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MEMORANDUM

TO : ALL DENR REGIONAL EXECUTIVE DIRECTORS
DIRECTORS OF LMB, BMB, ERDB AND FMB

FROM : THE UNDERSECRETARY
Policy, Planning and International Affairs

SUBJECT : SUBMISSION OF ACTIONS TAKEN BASED ON THE
RECOMMENDATION OF THE 2021 CLIENT
SATISFACTION SURVEY REPORT

DATE : JAN 24 2023

The DENR has earned an overall 4.67 **point score or very satisfactory rating** from its clients per Client Satisfaction Survey Report 2021 (see attached Client Satisfaction Scores for the 15 critical services of the DENR).

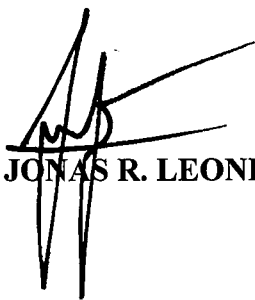
Despite the said high rating there were still clamors and recommendation to further improve our delivery of services on the following, detailed per regional office in the attached Summary of 2021 DENR Client Satisfaction Survey Feedback:

1. Management of more organized and efficient queues
2. Improvement in handling inquiries or requests through telephones and emails
3. Provision of generator set to field offices with frequent power outages
4. Availability of signatories or OIC to avoid service delays
5. Maintenance of senior citizen and PWD-friendly facilities
6. Implementation of client service follow-up system
7. Reduction of transaction fees during the COVID-19 pandemic
8. Elimination of fees for government agencies securing DENR permits/ certificates intended for public use
9. Use of social-media platforms to disseminate information
10. Provision of more comfortable waiting areas and facilities
11. Delayed/slow processing
12. Provision of photocopier and shelves
13. Installation of signages
14. Additional staff
15. Quality of document
16. Client service/relations
17. Reduction on the number of trees for replacement
18. Change in approval process (approving authority)

19. Adherence to process
20. Centralization of requirements
21. Adherence to minimum public health standards and protocols
22. Issuance of official receipts
23. Implement online transactions
24. Proper record/document management

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 2022 in relation to the above-cited recommendations through the e-mail address jernestina717@gmail.com on or before **January 27, 2023**

For your appropriate action.



ATTY. JONAS R. LEONES

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

Client Satisfaction Scores for the 15 critical services of the DENR 2021

Process	Client Satisfaction Score	Adjectival Score
Issuance of Certificate of No Records/ Appeal/ Motion for Reconsideration	4.58	Very Satisfactory
Document Authentication for General Circulation Documents	4.74	Very Satisfactory
Sale of Bidding Documents	4.72	Very Satisfactory
Processing of Payment of Claims	4.59	Very Satisfactory
Issuance of Certificate of Tree Plantation Ownership (CTPO)	4.61	Very Satisfactory
Issuance of Self-Monitoring Form	4.71	Very Satisfactory
Issuance of Certificate of Verification	4.71	Very Satisfactory
Application for Chainsaw Registration	4.64	Very Satisfactory
Issuance of Tree Cutting/ Earth balling Permit for DPWH Projects	4.75	Very Satisfactory
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	4.61	Very Satisfactory
Issuance of Private Land Timber Permit (PLTP) for Non-premium Species, or Special PLTP (SPLTP) for Premium/Naturally-Grown Trees Within Private/Titled Lands	4.68	Very Satisfactory
Issuance of Certification Of Land Status and/or Certification Of Survey Claimant	4.66	Very Satisfactory
Issuance of Survey Authority	4.69	Very Satisfactory
Application for Free Patent (Agricultural)	4.71	Very Satisfactory
Application for Free Patent (Residential)	4.69	Very Satisfactory
Overall CSS Score	4.67	Very Satisfactory

Summary of 2021 DENR Client Satisfaction Survey Feedback

Issues/Concerns	Concerned Office	Remarks
Management of more organized and efficient queues		
	Regional Office/CAR	Better coordination of tasks within the staff
	CENRO San Jose/MIMAROPA	Proper dissemination of list of requirements to avoid queuing and going back and forth
	CENRO Roxas,Pal/MIMAROPA	Assign more employees to accommodate more clients
	CENRO Tagbilaran/Region 7	Implement an efficient queuing system (clients should be segregated according to transaction and not be in the same waiting area)
Improvement in handling inquiries or requests through telephones and emails		
	Regional Office/NCR	Phone number inaccessible
	Regional Office /CALABARZON	Be active in answering phone queries and in providing updates on the status of requests
	PENRO MinOcc/MIMAROPA	Lack of information on what is being paid (fees/services). Need to file a request for certain docs.
	CENRO Socorro/MIMAROPA	Lack of flexibility and immediate piece of information for data needed
	CENRO Bago/Region 6	Provide official contact numbers for public use
	PENRO Leyte/Region 8	Possibility of informing the client thru phone if the services have already been processed
	PENRO Leyte/Region 8	No response from email
	CENRO Baybay/ Region 8	Provide updated contact number in use
	DENR Central IT support	Create an easy-access to online requests. Slow process in calling the technical support staff.
	DENR Central SCIS Media Requests	For provincial or regional offices, contact numbers or emails could also be centralized so that contacting and/or reaching out to them will be so much faster and easier.
Provision of Genset or generator set to field offices with frequent power outages		
	CENRO Baguio City/CAR	
Availability of signatories or OICs to avoid service delays		
	CENRO Diffun/Region 2	Signatories or OIC should always be present for timely release of permits

