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Republic of the Philippines  
**Department of Education**  
NATIONAL CAPITAL REGION

November 19, 2025

**REGIONAL MEMORANDUM**  
No. 1234, s. 2024

**To:** Schools Division Superintendents  
Functional Division Chiefs  
Unit and Section Heads  
All Others Concerned

Attention: Regional Public Assistance Coordinator (RPAC)  
Division Public Assistance Coordinators (DPACs)

**SUBMISSION OF THE CLIENT SATISFACTION MEASUREMENT (CSM)  
RESULTS FOR FISCAL YEAR (FY) 2024**

1. In reference to the attached Memorandum dated November 15, 2024, signed by Assistant Secretary Cillette Liboro-Co, all offices from the Regional Offices (ROs), Schools Division Offices (SDOs) and schools with declared services in the Citizen's Charter are required to submit their FY 2024 Client Satisfaction Measurement (CSM) results.
2. To ensure that accurate and correct data are submitted to PAS-PAAC for consolidation and processing, all concerned offices and schools should adhere to the guidelines stated in **Paragraph 4, items A to J**.
3. Deadline for submission is on or before **December 20, 2024**, to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) through the **Google Form Links provided in Annex C**.
4. For dissemination and compliance.

**JOCELYN DR ANDAYA**  
Regional Director, NCR  
concurrent Officer-in-Charge, Office of the  
Assistant Secretary for Operation

Incl.: As stated



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Website: depedncr.com.ph



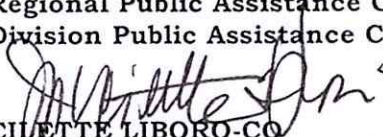


Republic of the Philippines  
**Department of Education**  
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**MEMORANDUM**

FOR : **Undersecretaries**  
**Assistant Secretaries**  
**Bureau and Service Directors**  
**Division Chiefs/Office Heads**  
**Regional Directors**  
**Schools Division Superintendents**  
**School Heads**

ATTN : **Regional Public Assistance Coordinators**  
**Division Public Assistance Coordinators**

FROM :   
**CILETTE LIBORO-CO**  
Assistant Secretary for Public Affairs Service

SUBJECT : **SUBMISSION OF THE CLIENT SATISFACTION MEASUREMENT (CSM) RESULTS FOR FISCAL YEAR (FY) 2024**

DATE : November 15, 2024

**All offices from the Central Office (CO), Regional Offices (ROs), Schools Division Offices (SDOs), and schools with declared services in the DepEd Citizen's Charter are required to submit their FY 2024 Client Satisfaction Measurement (CSM) results to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) on or before December 20, 2024.**

This requirement is in accordance with Memorandum Circular (MC) No. 2019-002 titled *"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 (IRR),"* which states that all government agencies are required to submit their CSM report annually.

In accordance with Section 3 (b), Rule IV of the IRR of RA 11032, government agencies shall collect client satisfaction feedback for all services, both external and internal. In 2022, the ARTA issued MC No. 2022-05 titled *"Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement"* adopting a harmonized and standardized CSM tool to effectively evaluate overall client satisfaction and gather feedback on the services provided by government agencies. The CSM report enables agencies to systematically assess and improve the quality of their services. By gathering valuable client feedback, the CSM report identifies strengths and areas for improvement, fostering a culture of continuous enhancement

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in service delivery. Furthermore, it promotes accountability and transparency by publicly reporting the results, thereby building trust in the operations of government offices.

To ensure that accurate and correct data are submitted to PAS-PAAC for consolidation and processing, all concerned offices and schools should adhere to the following guidelines:

- a. **Only offices with declared services in the DepEd Citizen's Charter are REQUIRED to submit.** Please refer to Annex A on the complete list of offices and services per governance level;
- b. Survey results for both external and internal services shall be reported;
- c. **Survey responses shall only be extracted from the ARTA-prescribed CSM Form.** PAS-PAAC will not consider data culled from the old feedback forms e.g. CCSS Form to ensure consistency and avoid any confusion in converting the results;
- d. **Survey responses, both collected online or from hard copies of the ARTA-prescribed CSM Forms, shall be submitted.** Offices and schools can utilize this template to encode client feedback from CSM Form hard copies for easy consolidation with the online survey responses: <https://bit.ly/TemplateCSMResults>. Kindly download the excel file. Note that the template is not required to be submitted to PAS-PAAC and shall only be used internally by the office or school;
- e. Instructions and reminders in preparing and submitting the offices' CSM results are provided in Annex B;
- f. **Concerned offices and schools shall submit through the Google Form links provided in Annex C.** Please be reminded that PAS-PAAC will only accept submissions through the links. Hence, email or hard copy submissions of the data shall not be considered;
- g. Offices and schools shall only submit **one (1) CSM result per declared service;**
- h. Each concerned unit and school is responsible for consolidating and submitting their own CSM results. To ensure that all relevant offices in the ROs and SDOs submit their CSM results, the **Regional Public Assistance Coordinators (RPACs) and Division Public Assistance Coordinators (DPACs) must submit a Memorandum (Annex D) signed by their Regional Director (RD) or Schools Division Superintendent (SDS) confirming/attesting that all offices with declared services within their governance level have provided their CSM data.** RPACs and DPACs shall

