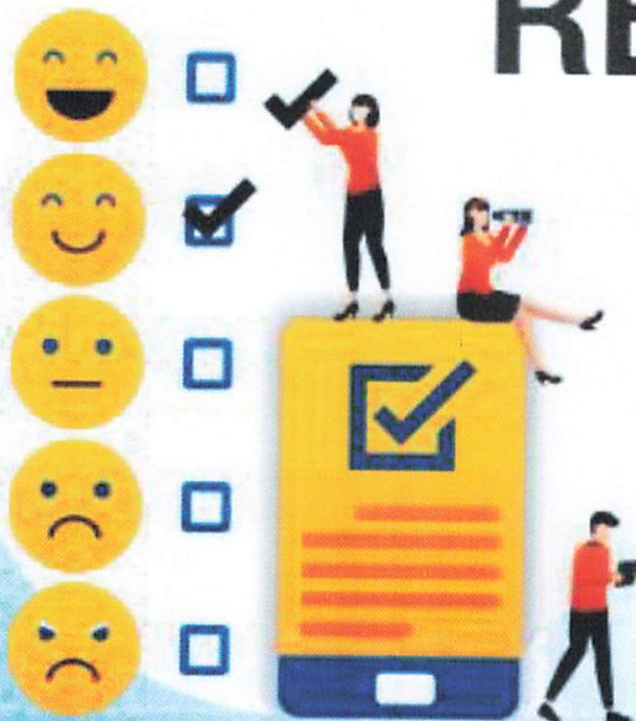




CITIZEN/ CLIENT SATISFACTION SURVEY REPORT 2020



CITIZEN/CLIENT SATISFACTION SURVEY REPORT AND AGENCY BEST PRACTICE

1. REPORT ON CITIZEN/CLIENT SATISFACTION SURVEY RESULTS

Introduction

The Palawan Council for Sustainable Development (PCSD) is the administrative machinery for the implementation of Republic Act 7611, otherwise known as the Strategic Environmental Plan (SEP) for Palawan Act. The PCSD is a multi-sectoral and interdisciplinary body. The PCSD Staff (PCSDS) serves as the regular professional staff to coordinate the policy and functions, implement programs, and organize services as required by the PCSD under Republic Act 7611.

The assessment of PCSDS critical services was carried out in a transparent and objective Citizen/Client Satisfaction Survey (CCSS) to determine the effectiveness of the agency's execution of its mandate as perceived by its client and the levels of client satisfaction. This will enable the PCSDS to identify strategic approaches to improve its services.

The objective of the CCSS is to measure the overall clients' satisfaction as to whether their service expectations are being met by the agency based on their perception of various PCSDS processes and services. Likewise, the survey will look into the percentage of stakeholders that rate the PCSDS policies as good or better.

Scope and Period Covered of the Citizen/Client Satisfaction Survey

The following are the services in the 2020 Citizen's Charter which were included in this survey:

No.	Name of Service	Service Provider
1	Geographic Information System, Mapping and Map Printing Services	ECAN Monitoring and Evaluation Division (EMED)
2	Request for Environmental Laboratory (Water Quality Analysis) Services	
3	Request for Environmental Library (Knowledge Center) Services	
4	Request for Technical Assistance in the Preparation of Cave Management Plans	ECAN Policy Research and Planning Division (EPRPD)
5	Request for Approval of Ten-Year Ecological Solid Waste	

6	Management Plans	
7	Request for ECAN Map Updating	
8	Request for PCSD Approval of ECAN Map	
9	Request for Issuance of Gratuitous Permit	ECAN Zones Management and Enforcement Division (EZMED)
10	Issuance of CITES Import Permit or Non-CITES Certification	
11	Issuance of CITES Export or Re-Export Permit /Non-CITES Export or Re-Export Certification	
12	Issuance of Wildlife Clearance	
13	Issuance of Bioprospecting Undertaking (BU)	
14	Issuance of Deputation Order	
15	Issuance of Certification as to whether or not PCSD permit/s is/are issued to particular individual/s or entity/ies/ chainsaw unit is registered or covered by existing and valid PCSD Special Use Permit	
16	Request for Enforcement-related Data/Information and Wildlife-related Data/Information	
17	Request for Investigation	
18	Request for Comment or Position Paper	Office of the Executive Director (OED)
19	Request for Brochure and/or IEC materials, videos and/or photographs	ECAN Education and Extension Division (EEED)
20	Request for Orientation/Briefing/IEC/Resource Person	
21	Request for Interviews	
22	Request for Documentation (Photo/Video)	
23	Request for the Use of Palawan Sustainable Development Training Institute (PSDTI) at Barangay Irawan, Puerto Princesa City	
24	Request for Capability Building/Training/Workshop	
25	Request for Assistance in the Design of Flagship Species and related materials and planning of community event/s or activity/ies	