	PENRO Laguna /CALABARZON	
	CENRO Calauag /CALABARZON	
	CENRO Roxas,MinOr/MIMAROPA	Assign a replacement officer in cases where the authorized signatory is away for a long time.
	CENRO Coron/MIMAROPA	Assign other personnel to sign the documents if the signatory is not available so that there is no delay in processing of documents.
	PENRO Capiz/Region 6	If the signatory is absent, there must be an authorized person on his/her behalf
	CENRO Bayugan/Region 13	If the team leader of the particular station is not around please appoint an OIC to sign the smf/coc. ty
	DENR Central Payment of Claims external	Assign a replacement officer in cases where the authorized signatory is away for a long time.
Maintenance of Senior citizen and PWD-friendly facilities		
	Regional Office/Region 1	Location of cashier is far (not Senior-citizen friendly)
Implementation of client service follow-up		
	CENRO BaguioCity/CAR	Disappointed with the processing, application since 2013 (Document Authentication for General Circulation Documents)
	Regional Office/MIMAROPA	Provide a cell phone number to call for follow up instead of going back to look for a specific staff
	Regional Office/Region 7	Provide cell phone number for follow-up. Mobile phones are more convenient than telephones.
	CENRO Baybay/Region 8	Clear instruction for requirements
	CENRO Initao/Region 10	Update on the status of their application
Reduction of transaction fees during the COVID-19 pandemic		
	CENRO BrookesPt/ MIMAROPA	Client not aware that there is a payment for the Application of Certification of Land Status (why is there a fee for Certification Of Land Status And/Or Certification Of Survey Claimant?)
	CENRO Argao/Region 7	If possible, lessen the payment of fees for the Issuance of Certification

		Of Land Status And/Or Certification Of Survey Claimant
	PENRO Bukidnon/Region 10	Reduce fee for Document Authentication for General Circulation Documents
	CENRO Matalam/Region 12	Avoid hidden charges (Application for Chainsaw)
Elimination of fees for government agencies securing DENR permits/certificates intended for public-use services		
	CENRO San Juan/Region 8	Waive or exempt fees for services to gov't agencies for public use/purposes
	PENRO Northern Samar/Region 8	Free surveying in the government
Usage of social media platforms to disseminate information		
	PENRO Abra/CAR	Create Facebook page
	CENRO Baybay/Region 8	Update contact details in social media/website
	CENRO Lianga / Region 13	(Have)Online Inquiry Facilities / Digital Info during pandemic era
Provision of more comfortable waiting areas and facilities		
	PENRO Kalinga/CAR	Provision of drinking water
	Regional Office/Region 1	No air conditioning units Provision of parking area for clients
	PENRO La Union/Region 1	Provision of parking area
	Regional Office/Region 1	Additional kiosks
	CENRO Dupax/Region 2	Provision of multi-purpose table in the lobby
	Regional Office/CALABARZON	
	CENRO Roxas,Pal/MIMAROPA	Waiting area is not comfortable, Waiting area has no roof/ barely covered (very inconvenient when it rains).
	CENRO BrookesPt/MIMAROPA	No parking area.
	Regional Office /Region 5	Not sufficient Parking space / Additional ventilation is needed in the waiting area.
	PENRO CamSur /Region 5	Aircon maintenance
	Regional Office/Region 7	Waiting time takes too long, provide comfortable waiting area
	CENRO Argao/Region 7	Provide more chairs in the waiting area
	CENRO Cebu City/Region 7	Provide more chairs
	PENRO Leyte/ Region 8	Provision of additional signage

	PENRO Leyte/ Region 8	Provision of comfort room
	CENRO Baybay/Region 8	Poor ventilation in the waiting area
	PENRO Biliran/Region 8	Provide additional signages
	CENRO Ormoc/Region 8	Improve ventilation
Other Complaints/ Suggestions		
Delayed/ Slow processing		
	PENRO Ifugao/CAR	Slow payment of claims for PO
	PENRO Mt Province/CAR	
	CENRO Conner/CAR	Delayed payment of claims for caterings
	Regional Office/Region 1	Slow processing of Issuance of Certification Of Land Status And/Or Certification Of Survey Claimant
	CENRO Laoag/ Region 1	Slow processing of Issuance of Certificate of Tree Plantation Ownership (CTPO)
	CENRO Bantay/Region 1	Slow processing of Issuance of Certification Of Land Status And/Or Certification Of Survey Claimant
	PENRO Batanes/Region 2	Tree Cutting Permit approval is too slow; processing of permit should be in PENRO
	CENRO Dinglasan/Region 3	Slow process
	PENRO Aurora/Region 3	Requesting more efficient ways in handling the documents to avoid waste of time and money
	PENRO Tarlac/Region 3	Delay in processing of payment
	PENRO Bulacan/Region 3	Delay in processing of payment Slow process (issuance of Technical Description, CTPO, Application for Free Patent)
	PENRO MinOcc/MIMAROPA	Slow processing for payment claims
	Regional Office/MIMAROPA	Please make sure to pay the product supplies on time (at least 30 days only for the payment terms) to avoid delaying other transactions.
	PENRO Quezon / CALABARZON	The release of LTP takes a week or two, far from the timeframe of release stated in what is posted in your bulletin board... much better if the timeframe of release is implemented or a maximum of 3-5 working days

