



Republic of the Philippines
Department of Education
 Region IV-A
 SCHOOLS DIVISION OF QUEZON PROVINCE

January 5, 2021

DIVISION MEMORANDUM
 DM No. 004, s. 2021

DepEd Citizen/Client Satisfaction Survey (CCSS) Results for the Grant of Performance-Based Bonus (PBB) for the Fiscal Year 2020 and a Requirement of the Anti-Red Tape Authority (ARTA) Relative to Citizen's Charter

To: OIC - Assistant Schools Division Superintendents, CID and SGOD Chiefs, Elementary and Secondary School Heads, Select Division Section/Unit Heads

1. Pursuant to the Memorandum Circular No. 2020 of AO25 Inter-Agency Task Force on the Harmonization of the National Government Performance Monitoring, Information and Reporting System, the BHROD - Organization Effectiveness Division is requesting DepEd Offices from Central, Regions, Schools Divisions, and Schools to submit their Client Satisfaction (CSAT) Results for FY 2020.
2. To determine the relevance and effectiveness of streamlining and process improvement initiated by the agency, the satisfaction level of clients will be measured and reported through the Client Satisfaction Survey. With this, all public school heads and concerned division offices are advised to go through the Google Forms link assigned to each governance level in order to efficiently gather and consolidate CSAT reports.

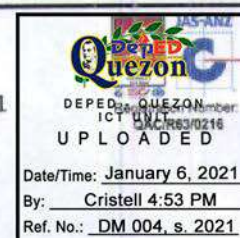
Office/Division/Unit	Link
Schools Division Office <ul style="list-style-type: none"> • Curriculum Implementation Division (CID) • Administrative Services - Personnel Section • Administrative Services - Records Unit • School Governance and Operation Division (SGOD) – Planning and Research Section • Finance Services – Budget Section • Finance Services – Accounting Section 	bit.ly/DepEdCCSS2020SDO
Schools	bit.ly/DepEdCCSS2020Schools

DEPEDQUEZON-TM-SDS-04-009-003



"Creating Possibilities, Inspiring Innovations"

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Date/Time: January 6, 2021
 By: Cristell 4:53 PM
 Ref. No.: DM 004, s. 2021



Republic of the Philippines
Department of Education
Region IV-A
SCHOOLS DIVISION OF QUEZON PROVINCE

3. Deadline of accomplishing the Google Forms is on **January 11, 2021**.
4. Client Satisfaction Survey (CCS) of 2020 shall be the basis of such survey. CCS Tool used in 2020 are also required to be attached.
5. For CY 2021 onwards, schools and offices shall conduct client satisfaction survey of offered services to ensure customer satisfaction and compliance to other relevant report.
6. Immediate dissemination of and strict compliance to this Memorandum is desired.

ELIAS A. ALICAYA JR., Ed.D
Assistant Schools Division Superintendent
Officer-in-Charge
Office of the Schools Division Superintendent

parmjdf01/05/2021

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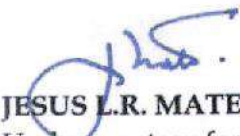
Department of Education

OFFICE OF THE UNDERSECRETARY

PLANNING, HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
DM-PHROD-2020-00493

TO : Undersecretaries
Assistant Secretaries
Bureau and Service Directors
Regional Directors
School Divisions Superintendents
Schools Heads
All Others Concerned

FROM : 
JESUS L.R. MATEO
Undersecretary for Planning, Human Resource and
Organizational Development

SUBJECT : *DepEd Citizen/Client Satisfaction Survey (CCSS) Results for the
Grant of Performance-Based Bonus (PBB) for the Fiscal Year 2020
and a Requirement of the Anti-Red Tape Authority (ARTA)
Relative to Citizen's Charter*

DATE : 14 December 2020

Pursuant to the Memorandum Circular (MC) No. 2020 - 1 entitled *Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2020* released by the Inter-Agency Task Force (AO25 IATF) on the Harmonization of the National Government Performance Monitoring, Information and Reporting System; one of its criteria in order to be eligible for the grant is the FY 2020 Performance Targets, which includes Citizen/Client Satisfaction Survey (CCSS) Results. Additionally, MC No. 2019 - 002 of the Anti-Red Tape Authority (ARTA) entitled *Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations*, requires all agencies to report the results of their Citizen/Client Satisfaction Survey (CCSS) in order to ensure that the voices and opinions of its

clients are heard relative to the quality of service delivery and how it is improved all for the benefit of its clients.

