



Republic of the Philippines
Department of Education
Region VII – CENTRAL VISAYAS
SCHOOLS DIVISION OF BOHOL

Office of the Schools Division
Superintendent

OFFICE MEMORANDUM

TO: ALL CONCERNED

**SUBJECT: COMPLAINTS ON THE QUANTITY AND QUALITY OF
PROCURED/DELIVERED GOODS, SERVICES AND INFRASTRUCTURE
PROJECTS**

**FROM: DR. BIANITO A. DAGATAN Ed.D. CESO V
Schools Division Superintendent**

DATE: OCTOBER 27, 2020

1. It has been the mandate of this Office to effectively and efficiently deliver its goals and mission. Different mechanisms, systems and offices are created and developed to address the need for standardized operations of processes.
2. The quantity and quality of goods and services do not end at the delivery and acceptance phases of the procurement processes, but on how they satisfied the specifications and need of the end users.
3. In view of the above scenario, and, as a very effective aspect of monitoring and evaluation of our programs and projects, any **complaints and feedback** from end-users or any interested persons on any goods, services and infrastructure projects must be done in a **written format**, addressed and submitted to the Head of the Inspectorate Team – **Dr. Desiderio V. Deligero for prompt and appropriate actions.**
4. The same process may be replicated at the school level where written complaints and queries are acted through the Head of the Inspectorate Team.
5. Proper dissemination and adherence of this Office Memorandum is highly enjoined.


BIANITO A. DAGATAN Ed.D., CESO V
Schools Division Superintendent 



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