



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 : **DEADLINE FOR SURVEY123 ENCODING OF THE**
2023 DENR CLIENT SATISFACTION SURVEY RESULTS

DATE : **NOV 10 2023**

In preparation for the analysis of the 2023 DENR Client Satisfaction Measurement (CSM) Survey, all Regional Offices through their Client Satisfaction Measurement Survey Focal Persons are reminded of the deadline of encoding of CSM results using the Survey123 application. All CSSM results for both internal and external services should be completed, verified, and submitted to the system **on or before December 28, 2023**.

As a means of verification (MOV) for the submission and compliance of the region, we will require a copy of memorandum with the attached information on the total number of CSS respondents encoded in the system and total transactions for the year for each enrolled process to be submitted to sdrmd@denr.gov.ph (please refer to the attachment file as standard format of reporting).

Please be reminded that the CSM report is one of the agency accountabilities required for the grant of the Performance-Based Bonus as per DENR Memorandum Circular 2023-05 or the Guidelines on the Grant of FY 2023 Performance-Based Bonus.

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


ARLENE A. ROMASANTA 

MEMO NO. 2023 - 981

Appendix A. Standard Format of CSS Reporting

Name of Region: _____

Period Covered: January 3, 2023 to December 15, 2023

External

Name of Process	Number of CSS Respondents	Total Transaction	Number of Refusal/ Nonresponse
Application for Free Patent (Agricultural)	1,021	1,350	329
OVERALL TOTAL			

Internal

Name of Process	Number of CSS Respondents	Total Transaction	Number of Refusal/ Nonresponse
Request for Service Record/Certificate of Employment and Compensation	244	256	12
OVERALL TOTAL			

Note: Softcopy of the file and complete list of enrolled processes/services per region can be accessed using this link: <https://bit.ly/2023CSSShared> or bit.ly/2023CSSShared