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submit the said Memorandum through this link:  
<https://bit.ly/CSMResultsSubmission>.

- i. **The CO, ROs, SDOs, and schools shall also upload a Memorandum (Annex E),** signed by their Undersecretary/Assistant Secretary/Bureau or Service Director, RD, SDS, or School Head to ensure the truthfulness, accuracy, and completeness of the CSM results through the assigned Google Form links in Annex C; and
- j. RPACs and DPACs are encouraged to guide the concerned units and schools in preparing their CSM results. Field offices and schools are also advised to address any concerns regarding CSM with their respective RPAC or DPAC first.

All offices are reminded to secure both digital and physical copies of the CSM Forms and maintain integrity during the preparation of the CSM Report as section 4.8.2 of ARTA MC No. 2022-05 states that "The ARTA reserves the right to request proof of survey results, including the completed paper surveys and the Excel file of the aggregated data."

**Note that non-compliance to ARTA regulations, as stipulated in RA 11032, may lead to administrative liabilities.**

For any clarification or concern, please contact Ms. Grazielle Anne A. Sarical or Ms. Ariane L. Lerma, PAS-PAAC, through the following:

Email address: [depedactioncenter@deped.gov.ph](mailto:depedactioncenter@deped.gov.ph)  
Phone numbers: 8638-7530, 8633-1942  
Viber mobile number: 09672498552

Immediate dissemination of and strict compliance with this issuance is directed.

**Enclosures:**

*Annex A: External and Internal Services to be Reported for the CSM*  
*Annex B: Guidelines in Preparing and Submitting CSM Results*  
*Annex C: Google Form Links*  
*Annex D: CSM Submission Memo Template for RPACs and DPACs*  
*Annex E: Transmittal Memo Template*  
*MC No. 2019-002*  
*MC No. 2022-05*

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**Annex A: External and Internal Services to be Reported for the CSM**

CSM Results shall be reported for both external and internal services outlined in this annex. The services specified in the DepEd Citizen's Charter represent the most common services at each governance level.

**Central Office**

| Concerned Office/Unit | External Services | Internal Services   |
|-----------------------|-------------------|---|
| Accounting Division   | N/A               | <ol style="list-style-type: none"> <li>1. Processing of Disbursement Vouchers – Big-Ticket Goods (Supplies, Materials, Equipment and Motor Vehicles)</li> <li>2. Processing of Disbursement Vouchers – Consultancy</li> <li>3. Processing of Disbursement Vouchers – Infrastructure</li> <li>4. Processing of Disbursement Vouchers – General Support Services (Janitorial, Security, Maintenance, Garbage Collection and Disposal, and similar services)</li> <li>5. Processing of Disbursement Vouchers – Rental Contract</li> <li>6. Processing of Disbursement Vouchers – Repairs and Maintenance of Equipment and Motor Vehicles</li> <li>7. Processing of Disbursement Vouchers – Board and Lodging</li> <li>8. Processing of Disbursement Vouchers – Supplies, Materials &amp; Equipment(Non-Big-Tickets)</li> </ol> |



