



CITIZEN/CLIENT SATISFACTION SURVEY REPORT 2024



CITIZEN/CLIENT SATISFACTION SURVEY (CCSS) REPORT

Introduction

The Palawan Council for Sustainable Development (PCSD) is the administrative machinery for the implementation of Republic Act No. 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 No. 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.

CCSS Report Outline

Contents:

A.	Description of the methodology of the CCSS used for each reported service	3
1.	Respondents Criteria	3
2.	Survey Sampling Coverage.....	3
3.	Sampling Procedure	4
4.	Survey Instrument/Questionnaire.....	7
B.	Results of the CCSS for FY 2021	16
C.	Results of the Agency Action Plan reported in FY 2020 PBB	21
D.	Continuous Agency Improvement Plan for FY 2022	23

A. Description of the methodology of the CCSS used for each reported service

A CCSS Form was developed using forced-choice response categories and a five (5)-point Likert scale for the eight (8) service quality dimensions of the service requested/received by the respondent. The form was made to be answered by all respondents with transactions with the PCSDS from January to December 2021.

The said CCSS Form was made available to respondents through Google Forms, an online survey administration software that is easily accessible online. Although the respondents may directly answer the CCSS Form online, a team of telephone interviewers was organized and trained by a designated supervisor in order to collect responses from clients who find it difficult to use Google Forms. The interviewers then made calls to the clients who left contact numbers in the Clients' Logbooks of the office. Upon verifying that the client did not answer the CCSS Form, the interviewer will, with the prior consent of the client, ask the questions in the CCSS Form and record the responses through Google Forms.

1. Respondents Criteria

The respondents are those who have requested and/or received any of the services being given by the PCSDS. They have been identified based on the information they have given in the CCSS Form provided to them and the Clients' Logbooks in the PCSDS offices. They may be private citizens, academic institutions, business organizations, or government agencies.

2. Survey Sampling Coverage

Within the client population, the sample frame for the survey was comprised of those clients who directly answered the CCSS Form online or provided a working contact number, requested and/or received any of the services offered by the PCSDS, and sufficiently answered the pertinent questions of the CCSS Form, specifically what service they requested/received and the ratings for all of the service quality dimensions of the service. To capture the proper representation of all units in the population, all of those in the sampling frame who requested/received a certain service were included in the survey sample for that service.

3. Sampling Procedure

A combination of stratified and purposive sampling procedures were used for the determination of the survey samples. All members of the sample frame were divided according to what service they requested/received from the PCSDS. From that point, due to the relatively small number of samples, all members of a certain group were included in the survey sample for that particular service.

The number of members of the survey samples are indicated below:

PCSD Services	No. of members in the survey sample
1. Geographic Information System, Mapping and Map Printing Services	4
2. Request for Environmental Laboratory (Water Quality Analysis) Services	3
3. Request for Environmental Library (Knowledge Center) Services	<i>No client for the year</i>
4. Request for Technical Assistance in the Preparation of Cave Management Plans	<i>No client for the year</i>
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	5
7. Request for PCSD Approval of ECAN Map	7
8. Request for Issuance of Gratuitous Permit	1
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	1
11. Issuance of Wildlife Clearance	6
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	4

15. Request for Enforcement-related Data/Information and Wildlife-related Data/Information	<i>No client for the year</i>
16. Request for Investigation	<i>No client for the year</i>
17. Request for Legal Assistance (case build up/inquest)	1
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	1
21. Request for Interviews	9
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	<i>No client for the year</i>
24. Request for Capability Building/Training/Workshop	1
25. Request for Assistance in the Design of Flagship Species and related materials and planning of community event/s or activity/ies	1
26. Collection Services External Service	1
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	1
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	50
46. Issuance of SEP Clearance for Category A, B, and D Projects	45
47. Issuance of Certificate of Wildlife Registration	1
48. Issuance of Wildlife Special Use Permit for Other Uses	2
49. Issuance of Wildlife Farm Permit	1
50. Issuance of Wildlife Special Use Permit	22
51. Local Transport Permit (LTP)	3
52. Issuance of Wildlife Collector's Permit for Species under AO12	<i>No client for the year</i>

