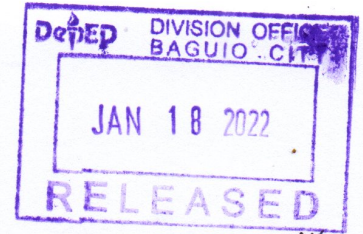




Republic of the Philippines
Department of Education
Cordillera Administrative Region
SCHOOLS DIVISION OF BAGUIO CITY



17 January 2022

DIVISION MEMORANDUM

NO. 019, s. 2022

**MANDATORY REQUEST FOR CLIENT FEEDBACK
THROUGH CUSTOMER COMMUNICATION APP (CCApp)**

To : All Public Schools District Supervisors
All Public and Private Elementary and Secondary School Heads
All SDO Baguio City- Proper Personnel/Clients/Stakeholders
Others Concerned

1. Cognizant to improving the delivery of services and in compliance with the International Organization for Standardization (ISO) 9001:2015 Quality Management System (QMS) on Customer Satisfaction (9.1.2), Department of Education Client Annual Satisfaction Report, Citizens' Charter, agency requirement for Performance-based Bonus (BBB) grant, and other related reports to oversight agencies; **all SDO Baguio City- Proper Personnel are required to request for client satisfaction feedback every after rendering a service to all clients.**
2. As a counterpart, all clients are highly requested to answer the feedback through the Customer Communication App (CCApp) at ccapp.depedpines.com. Refer to Enclosure 1 of this Memorandum for the workflow in getting the feedback.
3. The Division Data Protection Officer will generate quarterly results of the feedback from every Functional Division/Unit/Section and submit to Management Review Committee Chairman and Quality Management Representative copy furnished the Overall Document Controller Group. **It is expected that the total number of clients must at least tally with the received feedback through the CCApp.**
4. Immediate and wide dissemination of this Office Memorandum to all concerned is required.

FEDERICO P. MARTIN, EdD, CEdd, CESO V
Schools Division Superintendent



"DepEd SDO Baguio City: We Serve, We Care."

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

DIVISION OFFICE
 BAGUIO CITY
 JAN 13 2022
 RELEASED

Enclosure 1 to Division Memorandum 019, s.2022

**Process Flow for the Client Feedback
 through Customer Communication App**