In this regard, the Bureau of Human Resource and Organizational Development (BHROD) through the Organization Effectiveness Division (OED) is requesting DepEd offices from the Central, Regions, Schools Divisions, and Schools to provide the needed information in crafting the CCSS results of DepEd by answering the Google Form provided. In order for the respondents or concerned offices to accomplish the designated Google Form, below are the needed data and information regarding the citizen/client satisfaction survey:

- A. Total number of client visits for FY 2020**
Report the total number of client/customer(s) who availed the government service within FY 2020.
- B. Total volume of transactions for FY 2020**
Report the overall volume of transactions made within FY 2020 for the government service.
- C. Scale used in the survey form**
Specify the Likert scale used in gathering the satisfaction rating for the service. If other scaling is used, kindly provide the information on the scale used.
- D. Number of survey respondents**
Report the number of clients who availed the service that are able to accomplish the survey form and are considered in the computation of the average satisfaction rating for FY 2020
- E. Average client satisfaction rating received for FY 2020**
Indicate the computed average client satisfaction rating received for FY 2020.
- F. Major or most common identified feedback/concern from clients**
Report the summary of the feedback received by identifying the most frequent feedback or concerns received or the major concerns received for FY 2020.
- G. Survey form/tool used in gathering feedback**
Upload a picture or PDF file of the survey form or tool used in gathering client feedback and satisfaction. The survey tool/s can be an online form and/or an offline or paper form. Examples of survey forms used in gathering feedback online and offline can be seen in Annexes A and B, respectively.

Note: For the Central Office, only the total number of client visits and total volume of transactions will be asked since OED has access to the other required information.

As instructed in the MC No. 2020-1 of the IATF, to properly gauge the effectiveness and overall quality of service delivery of the Department, each service declared in the Citizen's Charter of the agency shall collect client feedback and satisfaction. To further guide the concerned offices in accomplishing the Google Form, attached in this memorandum is the List of Services included in the DepEd Citizen's Charter 2019 (Annex C).

For efficient consolidation of reports, below are the Google Form links assigned to each governance level:

Governance Level	Link
Central Office	bit.ly/DepEdCCSS2020CO
Regional Offices	bit.ly/DepEdCCSS2020RO
Schools Division Offices	bit.ly/DepEdCCSS2020SDO
Schools	bit.ly/DepEdCCSS2020Schools

Deadline of accomplishing the Google Forms and report submission is **on or before January 11, 2021**. Only information provided in the designated Google Forms will be considered in crafting DepEd's Citizens/Client Satisfaction Report for FY 2020.

For concerns/clarifications, please coordinate with Ms. Rose Albo or Kean Alicante of the BHROD-OED through mobile numbers: 0998-9962480/0917-8273125 or email us at bhrod.oed@deped.gov.ph.

For your appropriate and immediate action.

ANNEX A



DepEd Central Office Client Feedback Form

Your experience matters to us!

* Required

Client Information

Name (optional)

Your answer

Contact Details (optional)

Your answer

Date Service Acquired *

Date

mm/dd/yyyy

Servicing Office *

Choose

Next

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Integrity (Katapatan) *

Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyong may katapatan, hustisya, patas at tiwala sa habang nakikipig-ugnayan sa kliyente)

	5	4	3	2	1	N/A
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Assurance (Pagtitiwala) *

Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhan na gampanan ang tungkulin, na may kaalaman sa serbisyo, pag-unawa sa mga pangangailangan ng kliyente, matulungin, at maayos na ugnayan sa trabaho)

	5	4	3	2	1	N/A
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Outcome (Resulta ng Serbiyo) *

Rate in terms of achieving outcomes or realizing the intended benefits of the service (Markahan ang pangkalahatang serbisyo na natanggap)

	5	4	3	2	1	N/A
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Suggestions/Compliments/Comments *

Your answer

[Back](#)

[Submit](#)

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ANNEX B



Republic of the Philippines
Department of Education

Client Feedback Form

Control No.: _____






Your experience matters to us!

