



Boy Scouts of the Philippines

National Office

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13 February 2024

NATIONAL OFFICE MEMORANDUM

No. **12**, s. 2024

TO : National Office and Regional Office Staffs
Council Scout Executives/ Officers-In-Charge
All concerned

SUBJECT : BSP Customer Satisfaction Survey for the Year 2024

1. In compliance with the Governance Commission for Government-owned and Controlled Corporations (GCG) Memorandum Circular Nos. 2021-07 (Code of Corporate Governance), 2013-02 and 2017-02 (Performance Evaluation Scorecard), we are sending this Customer Satisfaction Survey (CSS) to gather feedback regarding the Boy Scouts of the Philippines programs, projects and activities for the year 2024.
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 2024. This survey will also give us opportunity to know our performances and which areas of BSP programs and management that need improvement.
3. Questionnaires for the 2024 BSP Customer Satisfaction Survey can be accessed through this link: <https://bit.ly/2024BSPCustomerSatisfactionSurvey>.
You can also scan this QR code for the questionnaire:



4. Please answer the survey form diligently. Deadline for answering the survey is on 31 December 2024.
5. Should you have queries, you may refer them directly to Ms. Ma. Elaine H. Pare, Public Relations Officer II through e-mail address at elainnepare@scouts.gov.ph
6. For strict compliance and widest dissemination.

KIM ROBERT C. DE LEON
Director IV (Secretary General)