



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY PROCEDURE

Document Code		
QP-DILG-PACS-RO-22		
Rev. No.	Eff. Date	Page
02	04.01.24	1 of 8

22	PROVISION OF PUBLIC ASSISTANCE AND COMPLAINTS HANDLING
-----------	---

Scope:

This process starts from the receipt and verification of requests/complaints for endorsements/referrals to providing feedback and ends with filing of records.

Description of Service:

Complaint/query/request for assistance received and verified by Action Officer/*Focal Person* and forwarded to the Division Chief/Legal Officer/*HUC Director/Provincial Director/Program Manager/Authorized Representative* to determine the jurisdiction of request and complaints, and recommend appropriate action/s. Action Officer/*Focal Person*/Legal Unit Staff will prepare endorsement/letter-reply/*letter-referral* to be forwarded to the Division Chief/Legal Officer/ARD/RD/*HUC Director/Provincial Director/Program Manager/Authorized Representative* for review. The reviewed endorsement/letter-reply/*letter-referral* will be forwarded to the Director/ARD/*HUC Director/Provincial Director/Program Manager/Authorized Representative* for approval and signature. The approved and signed endorsement/letter-reply/*letter-referral* will then be forwarded to the Records Section for releasing to Concerned Office following the Records Section Management Process. The process ends in the retention of records.

Office:	Public Affairs and Communication Service and DILG Regional Offices, <i>Provincial Offices/Highly Urbanized Cities</i>
----------------	---

No.	Client Action (detailed steps)	No.	Agency Action (detailed steps)	Activities	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
1	Client files complaint and/or submits letter requests and accomplishes necessary Form/s	1.1	Receive query/complaint/request for assistance and interview client or assess submitted/sent documents/email/letter-request.	Interview client and or assesses documents/email/letter-request. Review the completeness of substantial information in the Complaint Form/ Letter/E-mail.	Action Officer/ <i>Designated Legal Officer/ Focal Person</i>	Letter request from clients/Email from requesting party/ Complaint Form



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY PROCEDURE

Document Code		
QP-DILG-PACS-RO-22		
Rev. No.	Eff. Date	Page
02	04.01.24	2 of 8

No.	Client Action (detailed steps)	No.	Agency Action (detailed steps)	Activities	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
				<ul style="list-style-type: none"> • If the substantial information is not indicated, revert to the client/sender. • If substantial information is indicated, forward to Division Chief/ Regional Director/ Designated Legal Officer/HUC Director/ Provincial Director/ Program Manager/ Authorized Representative for evaluation and determination of jurisdiction. <p>If already acted, return to sender and indicate the action taken on the concern and/or provide a copy of the response of the concerned office/s.</p>		

This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.
Always refer to the Documented Information Management System for the Controlled Copy



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY PROCEDURE

Document Code		
QP-DILG-PACS-RO-22		
Rev. No.	Eff. Date	Page
02	04.01.24	3 of 8

No.	Client Action (detailed steps)	No.	Agency Action (detailed steps)	Activities	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
		1.2	Evaluates nature of complaint/request	<p>For Central Office, determine jurisdiction of request and complaint, and recommend appropriate action/s.</p> <ul style="list-style-type: none"> • If within jurisdiction, respond accordingly or refer/forward to concerned office. • If outside jurisdiction, revert to the proponent. (Proceed to Step 3) <p>For Regional Office, Provincial Office/HUCs evaluate the complaint;</p> <ul style="list-style-type: none"> • If within jurisdiction, assign to the <i>Designated Legal Officer/Action Officer/ Focal Person</i> to draft endorsement/ letter-reply/ letter-referral to the 	Division Chief/ Regional Director/ <i>Designated Legal Officer/</i> <i>HUC Director/</i> <i>Provincial Director/</i> <i>Program Manager/</i> <i>Authorized Representative</i>	Letter request from clients/Email from requesting party/ Complaint Form

This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.
Always refer to the Documented Information Management System for the Controlled Copy



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY PROCEDURE

Document Code		
QP-DILG-PACS-RO-22		
Rev. No.	Eff. Date	Page
02	04.01.24	4 of 8

No.	Client Action (detailed steps)	No.	Agency Action (detailed steps)	Activities	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
				concerned office for appropriate action. • If outside jurisdiction, assign to the <i>Designated Legal Officer/Action Officer/ Focal Person</i> to draft endorsement or letter-reply and revert to the sender. (Proceed to Step 2.4)		
2	Waits for the advice/instruction of the Action Officer	2.1	Inform the client regarding the procedure/process.	<p>This document is UNCONTROLLED when DOWNLOADED and/or PRINTED. Always refer to the Documented Information Management System for the Controlled Copy.</p> Inform the client/s on the action to be taken and provide Reference Code with a format: <i>Category_DMS Number</i> for follow-up purposes, example: <i>WC-PACS-2024-01-01-001</i> Category refers to: WC - Walk-in Clients LC - Letter-request Clients PC - Phone-in Clients OC - On-line Clients	Action Officer/ <i>Designated Legal Officer/ Focal Person</i>	



