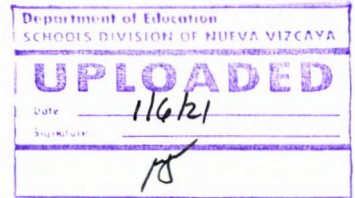




Republic of the Philippines  
**Department of Education**  
 REGION II – CAGAYAN VALLEY  
 SCHOOLS DIVISION OF NUEVA VIZCAYA



UNNUMBERED DIVISION MEMORANDUM

To: OIC-Assistant Schools Division Superintendent  
 Chief - School Governance, Operations Division  
 Chief - Curriculum Implementation Division  
 Public Schools District Supervisors/District in Charge  
 School Heads of Public Secondary Schools  
 All Others Concerned

FROM: **RACHEL R. LLANA, PhD., CESO VI**  
 Officer-In-Charge  
 Office of the Schools Division Superintendent

DATE: January 05, 2021

SUBJECT: **RESULT OF THE MONTHLY CUSTOMERS' SATISFACTION  
 FEEDBACK FOR THE MONTH OF DECEMBER 2020**

1. The Customers' Satisfaction Feedback aims to ensure timely, complete and efficient running of the different office's operations. Cognizant to this, this office announces the result of the Monthly Customers' Satisfaction Feedback for the month of December 2020.
2. The result does not only to recognize those who exceeded the expected performance but also to challenge everyone to really internalize the heart of the International Organization's Standards (ISO) which is customers' satisfaction.
3. Below are the summarized results of the feedback, to wit:

Summary	First Week	Second Week	Third Week	Fourth Week	Average
<b>OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT</b>					
1. SDS OFFICE	4	-	-	-	4
2. ASDS OFFICE	-	4	-	-	4
3. LEGAL UNIT	-	-	-	4	4
4. RECORDS OFFICE	3.98	3.98	3.97	4	3.98
5. ACCOUNTING OFFICE	3.94	4	4	4	3.96
6. SUPPLY OFFICE	4	4	4	4	4
7. BUDGET OFFICE	4	-	4	-	4
8. ADMIN OFFICERV OFFICE	4	4	4	-	4
9. CASHIER'S OFFICE	3.93	3.98	4	4	3.98



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10. HUMAN RESOURCE OFFICE	3.98	4	3.99	3.96	<b>3.98</b>
11. ICT UNIT OFFICE	4	4	3.86	4	<b>3.97</b>
<b>Average</b>	<b>3.98</b>	<b>3.99</b>	<b>3.98</b>	<b>3.99</b>	<b>3.99</b>
<b>OFFICE OF THE SCHOOLS GOVERNANCE AND OPERATIONS</b>					
1. SGOD-Chief	-	-	4	4	<b>4</b>
2. SGOD-EPS	-	-	-	-	<b>-</b>
3. SGOD-NHU	4	-	-	-	<b>4</b>
4. SGOD-SMME	-	-	-	-	<b>-</b>
5. SGDO-PAR	-	-	4	-	<b>4</b>
6. SGOD-HRD	4	-	-	-	<b>4</b>
7. SGOD-SMAN	-	-	-	-	<b>-</b>
8. SGOD-EF	4	-	-	-	<b>4</b>
9. SGOD-YFU	-	-	-	-	<b>-</b>
10. SGOD-DRRM	4	-	-	-	<b>4</b>
<b>Average</b>	<b>4</b>	<b>-</b>	<b>4</b>	<b>4</b>	<b>4</b>
<b>OFFICE OF THE CURRICULUM IMPLEMENTATION DIVISION</b>					
1. CID Chief	-	4	4	4	<b>4</b>
2. CID – EPS	-	-	4	-	<b>4</b>
3. CID – LRMDS	4	-	-	4	<b>4</b>
4. EPSA	-	-	-	-	<b>-</b>
<b>Average</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>
<b>SUMMARY OF THE SCHOOLS DIVISION OFFICE</b>					
1. CID	4	4	4	4	<b>4</b>
2. SGOD	4	-	4	4	<b>4</b>
3. OSDS	3.98	3.99	3.98	3.99	<b>3.99</b>
<b>Average</b>	<b>3.99</b>	<b>3.99</b>	<b>3.99</b>	<b>3.99</b>	<b>3.99</b>

4. Widest dissemination of this memorandum is highly encouraged and appropriate action is expected.

To be included in the Perpetual Index under the following subjects

EMPLOYEES  
 LEADERSHIP  
 PROFESSIONAL DEVELOPMENT  
 TEACHERS  
 TRAINING PROGRAMS  
 VALUES FORMATION



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