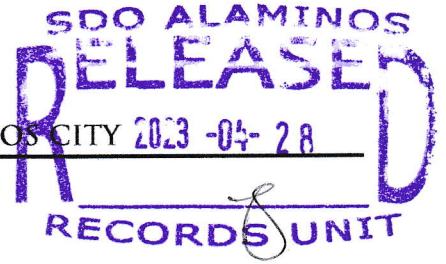




Republic of the Philippines  
**Department of Education**  
REGION I

SCHOOLS DIVISION OFFICE OF ALAMINOS CITY

Office of the Schools Division Superintendent



**DIVISION MEMORANDUM**  
**DM-2023-229**


TO : Assistant Schools Division Superintendent  
Chief Education Supervisor-CID  
Chief Education Supervisor-SGOD  
Administrative Officer V  
Division Education Program Supervisors-CID and SGOD  
All Heads of unit and SDO personnel  
All School Heads, Assistant Principals, Department Heads,  
Teachers and Non-Teaching Personnel of Elementary and  
Secondary schools in the Division

SUBJECT : **SDO ALAMINOS CITY CUSTOMER FEEDBACK FORM**

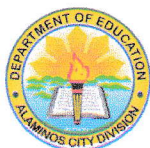
FROM : Office of the Schools Division Superintendent

DATE : April 28, 2023

1. As part of the continuous improvement in providing quality service to the public and in attaining organizational effectiveness, all personnel in the Division Office are enjoined to have their clients accomplish the Customer Feedback form to rate the quality of the service rendered to them.
2. School heads, assistant principals, department heads, teachers and non-teaching personnel of elementary and secondary schools are encouraged to fill out the said feedback form after their transactions in the Division Office to help the personnel continuously improve their services and processes with their clients. Likewise, all school personnel are instructed to have their clients accomplish the feedback form to help them improve their delivery of service and transactions with the parents, other stakeholders and other clients.
3. Attached to this Division Memorandum is the copy the Customer Feedback form for your reference.
4. For information, guidance and compliance.

  
**VIVIAN LUZ S. PAGATPATAN, CESO VI**  
Assistant Schools Division Superintendent  
Officer-In-Charge  
Schools Division Superintendent

***With hundred reasons to serve!***



**Address:** San Jose Drive, Poblacion, Alaminos  
**Telephone No:** (075) 205 – 0644  
**Website:** depedalaminoscity.com  
**Email Address:** alaminos.city@deped.gov.ph





**SCHOOLS DIVISION OFFICE OF ALAMINOS CITY**

**Client/Citizen Satisfaction Survey Form**

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

Name (Optional)  
Pangalan (Opsiyonal)

Office visited  
Opisnang binisita

Services/s received  
Serbisyonang natanggap

Date Visited  
Petsa ng Pagbisita

Contact details

Control No.:

**I. Client Information** (Impormasyon ng Kliyente)

**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 serbisyonang natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyonang natanggap.)

CRITERIA	Very Dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very Satisfied (5)
<b>1. RESPONSIVENESS (PAGTUGON)</b> Willingness to help, assist, and provide prompt. (Handang tumugon at magbigay nang mabilis na serbisyo sa kliyente)					
<b>2. RELIABILITY (MAASAHAN)</b> Provision of what was needed and what was promised, with zero to a minimal error rate (Mahusay na pagbigay ng serbisyo ayon sa tinakdang pamantayan)					
<b>3. ACCESS &amp; FACILITIES (LOKASYON AT PASILIDAD)</b> Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis mapuntahan ang lugar at magamit ang pasilidad sa pamamagitan nang malinaw na karatula)					
<b>4. COMMUNICATION (PAGKIPAG-USAP)</b> Act of keeping citizens and business informed in a language they can easily understand, as well as listening to their feedback (Pagkikipag-ugnayan sa kliyente sa paraang malinaw at nauunawaan kasama ang mga opinion at puna)					
<b>5. COST (GASTOS)</b> Satisfaction with the timeliness of the billing, billing process/es, preferred methods of payment period, value for money, acceptable range of cost, and qualitative information on the cost of each service (Kontento sa serbisyonang natanggap at sa halagang naging katumbas o binayaran)					
<b>6. INTEGRITY (KATAPATAN)</b> Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguraduhan na gampapan ang tungkulin, na may kaalaman sa serbisyo, pag-unawa sa mga pangangailangan ng kliyente, matuturingin, at maayos na ugnayan sa trabaho)					
<b>7. ASSURANCE (PAGTIWALA)</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the client and businesses (Pagtiyak sa serbisyonang may katapatan, hustisya, patas, at tiwala sa habang nakikipag-ugnayan sa kliyente)					
<b>8. OUTCOME</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyonang may katapatan, hustisya, patas at tiwala sa habang nakikipag-ugnayan sa kliyente)					

