



**DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES
KAGAWARAN NG KAPALIGIRAN AT LIKAS YAMAN**



MEMORANDUM

TO : **THE OIC/CHIEF**
General Service Division
Property and Supply Management Division
Records Management Division
Accounting Division
Budget Division
Cashier
Career Development Division
Personnel Division
Information Systems Division
Network Infrastructure Management Division
Internal Affairs Division
Development Communication Division
Public Information Division
Stakeholders Management and Conflict Resolution Division
Statistics and Data Resource Management Division

ATTN : **Client Satisfaction Measurement Survey (CSMS) Focal Persons**

FROM : **THE DIRECTOR AND CHAIR**
Knowledge and Information Systems Service
Client Satisfaction Survey Focal Team

SUBJECT : **GUIDELINES ON THE CONDUCT OF THE 2024 DENR CLIENT SATISFACTION SURVEY AND ADMINISTRATION OF DENR CLIENT FEEDBACK FORM**

DATE : **MAR 06 2024**

In our ongoing effort to improve the quality of our external and internal services, the 2024 DENR Client Satisfaction Measurement Survey (CSMS) shall be conducted by all DENR offices under the guidance of their respective Client Satisfaction Measurement Survey Focal Persons. The survey aligns with the requirements of the Performance-based Bonus (AO-25), Anti-Red Tape Authority (ARTA), Streamlining and Process Improvement of the DENR's

MEMO NO.-2024-244

Critical Services (SPICS), and Quality Management System. The survey will be conducted from January 2, 2024, to December 16, 2024, covering all processes listed in the Citizen's Charter.

To assist all offices in conducting the survey, please refer to the attached document titled "Guidelines on the Conduct of the 2024 DENR Client Satisfaction Measurement Survey and Administration of DENR Client Feedback Form" for standard data collection, encoding, and submission of completed CSMS and feedback forms.

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



ARLENE A. ROMASANTA, *or*

GUIDELINES IN THE CONDUCT OF THE 2024 DENR CLIENT SATISFACTION MEASUREMENT SURVEY AND ADMINISTRATION OF DENR CLIENT FEEDBACK FORM

To facilitate the standard administration of the Client Satisfaction Measurement Survey and Client Feedback Form across the different DENR field offices including the DENR Central office, the following guidelines should be followed:

COVERAGE

Client Satisfaction Measurement Survey shall be carried out for all services provided by the DENR, 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.

FREQUENCY AND PERIOD OF THE SURVEY

Client Satisfaction Measurement Survey shall be conducted every after each completed transaction. It will cover completed transactions from **January 3, 2024**, to **December 16, 2024**. Additionally, the Client Feedback Form will be administered to any clients of DENR, irrespective of their transaction status, following the same timeframe.

CSMS ELIGIBLE CLIENTS

The Client Satisfaction Measurement Survey will be conducted solely with clients who have 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). Alternatively, clients engaging with DENR offices can provide feedback through the DENR Feedback Form to share their suggestions, commendations, and complaints.

POPULATION AND SAMPLE SIZE

In the context of CSMS, the population refers to all clients who have completed transactions for the specific service. To predict the population for each service or process as the survey progresses, offices can refer back to the total number of transactions from the previous year to estimate their

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target population. In computing the minimum number of samples per process, you may refer to the sample size calculator using this link: <https://bit.ly/2024CSMSampleSizeCalc>

SURVEY INSTRUMENT

As prescribed by the Anti-Red Tape Authority (ARTA), DENR shall adopt the harmonized client satisfaction measurement tool incorporating the following important features.

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

Client Satisfaction Measurement Survey questionnaire can be found in **Appendix A** while the Client Feedback Form can be accessed in **Appendix B**. Printable copies of the CSMS form including the translated versions and client feedback form can be downloaded using this link: <https://bit.ly/2024CSMForms>

CSMS QUESTIONS

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

Socio-Demographic Profile of Clients

- 1) Three (3) questions related to the Citizen's Charter
- 2) One (1) question related to the client's overall satisfaction
- 3) 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.

OR

- 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.

