



Republic of the Philippines
Supreme Court
Office of the Court Administrator
Manila

OCA CIRCULAR NO. 31-2023

TO : ALL JUDGES, CLERKS OF COURT, AND BRANCH CLERKS OF COURT OF THE FIRST AND SECOND LEVEL COURTS

SUBJECT: COURT EN BANC RESOLUTION DATED 10 JANUARY 2023 IN A.M. NO. 21-04-05-SC (RE: BRIEFING ON THE GOVERNANCE IN JUSTICE PROGRAMME [GOJUST II] AND ON PREVIOUS SUPPORT PROVIDED BY THE EUROPEAN UNION) RELATIVE TO THE STRATEGIC PLAN FOR JUDICIAL INNOVATIONS (SPJI) INTERNAL CUSTOMER SATISFACTION SURVEY

In the Resolution dated 10 January 2023 of the Honorable Court *en banc* in A.M. No. 21-04-05-SC (*Re: Briefing on the Governance in Justice Programme [GOJUST II] and on Previous Support Provided by the European Union*), the Court Resolved to, among others, (a) **NOTE** and **APPROVE** the conduct of an internal customer satisfaction survey, and the Strategic Plan for Judicial Innovations (SPJI) Internal Customer Satisfaction Survey Form to be accomplished by judges, clerks of court, and branch clerks of court of the first and second level courts; and (b) **DIRECT** all judges, clerks of court, and branch clerks of court of the first and second level courts to **TIMELY ACCOMPLISH** the said Internal Customer Satisfaction Survey Form.

Accordingly, all judges, clerks of court, and branch clerks of court of the first and second level courts are **DIRECTED** to **ACCOMPLISH**, within fifteen (15) days from the date of this circular, the SPJI Internal Customer Satisfaction Survey Form using their respective PJ365 accounts through the link <https://forms.office.com/r/xEjnkY8M4n> or QR Code:



For strict compliance.

26 January 2023

RAUL B. VILLANUEVA
Court Administrator