanon ug lakang sa transaksyon base sa gihatag nga impormasyon. (The office followed the transaction's requirements and steps based on the information provided.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ang mga lakang (lakip ang pagbayad) nga kinahanglan nakong buhaton alang sa akong transaksyon sayon ug yano. (The steps (including payment) I needed to do for my transaction were easy and simple.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dali ra nakong nakit-an ang impormasyon bahin sa akong transaksyon gikan sa buhatan o sa website niini. (I easily found information about my transaction from the office or its website.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>Tubaga lamang kini nga pahayag kung ang serbisyo o transaksyon adunay gasto o bayad</u> (Answer only this statement if service/transaction availed has cost/fee)	<small>dili mapula (not applicable)</small>				
Nagbayad ako og makatarunganon nga kantidad sa mga bayronon alang sa akong transaksyon. (I paid a reasonable amount of fees for my transaction.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nahigugan nako nga ang kining buhatan patas sa tanan, o "walang palakasan", sa akong transaksyon (I felt that the office was fair to everyone, or "walang palakasan", during my transaction.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Matinahuron akong gitagad og gitratar sa mga kawani. (I was treated courteously by the staff.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nakuha nako ang akong gikinahanglan gikan niining buhatan. (I got what I needed from the office.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nakontento ako sa serbisyo nga akong nadawat. (I am satisfied with the service that I availed.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Suggestions/ Comments

Aron mapalambo pa ang among mga serbisyo, palihug sa paghatag ug bisan unsang mga sugyot o komento kabahin sa serbisyo nga nadawat. (To further improve our services, please provide any suggestions, comments or concerns regarding the service received.)

Data Privacy Consent

for DENR authorized personnel only

Control Number

2023 DENR CSS Form Version 1 (January 2023)

CEBUANO VERSION

Pinaagi sa akong pagpirma, akong gitugutan ang DENR sa pagkolekta, pagproseso, pagpadala ug pagtipig sa mga datos nga gihatag dinhi ubos sa mga lagda ug regulasyon nga gitakda sa Republic Act No. 10173, o nailhan nga Data Privacy Act of 2012.
(By affixing my signature, 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.)

Pangalan ug Pirma (Name and Signature)

DAGHAN KAAYONG SALAMAT!



KIDDAWMI TI NASAYAAT A PANAGERBI KADAKAYOI

Datoy nga Client Satisfaction measurement (CSM) ket inna kitaen ti kapadasan maipanggep ti pannakagun-od ti serbisio manipod gobierno dagiti kustomer. Ti kapanunotan ken kasisiknayo ket makatulong iti DENR tapno mapasyaak ken mapapintas ti panagerbi kadagiti kustomer. Dagiti personal nga impormasyon ket kumpedinsial ken maaddaankayo ti wyawaya nga saa a sumungbat kadagiti saludsod manipud iti daytoy a porma. This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help DENR provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.



Client Profile

Petsa ti Aplikasion (Date of Application)

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

Nagan (Name)

Seks (Sex) Lalaki (Male) Babae (Femae) **Tawen** (Age)

Email address (Optional)

Serbisio nga nagun-od (Service Availed)

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)



INSTRUKSION: Markaan (✓) ti sungbat mo kadagiti saludsod ti Citizen's Charter (CC). Ti Citizen's Charter ket maysa nga opisial a dokumento a mangipakita iti serbisio ti ahensia/ opisina ti gobierno agraman dagiti kasapulan, bayad, ken oras ti panagproseso ken dadduma pay (INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/ office including its requirements, fees, and processing times among others)

CC1 Ania kadagiti sumaganad ti kasayaatan a mangiladawan iti pannakaammom iti Citizen's Charter? (Agpili laeng ti maysa)
(Which of the following best describes your awareness of a Citizen's Charter? (Choose only one))

- 1 Ammok no ania ti Citizen's Charter ken nakitak daytoy a nakapasdek ditoy nga opisina.
(I know what a Citizen's Charter is and I saw this in this office. .)
- 2 Naammuak laeng ti Citizen's Charter idi nakitak daytoy iti daytoy nga opisina.
(I learned of the Citizen's Charter only when I saw this in this office.)
- 3 Ammok no ania ti Citizen's Charter ngem saanko makita a nakapasdek ditoy nga opisina.
(I know what a Citizen's Charter is but I did NOT see it in this office.)
- 4 Saanko nga ammo no ania ti Citizen's Charter ken saanko makita a nakapasdek ditoy nga opisina.
(I do not know what a Citizen's Charter is and I did NOT see one in this office.)