53. Issuance of Wildlife Collector's Permit for Species under AO5	2
54. Issuance of Permit to Purchase	57
55. Issuance of Permit to Transfer Certificate of Registration by Donation	<i>No client for the year</i>
56. Issuance of Permit to Transfer Certificate of Registration by Succession	<i>No client for the year</i>
57. Issuance of Chainsaw Registration	84
58. Issuance of Permit to Sell	2
59. Issuance of Special Use Permit	40
60. Issuance of Transport Permit	40
61. Issuance of Dealership /Distribution Permit	<i>No client for the year</i>
62. Issuance of Permit to Operate Service/Repair Shop	<i>No client for the year</i>
63. Re-Issuance of Metal Seal	9
TOTAL:	404

4. Survey Instrument/Questionnaire

The PCSDS CCSS Form is the survey instrument/questionnaire being used to collect the ratings of clients on the services being requested and/or received from the PCSDS. It was developed using forced-choice response categories and a five (5)-point Likert scale for the eight (8) service quality dimensions of the service requested/received by the client. The ratings for each service quality dimension of the service received/ requested range from 1 to 5, with 1 being "Very Dissatisfied," 2 being "Dissatisfied," 3 being "Neutral," 4 being "Satisfied," and 5 being "Very Satisfied."

The eight (8) service quality dimensions for each of the services are the following:

- Responsiveness (R1)
- Reliability (R2)
- Access and Facilities (A1)
- Communication (C1)
- Costs (C2)
- Integrity (I)
- Assurance (A2)
- Outcome (O)

A copy of the CCSS Form is available on the next succeeding pages:

Citizen/Client Satisfactory Survey Form

***Required**

1. Control No. :

2. Mobile number:

3. Date of Interview (petsa ng panayam) *

Example: 7 January 2019

4. Division/Unit: *

Mark only one oval.

- Office of the Executive Director (OED)
- Admin & Finance Division (AFD)
- AFD - Accounting unit
- AFD - BAC unit
- ECAN Education & Extension Division (EEED)
- ECAN Monitoring & Evaluation Division (EMED)
- ECAN Zones Management and Enforcement Division (EZMED)
- ECAN Policy Research and Planning Division (EPRPD)
- District Management Division- Calamian
- District Management Division- South/Central
- District Management Division- North

5. 1. Anong serbisyo ang iyong natanggap sa taong 2021? *

Mark only one oval.

- Geographic Information System, Mapping and Map Printing Services
- Request for Environmental Laboratory (Water Quality Analysis) Services
- Request for Environmental Library (Knowledge Center) Services
- Request for Technical Assistance in the Preparation of Cave Management Plans
- Request for Approval of Ten-Year Ecological Solid Waste Management Plans
- Request for ECAN Map Updating
- Request for PCSD Approval of ECAN Map
- Request for Issuance of Gratuitous Permit
- Issuance of CITES Import Permit or Non-CITES Certification
- Issuance of CITES Export or Re-Export Permit /Non-CITES Export or Re-Export Certification
- Issuance of Wildlife Clearance
- Issuance of Bioprospecting Undertaking (BU)
- Issuance of Deputation Order
- 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
- Request for Enforcement-related Data/Information and Wildlife-related Data/Information
- Request for Comment or Position Paper
- Request for Investigation
- Request for Legal Assistance (case build up/inquest)
- Request for Brochure and/or IEC materials, videos and/or photographs
- Request for Orientation/Briefing/IEC/Resource Person
- Request for Interviews
- Request for Documentation (Photo/Video)
- Request for the Use of Palawan Sustainable Development Training Institute (PSDTI) at Barangay Irawan, Puerto Princesa City
- Request for Capability Building/Training/Workshop