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY PROCEDURE

Document Code		
QP-DILG-PACS-RO-22		
Rev. No.	Eff. Date	Page
02	04.01.24	5 of 8

No.	Client Action (detailed steps)	No.	Agency Action (detailed steps)	Activities	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
		2.2	Draft endorsement/letter-reply/ <i>letter-referral</i>	Prepare endorsement/letter-reply/ <i>letter-referral</i> and submit it to Division Chief/Legal Officer for review.	Action Officer/ Legal Unit Staff/ <i>Focal Person</i>	Endorsement/ Letter-reply/ <i>Letter-referral</i> Letter request from clients/Email from requesting party/ Complaint Form
		2.3	Forward endorsement/ letter-reply/ <i>letter-referral</i> for review <small>This document is UNCONTROLLED, UNLOADED and/or PRINTED. Always refer to the Documented Information Management System for the Control.</small>	Review and edit draft endorsement/ letter-reply/ <i>letter-referral</i> <ul style="list-style-type: none"> • If with corrections, return to the action officer for revision • If without correction, submits to Regional Director/<i>HUC Director/ Provincial Director/ Program Manager/ Authorized Representative</i> for approval/ further instructions 	Division Chief/ <i>Designated Legal Officer/ HUC Director/ Provincial Director/ Program Manager/ Authorized Representative</i>	Endorsement/letter-reply/ <i>letter-referral</i> Letter request from clients/Email from requesting party/ Complaint Form



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY PROCEDURE

Document Code		
QP-DILG-PACS-RO-22		
Rev. No.	Eff. Date	Page
02	04.01.24	6 of 8

No.	Client Action (detailed steps)	No.	Agency Action (detailed steps)	Activities	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
		2.4	Signs the endorsement/ letter-reply/ <i>letter-referral</i> / routing slip or give further instruction, if any.	Sign the endorsement/ letter-reply/ <i>letter-referral</i> and return the same to the assigned action officer for release. • If with further instruction/s indicates the same and sends back the endorsement/letter-reply/ <i>letter-referral</i> to the action officer for finalization.	Regional Director/ Assistant Regional Director/ <i>HUC Director/ Provincial Director/ Program Manager/ Authorized Representative</i>	Endorsement/letter-reply/ <i>letter-referral</i> routing slip with attached Letter request from clients/ Email from requesting party/ Complaint Form.
3	<i>Clients receives signed endorsement or letter-reply and accomplish the Client Satisfaction Survey (CSS).</i>	3.1	Release signed endorsement or letter-reply	Forward the signed endorsement/letter-reply/ <i>letter-referral</i> to Records Section for releasing to Concerned Office following the Records Management Process.	Action Officer/ Legal Unit Staff/ <i>Focal Person</i>	Signed endorsement / letter-reply/ <i>letter-referral</i> with the other attachments, if any
			Monitor status of endorsement/ letter-reply/ <i>letter-referral</i>	Record received feedback/ letter-reply/fact-finding report or any action taken by the concerned office/s on the endorsement in the Status Monitoring Log Sheet.	Action Officer/ Legal Unit Staff/ <i>Focal Person</i>	Status Monitoring Report

This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.
Always refer to the Documented Information Management System for the Controlled Copy



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY PROCEDURE

Document Code		
QP-DILG-PACS-RO-22		
Rev. No.	Eff. Date	Page
02	04.01.24	7 of 8

No.	Client Action (detailed steps)	No.	Agency Action (detailed steps)	Activities	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
				<ul style="list-style-type: none"> If no feedback is received within 20 working days after release of referrals and endorsement from the Records Section, the Action Officer will call/ notify the concerned office and request an update on the status of the endorsement. 		
		3.2	Administer the Client Satisfaction Survey.	<p>Administer the Client Satisfaction Survey prior after the release of signed endorsement or letter-reply</p> <p>Report the CSS Result in accordance with the Client Satisfaction Measurement Procedure.</p>	Action Officer/ Legal Unit Staff/ Focal Person	Accomplished CSS Form/CSS Data Sheet/ Client Satisfaction Report/ Client Satisfaction Measurement Procedure
		3.3	Retain of documented information	Retain records in accordance with the Control of Retained Documented Information and Master List of Retained Documented Information.	Action Officer/ Legal Unit Staff/ Focal Person	Control of Records Master List of Retained Documented Information
End of Transaction						