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 CSMS score, the following scale with adjectival rating will be used:

Percentage	Rating
Below 60.0%	Poor
60.0%-79.9%	Fair
80.0%-89.9%	Satisfactory
90.0%-94.9%	Very Satisfactory
95.0%-100.0%	Outstanding

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SCORING SYSTEM

In computing the overall score, the formula given below will be used:

$$\text{Overall score (\%)} = \frac{\text{Number of "Strongly Agree" answers} + \text{Number of "Agree" answers}}{\text{Total Number of Respondents} - \text{Number of "N/A" answers}} \times 100$$

DATA COLLECTION

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

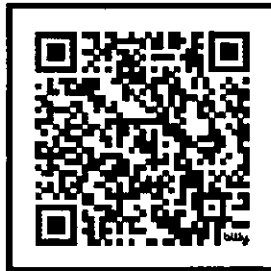
- 1) **Exit survey/interview.** In an exit survey, on-site DENR clients will be asked to answer a self-administered CSMS form asking about their office transaction experience immediately after receiving their end product (permits/ certificates). For persons with disabilities (PWDs) and senior citizens who 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.
- 2) **Online survey.** Clients who completed their transactions may scan the CSMS QR code or URL of the office to accomplish the CSMS.
- 3) **Email survey.** Links to the online CSMS form or the digital copy of the CSMS form can be sent through email.

CSMS DROP BOXES

For paper form surveys, CSMS drop boxes shall be placed in the conspicuous area of the office. CSMS drop boxes shall be opened every Friday. Comments, suggestions, or complaints raised using the CSMS form or Client Feedback Form which calls for immediate action shall be endorsed to the concerned office for proper action.

DATA ENCODING

To access and input CSMS data, all offices will utilize the customized ArcGIS Survey123 platform using any preferred browser except Facebook Messenger default browser due to compatibility issues. To access the online survey form for input and responses, scan the QR code provided below or go to <https://bit.ly/2024DENRFeedback>



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To ensure completeness of CSMS data, encoding and submission of CSMS forms for the current month should be completed by the 15th of the following month.

RESPONSE RATE

All offices shall strive to attain a 100% survey response rate.

To compute the survey response rate:

$$\text{Survey response rate (\%)} = \frac{\text{Number of Actual respondents}}{\text{Minimum Sample Size}} \times 100$$

A response rate lower than 60% can affect the reliability and accuracy of survey results when the required minimum sample size is not reached. Offices with low response rates should provide justifications for the low CSMS client participation.

DATA VALIDATION/ QUALITY CONTROL

To ensure the data quality of CSMS data, the following quality control procedures will be put in place:

- 1) **Cross-matching of CSMS forms:** Accomplished paper forms will be cross-matched with the encoded data to verify accuracy and consistency. DENR offices will be randomly sampled for cross-matching.
- 2) **Back-checking:** This procedure involves contacting survey respondents/participants to confirm and ensure the consistency of recorded responses. Random clients will be contacted via email for back-checking.
- 3) **Field validation/Spot checking:** The CSMS team will visit randomly selected regions for field validation and spot-checking.

PHOTO DOCUMENTATION

As part of the documentation requirements of the ARTA, all offices are encouraged to document their CSMS activity. In line with this, please be guided by the following protocols and guidelines in photo documenting.

- 1) Ask for consent from the clients. Use the consent form provided (see **Appendix C** or **D**).
- 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)

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- 6) In submitting photo documentation, use the name of the office as the filename of the pictures (e.g. **CSMS_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.

CONSENT

Only completed forms with signed consent will be analyzed in compliance with the Data Privacy Act of 2012. Clients opting to respond to the survey online will be prompted with a Consent statement. By submitting their completed survey, they are giving consent without requiring a physical signature.

DATA CONFIDENTIALITY

All client information must be kept confidential by all offices. The following procedures should be followed when processing and safeguarding completed CSMS forms:

- 1) Client names should not be included in any CSMS reporting.
- 2) Completed CSMS forms should not be attached to any reports except for data quality checks, quality assurance, and survey verification.
- 3) Computers/devices used for data entry must be password-protected.
- 4) Analysis of CSMS forms for purposes unrelated to CSMS is prohibited.
- 5) Completed forms should be stored in secure and locked filing cabinets
- 6) Outdated CSMS forms (beyond the 1-year retention period) should be properly disposed of based on the existing guidelines on records management and disposal

MAINTAINING SURVEY INTEGRITY

To maintain the integrity of surveys and to ensure accurate and reliable results, any fraudulent practices like survey manipulation, tampering with client responses, or deceptive actions to influence survey outcomes will not be tolerated. Any offices found engaging in such practices will be disqualified from receiving CSMS-related incentives/bonuses. To report any deceptive activities, please email sdmrd@denr.gov.ph to bring the matter to the attention of the CSM Focal Group and Subcommittee on the Customer Feedback Mechanism and Public Assistance for proper action and investigation.