26	Collection Services External Service	Administrative and Finance Division (AFD)-Accounting Unit
27	Disbursement Services for Simple Transactions	
28	Disbursement Services for Complex Transactions	
29	Disbursement Services for Highly Technical Transactions	
30	Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Agency-to-Agency	Administrative and Finance Division (AFD)-BAC Unit
31	Negotiation on Procurement of Consulting Services, and Infrastructure Negotiated Procurement: Adjacent or Contiguous	
32	Submission of Quotation for Procurement of Goods, Consulting Services, and Infrastructure - Alternative Mode of Procurement: Direct Contracting of Goods	
33	Negotiate for Procurement of Goods, Consulting Services, and Infrastructure Emergency Cases	
34	Submission of Bid for Procurement of Consulting Services Negotiated Procurement: Highly Technical Consultants	
35	Submission of Quotation for Procurement of Goods Negotiated Procurement - Lease of Real Property and Venue	
36	Submission of Bid for Procurement of Goods, Consulting Services, and Infrastructure Alternative Mode of Procurement: Limited Source Bidding	
37	Submission of Bid for the Procurement of Goods, Consulting Services, and Infrastructure Competitive Bidding/Public Bidding	
38	Procurement of Goods Alternative Mode of Procurement: Repeat Order	
39	Procurement of Consulting Services Negotiated Procurement: Scientific, scholarly or artistic work, exclusive technology and media services	
40	Procurement of Goods Alternative Modes of Procurement: Shopping under Section 52.1(a): Unforeseen Contingency	
41	Procurement of Goods Alternative Modes of Procurement: Shopping under Section 52.1(b): For Ordinary Office Supplies and Equipment not Available in DBM-PS	

42	Submission of Quotation for Procurement of Goods, Consulting Services Negotiated Procurement: Small Value Procurement	
43	Submission of Bid for Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Take-Over of Contracts	
44	Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Two-Failed Biddings	

**District Management Division (DMDs)
External Services**

45	Issuance of ECAN Zoning Certification	District Management Divisions (DMDs)
46	Issuance of SEP Clearance for Category A, B, and D Projects	
47	Issuance of Certificate of Wildlife Registration	
48	Issuance of Wildlife Special Use Permit for Other Uses	
49	Issuance of Wildlife Farm Permit	
50	Issuance of Wildlife Special Use Permit	
51	Local Transport Permit (LTP)	
52	Issuance of Wildlife Collector's Permit for Species under AO12	
53	Issuance of Wildlife Collector's Permit for Species under AO5	
54	Issuance of Permit to Purchase	
55	Issuance of Permit to Transfer Certificate of Registration by Donation	
56	Issuance of Permit to Transfer Certificate of Registration by Succession	
57	Issuance of Chainsaw Registration	
58	Issuance of Permit to Sell	
59	Issuance of Special Use Permit	

60	Issuance of Transport Permit	
61	Issuance of Dealership /Distribution Permit	
62	Issuance of Permit to Operate Service/Repair Shop	
63	Re-Issuance of Metal Seal	

A. Data gathering methodology of the Citizen/Client Satisfaction Survey and respondents' criteria

A questionnaire was developed using forced-choice response categories and the five-scale rating of client's satisfaction with least use of qualitative responses. The instrument was applicable to all respondents covered by the CCSS with transactions from January to December 2020.

A team of telephone interviewees was organized and trained by a designated supervisor before implementation. An interviewee was also involved and trained for the CCSS. All questionnaires were encoded and consolidated using the Microsoft Excel.

The total number of respondents per PCSDS process is shown in the table below.

PCSD Services	No. of Identified clients	No. of Respondent
1. Geographic Information System, Mapping and Map Printing Services	15	15
2. Request for Environmental Laboratory (Water Quality Analysis) Services	<i>No client for the year</i>	
3. Request for Environmental Library (Knowledge Center) Services	14	14
4. Request for Technical Assistance in the Preparation of Cave Management Plans	1	1
5. Request for Approval of Ten-Year Ecological Solid Waste Management Plans	<i>No client for the year</i>	
6. Request for ECAN Map Updating	<i>No client for the year</i>	
7. Request for PCSD Approval of ECAN Map	<i>No client for the year</i>	
8. Request for Issuance of Gratuitous Permit	8	8

9. Issuance of CITES Import Permit or Non-CITES Certification	<i>No client for the year</i>	
10. Issuance of CITES Export or Re-Export Permit /Non-CITES Export or Re-Export Certification	<i>No client for the year</i>	
11. Issuance of Wildlife Clearance	1	1
12. Issuance of Bioprospecting Undertaking (BU)	<i>No client for the year</i>	
13. Issuance of Deputation Order	<i>No client for the year</i>	
14. Issuance of Certification as to whether or not PCSD permit/s is/are issued to particular individual/s or entity/ies/ chainsaw unit is registered or covered by existing and valid PCSD Special Use Permit	<i>No client for the year</i>	
15. Request for Enforcement-related Data/Information and Wildlife-related Data/Information	2	2
16. Request for Investigation	<i>No client for the year</i>	
17. Request for Legal Assistance (case build up/inquest)	3	3
18. Request for Comment or Position Paper	<i>No client for the year</i>	
19. Request for Brochure and/or IEC materials, videos and/or photographs	<i>No client for the year</i>	
20. Request for Orientation/Briefing/IEC/Resource Person	<i>No client for the year</i>	
21. Request for Interviews	3	3
22. Request for Documentation (Photo/Video)	<i>No client for the year</i>	
23. Request for the Use of Palawan Sustainable Development Training Institute (PSDTI) at Barangay Irawan, Puerto Princesa City	1	1
24. Request for Capability Building/Training/Workshop	1	1
25. Request for Assistance in the Design of Flagship Species and related materials and planning of community event/s or activity/ies	<i>No client for the year</i>	
26. Collection Services External Service	9	9

