



Republic of the Philippines  
**Department of Environment and Natural Resources**  
Visayas Avenue, Diliman, 1106 Quezon City  
☎ (632) 929-6626 to 29; 929-6252; 929-6633 to 35; 929-7041 to 43  
E-mail: [web@denr.gov.ph](mailto:web@denr.gov.ph); Website: [www.denr.gov.ph](http://www.denr.gov.ph)

## MEMORANDUM

FOR : **THE REGIONAL EXECUTIVE DIRECTORS**  
Region I-XIII, CAR, NCR,  
CALABARZON and MIMAROPA

FROM : **THE DIRECTOR**  
Knowledge and Information Systems Service  
and Chair, DENR Client Satisfaction Committee

SUBJECT : **2021 DENR CLIENT SATISFACTION SURVEY ENCODING TO  
SURVEY123 SYSTEM**

DATE : 01 June 2021

In line with the timely submission of the 2021 DENR Client Satisfaction Survey (CSS) reports to the different data stakeholders and requiring body, all offices with enrolled CSS processes shall observe the regular encoding of the accomplished CSS questionnaires collected through an exit, email or telephone surveys.

Starting June 7, 2021, the Survey123 system will be accessible for final encoding. Accomplished CSS forms from the period January 4, 2021, to May 31, 2021, shall be retro-encoded in the Survey123 system until August 27, 2021. After which, the succeeding months shall now follow the deadline dates specified below.

Reporting Period	Deadline of Encoding
January 4-May 31, 2021	August 27, 2021
June 1-30, 2021	July 15, 2021
July 1-30, 2021	August 16, 2021
August 2-31, 2021	September 15, 2021
September 1-30, 2021	October 15, 2021
October 1-29, 2021	November 17, 2021
November 3-29, 2021	December 17, 2021
December 1-31, 2021	January 7, 2022

Please also note that all clients regardless of their non-participation in the CSS shall be encoded in the system to account for the total volume of transactions of the offices.

For further inquiries, you may contact the Statistics and Data Resource Management Division (SDRMD) at (02) 8925-8278 and/or VOIP 1085/1194 or through [sdrmd@denr.gov.ph](mailto:sdrmd@denr.gov.ph).

For information and guidance.



MARIA ELENA A. MORALLOS-MANILA