



Republic of the Philippines
Department of Environment and Natural Resources

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MEMORANDUM

MAY 18 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 : **FIELD VALIDATION FOR 2022 DENR CLIENT SATISFACTION SURVEY**

As part of the data quality assurance of the 2022 DENR Client Satisfaction Survey (CSS) in compliance with the requirements of the Performance Based-Bonus (AO-25), Anti-Red Tape Authority (ARTA), Streamlining and Process Improvement of DENR's Critical Services (SPICS), Environmental Awards for Governance and Leadership Excellence (EAGLE), and Quality Management System (QMS), the DENR-Central Office CSS team will conduct a nationwide field validation to all DENR Regional offices and its selected PENROs and CENROs.

In view of this, the following activities shall be undertaken by the CSS team:

1. Site visit/ monitoring of compliance of the offices with the CSS methodology;
2. Interview with CSS Key Focal Persons;
3. Interview/Triangulation with DENR clients;
4. Field validation of CSS results;
5. Assessment and discussion of issues and concerns related to CSS; and
6. Photo documentation of CSS activities.

The following are the tentative dates of travel to the different field offices subject to changes as deemed necessary:

Region	Date	CSS Validation Team	Sites to be visited
CAR	July 25 to 29, 2022	Jean B. Blancada Arvin R. Reginio	Regional Office CENRO Baguio PENRO Benguet CENRO Buguias PENRO Mountain Province CENRO Sabangan
Region I	August 10 to 12, 2022	Kristialuz Beatrice N. Camat Rose Anne S. Escudero	Regional Office PENRO La Union PENRO Ilocos Sur CENRO Bantay PENRO Pangasinan CENRO Dagupan CENRO Urdaneta

Region	Date	CSS Validation Team	Sites to be visited
Region II	May 29 to June 2, 2022	Catherine T. Quiambao Daryl D. Ansano	Regional Office PENRO Quirino PENRO Isabela CENRO Naguilian CENRO Cauayan PENRO Cagayan CENRO Solana PENR Sub-Office Tuguegarao
Region III	October 4 to 5, 2022	Rhea Amor A. Vega Daryl D. Ansano	Regional Office PENRO Pampanga PENRO Bulacan CENRO Guiguinto CENRO Baliuag
NCR	May 30, 2022	Aura Venia D. Rayala Kristialuz Beatrice N. Camat	Regional Office North Ave. Office
CALABARZON	August 8 to 10, 2022	Kathleen Ann. S. Dimalanta Arvin R. Reginio	Regional Office PENRO Laguna CENRO Sta Cruz PENRO Batangas CENRO Lipa CENRO Tayabas PENRO Rizal PENRO Cavite
MIMAROPA-RO	June 20, 2022	Rhea Amor A. Vega	Regional Office
MIMARO	September 18 to 24, 2022	Rhea Amor A. Vega	PENRO Oriental Mindoro CENRO Socorro CENRO Roxas PENRO Marinduque
Palawan	July 6 to 8, 2022	Rhea Amor A. Vega Arvin R. Reginio	PENRO Palawan CENRO Puerto Princesa CENRO Roxas CENRO Taytay
Region V	May 30 to June 2, 2022	Kathleen Ann. S. Dimalanta Liberty D. Fernandez	Regional Office PENRO Albay CENRO Guinobatan PENRO Camarines Sur CENRO Iriga PENRO Sorsogon
Region VI	September 7 to 9, 2022	Kristialuz Beatrice N. Camat Arvin R. Reginio Liberty D. Fernandez	Regional Office PENRO Iloilo CENRO Guimbal CENRO Mambusao PENRO Aklan CENRO Boracay PENRO Antique CENRO Culasi

Region	Date	CSS Validation Team	Sites to be visited
Region VII	August 16 to 19, 2022	Aura Venia D. Rayala Jean B. Blancada	Regional Office PENRO Cebu CENRO Cebu City CENRO Talibon PENRO Bohol CENRO Tagbilaran PENRO Siquijor
Region VIII	July 6 to 8, 2022	Jean B. Blancada Liberty D. Fernandez	Regional Office CENRO Sta Rita PENRO Southern Leyte CENRO Maasin CENRO Ormoc PENRO Leyte
Region IX	August 3 to 5, 2022	Aura Venia D. Rayala Arvin R. Reginio	Regional Office PENRO Zamboanga del Sur CENRO Guipos CENRO Manukan PENRO Zamboanga del Norte CENRO Pinan
Region X	September 14 to 16, 2022	Kristialuz Beatrice N. Camat Catherine T. Quiambao	Regional Office PENRO Misamis Oriental CENRO Valencia PENRO Bukidnon CENRO Manolo Fortich CENRO Iligan CENRO Initao
Region XI	August 16 to 19, 2022	Catherine T. Quiambao Kathleen Ann. S. Dimalanta Kristialuz Beatrice N. Camat	Regional Office PENRO Davao del Norte PENRO Davao del Sur CENRO Digos CENRO Davao City PENRO Davao de Oro CENRO Monkayo CENRO Maco
Region XII	August 31 to September 2, 2022	Joshua O. Aguilar Arvin R. Reginio	Regional Office PENRO Cotabato CENRO Matalam CENRO General Santos
Region XIII	August 1 to 3, 2022	Joshua O. Aguilar Kathleen Ann. S. Dimalanta Liberty D. Fernandez	Regional Office PENRO Agusan Del Norte CENRO Lianga CENRO Bislig PENRO Agusan Del Sur

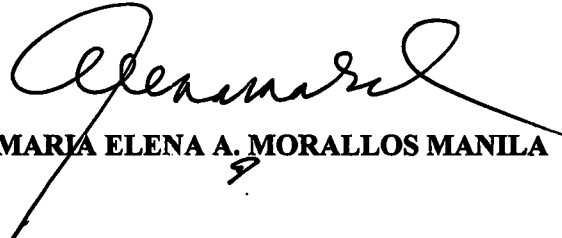
Lastly, may we request your assistance and support for this activity, particularly with:

1. Assignment of technical personnel preferably CSS focal persons in support of the said activity
2. Dissemination and coordination of the said activity to the concerned offices

3. Provision of necessary assistance to facilitate travel and transport support to/from Regional Office and selected CENROs and PENROs;
4. Ensuring the safety and wellbeing of the team members and designated focal persons throughout the activity; and
5. Extension of other immediate needs to the team as necessary.

For further information about this activity, you may email the Statistics and Data Resource Management Division (SDRMD) through sdrmd@denr.gov.ph.

For your information and compliance.



MARIA ELENA A. MORALLOS MANILA