



Republic of the Philippines  
(Republic Act No. 7611)

**PALAWAN COUNCIL FOR SUSTAINABLE DEVELOPMENT STAFF**

January 26, 2024

**SEC. ERNESTO V. PEREZ**

Director General  
Anti-Red Tape Authority

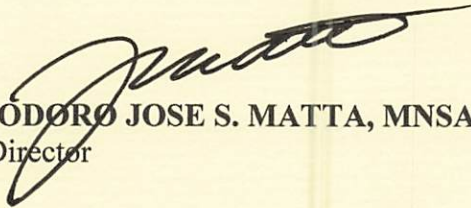
Dear **Sec. Perez:**

Greetings!

The Palawan Council for Sustainable Development Staff (PCSDS) is respectfully submitting herewith the 2023 PCSDS Client Satisfaction Measurement Report.

Thank you very much and best regards.

Very truly yours,

  
**ATTY. TEODORO JOSE S. MATTA, MNSA**  
Executive Director

*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.*

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**PALAWAN COUNCIL FOR SUSTAINABLE  
DEVELOPMENT STAFF**

**Client Satisfaction Measurement Report**  
Consolidated  
2023 (1<sup>st</sup> Edition)



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## I. Overview:

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. As such, the PCSD is a multi-sectoral and interdisciplinary body in pursuit of the SEP goals. 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 Client Satisfaction Measurement (CSM) 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 for all stakeholders.

The CSM is an after-service availment survey that will assess the overall satisfaction and perception of clients on the government service they availed. This will provide relevant feedback to the agency on the quality of service they are providing and introduce improvements as necessary.

## II. Scope:

PCSDS conducted client satisfaction surveys throughout the year, from January 2023 to December 2023. The survey covered every client that availed services through the main office and district management offices, as well as those that sent requests or transactions through the official email portal of PCSDS.

The survey followed the standard harmonized CSM questionnaire. It asked clients demographical questions, three (3) Citizen's Charter questions, and eight (8) questions related to the following Service Quality Dimensions:

1. Responsiveness
2. Reliability
3. Access and Facilities
4. Communication
5. Costs
6. Integrity
7. Assurance
8. Outcome

Table 1. The table below shows the list of services surveyed covering the period of January to December 2023.

External Services	Responses	Total Transactions
1. Geographic Information System, Mapping and Map Printing Services	3	3





2. Request for Environmental Library (Knowledge Center) Services	27	29
3. Request for Certified True Copy of Documents	15	16
4. Request for Issuance of Gratuitous Permit	21	22
5. Issuance of CITES Import Permit or Non-CITES Certification	5	5
6. Issuance of CITES Export or Re-Export Permit /Non-CITES Export or Re-Export Certification	9	9
7. Issuance of Wildlife Clearance	3	3
8. 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	13	13
9. Request for Request for brochures, booklets, pamphlets, modules, newsletters, posters, videos, photographs and/or IEC materials	43	48
10. Request for Orientation/Briefing/IEC/Resource Person	11	11
11. Request for Documentation (Photo/Video)	6	6
12. Request for the Use of Palawan Sustainable Development Training Institute (PSDTI) at Barangay Irawan, Puerto Princesa City	14	15
13. Collection Services External Service	165	289
14. Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Agency-to-Agency	1	1
15. Submission of Bid for the Procurement of Goods, Consulting Services, and Infrastructure Competitive Bidding/Public Bidding	2	2



16. Procurement of Infrastructure, Goods and Consulting Services Negotiated Procurement: Scientific, scholarly or artistic work, exclusive technology and media services	78	97
17. Submission of Quotation for Procurement of Goods, Consulting Services Negotiated Procurement: Small Value Procurement	40	44
18. Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Two-Failed Biddings	4	4
19. Issuance of ECAN Zoning Certification	17	18
20. Issuance of SEP Clearance for Category A, B, and D Projects	56	66
21. Issuance of Wildlife Special Use Permit for Other Uses	3	3
22. Issuance of Wildlife Special Use Permit	8	8
23. Local Transport Permit (LTP) for Single Batch Shipment	113	159
24. Local Transport Permit (LTP) for Multiple Batch Shipment for RFF Species Only	81	103
25. Issuance of Wildlife Collector's Permit for Species under AO5	8	8
26. Issuance of Permit to Purchase	9	9
27. Issuance of Chainsaw Registration	11	11
28. Issuance of Permit to Sell	1	1
29. Issuance of Special Use Permit	9	9
30. Issuance of Dealership /Distribution Permit	1	1
31. Issuance of Permit to Operate Service/Repair Shop	1	1
<b>External Service Total</b>	<b>777</b>	<b>1,014</b>



Internal Services	Responses	Total Transactions
1. PCSD Environmental Library and Knowledge Center Services	23	24
2. Geographic Information System, Mapping and Map Printing Services	8	8
3. Environmental Laboratory and Water Quality Analysis Services	3	3
4. Request for Posting to PCSDS Official Social Media Site/s	13	13
5. Request for Layout, Graphic Designs (Print, Visual)	69	84
6. Request for Production of print materials and Lamination Services	44	49
7. Request for Comment or Position Paper or Legal Opinion	8	8
8. Issuance of Employee's Service Certifications and Other Human Resource-Related Documents	48	55
9. Filing for Leave of Absence	79	99
10. Filing of Monetization of Leave Credits	1	1
11. Troubleshooting Issues on Hardware and Software	69	84
12. Software and Hardware Installation	15	16
13. Website Posting	40	44
14. Issuance of Supplies	148	241
15. Issuance of Property and Equipment	39	43
16. Turn-In of Property and Equipment	3	3





