



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

OCA CIRCULAR NO. 86-2023

TO : ALL COURT PERSONNEL OF THE FIRST AND SECOND LEVEL COURTS

SUBJECT : OCA CIRCULAR NO. 52-2023 DATED 09 FEBRUARY 2023 RELATIVE TO THE PHASE 2 OF THE STRATEGIC PLAN FOR JUDICIAL INNOVATIONS [SPJI] INTERNAL CUSTOMER SATISFACTION SURVEY

Pursuant to OCA Circular No. 52-2023 dated 09 February 2023, all court personnel (except judges, clerks of court, and branch clerks of court) of the first and second level courts were directed to accomplish, from 13 February 2023 to 22 February 2023, the SPJI Internal Customer Satisfaction Survey Form-2 through the link <https://forms.office.com/r/DWXTh0SEKG> or QR Code:



To this date, however, the database of responses indicates that more than fifty percent (50%) of the court personnel have not yet accomplished the subject survey.

In this regard, all concerned court personnel of the first and second level courts who have not yet accomplished the SPJI Internal Customer Satisfaction Survey Form-2 are **DIRECTED** to accomplish the said survey using the provided link on or before 03 March 2023.

For strict compliance.

28 February 2023

JENNY LIND R. ALDECOA-DELORINO
Deputy Court Administrator
and
Officer-in-Charge
Office of the Court Administrator
(Per Memorandum Order No. 32-2023 dated
27 February 2023)