



Republic of the Philippines
Department of Education
 REGION X- NORTHERN MINDANAO
 DIVISION OF MALAYBALAY CITY

2021-30946

DM 2021-4-190
 DEPED MALAYBALAY CITY DIVISION
 DATE: APR 14 2021 3:42
 BY: _____

DIVISION MEMORANDUM

No. 190, s. 2021

To: **Assistant Schools Division Superintendent
 Education Supervisor Chiefs, CID and SGOD
 Division Unit Heads
 All Others Concern**

From: **VICTORIA V. GAZO, PhD, CESO V**
 Schools Division Superintendent

Date: **April 12, 2021**

Subject: **IMPLEMENTATION OF THE STANDARDIZED CUSTOMERS SATISFACTION SURVEY FORM**

- Pursuant to **Republic Act (RA) No. 11032** or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and **Memorandum Circular (MC) No. 2019-002** dated August 13, 2019, entitled, Guidelines on the Implementation of the Citizen's Charter in Compliance to RA 11032. In addition, streamlining of activities and the establishment of a harmonized client/citizen satisfaction survey is an eligibility criterion for the grant of the Performance-Based Bonus (PBB) specified in MC No. 2020-1 issued by the Inter-Agency Task Force (AO25 IATF) on the Harmonization of the National Government Performance Monitoring, Information and Reporting System.
- To further improve the Department's efforts in gathering feedback on our services, this Office shall implement the use of a Standardized DepEd Citizen/Client Satisfaction Survey (CCSS) Form.
- In view of this, all Units with services declared in the 2020 Citizen's Charter are requested to use the customer satisfaction survey form.
- The link below is the online survey and a copy of the prescribed form.

DOCUMENT	LINK
1. Online Customers Satisfaction Survey Form	https://tinyurl.com/iconscssfonline
2. Customers Satisfaction Survey Form (Hard Copy)	https://tinyurl.com/download-iconscssf
3. List of Services included in the DepEd Citizen's Charter 2020 (1 st Edition)	www.deped.gov.ph/about-deped/citizen's charter

- Should there be queries, contact **Edelina M. Eborá, SEPS - SMME** at 09368467029 or edelina.eborá@deped.gov.ph.





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Your experience matters to us!
Ang iyong karanasan ay mahalaga sa amin!



Kindly rate the quality of Service provided by answering the satisfaction survey form through the link or QR Code below. Leave as blank if the criterion is not applicable for the service.

(Punan ang mga kahon na nagsasaad ng iyong karanasan ukol sa serbisyong natanggap sa pamamagitan ng link o QR Code. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

<https://tinyurl.com/iconscssfon>



Purok 6, Casisang, Malaybalay City
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Email: Malaybalay.city@deped.gov.ph



CUSTOMER SATISFACTION SURVEY

Customers Satisfaction Survey Form

Control No: _____

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I. Client Information (Impormasyon ng Kliyente)

Name (Optional)
Pangalan (Opsyonal)
Office Visited
Opisinang Binisita
Service/s received
Serbisyong natanggap

Date Visited
Petsa ng Pagbisita
Contact Details

II. Client Satisfaction Rating

Kindly rate the quality of Service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

Table with 6 columns: CRITERIA, Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied. Rows include Responsiveness, Reliability, Access & Facilities, Communication, Cost, Integrity, Assurance, and Outcome.

III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)

Blank lines for suggestions, compliments, or comments.

Thank you for your valuable input to help continuously improve our services!
Maraming salamat sa iyong tulong para sa ikauunlad ng aming serbisyo!



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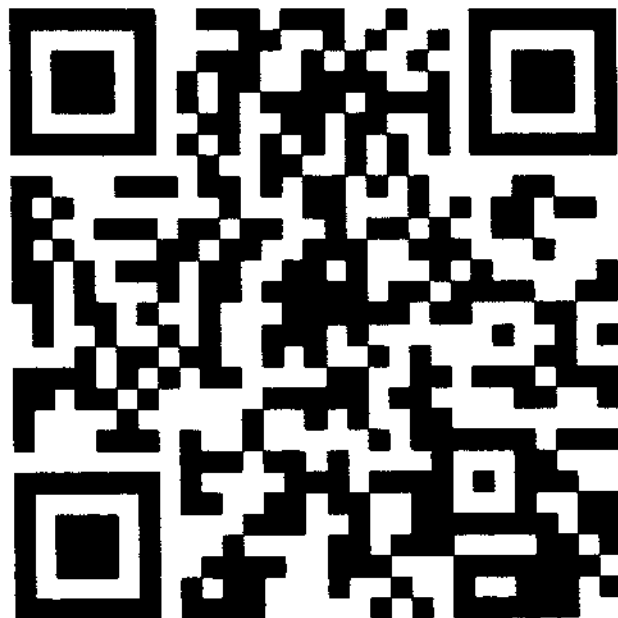
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