${date\_issued}

**${manager}**

${office\_name}

Dear ${manager\_lastname}:

This is to inform you of the ${current\_month} Customer Satisfaction (CSAT) result of your department. The result revealed that your ${total\_respondents\_words}(${total\_respondents}) client was **${degree\_satisfaction\_remarks}** with the kind of service they got from your personnel. ${invalidated} Accordingly, the Provincial Accounting Office was **${overall\_performance\_remarks}** in its service performance during the said month.

The following were the detailed results culled from the retrieved CSQ responses:

${services}

**Analytics:**

**Figure 1. No of Respondents**

|  |  |
| --- | --- |
| **${chart1}** | **Figure 1 – No. of Respondents**, presents the number of client-respondents for ${month\_from1} and ${month\_to1}. The ${office\_name} got ${total\_respondents\_words} (${total\_respondents}) total respondents for ${current\_month} |
| **Figure 2. CSAT Ratings**  **${chart2}** | **Figure 2 – CSAT Ratings,** displays the graphical comparison of OPA’s ratings of ${month\_from2} and ${month\_to2} which is ${csa\_rating} respectively. |

It is recommended that the department shall:

${degree\_text}

Thank you very much for your cooperation. Let us continue the *Serbisyong Tama*!

Respectfully, Noted by:

**MS. MARIA A. LIM** **ATTY. DULCE H. REBANAL**

Internal Auditor IV Provincial Administrator