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|  |  | <ol style="list-style-type: none"><li>9. Processing of Disbursement Vouchers – Meals</li><li>10. Processing of Disbursement Vouchers – Training</li><li>11. Processing of Disbursement Vouchers – Honorarium</li><li>12. Processing of Disbursement Vouchers – Cash Advance for Activities</li><li>13. Processing of Disbursement Vouchers – Cash Advance for Salaries, Wages, Allowance, and Other Similar Expenses</li><li>14. Processing of Disbursement Vouchers – Foreign Travel</li><li>15. Processing of Disbursement Vouchers – Local Travel</li><li>16. Processing of Disbursement Vouchers – Salaries for Regular Employees</li><li>17. Processing of Disbursement Vouchers - Salaries for Contract of Service</li><li>18. Processing of Disbursement Vouchers – Petty Cash Fund</li><li>19. Processing of Disbursement Vouchers – Gasoline Expenses</li><li>20. Processing of Disbursement Vouchers – Allowances and Other Forms of Compensation</li><li>21. Processing of Disbursement Vouchers – Terminal Leave</li></ol> |
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|  |  | <ol style="list-style-type: none"><li>22. Processing of Disbursement Vouchers – Collective Negotiation Agreement (CNA) Incentives</li><li>23. Processing of Disbursement Vouchers – Special Counsel Allowance</li><li>24. Processing of Disbursement Vouchers – Financial Assistance</li><li>25. Processing of Disbursement Vouchers – Fund Transfers</li><li>26. Processing of Disbursement Vouchers – Utilities</li><li>27. Processing of Disbursement Vouchers – Communication Mobile</li><li>28. Processing of Disbursement Vouchers – Overtime</li><li>29. Processing of Disbursement Vouchers – Extraordinary and Miscellaneous Expenses</li><li>30. Processing of Disbursement Vouchers – Registration Fees</li><li>31. Processing of Disbursement Vouchers – Remittances</li><li>32. Processing of Disbursement Vouchers – Plane Fare (DBM Procurement)</li><li>33. Processing of Disbursement Vouchers – Advertising</li><li>34. Processing of Disbursement Vouchers – Subscription Newspaper</li><li>35. Application for Provident Fund Loan</li></ol> |
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|                 |     | <ul style="list-style-type: none"> <li>36. Processing of Liquidation Report - Petty Cash Fund (PCF)</li> <li>37. Processing of Liquidation Report – Training and Activities</li> <li>38. Processing of Liquidation Report – Foreign Travel</li> <li>39. Processing of Liquidation Report – Local Travel</li> <li>40. Processing of Liquidation Report – Payroll Fund for Salaries, Wages, Allowances and Other Similar Expenses</li> <li>41. Pre-Audit of Budget Estimates</li> <li>42. Pre-Audit of Various Authorities</li> <li>43. Request for Application, Renewal and Cancellation of Bond</li> <li>44. Request for Approval of the Contracts of Various Projects/Transactions</li> <li>45. Issuance of GSIS and Pag-IBIG Certificate of Remittances</li> <li>46. Application for Certification of Remittances</li> <li>47. Request for BIR Form 2306 and 2307</li> <li>48. Request for Photocopy of Supporting Documents from Paid and Filed Transactions</li> <li>49. Application for Agency Code/Activation of Organization Code</li> </ul> |
| Budget Division | N/A | <ul style="list-style-type: none"> <li>1. Processing of Request for Obligation of Allotment</li> <li>2. Preparation/Issuance of Sub-Allotment Release Order (Sub-ARO)</li> <li>3. Certification of Availability of Allotment</li> </ul>   |





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| Bureau of Curriculum Development - Special Curricular Programs Division      | N/A   | 1. Application for Special Program in Foreign Language  |
| Bureau of Education Assessment – Education Assessment Division               | <ol style="list-style-type: none"> <li>1. PEPT Onsite Registration</li> <li>2. PEPT Online Registration</li> <li>3. PEPT Computer-Based Test</li> <li>4. Verification and Re-issuance of Certificate of Rating (COR) via Online Platform</li> </ol>   | N/A   |
| Bureau of Human Resource and Organizational Development – Personnel Division | N/A   | <ol style="list-style-type: none"> <li>1. Issuance of Foreign Official Travel Authority</li> <li>2. Issuance of Foreign Personal Travel Authority</li> <li>3. Issuance of Certificate of Employment and Service Record</li> <li>4. Order of Transfer and Reassignment</li> <li>5. Application for Leave</li> <li>6. Application for Retirement</li> <li>7. Processing of Terminal Leave Benefits</li> </ol> |
| Cash Division  | <ol style="list-style-type: none"> <li>1. Payment of Obligation through Cash Advance (including Petty Cash)</li> <li>2. Payment of Obligation through Checks or LDDAP-ADA</li> </ol>  | N/A   |
| Education Facilities Division  | <ol style="list-style-type: none"> <li>1. Evaluation of New Technology/Construction Materials for School Buildings</li> <li>2. Project Design of DepEd School Building Programs and Projects</li> <li>3. Payment of Obligation to Contractors with Existing Infrastructure Contract with DepEd Central Office</li> <li>4. Payment of Obligation to Supplier with Existing Contract with DepEd Central Office for the</li> </ol> | N/A   |

