



Republic of the Philippines

Department of Environment and Natural Resources

BIODIVERSITY MANAGEMENT BUREAU

Ninoy Aquino Parks and Wildlife Center

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FEB 01 2021

ATTY. JEREMIAH BELGICA, REB, EnP

Director General

Anti-Red Tape Authority

Office of the President

GF, HPGV Building, 395 Senator Gil Puyat Avenue

Makati City

Email: compliance@arta.gov.ph

Dear **Atty. Belgica**,

In compliance with the AO 25 Memorandum Circular 2020-01, please see attached 2020 Client Satisfaction Survey result of this Bureau using the template prescribed in the Annex 4 of the aforementioned Memorandum Circular.

Thank you.

Very truly yours,


AMELITA D.J. ORTIZ

Assistant Director

Officer in-charge, Office of the Director



Republic of the Philippines
Department of Environment and Natural Resources
BIODIVERSITY MANAGEMENT BUREAU



BMB202103535

Copy Furnished:

DENR- ARTA (denr.arta@gmail.com)

DENR- SDRMD (sdrmd@denr.gov.ph)



United Nations Decade on Biodiversity



Department of Environment and Natural Resources
Biodiversity Management Bureau

Client Satisfaction Survey

2020

Executive Summary

Client Satisfaction Score Results for the 33 enrolled ARTA processes of Biodiversity Management Bureau based on the 2020 DENR Client Satisfaction Survey:

Division/Unit	Processes	Client Satisfaction Score*	Adjectival Score
WILDLIFE RESOURCES DIVISION	Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives	4.70	Very Satisfactory
	Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives	4.79	Very Satisfactory
	Processing of Request for Gratuitous Permit to Collect Wildlife for Scientific Research Purposes	No data available	
	Processing and Approval of MOA for Scientific Research	No data available	
	Processing and Approval of Request for Bioprospecting Undertaking	No data available	
	Processing and Documentation of Turned-over, Donated and Confiscated Wildlife	No data available	
NATIONAL PARKS DIVISION	Review of Proposed Protected Area Community-Based Resource Management Agreement (PACBRMA)	No data available	
	Review and Evaluation of Application for Special Use Agreement in Protected Areas (SAPA)	No data available	
CAVES WETLANDS AND OTHER ECOSYSTEMS DIVISION	Review and Evaluation of Cave Assessment/Classification Reports	No data available	
	Review and Evaluation of Wetlands Assessment / Classification Reports	No data available	
COASTAL AND MARINE DIVISION	Request for Technical Assistance (Coastal and Marine)	4.72	Very Satisfactory
BIODIVERSITY POLICY AND	Review and Request for Geo Spatial Data/Maps	5.00	Outstanding

KNOWLEDGE MANAGEMENT DIVISION	Response to Inquiries / Request and Complaints received from the Presidential Complaint Center-Hotline 8888	<i>No data available</i>	
	Preparation of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)	5.00	Outstanding
	Evaluation of Tender/Quotation for Small Value/Shopping Mode of Procurement of ICT Equipment and Supplies (Hardware and Software)	<i>No data available</i>	
	Review of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)	<i>No data available</i>	
NINOY AQUINO PARKS AND WILDLIFE CENTER	Processing and approval of Permit for non-extractive activities i.e. Filming, Videotaping, spiritual and other recreational activities; use of Protected Areas for Scientific purposes prior to issuance of Research Agreement	4.90	Very Satisfactory
ACCOUNTING UNIT	Issuance of Order of Payment	4.85	Very Satisfactory
	Processing of Purchase Order (PO) and Job Order (JO), Contract of Service (COS) and other Contracts for Funds Availability	<i>No data available</i>	
	Issuance of Tax Withheld Certificates (BIR FORMS 2306 and 2307)	4.85	Very Satisfactory
BUDGET UNIT	Processing of Special Budget Request	4.00	Very Satisfactory
CASHIER UNIT	Preparation, Processing and Issuance of Checks/LDDAP-ADA	<i>No data available</i>	
	Collection and Deposit of Fees	4.93	Very Satisfactory
GENERAL SERVICES UNIT	Issuance of Vehicle Trip Ticket	<i>No data available</i>	
	Issuance of Fuel Withdrawal Slip	<i>No data available</i>	