! Ituloy laeng ti CC2 ken CC3 no ti sungbatmo iti CC1 ket 1 wenno 2
(Proceed only to CC2 and CC3 if your answer in CC1 is 1 or 2)

CC2 Kananom nga iladawan ti pannakaipasdek ti Citizen's Charter ti ditoy nga opisina? (Agpili laeng ti maysa)
(How would you describe the posting of the Citizen's Charter in this office? (Choose only one))

- Nalaka a makita**
(Easy to see)
- Narigat a makita**
(Difficult to see)
- Medyo nalaka a makita**
(Somewhat easy to see)
- Saan a makita**
(Not visible at all)

CC3 Kasatno a nakatulong ti Citizen's Charter iti transakcionmo? (Agpili laeng ti maysa)
(How helpful is the Citizen's Charter in your transaction? (Choose only one))

- Nakatulong la unay**
(Very Helpful)
- Medyo Nakatulong**
(Somewhat Helpful)
- Saan a Nakatulong**
(Not helpful)

**INSTRUCTIONS:**

Ilanad no kasano ti inka iyaamong wenna saan nga iyaamong kadagiti sumagannad babaen ti panaggusugos 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 checking or shading the corresponding circle from 'strongly disagree' to 'strongly agree'.)



**SAANAK UNAY
NGA
UMANAMONG
(STRONGLY
DISAGREE)**



**SAANAK NGA
UMANAMONG
(DISAGREE)**



**SAANAK A
SIGURADO
(NEITHER
ACREE NOR
DISAGREE)**



**UMANAMONG
AK (ACREE)**



**UMANAMONG
AK LA UNAY
(STRONGLY
ACREE)**

Nainkalintegang a tiempo ti binusbosko para iti transaksionko.
(I spent a reasonable amount of time for my transaction.)

Sinurot ti opisina dagiti kasapulan ken addang ti transaksion a naibatay iti naited nga impormasion.
(The office followed the transaction's requirements and steps based on the information provided.)

Nalaka ken simple dagiti addang (agraman ti panagbayad) a kasapulak nga aramiden para iti transaksionko.
(The steps (including payment) I needed to do for my transaction were easy and simple.)

Nalaka a nasarakak ti impormasion maipapan iti transaksion ko manipud iti opisina wenna iti website-da.
(I easily found information about my transaction from the office or its website.)

Sungbatan dagiti sumagannad noti serbisio wenna transaksion a nagun-od ket addaan bayadna
(Answer only this statement if service/transaction availed has cost/fee)

Naikalintegang ti inbayad ko kasubad ti serbisio a nagun-odko.
(I paid a reasonable amount of fees for my transaction.)

Saan a mayapli
(not applicable)

Patas ti pannakatameng kadagiti transaksion ket awan tay "palakasan" atrato.
(Naramdaman kong naging patas sa lahat o "walang palakasan"ang opisina sa panahon ng aking pakikipagtransaksyon)

Nadayaw ti panangtratoda kaniak dagiti empleyado.
(I was treated courteously by the staff.)

Nagun-odko ti kasapulak manipud ti opisinada.
(I got what I needed from the office.)

INapnekak ti nagun-odko a serbisio
(I am satisfied with the service that I availed.)

Suggestions/ Comments

Tapno mapasayaat ti serbisiomi, mangted ti singasing wenna komento iti pakaseknan a serbisiomi. (To further improve our services, please provide any suggestions, comments or concerns regarding the service received.)

Data Privacy Consent

for DENR authorized personnel only

Control Number

2023 DENR CSS Form Version 1 (January 2023)

Innak ipaay ti pammalubosko iti DENR nga mangala, mangiyurnos, mangiproseso, manguruar kadagiti impormasion ken inlanadko a detalye kas maibasar ti Data Privacy Act of 2012, babaen ti innak panagpirma ditoy baba.

