



Republic of the Philippines
Department of Environment and Natural Resources

MIMAROPA Region

DENR by the Bay Bldg., 1515 Roxas Boulevard, Ermita, Manila 1000

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Website: <http://mimaropa.denr.gov.ph>

Email: mimaroparegion@denr.gov.ph

JUL 14 2021

MEMORANDUM

TO : All Regional Office Division Chiefs

FROM : The Regional Executive Director

SUBJECT : **DESIGNATION OF DIVISION CLIENT SATISFACTION SURVEY (CSS) FOCAL PERSON**

The DENR CSS is a multifaceted approach to capture and document the levels of satisfaction of the different clients of the department with its various services. The CSS is also a PBB and ARTA enrolled activity and is a critical part of the Department's Quality Management System. In order to ensure a smooth flow from collecting forms to encoding a Division CSS Focal shall be installed. The Division CSS Focal shall ensure the proper and timely collection of CSS forms and coordinate with the CSS Regional Encoder any problems or peculiar circumstances that may arise from the collection of CSS forms.

In this regard please submit the name of your designated focal and alternate for your respective division to mimaroparegion@denr.gov.ph or pmd_mimar4b@yahoo.com.ph on or before July 15, 2021 for the issuance of a Regional Special Order.

For your compliance.

Bob Cesar,

*I submit the names
I recommended*

Ms. Jo Sar Pedro &

Ms. Monica Dalatue

MARIA LOURDES G. FERRER, CESO III