



Republic of the Philippines
DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES
Office of the Regional Executive Director
Region XII, Aurora Quezon Street,
City of Koronadal, 9506 Philippines
Tel. No. (083) 228-6226 Telefax No. (083) 228-6225
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December 22, 2023

MEMORANDUM

FOR : DIRECTOR ARLENE A. ROMASANTA
Knowledge and Information Systems Service
DENR, Visayas Avenue, Diliman, Quezon City

FROM : THE REGIONAL EXECUTIVE DIRECTOR
DENR XII, Aurora St., Brgy. Zone IV, Koronadal City

**SUBJECT : SUBMISSION OF 2023 DENR XII CLIENT SATISFACTION
MEASUREMENT (CSM) SURVEY FOR INTERNAL AND
EXTERNAL CLIENTS**



We are respectfully submitting herewith the enclosed document relative to the above-mentioned subject in compliance to the submission of Client Satisfaction Measurement (CSM) Survey for Internal and External Clients covering the period of January 3, 2023 to December 15, 2023. The said report was generated from the ArcGIS Dashboards and ArcGIS Survey 123 portal based on the respondent's feedback.

For information and record.

ATTY. FELIX S. ALICER





December 21, 2023

MEMORANDUM

TO : THE CHIEF PLANNING AND MANAGEMENT DIVISION
This Region

FROM : THE UNDERSIGNED
This Office

SUBJECT : SUBMISSION OF THE ANNUAL REPORT ON DENR XII
CLIENT SATISFACTON MEASUREMENT (CSM) SURVEY
FOR INTERNAL AND EXTERNAL SERVICES


We are respectfully submitting the consolidated annual report on Client Satisfaction Measurement Survey (CSMS) of Region XII for both Internal and External Services from January 3, 2023 to December 15, 2023. Please be informed that the region encoded a total of 5,305 completed CSMS via ArcGIS Survey 123, with 3,140 for external services and 2,164 for internal services. Meanwhile, the Region XII had an average CSMS score of 4.79, which is equivalent to a "very satisfactory" rating.

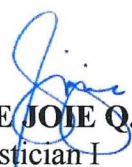
Among the different services offered under External Services, the Land Survey, Approval, Disposition, and Land Record Management for Titled Property; Issuance of Certificate of Verification (COV) for the Transport of Planted Trees within Private land, Non-Timber Forest Products except rattan and bamboo; and Issuance of Land Status and/or Certification of Survey Claimant were the top 3 most availed frontline services in the region, as shown in the attached Appendix A.

In addition, majority of the clients who availed the different frontline services of the region were males (54.91%), and 53.43% of them were private citizens/individual/representative for both Internal and External Services.

For your information.


HAJERA M. CARIGA-MACAPAAR
Statistician II


SHERYL B. PUIG
Statistician I


MAE JOIE Q. SAE
Statistician I

Appendix A. Standard Format of CSS Reporting

Name of Region: DENR - Region XII

Period Covered: January 3, 2023 to December 15, 2023

EXTERNAL

Name of Process	Number of CSS Respondents	Total Transaction	Number of Refusal/ Nonresponse
Application for Chainsaw Registration	274	274	0
Application for Free Patent (Agricultural)	147	147	0
Application for Free Patent (Residential)	222	222	0
Authentication of Record/s	201	201	0
Issuance of Certificate of Lumber Origin (CLO) for Processed Logs/Lumber from Wood Processing Plant (WPP) to other WPP or Desired Destination	1	1	0
Issuance of Certificate of Verification (COV) for the Transport of Planted Trees within Private land, Non-Timber Forest Products except rattan and bamboo	378	378	0
Issuance of Certification of Land Status and/or Certification of Survey Claimant	349	349	0
Issuance of Certification of No Records/Appeal/Motion for Reconsideration, etc.	71	71	0
Issuance of Gratuitous Permit (GP)	12	12	0
Issuance of Miscellaneous Sales Patent	2	2	0
Issuance of Private Land Timber Permit (PLTP) for Non-premium Species, or Special PLTP (SPLTP) for Premium/Naturally-Grown Trees within Private/Titled Lands	13	13	0
Issuance of Private Tree Plantation Registration (PTPR)	24	24	0
Issuance of Survey Authority	15	15	0
Issuance of Tree Cutting and/or Earthballing Permit for Trees Affected by	10	10	0

Projects of National Government Agencies (DPWH, DOTr, DepEd, DA, DOH, CHED, DOE, and NIA)			
Issuance of Tree Cutting Permit for Planted Trees and Naturally Growing Trees Found within Public Places (Plaza, Public Parks, School Premises or Political Subdivisions for Purposes of Public Safety)	63	63	0
Issuance of Wood Processing Plant Permit (renewal is applied in RO per DAO 2021-05)	2	2	0
Land Survey, Approval, Disposition and Land Record Management for Titled Property	713	713	0
Land Survey, Approval, Disposition and Land Record Management for Titled Property (CARP/DAR Module Survey)	99	99	0
Land Survey, Approval, Disposition and Land Record Management for Untitled Property	269	269	0
Land Survey, Approval, Disposition and Land Record Management for Untitled Property (CARP/DAR Module Survey)	63	63	0
Sale of Bidding Documents	22	22	0
Processing of Payment of Claims	191	191	0
Catering	10	10	0
Water	5	5	0
Electricity	6	6	0
Communication/ Telephone Expenses	5	5	0
Gasoline	3	3	0
Janitorial Services	4	4	0
Security Services	3	3	0
Consultancy Services	0	0	0
Repair & Maintenance (Vehicle/Equipment)	5	5	0
Supplier/ Contractor/ Service Provider	142	142	0
Terminal Leave Benefits	8	8	0

OVERALL TOTAL	3,141	3,141	0
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INTERNAL

Name of Process	Number of CSS Respondents	Total Transaction	Number of Refusal/ Nonresponse
Issuance of Certification of No Records/Appeal/Motion for Reconsideration, etc.	40	40	0
Authentication of Record/s	159	159	0
Processing of Payment of Claims	1,103	1,965	0
Extraordinary and Miscellaneous Expenses (EME)	1	3	0
Grant of Cash Advance to Special Disbursing officers	21	36	0
Loyalty Award Bonus	12	13	0
Monetization	19	39	0
Petty Cash Replenishment	8	11	0
Representation Allowance and Transportation Allowance (RATA)	23	37	0
Salary (JO/COS)	215	264	0
Salary (Permanent)/ Clothing Allowance/ Bonuses (Midyear bonus, Year-end Bonus, CNA, Cash Gift, PEI, PBB)	267	684	0
Step Increment/Salary Adjustment	266	453	0
Travel (TEV) Local/Foreign	267	421	0
Special Counsel Allowances	4	4	0
OVERALL TOTAL	1,287	2,164	0

Note:

- The data shown in the column for the no. of CSS respondents in Internal Services were based on the minimum sample population.

- The data for the Issuance of Certification of No Records/Appeal/Motion for Reconsideration, etc. and Authentication of Records were demand-driven.



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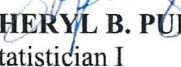
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Among the different services offered under External Services, the Land Survey, Approval, Disposition, and Land Record Management for Titled Property; Issuance of Certificate of Verification (COV) for the Transport of Planted Trees within Private land, Non-Timber Forest Products except rattan and bamboo; and Issuance of Land Status and/or Certification of Survey Claimant were the top 3 most availed frontline services in the region, as shown in the attached Appendix A.

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