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY PROCEDURE

Document Code		
QP-DILG-PACS-RO-22		
Rev. No.	Eff. Date	Page
02	04.01.24	8 of 8

Definition of Terms:

- **Complaint** - refers to a written or printed statement of grievance or protest against a local government official/s and DILG employees.
- **Client** - refers to a person filing complaint or seeking assistance or making inquiries to the Department which can be categorized as follows:
 - Walk-in Clients (WC) - refers to those who personally take their complaints/requests
 - Letter-request Clients (LC) - refers to those who write their complaints/requests
 - Phone-in Clients (PC) - refers to those who call for their complaints/requests
 - On-line Clients (OC) - refers to those who send their complaints/request via e-mail/*online platform*
 - it also includes National Government Agencies or other government instrumentalities who send or forward letter-request/referral/endorsement to the Department
- **Substantial Information** - refers to information that specifically determines the subject and particulars of the complaint/request for assistance/inquiry.

This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.
Always refer to the Documented Information Management System for the Controlled Copy

Prepared By		Reviewed By		Approved By	
(sgd.) MARBELYN P. ZAPATA/ (sgd.) JEFFERSON P. POSADAS		(sgd.) ATTY. SALVACION Z. BACCAY/CESO V		(sgd.) ASEC. ESTER A. ALDANA, CESO II	
Process Owners		Bureau/Service Deputy Quality Management Representative		Overall Deputy Quality Management Representative	
Next Higher Supervisor Division Chief					



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY OBJECTIVE

Document Code		
QO-QP-DILG-PACS-RO-22		
Rev. No.	Eff. Date	Page
03	04.01.24	1 of 2

OFFICE	PUBLIC AFFAIRS AND COMMUNICATION SERVICE (PACS), REGIONAL OFFICE (RO), PROVINCIAL OFFICE (PO)/HIGHLY URBANIZED CITY (HUC)
QUALITY PROCEDURE TITLE	PROVISION OF PUBLIC ASSISTANCE AND COMPLAINTS HANDLING

Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
	Objective	Target	Indicator/Formula (if applicable)			
Public Assistance and Complaints Handling	(1) Timely issuance of endorsements/ responses to requests and complaints within five (5) working days upon receipt of requests and complaints.	CO - 80% RO - 70% PO/HUC - 70%	(Total no. of endorsements/responses issued within five (5) working days upon receipt thereof / Total no. of requests and complaints received) x 100%	Monthly	Action Officer	Process Summary Log Sheet
	(2) % of accomplished Clients Satisfaction Survey received have a rating scale "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs)	CO/RO/PO/HUC - 80%	(Total number of responses with rating scale "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs) / Total number of responses received) X 100%	Monthly	Action Officer	Client Satisfaction Report



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY OBJECTIVE

Document Code		
QO-QP-DILG-PACS-RO-22		
Rev. No.	Eff. Date	Page
03	04.01.24	2 of 2

Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
	Objective	Target	Indicator/Formula (if applicable)			
	(3) % of indorsement or referral issued accurately to concerned office	CO - 90%	(Total number of referral issued accurately to concerned office / Total no. of request/complaints received) x 100%	Monthly	Action Officer	Process Summary Log Sheet

This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.
Always refer to the Documented Information Management System for the Controlled Copy

Prepared By		Reviewed By		Approved By
(sgd.) MARBELYN P. ZAPATA/ (sgd.) JEFFERSON P. POSADAS		(sgd.) ATTY. SALVACION Z. BACCAY, CESO V		(sgd.) ASEC. ESTER A. ALDANA, CESO II
Process Owners		Bureau Service Deputy Quality Management Representative		Overall Deputy Quality Management Representative

THIS DOCUMENT IS UNCONTROLLED WHEN DOWNLOADED AND/OR PRINTED. ALWAYS REFER TO THE DOCUMENTED INFORMATION MANAGEMENT SYSTEM FOR THE CONTROLLED COPY.