(By affixing my signature, 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.)

Nagan ken Pirma (Name and Signature)



Department of Environment
and Natural Resources

PANGASINAN VERSION

ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION MEASUREMENT
FORM
PSA Approval No: ARTA-2242-3
Expires on 31 July 2023

TULUNGAN YO KAMIN
PANSERBIYAN KAYON MAONG!

Sayan Client Satisfaction Measurement (CSM) so makapangiter na nepeg ed saray nagagawaan na kustomer ed opisina gobyerno. Say naibaga yo ed saray apalabas yon transaksyon et makatulong na baleg ed DENR ya makapangiter ya maong na serbisyo. Say personal yon impormasyon et peteg na ikonsideran konpidensyal tan walad sikayo no labay yon ebatan o andi. (This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help DENR provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.)

Client Profile

Agew na inpan apply (Date of Application) MM/DD/YYYY

Agew ya inter da may produkto/serbisyo ya inyaplay yo (Date of Release of Product/Services)

Ngaran (Name)

Seks (Sex) Laki (Male) Bii (Female) **Taon** (Age)

Email address (Optional)

Antaen so serbisyo ya susurien (Service Availed)

Klase ya Kliyente (Type of Client)

Katoowan/Sansakey/Mangialagey (Citizen/ Individual / Representative)

Anapan/Kompanya (Business/ Company)

Ulupan/Ulupan ya tutuo (Organization/PO)

Mangialagey ya arom na ahensya na gobyerno pati samay GOCCS (Government)



UNOR: Kargaan ya (✓) eray ebat ed tepet ya tungkol ed Citizen's Charter(CC). Sakey so Citizen's Charter ya opisyal ya papel ya unsalamain ed serbisyo ya sakey ya ahensya/opisina ya gobyerno kaiba eray kakailanganen eran dokumento, bayar tan oras ya panproseso) (INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/ office including its requirements, fees, and processing times among others)

CC1 (Anto ed untutumbok so pakabirbiran mo ed pakaantam diad Citizen's Charter? (Manpili ya sakey labat)
(Which of the following best describes your awareness of a Citizen's Charter? (Choose only one))

- 1 Antak so Citizen's Charter tan anengneng ko diad sayan opisina
(I know what a Citizen's Charter is and I saw this in this office)
- 2 Naantan ko labat may Citizen's Charter nen anengneng ko diad sayan opisina
(I learned of the Citizen's Charter only when I saw this in this office)
- 3 Antak so Citizen's Charter balet ag ko anengneng ed sayan opisina
(I know what a Citizen's Charter is but I did NOT see it in this office)
- 4 Agko anta so Citizen's Charter tan agko anengneng ed sayan opisina
(I do not know what a Citizen's Charter is and I did NOT see one in this office)

! Ebatan labat may CC2 tan CC3 no say ebat mo et 1 o 2
(Proceed only to CC2 and CC3 if your answer in CC1 is 1 or 2)

CC2 Panun mo naibaga so itsura ya inparkarga o inpanpekto da ya Citizen's Charter da ed sayan opisina (Manpili ya sakey labat)
(How would you describe the posting of the Citizen's Charter in this office? (Choose only one))

- Mainumay ya nanengneng (Easy to see) Mairap ya nengneng (Difficult to see)
- Singa nanengneng ya tampol (Somewhat easy to see) Aga talaga nanengneng (Not visible at all)

CC3 Panunto kayo atulungan ya Citizen's Charter da ed saray transaksyon yo? (Manpili ya sakey labat)
(How helpful is the Citizen's Charter in your transaction? (Choose only one))

- Baleg ya akatulong (Very Helpful) Daaset ya akatulong (Somewhat Helpful) Aga akatulong (Not helpful)



PANUTO: Ibagam no sang-ayon o agka sang-ayon ed sa may salita ya ag unuunor ya maong, aga unuunor, anggapoy kasiguraduan, unuunor anggad unuunor ya maong (Please indicate how strongly you agree or disagree with all the following statements by checking or 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)**

Nanleem ak ya oras para ed transaksyon ko
(I spent a reasonable amount of time for my transaction)