27. Disbursement Services for Simple Transactions	<i>No client for the year</i>
28. Disbursement Services for Complex Transactions	<i>No client for the year</i>
29. Disbursement Services for Highly Technical Transactions	<i>No client for the year</i>
30. Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Agency-to-Agency	<i>No client for the year</i>
31. Negotiation on Procurement of Consulting Services, and Infrastructure Negotiated Procurement: Adjacent or Contiguous	<i>No client for the year</i>
32. Submission of Quotation for Procurement of Goods, Consulting Services, and Infrastructure - Alternative Mode of Procurement: Direct Contracting of Goods	<i>No client for the year</i>
33. Negotiate for Procurement of Goods, Consulting Services, and Infrastructure Emergency Cases	<i>No client for the year</i>
34. Submission of Bid for Procurement of Consulting Services Negotiated Procurement: Highly Technical Consultants	<i>No client for the year</i>
35. Submission of Quotation for Procurement of Goods Negotiated Procurement - Lease of Real Property and Venue	<i>No client for the year</i>
36. Submission of Bid for Procurement of Goods, Consulting Services, and Infrastructure Alternative Mode of Procurement: Limited Source Bidding	<i>No client for the year</i>
37. Submission of Bid for the Procurement of Goods, Consulting Services, and Infrastructure Competitive Bidding/Public Bidding	<i>No client for the year</i>
38. Procurement of Goods Alternative Mode of Procurement: Repeat Order	<i>No client for the year</i>
39. Procurement of Consulting Services Negotiated Procurement: Scientific, scholarly or artistic work, exclusive technology and media services	<i>No client for the year</i>
40. Procurement of Goods Alternative Modes of Procurement: Shopping under Section 52.1(a): Unforeseen Contingency	<i>No client for the year</i>

41. Procurement of Goods Alternative Modes of Procurement: Shopping under Section 52.1(b): For Ordinary Office Supplies and Equipment not Available in DBM-PS	<i>No client for the year</i>	
42. Submission of Quotation for Procurement of Goods, Consulting Services Negotiated Procurement: Small Value Procurement	<i>No client for the year</i>	
43. Submission of Bid for Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Take-Over of Contracts	<i>No client for the year</i>	
44. Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Two-Failed Biddings	<i>No client for the year</i>	
45. Issuance of ECAN Zoning Certification	36	36
46. Issuance of SEP Clearance for Category A, B, and D Projects	46	46
47. Issuance of Certificate of Wildlife Registration	<i>No client for the year</i>	
48. Issuance of Wildlife Special Use Permit for Other Uses	<i>No client for the year</i>	
49. Issuance of Wildlife Farm Permit	<i>No client for the year</i>	
50. Issuance of Wildlife Special Use Permit	63	63
51. Local Transport Permit (LTP)	34	34
52. Issuance of Wildlife Collector's Permit for Species under AO12	3	3
53. Issuance of Wildlife Collector's Permit for Species under AO5	<i>No client for the year</i>	
54. Issuance of Permit to Purchase	12	12
55. Issuance of Permit to Transfer Certificate of Registration by Donation	2	2
56. Issuance of Permit to Transfer Certificate of Registration by Succession	<i>No client for the year</i>	
57. Issuance of Chainsaw Registration	3	3
58. Issuance of Permit to Sell	<i>No client for the year</i>	

59. Issuance of Special Use Permit	36	36
60. Issuance of Transport Permit	5	5
61. Issuance of Dealership /Distribution Permit	<i>No client for the year</i>	
62. Issuance of Permit to Operate Service/Repair Shop	0	0
63. Re-Issuance of Metal Seal	<i>No client for the year</i>	
TOTAL	298	298

The overall satisfaction on service received/ requested and overall satisfaction on PCSD policy and management of services rating for each service was computed. For the grand average of the citizen/client satisfaction rating of all the services of the PCSDS, the result was computed by getting the average of each service.

Survey instrument/Questionnaire

Figure 1 shows the questionnaire used for the CSS. Respondents' answers for the overall satisfaction with the service received/ requested can range from 1 to 5 (1=Very Dissatisfied, 2=Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied). The same rating scale was used for the overall satisfaction on PCSD policy and management of services. The satisfaction rating was achieved by adding the percentage scores for "Satisfied" and "Very Satisfied".



PALAWAN COUNCIL FOR SUSTAINABLE DEVELOPMENT STAFF
PCSDS Bldg., Sta. Monica, Puerto Princesa City

CLIENT SATISFACTORY SURVEY FORM

Mobile Number: _____ Date of Interview (Paksa ng Pagtutugon): _____ Division: _____

INTRO:

Magandang umaga/halong/gabi. Ako po ay _____ (ang Third party data collector) na gumagamit ng Palawan Council for Sustainable Development. Ako po ay tumutugon sa isang uri ng pagtatasa ng Client Satisfaction Survey (CSS) upang malaman ang yoong lebel ng kasabihan o satisfaksiyon sa serbisyo ng PCSD sa taong 2020. Ang Client Satisfaction Survey ay isang maayos na uri ng resulta upang magamit upang magamit ang yoong lebel ng kasabihan at magamit ng PCSDS.

Makalalapa po kayo sa ang bababait ng mga datos ay magagamit ng "confidential". Maari na po ba ako magamit sa mga katugonang?

OO/ PUMAPAYAG

HINDI/ TUMATANGGI/HINDI MATAWAGAN/SUMAGOT SA TAWAG

1. Anong serbisyo ang tinanggap ng natanap sa taong 2020?	2. Sino ang gumamit ng serbisyo na tinanggap?	3. Anong uri ng layunin sa pagbibig ng serbisyo?	4. Mula sa kabilangang bahansang sa pagtatanggap ng serbisyo sa mga karaming ulat, ka- sumusungod sa opisina para makita ang dinapan ng serbisyo?	5. Overall Rate of Satisfaction on Service requested/ received Anong uri ng lebel ng kasabihan o satisfaksiyon sa serbisyo na tinanggap ng PCSD sa taong 2020?				
				1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied
	<input type="checkbox"/> Self <input type="checkbox"/> Family <input type="checkbox"/> Private/ Business <input type="checkbox"/> Local Government Unit <input type="checkbox"/> National Government Agency <input type="checkbox"/> NGO <input type="checkbox"/> Community <input type="checkbox"/> Others	<input type="checkbox"/> Personal/Family <input type="checkbox"/> Work <input type="checkbox"/> School <input type="checkbox"/> Livelihood <input type="checkbox"/> Business <input type="checkbox"/> Community Project <input type="checkbox"/> Others	_____ Estimated No. of Visits					