17. Request for Fuel of Motor Vehicles	48	55
18. Request for Motor Vehicle and Driver Service	110	154
19. Request for Service of Messenger	40	44
20. Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Agency-to-Agency	1	1
21. Procurement of Consulting Services Negotiated Procurement: Scientific, scholarly or artistic work, exclusive technology and media services	15	16
22. Procurement of Goods, Consulting Services Negotiated Procurement: Small Value Procurement	31	34
23. Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Two-Failed Biddings	1	1
<b>Internal Service Total</b>	<b>855</b>	<b>1,080</b>
<b>OVERALL TOTAL</b>	<b>1,632</b>	<b>2,094</b>

Table 2. The table below shows the FY 2023 list of services availed by clients but no survey forms were returned for a particular service availed so it was not included in the consolidation of survey forms.

<b>Table 2: List of services that were not included in the consolidation of CSM forms in FY 2023</b>
1. Request for Environmental Laboratory (Water Quality Analysis) Services
2. Request for Technical Assistance in the Preparation of Cave Management Plans
3. Request for Approval of Ten-Year Ecological Solid Waste Management Plans
4. Request for ECAN Map Updating
5. Request for PCSD Approval of ECAN Map





6. Issuance of Bioprospecting Undertaking (BU)
7. Issuance of Deputation Order
8. Request for Enforcement-related Data/Information and Wildlife-related Data/Information
9. Request for a Written Legal Opinion/Comment/ Position Paper
10. Request for Case Evaluation
11. Request for Case build up/Filing of Cases
12. Request for Legal Assistance (inquest)
13. Request for Interviews
14. Request for Capability Building/Training/Workshop
15. Request for Assistance in the Design of Flagship Species and related materials and planning of community event/s or activity/ies
16. Disbursement Services for Simple Transactions
17. Disbursement Services for Complex Transactions
18. Disbursement Services for Highly Technical Transactions
19. Negotiation on Procurement of Consulting Services, and Infrastructure Negotiated Procurement: Adjacent or Contiguous
20. Submission of Quotation for Procurement of Goods - Alternative Mode of Procurement: Direct Contracting of Goods
21. Negotiate for Procurement of Goods, Consulting Services, and Infrastructure Emergency Cases
22. Submission of Bid for Procurement of Consulting Services Negotiated Procurement: Highly Technical Consultants



23. Submission of Quotation for Procurement of Goods Negotiated Procurement - Lease of Real Property and Venue
24. Submission of Bid for Procurement of Goods, Consulting Services, and Infrastructure Alternative Mode of Procurement: Limited Source Bidding
25. Procurement of Goods Alternative Mode of Procurement: Repeat Order
26. Procurement of Goods Alternative Modes of Procurement: Shopping under Section 52.1(a): Unforeseen Contingency
27. Procurement of Goods Alternative Modes of Procurement: Shopping under Section 52.1(b): For Ordinary Office Supplies and Equipment not Available in DBM-PS
28. Submission of Bid for Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Take-Over of Contracts
29. Request for Investigation
30. Collection Service- Internal Services
31. Screening of Applicants to Learning and Development (L&D) Intervention
32. Application for Vacant Position
33. Grievance Machinery Procedures
34. Data Storage and Backup
35. Procurement of Consulting Services, and Infrastructure Negotiated Procurement: Adjacent or Contiguous
36. Procurement of Goods, Consulting Services, and Infrastructure Alternative Mode of Procurement: Direct Contracting of Goods
37. Procurement of Goods Direct retail purchase of airline tickets
38. Request Procurement of Goods Direct retail purchase of Petroleum fuel, Oil and Lubricant (POL) products Reimbursement of DRP POL



39. Procurement of Goods Consulting Services, and Infrastructure Emergency Cases
40. Procurement of Consulting Services Negotiated Procurement: Highly Technical Consultants
41. Procurement of Goods Negotiated Procurement - Lease of Real Property and Venue
42. Procurement of Goods, Consulting Services, and Infrastructure Alternative Mode of Procurement: Limited Source Bidding
43. Procurement of Goods, Consulting Services, and Infrastructure Competitive Bidding/Public Bidding
44. Procurement of Goods Alternative Mode of Procurement: Repeat Order
45. Procurement of Goods Alternative Modes of Procurement: Shopping under Section 52.1(a): Unforeseen Contingency
46. Procurement of Goods Alternative Modes of Procurement: Shopping under Section 52.1(b): For Ordinary Office Supplies and Equipment not Available in DBM-PS
47. Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Take-Over of Contracts
48. Issuance of Certificate of Wildlife Registration
49. Issuance of Wildlife Farm Permit
50. Issuance of Wildlife Collector's Permit for Species under AO12
51. Issuance of Permit to Transfer Certificate of Registration by Donation
52. Issuance of Permit to Transfer Certificate of Registration by Succession
53. Issuance of Transport Permit





## 54. Re-Issuance of Metal Seal

### III. Methodology:

For physical clients, surveys were handed out and collected immediately at the end of the transaction. Each division is directed to assign staff who shall be responsible for managing the completed CSM Forms and thereafter submit the same to the CSM Focal Person for consolidation.

