



# Boy Scouts of the Philippines

## National Office

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29 November 2022

### NATIONAL OFFICE MEMORANDUM

No. 80 , s. 2022

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

SUBJECT : BSP Customer Satisfaction Survey for the Year 2022

1. In compliance with the Governance Commission for Government-owned and Controlled Corporations (GCG) Memorandum Circular Nos. 20212-07 (Code of Corporate Governance), 2013-02 and 2017-02 (Performance Evaluation Scorecard), we are sending this Customer Satisfaction Survey (CSS) to know your feedback regarding the Boy Scouts of the Philippines programs, projects and activities for the year 2021.
2. The Customer Satisfaction Survey (CSS) serves as one of the monitoring tools to measure how GOCCs related 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 2022. This survey will also give us opportunity to know our performances and which areas of BSP programs and management that need improvement.
3. Attached herewith is the Questionnaire for the BSP Customer Satisfaction Survey for the year 2022. You may print the questionnaire then answer it in handwritten form and send the hardcopy to the BSP National Office- Public Relations and Communications Office.
4. Please answer the survey form diligently. Deadline for answering the survey is on 31 December 2022.
5. Please be guided accordingly. Should you have queries, you may refer them directly to **Ms. Ma. Elaine H. Pare**, Administrative Officer I at [elainnepare@scouts.org.ph](mailto:elainnepare@scouts.org.ph) or [bsp.prco@scouts.org.ph](mailto:bsp.prco@scouts.org.ph)
6. For strict compliance and widest dissemination.

**DIOSDADO M. SAN ANTONIO**  
OIC-Secretary General

PRCO/mehp