



Republic of the Philippines  
**Department of Environment and Natural Resources**  
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**MEMORANDUM**

**FOR/TO :** **The Regional Executive Directors**  
CAR, NCR, Regions I- XIII, CALABARZON, and MIMAROPA

**ATTENTION :** **Client Satisfaction Survey Focal Persons (Regional, PENROs, CENROs)**

**FROM :** **The Director**  
Knowledge and Information Systems Service  
Chair, Client Satisfaction Survey Focal Team

**SUBJECT :** **CONDUCT OF THE 2021 DENR CLIENT SATISFACTION SURVEY FOR INTERNAL CLIENTS**

In line with our commitment to strengthen the quality of our internal services, and as a requirement of the Performance-based Bonus (AO-25), Anti-Red Tape Authority (ARTA), and Streamlining and Process Improvement of the DENR's Critical Services (SPICS), a Client Satisfaction Survey for Internal Processes shall be conducted among DENR employees in the CENROs, PENROs, and Regional offices on December 1 to 17, 2021.

All DENR personnel are encouraged to participate and to provide their honest feedback on our internal services. Rest assured that the names and offices of the respondents shall be kept confidential and will not be shared with the process owners being evaluated/rated.

To access the client satisfaction survey please use the link: <https://bit.ly/3rck9am>

For further inquiries or clarifications, you may address your questions to your respective CSS focal persons or you may email the Statistics and Data Resource Management Division (SDRMD) at [sdrmd@denr.gov.ph](mailto:sdrmd@denr.gov.ph).

**MARIA ELENA A. MARALLOS MANILA**