



**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 and Satisfaction Survey Focal Team

**SUBJECT :** CONDUCT OF THE 2024 DENR CLIENT SATISFACTION  
MEASUREMENT SURVEY FOR INTERNAL CLIENTS

**DATE :** OCT 29 2024

In line with our commitment to strengthening the quality of our internal services and in compliance with the requirements of the Anti-Red Tape Authority (ARTA), a Client Satisfaction Measurement Survey (CSMS) for internal processes shall be conducted among DENR employees in all CENROs, PENROs, and Regional offices from November 4, 2024, to December 16, 2024.

All DENR personnel who availed and completed internal services transactions from respective offices from January 2, 2024, until December 16, 2024, are urged to participate and provide their honest feedback to the survey. To facilitate the smooth conduct of the survey, all CSMS focal persons of the respective offices shall take the lead in the conduct of the survey using the client satisfaction survey at this link: <https://bit.ly/2024CSMSurvey> or [bit.ly/2024CSMSurvey](https://bit.ly/2024CSMSurvey).

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](mailto:sdrmd@denr.gov.ph).

*Arlene A. Romasanta*  
**ARLENE A. ROMASANTA**

MEMO NO. 2024 - 944



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**Appendix A. Standard Format of CSMS Reporting**

Name of Region: \_\_\_\_\_  
Period Covered: January 2, 2024 to December 16, 2024

**External**

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

**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
<b>OVERALL TOTAL</b>			

Note: Softcopy of the file and complete list of enrolled processes/services per region can be accessed using this link: <https://bit.ly/2024CSMSShared> or [bit.ly/2024CSMSShared](https://bit.ly/2024CSMSShared)