6. Kung "Very dissatisfied/ Dissatisfied" bakit?

7. Level of Satisfaction on PCSDS Policy and Management of Services

Anong uri ng lebel ng kasabihan o satisfaksiyon sa pagtatanggap, proseso, at serbisyo ng Palawan Council for Sustainable Development Staff ayon sa mga sumusunod na aspeto:

Service Quality Dimensions	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Satisfaction on Responsiveness Maitutong maayos at hindi magagalat ang pagtatanggap sa pagtatanggap, proseso, at serbisyo ng PCSD sa pamamagitan ng mga kagamitan (frontline staff), Citizen Charter, bulletin board, website, social media accounts, posters at brochures.					
Satisfaction on Reliability Ang pagtatanggap, proseso, at serbisyo ng PCSD ay nangangahulugang maayos at hindi magagalat sa pagtatanggap at pagbibig ng serbisyo.					
Satisfaction on Access and Facilities Maaaring maayos ang pagtatanggap, pagtatanggap, pagtatanggap, at pagtatanggap sa pagtatanggap ng PCSD.					
Satisfaction on Communication Maitutong maayos at hindi magagalat ang pagtatanggap, proseso, at serbisyo ng PCSD sa pamamagitan ng mga kagamitan (frontline staff), Citizen Charter, bulletin board, website, social media accounts, posters at brochures.					
Satisfaction on Costs Maayos ang pagtatanggap (frontline staff) ng PCSD sa pamamagitan ng mga kagamitan (frontline staff), Citizen Charter, bulletin board, website, social media accounts, posters at brochures.					
Satisfaction on Integrity Maayos ang pagtatanggap (frontline staff) ng PCSD sa pamamagitan ng mga kagamitan (frontline staff), Citizen Charter, bulletin board, website, social media accounts, posters at brochures.					
Satisfaction on Assurance Ang mga kagamitan (frontline staff) ay nangangahulugang maayos at hindi magagalat sa pagtatanggap, proseso, at serbisyo ng PCSD.					
Satisfaction on Outcome Ang mga kagamitan (frontline staff) ay nangangahulugang maayos at hindi magagalat sa pagtatanggap, proseso, at serbisyo ng PCSD sa pamamagitan ng mga kagamitan (frontline staff), Citizen Charter, bulletin board, website, social media accounts, posters at brochures.					
Overall Score					

Anong uri ng lebel ng kasabihan o satisfaksiyon sa pagtatanggap, proseso, at serbisyo ng PCSD ang pagtatanggap ng serbisyo?

THANK YOU FOR YOUR COOPERATION
WE AT PCSDS VALUE YOUR FEEDBACK. LET US KNOW HOW YOU FEEL ABOUT OUR SERVICE AND HELP US IMPROVE

Figure 1. PCSDS Client Satisfaction Survey Form 2020.

B. Data Analysis

The result of the 2020 Client Satisfaction Survey showed that clients of the PCSDS are satisfied with the overall delivery of the agency's services and products with an overall citizen/client satisfaction rating of 4.44.

The Satisfaction Rating Per PCSD Service is shown in the table below.

Service Quality Dimensions:

- Responsiveness
- Reliability
- Access and Facilities
- Communication
- Costs
- Integrity
- Assurance
- Outcome

PCSDS Services	Service Quality Dimension								
	Responsiveness	Reliability	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Average
1. Geographic Information System, Mapping and Map Printing Services	4.60	4.53	4.67	4.67	4.47	4.60	4.67	4.53	4.59
2. Request for Environmental Laboratory (Water Quality Analysis) Services									
3. Request for Environmental Library (Knowledge Center) Services	4.71	4.86	4.57	4.79	4.29	5.00	4.71	4.57	4.69
4. Request for Technical Assistance in the Preparation of Cave Management Plans	4	4	4	4	4	4	4	4	4
5. Request for Approval of Ten-Year Ecological Solid Waste Management Plans									

6. Request for ECAN Map Updating									
7. Request for PCSD Approval of ECAN Map									
8. Request for Issuance of Gratuitous Permit	4.63	4.50	4.75	4.25	4.63	4.13	4.50	3.88	4.41
9. Issuance of CITES Import Permit or Non-CITES Certification									
10. Issuance of CITES Export or Re-Export Permit /Non-CITES Export or Re-Export Certification									
11. Issuance of Wildlife Clearance	4	4	3	4	5	4	3	4	3.88
12. Issuance of Bioprospecting Undertaking (BU)									
13. Issuance of Deputation Order									
14. Issuance of Certification as to whether or not PCSD permit/s is/are issued to particular individual/s or entity/ies/ chainsaw unit is registered or covered by existing and valid PCSD Special Use Permit									
15. Request for Enforcement-related Data/Information and Wildlife-related Data/Information	5	5	5	5	4	5	5	3.5	4.69
16. Request for Investigation									
17. Request for Legal Assistance (case build up/inquest)	4.67	4.33	4.33	4.33	4.00	4.67	4.67	3.67	4.33
18. Request for Comment or Position Paper									
19. Request for Brochure and/or IEC materials, videos and/or photographs									
20. Request for Orientation/Briefing/IEC/Resource Person									
21. Request for Interviews	4.75	4.75	4.5	5	4.25	5	4.75	5	4.75

