



OFFICE OF THE VICE CHANCELLOR FOR ADMINISTRATION
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MEMORANDUM No. 36

Series of 2022

TO: All Vice Chancellors, Deans, Directors and Unit Heads

SUBJECT: Implementation of UPLB Citizen/Client Satisfaction Survey

UPLB will implement a streamlined Citizen/Client Satisfaction Survey (CCSS) specifically as one of the requirements of the Performance Based Bonus (PBB) under [DBM Memorandum Circular No. 2022-1](#).

All units are enjoined to update their feedback links in their official email responses and feedback survey form using the link and the attached QR code:

Citizen/Client Satisfaction Survey in Google Form Link for all UPLB units	https://tinyurl.com/UPLBClientSatisfactionSurvey
Downloadable Citizen/Client Satisfaction Survey Form in English	https://tinyurl.com/CCSSFormEnglish
Downloadable Citizen/Client Satisfaction Survey Form in Filipino	https://tinyurl.com/CCSSFormFilipino

For units with hard copies of CCSS, the designated administrative staff shall encode their clients' responses in the CCSS Google Form link.

Below are the timeline of activities for the CCSS study:

Timeline	Activity	In-Charge
16 October to 31 December 2022	Use of the updated CCSS (Google Form)	All Units
2nd week of December 2022	Orientation on the use of CCSS (Qualtrics)	OVCAA/All Units
January 2023	Implementation of CCSS (Qualtrics)	All Units

1st and 2nd weeks of January 2023	Consolidation and preparation of draft report	HRDO
3rd week of January 2023	Presentation of CCSS results, validation and finalization	HRDO/OVCA
4th week of January 2023	Submission to OVPA	HRDO/OVCA

Please actively encourage your clients/customers/stakeholders to answer the CCSS form.

Thank you very much for your usual support and cooperation.



ROLANDO T. BELLO
Vice Chancellor