



January 31, 2022

MEMORANDUM

FOR : The OIC, Regional Executive Director
THRU : The Assistant Regional Director for Management Services
ATTENTION : The Chief, Planning and Management Division
FROM : The In-Charge, Office of the PENR Officer
SUBJECT : **ACTIONS TAKEN BASED ON THE RECOMMENDATIONS OF THE 2020 CLIENT SATISFACTION SURVEY REPORT**

In compliance with the Memorandum dated January 18, 2022 of the Undersecretary for Solid Waste Management and Local Government Units Concerns and Supervising Undersecretary for Strategic Communication and Initiatives Service and Task *Force Tayo ang Kalikasan*, and received by this Office on January 28, 2022 on the above captioned subject, submitted are actions taken of the DENR-PENRO Marinduque on the recommendations contained in the CSS 2020 Report.

For information and record.

"For and in the absence of the OIC - PENR Officer"


CYNTHIA U. LOZANO
Chief, Technical Services Division
In-Charge, Office of the PENRO



Recommendations	Actions Taken
Implementation of online transactions	Clients can and encourage to submit their applications and requirements through email and/or Facebook Messenger in order to check the completeness and correctness of the requirements before submission of the original documents/requirements in the Office.
Timely response to online transactions, inquiries, or emails	<p>Clients' inquiries through email and/or Facebook Messenger were answered immediately upon receipt.</p> <p>Likewise, Officer-of-the-Day is provided to answer queries of all walk-in clients.</p> <p>Moreover, letters and inquiries received through mail were acknowledged and recorded in the locally developed Regional Document Action Tracking System (DATS) to better facilitate workflow and document tracking.</p> <p>If in case there are lacking on the submitted requirements, clients are informed through written communication and/or phone call.</p>
Reduction of processing time	Requests, certifications and permits were released and/or forwarded to Regional Office for processing on or before the set turnaround time provided that all the needed requirements are complete and correct. Also, requirements are being checked thoroughly and carefully before accepting the application.
Availability of signatories	Designation of In-Charge to sign necessary documents, and use of digital signature in most of the documents are implemented.
Providing IEC materials on DENR services	List of requirements and application form of all the frontline services are provided during the conduct of IEC in the barangays and in all walk-in and online clients.



Recommendations	Actions Taken
Putting up clear signages	Updated DENR Citizen Charter and proper signages were printed and displayed at the waiting area.
Provision of comfortable waiting areas	Chairs, tables, electric fan and fabricated roll-up lona/trapal/tolda are installed and available in the Office waiting areas to provide comfort to clients

emp. JMW