I. Client information

Name (Optional): _____ Date Visited: ____/____/____
Office Visited: _____ Contact Details (Optional): _____
Service Acquired (Please specify): _____

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box with 5 being the highest rating and 1 being the lowest. Select "N/A" if that Service Quality Dimension is not applicable for the service. (5 - Outstanding, 4 - Very Satisfied, 3 - Satisfied, 2 - Unsatisfied, 1 - Poor, N/A - Not Applicable)

	 Very Dissatisfied	 Dissatisfied	 Neutral	 Satisfied	 Very Satisfied
1. RESPONSIVENESS (PAGTUGON) <i>Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay nang mabilis na serbisyo sa kliyente)</i>					
2. RELIABILITY (MAAASAHAN) <i>Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Makiusap na pagbibigay ng serbisyo ayon sa itinakdang pamantayan)</i>					
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD) <i>Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis mapuntahan ang lugar at magamit ang pasilidad sa pamamagitan nang malinaw na karatula)</i>					
4. COMMUNICATION (PAKIKIPAG-USAP) <i>Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente sa paraang malinaw at nauunawaan kasama ang naging opinion at puna)</i>					
5. COSTS (GASTOS) <i>Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontento sa serbisyong natanggap at sa halagang naging halimbos o binayaran)</i>					
6. INTEGRITY (KATAPATAN) <i>Capability of frontline staffs to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhan na gapanan ang tungkulin, na may kaalaman sa serbisyo, pag-unawa sa mga pangangailangan ng kliyente, matuturingin, at maayos na ugnayan sa trabaho)</i>					
7. ASSURANCE (PAGTITIWALA) <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyong may katapatan, hustiya, patas at tiwala sa nabang nakikipag-ugnayan sa kliyente)</i>					
8. OUTCOME <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyong may katapatan, hustiya, patas at tiwala sa nabang nakikipag-ugnayan sa kliyente)</i>					

III. Suggestions/Compliments/Comments

Thank you for your valuable input to help us continuously improve our services!

Privacy Notice:

The personal information included in this document should only be used for the purposes of administering the survey. Any personal information included herein may not be used for other purposes aside from those stated above.

ANNEX C

Central Office - External Services

- A. Bureau of Education Assessment
 - 1. *Application for National Career Assessment Examination (NCAE)*
 - 2. *Application for National Career Assessment Examination (NCAE) for Walk-In Applicants*
 - 3. *Application for Philippine Educational Test (PEPT)*
 - 4. *Application for Philippine Educational Test (PEPT) for Walk-In Applicants*
- B. Cash Division
 - 1. *Issuance of Office Receipts*
- C. Employee Accounts Management Division
 - 1. *Evaluation of Application for APDS Accreditation / Reaccreditation Process*
- D. Legal Service
 - 1. *Filing of Appeal*
 - 2. *Filing of Complaint*
 - 3. *Filing of Motion for Reconsideration*
 - 4. *Endorsement of Recommendation for Duty-Free Tax Exemptions of Private Schools*
- E. Personnel Division
 - 1. *Submission of Employment Application*
- F. Professional Development Division
 - 1. *Scholarship Application*
- G. Public Assistance Action Center
 - 1. *DepEd Action through Email (action@deped.gov.ph, Hotline 8888 and referrals from CSC, PCC, ARTA)*
 - 2. *Hotline and Walk-in Facilities*
 - 3. *Standard FOI Request through walk-in facility, action@deped.gov.ph, and Online*
- H. Records Division
 - 1. *Issuance of Requested Documents*
 - 2. *Issuance of Requested Documents (CTC and Photocopy of Documents)*

Central Office - Internal Services

- A. Accounting Division¹
 - 1. *Processing of Disbursement Vouchers – Big-Ticket Goods (Supplies, Materials, Equipment and Motor Vehicles)*
 - 2. *Processing of Disbursement Vouchers – Consultancy*

¹ Accounting Services are applicable to Central, Region and Schools Division Offices.