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

QUALITY MONITORING AND EVALUATION (QME)

Document Code		
QME-QP-DILG-PACS-RO-22		
Rev. No.	Eff. Date	Page
03	04.01.24	1 of 3

BUREAU/SERVICE	PUBLIC AFFAIRS AND COMMUNICATION SERVICE (PACS), REGIONAL OFFICES, <i>PROVINCIAL OFFICE/HIGHLY URBANIZED CITIES</i>
PROCEDURE TITLE	PROVISION OF PUBLIC ASSISTANCE AND COMPLAINTS HANDLING
OBJECTIVE STATEMENT	<ol style="list-style-type: none"> 80% for CO/70% for RO, <i>PO/HUCs</i> of received requests and complaints are issued with endorsements/responses within five (5) working days upon receipt. 80% for CO, RO, <i>PO/HUCs</i> of accomplished Client Satisfaction Survey have a rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs). 90% of indorsement or referral issued accurately to concerned office.
CURRENT PERIOD	

This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.
Always refer to the Documented Information Management System for the Controlled Copy

INDICATORS		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Objective 1: % of requests and complaints are issued with endorsements/responses within five (5) working days upon receipt.														
A	Total No. of endorsements/responses issued within 5 working days upon receipt													
B	Total no. of requests and complaints received													
C	Formula: $(A/B) \times 100\%$													
	Target: CO: 80%/ RO: 70%													
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met													



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

QUALITY MONITORING AND EVALUATION (QME)

Document Code		
QME-QP-DILG-PACS-RO-22		
Rev. No.	Eff. Date	Page
03	04.01.24	2 of 3

INDICATORS			JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	
Objective 2: 80% of accomplished Client Satisfaction Survey have a rating of “Agree” or “Strongly Agree” in all Service Quality Dimensions (SQDs).																
A	Total number of responses with rating of “Agree” or “Strongly Agree” in all Service Quality Dimensions (SQDs).															
B	Total number of responses received															
C	Formula: (A/B) x 100%	Target: 80%														
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met															
Objective 3: 90% of indorsement or referral issued accurately to concerned office.																
This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.																
A	Total number of referral issued accurately to concerned office		Always refer to the Documented Information Management System for the Controlled Copy													
B	Total no. of request/complaints received															
C	Formula: (A/B) x 100%	Target: 90%														
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met															

Prepared By	Reviewed By	Noted By
Process Owner	Division Chief/Regional Deputy QMR/ Next Higher Supervisor	PACS Deputy QMR/Regional QMR/Provincial Deputy QMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

QUALITY MONITORING AND EVALUATION (QME)

Document Code		
QME-QP-DILG-PACS-RO-22		
Rev. No.	Eff. Date	Page
03	04.01.24	3 of 3

Prepared By		Reviewed By	Approved By
(sgd.) MARBELYN P. ZAPATA/			
(sgd.) JEFFERSON P. POSADAS	(sgd.) MARIA TERESA T. VERGARA	(sgd.) ATTY. SALVACION Z. BACCAY, CESO V	(sgd.) ASEC. ESTER A. ALDANA, CESO II
Process Owners	Next Higher Supervisor/ Division Chief	Bureau/Service Deputy Quality Management Representative	Overall Deputy Quality Management Representative





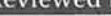

Document Title		
FM-QP-DILG-PACS-RO-22-02		
Rev. No.	Eff. Date	Page
01	04.01.24	1 of 1

DATE: _____ REFERENCE CODE: _____
NAME: _____
HOME ADDRESS: _____
EMAIL ADDRESS: _____ CONTACT NO.: _____

Details of Complaint/Request (Please use another sheet, if necessary):

This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.
Always refer to the Documented Information Management System for the Controlled Copy

Signature

Prepared By	Reviewed By	Approved By
 MARBELYN P. ZAPATA/  JEFFERSON P. POSADAS	 MARIA TERESA VERGARA	 ATTY. SALVACION Z. BACCAY CESOY OIC, Public Affairs and Communication Service
Process Owner	Division Chief	



Provision of Public Assistance and Complaints Handling Process Summary Log Sheet

Document Code		
FM-QP-DILG-PACS-RO-22-03		
Rev. No.	Eff. Date	Page
03	04.01.24	1 of 1

QUALITY OBJECTIVE: 1. 80% for CO/70% for RO, PO/HUCs of received requests and complaints are issued with endorsements/responses within five (5) working days upon receipt.
3. 90% of indorsement or referral issued accurately to concerned office.

