



**Republic of the Philippines**  
**Department of Environment and Natural Resources**  
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## **MEMORANDUM**

**TO :** **ALL DENR REGIONAL EXECUTIVE DIRECTORS**  
**THE DIRECTORS**  
FOREST MANAGEMENT BUREAU  
LAND MANAGEMENT BUREAU  
BIODIVERSITY MANAGEMENT BUREAU

**FROM :** **THE UNDERSECRETARY**  
Solid Waste Management and Local Government Units Concerns  
and Supervising Undersecretary for Strategic Communication and  
Initiatives Service and Task Force *Tayo ang Kalikasan*

**SUBJECT :** **SUBMISSION OF ACTIONS TAKEN BASED ON THE**  
**RECOMMENDATION OF THE 2019 CLIENT SATISFACTION**  
**SURVEY REPORT**

The DENR has earned a Very Satisfactory rating from its clients for 13 frontline and 4 non-frontline services per 2019 CSS Report (see attached report).

In order to further improve our delivery of services, the CSS working group has recommended the following for implementation in 2020:

1. Reduce processing time, through:
  - Automation of existing processes
  - Review existing processes, particularly document flow, and reduce the number of steps, if possible
2. Review existing documentary requirements for each process, if possible do away with unnecessary requirements
3. Review existing permits issued by DENR to see if it is possible to extend the validity of these permits (in 2019 the Office of former RED Gil Aromin has undertaken initiative to extend the validity of their permits)
4. Improve staff-client interactions:
  - Notify clients when documents are available for release, or when documents submitted are not complete
  - Set proper expectations to clients at the onset so that they will be properly guided on the documentary requirements, process steps, processing time, and date when the document will be available for pick up

- Put up signages outside the DENR office that display the flow chart and documentary requirements
5. Improve personnel management
    - Increase of the number of staff handling transaction/inquiry
    - Training personnel to handle basic inquiries and assigning alternative personnel to cater to the client needs/transactions if personnel in-charge are not available
  6. Improve record keeping
    - Develop database system
    - Prevent damage or loss of documents while processing
  7. Use better quality of materials for the DENR documents (i.e. sticker for Chainsaw Registration)

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 please submit any action taken in 2020 in relation to the above-cited recommendations and your respective offices' 2020 Best Practice (*see attached Memorandum Circular No. 2020-1 on Best Practice*) in relation to the 17 services through the e-mail address [jernestina717@gmail.com](mailto:jernestina717@gmail.com) **on or before August 4, 2021.**

For your appropriate action.



**BENNY D. ANTIPORDA**

cc: **THE DIRECTOR**  
Knowledge and Information Systems Service