The clients gave ratings on eight (8) Service Quality Dimensions (SQD) for the service/s they availed based on the Rating Scale and Scoring System of the CSM.

Table 3. The rating scale with range from 1 up to 5.

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

The Overall score for the eight (8) SQDs was computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$$

Table 4. Table showing the interpretations of the overall score for the eight (8) SQDs.

Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

### IV. Data and Interpretation

#### A. Demographic Profile



The data below shows that from January to December 2023, 52% of the PCSDS clients were between 20 – 34 years of age and most of them were female which is 53% of the total respondents.

Table 5. Table showing demographic information based on age and sex.

<b>Table 5: Demographic</b>			
<b>D1. Age and D2. Sex</b>	<b>External</b>	<b>Internal</b>	<b>Overall</b>
1. 19 or lower	0%	0%	<b>0%</b>
2. 20 – 34	25%	27%	<b>52%</b>
3. 35 – 49	13%	6%	<b>18%</b>
4. 50 - 64	4%	6%	<b>9%</b>
5. 65 or higher	0%	0%	<b>0%</b>
6. Did not specify	7%	13%	<b>20%</b>
1. Male	21%	19%	<b>40%</b>
2. Female	23%	30%	<b>53%</b>
3. Did not specify	4%	3%	<b>7%</b>

In the table below, it is shown that most of the clients were from the MIMAROPA region garnering an overall score of 77%. However, there are 22% who did not specify to which region they belong. It is also recorded that 1% of the clients were from the NCR and came to visit the PCSDS office to avail of services offered by the agency.

Table 6. Table showing client location.

<b>Table 6: Location</b>			
<b>D3. Region</b>	<b>External</b>	<b>Internal</b>	<b>Overall</b>
1. Region I	0%	0%	<b>0%</b>
2. Region II	0%	0%	<b>0%</b>
3. Region III	0%	0%	<b>0%</b>
4. Region IV-A	0%	0%	<b>0%</b>
5. MIMAROPA	33%	44%	<b>77%</b>
6. Region V	0%	0%	<b>0%</b>
7. Region VI	0%	0%	<b>0%</b>
8. Region VII	0%	0%	<b>0%</b>
9. Region VIII	0%	0%	<b>0%</b>
10. Region IX	0%	0%	<b>0%</b>
11. Region X	0%	0%	<b>0%</b>
12. Region XII	0%	0%	<b>0%</b>
13. Region XIII	0%	0%	<b>0%</b>
14. NCR	0%	0%	<b>1%</b>
15. CAR	0%	0%	<b>0%</b>





16. BARMM	0%	0%	<b>0%</b>
17. Did not specify	15%	7%	<b>22%</b>
18. Other countries	0%	0%	<b>0%</b>

The table below shows that the majority of PCSDS clients for the period of January to December 2023 were from the government sector availing the External Services offered by the agency hence it got the highest overall percentage of 51%. Meanwhile, 18% of the clients did not specify to which type of clients they belong.

Table 7. Table showing data based on the type of clients.

<b>Table 7: Number of clients surveyed per customer type</b>			
<b>Customer Type</b>	<b>External</b>	<b>Internal</b>	<b>Overall</b>
D4. Citizen	17%	0%	<b>17%</b>
D4. Business	13%	0%	<b>14%</b>
D4. Government	8%	43%	<b>51%</b>
D4. Did not specify	10%	8%	<b>18%</b>

#### B. Count of CC and SQD results

In the table below, it is shown that 91% of the total respondents knew the existence of the agency's Citizen's Charter (CC), and among those who knew the CC, 90% of them said that it was easy to see, and 88% also expressed that the CC helped them very much with their transactions at the PCSDS office.

Table 8. Table showing Citizen's Charter Results.

<b>Table 8: Citizens Charter Results</b>		
<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following best describes your awareness of a CC?		
1. I know what a CC is and I saw this office's CC.	1787	<b>91%</b>
2. I know what a CC is but I did NOT see this office's CC.	17	<b>1%</b>
3. I learned of the CC only when I saw this office's CC.	129	<b>7%</b>
4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3).	26	<b>1%</b>
CC2. If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?		
1. Easy to see	1739	<b>90%</b>
2. Somewhat easy to see	143	<b>7%</b>
3. Difficult to see	6	<b>0%</b>





4. Not visible at all	6	0%
5. Not Applicable (N/A)	38	2%
CC3. If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?		
1. Helped very much	1457	88%
2. Somewhat helped	159	10%
3. Did not help	6	0%
4. Not Applicable (N/A)	36	2%

The table below shows the overall client satisfaction. Gathering a total percentage of 99.13% implies that the office offers an Outstanding service based on the given interpretation of results set by the ARTA.

Table 9. Table showing overall client satisfaction results.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	1791	260	0	2	16	2	2071	99.13%

Looking at the scores per Service Quality Dimensions, it is notable that most of the respondents were satisfied with their transactions, recording an overall score of 98.66% which is within the range of 95.0% - 100% which likewise, translates to 'Outstanding'. No service garnered a score of 60% or below.

