



Republic of the Philippines
Department of Education
Cordillera Administrative Region
SCHOOLS DIVISION OFFICE OF BAGUIO CITY

5 August 2020

Office of the Schools Division Superintendent
SCHOOLS DIVISION MEMORANDUM 298, s. 2020

**Consultative Meeting cum Focus Group Discussion (FGD) on the
Implementation of the Customer Communication App (CCApp) in
Compliance with Republic Act 11032 and ISO 9001:2015**

To: **All Functional Division Chiefs**
CCApp Indicative Project Team
Overall Document Controller
Internal Quality Audit Team
Others Concerned

1. Rule XII, Section 2 of the Implementing Rules and Regulations of the Republic Act (RA) 11032 otherwise known as *The Ease of Doing Business and Efficient Government Service Delivery Act of 2018* states the need to establish the Report Card Survey which will measure effectiveness of the Citizen's Charter that includes procedures for filing complaints.
2. The law provides a legal basis to configure mechanisms to collect customer feedback and complaints on the quality of services rendered for the purpose of imposing public accountability and proposing change, as needed therein. Sections 1 and 2 of the IRR recognizes that complaints can be received through electronic means. The average turnaround time of response to all applications and requests for simple and complex transactions are three (3) days and seven (7) days, respectively (Section 3).
3. Further, as a way of to ensure Continual Improvement (Requirement 10) on the Quality Management System under ISO 9001:2015 specifically on Communication (Requirement 7.4) and Customer Satisfaction (Requirement 9.1.2), SDO Baguio City will introduce the Customer Communication App (CCApp) as an efficient tool to harvest customer feedback, complaints, and suggestions/inquiries from the stakeholders.
4. In this regard, there will be a consultative meeting cum focus group discussion (FGD) on the implementation of the Customer Communication App (CCApp) on 13 August 2020, 1:30 PM via Zoom platform. Link will be forwarded on the day of the meeting.
5. Enclosures of this Memorandum include:
 - a. Enclosure 1 - Indicative Program
 - b. Enclosure 2 – Indicative CCApp Capstone Project Team Members
6. Immediate and wide dissemination of this Memorandum is required.

MARIE CAROLYN B. VERANO, CESO V
Schools Division Superintendent



INDICATIVE PROGRAM

Time	Program Part	Facilitator/Speaker
1:30 – 1: 40 PM	Preliminaries	AVP
1:41 – 1:50 PM	Statement of Purpose	Marie Carolyn B. Verano, CESO V Schools Division Superintendent
1:51- 2:10 PM	Current Work Instruction Manual (WIM)/ Process Manual (PM) on the Collection of Customer Feedback, Complaints, and Suggestions/Inquiries	Nieves D. Ebanio Administrative Officer V Process Owner – Designate
2:11-2:30 PM	Orientation of the Customer Communication App (CCApp)	Jerry C. Ymson Education Supervisor Schools Governance and Operations Division Reynalyn T. Padsuyan Senior Education Program Specialist Planning and Research
2:31-3:40 PM	Consultative Meeting and Focus Group Discussion Proper a. Updating the WIM/ PM on the Collection of Customer Feedback, Complaints, and Suggestions/Inquiries b. Data Elements and Functionality of the CCApp	Facilitators: Nieves D. Ebanio Administrative Officer V Process Owner – Designate Harris G. Dizon Information Technology Officer I
3:41 -3:50 PM	Synthesis	Arian C. Bangse-il Project Development Officer I
3:51 – 4:00 PM	Closing Message	Soraya T. Faculo, PhD Assistant Schools Division Superintendent



INDICATIVE CCAp CAPSTONE PROJECT TEAM MEMBERS

Team	NAME	OFFICIAL POSITION / DESIGNATION	WORK STATION
Consultants	Marie Carolyn V. Verano, CESO V	Schools Division Superintendent	Office of the Schools Division Superintendent (OSDS)
	Soraya T. Faculo, PhD	Assistant Schools Division Super	Office of the Assistant Schools Division Superintendent (OSDS)
Institutional Partner	Jerry C. Ymson	Program Supervisor (EPS)	Schools Governance and Operation Division (SGOD)
Alternate Institutional Partner	Harris G. Dizon	Information Technology Officer I	Office of the Schools Division Superintendent (OSDS- Information and Communication Technology)
Developer	Yivan Andrei T. Padsuyan	Student Incoming Grade 11	Saint Louis University Laboratory High School
Technical Support	Fevie B. Cosi	Admin. Aide VI	Schools Governance and Operation Division (SGOD) – Planning and Research (PR)
	Jesse Lance S. Dawaton	Admin. Asst II	Schools Governance and Operation Division (SGOD) – Planning and Research (PR)
	Alejandro V. Ferry	Teacher 1	Joaquin Smith NHS
Data Gathering	Jimmy S. Santos	Project Development Officer II	Schools Governance and Operation Division (SGOD) – Social Mobilization and Networking
	Arian C. Bangse-il Support	Project Development Officers 1	Schools Governance and Operation Division (SGOD) – Youth Formation
	May Ann N. Aglit	Teacher 1	Pines City National High School
	Olivia O . Gomez	Planning Officer III	Schools Governance and Operation Division (SGOD) – Planning and Research (PR)
End Program Owner - Designate	Nieves D. Ebanio	Administrative Office V	Office of the Schools Division Superintendent – Administrative Services
Communication	Elaine B. Cabuag Division Information Officer	Senior Education Program Specialist	Schools Governance and Operation Division (SGOD) – Social Mobilization and Networking
	Christopher David G. Oliba Assistant Division Information Officer	Project Development Officer II	Curriculum and Implementation Division – Learning Resource and Development
Monitoring and Evaluation/ Quality Management System Secretariat	Jocelyn C. Coldeg	Education Program Specialist II	Schools Governance and Operation Division (SGOD) – School Management, Monitoring and Evaluation



Implementers	All Program/ Process Owners	All SDO Proper Personnel	All Functional Divisions/Units/Sections
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