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MEMORANDUM

FOR   :   **The Directors**
                 Biodiversity Management Bureau
                 Ecosystems Research and Development Bureau
                 Forest Management Bureau
                 Land Management Bureau

FROM   :   **The Director**
                 Knowledge and Information Systems Service
                 Chair, Client Satisfaction Survey Focal Team
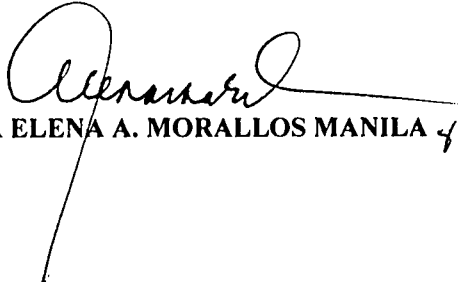
SUBJECT   :   **2022 DENR CLIENT SATISFACTION SURVEY REPORT**

       As a result of the Sub-Committee on Anti-Red Tape (Sub-CART) on Customer Feedback Mechanism and Measurement and Public Assistance Meeting last 14 June 2022, the body recommended to have an agency Client Satisfaction Survey (CSS) report for submission to the AO 25 Secretariat of the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring. Information and Reporting Systems (Performance-Based Bonus) and the Streamlining and Process Improvement of DENR's Critical Services (SPICS) starting 2022. The National Report shall integrate the CSS reports of DENR Central Office, Regional Offices, and the Staff Bureaus.

       In this regard, the CSS reports of the Biodiversity Management Bureau (BMB), Ecosystems Research and Development Bureau (ERDB), Forest Management Bureau (FMB), and Land Management Bureau (LMB) should be copy furnished to the Knowledge and Information Systems Service (KISS) by **20 January 2023**. The survey reports shall cover assessment of critical services of the Department from 3 January 2022 to 15 December 2022.

       For inquiries, you may contact the Statistics and Data Resource Management Division (SDRMD) at (02) 89258278 or VOIP 1194 or through sdrmd@denr.gov.ph and look for Arvin Reginio.

       For your consideration and appropriate action.

MARIA ELENA A. MORALLOS MANILA

cc: **The Undersecretary**
       Finance, Information Systems and Climate Change

       The Assistant Secretary
       Finance, Information Systems and Mining Concerns

MEMO NO. 2022 - 890