



Republic of the Philippines  
Department of Education  
Region III  
SCHOOLS DIVISION OF PAMPANGA

January 6, 2023

DIVISION MEMORANDUM  
No. 009 , s. 2023

**CITIZEN/CLIENT SATISFACTION SURVEY (CCSS) AND ONLINE PUBLIC ASSISTANCE HELPDESK (OPAH) OF SDO PAMPANGA**

To: Assistant Schools Division Superintendents  
Division Chiefs  
Functional Unit Heads  
Education Program Supervisors  
Public Schools District Supervisors  
Public Elementary and Secondary School Heads  
Teaching and Non-Teaching Personnel  
All Others Concerned

1. All agencies are mandated to report the results of their Citizen/Client Satisfaction Survey (CCSS) as per Memorandum Circular No. 2019 - 002 of the Anti-Red Tape Authority (ARTA) entitled Guidelines on the implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations, to ensure that the voices and opinions of its clients are heard, relative to the quality of service delivery and how it is improved, all for the benefit of its clients, thus to achieve this, an online feedbacking mechanism has been established in all units to cater feedbacks from clients.

2. In view thereof, all public and private school heads, teaching and non-teaching personnel, and walk-in clients are encouraged to give their feedback after they transacted with the Division Office through the Google Form link **<https://tinyurl.com/CCSSPAMPANGA>** or scan this Q.R. Code using your smartphone:

We ask for a few minutes of your time to answer the survey questions and provide us with your feedback - to see how we're doing. What we are doing well and what needs to be improved to provide the highest quality of services.

<https://tinyurl.com/CCSSPAMPANGA>

**Your Feedback Matters!**

👍 @depedayoadpampanga    📘 DepEd Pampanga Information Office    📱 @depdepamp    🌐 www.depdepampanga.com



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3. Moreover, to ensure continued assistance to the public/clients, the Online Public Assistance Helpdesk (OPAH) is introduced through a Google Form to allow DepEd SDO Pampanga's customers/clients to send inquiries, requests, or complaints to the Division Office.

4. You may access the OPAH at this link: <https://tinyurl.com/OPAHpamp> or scan the Q.R. Code using your smartphone:



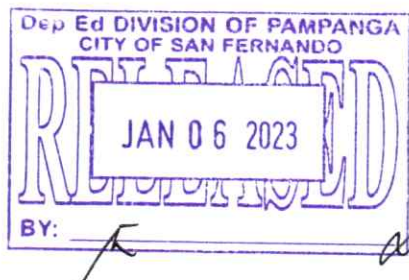
4. For information and wide dissemination.

**ENGR. EDGARD C. DOMINGO, PhD, CESO V**  
Schools Division Superintendent

Encl.: As stated

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