

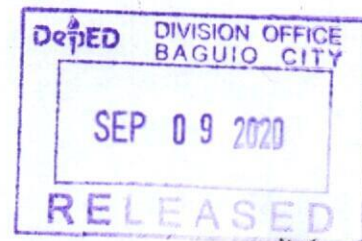


Republic of the Philippines

Department of Education

Cordillera Administrative Region

SCHOOLS DIVISION OFFICE OF BAGUIO CITY



8 September 2020

Office of the Schools Division Superintendent

SCHOOLS DIVISION MEMORANDUM 336, s. 2020

Capstone Project entitled *Customer Communication App (CCApp) toward a Citizen-Centric and Collaborative e-Governance Engagement Activities with Stakeholders and Research Timelines*

To: **All Concerned Learners, Parents, and Personnel**
Concerned Community Members and other Stakeholders
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 the 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 to impose public accountability and propose the 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 in partnership the Development Academy of the Philippines will introduce the Customer Communication App (CCApp) as a tool to harvest customer feedback, complaints, and suggestions/inquiries from the stakeholders.



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4. **In this regard, SDO Baguio City in partnership with the Development Academy of the Philippines will conduct the first engagement and research activities with stakeholders on 16 September 2020, 9:00 AM to 11:00 AM via the Zoom platform. Other similar activities will be conducted from September to October 2020.**


5. A similar link will be used for all engagement and research activities. Details of the recurring link are as follows:
Topic: DepEd Baguio CCApp Engagement and Research Activities with Stakeholders
Link: bit.ly/35dxVyC
Meeting ID: 709 731 9638
Passcode: 0CJbCv

6. **Expected participants will be the selected learners, parents, personnel, community members, and other stakeholders from Baguio City National High School- Fort Del Pilar Annex, Joaquin Smith National High School, Irisan National High School, Don Mariano Marcos Elementary School, and Gibraltar Elementary School.**

7. Enclosures of this Memorandum include:
 - a. Enclosure 1 - Indicative Program Matrix
 - b. Enclosure 2 - Indicative Engagement with Stakeholders and Research Timelines of Activities

8. Immediate and wide dissemination of this Memorandum is required.



MARIE CAROLYN B. VERANO, CESO V
Schools Division Superintendent 



INDICATIVE PROGRAM

First Engagement and Research Activities with Stakeholders

16 September 2020, 9:00 – 11:00 AM via Zoom

Time	Program Part	Facilitator/Speaker
9:00 – 9:15 AM	Preliminaries	AVP
9:16 – 9:25 AM	Opening Message	Jerry C. Ymson Education Program Supervisor Schools Governance and Operations Division Institutional Partner
9:26- 10:15 AM	Presentation of the DepEd Baguio Customer Communication App (CCApp)	Reynalyn T. Padsoyan Senior Education Program Specialist Scholar, DAP
10:16-10:40 AM	DepEd Baguio CCApp Installation and Open Forum	Technical IT Support Team
10:41- 10:55 AM	Synthesis	Capstone Project Team
10:56- 11:00 AM	Closing Message	Nieves D. Ebanio Administrative Officer V



**Indicative Engagement with Stakeholders and
Research Timelines of Activities**

Activity	Target Date	Modality
First Engagement and Research Activities with Stakeholders	16 September 2020 9:00 – 11:00 AM	Zoom platform/ google form
Try out of the DepEd Baguio CCApp	17 September 2020	DepEd Baguio CCApp
Administration of the Questionnaire	5-16 October 2020	Zoom platform/ google form
Focus Group Discussion One learner, parent, personnel, community, and other stakeholders only pers school	13 October 2020 9:00 – 11:00 AM	Zoom platform/ google form

