



Boy Scouts of the Philippines

National Office

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NATIONAL OFFICE MEMORANDUM

No. 01 , s. of 2021

TO : National Office Directors
Regional Scout Directors
Council Scout Executives/ Officers-in-Charge
Adults in Scouting
All others concerned

SUBJECT : BSP Customer Satisfaction Survey for the Year 2020



1. We extend our heartfelt greetings to all as we welcome the year 2021 with high hopes and positivity! As we look forward to this new year, we would like to hear a feedback from you regarding the above-subject, in relation to our Scout programs, projects and activities (PPAs) for the year 2020. This is also in compliance to the Governance Commission for Government-Owned and Controlled Corporations (GCG) Memorandum Circular Nos. 2012-07 (Code of Corporate Governance), 2013-02 and 2017-02 (Performance Evaluation Scorecard).
2. The Customer Satisfaction Survey (CSS) serves as one of the monitoring tools to measure how GOCCs relate with their customers as this provides tangible and verifiable data on how GOCCs deliver their services. The target respondents are **BSP Local Councils** and **Adults in Scouting** (AIS) duly registered with the BSP for the year 2020.
3. For the purpose of this 2020 BSP CSS, you may answer the survey through this link: <https://bit.ly/355aGWD>. The deadline of answering the survey is on **11 January 2020**.
4. For information, guidance and widest dissemination.


ROGELIO S. VILLA, JR.
Secretary General

PRCO/DDML