



DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES
KAGAWARAN NG KAPALIGIRAN AT LIKAS YAMAN



MEMORANDUM

FOR/TO : **THE REGIONAL EXECUTIVE DIRECTORS**
CAR, NCR, Regions I-XIII, CALABARZON, and MIMAROPA

ATTENTION : **THE CSS FOCAL PERSONS (ROs, PENROs, and CENROs)**

FROM : **THE DIRECTOR AND CHAIR**
Knowledge and Information Systems Service
Client Satisfaction Survey Focal Team

SUBJECT : **CONDUCT OF THE 2023 DENR CLIENT SATISFACTION SURVEY FOR INTERNAL CLIENTS**

DATE : **NOV 10 2023**

In line with our commitment to strengthen the quality of our internal services, and in compliance with the requirements of the Anti-Red Tape Authority (ARTA) and the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems for the grant of the 2023 Performance-Based Bonus, a Client Satisfaction Measurement (CSM) Survey for internal processes shall be conducted among DENR employees in all CENROs, PENROs, and Regional offices starting November 15, 2023, until December 15, 2023.

All DENR personnel who availed and completed internal services transactions from respective offices from January 3, 2023, until December 15, 2023, are enjoined to participate and provide their honest feedback to the survey. To facilitate the smooth conduct of the survey, all CSS focal persons of the respective offices shall take the lead in the conduct of the survey using the client satisfaction survey in this link: <https://bit.ly/2023DENRCSSInternal> or bit.ly/2023DENRCSSInternal.

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


ARLENE A. ROMASANTA

MEMO NO. 2023 - 980