



Republika ng Pilipinas

National Irrigation Administration
(Pambansang Pangasiwaan ng Patubig)
Lungsod ng Quezon



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MEMORANDUM CIRCULAR

**TO : THE SENIOR DEPUTY ADMINISTRATOR/
DEPUTY ADMINISTRATORS,
REGIONAL /PROJECT /DEPARTMENT/DIVISION MANAGERS,
AND ALL OTHERS CONCERNED**

SUBJECT : IMPLEMENTATION OF CLIENT/CUSTOMERS' FEEDBACK MECHANISM

In line with the principles of Quality Management System and to ensure the delivery of excellent service and total client/customers' satisfaction, all offices are directed to effectively implement the Client/Customers' Feedback Mechanism that covers internal (NIA Employees) and External Clients/Customers.

The guard on duty at the Information Desk shall be responsible for the issuance of the "Client Feedback Form" for external clients/customers. They shall issue the client/customer the visitor's ID together with the Client Feedback Form right after signing on the visitor's entry record/logbook. The guard shall collect the accomplished client feedback form after the client/customers' business/transaction and upon return of the visitors' ID. They shall also distribute the accomplished client feedback form/s to the respective offices within the day.

Likewise, the Document Controller of each section/office shall be responsible for the internal clients. They shall collect the Client Feedback Forms for internal and external clients/customers and submit it with a summary to the Office of the Public Affairs and Information Staff (PAIS) every first week of the ensuing month. PAIS shall be responsible for the consolidation and preparation of analysis of the client feedback forms. This will ensure that all feedbacks/concerns/comments are addressed and acted upon and will also serve as a tool for the continuous improvement of services.

This memorandum supersedes M.C. No. 22, s. 2017 and all other existing memorandum related to client feedback form mechanism for ISO.

For strict compliance,


GEN RICARDO R VISAYA (Ret)
Administrator

06-06-18