Table 10. The data below shows the breakdown of the results per Service Quality Dimensions.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	1612	306	10	8	19	116	2071	98.11%
Reliability	1767	271	2	2	14	14	2070	99.12%
Access and Facilities	1424	229	5	3	14	284	1959	98.69%
Communication	1578	267	6	10	14	169	2044	98.40%
Costs	770	198	5	8	18	943	1942	96.90%
Integrity	1774	257	1	2	17	22	2073	99.02%
Assurance	1821	209	1	1	17	21	2070	99.07%



Outcome	1792	237	2	1	17	19	2068	99.02%
<b>Overall</b>	<b>12,538</b>	<b>1,974</b>	<b>32</b>	<b>35</b>	<b>130</b>	<b>1,588</b>	<b>16,297</b>	<b>98.66%</b>

### C. Overall score per service

Table 11. The data below shows the Overall Rating of each service surveyed from January to December 2023. As a result, the PCSDS recorded an Overall Average of 97.24% which translates to “Outstanding”.

External Services	Overall Rating
1. Collection Services External Service	99.65%
2. Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Agency-to-Agency	100.00%
3. Submission of Bid for the Procurement of Goods, Consulting Services, and Infrastructure Competitive Bidding/Public Bidding	100.00%
4. Procurement of Infrastructure, Goods and Consulting Services Negotiated Procurement: Scientific, scholarly or artistic work, exclusive technology and media services	98.64%
5. Submission of Quotation for Procurement of Goods, Consulting Services Negotiated Procurement: Small Value Procurement	98.28%
6. Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Two-Failed Biddings	100.00%
7. Issuance of ECAN Zoning Certification	95.77%
8. Issuance of SEP Clearance for Category A, B, and D Projects	96.60%
9. Issuance of Wildlife Special Use Permit for Other Uses	100.00%
10. Issuance of Wildlife Special Use Permit	100.00%
11. Local Transport Permit (LTP) for Single Batch Shipment	97.15%





12. Local Transport Permit (LTP) for Multiple Batch Shipment for RFF Species Only	98.74%
13. Issuance of Wildlife Collector's Permit for Species under A05	98.39%
14. Issuance of Permit to Purchase	94.44%
15. Issuance of Chainsaw Registration	98.82%
16. Issuance of Permit to Sell	100.00%
17. Issuance of Special Use Permit	100.00%
18. Issuance of Dealership /Distribution Permit	0.00%
19. Issuance of Permit to Operate Service/Repair Shop	100.00%
20. Request for brochures, booklets, pamphlets, modules, newsletters, posters, videos, photographs and/or IEC materials	99.69%
21. Request for Orientation/Briefing/IEC/Resource Person	100.00%
22. Request for Documentation (Photo/Video)	100.00%
23. Request for the Use of Palawan Sustainable Development Training Institute (PSDTI) at Barangay Irawan, Puerto Princesa City	100.00%
24. Request for Environmental Library (Knowledge Center) Services	100.00%
25. Geographic Information System, Mapping and Map Printing Services	100.00%
26. Request for Issuance of Gratuitous Permit	88.07%
27. Issuance of CITES Import Permit or Non-CITES Certification	100.00%
28. Issuance of CITES Export or Re-Export Permit /Non-CITES Export or Re-Export Certification	100.00%
29. Issuance of Wildlife Clearance	100.00%





30. 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	88.78%
31. Request for Certified True Copy of Documents	97.66%
<b>External Service Total</b>	<b>95.18%</b>
<b>Internal Services</b>	
1. Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Agency-to-Agency	100.00%
2. Procurement of Goods, Consulting Services, and Infrastructure Negotiated Procurement: Two-Failed Biddings	100.00%
3. Procurement of Consulting Services Negotiated Procurement: Scientific, scholarly or artistic work, exclusive technology and media services	100.00%
4. Procurement of Goods, Consulting Services Negotiated Procurement: Small Value Procurement	100.00%
5. Request for Fuel of Motor Vehicles	93.97%
6. Request for Motor Vehicle and Driver Service	99.37%
7. Request for Service of Messenger	99.65%
8. Issuance of Employee's Service Certifications and Other Human Resource-Related Documents	97.33%
9. Filing for Leave of Absence	99.23%
10. Filing of Monetization of Leave Credits	100.00%
11. Troubleshooting Issues on Hardware and Software	98.53%
12. Software and Hardware Installation	100.00%
13. Website Posting	100.00%
14. Issuance of Supplies	100.00%



15. Issuance of Property and Equipment	100.00%
16. Turn-In of Property and Equipment	100.00%
17. Request for Posting to PCSDS Official Social Media Site/s	100.00%
18. Request for Layout, Graphic Designs (Print, Visual)	100.00%
19. Request for Production of print materials and Lamination Services	100.00%
20. PCSD Environmental Library and Knowledge Center Services	95.76%
21. Geographic Information System, Mapping and Map Printing Services	100.00%
22. Environmental Laboratory and Water Quality Analysis Services	100.00%
23. Request for Comment or Position Paper or Legal Opinion	100.00%
<b>Internal Service Total</b>	<b>99.30%</b>
<b>OVERALL AVERAGE</b>	<b>97.24%</b>

#### V. Results of the Agency Action Plan:

Table 12. Table showing the summary of the actions taken and the results of the Action Plan for FY 2023:

Table 12: PCSDS FY 2023 Agency Action Plan			
Service/Product	Strategy/Activity	Responsibility Center	Results and Actions Taken
Request for Legal Assistance (case build-up/inquest)	Continue reviewing past transactions, identify existing/potential problems if any, determine solution/s to problems, and ensure proper feedback to the client. Also, ensure that clients will answer the CCSS Form.	Legal Services	Prepare Judicial Affidavits and attachments for Criminal Complaints, Criminal Complaints, and Case Evaluations.  After preparing the necessary documents to file a Criminal Case, all documents will be forwarded to the court.
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	All Documents were signed by the Executive Director. Released and forwarded to the proponent.