- Request for Assistance in the Design of Flagship Species and related materials and planning of community event/s or activity/ies
- Collection Services External Service
- Disbursement Services for Simple Transactions
- Disbursement Services for Complex Transactions
- Disbursement Services for Highly Technical Transactions
- Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Agency-to-Agency
- Negotiation on Procurement of Consulting Services, and Infrastructure Negotiated Procurement: Adjacent or Contiguous
- Submission of Quotation for Procurement of Goods, Consulting Services, and Infrastructure - Alternative Mode of Procurement: Direct Contracting of Goods
- Negotiate for Procurement of Goods, Consulting Services, and Infrastructure Emergency Cases
- Submission of Quotation for Procurement of Goods Negotiated Procurement - Lease of Real Property and Venue
- Submission of Bid for Procurement of Goods, Consulting Services, and Infrastructure Alternative Mode of Procurement: Limited Source Bidding
- Submission of Bid for the Procurement of Goods, Consulting Services, and Infrastructure Competitive Bidding/Public Bidding
- Procurement of Goods Alternative Mode of Procurement: Repeat Order
- Procurement of Consulting Services Negotiated Procurement: Scientific, scholarly or artistic work, exclusive technology and media services
- Procurement of Goods Alternative Modes of Procurement: Shopping under Section 52.1(a): Unforeseen Contingency
- Procurement of Goods Alternative Modes of Procurement: Shopping under Section 52.1(b): For Ordinary Office Supplies and Equipment not Available in DBM-PS
- Submission of Quotation for Procurement of Goods, Consulting Services Negotiated Procurement: Small Value Procurement
- Submission of Bid for Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Take-Over of Contracts
- Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Two-Failed Biddings
- Issuance of ECAN Zoning Certification
- Issuance of SEP Clearance for Category A, B, and D Projects
- Issuance of Certificate of Wildlife Registration
- Issuance of Wildlife Special Use Permit for Other Uses

- Issuance of Wildlife Farm Permit
- Issuance of Wildlife Special Use Permit
- Local Transport Permit (LTP)
- Issuance of Wildlife Collector's Permit for Species under A012
- Issuance of Wildlife Collector's Permit for Species under A05
- Issuance of Permit to Purchase
- Issuance of Permit to Transfer Certificate of Registration by Donation
- Issuance of Permit to Transfer Certificate of Registration by Succession
- Issuance of Chainsaw Registration
- Issuance of Permit to Sell
- Issuance of Special Use Permit
- Issuance of Transport Permit
- Issuance of Dealership /Distribution Permit
- Issuance of Permit to Operate Service/Repair Shop
- Re-Issuance of Metal Seal
- Other: _____

6. 2. Sino ang gumamit ng serbisyo na iyong natanggap? *

Mark only one oval.

- Self
- Family
- Private/Business
- Local Government Unit
- National Government Unit
- National Government Agency
- NGO
- Community
- Other: _____

7. 3. Ano ang Iyong Layunin sa pagkuha ng serbisyo? *

Mark only one oval.

- Personal/Family
- Work
- School
- Livelihood
- Business
- Community Project
- Option 7
- Other: _____

8. 4. Mula sa kahilingan hanggang sa pagtanggap ng serbisyo gaano karaming ulit ka pumunta sa opisina para makuha ninanais niyong serbisyo? (Estimated No. of visits) *

Mark only one oval.

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. 5. Overall Rate of Satisfaction on service requested / received. Ano ang iyong marka o lebel ng kasiyahan o satsipaksyon sa serbisyo na iyong hiniling/ natanggap sa taong 2021? *

Mark only one oval.

	1	2	3	4	5	
Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

10. 6. Kung "Very dissatisfied / Dissatisfied" bakit? *

7. Level of Satisfaction on PCSDS Policy and Management of Services. Ano ang marka o lebel ng iyong kasiyahan o satsipaksyon sa patakaran, proseso, at serbisyong binibigay ng Palawan Council for Sustainable Development Staff ayon sa mga sumusunod na aspeto:

Service Quality Dimensions

11. Satisfaction on Responsiveness: Madaling matukoy at handa ang detalye tungkol sa patakaran, proseso at serbisyong binibigay ng PCSD sa pamamagitan ng mga kawani (frontline staff), Citizen Charter, bulletin board, Website, social media accounts, posters at brochures. *

Mark only one oval.

