



January 17, 2024

MEMORANDUM

TO : ALL DENR REGIONAL EXECUTIVE DIRECTORS
EXCEPT REGION XIII
DIRECTOR, BIODIVERSITY MANAGEMENT BUREAU
DIRECTOR, FOREST MANAGEMENT BUREAU
DIRECTOR, LAND MANAGEMENT BUREAU
DIRECTOR, ECOSYSTEMS RESEARCH AND
DEVELOPMENT BUREAU
DIRECTOR, STRATEGIC COMMUNICATION AND
INITIATIVES SERVICE

FROM : THE UNDERSECRETARY
FIELD OPERATIONS – LUZON, VISAYAS AND
ENVIRONMENT

THE UNDERSECRETARY
FIELD OPERATIONS - MINDANAO

SUBJECT : SUBMISSION OF ACTIONS TAKEN BASED ON THE
RECOMMENDATION OF THE 2022 CLIENT
SATISFACTION SURVEY REPORT

The DENR has earned an overall 4.75 **point score or very satisfactory rating** from its clients per Client Satisfaction Survey Report 2022 (see attached Client Satisfaction Scores of DENR offices).

Despite the said high rating there were still clamors and recommendations from clients to further improve our delivery of services detailed as follows:

BMB
<ol style="list-style-type: none">1. Improving coordination between the Bureau of Fisheries and Aquatic Resources (BFAR) and DENR for the application of GP based on the objectives of the research study in order to speed up their processing times and to prevent confusion on where to apply.2. Providing online payment and bank transfer options.3. Reviewing the existing fees for CITES permits.4. Posting of target timelines of activities online to anticipate processing time of permits.5. Engaging with formal dialogues with stakeholders to solicit working inputs, such as the use of microchips, and work towards a mutually acceptable common goal.6. Providing more flexible arrangements for handling perishable planting materials.7. To have collective permits to reduce repeated or redundant procedures in terms of chain of endorsement for similar permits.8. Providing mobile phone contact numbers for more convenience.

<p>ERDB</p> <ol style="list-style-type: none"> 1. The intention of the DTS for filing of TO and TEV Claims is laudable, however, at the initial stage of its implementation, a lot of confusions happen. It's but normal considering that not all who attended the briefings readily understood the procedures. 2. The division/Research, Development and Extension Centers (RDECs) who have provided the TAs that received Very Unsatisfactory Ratings should review the comments the Respondents/participants indicated. Given that positive comments were found in their CSS results, it can be inferred that the low satisfaction rating could be due to an error in answering the form. However, evaluating one's performance will help improve the technical assistance extended by the RDEC/division. 3. Provide handouts in advance or before the training starts so that participants can focus on listening and noting important concepts in the handouts. 4. Lengthen the amount of time needed per topic or the whole duration of the training. 5. Conduct other learning activities that would facilitate a better understanding of the topics besides lecture presentations, such as games, quizzes, and other highly-engaging activities. 6. Consider the language/dialect used or easily understood by the participants. Always simplify highly technical terms.
<p>FMB</p> <ol style="list-style-type: none"> 1. Preparation of Payment of Claims-Better to include tel no. on cashier dept 2. Issuance of Certified Copies of Documents-Refrain from using autogenerated response if a concern needs an urgent answer/status update. 3. Request for Forestry Statistics and Other Related Statistical Services-The reply letter doesn't indicate the responsible office of DENR-FMB.
<p>LMB</p> <ol style="list-style-type: none"> 1. Have a clear signage of LMB Office that can easily be seen 2. More diligent in searching for requested records 3. Documents of the Regional Offices should be at the Region concerned 4. For clients coming from provinces, request be processed w/in the day 5. Provide the Senior Citizens their request within the day 6. Clients should be provided a parking space for their service vehicle
<p>DENR CENTRAL OFFICE -SCIS (SMCRD AND PID)</p> <ol style="list-style-type: none"> 1. Presence of the Legal Affairs Service in future dialogues with stakeholders, particularly for the 'Handling Public Assemblies and Protests' process 2. Modernizing the library facilities to improve the 'Lending of Library Reference/Resource Materials'.
<p>NCR</p> <ol style="list-style-type: none"> 1. Issue on client parking still persists and has not been resolved yet. 2. Add more designated motor parking slots. 3. For the 'Authentication of Records' process, - set a limit to the inquiries of the clients because of having to wait in line and observing the buildup of the number of clients because of "extended" inquiries of another client. 4. 'Application for Free Patent (Residential)' process - more personnel to assist in this process because it has a lot of clients. 5. Implement online application for documents, particularly for the 'Authentication of Records' process. 6. 'Survey Authority' process - expressed his hope for quicker response to his concern to enable shorter waiting time to complete the transaction.