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	The legal researcher/assistant reviewed all the BAC docs before forwarding the docs to be signed by the Legal Chief
Issuance of Wildlife Farm Permit	Establish effective communication with clients in case of lacking requirements. Ensure clients will answer CCSS Form.	DMD	The competent, trained, and client-oriented staff handles all external services and recognizes incomplete documents upon review immediately during submission by clients. Clients were assisted as to the lacking requirements/documents. CSM forms are presented and filled up by clients upon collection of permit/s.
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, DMD	A revision of PCSD Administrative Order No. 6 through PCSD Resolution 23-921 was already implemented. Issuance of SEP Clearance through the online permitting system was implemented. CSM forms are presented and filled up by clients upon collection of SEP Clearance.
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	Competent, trained, and client-oriented staff handles all external services and recognizes incomplete documents upon review immediately during submission by clients. Clients were assisted as to the lacking requirements/documents. CSM forms are presented and filled-up by clients upon collection of permit/s.





Payment of Necessary Permits	The agency intends to tap and resort to using GCASH to ease the transaction, in addition to the existing modes of payment transacted through the bank and Palawan Pawnshop.	AFD, DMD	GCASH as a mode of payment is in place in addition to payments made through bank transfer and via 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	<p>The BRAIN System is currently being updated/upgraded to include all salient services. There are already 14 services that are included in the PCSD BRAIN System. These are:</p> <ul style="list-style-type: none"> <li>- LTP AO 5</li> <li>- LTP AO12</li> <li>- WSUP AO5</li> <li>- WSUP AO12</li> <li>- WCP AO5</li> <li>- WCP AO12</li> <li>- GP</li> <li>- COR</li> <li>- SUP</li> <li>- Chainsaw Transport Permit</li> <li>- PTP</li> <li>- CITES</li> <li>- EZC (Category C SEP)</li> <li>- SEP Clearance (Category A, B, D)</li> </ul> <p>Other permits are currently being developed into the BRAIN System.</p>

## VI. Continuous Agency Improvement Plan:

Our Agency desires to meet the expectations or even exceed the expectations of our clients. It is often a challenge to reach clients and acquire client and customer views. Considerably, the agency is venturing into utilizing online reviews to facilitate Client Satisfaction Measurement (CSM). In the future, the agency shall endeavor to include CSM in the BRAIN System so as to regularly monitor the client's experiences with the BRAIN System with online transactions and repeat business.



## ANNEX A: Survey Questionnaire Used

Control No: \_\_\_\_\_

ANTI-FEED-TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT  
FORM  
PSA Approval No: ASTA-2242-3  
Expires on 31 July 2025



Palawan Council for Sustainable Development Staff (PCSDS)

### CLIENT SATISFACTION MEASUREMENT FEEDBACK FORM

#### HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

*(Sinusubaybayan ng Client Satisfaction Measurement (CSM) na ito ang karanasan ng customer ng mga tanggapan ng gobyerno. Ang iyong feedback sa iyong kamakailang natapos na transaksyon ay makakatulong sa opisina ng ito na makapagbigay ng mas mahusay na serbisyo. Ang personal na impormasyong ibinabahagi ay pananatiling kumpidensyal at palagi kang may opsyon na hindi sagutin ang form na ito.)*

#### Service availed (Serbisyonang kinuha at/o tinanggap): Issuance of SEP Clearance for Category A, B, and D Projects

Client type:  Citizen  Business  Government (Employee or another agency)

Date (Petsa): \_\_\_\_\_ Sex (Kasarian):  Male  Female Age (Edad): \_\_\_\_\_

Region of residence (Rehiyon ng Paninirahan): \_\_\_\_\_

Office/Unit/Person responsible (Opisina/Yunit/Kawaning Responsable): \_\_\_\_\_

**INSTRUCTIONS/MGA TAGUBILIN:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others. Para sa SQD 0-8, mangyaring lagyan ng tsek (✓) ang hanay na pinakaangkop sa iyong sagot.

*(Lagyan ng tsek (✓) ang iyong sagot sa mga tanong sa Citizen's Charter (CC). Ang Citizen's Charter ay isang opisyal na dokumento na sumasalin sa mga serbisyo ng isang ahensya/opisina ng gobyerno kasama ang mga kinakailangan, bayad, at oras ng pagproseso nito bukod sa iba pa.)*

**CC1** Which of the following best describes your awareness of a CC? (Alin sa mga sumusunod ang higit na tumutukoy sa iyong kaalaman tungkol sa CC?)

1. I know what a CC is and I saw this office's CC. (Alam ko kung ano ang CC at nakita ko ito sa opisina ng ito.)
2. I know what a CC is but I did NOT see this office's CC. (Alam ko kung ano ang CC pero hindi ko ito nakita sa opisina ng ito.)
3. I learned of the CC only when I saw this office's CC. (Nalaman ko lang ang CC noong nakita ko ang CC ng opisina ng ito.)
4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3) (Hindi ko alam kung ano ang CC at hindi ko ito nakita sa opisina ng ito. (Sagutin ng 'N/A' on CC2 and CC3).)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...? (Kung may kaalaman sa CC (sumagot ng 1-3 sa CC1), masasabi mo ba na ang CC ng opisina ng ito ay...?)