HUMAN RESOURCE DEVELOPMENT UNIT	Issuance of Certification of No Pending Administrative Case	4.93	Very Satisfactory
	Issuance of Certification of Travel History	5.00	Outstanding
	Issuance of Service Records	4.76	Very Satisfactory
	Issuance of Personal Travel Authority	<i>No data available</i>	
	Issuance of Certification of Employment	5.00	Outstanding
PROCUREMENT MANAGEMENT UNIT	Processing of Purchase Request for the Procurement of Goods and Services	4.64	Very Satisfactory
BIDS AND AWARDS COMMITTEE – SECRETARIAT (BAC- SEC)	Sale of Bidding Documents	4.29	Very Satisfactory
OVERALL CSS Score for All BMB Services		4.77	Very Satisfactory

**weighted average score from two survey instruments covering January 2020 to August 2020 (old CSS 2019 form) and September to December 2020 (new CSS 2020 form)*

Introduction

The Client Satisfaction Survey is a tool to generate verifiable data and tangible evidence in order to determine the effectiveness of implemented processes through identified indicators or service dimensions. The Biodiversity Management Bureau is one with the Department of Environment and Natural Resources in monitoring and measuring the satisfaction of internal and external clients to ensure that their needs and expectations are addressed and met in compliance to the Quality Management System (QMS), the Bureau's Citizen Charter and the Anti-Red Tape Act (ARTA) whose goals are to streamline efficient and effective frontline services for the Filipino people.

This report analyzes satisfaction of clients for the following Unit/Division's services, as listed in the Citizen's Charter of the Bureau:

TECHNICAL DIVISIONS AND THE NINYO AQUINO PARKS AND WILDLIFE CENTER

WILDLIFE RESOURCES DIVISION
1. Processing of CITES Permit Applications for the Export/ Re-export of Wildlife, including by-products and derivatives
2. Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives
3. Processing of Request for Gratuitous Permit to Collect Wildlife for Scientific Research Purposes
4. Processing and Approval of MOA for Scientific Research
5. Processing and Approval of Request for Bioprospecting Undertaking
6. Processing and Documentation of Turned-over, Donated and Confiscated Wildlife

NATIONAL PARKS DIVISION
1. Review of Proposed Protected Area Community- Based Resource Management Agreement (PACBRMA)
2. Review and Evaluation of Application for Special Use Agreement in Protected Areas (SAPA)

CAVES WETLANDS AND OTHER ECOSYSTEMS DIVISION
1. Review and Evaluation of Cave Assessment/Classification Reports
2. Review and Evaluation of Wetlands Assessment / Classification Reports

COASTAL AND MARINE DIVISION
1. Request for Technical Assistance (Coastal and Marine)

BIODIVERSITY POLICY AND KNOWLEDGE MANAGEMENT DIVISION
1. Review and Request for Geo Spatial Data/Maps
2. Response to Inquiries / Request and Complaints received from the Presidential Complaint Center-Hotline 8888
3. Preparation of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)
4. Evaluation of Tender/Quotation for Small Value/Shopping Mode of Procurement of ICT Equipment and Supplies (Hardware and Software)
5. Review of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)

NINOY AQUINO PARKS AND WILDLIFE CENTER
1. Processing and approval of Permit for non-extractive activities i.e. Filming, Videotaping, spiritual and other recreational activities; use of Protected Areas for Scientific purposes prior to issuance of Research Agreement

ADMINISTRATION AND FINANCE UNITS UNDER OFFICE OF THE DIRECTOR

Accounting Unit
1. Issuance of Order of Payment
2. Processing of Purchase Order (PO) and Job Order (JO), Contract of Service (COS) and other Contracts for Funds Availability
3. Issuance of Tax Withheld Certificates (BIR FORMS 2306 and 2307)

Budget Unit
1. Processing of Special Budget Request (SBR)

Cashier Unit
1. Preparation, Processing and Issuance of Checks/LDDAP-ADA
2. Collection and Deposit of Fees

General Services Unit
1. Issuance of Vehicle Trip Ticket
2. Issuance of Fuel Withdrawal Slip

Human Resource Development Unit
1. Issuance of Certification of No Pending Administrative Case
2. Issuance of Certification of Travel History
3. Issuance of Service Records
4. Issuance of Personal Travel Authority
5. Issuance of Certification of Employment

Procurement Management Unit
1. Processing of Purchase Request for the Procurement of Goods and Services

Records Management Unit
1. Processing Request for Copies of Controlled Documents

Bids and Awards Committee – Secretariat (BAC-SEC)
1. Sale of Bidding Documents

Objectives

The Client Satisfaction Survey 2020 has the following objectives:

1. To measure the level of satisfaction of the internal and external clients of the Bureau who availed of the BMB services indicated in the Bureau's Citizen Charter from January to December 2020;
2. To identify the service gaps to meet the needs and expectations of its clients; and
3. To determine the drivers of satisfaction of its clients.

