



NOTICE TO ALL GCG STAKEHOLDERS

SUBJECT : ADDITIONAL GUIDELINES IN THE CONDUCT OF THE CUSTOMER SATISFACTION SURVEY (CSS) FOR 2021 IN THE GOCC SECTOR

DATE : 26 FEBRUARY 2021

Considering that the COVID-19 pandemic is still ongoing and is still causing uncertainties in the capacity of the GOCCs to fully comply with the requirements of the *Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey*, the Governance Commission hereby **EXTENDS** the applicability of the previously issued Notice to All GCG Stakeholders dated 14 August 2020 with subject “*Additional Guidelines in the Conduct of the Customer Satisfaction Survey (CSS) for 2020 in the GOCC Sector*” to the conduct of the CSS for 2021.

For other queries and concerns, the GCG may be reached through e-mail at feedback@gcg.gov.ph.

FOR INFORMATION AND GUIDANCE.