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|  | Supply and Delivery of School Furniture   |   |
|--|---|---|
| Employee Accounts Management Division  | 1. Evaluation of Application for APDS Accreditation/ Re-accreditation Process   | 2. Provident Fund Loan Application<br>3. Provident Fund Online Loan Application   |
| Information and Communications Technology Service – Solutions Development Division | N/A   | 1. Google Workspace and Microsoft 365 User Account Issuance and Management (in Office Application)<br>2. Google Workspace and Microsoft 365 User Account Issuance and Management (via Email)<br>3. Official DepEd Website Modification or Addition of Section<br>4. Migration of an Existing Website to the Official DepEd Domain |
| Information and Communications Technology – User Support Division                  | 1. Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) – walk-in<br>2. Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) - online | 3. Processing of Enterprise Human Resource Information System (EHRIS) requests – walk-in<br>4. Processing of Enterprise Human Resource Information System (EHRIS) requests – email<br>5. Processing of Learner Information System requests from end-users<br>6. Virtual Events Assistance Service                                 |
| Legal Service  | N/A   | 1. Issuance of Certification of No Pending or Pendency of Administrative Case and Clearance<br>2. Request for an Update on the Status of a Case in the Central Office<br>3. Request for Legal Opinion<br>4. Review of Memorandum of Agreement/Understanding, Procurement Contracts, and Ordinary Contracts                        |

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| Legal Service – Investigation Division  | 1. Filing of Administrative Complaint   | N/A   |
| Legal Service – Legal Division  | 1. Endorsement for Duty and Tax Exemptions of Private Basic Education Schools<br>2. Filing of Appeal<br>3. Filing for Motion for Reconsideration  | N/A   |
| National Educators Academy of the Philippines - Professional Development Division | N/A   | 1. Scholarship Application  |
| National Educators Academy of the Philippines – Quality Assurance Division        | 1. Online Orientation for Learning Service Providers<br>2. Authorization of Learning Service Providers<br>3. Recognition of Professional Development at the NEAP Central Office   | N/A   |
| Office of the Secretary   | 1. External Document Service  | 2. Internal Document Service  |
| Public Affairs Service – Public Assistance Action Center                          | 1. DepEd Action through Email (action@deped.gov.ph, Hotline 8888 and referrals from CSC, PCC, ARTA)<br>2. Hotline and Walk-in Facilities<br>3. Standard FOI Request through Walk-in Facility, action@deped.gov.ph, and Online |   |
| Public Affairs Service – Publications Division                                    | 1. Issuance of Advisory<br>2. Issuance of DepEd Memorandum and DepEd Order signed by the Secretary<br>3. Provision of Copies of DepEd Issuances   | 4. Issuance of Office Memorandum, Office Order, Memorandum with Limited Application<br>5. Material Production/Binding/Cutting |

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| Records Division | <ol style="list-style-type: none"> <li>1. Issuance of Requested Documents</li> <li>2. Issuance of Requested Documents – walk-in</li> <li>3. Issuance of Requested Documents – online</li> </ol> | N/A |
|------------------|---|-----|

**Regional Office**

| Concerned Office/Unit                       | External Services   | Internal Services   |
|---|---|---|
| Accounting Section                          | N/A   | <ol style="list-style-type: none"> <li>1. Certification as to Availability of Funds</li> <li>2. Endorsement of Request for Cash Allocation from SDOs</li> </ol>   |
| Budget Section                              | N/A   | <ol style="list-style-type: none"> <li>1. Disbursement Updating</li> <li>2. Downloading/Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units</li> <li>3. Letter of Acceptance for Downloaded Funds</li> <li>4. Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)</li> <li>5. Processing of Budget Utilization Request &amp; Status (BURS)</li> </ol> |
| Cash Section                                | <ol style="list-style-type: none"> <li>1. Payment of External and Internal Claims</li> <li>2. Payment of Obligation</li> </ol>                          | 3. Handling of Cash Advances  |
| Curriculum and Learning Management Division | <ol style="list-style-type: none"> <li>1. Access to LRMS Portal</li> <li>2. Procedure for the Use of LRMS Computers</li> </ol>                          | N/A   |
| Human Resource and Development Division     | N/A   | 1. Rewards and Recognition  |
| Legal Unit                                  | <ol style="list-style-type: none"> <li>1. Legal Assistance to Walk-in Clients</li> <li>2. Request for Correction of Entries in School Record</li> </ol> | 3. Processing of communication received through the Public  |