Methodology

DATA GATHERING

The CSS data was collected through exit survey method instead of the usual face-to-face interview. In this method, the clients were asked to rate the service of the Division/Unit after they have received their requests, permits or certificates. The clients rate the services either online or through paper questionnaires. The questionnaire takes the form of the issued CSS Format of the DENR-Central.

In accordance with the Data Privacy Act, consent from clients were first solicited either in written or verbal form. Clients who opt not to participate in the survey were treated as *refusal* in the data. Confidentiality of personal details, answers and CSS data was ensured.

As a measure to prevent the spread of the COVID-19 virus, the Bureau practiced safety protocols with limited client interaction. In the last quarter of the year, the Bureau has adopted an online CSS questionnaire via Google Forms and fillable PDF to facilitate surveying of client's feedback. A QR code was also generated for easy access of the survey link.

SURVEY QUESTIONNAIRE

There were two (2) questionnaires used during data collection, as attached in **Annex I**. *CSS Form 2019* was used for transactions from January to August 2020; whereas *CSS Form 2020* was used for the remainder of the year. The change of forms was in compliance with the recommended service quality dimensions of Client Satisfaction Survey based on *Annex 4* of the

Memorandum Circular 2020-1 of the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (IATF-AO25).

The four service dimensions measured in the *CSS Form 2019* are timeliness, quality, professionalism of DENR personnel and ease of doing business; while the eight service dimensions of the newer *CSS Form 2020* consist of responsiveness, reliability (quality), access and facilities, communication, costs, integrity, assurance, and outcome.

DATA PROCESSING

Collected data from paper and online questionnaires were encoded, processed and analyzed using MS Excel.

RATING SCALE

CSS 2019 Form ^a	CSS 2020 Form
1 – Very Dissatisfied	1 – Strongly Disagree
2 – Dissatisfied	2 – Disagree
4 – Satisfied	3 – Neither Agree nor Disagree
5 – Very Satisfied	4 – Agree
	5 – Strongly Agree

^a No scale of 3 in the Likert Scale

DATA ANALYSIS

Results of the 2020 Client Satisfaction Survey were analyzed using the combined weighted average of the two sets of scores from the two survey instruments. The number of months the survey questionnaire was utilized served as the weights to compute the combined averages of the result of the two survey instruments as follows:

$$w = \frac{\text{number of months (survey coverage)}}{\text{total number of months in a year}}$$

Since *CSS Form 2019* was utilized from January to August, it encompassed a period of eight (8) months and has a corresponding weight of $\frac{8}{12}$ or 0.67. As for the new *CSS Form 2020*, the corresponding weight is $\frac{4}{12}$ or 0.33.

The combined weighted average (overall score) for a given service was computed using the formula below:

$$\begin{aligned} \text{Overall Score} = & (\text{Satisfaction Score using the CSS 2019 form} \times 0.67) \\ & + (\text{Satisfaction Score using the CSS 2020 form} \times 0.33) \end{aligned}$$

The client satisfaction score for each service/process was computed by averaging all the score rating of the service quality dimensions. The score rating of each service quality dimension was derived by averaging all the responses found under specific dimensions.

The overall score was interpreted based on its adjectival equivalent as specified below:

Overall Score Rating	Adjectival Rating
5.00	Outstanding
4.00-4.99	Very Satisfactory
3.00-3.99	Satisfactory
2.00-2.99	Unsatisfactory
1.99 and below	Poor

Results for each service quality dimension for each service was presented in a similar manner as follows:

Service Quality Dimension ^b	Score by Critical Service
1. Responsiveness	
2. Reliability (Quality)	
3. Access and Facilities	
4. Communication	
5. Costs	
6. Integrity	
7. Assurance	
8. Outcome	

^b Dimensions used are only for CSS 2020 form

RESULTS

WILDLIFE RESOURCES DIVISION

Processing of CITES Permit Applications for the Export/ Re-export of Wildlife, including by-products and derivatives