**III. Suggestions/Compliments/Comments** (Suhestiyon/Papur/Komento)

Thank you for your valuable input to help us continuously improve our services!  
Maraming Salamat sa Iyong Tulong para sa Ikaunlad ng among serbisyo!

Privacy Notice:

Ang personal na impormasyon sa dokumentong ito ay maari lamang gamitin para sa layunin ng survey na ito. Hindi ito maaring gamitin sa iba pang layunin maliban sa nabanggit.



**SCHOOLS DIVISION OFFICE OF ALAMINOS CITY**

**Client/Citizen Satisfaction Survey Form**

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

Name (Optional)  
Pangalan (Opsiyonal)

Office visited  
Opisnang binisita

Services/s received  
Serbisyonang natanggap

Date Visited  
Petsa ng Pagbisita

Contact details

Control No.:

**I. Client Information** (Impormasyon ng Kliyente)

**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 serbisyonang natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyonang natanggap.)

CRITERIA	Very Dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very Satisfied (5)
<b>1. RESPONSIVENESS (PAGTUGON)</b> Willingness to help, assist, and provide prompt. (Handang tumugon at magbigay nang mabilis na serbisyo sa kliyente)					
<b>2. RELIABILITY (MAASAHAN)</b> Provision of what was needed and what was promised, with zero to a minimal error rate (Mahusay na pagbigay ng serbisyo ayon sa tinakdang pamantayan)					
<b>3. ACCESS &amp; FACILITIES (LOKASYON AT PASILIDAD)</b> Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis mapuntahan ang lugar at magamit ang pasilidad sa pamamagitan nang malinaw na karatula)					
<b>4. COMMUNICATION (PAGKIPAG-USAP)</b> Act of keeping citizens and business informed in a language they can easily understand, as well as listening to their feedback (Pagkikipag-ugnayan sa kliyente sa paraang malinaw at nauunawaan kasama ang mga opinion at puna)					
<b>5. COST (GASTOS)</b> Satisfaction with the timeliness of the billing, billing process/es, preferred methods of payment period, value for money, acceptable range of cost, and qualitative information on the cost of each service (Kontento sa serbisyonang natanggap at sa halagang naging katumbas o binayaran)					
<b>6. INTEGRITY (KATAPATAN)</b> Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguraduhan na gampapan ang tungkulin, na may kaalaman sa serbisyo, pag-unawa sa mga pangangailangan ng kliyente, matuturingin, at maayos na ugnayan sa trabaho)					
<b>7. ASSURANCE (PAGTIWALA)</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the client and businesses (Pagtiyak sa serbisyonang may katapatan, hustisya, patas, at tiwala sa habang nakikipag-ugnayan sa kliyente)					
<b>8. OUTCOME</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyonang may katapatan, hustisya, patas at tiwala sa habang nakikipag-ugnayan sa kliyente)					

**III. Suggestions/Compliments/Comments** (Suhestiyon/Papur/Komento)

Thank you for your valuable input to help us continuously improve our services!  
Maraming Salamat sa Iyong Tulong para sa Ikaunlad ng among serbisyo!

Privacy Notice:

Ang personal na impormasyon sa dokumentong ito ay maari lamang gamitin para sa layunin ng survey na ito. Hindi ito maaring gamitin sa iba pang layunin maliban sa nabanggit.