



Republic of the Philippines
(Republic Act No. 7611)

PALAWAN COUNCIL FOR SUSTAINABLE DEVELOPMENT STAFF

January 31, 2023

SEC. ERNESTO V. PEREZ

Director General
Anti-Red Tape Authority

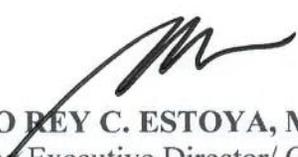
Dear **Sec. Perez**:

Greetings!

The Palawan Council for Sustainable Development Staff (PCSDS) is respectfully submitting herewith the 2022 PCSDS Citizen Client Satisfaction Survey Report.

Thank you very much and best regards.

Very truly yours,


NIÑO REY C. ESTOYA, MNSA, CESE
Acting Executive Director/ CART Chairperson

Vision: Palawan, an innovative and dynamic global center of sustainable development
Mission: PCSDS as the driver of environmental conservation and inclusive development in Palawan, a biosphere reserve and science-for-sustainability site, guided by the Strategic Environmental Plan

HEAD OFFICE:

PCSD Building, Sports Complex Road
Santa Monica Heights, Puerto Princesa City, Palawan, Philippines
(+6348) 434-4235 Trunkline (+6348) 434-4234 Telefax
Email: oed@pcsd.gov.ph Website: www.pcsd.gov.ph | www.pkp.pcsd.gov.ph



CITIZEN/CLIENT SATISFACTION SURVEY REPORT 2022



CITIZEN/CLIENT SATISFACTION SURVEY (CCSS) REPORT

Introduction

The Palawan Council for Sustainable Development (PCSD), a multi-sectoral and interdisciplinary agency, serves as the administrative framework for the implementation of Republic Act No. 7611, also known as the "Strategic Environmental Plan (SEP) for Palawan Act." In accordance with Republic Act No. 7611, the PCSD Staff (PCSDS) acts as the regular professional staff to coordinate policy and functions, implement programs, and organize services.

In order to measure the effectiveness of the agency's execution of its mandate as viewed and perceived by its clients and the levels of client satisfaction, a transparent and objective Citizen/Client Satisfaction Survey (CCSS) was conducted in light of assessing the PCSDS critical services. This will enable the PCSDS to develop strategic plans or approaches to enhance its services as a result.

Based on how clients perceive specific PCSDS procedures and services, the CCSS aims to determine whether clients' overall service expectations are being met by the agency. The survey will also examine the percentage of stakeholders who consider the PCSDS policies to be 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 2022	18
C. Results of the Agency Action Plan reported in FY 2022	23
D. Continuous Agency Improvement Plan for FY 2023	26

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

In order to assess the eight service quality characteristics of the service that the respondent requested or received, a CCSS Form was developed utilizing forced-choice response categories and a five-point Likert scale. All responders with dealings with the PCSDS from January to December 2022 were asked to complete the questionnaire.

Respondents were contacted via telephone call by a telephone interviewer, designated by the CCSS supervisor to gather responses and feedbacks from them who could be reached faster and whose pertinent information could be gathered faster than by means of using CCSS Google Forms online.

The interviewer then called the clients whose phone numbers were found in the CCSS Consolidated database to discuss their comments and feedbacks for the various services they availed in the PCSDS. Said responses were recorded and encoded in the 2022 CCSS Report Google Sheet.

1. Respondents Criteria

Respondents are those who have requested and/or received any of the PCSDS's services. They were identified based on the information they provided in the CCSS Form and the Clients' Logbooks in the PCSDS offices. They may be private citizens, academic institutions, business organizations, or government agencies.

2. Survey Sampling Coverage

The sample frame for the survey was made up of 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 adequately answered the pertinent questions of the CCSS Form, specifically what service they requested/received and the ratings for all of the service quality dimensions. To ensure that all units in the population were properly represented, all those in the sampling frame who requested/received a specific service were included in the survey sample for that service.

3. Sampling Procedure

The survey samples were selected using a combination of stratified and purposive sampling procedures. The sample frame was divided into groups based on the service requested/received from the PCSDS. All members of a specific group were included in the survey sample for that particular service during said survey.