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|   |   | Assistance Action Center (PAAC)<br>4. Request for Certification as to the Pendency or Non-Pendency of an Administrative Case   |
| National Educators Academy of the Philippines – Regional Office | 1. Recognition of Professional Development Programs / Courses   | N/A  |
| Office of the Regional Director                                 | 1. Issuance of Foreign Travel Authority<br>1.1. Issuance of Foreign Official Travel Authority<br>1.2. Issuance of Foreign Personal Travel Authority | N/A  |
| Personnel Section   | 1. Acceptance of Employment Application (Walk-in)<br>2. Acceptance of Employment Application (Online)<br>3. Issuance of Certificate of Last Payment | 4. Application for Leave<br>5. Application for Retirement / Survivorship / Disability Benefit<br>6. Issuance of Certificate for Remittances<br>7. Issuance of Certificate of Employment and/or Service Record<br>8. Issuance of Foreign Travel Authority<br>8.1. Issuance of Foreign Official Travel Authority<br>8.2. Issuance of Foreign Personal Travel Authority<br>9. Processing of Equivalent Record Form (ERF)<br>10. Processing of Study Leave<br>11. Processing of Terminal Leave Benefits<br>12. Request for Transfer from Another Region<br>13. Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances) |
| Policy, Planning and Research Division                          | 1. Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering   | N/A  |

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|                            | 2. Request for Reversion   |  |
| Public Affairs Unit        | 1. Public assistance (Email)<br>2. Public assistance (Hotline and Walk-in)<br>3. Standard Freedom of Information Request through Walk-In Facility and Mail   | N/A  |
| Quality Assurance Division | 1. Application for Opening/Additional Offering of SHS Program for Private Schools<br>2. Application for Tuition and Other School Fees (TOSF), No Increase, and Proposed New Fees of Private Schools<br>3. Issuance of Special Orders for the Graduation of Private School Learners                                 | 4. Application for Establishment, Merging, Conversion, and Naming/ Renaming of Public Schools and Separation of Public Schools |
| Records Section            | 1. Certification, Authentication, and Verification<br>2. Issuance of Requested Documents (CTC and Photocopy of Documents)<br>3. Issuance of Requested Documents (Non-CTC)<br>4. Receiving of Communication<br>5. Receiving of Complaint<br>6. Document Routing and Tracking using the Documented Management System | N/A  |

**Schools Division Office**

| Concerned Office/Unit | External Services | Internal Services   |
|-----------------------|-------------------|---|
| Budget Unit           | N/A               | 1. Processing of ORS<br>2. Posting/Updating of Disbursement |
| Cash Unit             | N/A               | 1. Handling of Cash Advances                                |

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| Information and Communications Technology Unit | N/A  | <ol style="list-style-type: none"> <li>1. User Account Management for Centrally Managed Systems</li> <li>2. Troubleshooting of ICT Equipment</li> <li>3. Uploading of Publications</li> </ol>  |
| Legal Unit                                     | <ol style="list-style-type: none"> <li>1. Request for Correction of Entries in School Record</li> </ol>  | <ol style="list-style-type: none"> <li>2. Issuance of Certificate of No Pending Case</li> </ol>  |
| Office of the Schools Division Superintendent  | N/A  | <ol style="list-style-type: none"> <li>1.1 Issuance of Foreign Official Travel Authority</li> <li>1.2. Issuance of Foreign Personal Travel Authority</li> </ol>  |
| Personnel Unit                                 | <ol style="list-style-type: none"> <li>1. Acceptance of Employment Application for Initial Evaluation (Teaching Position)</li> <li>2. Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)</li> </ol>                                | <ol style="list-style-type: none"> <li>3. Application for ERF (Equivalent Record Form)</li> <li>4. Application for Leave</li> <li>5. Application for Retirement</li> <li>6. Issuance of Certificate of Employment</li> <li>7. Issuance of Service Record</li> <li>8. Loan Approval and Verification</li> <li>9. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)</li> <li>10. Processing of Terminal Leave Benefits</li> <li>11. Request for Correction of Name and Change of Status</li> </ol> |
| Property and Supply Unit                       | <ol style="list-style-type: none"> <li>1. Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment</li> </ol>  | <ol style="list-style-type: none"> <li>2. Requisition and Issuance of Supplies</li> <li>3. Property and Equipment Clearance Signing</li> </ol>   |
| Records Unit                                   | <ol style="list-style-type: none"> <li>1. Issuance of Requested Documents (Non-CTC)</li> <li>2. Issuance of Requested Documents (CTC and Photocopy of Documents)</li> <li>3. Certification, Authentication, Verification (CAV)</li> <li>4. Receiving and Releasing of Communication and other Documents</li> </ol> | N/A  |



