



Republic of the Philippines
Department of Environment and Natural Resources
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NOTICE OF MEETING

MAR 08 2023

TO : **The OIC/Chief**
General Services Division
Property and Supply Management Division
Records Management Division
Accounting Division
Budget Division
Cashier
Career Development Division
Personnel Division
Information Systems Division
Network Infrastructure Management Division
Statistics and Data Resource Management Division
Internal Affairs Division
Development Communication Division
Public Information Division
Stakeholders Management and Conflict Resolution Division

ATTN : **Client Satisfaction Survey (CSS) Focal Persons**

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

WHEN : March 21, 2023, Tuesday, 9:00 AM onwards

WHERE : DENR Social Hall, 2nd Floor DENR Central Office

PROVISIONAL AGENDA

1. Presentation of the Client Satisfaction Measurement (CSM) tool for the conduct of the 2023 DENR Client Satisfaction Survey (CSS) for the DENR Central Office;
2. Demonstration of the Survey123 data encoding for the 2023 DENR CSS; and
3. Other matters.

Kindly bring a laptop / tablet / mobile device.

Attendance is highly enjoined.


MARIA ELENA A. MORALLOS MANILA

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

The Assistant Secretary
Finance, Information Systems and Mining Concerns

DENR Offices with Client Satisfaction Survey requirements for PBB, SPICS, and ARTA

Service/Office	Division	Process	PBB	ARTA
Administrative Service	General Services Division	Issuance of Trip Ticket		✓
Administrative Service	General Services Division	Request for CCTV Footage		✓
Administrative Service	General Services Division	Request for Technical Services from Building and Grounds Maintenance Section Through Job Order		✓
Administrative Service	Property and Supply Management Division	Issuance of Supplies and Materials		✓
Administrative Service	Property and Supply Management Division	Sale of Bidding Documents	✓	✓
Administrative Service	Records Management Division	Authentication of Record/s	✓	✓
Administrative Service	Records Management Division	Issuance of Certification of No Records/Appeal/Motion for Reconsideration, Etc.	✓	✓
Financial and Management Service	Accounting Division	Processing of Payment of Claims	✓	✓
Financial and Management Service	Budget Division			
Administrative Service	Cashier			
Financial and Management Service	Accounting Division	Preparation and Issuance of Certificate of Remittances for Contributions and Loan Payments	✓	✓
Human Resource Development Service	Career Development Division	Application for Issuance of Nomination and Travel Authority for Study Trips		✓
Human Resource Development Service	Personnel Division	Approval of GSIS Loan Application		✓
Human Resource Development Service	Personnel Division	Issuance of Authority to Engage in Limited Practice of Profession		✓
Human Resource Development Service	Personnel Division	Application for Land Bank Loan Saver		✓
Human Resource Development Service	Personnel Division	Issuance of Certificate of Employment and Compensation		✓
Human Resource Development Service	Personnel Division	Issuance of Personal Travel Authority		✓
Human Resource Development Service	Personnel Division	Issuance of Service Record		✓

Service/Office	Division	Process	PBB	ARTA
Knowledge and Information Systems Service	Information Systems Division	Approval of Request for Information System Development		✓
Knowledge and Information Systems Service	Network Infrastructure Management Division	IT Technical Support		✓
Knowledge and Information Systems Service	Statistics and Data Resource Management Division	Provision of ENR Statistics for Walk-In Clients and Request Via Email and Phone	✓	✓
Legal Affairs Service	Internal Affairs Division	Issuance of Certification of No Pending Administrative Case	✓	✓
Strategic Communication and Initiatives Service	Development Communication Division	Distribution of IEC Materials	✓	✓
Strategic Communication and Initiatives Service	Public Information Division	Lending of Library Reference/Resource Materials	✓	✓
Strategic Communication and Initiatives Service	Public Information Division	Media Request for Interview of DENR Officials	✓	✓
Strategic Communication and Initiatives Service	Public Information Division	Request for Event Coverage		✓
Offices of the Undersecretaries For Field Operations	Stakeholders Management and Conflict Resolution Division	Handling Public Assemblies and Protests	✓	✓

*No enrolled process for SPICS in the Central Office