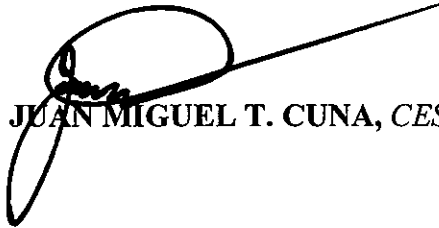
CAR
<ol style="list-style-type: none"> 1. Some clients who applied for 'Chainsaw Registration' requested to place queuing signages or place a seat number on a first-come, first-serve basis. 2. 'Document Authentication'- if possible, to have a more "hitik"(High-Technology) process to recover documents so it can be processed immediately. 3. Despite the impressive feedback, one client complained about the high VAT charges imposed by the office for the 'Processing of Payment of Claims'.
REGION I
<ol style="list-style-type: none"> 1. Some respondents commented that the staff who assisted them were not knowledgeable enough about the service requested ('Issuance of Certificate of Verification (COV) for the Transport of Planted Trees Within Private Land, Non Timber Forest Products Except Rattan, and Bamboo'). 2. 'Issuance of Private Land Timber Permit (PLTP) for Non-premium Species, or Special PLTP (SPLTP) for Premium/Naturally-Grown Trees Within Private/Titled Lands', - there was a delay in the processing of their permit.
REGION II
<ol style="list-style-type: none"> 1. Respondents who availed the 'Authentication of Record/s' mentioned the following comments and suggestions: <ol style="list-style-type: none"> 1) condition of waiting areas should be improved; 2) business or transactions are a bit slower due to very weak signal, but is understandable; 3) data/records in digital format should be made available for easy access; and 4) authorization letter for bank representatives should be accepted to secure certification and transmittal of bank clients. 2. 'Processing of Payment of Claims' - slow processing of papers for catering.
REGION III
<ol style="list-style-type: none"> 1. 'Application for Free Patent (Residential)'- slow process, imposition of the additional requirement not stated in the Citizen's Charter, and poor condition of office facilities. 2. One client questioned the 'No Noon Break Policy', "Magpapaskil kayo ng noon break tapos yung tao nyo nag break time!". 3. Having at least one service wheel to be used for Emergency Environmental Response Concerns. 4. 'Issuance of Tree Cutting Permit for Planted Trees and Naturally Growing Trees Found Within Public Places (Plaza, Public Parks, School Premises or Political Subdivisions for Purposes of Public Safety)- ' "Make sure the constituents know well the exact process kahit thru infographics."
REGION IV A
<ol style="list-style-type: none"> 1. Twelve (12) respondents complained about the delay/slow process in releasing their 2. Payment of Claims. Two (2) respondents raised concern on the availability of parking space. 3. Allocate a holding or receiving area and make sure it is well ventilated with at least an electric fan. 4. 'Issuance of Certification of Land Status and/or Certification of Survey Claimant' stated, - "it will be better if they will response(sic) once the client asks(sic) for an update through sms". 5. 'Authentication of Record/s' - make the requirements needed in processing the transmittal available online.
REGION IV B
<ol style="list-style-type: none"> 1. Slow process 2. Lack of adequate information about the process 3. Personnel is engaged in non-work related activities that impede the efficient delivery of services 4. Issue on the availability of signatories 5. Lack of adequate employee/ manpower