3. *Processing of Disbursement Vouchers - Infrastructure*
4. *Processing of Disbursement Vouchers – General Support Services (Janitorial, Security, Maintenance, Garbage Collection and Disposal, and similar services)*
5. *Processing of Disbursement Vouchers – Rental Contract*
6. *Processing of Disbursement Vouchers – Repairs and Maintenance of Equipment and Motor Vehicles*
7. *Processing of Disbursement Vouchers – Board and Lodging*
8. *Processing of Disbursement Vouchers – Supplies, Materials & Equipment (Non-Big-Tickets)*
9. *Processing of Disbursement Vouchers – Meals*
10. *Processing of Disbursement Vouchers – Training*
11. *Processing of Disbursement Vouchers – Honorarium*
12. *Processing of Disbursement Vouchers – Cash Advance for Activities*
13. *Processing of Disbursement Vouchers – Cash Advance for Salaries, Wages, Allowance, and Other Similar Expenses*
14. *Processing of Disbursement Vouchers – Foreign Travel*
15. *Processing of Disbursement Vouchers – Local Travel*
16. *Processing of Disbursement Vouchers – Salaries for Regular Employees*
17. *Processing of Disbursement Vouchers - Salaries for Contract of Service*
18. *Processing of Disbursement Vouchers – Petty Cash Fund*
19. *Processing of Disbursement Vouchers – Gasoline Expenses*
20. *Processing of Disbursement Vouchers – Allowances and Other Forms of Compensation*
21. *Processing of Disbursement Vouchers – Terminal Leave*
22. *Processing of Disbursement Vouchers – Collective Negotiation Agreement (CNA) Incentives*
23. *Processing of Disbursement Vouchers – Special Counsel Allowance*
24. *Processing of Disbursement Vouchers – Financial Assistance*
25. *Processing of Disbursement Vouchers – Fund Transfers*
26. *Processing of Disbursement Vouchers – Utilities*
27. *Processing of Disbursement Vouchers – Communication Mobile*
28. *Processing of Disbursement Vouchers – Overtime*
29. *Processing of Disbursement Vouchers – Extraordinary and Miscellaneous Expenses*
30. *Processing of Disbursement Vouchers – Registration Fees*
31. *Processing of Disbursement Vouchers – Remittances*
32. *Processing of Disbursement Vouchers – Plane Fare (DBM Procurement)*
33. *Processing of Disbursement Vouchers – Advertising*
34. *Processing of Disbursement Vouchers – Subscription Newspaper*
35. *Application for Provident Fund Loan*
36. *Processing of Liquidation Report - Petty Cash Fund (PCF)*
37. *Processing of Liquidation Report – Training and Activities*

- 38. *Processing of Liquidation Report – Foreign Travel*
- 39. *Processing of Liquidation Report – Local Travel*
- 40. *Processing of Liquidation Report – Payroll Fund for Salaries, Wages, Allowances and Other Similar Expenses*
- 41. *Pre-Audit of Budget Estimates*
- 42. *Pre-Audit of Various Authorities*
- 43. *Request for Application, Renewal and Cancellation of Bond*
- 44. *Request for Approval of the Contracts of Various Projects/ Transactions*
- 45. *Issuance of GSIS and Pag-IBIG Certificate of Remittances*
- 46. *Application for Certification of Remittances*
- 47. *Request for BIR Form 2306 and 2307*
- 48. *Request for Photocopy of Supporting Documents from Paid and Filed Transactions*
- 49. *Application for Agency Code/Activation of Organization code*
- B. **Budget Division**
 - 1. *Processing of Request for Obligation of Allotment*
 - 2. *Preparation/Issuance of Sub-Allotment Release Order (Sub-ARO)*
 - 3. *Certification of Availability of Allotment*
- C. **Employee Accounts Management Division**
 - 1. *Provident Fund Loan Application*
- D. **Legal Service**
 - 1. *Certificate of No Pending Administrative Case*
 - 2. *Request for an Update of the Status of the Case in the Central Office*
 - 3. *Request for Legal Opinion*
 - 4. *Review of Memorandum of Agreement/ Understanding, Procurement Contracts and Ordinary Contracts*
- E. **Personnel Division**
 - 1. *Foreign Travel Authority Request on Official Time or Official Business*
 - 2. *Foreign Travel Authority Request on Personal Travel*
 - 3. *Issuance of Certificate of Employment and Service Record*
 - 4. *Order of Transfer and Reassignment*
 - 5. *Application of Leave*
 - 6. *Application for Retirement*
 - 7. *Processing of Terminal Leave Benefits*

