



Republic of the Philippines  
**Department of Environment and Natural Resources**  
Visayas Avenue, Diliman, 1106 Quezon City  
☎ (632) 929-6626 to 29; 929-6252; 929-6633 to 35; 929-7041 to 43  
E-mail: web@denr.gov.ph; Website: www.denr.gov.ph

**MEMORANDUM**

**FOR/TO :** **Office of the Undersecretaries**  
Finance, Information Systems and Climate Change  
Policy, Planning and International Affairs

**The Directors/Division Chiefs**

**Administrative Service**  
Records Management Division  
Property and Supply Management Division  
General Services Division

**Climate Change Service**

**Financial and Management Service**  
Accounting Division  
Budget Division

**Foreign Assisted and Special Projects Service**  
Project Accounts Management Division

**Human Resource Development Service**  
Career Development Division  
Personnel Division

**Internal Audit Service**  
Management Audit Division

**Knowledge and Information Systems Service**  
Information Systems Division  
Network Infrastructure Management Division  
Statistics and Data Resource Management Division

**Legal Affairs Service**  
Internal Affairs Division

**Policy and Planning Service**  
Program Monitoring and Evaluation Division

**Strategic Communication and Initiatives Service**  
Development Communication Division  
Public Information Division  
Stakeholders Management and Conflict Resolution Division

**ATTN :** **CSS Focal Persons**

**FROM :** **The Director**  
Knowledge and Information Systems Service and  
Chair, Client Satisfaction Committee

**SUBJECT :** **DEADLINE OF ENCODING FOR THE 2020 CLIENT  
SATISFACTION SURVEY**

**DATE :** December 18, 2020

In order to prepare for the analysis of the 2020 Client Satisfaction Survey (CSS), please be reminded that the deadline of encoding of the accomplished CSS forms in the Survey123 system is on or before **January 08, 2020**. The analysis of the CSS will be done from January 11 to 22, 2021 to meet the deadline of the client feedback survey results, as required by the Anti-Red Tape Act (ARTA) on January 30, 2020.

In this regard, may we request the CSS focal person of your office to oversee the completion and submission of your CSS data on or before the deadline date.

For further queries or clarification, please contact SDRMD at [sdrmd@denr.gov.ph](mailto:sdrmd@denr.gov.ph).

For your information and appropriate action, please.



MARIA ELENA A. MORALLOS MANILA