REGION V
<ol style="list-style-type: none"> 1. "Mas maigi po may table sa waiting area" (It would be better to have a table in the waiting area), from a client who availed 'Issuance of Certification of Land Status and/or Certification of Survey Claimant'. 2. Another client from the same service said, "Transaction or processing of the Documents must be [done] in a day only"
REGION VI
<ol style="list-style-type: none"> 1. "Improve your waiting area, so hot." 2. "If the scheduled ADR was postponed by DENR and not the individual, it should have been given a priority, to be rescheduled at soonest possible time and not let the person wait for more than 2 or more weeks." 3. "System should be improved so that we could eliminate the number of times that we will be going back & forth to the office". 4. "Kung maari kausapin/echat ng maayos ang kliyente. At wag sana masyado patagalin and pagprocess ng papel." (If possible, contact the clients properly. Please don't delay the processing of the document.)
REGION VII
<ol style="list-style-type: none"> 1. Some of the issues raised were related to the slow processing of documents for services: 'Application for Free Patent (Residential)' and 'Issuance of Certification of No Records/Appeal/Motion for Reconsideration, Etc'. 2. The processing of payment in the cashier is the one that is time-consuming and suggested improving it. 3. Installation of air conditioning units, electric fans, additional chairs, and a water dispenser in waiting areas; 4. Have an accessible photocopying machine in the office; 5. Additional manpower to process requests; 6. Strict implementation of the No Noon Break Policy; and 7. Strict implementation of priority lanes
REGION VIII
<ol style="list-style-type: none"> 1. "I hope there will be enough capacity of seats outside the office. Godbless the DENR Family". 2. "Is there a possibility to make all these transactions available using the Internet? Onwards to a digital DENR." 3. "Medyo matagal lang ang proseso marahil ay marami din nag pasa ng aplikasyon. Sa ngayon ang mahalaga ay mayroon na kaming permiso. Maganda naman ang serbisyo." (The process is slightly long probably because there are plenty of applicants. Right now, the important thing is we already have the permit. The service provided is still good.)
REGION IX
<ol style="list-style-type: none"> 1. A client for the process 'Issuance of Private Land Timber Permit (PLTP) for Non-premium Species, or Special PLTP (SPLTP)' complaint that the signages are not readable 2. A client that applied for the process 'Issuance of Survey Authority' stated: "it took a little while to finish the papers". 3. A suggestion from a 'Sale of Bidding Documents' client stated: "We would like to suggest on the issuance of NOA for the winning bidder to facilitate as soon as possible for the reason that the supplier could be able to order."
REGION X
<ol style="list-style-type: none"> 1. Delay in the 'Issuance of Certification of Land Status and/or Certification of Survey Claimant' and hoped that it would get processed sooner. 2. 'Issuance of Certification of Land Status and/or Certification of Survey Claimant' - DENR personnel must approach clients nicely and inform them of all the requirements before the certificate is issued. 3. Having an online application system for the following services: Issuance of Certification of Land Status and/or Certification of Survey Claimant Issuance of Certification of Land Disposition

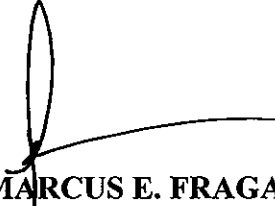
REGION XI
<ol style="list-style-type: none"> 1. 'Processing of Payment of Claims' - to not delay the process 2. to have more parking space.
REGION XII
<ol style="list-style-type: none"> 1. 'Issuance of Certification of Land Status and/or Certification of Survey Claimant' - signages should be made more noticeable as to where the CENRO is located. 2. There should be "standby" staff on the receiving area. 3. 'Authentication of Record/s' - one time his/her calls were not answered and in one instance, the call was dropped.

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 2023 in relation to the above-cited recommendations/complaints through the e-mail address jernestina717@gmail.com on or before January 31, 2024

For your appropriate action.



ATTY. JUAN MIGUEL T. CUNA, CESO I



JOSELIN MARCUS E. FRAGADA, CESO III

cc:

- SUPERVISING UNDERSECRETARIES**
 Environmental Management Bureau
 Land Management Bureau
 Biodiversity Management Bureau
 Ecosystems Research and Development Bureau

- THE DIRECTORS**
 Knowledge and Information Systems Service
 Policy and Planning Service

Table 1. Client Satisfaction Scores of DENR offices based on the 2022 DENR Client Satisfaction Survey

Office	Client Satisfaction Score	Adjectival Score
Biodiversity Management Bureau (BMB)	4.82	Very Satisfactory
Ecosystems Research and Development Bureau (ERDB)	4.83	Very Satisfactory
Forest Management Bureau (FMB)	4.62	Very Satisfactory
Land Management Bureau (LMB)	4.79	Very Satisfactory
DENR Central Office	4.70	Very Satisfactory
DENR Regional Offices	4.76	Very Satisfactory
DENR Overall CSS Score	4.75	Very Satisfactory