



Republic of the Philippines
Department of Education
Region III
Schools Division of Angeles City



April 15, 2021

DIVISION MEMORANDUM

No. 097 s. 2021

Implementation of Standardized Client/Citizens Survey Satisfaction Form

**To: ASSISTANT SCHOOLS DIVISION SUPERINTENDENT
CHIEFS, CID and SGOD
UNIT HEADS
HEADS OF PUBLIC ELEMENTARY, INTEGRATED, JUNIOR AND SENIOR HIGH SCHOOL**

1. Pursuant to RM 102 s. 2021, "Implementation of Client/Citizens Satisfaction Survey (CCSS) Form", this Office hereby implements the utilization of the standardized Client/Citizens' Satisfaction Survey Form throughout the Division.
2. The CCSS form is part of the agency's compliance to Republic Act 11032 or The Ease of Doing Business and Efficient Government Service Delivery which is also a requirement for the grant of Performance Based Bonus as stated in Memorandum Circular No.2020 -1, "Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2020 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016,".
3. All Division Offices and Schools with declared services shall use this form in all transactions which can be accessed via digital (google form) and printed form (see attachment).
4. Other mechanisms in collecting feedbacks such as face-to-face interview, email, phone calls, etc., are also highly encouraged to ensure feedbacks are accomplished in every transaction. However, strict health protocols shall be observed.
5. For immediate compliance.

MA. IRELYN P. TAMAYO, Ph D CESE
Asst. Schools Division Superintendent
Officer-in-Charge
Office of the Schools Division Superintendent



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PRINTED FORM:



Republic of the Philippines
 Department of Education

Client/Citizens Satisfaction Survey Form

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

I. Client Information (Impormasyon ng Kliyente)

Name (Optional) _____ Date Visited _____
 Pangalan (Opsiyonal) _____ Petsa ng Pagbisita _____
 Office visited _____
 Opisining bisita _____ Contact details _____
 Serbisyong natanggap _____
 Serbisyong natanggap _____

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 tsak ang kahong nagasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanag blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA	Very Dissatisfied Lubhang hindi nasayahin	Dissatisfied Hindi nasayahin	Neutral	Satisfied Nasayahin	Very Satisfied Lubhang nasayahin
1. RESPONSIVENESS (PAGTUGON) <small>Attention to client and prompt service rendering through multiple reply methods available to clients.</small>					
2. RELIABILITY (MAASAHAN) <small>Provision of services rendered and services provided in accordance with the policy and standards with due to a minimum and no. Delays in providing the services upon the request/contract.</small>					
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD) <small>Convenience of location, ample amenities for a comfortable transaction, and the use of their signage and number of technology (Mobile application, my page or website) application and management being relevant to the site.</small>					
4. COMMUNICATION (PAKIKIPAG-USAP) <small>All of helping options and services offered in a language that can easily understood, as well as knowledge their business (including signage or website) as an easy reference of transactions require and upon request of client.</small>					
5. COSTS (GASTOS) <small>Adherence with the standard of the billing, billing procedure, uniform method of payment, actual value of money, acceptable range of cost, and qualitative information on the cost of each service (including an estimate or comparison of all applicable leading services/contractors).</small>					
6. INTEGRITY (KATAPATAN) <small>Capacity of service staff to perform their duties, protect user service knowledge, understand/accept user's requests, and government accountability (Batasgawin sa gawain ang integridad, katayag, pagpapaliwanag sa mga pangangailangan ng kliyente, malapit na pagpapaliwanag sa kliyente).</small>					
7. ASSURANCE (PAGTITIWALA) <small>Assurance that there is honest, quality, service, and that is representative while dealing with the client and transaction (Pagtiwala sa pangangailangan ng kliyente, katayag, pagpapaliwanag sa mga pangangailangan ng kliyente).</small>					
8. OUTCOME <small>Assurance that there is honest, quality, service, and that is representative while dealing with the client and transaction (Pagtiwala sa pangangailangan ng kliyente, katayag, pagpapaliwanag sa mga pangangailangan ng kliyente).</small>					

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

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

Privacy Notice: The personal information included in this document is used only for the purpose of administering the survey. Any personal information included herein may not be used for other purposes aside from administration.



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Attachment to Division Memorandum No. ___ s.2021

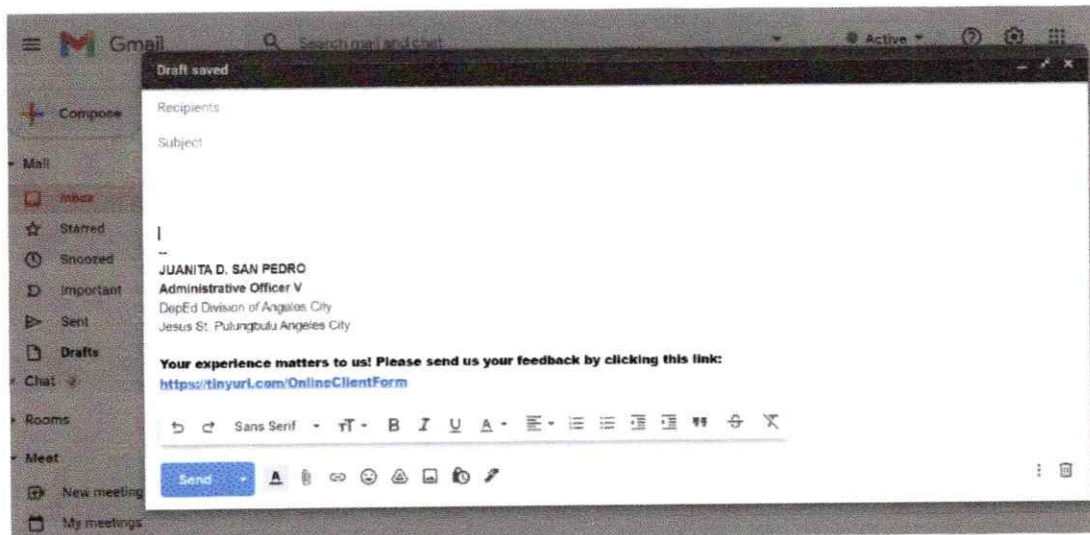
SDO ANGELES CITY CLIENT/CITIZEN SATISFACTION SURVEY LINK:

<https://tinyurl.com/OnlineClientForm>

QR CODE:



Sample email responder:



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