1. Easy to see (Madaling makita)  4. Not visible at all (Hindi nakikita)
2. Somewhat easy to see (Medyo madaling makita)  5. N/A
3. Difficult to see (Mahirap makita)



Control No:

ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT  
FORM  
PSA Approval No.: ARTA-E242-3  
Expires on 31 July 2023

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? (*Kung may kaalaman sa CC (sinagutan ang codes 1-3 sa CC1), gaano nakatulong ang CC sa iyong transaksyon?*)

1. Helped very much (*Nakatulong nang husto*)       3. Did not help (*Hindi nakatulong*)  
 2. Somewhat helped (*Medyo nakatulong*)       4. N/A

**INSTRUCTIONS/TAGUBILIN:**

For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer. (*Para sa SQD 0-8, mangyaring lagyan ng tsek (✓) ang hanay na pinakaangkop sa iyong sagot.*)

	 Strongly Disagree (Lubos na hindi sumasang-ayon)	 Disagree (Hindi Sang-ayon)	 Neither Agree nor Disagree (Hindi tiyak kung sang-ayon ba or hindi sang-ayon)	 Agree (Sang-ayon)	 Strongly Agree (Lubos na sang-ayon)	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.  (SQD0. Ako ay nasiyahan sa serbisyo na aking natanggap.)						
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.  (SQD1. Gumugol ako ng katanggap-tanggap na tagal ng oras upang makumpleto ang aking transaksyon (Mabilis na pagtugon))						
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.  (SQD2. Sinunod ng opisina ang mga kinakailangan at hakbang para sa transaksyon batay sa impormasyon na ibinigay. (Maaasahari))						
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.  (SQD3. Madali at simple ang mga hakbang (kabilang ang bayad) na kinailangang gawin para sa aking transaksyon (Access at Mga Pasilidad))						
<b>SQD4.</b> I easily found information about my transaction from the office or its website.						





Control No:

ANTI-FRAUD AUTHORITY  
CLIENT SATISFACTION MEASUREMENT  
FORM  
PSA Approval No. ARTA-2242-3  
Expires on 31 July 2023

<p>(SQD4. <i>Madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito (Komunikasyon)</i>)</p>					
<p>SQD5. I paid a reasonable amount of fees for my transaction.  (SQD5. <i>Nagbayad ako ng katanggap-tanggap na halaga ng mga bayarin para sa aking transaksyon (Mga Gastos)</i>)</p>					
<p>SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.  (SQD6 <i>Nararamdaman ko na ang opisina ay patas sa lahat at "walang palakasan" sa oras ng aking transaksyon (Integridad)</i>)</p>					
<p>SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.  (SQD7. <i>Ako ay tinrato nang may paggalang ng staff, at (kung ako ay humingi ng tulong) ang staff ay nakakatulong (Katiyakan)</i>)</p>					
<p>SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.  (SQD8. <i>Nakuha ko ang kailangan ko sa opisina ng gobyerno, o (kung tinanggihan) ang pagtanggì sa request ay naipaliwanang nang mabuti (Resulta)</i>)</p>					

Suggestions on how we can further improve our services (optional):

(Mga mungkahi kung paano namin mapapabuti pa ang aming mga serbisyo (opsyonal):

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Email address (optional):

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THANK YOU!



## ANNEX B: List of Main and District Management Division Offices

Table 13: PCSDS Main Office and the District Management Divisions	
Main Office	
PALAWAN COUNCIL FOR SUSTAINABLE DEVELOPMENT STAFF <i>PCSD Building, Brgy. Sta. Monica, Puerto Princesa City, Palawan, 5300</i>	
Office of the Executive Director (OED)	
ECAN Zones Management and Enforcement Division (EZMED)	
ECAN Policy Research and Planning Division (EPRPD)	
ECAN Education and Extension Division (EEED)	
ECAN Monitoring and Evaluation Division (EMED)	
District Management Division	
District Management Division – North (DMD – North)	
District Management Division – South (DMD – South)	
District Management Division – Calamian (DMD – Calamian)	

## ANNEX C: Client's Comments and Suggestions

Table 14. Table showing a list of comments/suggestions to DMD South.

Table 14: District Management Division South			
Service Name	External or Internal	Comments/Suggestions	Remarks
1. Issuance of SEP Clearance for Category A, B, and D Projects	External Service	<ol style="list-style-type: none"> <li>1. Fast-track the issuance of SEP Clearance. Took months to release.</li> <li>2. All employees I encounter are approachable. Keep up the good work!!! Stay safe.</li> <li>3. Strongly Agree.</li> <li>4. Fast track the approval/processing of SEP Clearance</li> <li>5. Ipagpatuloy lang po para sa kapakanan ng tao.</li> <li>6. Satisfied! Thank You!</li> <li>7. Satisfied!</li> </ol>	



