



Republic of the Philippines
Department of Environment and Natural Resources
MIMAROPA REGION
Provincial Environment and Natural Resources Office

DENR MIMAROPA REGION RECORDS SECTION
RECEIVED
27 JAN 2023
☒ INCOMING ☐ OUTGOING
DATE NO.

January 20, 2023

MEMORANDUM

FOR : The Regional Executive Director
FROM : The OIC PENR Officer
Oriental Mindoro
SUBJECT : **SUBMISSION OF ACTIONS TAKEN ON THE
RECOMMENDATION OF THE 2021 CLIENT SATISFACTION
SURVEY (CSS) REPORT**

Submitted herewith is the Consolidated Action Taken on the Recommendation of the 2021 Client Satisfaction Survey (CSS) Report of PENRO Oriental Mindoro per Memorandum dated January 17, 2021.

Please be informed that said report was already emailed to pps4bmimaropa@gmail.com in matrix format.

For her information and record.


ALAN L. VALLE



DENRPENR02301000034

Summary of 2021 DENR Client Satisfaction Survey Feedback

Issues/Concerns	Concerned Office	Remarks	Action Taken
Improvement in handling inquiries or requests through telephones and emails.			
	CENRO Socorro, Oriental Mindoro	Lack of flexibility and immediate piece of information for data needed.	The Citizen's Charter 2021 Fifth Edition was already posted and displayed in the office information desk. The list of requirements for all critical services are always readily available in the information desk as well.
			For CY 2022, strategic mobilization of field personnel from RPS and MES to attend to all client requests; Use of social platform (messenger and e-mail) for easy dispatch of information and inspection and non-acceptance of incomplete documents on requests.
Availability of signatories or OICs to avoid service delays			
	CENRO Roxas, Oriental Mindoro	Assign a replacement officer in cases where the authorized signatory is away for a long time.	Designated personnel in case the authorized signatories is away for a long time in order not to disrupt the operation of CENRO Roxas and act on all routine activities in the office except on matters pertaining to personnel accountability and policies.

Consolidated by:

Noted by:


MARIYN S. CASPE

Admin. Assistant I (Computer Operator I)
PENRO CSS Focal Person

ALAN L. VALLE
OIC-PENRO



Republic of the Philippines
Department of Environment and Natural Resources
MIMAROPA Region
Community Environment and Natural Resources Office

January 20, 2023

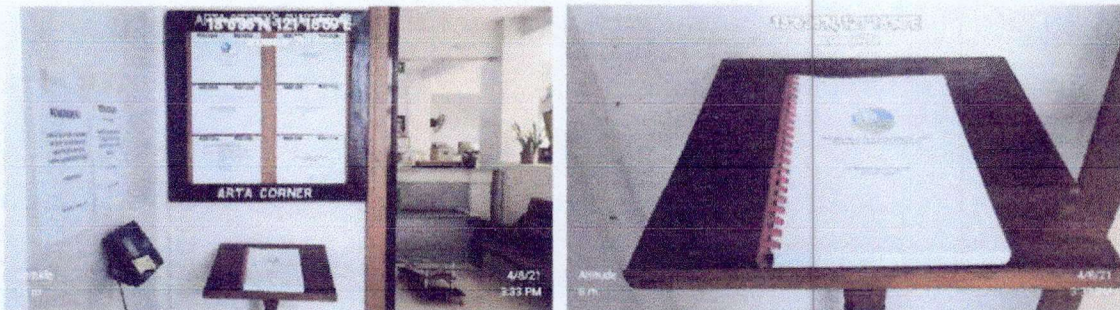
MEMORANDUM

FOR : The Regional Executive Director
THRU : The OIC, PENR Officer
FROM : The CENR Officer
SUBJECT : **SUBMISSION OF ACTIONS TAKEN ON THE RECOMMENDATION OF THE 2021 CLIENT SATISFACTION SURVEY (CSS) REPORT**

This has reference to the Memorandum dated January 17, 2023 with tracking number 101113 from the Regional Executive Director with the aforementioned subject, most particularly on the comment to CENRO Socorro specifically *"lack of flexibility and immediate piece of information for data needed"* under feedback on *improvement in handling inquiries or requests through telephones and emails*.

Upon review of the feedback gained, it was found out that this issue is under the request on the issuance of Certificate of Tree Plantation Ownership (CTPO).

Relative thereto, please be informed that since CY 2021, the Citizen's Charter 2021 Fifth Edition was already posted and displayed in the office information desk as shown below. List of requirements for all critical services are always readily available in the information desk as well.



In CY 2022, to appropriately address the same issue, this office has implemented the following measures:

- i. strategic mobilization of field personnel from RPS and MES to attend to all client request;
- ii. use of social media platform (messenger and e-mail) for easy dispatch of information and inspection; and
- iii. non-acceptance of incomplete documents on request.

For information and record.


RODEL M. BOYLES



January 20, 2023

MEMORANDUM

FOR : The Regional Executive Director
DENR MIMAROPA Region

THRU : The OIC PENRO
Calapan City, Oriental Mindoro

FROM : The CENR Officer
CENRO, Roxas, Oriental Mindoro

SUBJECT : SUBMISSION OF ACTIONS TAKEN ON RECOMMENDATION
OF THE CY 2021 CLIENT SATISFACTION SURVEY REPORT
(CSS)'

This is in connection to the Memorandum from the Undersecretary for Policy, Planning and International Affairs to the Regional Director regarding the Client Satisfaction Survey (CSS) Report 2021.

Despite the said high rating there are some feedback and recommendation from the client that need to addressed and give prompt actions to further improve the delivery of services specifically in CENRO Roxas.

In this regard , please be informed that this office designated personnel in case that the authorized signatories is away for a long time in order not to disrupt the operation of CENRO Roxas and act on all routinary activities in the office except matters pertaining to personnel, accountability and policies.

Attached is the approved PENRO Special Order for reference.

For information and record.


ENGR. CAESAR E. QUEBEC

jrg



Republic of the Philippines
Department of Environment and Natural Resources
MIMAROPA Region
Provincial Environment and Natural Resources Office

PENRO Special Order
No. 2022-085
Series of 2022 *pa*

OCT 24 2022

SUBJECT: DESIGNATING FORESTER III REYNALDO D. PUDIQUET, CHIEF MONITORING AND ENFORCEMENT SECTION AS IN-CHARGE, OFFICE OF THE CENRO, ROXAS, ORIENTAL MINDORO

In the interest of the service and in order not to disrupt the operation of CENRO Roxas, Oriental Mindoro, Forester III Reynaldo D. Pudiquet is hereby designated as In-Charge, Office of the CENRO while CENR Officer Caesar E. Quebec is on official travel.

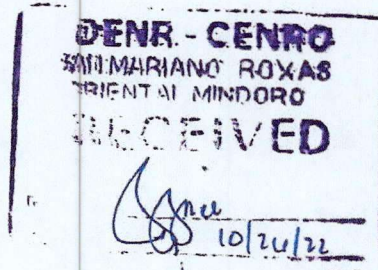
With this designation, he shall act on all routinary activities in this office except matters pertaining to personnel, accountabilities and policies.

In compliance to this Order, he shall sign as:

“For and in the absence of the CENR Officer”

REYNALDO D. PUDIQUET
Forester III/Chief, MES
In-Charge, Office of the CENRO

This Order takes effect on October 25-28, 2022.



Recommending Approval:

Caesar E. Quebec
ENGR. CAESAR E. QUEBEC
CENR Officer

Approved by:

Alma E. Gibe
ALMA E. GIBE
In-charge, PENRO Oriental Mindoro