



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

February 28, 2023

**OFFICE MEMORANDUM**

No. **106**, s. 2023

To: **Regional Chiefs of Divisions/Sections/Unit Heads**  
**Regional Office Personnel**  
**All Others Concerned**

**ASSIGNMENT OF FRONT DESK OFFICERS**

1. With reference to Office Memorandum No. 103, s. 2023 re Monitoring of the Customer/Client Satisfaction Survey Results, the Chief of each Functional Division shall designate a Front Desk Officer who will assist in the online accomplishment of the CCSS and take charge in the encoding of the accomplished CCSS Forms.

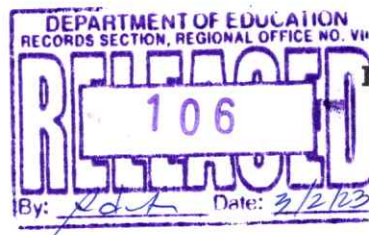
2. Assignments of Front Desk Officers for the initial implementation are as follows:

Schedule	Assigned Division/Unit/Section
February 27-March 3, 2023	AD-Personnel
March 6-10, 2023	CLMD
March 20-24, 2023	AD-Records
March 27-31, 2023	ESSD

3. Subsequent schedule and assignment shall be posted in the bulletin board.

4. Mr. Jose H. Bustamante is designated as the Permanent Officer of the Day to manage the visitor's lounge and facilitate the transaction of the clients with the concerned offices/personnel.

5. Immediate dissemination of and strict compliance with this Memorandum are directed.



**EVELYN R. FETALVERO, CESO IV**  
Regional Director

AD-PS-EDR





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

February 24, 2023

**OFFICE MEMORANDUM**

No. **03**, 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

ORD-PAU-JFC



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