Number of CSS Forms Received: 45

From CSS 2019 Form Responses	Score by Critical Service	From CSS 2020 Form Responses	Score by Critical Service
Timeliness	4.73	Responsiveness	4.54
Quality of Service	4.80	Reliability (Quality)	4.57
Professionalism	4.80	Access and Facilities	4.57
Ease of doing business	4.77	Communication	4.57
Overall Experience	4.77	Costs	4.50
		Integrity	4.57
		Assurance	4.57
		Outcome	4.57
Satisfaction Score	4.77	Satisfaction Score	4.56
Overall Score		4.70	
Adjectival Rating		Very Satisfactory	

Suggestions

- Reduce the length of processing time to complete the transaction

Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives

Number of CSS Forms Received: 53

From CSS 2019 Form Responses	Score by Critical Service	From CSS 2020 Form Responses	Score by Critical Service
Timeliness	4.67	Responsiveness	4.92
Quality of Service	4.74	Reliability (Quality)	4.92
Professionalism	4.77	Access and Facilities	4.92
Ease of doing business	4.72	Communication	4.92
Overall Experience	4.72	Costs	4.92
		Integrity	4.92
		Assurance	5
		Outcome	4.92
Satisfaction Score	4.72	Satisfaction Score	4.93
Overall Score		4.79	
Adjectival Rating		Very Satisfactory	

Suggestions

- Automate the process or transaction.
- Access to WIFI

Processing of Request for Gratuitous Permit to Collect Wildlife for Scientific Research Purposes

No data available

Processing and Approval of MOA for Scientific Research

No data available

Processing and Approval of Request for Bioprospecting Undertaking

No data available

Processing and Documentation of Turned-over, Donated and Confiscated Wildlife

No data available

NATIONAL PARKS DIVISION

Review of Proposed Protected Area Community- Based Resource Management Agreement (PACBRMA)

No data available

Review and Evaluation of Application for Special Use Agreement in Protected Areas (SAPA)

No data available

CAVES WETLANDS AND OTHER ECOSYSTEMS DIVISION

Review and Evaluation of Cave Assessment/Classification Reports

No data available

Review and Evaluation of Wetlands Assessment / Classification Reports

No data available

COASTAL AND MARINE DIVISION

Request for Technical Assistance (Coastal and Marine)

Number of CSS Forms Received: 10

From CSS 2019 Form Responses	Score by Critical Service	From CSS 2020 Form Responses	Score by Critical Service
Timeliness	4.67	Responsiveness	4.71
Quality of Service	4.67	Reliability (Quality)	4.81
Professionalism	4.67	Access and Facilities	4.86
Ease of doing business	4.67	Communication	4.86
Overall Experience	4.67	Costs	-
		Integrity	4.86
		Assurance	4.86
		Outcome	4.86
Satisfaction Score	4.67	Satisfaction Score	4.83
Overall Score		4.72	
Adjectival Rating		Very Satisfactory	

Suggestions

- Kindly finalize the needed fields in the CMEMP database particularly in the coastal habitat (coral reef, seagrass and mangroves)

BIODIVERSITY POLICY AND KNOWLEDGE MANAGEMENT DIVISION

Review and Request for Geo Spatial Data/Maps

Number of CSS Forms Received: 1

From CSS 2019 Form Responses	Score by Critical Service
Timeliness	5
Quality of Service	5
Professionalism	5
Ease of doing business	5
Overall Experience	5
From CSS 2020 Form Responses	<i>No data available</i>
Overall Score	5
Adjectival Rating	Outstanding

Suggestions

- Explain to client how to evaluate map result

Response to Inquiries / Request and Complaints received from the Presidential Complaint Center-Hotline 8888

No data available

Preparation of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)

Number of CSS Forms Received: 1

From CSS 2019 Form Responses	Score by Critical Service
Timeliness	5
Quality of Service	5
Professionalism	5
Ease of doing business	5
Overall Experience	5
From CSS 2020 Form Responses	<i>No data available</i>
Overall Score	5
Adjectival Rating	Outstanding

Evaluation of Tender/Quotation for Small Value/Shopping Mode of Procurement of ICT Equipment and Supplies (Hardware and Software)

No data available

Review of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)

No data available

NINOY AQUINO PARKS AND WILDLIFE CENTER

Processing and approval of Permit for non-extractive activities i.e. Filming, Videotaping, spiritual and other recreational activities; use of Protected Areas for Scientific purposes prior to issuance of Research Agreement

Number of CSS Forms Received: 56

From CSS 2020 Form Responses	Score by Critical Service
Responsiveness	4.89
Reliability (Quality)	4.89
Access and Facilities	4.91
Communication	4.91
Costs	4.91
Integrity	4.91
Assurance	4.89
Outcome	4.88
Overall Score	4.90
Adjectival Rating	Very Satisfactory

Suggestions

- a. Availability of online payment
- b. Awareness of security guards on regulations set by the admin.