	1	2	3	4	5	
Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

12. Satisfaction on Reliability: Ang patakaran, proseso, at serbisyong binibigay ng PCSDS ay sang-ayon sa batayan at kalidad na nasasaad sa pamantayan at nagbibigay sa tamang oras na ayon sa kahilingan ng kliyente. *

Mark only one oval.

	1	2	3	4	5	
Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

13. Satisfaction on Access and Facilities: Mayroong sapat na kagamitan, karatula, palikuran para maging komportable ang mga kliyente sa kanilang pag bisita sa opisina ng PCSDS. *

Mark only one oval.

	1	2	3	4	5	
Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

14. Satisfaction on Communication: Madaling matukoy at handa ang detalye tungkol sa patakaran, proseso, at serbisyong binibigay ng PCSDS sa pamamagitan ng mga kawani (frontline Staff), Citizen Charter, bulletin board, website, social media accounts, posters at brochures. *

Mark only one oval.

	1	2	3	4	5	
Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

15. Satisfaction on Costs : Nagbibigay ang kawani (Frontline Staff) ng kompleto at malinaw na paliwanag at impormasyon tungkol sa patakaran, proseso, bayarin at serbisyong binibigay ng PCSDS. *

Mark only one oval.

	1	2	3	4	5	
Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

16. Satisfaction on Integrity: Nagbibigay ang kawani (Frontline staff) ng kompleto at malinaw na paliwanag at impormasyon tungkol sa patakaran, proseso, at serbisyong binibigay ng PCSDS. *

Mark only one oval.

1 2 3 4 5

Very Dissatisfied Very Satisfied

17. Satisfaction on Assurance: Ang mga kawani (Frontline Staff) ay nagpapakita ng paggalang at may kakayahan at kaalaman sa paghahatid ng impormasyon tungkol sa patakaran, proseso, bayarin at serbisyong binibigay ng PCSDS. *

Mark only one oval.

1 2 3 4 5

Very Dissatisfied Very Satisfied

18. Satisfaction on Outcome: Ang mga kawani (Frontline Staff) ay naibigay ang serbisyong binibigay ng PCSDS sa takdang oras o panahon na pinag usapan. *

Mark only one oval.

1 2 3 4 5

Very Dissatisfied Very Satisfied

19. Anong mga mungkahi ang iyong maibibigay upang mas mapabuti pa ng PCSDS ang pag bibigay ng serbisyo? (Please Specify) *

Legend:

- *1-Very dissatisfied
- *2-Dissatisfied
- *3-Neutral
- *4-Satisfied
- *5-Very satisfied

Makakaasa po kayo na ang ibabahagi ninyo na impormasyon ay mananatiling "confidential".


This content is neither created nor endorsed by Google.

Google Forms

B. Results of the CCSS for FY 2021

The respondents gave ratings on eight (8) service quality dimensions for the service/s they requested/received. The overall agency rating for one service quality dimension was determined by computing the average of all the ratings in that dimension for all the services. The overall agency citizen/client satisfaction score was then determined by computing the average of the eight (8) overall agency ratings for all service quality dimensions.

The ratings for the service quality dimensions of all the services, as well as the overall agency rating for all eight (8) service quality dimensions, are shown below:

Legend:		
 - No clients this year.	C1 - Communication	O - Outcome
R1 - Responsiveness	C2 - Costs	
R2 - Reliability	I - Integrity	
A1 - Access and Facilities	A2 - Assurance	

PCSD Services	Service Quality Dimension							
	R1	R2	A1	C1	C2	I	A2	O
1. Geographic Information System, Mapping and Map Printing Services	4.50	4.50	4.75	4.50	4.75	4.75	4.50	4.50
2. Request for Environmental Laboratory (Water Quality Analysis) Services	4.67	5.00	4.67	4.33	4.67	4.67	5.00	4.67
3. Request for Environmental Library (Knowledge Center) Services								
4. Request for Technical Assistance in the Preparation of Cave Management Plans								
5. Request for Approval of Ten-Year Ecological Solid Waste Management Plans								
6. Request for ECAN Map Updating	4.80	4.40	5.00	5.00	5.00	5.00	5.00	4.40
7. Request for PCSD Approval of ECAN Map	4.71	4.86	4.86	5.00	4.71	4.86	4.71	4.00
8. Request for Issuance of Gratuitous Permit	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
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	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
11. Issuance of Wildlife Clearance	4.83	4.83	4.83	4.83	4.83	4.83	4.83	4.83
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	4.75	4.75	4.75	4.75	4.75	4.75	4.75	4.75
15. Request for Enforcement-related Data/Information and Wildlife-related Data/Information								

