



Republic of the Philippines
Department of Environment and Natural Resources
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ALTERNATIVE DISPUTE RESOLUTION COMMITTEE

RESOLUTION NO. 2023- 01

ADOPTING ADR CLIENT SATISFACTION FEEDBACK FORM FROM THE DRAFT GUIDELINES ON THE PROVISION OF AWARDS AND INCENTIVES (AIG) OF ALTERNATIVE DISPUTE RESOLUTION OFFICERS (ADROs) AND REGIONAL POOL OF ALTERNATIVE DISPUTE RESOLUTION OFFICERS (PADROS)

WHEREAS, the ADR Committee has prepared feedback or survey forms for the clients based from the draft Guidelines on the Provision of Awards and Incentives (AIG) of Alternative Dispute Resolution Officers (ADROs) and Regional Pool of Alternative Dispute Resolution Officers (PADROs).

WHEREAS, the AIG to be given to the ADROs are in congruence with the Program on Awards and Incentives for Service Excellence or (PRAISE) of the Department, that aims to determine the efficiency and effectiveness in the delivery of office mandates; recognizes and commends performance for exemplary accomplishment; and contributes in pursuing the Department's goals and objectives.

WHEREAS, the ADR Client Satisfaction Feedback Form is in conformity with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 that aims to facilitate prompt actions or resolution of all government transactions with efficiency.

WHEREAS, the AIG states that all ADROs within a PADRO unit shall be evaluated on Quality, Quantity, Timeliness, Success Stories and Impact of the ADR services that they have provided using the AIG Scorecards.


WHEREAS, the AIG defines "Impact" as the overall evaluation given by his or her immediate superior based on reasonable judgment and interviews from the ADROs' clients or results of the feedback sheets if any.

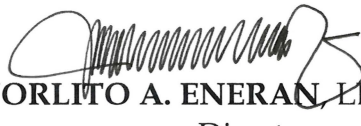
WHEREAS, such feedback sheets shall be based on the results of survey-interviews given after every ADR Session.

IN VIEW THEREOF, on motion of the ADR Committee, it is agreed upon that the ADR Client Satisfaction Feedback Form be adopted and used by the ADROs after each ADR session.

RESOLVED, AS IT IS HEREBY RESOLVED, to approve the survey form for the draft guidelines on the provision of awards and incentives (AIG) of the ADROs.

ADOPTED during the 24th Regular Meeting of the ADR Committee held on the 13th of February 2023, in Quezon City, Philippines.


ATTY. EMELYNE V. TALABIS, CESO IV
Director
Land Management Bureau
Member, ADR Committee


NORLITO A. ENERAN, LL.M. CESO III
Director
Legal Affairs Service
Member, ADR Committee


ATTY. MICHELLE ANGELICA D. GO, LL.M., CESO II
Assistant Secretary for Legal Affairs
Chairperson, ADR Committee

Department of Environment and Natural Resources
Alternative Dispute Resolution

SURVEY FOR CLIENT

Please indicate how you rate our service with the following statements by shading the corresponding circle from ‘needs improvement’ to ‘excellent’.

Quality of Service

Needs Improvement

Fair

Good

Satisfactory

Excellent

How helpful do you find the ADR Service provided?

How easy was it for you to understand the flow of the ADR Proceedings?

The ADRO was clear in providing information and the process they will provide?

The ADRO was knowledgeable of the services provided?

Was it easy, convenient and helpful to access the ADR Service?

Is the time allotted for the conduct of the process advantageous, convenient and helpful to you?

Demeanor (Behavior) during ADR Session

Needs Improvement

Fair

Good

Satisfactory

Excellent

Is the ADRO pleasant, knowledgeable, and accommodating?

Did the ADRO show impartiality in the conduct of the process?

Did the ADRO ensure confidentiality of the process and of the information received?

Did the ADRO listen and respond to queries/questions?

Preparedness during ADR Session

Needs Improvement

Fair

Good

Satisfactory

Excellent

Have you received notice/information on the process that will be conducted

Was the ADRO able to answer questions and concerns on the process

Was the session conducted in a private area?

Was the ADRO able to conduct the process smoothly and confidently

Were the sessions conducted on time or on schedule?

Communication towards Parties

Needs Improvement

Fair

Good

Satisfactory

Excellent

Is the ADRO readily accessible for any query or questions on the process?

Were the information and process provided clearly communicated to parties?

Timely conduct of ADR session from referral

Needs Improvement

Fair

Good

Satisfactory

Excellent

Was the number of days from Notice to Parties from the actual ADR session sufficient?

Suggestions / Comments

Additional Information / Client Profile

Mandatory

DENR Office:

ADR Officer:

Case Number:

Date ADR was conducted:

Date of Application:

Optional

Name of Client:

Contact Number:

Email Address:

Signature of Client