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SDRMD FOCALS

To oversee the implementation of the CSMS in all DENR offices, the Statistics and Data Resource Management Division (SDRMD) has designated SDRMD representatives/focals to manage and address any survey-related issues. You may send your inquiries via email to sdrmd@denr.gov.ph

Office	SDRMD Counterpart/Focal
Overall	Arvin R. Reginio
DENR-Cordillera Administrative Region	Aura Venia D. Rayala
DENR-Region I	Rhea Amor A. Vega
DENR-Region II	Kathleen Ann S. Dimalanta
DENR-Region III	Aura Venia D. Rayala
DENR-National Capital Region	Kristialuz Beatrice N. Camat
DENR-Region IV-A (CALABARZON)	Rhea Amor A. Vega
DENR-Region IV-B (MIMAROPA)	Norman B. Calixto
DENR-Region V	Kristialuz Beatrice N. Camat
DENR-Region VI	Norman B. Calixto
DENR-Region VII	Kathleen Ann S. Dimalanta
DENR-Region VIII	Kathleen Ann S. Dimalanta
DENR-Region IX	Daryl D. Ansano
DENR-Region X	Rhea Amor A. Vega
DENR-Region XI	Daryl D. Ansano
DENR-Region XII	Kristialuz Beatrice N. Camat
DENR-Region XIII	Daryl D. Ansano
DENR-Central Office	Daryl D. Ansano

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Appendix A. 2024 CSMS Questionnaire (Page 1 of 2)



**Department of Environment
and Natural Resources**

ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION MEASUREMENT
FORM
PSA Approval No. ARTA-2242-J

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 na 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.)

Date of Application (Petsa ng aplikasyon)	MM/DD/YYYY	Type of Client (Uri ng kliyente)
Date of Release of Product/Services (Petsa ng pagkaloob ng produkto o serbisyo)		<input type="checkbox"/> Citizen/ Individual / Representative (private citizen as transacting public)
Name (Pangalan)		<input type="checkbox"/> Business/ Company (representative of business/company firm)
Sex (Kasarian)	<input type="checkbox"/> Male (Lalaki) <input type="checkbox"/> Female (Babae)	<input type="checkbox"/> Organization/PO (representative of an organization/People's Organization)
Age (Edad)		<input type="checkbox"/> Government (representative of other government agencies including GOCCs)
Email address (Optional)		
Service Availed (Serbisyonang natanggap)		



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/opsina 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))

- | | |
|---|---|
| <input type="radio"/> Easy to see
(Madaling makita) | <input type="radio"/> Difficult to see
(Mahirap makita) |
| <input type="radio"/> Somewhat easy to see
(Medyo madaling makita) | <input type="radio"/> 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))

- | | | |
|--|--|---|
| <input type="radio"/> Very Helpful
(Sobrang nakatulong) | <input type="radio"/> Somewhat Helpful
(Medyo nakatulong) | <input type="radio"/> Not helpful
(Hindi nakatulong) |
|--|--|---|

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Appendix A. 2024 CSMS Questionnaire (Page 2 of 2)



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.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Answer only this statement if service/transaction availed has cost/fee</i> (Sagutan lamang ito kung ang kinuhang serbisyo ay may kasulungang bayad.)					Not Applicable
I paid a reasonable amount of fees for my transaction. (Makatwiran ang ibinayad ko para sa aking transaksyon.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was treated courteously by the staff. (Ako ay pinakitunguhan nang may paggalang ng mga kawani.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I got what I needed from the office. (Natanggap ko nang naayon ang serbisyo o produktong kinakailangan.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the service that I availed. (Ako ay nasiyahan sa natanggap kong serbisyo.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

For DENR authorized personnel only

Control Number

2024 DENR CSS Form
Version 1 (January 2023)



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 Big 10173 o ang Data Privacy Act of 2012.)

Name and Signature (Pangalan at Lagda)

THANK YOU!