22. Request for Documentation (Photo/Video)									
23. Request for the Use of Palawan Sustainable Development Training Institute (PSDTI) at Barangay Irawan, Puerto Princesa City	5	5	5	5	5	5	5	5	5
24. Request for Capability Building/Training/Workshop	4	4	4	5	5	4	4	4	4.25
25. Request for Assistance in the Design of Flagship Species and related materials and planning of community event/s or activity/ies									
26. Collection Services External Service	4.67	4.56	4.67	4.78	4.78	4.67	4.67	4.67	4.68
27. Disbursement Services for Simple Transactions									
28. Disbursement Services for Complex Transactions									
29. Disbursement Services for Highly Technical Transactions									
30. Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Agency-to-Agency									
31. Negotiation on Procurement of Consulting Services, and Infrastructure Negotiated Procurement: Adjacent or Contiguous									
32. Submission of Quotation for Procurement of Goods, Consulting Services, and Infrastructure - Alternative Mode of Procurement: Direct Contracting of Goods									
33. Negotiate for Procurement of Goods, Consulting Services, and Infrastructure Emergency Cases									
34. Submission of Bid for Procurement of Consulting Services Negotiated Procurement: Highly Technical Consultants									

35. Submission of Quotation for Procurement of Goods Negotiated Procurement - Lease of Real Property and Venue									
36. Submission of Bid for Procurement of Goods, Consulting Services, and Infrastructure Alternative Mode of Procurement: Limited Source Bidding									
37. Submission of Bid for the Procurement of Goods, Consulting Services, and Infrastructure Competitive Bidding/Public Bidding									
38. Procurement of Goods Alternative Mode of Procurement: Repeat Order									
39. Procurement of Consulting Services Negotiated Procurement: Scientific, scholarly or artistic work, exclusive technology and media services									
40. Procurement of Goods Alternative Modes of Procurement: Shopping under Section 52.1(a): Unforeseen Contingency									
41. Procurement of Goods Alternative Modes of Procurement: Shopping under Section 52.1(b): For Ordinary Office Supplies and Equipment not Available in DBM-PS									
42. Submission of Quotation for Procurement of Goods, Consulting Services Negotiated Procurement: Small Value Procurement									
43. Submission of Bid for Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Take-Over of Contracts									
44. Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Two-Failed Biddings									
45. Issuance of ECAN Zoning Certification	4.42	4.47	4.50	4.50	4.50	4.50	4.56	4.36	4.48

46. Issuance of SEP Clearance for Category A, B, and D Projects	4.43	4.46	4.52	4.48	4.54	4.54	4.57	4.43	4.5
47. Issuance of Certificate of Wildlife Registration									
48. Issuance of Wildlife Special Use Permit for Other Uses									
49. Issuance of Wildlife Farm Permit									
50. Issuance of Wildlife Special Use Permit	4.52	4.41	4.46	4.37	4.40	4.35	4.52	4.35	4.42
51. Local Transport Permit (LTP)	4.47	4.44	4.62	4.44	4.44	4.53	4.53	4.44	4.49
52. Issuance of Wildlife Collector's Permit for Species under AO12	4.67	5.00	5.00	4.67	5.00	5.00	5.00	4.33	4.83
53. Issuance of Wildlife Collector's Permit for Species under AO5									
54. Issuance of Permit to Purchase	4.75	4.75	4.50	4.67	4.67	4.58	4.50	4.58	4.63
55. Issuance of Permit to Transfer Certificate of Registration by Donation	3	3	3	3	3.5	3	3	2.5	3
56. Issuance of Permit to Transfer Certificate of Registration by Succession									
57. Issuance of Chainsaw Registration	4.67	4.33	4.33	4.67	5.00	4.67	4.67	4.33	4.58
58. Issuance of Permit to Sell									
59. Issuance of Special Use Permit	4.61	4.69	4.67	4.69	4.64	4.58	4.72	4.36	4.62
60. Issuance of Transport Permit	4.33	4.17	4.67	4.50	4.17	4.50	4.33	4.00	4.33
61. Issuance of Dealership /Distribution Permit									
62. Issuance of Permit to Operate Service/Repair Shop									
63. Re-Issuance of Metal Seal									
Overall Agency Rating for the Service Quality Dimensions	4.47	4.44	4.42	4.51	4.49	4.49	4.45	4.21	4.44

Overall Agency Citizen/Client Satisfaction Score

4.44

The results generally indicate that the clients of the PCSDS are generally satisfied with the agency's products/services with the overall Agency Citizen/Client Satisfaction Score of **4.44**.

C. Results of Action Plan Reported in the FY 2019 PBB

The table below summarizes the actions taken and results of implementation of the Action Plan for FY 2020:

Service/ Product	Strategy/Activity	Results and Action Taken
Policies and Plans	Policy on Chainsaw	<ul style="list-style-type: none"> Ongoing review of policy on chainsaw
	Policy on Indigenous Community Conserved Areas (ICCA)	<ul style="list-style-type: none"> Developed the Policy document on "Policy Recommendation: Institutionalization of Indigenous People and Community Conserved Areas and Territories" in Palawan, Philippines
	Review PCSDS processes	<ul style="list-style-type: none"> Several workshops were done to review processes
	Streamlining of processes	<ul style="list-style-type: none"> Attendance to the Training on Streamlining of Processes Improvement of Critical Services for National Government Agencies Several re-echo/orientations on Streamlining of Process Improvement of Critical Services were conducted per District Management Office