Regional Office - External Services

- A. **Cash Section**
 - 1. *Issuance of Official Receipts*
- B. **Curriculum and Learning Management Division**
 - 1. *Access to LRMDC Portal*
 - 2. *Procedure for the Use of LRMDS Computers*

C. Human Resource Development Division

1. *Issuance of Certification as Principal's Test Passer*
2. *Application for Scholarship*

D. Legal Unit

1. *Filing of Complaint*
2. *Request for Correction of Entries in School Record*
3. *Legal Assistance to Walk-in Clients*

E. Personnel Section

1. *Submission of Employment Application*

F. Public Affairs Unit

1. *DepEd RO Action through Email*
2. *Hotline and Walk-in Facilities*
3. *Standard FOI Request through walk-in facility and mail*

G. Policy, Planning and Research Division

1. *Request for Basic Education Information and Data*

H. Quality Assurance Division

1. *Application for Establishment, Merging, Conversion, and Naming/ Renaming of Public Schools and Separation of Public Schools*
2. *Application for Special Orders*
3. *Application for Tuition and Other School Fees (TOSF)*
4. *Private Schools Permit to Operate on the Proposed Curriculum for SHS*

I. Records Section

1. *Issuance of Requested Documents (Non-CTC)*
2. *Issuance of Requested Documents (CTC and Photocopy of Documents)*
3. *Certification, Authentication, Verification (CAV)*

Regional Office - Internal Services

A. Accounting Section

(Please refer to the list of Accounting services provided in the Central Office - Internal Services)

B. Budget Section

1. *Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)*
2. *Disbursement Updating*
3. *Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units*

C. Cash Section

1. *Payment of Obligation*
2. *Handling of Cash Advances*

D. Human Resource and Development Division

1. *Rewards and Recognition*

E. Legal Unit

1. *Request for Certification as to the Pendency or Non-Pendency of an Administrative Case*

F. Personnel Section

1. *Foreign Travel Authority Request on Official Time or Official Business*
2. *Foreign Travel Authority Request (For Personal Reason)*
3. *Issuance of Certificate of Employment and/or Service Record*
4. *Request for Transfer from Another Region*
5. *Application for Leave*
6. *Application for Retirement*
7. *Processing of Terminal Leave Benefits*

Schools Division Office - External Services

A. Curriculum Implementation Division

1. *Access to LRMD Portal*
2. *Borrowing Procedures for Books and Other Materials Over Night*

B. Personnel Unit

1. *Submission of Employment Application (Teaching Related)*
2. *Submission of Employment Application (Non-Teaching Related)*

C. Planning and Research Section

1. *Request for Basic Education Data (External Stakeholder)*

D. Records Unit

1. *Issuance of Requested Documents (Non-CTC)*
2. *Issuance of Requested Documents (CTC and Photocopy of Documents)*
3. *Certification, Authentication, Verification (CAV)*

Schools Division Office - Internal Services

A. Accounting Unit

(Please refer to the list of Accounting services in the Central Office - Internal Services)

B. Budget Unit

1. *Processing of ORS*
2. *Posting/Updating of Disbursement*

C. Curriculum Implementation Division

1. *Program Work Flow of Submission of Contextualized Learning Resources*

D. Personnel Unit

1. *Foreign Travel Authority Request on Official Time or Official Business*
2. *Issuance of Service Record*
3. *Issuance of Certificate of Employment*

4. *Application for Leave*
 5. *Application for Retirement*
 6. *Processing of Terminal Leave Benefits*
- E. Planning and Research Section*
1. *Request for Basic Education Data (Internal Stakeholder)*

Schools Services

1. *Learning and Development*
2. *Enrolment*
3. *Borrowing of Books from the School Library*
4. *Public Affairs*
5. *Laboratory and School Inventory*