Appendix B. DENR Feedback Form (Page 1 of 1)

<div style="text-align: center;">  DENR Client Feedback Form </div> <p>Date (Petsa): <input style="width: 100%;" type="text"/></p> <p>Name (Pangalan): <input style="width: 100%;" type="text"/></p> <p>Age (Edad): <input style="width: 50%;" type="text"/> Sex (Kasarian): <input type="checkbox"/> Male <input type="checkbox"/> Female</p> <p>Type of Client (uri ng kliyente):</p> <p><input type="checkbox"/> Citizen/ Individual / Representative (private citizen as transacting public)</p> <p><input type="checkbox"/> Business/ Company (representative of business/company firm)</p> <p><input type="checkbox"/> Organization/PO (representative of an organization/People's Organization)</p> <p><input type="checkbox"/> Government (representative of other government agencies including GOCCs)</p> <p>Purpose of visit (sadya sa opisina):</p> <p><input type="checkbox"/> Inquiry (magtatanong)</p> <p><input type="checkbox"/> Application/Request (kukuha/magrequest ng serbisyo)</p> <p><input type="checkbox"/> Official business/visit (opisyal na pagbisita)</p> <p><input type="checkbox"/> Follow-up (follow-up ng serbisyo)</p> <p><input type="checkbox"/> Pick-up (kukuha ng dokumento)</p> <p>Service being availed (serbisyonang kinukuha): <input style="width: 100%;" type="text"/></p> <p style="font-size: small; text-align: center;">2024 DENR Feedback Form Version 1 (January 2024)</p>	<p style="text-align: center;">Contact Information (Optional)</p> <p style="font-size: x-small;">In case of COMMENDATION or COMPLAINT, kindly provide your contact number or email address if you want to be contacted by the concerned office regarding your concerns. (Mung pakikilala o pakikipaglaban, magbigay ng bilang ng telepono o email kung nais na makipag-ugnayan sa iba ang kinakausapang tanggapan.)</p> <p>Contact number: <input style="width: 100%;" type="text"/></p> <p>Email address: <input style="width: 100%;" type="text"/></p>	<div style="text-align: center; background-color: #333; color: white; padding: 5px;">  DENR Client Feedback Form </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 5px;"> <p>Person being commended (Pangalan ng taong pinupuri) <input style="width: 100%;" type="text"/></p> <p>Position/ Office (Posisyon/Opisina) <input style="width: 100%;" type="text"/></p> <p>Reason for Commendation (Dahilan ng pagpuri) <input style="width: 100%; height: 100%;" type="text"/></p> </td> <td style="width: 50%; padding: 5px;"> <p>Person being complained (Pangalan ng inireklamo) <input style="width: 100%;" type="text"/></p> <p>Position/ Office (Posisyon/Opisina) <input style="width: 100%;" type="text"/></p> <p>Reason for Complaint (Dahilan ng reklamo) <input style="width: 100%; height: 100%;" type="text"/></p> </td> </tr> </table> <p style="font-size: x-small;">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. (Dinahihatiwaan ko ang DENR na kinokolektar, ipinaproseso, ipinapadala at itatagpuan ang impormasyon na nakasaad sa papel na ito alinunand sa Batas Republika No. 10173 o ang Data Privacy Act of 2012.)</p> <p style="text-align: right;"><input style="width: 100%; height: 30px;" type="text"/> Name and Signature (Pangalan at Lagda)</p>	<p>Person being commended (Pangalan ng taong pinupuri) <input style="width: 100%;" type="text"/></p> <p>Position/ Office (Posisyon/Opisina) <input style="width: 100%;" type="text"/></p> <p>Reason for Commendation (Dahilan ng pagpuri) <input style="width: 100%; height: 100%;" type="text"/></p>	<p>Person being complained (Pangalan ng inireklamo) <input style="width: 100%;" type="text"/></p> <p>Position/ Office (Posisyon/Opisina) <input style="width: 100%;" type="text"/></p> <p>Reason for Complaint (Dahilan ng reklamo) <input style="width: 100%; height: 100%;" type="text"/></p>
<p>Person being commended (Pangalan ng taong pinupuri) <input style="width: 100%;" type="text"/></p> <p>Position/ Office (Posisyon/Opisina) <input style="width: 100%;" type="text"/></p> <p>Reason for Commendation (Dahilan ng pagpuri) <input style="width: 100%; height: 100%;" type="text"/></p>	<p>Person being complained (Pangalan ng inireklamo) <input style="width: 100%;" type="text"/></p> <p>Position/ Office (Posisyon/Opisina) <input style="width: 100%;" type="text"/></p> <p>Reason for Complaint (Dahilan ng reklamo) <input style="width: 100%; height: 100%;" type="text"/></p>			

[Signature]

Appendix C. 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 voluntary signing

Full Name: _____

Signature: _____

Date: _____



Appendix D. 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: _____