		<ul style="list-style-type: none"> • Several workshops were done for the Streamlining of Process Improvement of Critical Services per division
Quality Service	Continue feedback mechanism for external and internal clients	<ul style="list-style-type: none"> • Continues implementation of feedback mechanism for internal and external clients • Drop boxes are placed for feedback forms per division
	Development online permitting system	<ul style="list-style-type: none"> • Fully operational of online permitting system (BRAIN-Biodiversity Resource Access Information Network)
	Conduct of ISO 9001:2015 Quality Management System (QMS) audit processes	<ul style="list-style-type: none"> • Conducted of QMS Internal Quality Audits (IQAs) from July 9, 2020 to September 4, 2020 for all divisions • Conducted QMS Third Party Audit on September 16, 2020 • Conducted Management Review (MR) of processes on December 17-18, 2020
Staff Professionalism	Continue staff personality development orientations	<ul style="list-style-type: none"> • Conducted of Ating Alamin (lecture series) sessions on mental health and various topics

	Continue monitoring of feedback on service delivery	<ul style="list-style-type: none"> Quarterly checking of feedback forms from Feedback and Monitoring Committee Reminders during Management Committee and Division Meetings
Client Awareness of the Service or Product	Continues education and information activities for clients on PCSDS	<ul style="list-style-type: none"> Continues one-on-one briefing to clients/applications Conducted more than 20 Information, Education and Communication campaign/activities in various municipalities and rural barangays

D. Continues Improvement Plan for FY 2021

The PCSDS will be adopting the following action plan to improve its delivery of products and services.

PCSDS 2021 Continues Improvement Plan						
Service/Product	Strategy/Activity	Timetable				Responsibility Center
		Q1	Q2	Q3	Q4	
Policies and Plans	Review PCSDS processes in the Citizens Charter					All Divisions
	Review policies for amendment					EPRPD, EZMED
Quality of Service	Continue implementation of feedback mechanism for external and internal clients					All Divisions, QMS Feedback and Monitoring Committee

	Continue development of online permitting system					EZMED, AFD, OED
	Perform QMS Internal Quality Audit (IQA) and engage with a third party for QMS ISO recertification audit of PCSDS processes					QMS Team, IQA Team
Staff Professionalism	Continue staff personality development orientations/training					AFD, EEED
	Continue staff briefing, review, and updating of new policy issuances					OED, DMO, EEED
Client Awareness of the Service or Product	Continue education and information activities for clients					DMO, EEED
	Update posted Citizens Charter process in conspicuous places of PCSDS offices					AFD
	Continue cascading of QMS ISO principles to staff and conduct speaker's bureau sessions					AFD, EEED
	Develop materials on PCSDS services and processes for dissemination					EEED

2. AGENCY BEST PRACTICE

A. Brief Description of the Agency Best Practice

Republic Act No. 7611, otherwise known as the Strategic Environmental Plan (SEP) for Palawan, took effect on 19 June 1992 section 6 of which provides that the SEP shall serve as the framework to guide the government agencies concerned in the formulation of plans, programs and projects affecting the environmental and natural resources of Palawan pursuant to the declared policy of the State to protect, develop and conserve its natural resources towards which, it shall assist and support the implementation of the plans, programs and projects formulated to preserve and enhance the environment, and at the same time pursue the socio-economic goals of the country.

Section 16 of the same law, which has, as its general philosophy, the sustainable development of Palawan and establishes its main strategy, a graded system of protection and development control over the whole Palawan, known as the Environmentally Critical Areas Network (ECAN), provides that the governance, implementation and policy direction of the SEP shall exercised by the Palawan Council for Sustainable Development (PCSD).

The PCSD is mandated to govern, provide policy direction and implement the SEP Law through the PCSDS as the professional support staff responsible for the coordination of its policy and function, and to implement program through the involvement of all sectors of society in natural resources management, conservation and protection.

The PCSD is likewise vested with the power to formulate policies as may be necessary to carry out the provisions of this Act.

The data and statistics show that the Philippines is a significant hub of wildlife trafficking with Palawan as the hotspot for illegal wildlife trade due to its strategic location, weak border control, and rich biodiversity.

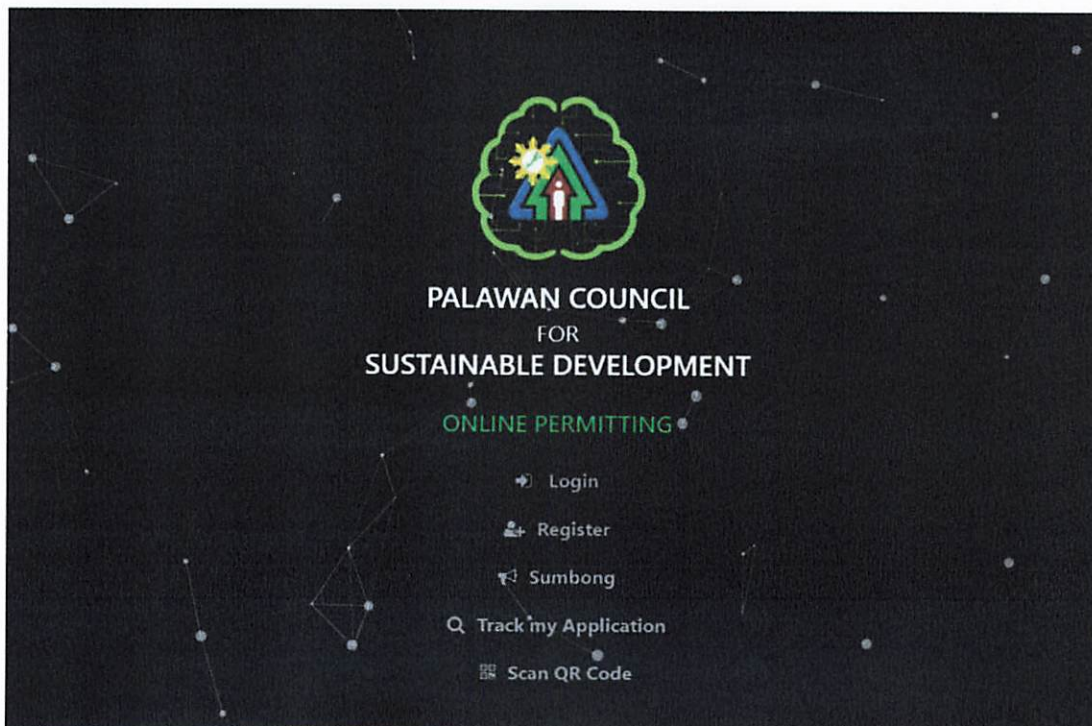
The PCSDS as the primary agency charged to manage and protect wildlife resources in Palawan, has continuously pursue to control the situation since its creation under Republic

