



Republic of the Philippines  
**Department of Education**  
REGION VIII - EASTERN VISAYAS

August 18, 2025

**REGIONAL MEMORANDUM**

No. **988** s. 2025

**TRAINING ON FEEDBACK MECHANISM, PUBLIC ASSISTANCE, AND  
CUSTOMER SATISFACTION MONITORING**

To: Schools Division Superintendents  
Administrative Officer V of Schools Division Offices  
Division Information Technology Officers  
Division Public Assistance Coordinators  
All Others Concerned

1. In line with the Department of Education's thrust to continuously enhance transparency, accountability, and quality service delivery, this Office, through the Public Affairs Unit, shall conduct a **Training on Feedback Mechanism, Public Assistance, and Customer Satisfaction Monitoring** for division personnel directly involved in frontline services, client feedback management, and customer satisfaction monitoring. The said activity will be conducted on **September 8-9, 2025**, at the RNEAP, Training Hall 4.

This initiative is anchored on the principles of Republic Act 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018), Anti-Red Tape Authority (ARTA) standards, and ISO 9001:2015 Quality Management System requirements, which emphasize the importance of responsive public service and evidence-based service improvement.

2. The training aims to strengthen the capacity of division personnel in managing stakeholder concerns and feedback for improved service delivery. Specifically, it seeks to:

- a. Understand the policies, guidelines, and standards on feedback mechanisms and public assistance in DepEd;
- b. Demonstrate skills in managing public inquiries, complaints, and requests through various platforms (walk-in, call, email, online);
- c. Apply tools and strategies in measuring customer satisfaction using established instruments (Client Satisfaction Measurement [CSM], Citizen's Charter, Feedback Forms, etc.);
- d. Analyze and interpret customer feedback data for evidence-based decision-making and service improvement; and
- e. Formulate action plans to enhance the feedback mechanism, public assistance delivery, and customer satisfaction processes in the divisions.

3. The training shall be attended by the Division Public Assistance Coordinators, Division Administrative Officer V, and Division Information Technology Officers of all Schools Division Offices in Region VIII.



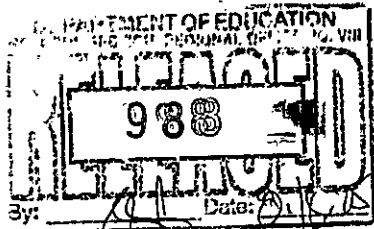
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4. Expenses for food, venue, supplies, and other incidental costs shall be charged against local funds of the Regional Office subject to usual accounting and auditing rules and regulations. Travel expenses of the participants shall be charged against local funds of the respective division offices, subject to availability of funds and the usual accounting and auditing rules and regulations.

5. Immediate dissemination of and strict compliance with this Memorandum are desired.



**RONELO AL R. FIRMO Ph.D., CESO IV**  
Assistant Regional Director  
OIC- Regional Director

Enclosure: None

Reference: None

To be indicated in the Perpetual Index  
under the following subjects:

TRAININGS  
FEEDBACK MECHANISM

POLICIES  
CUSTOMER SATISFACTION

GRD-PAU-JFG