ACCOUNTING UNIT

Issuance of Order of Payment

Number of CSS Forms Received: 24

From CSS 2019 Form Responses	Score by Critical Service
Timeliness	4.83
Quality of Service	4.88
Professionalism	4.88
Ease of doing business	4.83
Overall Experience	4.83
From CSS 2020 Form Responses	<i>No data available</i>
Overall Score	4.85
Adjectival Rating	Very Satisfactory

Processing of Purchase Order (PO) and Job Order (JO), Contract of Service (COS) and other Contracts for Funds Availability

No data available

Issuance of Tax Withheld Certificates (BIR FORMS 2306 and 2307)

Number of CSS Forms Received: 25

From CSS 2019 Form Responses	Score by Critical Service
Timeliness	4.68
Quality of Service	4.80
Professionalism	4.80
Ease of doing business	4.76
Overall Experience	4.76
From CSS 2020 Form Responses	<i>No data available</i>
Overall Score	4.85
Adjectival Rating	Very Satisfactory

BUDGET UNIT

Processing of Special Budget Request

Number of CSS Forms Received: 1

From CSS 2020 Form Responses	Score by Critical Service
Responsiveness	4.00
Reliability (Quality)	4.00
Access and Facilities	4.00
Communication	4.00
Costs	4.00
Integrity	4.00
Assurance	4.00
Outcome	4.00
Overall Score	4.00
Adjectival Rating	Very Satisfactory

CASHIER UNIT

Preparation, Processing and Issuance of Checks/LDDAP-ADA

No data available

Collection and Deposit of Fees

Number of CSS Forms Received: 15

From CSS 2019 Form Responses	Score by Critical Service
Timeliness	4.93
Quality of Service	4.93
Professionalism	4.93
Ease of doing business	4.93
Overall Experience	4.93
From CSS 2020 Form Responses	<i>No data available</i>
Overall Score	4.93
Adjectival Rating	Very Satisfactory

GENERAL SERVICES UNIT

Issuance of Vehicle Trip Ticket

No data available

Issuance of Fuel Withdrawal Slip

No data available

HUMAN RESOURCE DEVELOPMENT UNIT

Issuance of Certification of No Pending Administrative Case

Number of CSS Forms Received: 3

From CSS 2019 Form Responses	Score by Critical Service
Timeliness	5.00
Quality of Service	5.00
Professionalism	5.00
Ease of doing business	4.67
Overall Experience	5.00
From CSS 2020 Form Responses	<i>No data available</i>
Overall Score	4.93
Adjectival Rating	Very Satisfactory

Issuance of Certification of Travel History

Number of CSS Forms Received: 3

From CSS 2019 Form Responses	Score by Critical Service
Timeliness	5.00
Quality of Service	5.00
Professionalism	5.00
Ease of doing business	5.00
Overall Experience	5.00
From CSS 2020 Form Responses	<i>No data available</i>
Overall Score	5.00
Adjectival Rating	Outstanding

Issuance of Service Records

Number of CSS Forms Received: 5

From CSS 2019 Form Responses	Score by Critical Service
Timeliness	4.80
Quality of Service	4.80
Professionalism	4.75
Ease of doing business	4.75
Overall Experience	4.67
From CSS 2020 Form Responses	<i>No data available</i>
Overall Score	4.76
Adjectival Rating	Very Satisfactory

Issuance of Personal Travel Authority

No data available

Issuance of Certification of Employment

Number of CSS Forms Received: 8

From CSS 2019 Form Responses	Score by Critical Service
Timeliness	5.00
Quality of Service	5.00
Professionalism	5.00
Ease of doing business	5.00
Overall Experience	5.00
From CSS 2020 Form Responses	<i>No data available</i>
Overall Score	5.00
Adjectival Rating	Outstanding

Suggestions

- Expedite action on the preparation and releasing of request.
- Availability of signatories for faster transaction.

