



March 18, 2019

REGIONAL MEMORANDUM

No. 175, s. 2019



IMPLEMENTATION OF CUSTOMER SATISFACTION SURVEY

**TO: SCHOOLS DIVISION SUPERINTENDENTS
ASSISTANT SCHOOLS DIVISION SUPERINTENDENTS
DIVISION INFORMATION OFFICERS
This Region**

1. The Department of Education Caraga Regional Office through the Public Affairs Unit shall implement the Customer Satisfaction Survey effective immediately to further strengthen the Department's thrust to provide quality service to its clients.
2. This is a feedback mechanism employed by DepEd Caraga Regional Office to ensure that the clients' suggestions, feedback, and concerns are dealt with promptly and accurately.
3. This is to standardize DepEd Caraga Regional Office's processes and systems as a requirement for ISO 9000:2015 Certification, to continuously improve its services, and to better serve its clients.
4. Each Schools Division Office shall submit a **consolidated narrative feedback** regarding the services that they avail of from the Regional Office. The report shall be submitted **on the last working day of every month** by the DIVISION INFORMATION OFFICERS to the PUBLIC AFFAIRS UNIT through this email: ariem.cinco@deped.gov.ph. Please see attached Customer Feedback Form for reference.
5. The results of the survey shall be **published every first Monday of the month, or the first working day of the week in case that office works on Monday are suspended**. The results of the survey shall be channelled / referred to the Functional Units or Divisions concerned in order for them to monitor their performance, verify information, provide appropriate corresponding actions to address concerns, and to institute mechanisms that would improve customer service.
6. For dissemination and implementation.


FRANCIS CESAR B. BRINGAS, CESO V
Regional Director

PAU/avc
03/18/2019



NARRATIVE CUSTOMER FEEDBACK FORM			
SDO: CABADBARAN CITY		MONTH: JANUARY	
Date of Transaction	Purpose of Transaction	Office / Personnel Transacted With	Feedback
XXXX	XXXX	XXXX	XXXX
XXXX	XXXX	XXXX	XXXX
XXXXX	XXXXX	XXXXX	XXXXX
XXXX	XXXX	XXXX	XXXX
XXXX	XXXX	XXXX	XXXX
XXXXX	XXXXX	XXXXX	XXXXX
XXXX	XXXX	XXXX	XXXX
XXXX	XXXX	XXXX	XXXX

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