



Republic of the Philippines
Department of Education
REGION VIII - EASTERN VISAYAS

February 24, 2023

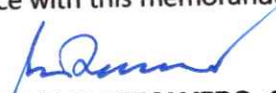
OFFICE MEMORANDUM

No. **103**, s. 2023

To: Director III
Regional Office Division Chiefs, Unit and Section Heads
All DepEd RO VIII employees

MONITORING OF THE CUSTOMER/CLIENT SATISFACTION SURVEY RESULTS

1. To ensure efficient and effective delivery of basic education services and sustain client satisfaction through implementation of the Quality Management System, this Office, through the Public Affairs Unit shall regularly monitor the customer/client satisfaction survey results.
2. All DepEd Regional Office employees shall be responsible for ensuring the accomplishment of Customer/Client Satisfaction Survey Form by internal and external clients for all transactions.
3. The Office shall provide two tablets in the Visitors' Lounge (For online filling out) and offline version of the CCSS Form.
4. The Administrative Division shall assign Regional Office Functional Divisions on a weekly basis to designate one (1) front desk officer who will entertain walk-in clients and assist in the online accomplishment of the CCSS. The front desk officer shall also take charge of encoding the accomplished CCSS Form (offline version) in the Online CCSS link.
5. All clients entertained through emails, texts messages, messenger, etc. shall be provided with the CCSS link.
6. The Public Affairs Unit shall take charge in the monthly monitoring and consolidation of the Customer/Client Satisfaction Survey Results and report the said results during REXECOM meetings and Management Reviews.
5. Immediate dissemination of and strict compliance with this memorandum is desired.


EVELYN R. FETALVERO, CESO IV
Regional Director

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