		<p>8. Keep up the good work!!! God bless...</p> <p>9. Thank you so much!</p> <p>10. Sana po systematic ang personnel with regards sa any transaction of client, medyo matagal po kasi response sa document na for release na rin naman. No problem sa frontdesk responsive pero dun sa concern. Thank You</p> <p>11. I'm satisfied of your services. Employees are all very accommodating, especially SIR ARIEL PENONIA. Kudos to all. Godbless us all.</p> <p>12. Keep it up! Doing great.</p> <p>13. Keep it up!</p> <p>14. Very approachable naman to clients.</p> <p>15. Ipagpatuloy lang ang mga nasimulang panukala at regulasyon sa maayos na serbisyo. Salamat.</p> <p>16. Medyo mahaba ang time but reasonable enough.</p> <p>17. Maraming salamat sa agarang pagtugon sa aming application sa SEP.</p> <p>18. All in all good service po, clean and peaceful. God bless you all.</p>	
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2. Local Transport Permit (LTP) for Single Batch Shipment	External Service	<p>1. May Anne is very helpful and fast in dealing and providing services to us. Provide cafeteria or bending machine.</p> <p>2. Exemplary Services</p> <p>3. Nothing to say more. Outstanding service.</p> <p>4. Keep up the work.</p>	
3. Issuance of Permit to Purchase	External Service	1. Maganda ang serbisyo at mabilis.	
4. Issuance of Chainsaw Registration	External Service	1. Ako ay nagpapasalamat sa ahensyang ito dahil madaling natugunan ang aking nilakad na mga papeles ng aking chainsaw akoy lubos na nagpapasalamat sa inyong pagtanggap. Maraming salamat po.	

Table 15. Table showing a list of comments/suggestions to DMD North.

Table 15: District Management Division North			
Service Name	External or Internal	Comments/Suggestions	Remarks
1. Issuance of Wildlife Special Use Permit	External Service	<p>1. Tinulungan ako ng staff sa aking application maraming salamat po. God bless.</p> <p>2. Thank you, God bless.</p> <p>3. Mabait at magalang sa bisita. Salamat po.</p>	



<p>2. Local Transport Permit (LTP) for Single Batch Shipment</p>	<p>External Service</p>	<ol style="list-style-type: none"><li>1. The good service should be continued.</li><li>2. The service is already good.</li><li>3. Just continue the service.</li><li>4. The service is already good.</li><li>5. No Comment.</li><li>6. Nahihirapan poh ako na makita sa PCSD Brain ko yong approved ng LTP ko.</li><li>7. Nahihirapan poh ako na makita sa PCSD Brain ung approved ng LTP ko, sa laptop or cellphone.</li><li>8. Nahihirapan poh ako na makita sa phone or loptap namin ung approved ng LTP ko sa PCSD Brain ko.</li><li>9. Nahihirapan ako na makita ung approved ng LTP ko sa laptop or cellphone ko.</li><li>10. Matagal lumabas ng Transaction ko sa PCSD Brain ko.</li><li>11. Nahihirapan ako magprocess ng LTP sa gadgets namin matagal lumabas ung PCSD Brain ko.</li><li>12. Matagal lumabas sa gadget ko ang PCSD Brain ko. Mahirap magprocess ng papel.</li></ol>	
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		<p>13. Nahihirapan ako magprocess ng papel kasi hindi lumalabas sa gadgets ko ang PCSD Brain ko. Hindi ko makita kung approved na ang LTP ko.</p> <p>14. Mabilis sa pagprocess ng papel. Maraming salamat po.</p>	
3. Issuance of Chainsaw Registration	External Service	1. Tinulungan po ako sa pag proseso ng permit sa chainsaw.	
4. Geographic Information System, Mapping and Map Printing Services	External Service	1. Very satisfied with immediate, prompt, professional, efficient and courteous personnel who are always ready to give assistance, advise and coordination even beyond office hours. The system is also user-friendly.	
5. Issuance of Permit to Purchase	External Service	1. Keep it up	
6. Issuance of ECAN Zoning Certification	External Service	<p>1. Naipaliwanag mabuti ng staff ang proseso ng inapplyan kong permit. Tinulungan rin ako sa pag apply sa website. Maraming salamat po.</p> <p>2. Very satisfied. Thank you.</p> <p>3. Masipag mag update at tumulong ang empleyado</p>	





		<p>kaya naapprove agad ang permit sa PCSD. Salamat po ng marami.</p> <p>4. Sana lahat ng opisina ng gobyerno ay katulad ng PCSD Office.</p>	
7. Issuance of Special Use Permit	External Service	<p>1. Maayos po samin ang pakikitungo ng aming Ma'am Cristy sa lahat ng aming mga katanungan lubos na nagpapasalamat sa inyong tanggapan. Lubos na gumagalang Vivian Añonuevo.</p>	

Table 16. Table showing a list of comments/suggestions to DMD Calamian.

Table 16: District Management Division Calamian			
Service Name	External or Internal	Comments/Suggestions	Remarks
1. Issuance of SEP Clearance for Category A, B, and D Projects	External Service	<p>1. Excellent!</p> <p>2. Good Job! Thank you for your kind assistance and help me to release my docs needed. God bless this office and staff.</p> <p>3. Good work!</p> <p>4. Excellent</p> <p>5. Good Job! Thank you for your kind assistance and help me to release my docs needed. God bless this office and staffs.</p>	



<p>2. Local Transport Permit (LTP) for Multiple Batch Shipment for RFF Species Only</p>	<p>External Service</p>	<p>1. Okay naman po ang opisina nyo po maayos naman po ang pakikitungo ng staff nyo po. Sa online po masasabi ko lang po sana sa pag approve po sana medyo maaga po kasi pag papaprint po hinahabol din po namin kasi maaga po nasara ang computer shop.</p> <p>2. Masasabi ko lang po sana sa online wag paulit ulit ung mga katanungan lalo na pag magmamadali. ok naman po serbisyo nyo at okay naman ang pakikitungo ng Staff.</p> <p>3. Masasabi ko lang sana ang sa online po sana wag naman po paulit ulit pag na bilugan na po wag na po bumalik sa una. Okay naman po serbisyo po ng opisina nyo at okay naman po ang staff.</p> <p>4. Maayos serbisyo.</p>	
<p>3. Issuance of ECAN Zoning Certification</p>	<p>External Service</p>	<p>1. Ok naman ang serbisyo ng opisina.</p>	



Table 17. Table showing a list of comments/suggestions to AFD.

