



Republika ng Pilipinas
National Irrigation Administration
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Lungsod ng Quezon



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MEMORANDUM CIRCULAR

**FOR : THE DEPUTY ADMINISTRATOR, DEPARTMENT/REGIONAL/
PROJECT/ MANAGERS, DIVISION MANAGER AND ALL OTHERS
CONCERNED**

SUBJECT : GUIDELINES ON CLIENT/CUSTOMERS' FEEDBACK MECHANISM

One of the quality management principles of Quality Management System is to deliver service/s to client/customers' full delight/satisfaction, notwithstanding, client/customers' dissatisfaction. The Civil Service Commission (CSC) implemented the Mamamayan Muna Program (MMP) which is a client satisfaction and feedback mechanism that seeks to institutionalize courtesy, efficiency and quick service to the public; and, in relation to the Anti-Red Tape Act, the Contact Center ng Bayan (CCB) Program was established as "Public Feedback Mechanism". All of these are all geared towards delivery of excellent service and total client satisfaction which should be evidence-based or documented for continual improvement of the system.

Feedbacks may include but not limited to personal interaction (walk-in), emails or other social media network coursed through Contact Center ng Bayan, Public Affairs Information Staff (PAIS), letters, and phone calls.

In order to effectively implement the client/customers' feedback mechanism, hereunder are the guidelines which cover internal (NIA employees) and external clients/customers and other stakeholders:

1. For personal interaction (walk-in), the clients/customers will be requested by the Document Controller after the transaction to accomplish the "Client Feedback Form" which is available in every office and dropped at the corresponding box that is secured with lock under the custody of the Document Controller Unit;

