



Republic of the Philippines
Department of Environment and Natural Resources

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MEMORANDUM

MAR 09 2022

FOR : THE REGIONAL DIRECTOR
DENR Regional Offices I-XIII, CAR, NCR, CALABARZON, MIMAROPA

FROM : THE DIRECTOR
Knowledge and Information Systems Service
Chair, Client Satisfaction Survey Committee

SUBJECT : DESIGNATION OF DENR CLIENT SATISFACTION SURVEY
PERMANENT AND ALTERNATE FOCAL PERSON

With reference to Special Order 2021-551 dated October 09, 2021, or the Creation of the DENR Central Office's Sub-Committees on Anti-Red Tape (SUB-CARTs) - Customer Feedback Mechanism and Measurement and Public Assistance, may we request each Regional Office to update and submit the names of their designated permanent and alternate Regional Client Satisfaction Survey (CSS) Focal Persons. The permanent and alternate focal persons are preferably regional statisticians with permanent positions and background on Survey123 Application.

The permanent and alternate focal shall have the following functions and responsibilities:

- a. Work closely with the Statistics and Data Resource Management Division SDRMD on the activities related to Client Satisfaction Survey (CSS);
- b. Coordination and facilitation of all CSS-related activities in compliance with the CSS requirements and prescribed guidelines;
- c. Monitor the survey administration in the respective PENROs and CENROs;
- d. Ensure data confidentiality and privacy of the information of collected information using the Survey123 application;
- e. Review encoded data, and
- f. Attend orientations and meetings related to CSS.

Please submit the names of the focal and alternate persons to sdrmd@denr.gov.ph. For further clarifications, you may contact **Arvin R. Reginio** of the Statistics and Data Resource Management Division (SDRMD) through sdrmd@denr.gov.ph.

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Manila Maria Elena Alio
Date: 2022.03.08 15:13:20
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MARIA ELENA A. MORALLOS MANILA