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	2
2. Request for Environmental Laboratory (Water Quality Analysis) Services	18
3. Request for Environmental Library (Knowledge Center) Services	31
4. Request for Technical Assistance in the Preparation of Cave Management Plans	5
5. Request for Approval of Ten-Year Ecological Solid Waste Management Plans	5
6. Request for ECAN Map Updating	1
7. Request for PCSD Approval of ECAN Map	<i>No client for the year</i>
8. Request for Issuance of Gratuitous Permit	40
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	<i>No client for the year</i>
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
16. Request for Investigation	<i>No client for the year</i>
17. Request for Legal Assistance (case build up/inquest)	7
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	17
20. Request for Orientation/Briefing/IEC/Resource Person	<i>No client for the year</i>
21. Request for Interviews	2
22. Request for Documentation (Photo/Video)	2
23. Request for the use of Palawan Sustainable Development Training Institute (PSDTI) at Barangay Irawan, Puerto Princesa City	2
24. Request for Capability Building/Training/Workshop	<i>No client for the year</i>
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	<i>No client for the year</i>
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	574
46. Issuance of SEP Clearance for Category A, B, and D Projects	104
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	2
50. Issuance of Wildlife Special Use Permit	107
951. Local Transport Permit (LTP)	2,307
52. Issuance of Wildlife Collector's Permit for Species under AO12	22

53. Issuance of Wildlife Collector's Permit for Species under AO5	130
54. Issuance of Permit to Purchase	478
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	693
58. Issuance of Permit to Sell	1
59. Issuance of Special Use Permit	484
60. Issuance of Transport Permit	<i>No client for the year</i>
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	7
64. Inquiry/ Follow up Application of Chainsaw COR, Permit, etc.	72
65. Turnover of Wildlife Species	16
66. Turnover of chainsaw unit	14
67. Claim of chainsaw unit	3
TOTAL:	5,148

4. Survey Instrument/Questionnaire

The PCSDS CCSS Form is the survey instrument/questionnaire used to collect client ratings on the PCSDS services requested and/or received. For the eight (8) service quality dimensions of the service requested/received by the client, it was developed using forced-choice response categories and a five (5)-point Likert scale. Each service quality dimension of the service received/ requested is rated from 1 to 5, with 1 indicating "Very Dissatisfied," 2 indicating "Dissatisfied," 3 indicating "Neutral," 4 indicating "Satisfied," and 5 indicating "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 following 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 2022?

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	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 2022

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

The ratings for all of the services' service quality dimensions, 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	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
2. Request for Environmental Laboratory (Water Quality Analysis) Services	4.48	4.36	4.56	4.44	4.44	4.44	4.44	4.32
3. Request for Environmental Library (Knowledge Center) Services	4.46	4.56	4.68	4.49	4.65	4.63	4.65	4.57
4. Request for Technical Assistance in the Preparation of Cave Management Plans	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
5. Request for Approval of Ten-Year Ecological Solid Waste Management Plans	4.50	4.50	4.50	4.50	4.50	4.50	4.50	4.50
6. Request for ECAN Map Updating	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
7. Request for PCSD Approval of ECAN Map								
8. Request for Issuance of Gratuitous Permit	4.36	4.37	4.34	4.38	4.36	4.40	4.37	4.39

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								
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	4.43	4.39	4.31	4.33	4.39	4.46	4.46	4.39
16. Request for Investigation								
17. Request for Legal Assistance (case build up/inquest)	4.43	4.39	4.31	4.33	4.39	4.46	4.46	4.39
18. Request for Comment or Position Paper	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
19. Request for Brochure and/or IEC materials, videos and/or photographs	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
20. Request for Orientation/Briefing/IEC/Resource Person								
21. Request for Interviews	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
22. Request for Documentation (Photo/Video)	4.80	4.80	4.8	4.80	4.80	4.80	4.80	4.0
23. Request for the Use of Palawan Sustainable Development Training Institute (PSDTI) at Barangay Irawan, Puerto Princesa City	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00

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								
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	4.75	4.75	4.76	4.75	4.75	4.75	4.80	4.68
46. Issuance of SEP Clearance for Category A, B, and D Projects	4.59	4.60	4.69	4.64	4.70	4.72	4.75	4.56
47. Issuance of Certificate of Wildlife Registration								

