



Republic of the Philippines
Department of Environment and Natural Resources
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MEMORANDUM

FOR : ALL REGIONAL EXECUTIVE DIRECTORS

ATTENTION : ALL CHIEFS, Licenses, Patents and Deeds Division
ALL REGIONAL SPICS FOCAL PERSONS

FROM : THE DIRECTOR, Internal Audit Service, and
HEAD, Sub-CART on SPICS

SUBJECT : SELECTED EXTERNAL CORE SERVICE FOR THE FY 2023
STREAMLINING AND PROCESS IMPROVEMENT OF
CRITICAL SERVICES (SPICS)/PROCESS RESULTS

DATE : SEP 25 2023

In view of the requirements per Section 4.2 of the AO25 Inter-Agency Task Force Memorandum Circular No. 2023-1 dated 22 August 2023 and per discussions/nominations from the concerned DENR Regional Offices, we are selecting **RO-F-04 Application for Chainsaw Registration** as the external core service to be enrolled for the FY 2023 SPICS/Process Results.

Relative to this, may we respectfully request your respective office to initially provide inputs thru Google Sheets. The online platform will be used to facilitate simultaneous provision, checking and monitoring of inputs. Consequently, upload all the following documents, on or before **29 December 2023**, in the designated Google Drive folder (*please provide a Gmail address*):

1. accomplished Modified Form A (signed and with covering/endorsement memorandum);
2. lists of transactions (e.g. Streamlining Monitoring Form); and
3. reports and other MOVs on the reported improvements.

In accomplishing the Modified Form A and submitting the necessary MOVs, we reiterate to highlight substantial improvements or substantial reduction, especially in Rows 9 and 10.

Further, we also require the submission of a report on the digitalization initiatives or digital transformation of the selected external core service.

Please see attached pre-accomplished Modified Form A.

For questions and further clarifications, your staff may contact For. Jake Lorenz C. Aldovino of the Management Audit Division, IAS at 8926-6576 (telefax), or email us at ias.mad@denr.gov.ph.

For strict compliance/appropriate action.

VICENTE B. TUDDAO JR., Ph.D., CESO IV

cc: *The Chief of Staff and Supervising Undersecretary for Strategic Communications*
The Undersecretary for Legal and Administration, and Chairperson, CART
The Undersecretary for Field Operations - Luzon, Visayas and Environment
The Undersecretary for Field Operations-Mindanao

MODIFIED FORM A – DEPARTMENT/AGENCY PROCESS RESULTS REPORT

AGENCY NAME: e.g DENR Region I – Ilocos Region

(A) ONE (1) EXTERNAL CORE SERVICE	
(1) Name of Service	RO-F-04 Application for Chainsaw Registration
(1a) Reason for Selection	<p>NOTE: Kindly determine which of these factors were met in the selected critical services and provide the necessary remarks, justifications and/or data.</p> <ul style="list-style-type: none"> • A core service which is a process needed to achieve the overall mission and objectives of the public sector organization. These services may refer to those that are aligned with the agency's mandate and main functions. • The most complained service with the greatest number of complaints received by the agency and other complaints-handling agencies. • The service/s with the greatest number of pending transactions or backlogs that went beyond its prescribed processing time as declared in the agency's Citizen's Charter. • A service that generates income/revenue for the government. • A service attributable to the PREXC/Programs of agencies. • A service that involves inter-agency action to complete the transaction.
(2) Responsible Units	Regulation and Permitting Section, DENR Implementing PENR/CENR Office
(3) Identified Clients	Government-to-Business (G2B); Government-to-Citizen (G2C); and Government-to-Government (G2G)
(4) Number of Client Visits in FY 2023	NOTE: Provide the <u>total number clients</u> with transactions which were received and completed within the 2 nd up to the 4 th Quarter of 2023. Categorize according to the type of transaction.
(5) Volume of Transactions in FY 2023	NOTE: Provide the <u>total number of transactions</u> which were received and completed within the 2 nd up to the 4 th Quarter of 2023. Categorize according to the type of transaction. Should be supported by a list of clients/transactions. Include remarks and/or data for those transactions which were already completed within the prescribed timeframe per citizen's charter, but applicants' claim of the requested documents was delayed due to issues that are beyond the control of the process owners (e.g. natural calamities or extreme weather conditions, availability of the applicants, etc.).
(6) Volume of Transactions in FY 2022	NOTE: <u>Total number of transactions</u> which were received and completed in 2022. Categorize according to the type of transaction. Should be supported by a list of clients/transactions.
(7) FY 2022 Improvements (ease of transaction, digitization, standardization)	<p>NOTE: Highlight <u>substantial improvements or substantial reduction</u> in terms of:</p> <ul style="list-style-type: none"> • <u>Actual documentary requirements</u> for a transaction for instance duplicative/unnecessary/non-value-adding documents and various prerequisites to be attained from other government offices;

	<ul style="list-style-type: none"> c <u>Total processing time</u> to include queueing to start a transaction, waiting time to complete a transaction, and backroom processing; in other words, the total turnaround time, not just the estimated time reflected in the agencies Citizen's Charter; c <u>Overall transaction cost</u> to obtain the service (while the official fees cannot be reduced unless authorized, the other transaction costs on the part of then transacting public (both visible and not visible) could be reduced. Agencies could find out what these costs are if they get feedback and listen to the transacting public; c <u>Multiple hand-offs</u> where the transacting public needs to go to several offices and/or windows in order to complete a transaction; and elimination of multiple reviews and approvals to complete a transaction; c <u>Administrative burden associated with the transaction</u> i.e., the complexity and amount of effort that the agency need to expend in order to process the transaction; and c <u>Access to the service</u> that makes the transaction very easy, convenient, without or only with very minimal cost, reliable, and predictable. <p>Provide the necessary MOVs.</p>
(8) FY 2022 Results (evidence)	NOTE: Discuss the impacts/outcomes of the 2022 improvements and provide the necessary MOVs.
(9) FY 2023 Improvements (ease of transaction, digitization, standardization)	NOTE: Same with Row 7.
(10) FY 2023 Results (evidence)	NOTE: Same with Row 8.
(11) FY 2023 Citizen/Client Satisfaction Rating of the Service	NOTE: Provide the ratings for both 2022 and 2023, for purposes of comparison.
(12) Remarks	NOTE: Provide discussions, justifications and other inputs to justify/strengthen the information/data provided in the previous rows, if any.
Prepared by: NAME Chief, Licenses, Patents and Deeds Division DENR Region __ Date: (handwritten)	Approved by: NAME Regional Executive Director. DENR Region __ Date: (handwritten)