



Republic of the Philippines
Department of Environment and Natural Resources
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MEMORANDUM

NOV 16 2022

FOR/TO : The Regional Executive Directors
CAR, NCR, Regions I - XIII, CALABARZON, and MIMAROPA

FROM : The Director
Knowledge and Information Systems Service
Chair, Client Satisfaction Survey Focal Team

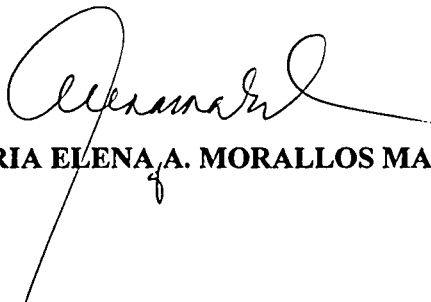
SUBJECT : CONDUCT OF THE 2022 DENR CLIENT SATISFACTION SURVEY FOR INTERNAL CLIENTS

In line with our commitment to strengthen the quality of our internal services, and as a requirement of the Performance-based Bonus (AO-25), Anti-Red Tape Authority (ARTA), and Streamlining and Process Improvement of the DENR's Critical Services (SPICS), a Client Satisfaction Survey (CSS) for Internal Processes shall be conducted among DENR employees in the CENROs, PENROs, and Regional offices starting November 15, 2022 until December 15, 2022.

All DENR personnel are encouraged to participate and provide their honest feedback on our internal services. Rest assured that the names and offices of the respondents shall be kept confidential and will not be shared with the process owners being evaluated/ rated.

To access the client satisfaction survey please use the link:
<https://tinyurl.com/2022DENRCSSInternal>

For further inquiries or clarifications, you may address your questions to your respective CSS focal persons or you may email the Statistics and Data Resource Management Division (SDRMD) at sdrmd@denr.gov.ph.


MARIA ELENA A. MORALLOS MANILA

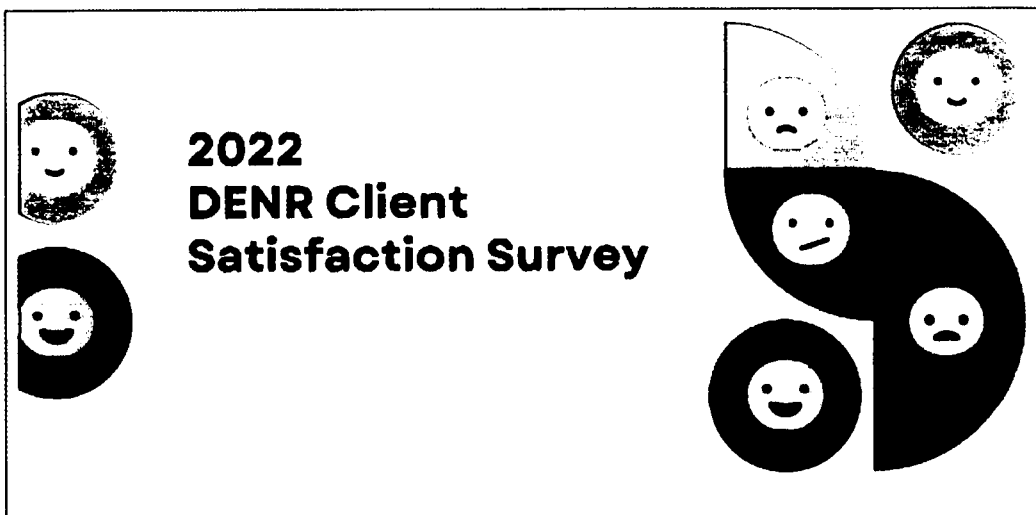
QUICK GUIDE ON ANSWERING THE DENR CLIENT SATISFACTION SURVEY FOR INTERNAL SERVICES

1. To access the Client Satisfaction Survey (CSS), visit this link:
<https://tinyurl.com/2022DENRCSSInternal>

Select first your office.

<u>Central Office</u>
<u>CAR</u>
<u>Region 1</u>
<u>Region 2</u>
<u>Region 3</u>
<u>NCR</u>
<u>CALABARZON</u>
<u>MIMAROPA</u>
<u>Region 5</u>
<u>Region 6</u>
<u>Region 7</u>
<u>Region 8</u>
<u>Region 9</u>
<u>Region 10</u>
<u>Region 11</u>
<u>Region 12</u>
<u>Region 13</u>

2. You will then be redirected to the CSS form for your office.



3. Answer the fields for your name, age, sex, office, and status of employment.

Please select **ALL** services you have availed in the DENR from January 3, 2022 to November 15, 2022.

<input checked="" type="checkbox"/>	Payment of Claims - Bonuses (Midyear bonus, Year-end Bonus, CNA, Cash Gift, PEI, PBB)
<input checked="" type="checkbox"/>	Payment of Claims - Clothing Allowance
<input type="checkbox"/>	Payment of Claims - Extraordinary and Miscellaneous Expenses (EME)
<input type="checkbox"/>	Payment of Claims - Grant of Cash Advance to Special Disbursing officers
<input type="checkbox"/>	Payment of Claims - Loyalty Award Bonus
<input type="checkbox"/>	Payment of Claims - Monetization
<input type="checkbox"/>	Payment of Claims - Petty Cash Replenishment
<input type="checkbox"/>	Payment of Claims - Representation Allowance and Transportation Allowance (RATA)
<input type="checkbox"/>	Payment of Claims - Salary (JO/COS)
<input checked="" type="checkbox"/>	Payment of Claims - Salary (Permanent)

A CSS for each service you have selected will follow.

Payment of Claims - Bonuses (Midyear bonus, Year-end Bonus, CNA, Cash Gift, PEI, PBB)

Responsiveness

Payment of Claims - Clothing Allowance

Responsiveness

Payment of Claims - Salary (Permanent)

Responsiveness

Please make sure to answer the questions for all services you have availed.

4. After providing your consent, make sure to send your answers by clicking the Submit button at the end of the form.

Consent*

I hereby consent Statistics and Data Resource Management Division (SDRMD) to collect, process, transmit and store the data provided herein subject to the rules and regulations set by **Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012.**
*(Pinahihintulutan ko ang DENR na kolektahin, iproseso, ipadala at itago ang mga impormasyon na nakasaad sa papel na ito alinsunod sa **Batas Republika Big. 10173 o ang Data Privacy Act of 2012.**)*

Yes

No