



Republic of the Philippines
Department of Education
Region IX, Zamboanga Peninsula
DIVISION OF PAGADIAN CITY

accomplish a CCSSF as well as storing the accomplished CCSSF pending collection by the Legal Unit. However, this shall not preclude the principal responsibility of the DO personnel assigned in the frontline services, as embodied in paragraph 2 of this Memorandum.

- c. Every first Monday of the month, the Legal Unit of this Division shall collect the duly accomplished CCSSFs gathered from the previous month from the SEAT for proper collation and storage.
- d. The Legal Unit and the SEATs shall ensure the confidentiality and integrity of the information gathered from these CCSSFs.

Online Client/Citizens Satisfaction Survey

- a. To provide an alternative mean, the Division Information Technology Officer (ITO) shall formulate an online platform where the client may accomplish his/her CCSS (*Google Forms or any similar platform*) without deviating from the minimum information to be gathered as prescribed in the standard CCSSF.
 - b. A link for the online CCSS, and/or its QR Code shall be posted at the HELP/INFORMATION DESK located at the entrance/exit of the DO in a conspicuous manner, easily accessible to the client.
 - c. Duly accomplished CCSSFs shall be collected and securely stored in the possession of the ITO pending their collection.
 - d. Every first Monday of the month, the ITO shall submit to the Legal Unit of this Division the duly accomplished CCSSFs gathered from the previous month, together with their appropriate reports, for proper collation and storage.
 - e. The Legal Unit and the ITO in charge of collecting the CCSSFs shall ensure the confidentiality and integrity of the information gathered from these CCSSFs.
4. For reference, the DO personnel in the frontline services may review the latest DepEd Citizens Charter for their proper determination of the external or internal services they are supposed to render and the corresponding proper response/actions to be undertaken.
5. The Research and Planning Section of this Division, in cooperation with the Legal Unit and the ITO, shall prepare and submit to the PHROD, a report on the result of their client satisfaction survey every fiscal year (FY) in compliance with DM-PHROD-2021-0165.
6. The public elementary and secondary schools under this jurisdiction shall adopt a similar/better guideline in the collection and processing of their respective CCSSFs. They shall, likewise, prepare and submit a report to the Office of the Schools Division Superintendent, a report on the result of their client satisfaction survey every fiscal year.
7. For your guidance and strict compliance.





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(depedpagadian.org/web.personnel/login/) using their respective Username and provide their DATA PRIVACY NOTICE Consent.

6. After providing their consent, they shall secure a Certification from the Human Resource Management Division (HRMD) stating the fact that they had already provided their consent. A copy of the Certification shall be provided to the Division ITO-DPO and another copy shall be attached to their 201 File.
7. Newly hired personnel, not included in paragraph 5-6 of this Memorandum, shall likewise provide their respective Data Privacy Notice/Consent on their first day on the job. After providing their consent, they shall secure a Certification from the Human Resource Management Division (HRMD) stating the fact that they already provided their consent. A copy of the Certification shall be provided to the Division ITO-DPO and another copy shall be attached to their 201 File.
8. As far as practicable, every other stakeholder who have transactions with the Division of Pagadian City where it is unavoidable that they should share personal information to the Division, shall provide their Data Privacy Notice/Consent in an appropriate privacy notice form to be provided for by the Division ITO-DPO.
9. For your guidance and strict compliance.



