



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



MEMORANDUM

FOR : THE REGIONAL EXECUTIVE DIRECTORS
Region V, Region IX and Region X

ATTN : Client Satisfaction Measurement Survey (CSMS) Focal Persons

FROM : THE DIRECTOR
Knowledge and Information Systems Service; and
Chair, Client Satisfaction Survey Focal Team

SUBJECT : FOLLOW UP ON THE REQUEST FOR TRANSLATIONS OF THE
2024 DENR CLIENT SATISFACTION MEASUREMENT SURVEY
AND CLIENT FEEDBACK FORMS

DATE : 12 6 SEP 2024

This is in reference to the memorandum dated May 8, 2024, which was sent to all concerned Regional Offices, requesting assistance translating the 2024 DENR Client Satisfaction Measurement Survey (CSMS) Form and the DENR Feedback Form.

As we approach the development phase of the Client Satisfaction Survey Application/System, the systems developers will soon require all the related documentation and codes for systems development. As part of the client satisfaction survey application's features, especially the translation module, we kindly remind all offices involved to submit the requested translations of the CSMS and DENR Feedback form no later than **October 1, 2024**.

Please refer to the matrix below for the status of the translation based on the latest submission we received:

Local language	CSMS Form	Client Feedback Form	Assigned Office
Bicolano (Standard)	translated	for translation	Region V
Bicol (Rinconada) Bicol (Southern Catanduanes) Bicol (Central) Bicol (Albay) Bicol (Bisakol)	for translation	for translation	Region V

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Local language	CSMS Form	Client Feedback Form	Assigned Office
Chavacano	translated	translated	Region IX
Cebuano	translated	translated	Region VII
Hiligaynon/Ilonggo	translated	translated	Region VI
Ilocano	translated	translated	Region I
Kapampangan	translated	translated	Region III
Maguindanao	translated	translated	Region XII
Maranao	for translation	for translation	Region X
Mandaya	translated	translated	Region XI
Pangasinan	translated	translated	Region I
Subanen	translated	for translation	Region IX
Tausug	translated	translated	Region IX
Waray	translated	translated	Region VIII

To access the translation files, please refer to the link: <https://bit.ly/CSMSTranslation>
Please note that only authorized translators will be permitted to access the files. To gain access, you may contact **Mr. Arvin R. Reginio** or **Ms. Daryl D. Ansano** through landline (8925-8278), IP Phone (1194), or email at sdrmd@denr.gov.ph.

For your appropriate action.


ARLENE A. ROMASANTA