Unuunor so opisina ed saray kaukulan ya transaksyon base ed impormasyon ya inter ko
(The office followed the transaction's requirements and steps based on the information provided)

Saray proseso (kaiba so panbayar) para ed samay transaksyon ko et magano tan simple
(The steps (including payment) I needed to do for my transaction were easy and simple)

Anengneng kon tampol so impormasyon ya transaksyon ko diad opisina
(I easily found information about my transaction from the office or its website)

Ebatan labat nu walay bayar to may transaksyon
(Answer only this statement if service/transaction availed has cost/fee)

Ag la nakaukula
(not applicable)

Duga labat amay bayar para ed transaksyon ko
(I paid a reasonable amount of fees for my transaction)

Alikas kon patas ed amin o anggapoy palakasan ed opisina diad panaon na transaksyon ko
(I felt that the office was fair to everyone, or "walang palakasan", during my transaction)

Akitungo erad siak ya walay galang eray tutuo ed gobyerno
(I was treated courteously by the staff)

Naawat ko may kailangan ko ed opisina
(I got what I needed from the office)

Manliket ak ed serbisyo ya nalak
(I am satisfied with the service that I availed)

Suggestions/ Comments

Pian napabali-bali mi so serbisyo, sarag to ya man-iter ya suhestiyon, kumento o apuna yo ed serbisyon nala yo
(To further improve our services, please provide any suggestions, comments or concerns regarding the service received)

Data Privacy Consent

for DENR authorized personnel only

Diad pangiter koy pirmak, litdan koy kapenegan so DENR ya alaen, iproseso, ipawit tan isinop so impormasyon ya akaian ed sayan papel ya untutumbok ed Batas na Republika numero 10173 o Data Privacy Act of 2012

(By affixing my signature, 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)

Control Number

2023 DENR CSS Form Version 1 (January 2023)

PANGASINAN VERSION

Ngaran tan pirma (Name and Signature)

BALBALEG YA SALAMATI!



SAUPAN YU KAMING MAKAPAGSERBISYUNG MAS MASALESE!

Ing Client Satisfaction Measurement (CSM) metung yang paralan para subaybayan da reng upisina ning gubyernu ing karanasang serbisyu da ring karelang kliyenti. Ing kekang papuri, puna o suhesyun king kekang kakayari pamung transaksyun king DENR makasaup ya para lalu pang salese ing serbisyu ning DENR. Ing kekang impormasyung personal siguradwan ming pribadu at atin kang upayang e sagutan ing form a ini. (This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help DENR provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.)

Client Profile

Petsa ning aplikasyon (Date of Application)

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

Lagyu (Name)

Kasaryan (Sex) Lalaki (Male) Babai (Female) **Idad (Age)**

Email address (Optional)

Serbisyung tinggap (Service Availled)

Uri ning kliyenti (Type of Client)

Pribadung memalen antimong makipagtransakyung publiku (Citizen/ Individual / Representative)

Ketawan ning kumpanya (Business/ Company)

Ketawan ning organisasyon/People's Organization (Organization/PO)

Ketawan ding aliwang ahensya ning gubyernu kayabe ding COCCS (Government)



PANUTO: Markan yang (✓) ing kekang sagut karing kutang patungkul king Citizen's Charter (CC). Ing Citizen's Charter metung yang opisyal a dokumentung sasalaming karing serbisyu ning metung a ahensya/upisina ning gobyernu kayabe da ring kailangang dokumentu, bayad, at oras ning pamagproseso kareti bukud pa kareng aliwa. ((INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/ office including its requirements, fees, and processing times among others))

CC1

Sanu kareng makasunud ing makapaglarawan king kekang kebalwan patungkul king Citizen's Charter? (Mamili kamung metung) (Which of the following best describes your awareness of a Citizen's Charter? (Choose only one))

- 1 Atin kung kebalwan king Citizen's Charter at ikit ku iti king upising ini. (I know what a Citizen's Charter is and I saw this in this office.)
- 2 Ngeni ke pa abalu ing Citizen's Charter nyang ikit ke iti king upising ini (I learned of the Citizen's Charter only when I saw this in this office.)
- 3 Atin kung kebalwan king Citizen's Charter pero eke ikit iti king upising ini. (I know what a Citizen's Charter is but I did NOT see it in this office.)
- 4 Eke balu ing Citizen's Charter at eke ikit iti king upising ini (I do not know what a Citizen's Charter is and I did NOT see one in this office.)