Act No. 7611 and additional powers under Republic Act. However, despite such efforts, the wildlife poachers and traffickers continue to circumvent ways and means to violate the law and evade law enforcers.

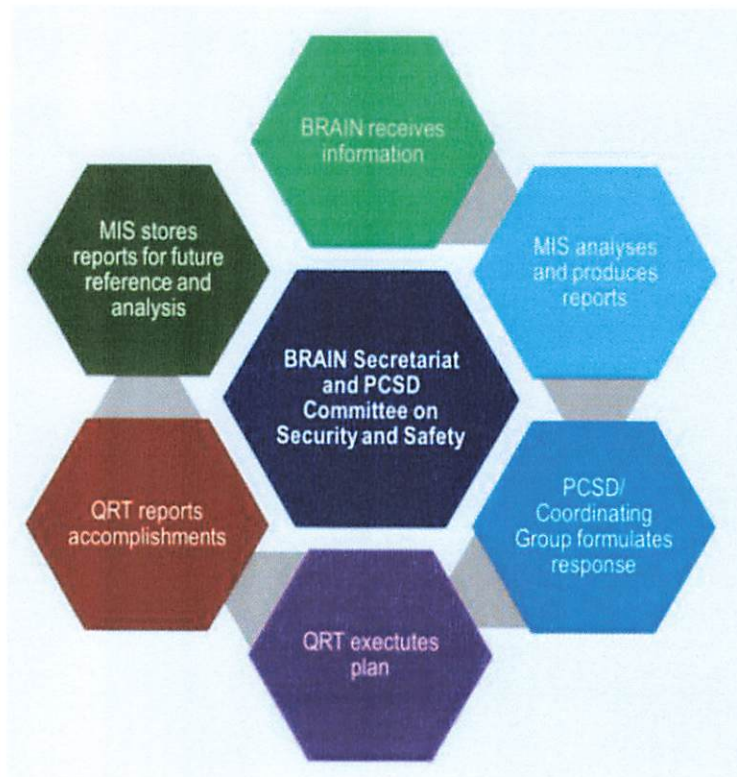
The PCSDS is necessary to upgrade in-house systems and coordination mechanism to enhance inter-operability between and among key enforcement agencies and stakeholder.

The PCSDS has deemed the implementation of the “**Biodiversity Resources Access Information Network (BRAIN)**” System as the agency’s best practice for FY 2020.

The BRAIN System is a comprehensive law enforcement management information system. Particularly, it is a user-driven online and offline platform that combines inter-agency coordination mechanism and alert system, compliance and threats monitoring, enforcement case management, online permitting, tracking and geo-spatial analysis, intelligence and predictive capabilities to proactively respond to potential violations, environmental law enforcement management information system and public reporting system. Apart from enforcement and regulatory functions, the BRAIN System was designed to also support policy development, research, intelligence operations, crime analysis, and inter-CITES agency coordination at regional and international levels.



The System was developed to upgrade the PCSD in-house systems and coordination mechanisms to enhance inter-operability between and among key enforcement agencies and stakeholders. It was designed to involve the participation of several law enforcement agencies and community volunteer groups for improved coordination, communication, information dissemination, and response to violations of environmental laws.



B. Implementation of the Agency Best Practice

The Palawan Council for Sustainable Development (PCSD) resolved and adopted the BRAIN System on April 26, 2018 and became online and operational in May 2020, and can be accessed through the PCSD BRAIN website (<https://pcsdbrain.com>). Currently, it is in Phase 2 of its systems development. The first phase consisted of the development of the PCSD online permitting system and the establishment of the system's database, while the second phase brought about the added feature of the 'Sumbong' public reporting system.

The online permitting system of BRAIN allows applicants to send their PCSD permit applications and other documentary requirements remotely via internet, thus making it not necessary for them to go to the PCSD office for face-to-face transactions. The system makes it easier for proponents to submit their applications and also allows them to monitor the processing of the same. BRAIN streamlines the permitting process and makes the service more accessible to the people. Furthermore, the online permitting system has a chat box feature which provides for faster response times to the queries of permit applicants concerning any issues that may arise during the permitting process.



