



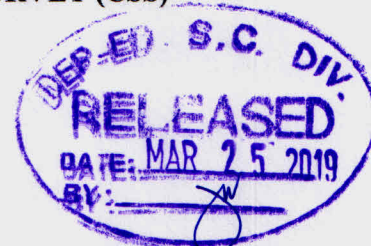
March 21, 2019

**DIVISION MEMORANDUM**

No: 87, s. 2019

**IMPLEMENTATION OF CUSTOMER SATISFACTION SURVEY (CSS)**

TO : Chief – School Governance and Operations Division  
Chief – Curriculum Implementation Division  
Education Program Supervisors  
Public Schools District Supervisors  
This Division



1. In compliance to **Regional Memorandum No. 125 series of 2019**, entitled the same. This Division shall hereby implement the Customer Satisfaction Survey (CSS).
2. The CSS is a mode of having the various customers or clients inform the Regional Office or the Division Office as to how their inquiries, requests or transactions either from **Division to Region Level and/or School or District or Teacher to Division Level** concerns are addressed.
3. The CSS shall serve as a mechanism and basis for continuous improvement of the various services the Division Office or Regional Office may provide to its customers may they be teachers, stakeholders, partners, agents of other Public Offices, learners or ordinary citizens.
4. Attached with this memorandum are the NARRATIVE CUSTOMER FEEDBACK FORM DIVISION to REGION (NCFF-DR) and NARRATIVE CUSTOMER FEEDBACK FORM CUSTOMER to DIVISION (NCFF-CD). Each officer, or member of this Division, who happen to institute any phone call, Short Message Sending (SMS) or text messaging, internet based social media platform messaging, or electronic mail, inquiry, request, or transaction to any office, officer or member of the Regional Office, shall give his or her feedback. The same is to be applied for any walk-in clients that are, in the regular course of performing official functions and capacities, served by this Division.
5. After the performance of any particular transaction, the inquiring or requesting officer, office, walk-in client or customer shall supply, written legibly, the following information:
  - i. Date of Transaction;
  - ii. Purpose of Transaction;
  - iii. Office / Officer / Personnel Transacted with; and
  - iv. His or her Feedback or Remarks

The form to be used to supply feedback or remarks, **for concerns directly or indirectly aimed at the Regional Office, is the NCFF-DR**. Consequently, the form to be used to supply feedbacks or remarks, **for concerns directly or indirectly aimed at the Division Office is the NCFF-CD**.

6. The School Division Based Information Officer is tasked to collect, consolidate, and submit the narrative feedback regarding the services the customers have availed from the Regional Office and perform all other necessities as espoused by the aforementioned Regional Memorandum.
7. For your information, dissemination and implementation.

  
**FLORENCE E. ALMADEN, CESE**  
OIC – Schools Division Superintendent 

FEA / PAT

Attachments: RM No. 125, s. 2019, NARRATIVE CUSTOMER FEEDBACK FORM, NCFF-DR, NCFF-CD

To be indicated in the perpetual index under the subjects:

PUBLIC AFFAIRS UNIT

PERFORMANCE

FEEDBACK

CONTINUOUS IMPROVEMENT



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF EDUCATION  
CARAGA REGION  
SCHOOLS DIVISION OFFICE OF SURIGAO CITY  
SURIGAO CITY



## NARRATIVE CUSTOMER FEEDBACK FORM DIVISION to REGION (NCFF-DR)

Month: \_\_\_\_\_

Date of Transaction	Purpose of Transaction	Office / Personnel Transacted with	Feedback / Remarks

Prepared by: \_\_\_\_\_

Verified by: \_\_\_\_\_

**FLORENCE E. ALMADEN, CESE**  
OIC - SCHOOLS DIVISION SUPERINTENDENT





REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF EDUCATION  
CARAGA REGION  
SCHOOLS DIVISION OFFICE OF SURIGAO CITY  
SURIGAO CITY



## NARRATIVE CUSTOMER FEEDBACK FORM CUSTOMER to DIVISION (NCFF-CD)

Month: \_\_\_\_\_

Date of Transaction	Purpose of Transaction	Office / Personnel Transacted with	Feedback / Remarks

Prepared by: \_\_\_\_\_

Verified by: \_\_\_\_\_

**FLORENCE E. ALMADEN, CESE**  
DIC - SCHOOLS DIVISION SUPERINTENDENT