48. Issuance of Wildlife Special Use Permit for Other Uses								
49. Issuance of Wildlife Farm Permit	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
50. Issuance of Wildlife Special Use Permit	4.48	4.47	4.52	4.48	4.51	4.49	4.48	4.42
51. Local Transport Permit (LTP)	4.46	4.44	4.49	4.46	4.47	4.47	4.46	4.39
52. Issuance of Wildlife Collector's Permit for Species under AO12	4.48	4.48	4.53	4.49	4.52	4.50	4.50	4.39
53. Issuance of Wildlife Collector's Permit for Species under AO5	4.48	4.48	4.53	4.49	4.52	4.50	4.50	4.39
54. Issuance of Permit to Purchase	4.74	4.74	4.76	4.74	4.78	4.78	4.80	4.66
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	4.56	4.58	4.68	4.62	4.70	4.72	4.77	4.52
58. Issuance of Permit to Sell	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
59. Issuance of Special Use Permit	4.44	4.43	4.48	4.44	4.46	4.46	4.45	4.40
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	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
64. Turnover of Wildlife Species	4.50	4.50	4.50	4.50	4.50	4.50	4.50	4.50
65. Turnover of Chainsaw Unit	5.00	5.00	5.00	5.00	5.00	5.0	5.00	5.00
Overall Agency Ratings for the Service Quality Dimensions	4.73	4.26	4.75	4.73	4.6	4.38	4.74	4.52
Overall Agency Citizen/Client Satisfaction Score	4.55							

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 4.55**.

Compared to the FY 2021 overall agency citizen/client satisfaction score of 4.40, it was found that the satisfaction score of the agency increased by an amount of 0.15.

C. Results of the Agency Action Plan reported in FY 2022 PBB

The table below summarizes the actions taken and results of the implementation of the Action Plan for FY 2022:

PCSDS FY 2022 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	EPRPD, EZMED	Among the policy documents that were created are the following: <ol style="list-style-type: none"> 1. Policy document on Qualification or Disqualification of Barangay LGUs to Own a Chainsaw 2. Policy document on PCSD's authority to collect SEP Monitoring Fund (SMF) 3. Policy document on Suggestions to Require the endorsement of the Development Control and Environmental Protection Committee (DCEPC)'s instead of Sangguniang Panlungsod and ECAN Board

			<p>Senate/House Bills reviewed on the following topics:</p> <ol style="list-style-type: none"> 1. Philippine Ecosystem and Natural Capital Accounting System (PENCAS) 2. Land Administration Reform Agenda (LARA) 3. Integrated Coastal Management (ICM)
Quality of Service	Continue implementing the feedback mechanism for external and internal clients	All Divisions and Monitoring Committee	The data gathering for the Citizen/Client Satisfaction Survey Report remains to be an effective feedback mechanism for 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. 10 permits are currently being integrated into the system.
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 training 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	AFD	The Citizens Charter was updated in FY 2021 and the processes therein

	process in conspicuous places of PCSDS offices		are posted on the walls of the agency's front lobby/waiting area as well as on the PCSD website.
	Integrate GAD-related awareness campaign in holding IECs in various communities/municipalities	EEED, DMD	The EEED, in partnership with other division/units, initiated the integration of GAD-related topics during the holding of IEC and advocacy campaigns. 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 2022. Such new materials include videos, audio clips, vlogs, infographics, pamphlets, and brochures.

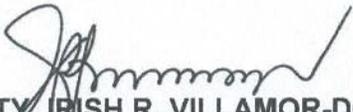
D. Continuous Agency Improvement Plan for FY 2023

The PCSDS will be adopting the following action plan for FY 2023 to improve its delivery of products and services, to wit:

Service/Product	Strategy/Activity	Responsibility Center
Request for Legal Assistance (case build up/inquest)	Continue reviewing of 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 ensure that they are aware of the procedures and requirements. Ensure that clients complete the CCSS Form.	EZMED
Submission of Bid for Procurement of Goods, Consulting Services, and Infrastructure Alternative Mode of Procurement: Limited Source Bidding	Continue reviewing procurement regulations vis-à-vis actual implementation of regulations. Assign a legal researcher to assist the BAC on issues concerning procurement.	AFD
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 the process and develop user-friendly methods and/or strategies to provide the clients with the lacking requirements and pertinent documents they need to secure in a timely and effective manner. Ensure that clients complete the 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.	DMD, EZMED
Payment of Necessary Permits	The agency intends to tap and resort to using GCASH to ease the transaction, in addition to the existing	AFD, DMD

	modes of payment transacted through the bank and Palawan Pawnshop.	
Use of Online System	Given the limited access and services to BRAIN System, there is a need to include services pertaining to the application of all related permits.	AFD, DMD

Prepared by:


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

Date: January 31, 2023

Approved by:


NIÑO REY C. ESTOYA, MNSA, CESE
 Acting Executive Director

Date: January 31, 2023