Sagutan yamu ing CC2 at CC3 nung ing kekang sagut king CC1 1 ya o 2. (Proceed only to CC2 and CC3 if your answer in CC1 is 1 or 2)

CC2

Makananu me ilarawan ing pangakabit o pangapaskil ning Citizen's Charter king upising ini? (Mamili mung metung) (How would you describe the posting of the Citizen's Charter in this office? (Choose only one))

- Saguli yang akit (Easy to see)
- Masakit yang akit (Difficult to see)
- Medyu saguli yang akit (Somewhat easy to see)
- Eya talaga akit (Not visible at all)

CC3

Makananu ya mekasaup ing Citizen's Charter king kekang transaksyun? (Mamili mung metung) (How helpful is the Citizen's Charter in your transaction? (Choose only one))

- Lubus yang mekasaup (Very Helpful)
- Medyu mekasaup (Somewhat Helpful)
- Eya mekasaup (Not helpful)

**INSTRUCTIONS:**

Please indicate how strongly you agree or disagree with all the following statements by checking or shading the corresponding circle from 'strongly disagree' to 'strongly agree'.



**LUBUS E
SASANG-AYUN**
(STRONGLY
DISAGREE)



**E SANG-
AYUN**
(DISAGREE)



ETIYAK
(NEITHER
AGREE NOR
DISAGREE)



**SASANG-
AYUN**
(AGREE)



**LUBUS
SASANG-
AYUN**
(STRONGLY
AGREE)

Ginugul kung risonabling oras para king kanakung transaksyun
(I spent a reasonable amount of time for my transaction.)

Sinunud ya ing upisina karing tikdang kailangan at hakbang
para king kanakung transaksyun.
(The office followed the transaction's requirements and steps
based on the information provided.)

Ding hakbang (kayabe ning pamamayad) para king
kanakung transaksyun saguli la at simpli.
(The steps (including payment) I needed to do for my
transaction were easy and simple.)

Saguli ku lang ikit king opisina o website ding impormasyon a
kailangan ku para king kanakung transaksyun.
(I easily found information about my transaction from the
office or its website.)

Sagutan ya ini niung ing kinwang serbisyu atin yang kaukulang bayad
(Answer only this statement if service/transaction availed has cost/fee)

Not Applicabl

Risonabli ya ing binayad ku para king kanakung transaksyun.
(I paid a reasonable amount of fees for my transaction.)

Ramdang kung patas ya king bawat metung o "alang yang
palakasan" ing opisina king panaun ning kakung
pamagtransaksyun
(I felt that the office was fair to everyone, or "walang palakasan",
during my transaction.)

Ako ay pinakitunguhan nang may paggalang ng mga kawani.
(I was treated courteously by the staff.)

Tinggap keng masalese ing serbisyu o produktung
kailangan.
(I got what I needed from the office.)

Makuswelu ku king tinggap kung serbisyu.
(I am satisfied with the service that I availed.)

Suggestions/ Comments

Para lala mi pang apasanting ing kekaming serbisyu,
malyari kaung mamye mungkayi, komentu o puna king
serbisyung tinggap.(To further improve our services,
please provide any suggestions, comments or concerns
regarding the service received.)

Data Privacy Consent

for DENR authorized personnel only

Control Number

2023 DENR CSS Form Version 1 (January 2023)

KAPAMPANGAN VERSION

King kapamilatan ning pamangabit kung pirma, paintulutan ke ing DENR na kolektan, iprosesu, ipadala
at isalikut ding impormasyon a makabanggit king papel a iti alinsunud king Batas Republika Blg. 10173 o
ang Data Privacy Act of 2012.

(By affixing my signature, 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.)

Lagyu among Pirma (Name and Signature)

SALAMATI



TABANGAN NINDO KAMING MAPAGSERBIHAN KAMO NIN MAS MARAHAY!