16. Request for Investigation								
17. Request for Legal Assistance (case build up/inquest)	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
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	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
21. Request for Interviews	5.00	5.00	4.78	5.00	5.00	5.00	5.00	5.00
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	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
25. Request for Assistance in the Design of Flagship Species and related materials and planning of community event/s or activity/ies	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
26. Collection Services External Service	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
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	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
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	4.30	4.30	4.42	4.36	4.36	4.30	4.28	4.20
46. Issuance of SEP Clearance for Category A, B, and D Projects	4.13	4.13	4.11	4.09	4.11	4.09	4.07	4.00
47. Issuance of Certificate of Wildlife Registration	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
48. Issuance of Wildlife Special Use Permit for Other Uses	4.00	4.00	4.50	4.00	4.00	4.00	4.00	4.50
49. Issuance of Wildlife Farm Permit	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
50. Issuance of Wildlife Special Use Permit	4.41	4.41	4.55	4.45	4.41	4.45	4.50	4.36
51. Local Transport Permit (LTP)	4.00	4.00	4.33	4.00	4.33	4.33	4.33	4.00
52. Issuance of Wildlife Collector's Permit for Species under AO12								
53. Issuance of Wildlife Collector's Permit for Species under AO5	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
54. Issuance of Permit to Purchase	4.33	4.33	4.37	4.32	4.30	4.33	4.30	4.16
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	4.21	4.24	4.36	4.24	4.29	4.29	4.32	4.13
58. Issuance of Permit to Sell	4.50	4.50	4.50	4.50	4.50	4.50	4.50	4.50
59. Issuance of Special Use Permit	4.35	4.43	4.45	4.38	4.50	4.45	4.50	4.35
60. Issuance of Transport Permit	4.40	4.45	4.38	4.40	4.45	4.43	4.48	4.38
61. Issuance of Dealership /Distribution Permit								
62. Issuance of Permit to Operate Service/Repair Shop								
63. Re-Issuance of Metal Seal	4.11	4.11	4.22	4.22	4.22	4.33	4.33	3.89
Overall Agency Ratings for the Service Quality Dimensions	4.38	4.39	4.44	4.39	4.42	4.43	4.43	4.33
Overall Agency Citizen/Client Satisfaction Score	4.40							

The results show that the clients of the PCSDS are generally satisfied with the agency's products/services with the **Overall Agency Citizen/Client Satisfaction Score of 4.40**.

Compared to the FY 2020 overall agency citizen/client satisfaction score of 4.44, it was found that the satisfaction score of the agency decreased by an amount of 0.04.

C. Results of the Agency Action Plan reported in FY 2021 PBB

The table below summarizes the actions taken and results of implementation of the Action Plan for FY 2021:

PCSDS FY 2021 Agency Action Plan			
Service/Product	Strategy/Activity	Responsibility Center	Results and Actions Taken
Policies and Plans	Review PCSDS processes in the Citizens Charter	All Divisions	A re-engineered Citizens Charter was created. This was the result of the brainstorming sessions that were