PROCUREMENT MANAGEMENT UNIT

Processing of Purchase Request for the Procurement of Goods and Services

Number of CSS Forms Received: 21

From CSS 2019 Form Responses	Score by Critical Service	From CSS 2020 Form Responses	Score by Critical Service
Timeliness	4.62	Responsiveness	4.43
Quality of Service	4.69	Reliability (Quality)	4.43
Professionalism	4.77	Access and Facilities	4.43
Ease of doing business	4.85	Communication	4.43
Overall Experience	4.77	Costs	-
		Integrity	4.43
		Assurance	4.43
		Outcome	4.43
Satisfaction Score	4.74	Satisfaction Score	4.43
Overall Score		4.64	
Adjectival Rating		Very Satisfactory	

RECORDS MANAGEMENT UNIT

Processing Request for Copies of Controlled Documents

No data available

BIDS AND AWARDS COMMITTEE – SECRETARIAT (BAC-SEC)


Sale of Bidding Documents

Number of CSS Forms Received: 12

From CSS 2019 Form Responses	Score by Critical Service	From CSS 2020 Form Responses	Score by Critical Service
Timeliness	4.00	Responsiveness	4.91
Quality of Service	4.00	Reliability (Quality)	4.91
Professionalism	4.00	Access and Facilities	4.91
Ease of doing business	4.00	Communication	4.82
Overall Experience	4.00	Costs	-
		Integrity	4.91
		Assurance	4.82
		Outcome	4.91
Satisfaction Score	4.00	Satisfaction Score	4.88
Overall Score		4.29	
Adjectival Rating		Very Satisfactory	

Annex 1

2019 CSS Form

 DENR - Biodiversity Management Bureau, Quezon Avenue, Diliman, Quezon City Contact Details: (632) 8924-6031 to 35, bmb@bmb.gov.ph		DENR FEEDBACK FORM (2019-0)		
PART I		CONTROL NO.		
Name (Pangalan):		Age (Edad):	Gender (Kasarian):	
[] Home / [] Business Address (Tirahan):		Contact Number (Telepono):	E-mail address:	
Type of Client (Uri ng kliyente):	Name of Business, Organization, Company or Gov. Agency (Pangalan ng Negosyo, Organisasyon, Kumpanya o Ahensya):			
<input type="checkbox"/> Citizen/Individual/Representative <input type="checkbox"/> Business/Company (Kumpanya) <input type="checkbox"/> Organization/PO (Organisasyon o PO) <input type="checkbox"/> Government (Ahensya ng Gobyerno)				
Purpose of Visit (Sadya sa Opisina):		What kind of transaction (permit, certificate, clearance, agreement, authentication, etc.) did you inquire about/apply for? (Anong transaksyon ang iyong itinanong o hinihingi?)		
<input type="checkbox"/> Inquiry (Magtatanong lamang). <input type="checkbox"/> Application or Request <input type="checkbox"/> Follow-up Number of office visit or follow-ups (Bilang ng pagbisita): _____ <input type="checkbox"/> Pick-up (Kukunin ang dokumento). Date of Application (Petsa ng aplikasyon): _____		<input type="checkbox"/> Official Business/Visit (Opisyal na Pagbisita)		
Nature of feedback. Please check all that applies and indicate the specific details. (Lagyan ng tsek (✓) ang lahat ng angkop at isatay ang mga pangyayari.)				
[] Suggestion (Mungkahi)				
[] Commendation (Papuri)		Person Being Commended (Taong Pinupuri):	Position/Office (Posisyon/Opisina):	
Reason for Commendation (Dahilan ng Papuri):				
[] Complaint (Reklamo)		Person Being Complained (Taong Inireklamo):	Position/Office (Posisyon/Opisina):	
Reason for Complaint (Dahilan ng Reklamo):				
[] Client Satisfaction Survey. Please proceed to Part II of form. (Tumungo sa ikalawang bahagi.)				
PART II. As part of our evaluation of our services, we would like you to completely and honestly answer the following questions. Please specify the service being evaluated/assessed. (Tukuyin ang serbisyo na sinusuri.)				
Please check the appropriate number of stars reflecting your ratings on the kind of service provided by the DENR. (Lagyan ng tsek (✓) sa katumbas na gradang ibibigay ninyo sa iba't ibang aspeto ng serbisyo.)				
Aspect (Aspeto)	★ Very Dissatisfied (Lubhang Hindi Nasiyahan)	★★ Dissatisfied (Hindi Nasiyahan)	★★★ Satisfied (Nasiyahan)	★★★★ Very Satisfied (Lubhang Nasiyahan)
1. Timeliness of action to complete the transaction, service or request. (Tamang oras na pagkakaloob ng serbisyo.)				
2. Quality of service received. (Kalidad ng serbisyong natanggap.)				
3. Professionalism of the DENR personnel who entertained you. (Propesyonismo sa pakikitungo ng kawani o mga kawani ng DENR.)				
4. Ease of doing business with DENR. (Kaginhawaan ng pakikipagtransaksyon sa DENR.)				
5. Over all experience in transacting business or applications with DENR. (Pangkalahatang karanasan sa pakikipagtransaksyon sa DENR.)				
<input type="checkbox"/> I hereby consent DENR to collect, process, transmit and store the data provided herein subject to the rules and regulations set by Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012. (Pinahihintulutan ko ang DENR na kolektarin, iproseso, ipadala at itago ang mga impormasyon na nakasulat sa papel na ito alinsunod sa Batas Republika Bil. 10173 o ang Data Privacy Act of 2012.) <input type="checkbox"/> I refuse to participate in the client satisfaction survey.			Name and Signature <input type="checkbox"/> Refuse to Sign Control No.	