	CENRO Taytay/MIMAROPA	Requesting to have the documents released within a month after date of application
	CENRO PPC/MIMAROPA	Slow process of papers compare to other CENROs
	CENRO Taytay/MIMAROPA	Took 2 months to have the certification process and issue.
	PENRO Biliran/Region 8	
Provision of photocopier and shelves		
	CENRO Tabuk/ CAR	
	CENRO Buguias/CAR	
	CENRO Tagudin/Region 1	Additional printing facilities
Improvement of access road going to the office		
	CENRO Buguias/CAR	
	CENRO Guiguinto/Region 3	Install signage near a national road so that it can be easily seen by those who want to inquire or locate the area.
	Regional Office/CALABARZON	It would be helpful if there are printing stations nearby.
	PENRO Capiz/Region 6	Provide clear and big enough signage along the road fronting the entrance of the office for the clients to see.
	PENRO Zamboanga del Norte/Region 9	Provide signage visible for the clients especially for clients from other places
Additional staff		
	CENRO Bangued/CAR	
	CENRO Urdaneta/Region 1	Need additional staff in the permitting section
	CENRO Laoag/Region 1	Additional staff needed to hasten inventories and field activities for the Issuance of Certificate of Tree Plantation Ownership (CTPO)
	PENRO Batanes/Region 2	Need additional staff to process Tree Cutting Permit; division of work should be observed
	CENRO Guimbal/Region 6	More staff to attend the needs of the clients
	CENRO Tagbilaran/Region 7	There should be an alternate cashier
	CENRO San Juan/Region 8	More inspecting personnel
Quality of Product		
	PENRO Batanes/Region 2	"Unclear" authenticated copy of Cadastral Map
Client service/relations		

	Regional Office/CAR	Smile more often
	CENRO Paracelis/CAR	Respond with patience
	CENRO Taytay/MIMAROPA	A staff dropped the call to accommodate other clients
	CENRO Talibon/Region 7	In relation to Certification Of Land Status And/Or Certification Of Survey Claimant if Head of the Office is not around, there should be someone to accommodate clients
	CENRO Palo/Region 8	Some employees are unaccommodating and unprofessional
	PENRO Northern Samar/R8	Some personnel are rude and unprofessional
	PENRO Biliran/Region 8	Be more welcoming and give more assistance
	Regional Office/Region 10	Unclear procedure; Discourtesy/unprofessional behavior towards clients
	Regional Office/Region 12	Officer of the Day should be available at all times to assist clients
Reduction of replacement for cut trees		
	PENRO Batanes/Region 2	Reducing the replacement ratio of cut trees from 1:100 to 1:20
Change in the Process Approval		
	CENRO Tagbilaran/Region 7	Lumber supply contract approval should have been approved by the PENRO rather than in the Regional Office because the lumber could be damaged by the time it would have been approved.
Adherence to Process steps		
	PENRO MinOcc/MIMAROPA	Follow proper bidding guidelines
Centralization of requirements		
	Regional Office/NCR	Be consistent with the requirements for the Application for Chainsaw Registration and Inspection, Verification, and Approval of Survey Plans
	PENRO Batanes/Region 2	Duly coordinated and centralized list of requirements from the DENR, the Municipal Assessor's Office, the Provincial Assessor's Office, and the Land Registration Authority should be consolidated to facilitate easier processing

	DENR Central Payment of Claims Monetization	Provide a clear list of processes and requirements for monetization.
Adherence to minimum public health standards and protocols		
	PENRO La Union/Region 1	
	CENRO Dagupan/Region 1	Allocation of hand soaps in restrooms
	Regional Office/Region 10	
	DENR Central Payment of Claims Salary (Permanent)	Need to implement digital signature use in the processing of all claims to reduce the number of people reporting to the office and maintain social distancing. Please send us payslip so we can keep track of our salary
Issuance of Official Receipts		
	Regional Office/NCR	
Display clear and visible signages		
	Regional Office/NCR	
Implement online transactions		
	Regional Office/NCR	Conduct online transactions for the following services: 1. Issuance of Certificate of Wildlife Registration 2. Issuance of Wildlife Local Transport Permit (LTP)
	Regional Office/NCR	Upload Certificate of Wildlife Registration (CWR) application form online
	CENRO Guinobatan /Region 5	Hope to provide online transaction in the future for the convenience of the customers
Proper Records/Document Management		
	PENRO Batanes/Region 2	Important documents should be intact in the Records Office (for ease of follow-up)