Ining Client Satisfaction Measurement (CSM) ay sarong paagi tanganing mahiling kan opisina kan gobyerno an naging eksperyensa sa serbisyo kan saindang manga kliyente. An saindang pag-omaw, pagreparo o suhestyon kan saindang katatapos pa sanang transakyon sa DENR ay makakatabang tanganing mas mapakarabay an serbisyo kan DENR. Ang saindang personal na impormasyon na ipinagkatiwala ay sisiguradohan na pribado asin pwede kang pumili kun dai mo sisimbagan ining papel. (This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help DENR provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.)

Client Profile

Petsa ng aplikasyon (Date of Application)	MM/DD/YYYY <input type="text"/>	Klase ning kliyente (Type of Client)
Petsa nin paggawad kan produkto /serbisyo (Date of Release of Product/Services)	<input type="text"/>	
Pangaran (Name)	<input type="text"/>	
Sekswalidad/ Katawohan (Sex)	<input type="checkbox"/> Lalaki (Male) <input type="checkbox"/> Babaye (Female) Edad (Age) <input type="text"/>	
Email address (Optional)	<input type="text"/>	
Serbisyong narisibe o nakua (Service Availed)	<input type="text"/>	

Sitzen/Pribadong indibidwal/
Representante sa pag transakyon bilang
serbisyo publiko
(Citizen/ Individual / Representative)

Representanti nin Negosyo/Kompanya
(Business/ Company)

**Representante nin Organisasyon/ Pribadong
Organisasyon**
(Organization/PO)

**Representante nin ibang Ahensya nin
Gobyerno asin GOCCs**
(Government)



INSTRUKSYON: Markahan nin (✓) an saindang simbag sa mga kahapotan manonogod sa Citizen's Charter (CC). An Citizen's Charter ay sarong opisyal na dokumento na panalmingan nin mga serbisyo nin sarong ahensya/opisina nin gobyerno asin mga kaipuhan na dokumentos rekisitos, bayad asin oras kan pagproseso kaini. (INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/ office including its requirements, fees, and processing times among others)

CC1 Arin sa mga minasunod an makapag esplickar kan saimong kaaraman manungod sa Citizen's Charter? (Pumili sana nin saro)
(Which of the following best describes your awareness of a Citizen's Charter? (Choose only one))

- 1 Aram ko kung ano an Citizen's Charter asin nahiling ko ini digdi sa opisina.
(I know what a Citizen's Charter is and I saw this in this office.)
- 2 Ngonyan ko lang naaraman an Citizen's Charter kan nahiling ko na ini digdi sa opisina.
(I learned of the Citizen's Charter only when I saw this in this office.)
- 3 Aram ko kung ano an Citizen's Charter pero DAI ko ini nahiling sa opisina ini.
(I know what a Citizen's Charter is but I did NOT see it in this office.)
- 4 Dai akong aram kung ano an Citizen's Charter asin DAI man lang akong nahiling sa opisina ini.
(I do not know what a Citizen's Charter is and I did NOT see one in this office.)

! Simbagan sana an CC2 asin CC3 kun an saindang nasimbagan an CC1 na 1 o 2.
(Proceed only to CC2 and CC3 if your answer in CC1 is 1 or 2.)

CC2 Pano mo maipapahiling an pagkakalaag o pagkakapaskil nin Citizen's Charter sa opisina ini? (Pumili sana nin saro)
(How would you describe the posting of the Citizen's Charter in this office? (Choose only one))

- Madaling mahiling (Easy to see) Dipisil mahiling (Difficult to see)
- Medyo madaling mahiling (Somewhat easy to see) Dai naggad nahiling (Not visible at all)

CC3 Curano nakatabang an Citizen's Charter sa saindang pagtransakyon? (Pumili sana nin saro)
(How helpful is the Citizen's Charter in your transaction? (Choose only one))

- Nakatabang na marahay (Very Helpful) Medyo nakatabang (Somewhat Helpful) Daing pakinabang (Not helpful)

**INSTRUCTIONS:**

Ipahiling kun gurano ka kalabi na minauyon o minakontra sa gabos na minasunod na mga pahayag sa paagi nin pag tsek o pag itom sa mga manungod na bilog magpoon sa "makusog na minakontra" hanggang sa "makusog na minauyon".

(Please indicate how strongly you agree or disagree with all the following statements by checking or shading the corresponding circle from 'strongly disagree' to 'strongly agree'.)