Control No		Strongly Disagree (Lubhang Hindi Sumasag-ayon)	Disagree (Hindi Sumasag-ayon)	Neither agree nor disagree (Hindi Tiyak)	Agree (Sumasag-ayon)	Strongly Agree (Lubhang Sumasag-ayon)
Communication						
2.	Our staff communicated in an understandable manner. (Ang aming kawani ay may kakayahang makipag-usap sa malinaw na paraan.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	Our office is open to receive feedback (comments, suggestions or complaints). (Ang aming opisina ay bukas sa anumang puna (komento, mungkahi o reklamo).)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Costs (Answer only if applicable)						
1.	Cost/charges incurred on availing service or product are reasonable. (Ang gastos sa pagkuha ng serbisyo o produkto ay makatwiran.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Integrity						
1.	Our staff showed honesty in dealing with clients. (Ang aming kawani ay nagpakita ng katapatan sa pakikitungo sa mga kliyente.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Our staff showed fairness in dealing with clients. (Ang aming kawani ay nagpakita ng patas na pagtrato sa mga kliyente.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assurance						
1.	Our staff is competent in rendering service/ product. (Ang aming kawani ay lubos ang kaalaman sa paghahatid ng serbisyo/produkto.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outcome						
1.	Service/product received meets your expectations and needs. (Ang natanggap na serbisyo o produkto ay naaayon sa inyong inaasahan at pangangailangan.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please provide any comments or concerns regarding the service received. (Maaaring magbigay ng komento o puna sa serbisyong natanggap)						

☐ External ☐ Internal

All information provided will be treated strictly as confidential.

☐ I hereby consent BMB to collect, process, transmit and store the data provided herein subject to the rules and regulations set by Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012. (Pinahihintulan ko ang BMB na kolektahin, iproseso, ipadala at itago ang mga impormasyon na nakasad sa papel na ito alinsunod sa Batas Republika Big. 10173 o ang Data Privacy Act of 2012.)

☐ I refuse to participate in the client satisfaction survey

Name and Signature (Pangalan at Lagda):

Completely fill-out the following information (*Kumpletuhin ang mga sumusunod na impormasyon*)

Date (Petsa):

Name (Pangalan):

Age (Edad): **Sex (Kasarian):** ☐ Male ☐ Female

Address:

☐ Home ☐ Business

Contact Number (Telepono):

E-mail address:

Type of Client (Uri ng Kliyente):

☐ Citizen/ Individual / Representative
☐ Business/ Company
☐ Organization/ PO (Organisasyon o PO)
☐ Government (Aghensiya ng Gobyerno)

Name of Business, Organization, Company or Gov. Agency
(Pangalan ng Negosyo, Organisasyon, Kumpanya o Aghensiya):

Please specify the service being evaluated/assessed.
(*Tukuyin ang serbisyo na sinusuri*)