



**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

**THRU : THE ASSISTANT REGIONAL DIRECTORS**  
**FOR MANAGEMENT SERVICES**

**ATTENTION : THE CHIEFS**  
Regional Strategic Communication and Initiatives Group

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

**SUBJECT : REQUEST FOR ASSISTANCE AND INPUTS TO THE 2023**  
**DENR CLIENT SATISFACTION SURVEY (CSM) REPORT**

**DATE : JAN 05 2024**

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This is in connection with the upcoming release of the 2023 DENR Client Satisfaction Measurement Survey (CSM) Report being produced by the Knowledge and Information Systems Service (KISS) through the Statistics and Data Resource Management Division (SDRMD) and the Stakeholders Management and Conflict Resolution Division (SMCRD). Based on the recent guidelines as prescribed by the Anti-Red Tape Authority (ARTA) in drafting the CSM Report, all agencies shall include photo documentations and brief information about the offices included in the report.

In view of this, we would like to ask for assistance from your office to provide inputs in drafting the Regional Office Profile for the CSM report which will be composed of a maximum 500 words in paragraph form (11.5 font size, Times New Roman, and 1.5 line spacing in A4 page). The profile should be accurate and concise description of the office which may include but not limited to the following Regional information: office location, jurisdiction, facilities, services being offered, types of client, economy, geography, natural resources, among others.

In addition to this, we would also like to request a set of recent photos of the Regional Office preferably highlighting the "office façade" or the Regional office building which will serve as Chapter/Section introduction for each Regional office in the report. The photos should be original work and owned by the Regional office. Likewise, the photos should be in high resolution format and saved using JPEG (.jpeg), portable network graphics (.png), or tagged

image file (.tiff) image format preferably captured using DSLR camera or mobile phones which are capable of capturing high-quality images.

The requested inputs can be submitted to [sdrmd@denr.gov.ph](mailto:sdrmd@denr.gov.ph) until January 26, 2024. In anticipation of large file format contributed photos, you may send a link of Google Drive location of the photos instead of directly attaching the pictures in the email.

For any inquiries about this request, you may contact **Mr. Arvin Reginio** of SDRMD at 8925-8278 or 1194 (IP Phone).

For your information and consideration, please

  
ARLENE A. ROMASANTA