MAKUSOG NA MINAKONTRA
(STRONGLY DISAGREE)



MINAKONTRA
(DISAGREE)



MINAUYON O MINAKONTRA
(NEITHER AGREE NOR DISAGREE)



MINAUYON
(AGREE)



MAKUSOG NA MINAUYON
(STRONGLY AGREE)

Rasonable an oras na sakuyang nakonsumo para sa transaksyon.
(I spent a reasonable amount of time for my transaction.)

An opisina ay nagasunod sa rekisitos pantransaksyon asin pasurodsunod na kaipuhan base sa itinaong inpormasyon.
(The office followed the transaction's requirements and steps based on the information provided.)

An mga instruksyon (asin an pagbayad) na kaipuhan kong gibohon para sa sakuyang transaksyon ay madali asin simple.
(The steps (including payment) I needed to do for my transaction were easy and simple.)

Madali kong nahiling an mga inpormasyon manungod sa sakuyang transaksyon sa opisina magin sa saindang website
(I easily found information about my transaction from the office or its website.)

Simbagan sana ini kun an kinuang serbisyo igwang bayad
(Answer only this statement if service/transaction availed has cost/fee)

Rasonable an sakong ibinayad manungod sa sakuyang transaksyon.
(I paid a reasonable amount of fees for my transaction)

Bako aplikabl
(not applicabl)

Namatian ko na an opisina ay patas sa lambang saro "daing pakurusogan" sa oras ning sakuyang pagtransaksyon.
(I felt that the office was fair to everyone, or "walang palakasan", during my transaction.)

Magalang an pag estimar sako kan manga empleyado.
(I was treated courteously by the staff.)

Naresibe ko an serbisyo o produktong manungod na kaipuhanan ko hali sa opisina.
(I got what I needed from the office.)

Kontento ako sa serbisyo na sakong kinua.
(I am satisfied with the service that I availed.)

Suggestions/ Comments

Tanganing mas mapakarahay pa an samuyang serbisyo, magtao nin suhestyon, komento o pagreparo sa serbisyong naresibe. (To further improve our services, please provide any suggestions, comments or concerns regarding the service received.)

Data Privacy Consent

for DENR authorized personnel only

Sa pagkaag ko kan sakuyang pirma, tinutugotan ko an DENR na kolektahon, iproseso, ipadara asin isaray an mga inpormasyon na nasasabi sa papel na ini base sa layhe asin regulaciones manungod sa Batas Republika Numero. 10173 o midbid man bilang Data Privacy Act of 2012.

(By affixing my signature, 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.)

Control Number

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BICOLANO VERSION

Pangaran asin Pirma (Name and Signature)

DIOS MABALOS!



HELP US SERVE YOU BETTER!

Este CSM (Client Satisfaction Measurement) asegura el experiencia del cliente na mga oficina del gobierno. El testimonio que usted da aki na reciente transaksyon que usted ya hace ayudará na DENR para dale un servicio mejó. El información personal na comparti ta queda confidencial y siempre tene el opción para no contesta este formulario. (This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help DENR provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.)

Client Profile

Petsa del Aplicacion (Date of Application)

Petsa del Liberacion del Producto/Servicio (Date of Release of Product/Services)

Nombre (Name)

Genero (Sex) Hombre (Male) Mojer (Female) **Años** (Age)

Email address (Optional)

Servicio Adquirido (Service Aailed)

Tipo de Cliente (Type of Client)

Ciudadano / Individual / Representante (Citizen/ Individual / Representative)

Negocio / Empresa (Business/ Company)

Representante de una organizacion / Organizacion de personas (Organization/PO)

Representante de otras agencias gubernamentales, incluyendo las GOCCs (Government)



INSTRUCCIONES: Marque con una marca de verificación (✓) su respuesta a las preguntas del Carta de Ciudadano (CC). El Carta de Ciudadano es un documento oficial que refleja los servicios de una agencia/oficina gubernamental, incluyendo sus requisitos, tarifas, tiempos de procesamiento, entre otros. (INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/ office including its requirements, fees, and processing times among others)

