



IPOPHL MEMORANDUM CIRCULAR NO. 2021 - 002

SUBJECT : Administration of Customer Satisfaction Survey to Gather Feedback on IPOPHL's External Services

As part of the Feedback Mechanism Program of IPOPHL, the Office for Strategy Management (OSM) shall conduct the Customer Satisfaction Survey on January 11 to 15, 2021 and will be administered via online platform to gather feedback on the services provided by the Intellectual Property Office in 2020. May we request our partner agencies from law firms, academe/ITSOS, organizations and foundations, other government agencies and individual stakeholders to kindly submit your responses on or before January 22, 2021. A link will be provided for the online survey and will be sent via email.

The data that will be gathered from this activity shall be evaluated and reported as a collective data to ensure confidentiality in the entire process. The results of the survey shall be used to further enhance our service delivery to customers and stakeholders and in the development of possible projects.

Thank you very much for your continued support to IPOPHL.

Done this 07 January 2021, Taguig City.



[Handwritten signature in blue ink]
ROWEL S. BARBA
Director General

CERTIFIED TRUE COPY
DATE **FEB 26 2021**
[Handwritten initials]
PIA ANGELICA S. GABRIEL
Administrative Officer V
FMAS

RECEIVED BY *[Handwritten signature]*

IPOPHL '21JAN13 08:29