FREQUENCY OF MONITORING: Monthly

CURRENT PERIOD: _____

No.	Date Received	Reference Code	Particulars of the Request/Complaint			Objective 1 Result			Date CSS Adminis-tered	Date filled up CSS received	Objective 3 Result		NOTES
			From	Subject of Complaints/Requests	Date Indorsement/R esponse Issued/ Released to Records	1=within 5 working days from date of receipt	1=beyond 5 working days from date of receipt	Remarks (Indicate Reason if Target is Unmet)			1= Referral Issued Accurately	Date Indorsement/ referral returned	
1													
2													
3													
4													
5													
nth													
TOTAL						0	0				0		
RESULT						%	%				%		

This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.
Always refer to the Documented Information Management System for the Controlled Copy

Prepared By
Process Owner

Noted By
Division Chief/Next Higher Supervisor

Prepared By
(sgd.) (sgd.)
MARBELYN P. ZAPATA/ JEFFERSON P. POSADAS
Process Owner

Reviewed By
(sgd.)
MARIA TERESA T. BERGARA
Division Chief/Next Higher Supervisor

Approved By
(sgd.)
ATTY. SALVACION Z. BACCAY, CESO V
PACS Deputy QMR



Document Code		
FM-QP-DILG-PACS-RO-22-04		
Rev. No.	Eff. Date	Page
02	04.01.24	1 of 1

[illegible]

Prepared By	Noted By
Process Owner	Division Chief/Next Higher Supervisor

Prepared By	(sgd.)	(sgd.)
	MARBELYN P. ZAPATA/	JEFFERSON P. POSADAS
	Process Owner	

Reviewed By	(sgd.)
	MARIA TERESA T. VERGARA
	Division Chief/Next Higher Supervisor

Approved By

(sgd.)

ATTY. SALVACION Z. BACAY, CESO V

PACS Deputy QMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
**MASTER LIST OF MAINTAINED
 INTERNAL DOCUMENTED INFORMATION**

Document Code		
FM-SP-DILG-01A-02		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 2

Name of Bureau/Service/Office/Procedure: PACS, ROs, POs

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Provision of Public Assistance and Complaints Handling							
QP-DILG-PACS-RO-22	Provision of Public Assistance and Complaints Handling Quality Procedure	06.15.21	02.16.23	04.01.24			
QO-QP-DILG-PACS-RO-22	Provision of Public Assistance and Complaints Handling Quality Objectives	06.15.21	06.01.22	02.16.23	04.01.24		
QME-QP-DILG-PACS-RO-22	Provision of Public Assistance and Complaints Handling Quality Monitoring and Evaluation	06.15.21	06.01.22	02.16.23	04.01.24		
FM-QP-DILG-PACS-RO-22-01	Public Assistance and Complaint-Handling Log Sheet (DELETED)	06.15.21					
FM-QP-DILG-PACS-RO-22-02	Public Assistance and Complaint-Client's Complaint/Request Form	06.15.21	04.01.24				
FM-QP-DILG-PACS-RO-22-03	Provision of Public Assistance and Complaints Handling Process Summary Log Sheet	06.15.21	06.01.22	02.16.23	04.01.24		
FM-QP-DILG-PACS-RO-22-04	Public Assistance and Complaints Handling Status Monitoring Report	06.15.21	06.01.23	04.01.24			
FM-QP-DILG-PACS-RO-22-05A	Public Assistance and Complaints Handling Client Satisfaction Survey (English Version) (DELETED)	06.01.23					
FM-QP-DILG-PACS-RO-22-05B	Public Assistance and Complaints Handling Client Satisfaction Survey (Tagalog Version) (DELETED)	06.01.23					
FM-QP-DILG-PACS-RO-22-05	Provision of Public Assistance and Complaints Handling Error Incidence Log Sheet (DELETED)	06.15.21					

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
FM-SP-DILG-07-07A	Client Satisfaction Survey (On-site) (English Version)	02.01.23	01.01.24				
FM-SP-DILG-07-07B	Client Satisfaction Survey (On-site) (Filipino Version)	02.01.23	01.01.24				
FM-SP-DILG-07-08A	Client Satisfaction Survey (Online) (English Version)	02.01.23	01.01.24				
FM-SP-DILG-07-08B	Client Satisfaction Survey (Online) (Filipino Version)	02.01.23	01.01.24				
FM-SP-DILG-07-09	CSS Data Sheet	02.01.23	01.01.24				
FM-SP-DILG-07-10	Client Satisfaction Report	02.01.23	01.01.24				

Prepared By

(sgd.)

ROMAR B. PANGANIBAN

Central Document Controller

Noted By

(sgd.)

ASEC. ESTER A. ALDANA, CESO II

Overall Deputy QMR

UNCLASSIFIED INFORMATION CONTROLLED when DOWNLOADED as PDF FILE
Always refer to the Documented Information Management System for the Controlled Copy

Name of Bureau/Service/Office/Procedure: PACS, ROs-Pos

[illegible]

This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.
Always refer to the Documented Information Management System for the Controlled Copy

Prepared By

(sgd.)

ROMAR B. PANGANIBAN

Central Document Controller

Noted By

(sgd.)

ASEC. ESTER A. ALDANA, CESO II

Overall Deputy QMR