Requirements :

1. Brief description of the project to include ✓
2. Governor's Permit or Mayor's Permit in case of Puerto Princesa City ✓
3. Written commitment to submit to PCSD every quarter ✓
4. Quarterly Report ✓
5. Original of WSUP for Renewal ✓


Other attachments (Other attachments) : *Type the name of file below*


File name
File name
File name
File name
File name
File name

SUBMIT APPLICATION



Transaction ID: 1586748649845

 **Republic of the Philippines**
Republic Act 7611
PALAWAN COUNCIL FOR SUSTAINABLE DEVELOPMENT



APPLICATION FOR WILDLIFE SPECIAL USE PERMIT (RFF)
Transaction No.: 1586748649845

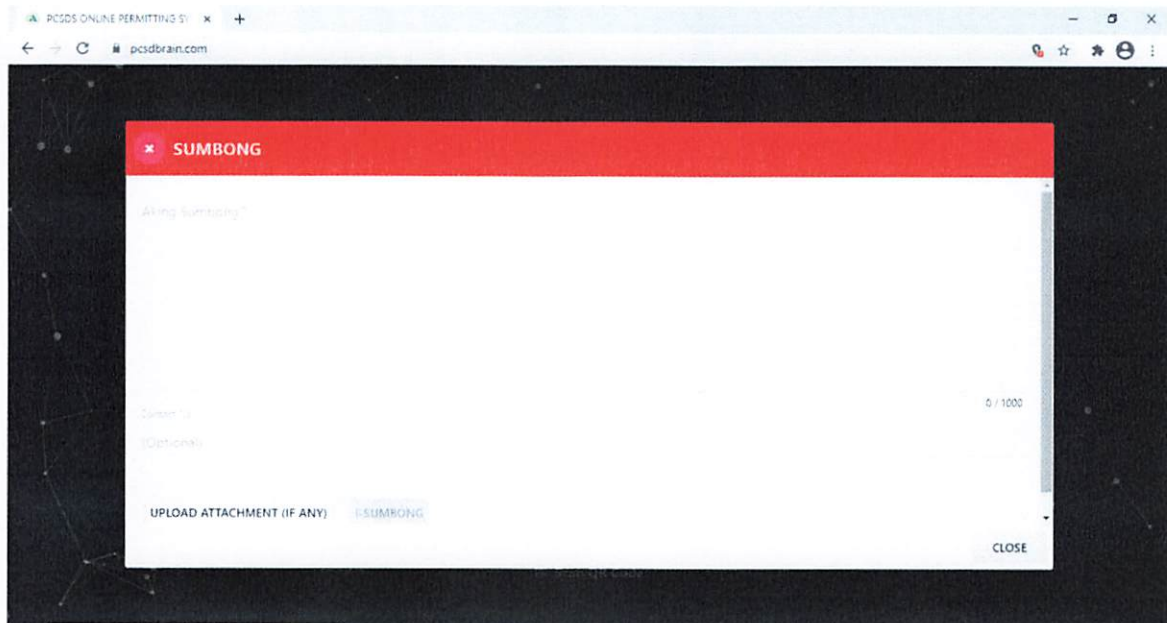
Apr. 13, 2019
(08:01)

Atty. Teodoro Jose S. Matta
Executive Director
Palawan Council for Sustainable Development Staff

By _____
Date of birth: 1992-06-19
Place of birth: Palawan, Philippines

Status : Submitted

The 'Sumbong' feature makes it possible for the public to immediately report any potential, ongoing, and/or committed violations of environmental laws in Palawan that they know about to the PCSDS. In the future, when arrangements with the PCSD have been made for other law enforcement agencies and partners to access the BRAIN System, they will also be informed of the reports sent by the people.



C. Results of the Agency Best Practice

Since the BRAIN System only has two features available to the public for now, the people who benefitted the most from its implementation are the permit applicants. The permit applicants used the online permitting system and it was more convenient for them because they can now submit their applications without having to go to the PCSDS offices. It enabled them to transact and obtain their permits digitally.

The implementation of the online permitting system through BRAIN made it possible for permit applicants to have zero personal contact with the permitting staff while processing their applications. It ensured client satisfaction and improved client experience by speeding up the application process, minimized the use of paper, and improved the enforcement of regulatory functions of the PCSD. This is in line with Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Delivery of Government Services Act of 2018," and also with current public health protocols due to the COVID-19 pandemic.

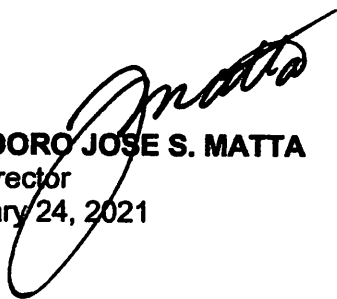
For now, the BRAIN online permitting system covers transactions for nine (9) permits, namely: the Wildlife Collectors Permit (WCP), Wildlife Special Use Permit (WSUP), and Local Transport Permit (LTP) under the Revised PCSD Administrative Order No. 5 (Guidelines for the Regulation and Monitoring of Catching, Culture, Trade, Transport and Export of Reef-Fish-For-Food In Palawan); WCP, WSUP, and LTP under PCSD Administrative Order No. 12 (Detailed Guidelines in the implementation of the Wildlife Resources Conservation and Protection Act); and Certificate of Registration (COR), Special Use Permit (SUP), and Transport Permit (TP) under the Revised PCSD Administrative Order No. 7 (Revised Implementing Rules and Regulations of the Chainsaw Act of 2002). Applicants of these permits from all over Palawan, which is composed of 23 municipalities and one city, have benefitted from the use of the BRAIN online permitting system. When the development of the BRAIN System is fully completed, it will be a much more powerful tool that will help the PCSD and other agencies in Palawan to protect and conserve the environment.

Prepared by:



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Date: February 24, 2021

Approved by:



ATTY. TEODORO JOSE S. MATIA
Executive Director
Date: February 24, 2021