CC1 Escoje de las siguientes opciones describe mejor su conocimiento del Carta de Ciudadano? (Elija solo una) (Which of the following best describes your awareness of a Citizen's Charter? (Choose only one))

- 1** Sabe yo lo que es un Carta de Ciudadano y ya yo vi esto na este oficina. (I know what a Citizen's Charter is and I saw this in this office.)
- 2** Solo aprendi acerca del Carta de Ciudadano cuando lo vi en esta na oficina. (I learned of the Citizen's Charter only when I saw this in this office.)
- 3** Se lo que es un Carta de Ciudadano, pero NO lo he visto en esta oficina. (I know what a Citizen's Charter is but I did NOT see it in this office.)
- 4** No se lo que es un Carta de Ciudadano y NO vi uno en esta oficina. (I do not know what a Citizen's Charter is and I did NOT see one in this office.)

! Proceda solo a CC2 y CC3 si su respuesta en CC1 es 1 o 2. (Proceed only to CC2 and CC3 if your answer in CC1 is 1 or 2.)

CC2 Cómo describiría la publicación del Carta de Ciudadano en esta oficina? (Elija solo uno) (How would you describe the posting of the Citizen's Charter in this office? (Choose only one))

- Facil mira.** (Easy to see) **Dificil mira** (Difficult to see)
- Algo facil mira.** (Somewhat easy to see) **No visible en absoluto.** (Not visible at all)

CC3 Que tan útil es el Carta de Ciudadano en su transaccion? (Elija solo uno) (How helpful is the Citizen's Charter in your transaction? (Choose only one))

- Muy muchu** (Very Helpful) **Um pouco muchu** (Somewhat Helpful) **Nuay ayuda** (Not helpful)

**INSTRUCTIONS:**

Please indicate how strongly you agree or disagree with all the following statements by checking or shading the corresponding circle from 'strongly disagree' to 'strongly agree'.



**BIEN
DESPAROBADO**
(STRONGLY
DISAGREE)



**DESPARO
BADO**
(DISAGREE)



**HINDE
SEGURADO**
(NEITHER
AGREE NOR
DISAGREE)



APROBADO
(AGREE)



**BIEN
APROBADO**
(STRONGLY
AGREE)

Dedique una cantidad razonable de tiempo para mi transacción.
(I spent a reasonable amount of time for my transaction.)

La oficina siguió los requisitos y pasos de la transacción según la información proporcionada.
(The office followed the transaction's requirements and steps based on the information provided.)

Los pasos (incluyendo el pago) que necesita hacer para mi transacción fueron fáciles y simples.
(The steps (including payment) I needed to do for my transaction were easy and simple.)

Encontre fácilmente información sobre mi transacción en la oficina o su sitio web.
(I easily found information about my transaction from the office or its website.)

Contesta solamente este enunciado si el servicio o transacción que utilizaste tiene un costo/tarifa.

(Answer only this statement if service/transaction availed has cost/fee)

Paga una cantidad razonable de tarifas por mi transacción.
(I paid a reasonable amount of fees for my transaction.)

Not Applicable

Senti que la oficina fue justa con todos, o "walang palakasan", durante mi transacción.
(I felt that the office was fair to everyone, or "walang palakasan", during my transaction.)

Tratado con cortesía por el personal.
(I was treated courteously by the staff.)

Ya recibí lo que necesitaba en la oficina.
(I got what I needed from the office.)

Estoy satisfecho/a con el servicio que recibí.
(I am satisfied with the service that I availed.)

Suggestions/ Comments

Por favor, proporcione sugerencias, comentarios o inquietudes acerca del servicio que usted ya recibió. (To further improve our services, please provide any suggestions, comments or concerns regarding the service received.)

Data Privacy Consent

for DENR authorized personnel only

Control Number

2023 DENR CSS Form Version 1 (January 2023)

Al estampar mi firma, doy mi consentimiento a DENR para recopilar, procesar, transmitir y almacenar los datos proporcionados en este documento sujetos a las reglas y regulaciones establecidas por la Ley de la República No. 10173, también conocida como la Ley de Privacidad de Datos de 2012.

(By affixing my signature, 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.)

Nombre y firma (Name and Signature)

CHAVACANO VERSION

MUCHAS GRACIAS!