



Republic of the Philippines
Department of Environment and Natural Resources
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MEMORANDUM

FOR : **ALL REGIONAL EXECUTIVE DIRECTORS**
ALL STAFF BUREAU DIRECTORS

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

SUBJECT : **INITIAL IDENTIFICATION OF CRITICAL SERVICES TO BE**
ENROLLED FOR THE FY 2023 STREAMLINING AND PROCESS
IMPROVEMENT OF CRITICAL SERVICES (SPICS)/PROCESS
RESULTS

DATE : **SEP 04 2023**

This has reference to the requirements on SPICS/Process Results per Section 4.2 of the AO25 Inter-Agency Task Force Memorandum Circular No. 2023-1 dated 22 August 2023.

Accordingly, two (2) critical services with substantive improvements in ease of doing business/ease of transaction shall be enrolled, namely:

1. **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.
2. **Internal services** – refer to government services applied for or requested by internal clients or individuals who are within the respective government agency or office, such as, but not limited to, its personnel and employees, whether regular or contractual. Internal services include services such as, but are not limited to, backend/support services to regulatory functions related to permitting, licensing, and issuance of a privilege right, reward, clearance, authoring, or concession.

The guidelines require that the critical services be selected based on any or a combination of the following factors:

- a. 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.
- b. The **most complained service** with the greatest number of complaints received by the agency and other complaints-handling agencies.
- c. 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.
- d. A **service that generates income/revenue** for the government.
- e. A **service attributable to the PREXC/Programs** of agencies.
- f. A **service that involves inter-agency action** to complete the transaction.

The guidelines also provide the following areas to be considered for the substantial improvements or substantial reduction of the selected services:

- a. **Actual documentary requirements** for a transaction for instance duplicative/unnecessary/non-value-adding documents and various prerequisites to be attained from other government offices;
- b. **Total processing time** 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. **Overall transaction cost** 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;
- d. **Multiple hand-offs** 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;
- e. **Administrative burden** associated with the transaction i.e., the complexity and amount of effort that the agency need to expend in order to process the transaction; and
- f. **Access to the service** that makes the transaction very easy, convenient, without or only with very minimal cost, reliable, and predictable.

Further, it is highlighted in the guidelines that a report on the digitalization initiatives or digital transformation of the selected critical services is required to be submitted.

Relative to this, may we respectfully request your respective office to initially identify the critical services to be enrolled per aforementioned guidelines/requirements and submit an official correspondence on why the services were selected/identified, via email on or before 5 September 2023.

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