Table 17: Admin and Finance Division			
Service Name	External or Internal	Comments/Suggestions	Remarks
1. Issuance of Employee's Service Certifications and Other Human Resource-Related Documents	Internal Service	<ol style="list-style-type: none"> <li>1. Thank you. God bless. Excellent services.</li> <li>2. Fast &amp; reliable. Thank You!</li> <li>3. Ipagpatuloy ang maayos, mabait at matapat na trato sa mga kawani.</li> <li>4. Maganda na po ang serbisyo at very approachable ang mga kawani.</li> </ol>	
2. Issuance of Supplies	Internal Service	<ol style="list-style-type: none"> <li>1. No comment - satisfied.</li> <li>2. Mabilis na response!</li> <li>3. Thank You!</li> <li>4. Keep it up!</li> <li>5. Thank You Ate Dhoy Dhoy!!</li> <li>6. Thank you so much!</li> <li>7. Thank you so much for your service!</li> <li>8. Very good!</li> </ol>	





<p>3. Collection Services External Service</p>	<p>External Service</p>	<p>1. Good luck, God bless. Excellent service.</p> <p>2. Excellent job for Ate Neneng &amp; Ate Susan. Thank you. God Bless.</p> <p>3. Panatilihin pa lalo ang mabuting pakikisama ng mga empleyado. Wala akong masabi magagalang sila.</p> <p>4. Thank you po Ma'am Susan &amp; Ma'am Neneng!</p>	
<p>4. Filing for Leave of Absence</p>	<p>Internal Service</p>	<p>1. If kayang isimplify pa, pasuyo.</p> <p>2. Thank you!</p> <p>3. Online/via server system of leave credits for easier access of both HR staff and applicant.</p> <p>4. Very Good service...</p> <p>5. Polite staff and accommodating...</p> <p>6. Efficient &amp; very helpful!</p>	
<p>5. Troubleshooting Issues on Hardware and Software</p>	<p>Internal Service</p>	<p>1. Prompt Response! Keep up the good work!</p>	



6. Software and Hardware Installation	Internal Service	1. Good job, keep it up guys! thanks	
7. Request for Motor Vehicle and Driver Service	Internal Service	1. None. Job well done.	

Table 18. Table showing a list of comments/suggestions to OED.

Table 18: Office of the Executive Director			
Service Name	External or Internal	Comments/Suggestions	Remarks
1. Request for Certified True Copy of Documents	External Service	1. It takes me so long to get my SEP clearance especially when PCSD has a redistricting function since it also passed thru the ECAN Board.  2. Hassle free transaction. Thumbs up!	The client's first comment pertains to the overall process of obtaining the SEP Clearance and not to the specific service the client availed.

Table 19. Table showing a list of comments/suggestions to EEED.

Table 19: ECAN Education and Extension Division			
Service Name	External or Internal	Comments/Suggestions	Remarks
1. Request for brochures, booklets, pamphlets, modules, newsletters, posters, videos, photographs and/or IEC materials	External Service	1. Mas maraming update na books.	



2. Request for Orientation/Briefing/IEC/Resource Person	External Service	1. Wala na po.	
3. Request for the Use of Palawan Sustainable Development Training Institute (PSDTI) at Barangay Irawan, Puerto Princesa City	External Service	1. Keep-up, excellent venue! Thanks.	
4. Request for Production of print materials and Lamination Services	Internal Service	1. Ok!	
5. Request for Layout, Graphic Designs (Print, Visual)	Internal Service	1. Thanks	

Table 20. Table showing a list of comments/suggestions to EZMED.

Table 20: ECAN Zones Management and Enforcement Division			
Service Name	External or Internal	Comments/Suggestions	Remarks
1. Request for Issuance of Gratuitous Permit	External Service	1. Thank you for your service! 2. Good job! 3. Online transaction availability. 4. Thank you very very much for the very nice accommodation. Keep on! Thank you PCSD family!	





2. Issuance of CITES Export or Re-Export Permit /Non-CITES Export or Re-Export Certification	External Service	1. No additional suggestions. The staff and process were simple and extremely courteous.	
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Table 21. Table showing a list of comments/suggestions to EMED.

Table 21: ECAN Monitoring and Evaluation Division			
Service Name	External or Internal	Comments/Suggestions	Remarks
1. Geographic Information System, Mapping and Map Printing Services	Internal Service	1. Thank you!	
2. Geographic Information System, Mapping and Map Printing Services	External Service	1. Staff were so accommodating. Thank you.	
3. PCSD Environmental Library and Knowledge Center Services	Internal Service	I'm satisfied.	

Prepared by:

*R. Gacot*  
**ROSANA F. GACOT**  
 Project Development Officer IV

Date: \_\_\_\_\_

Approved by:

*T. J. Matta*  
**ATTY. TEODORO JOSE S. MATTA, MNSA**  
 Executive Director, PCSDS

Date: \_\_\_\_\_