			held in order to review the processes of the PCSDS in the Citizens Charter. The participants of the brainstorming sessions included division heads, senior staff, frontline staff and other concerned personnel.
	Review policies for amendment	EPRPD, EZMED	PCSD Administrative Orders No. 06 and 07 were reviewed by the Operations unit and amendments thereto were approved by the PCSD. PCSD Administrative Order No. 08 is currently being reviewed.
Quality of Service	Continue implementation of feedback mechanism for external and internal clients	All Divisions, QMS Feedback and Monitoring Committee	The data gathering for the QMS Report and the Citizen/Client Satisfaction Survey Report remain to be effective feedback mechanisms of the agency. The CCSS Form being made accessible through Google Forms made it easier for clients to accomplish it, and for the staff to collect the responses of clients.
	Continue development of online permitting system	EZMED, AFD, OED	The BRAIN System, the online permitting system of the PCSDS, is still undergoing improvements. Two permits are currently being integrated into the system.
	Perform QMS Internal Quality Audit (IQA) and engage with a third party for QMS ISO recertification audit of PCSDS processes	QMS Team, IQA Team	The QMS Internal Audit was once again conducted for FY 2021 and the agency had a Very Satisfactory Rating. TUV Rheinland, Philippines, a third party auditing firm, approved the ISO recertification of the agency.
Staff Professionalism	Continue staff personality development orientations/training	AFD, EEED	The AFD continues to hold orientations and seminars for the staff. The EEED also continues to hold "Ating Alamin" sessions and technical trainings for the staff.
	Continue staff briefing, review, and updating of new policy issuances	OED, DMO, EEED	Amendments to PCSD policies were effectively cascaded to the on-the-ground staff. Based on the actual implementation of the DMO staff, policies are continuously being reviewed and updated as the need arises.

Client Awareness of the Service or Product	Continue education and information activities for clients	DMO, EEED	IEC activities are continuously being held by the EEED and DMOs in the various municipalities of Palawan.
	Update posted Citizens Charter process in conspicuous places of PCSDS offices	AFD	The Citizens Charter was updated in FY 2021 and the processes therein are posted on the walls of the agency's front lobby/waiting area as well as to the PCSD website.
	Continue cascading of QMS ISO principles to staff and conduct speaker's bureau sessions	AFD, EEED	The AFD continues to hold orientations and seminars for the staff regarding ISO principles. The EEED also continues to hold "Ating Alamin" sessions for the staff and now has three primary resource speakers for various events.
	Develop materials on PCSDS services and processes for dissemination	EEED	The EEED has produced several new related materials on the various PCSDS services in FY 2021. Such new materials include videos, audio clips, vlogs, infographics, pamphlets, and brochures.

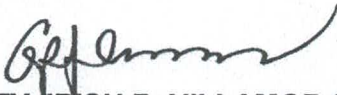
D. Continuous Agency Improvement Plan for FY 2022

The PCSDS will be adopting the following action plan for FY 2022 to improve its delivery of products and services, to wit:

Service/Product	Strategy/Activity	Responsibility Center
Request for Legal Assistance (case build up/inquest)	Review past transactions, identify existing/potential problems if any, determine solution/s to problems, and ensure proper feedback to client. Also ensure that clients will answer the CCSS Form.	EZMED (Legal Services)
Issuance of CITES Export or Re-Export Permit /Non-CITES Export or Re-Export Certification	Communicate with clients to make them understand the procedures and requirements. Ensure clients will answer CCSS Form.	EZMED
Submission of Bid for Procurement of Goods,	Review procurement regulations vis-à-vis actual implementation of	AFD

Consulting Services, and Infrastructure Alternative Mode of Procurement: Limited Source Bidding	regulations. Assign a legal researcher to assist the BAC on issues concerning procurement.	
Issuance of Wildlife Farm Permit	Establish effective communication with clients in case of lacking requirements. Ensure clients will answer CCSS Form.	EZMED
Issuance of SEP Clearance for Category A, B, and D Projects	Improve communication channels with clients in order to promptly relay lacking requirements. Ensure clients will answer CCSS Form.	EZMED, DMO
Issuance of Wildlife Special Use Permit for Other Uses	Enlighten clients on the different kinds of Wildlife Special Use Permits and the requirements for the one they must apply for. Ensure clients will answer CCSS Form.	EZMED

Prepared by:



ATTY. IRISH R. VILLAMOR-DOSADO
Division Chief, EEED

Date: February 18, 2022

Approved by:



ATTY. TEODORO JOSE S. MATTA
Executive Director

Date: _____