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|  | <ol style="list-style-type: none"> <li>5. Receiving of Complaints against Non-Teaching Personnel</li> <li>6. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)</li> </ol>   |  |
| Curriculum Implementation Division                           | <ol style="list-style-type: none"> <li>1. Accessing Available Learning Resources from LRMDMS Portal</li> <li>2. Borrowing of Learning Materials from Libraries</li> <li>3. Alternative Learning System (ALS) Enrollment</li> </ol>  | <ol style="list-style-type: none"> <li>4. Program Work Flow of Submission of Contextualized Learning Resources</li> <li>5. Quality Assurance of Supplementary Learning Resource</li> </ol> |
| SGOD - Planning and Research Section                         | <ol style="list-style-type: none"> <li>1. Request for Basic Education Data (from external stakeholders)</li> </ol>  | <ol style="list-style-type: none"> <li>2. Request for Basic Education Data (Internal Stakeholder)</li> <li>3. Request for Data for EBEIS/LIS/NAT and Performance Indicators</li> </ol>     |
| SGOD - School Management, Monitoring, and Evaluation Section | <ol style="list-style-type: none"> <li>1. Issuance of Government Permit, Renewal, Recognition of Private Schools</li> <li>2. Issuance of Special Orders for the Graduation of Private School Learners</li> <li>3. Application for SHS Additional Track/Strand</li> <li>4. Application for Summer Permit for Private Schools</li> <li>5. Application for No Increase in Tuition Fee</li> <li>6. Application for Increase in Tuition Fee</li> </ol> | N/A  |

**School**

| External Services   | Internal Services  |
|---|--|
| <ol style="list-style-type: none"> <li>1. Acceptance of Employment Application for Teacher I Position (Walk-in)</li> <li>2. Acceptance of Employment Application for Teacher I Position (Online)</li> </ol> | <ol style="list-style-type: none"> <li>16. Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits</li> <li>17. Laboratory and School Inventory</li> <li>18. School Learning and Development</li> </ol> |

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|   |  |
|---|--|
| <ol style="list-style-type: none"><li>3. Borrowing of Learning Materials from the School Library/Learning Resource Center</li><li>4. Distribution of Printed Self-Learning Modules in Distance Learning Modality</li><li>5. Enrollment (Walk-in)</li><li>6. Enrollment (Online)</li><li>7. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Walk-in)</li><li>8. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Online)</li><li>9. Issuance of School Clearance for different purposes</li><li>10. Issuance of School Forms, Certifications, and other School Permanent Records</li><li>11. Public assistance (walk-in/phone call)</li><li>12. Public assistance (email/social media)</li><li>13. Receiving and releasing of communications and other documents</li><li>14. Reservation Process for the Use of School Facilities</li><li>15. Request for Personnel Records for Teaching/Non-Teaching Personnel</li></ol> |  |
|---|--|



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**Annex B: Guidelines in Preparing and Submitting CSM Results**

Offices must adhere to the following guidelines to ensure that submitted data contains no discrepancies. Any data with discrepancies will be excluded from the CSM report.

**I. Required CSM Data**

**A. Total number of clients who completed the survey for FY 2024**

- Report the total number of surveyed clients with complete transactions. A transaction is deemed complete when the final step of the availed service has been accomplished.
- All concerned units shall gather a minimum number of CSM responses based on the ARTA Sample Size Calculator: <https://tinyurl.com/CSMsamplesize>. The results in the sample calculator are not required to be submitted to PAS-PAAC. Offices can use this to determine if they have achieved the minimum number of survey results.
- Offices should briefly discuss their response rate results and explain why certain services were either not offered or received no/low responses, as applicable.

**B. Total number of transactions for FY 2024**

- Report the total number of transactions per service declared in the DepEd Citizen's Charter applicable to the governance unit.
- **Number of transactions shall be greater than the number of surveyed clients or survey responses.** Kindly refer to the sample below for reference:

| CORRECT                |                            | INCORRECT              |                            |
|------------------------|----------------------------|------------------------|----------------------------|
| Number of transactions | Number of survey responses | Number of transactions | Number of survey responses |
| 100                    | 90                         | 100                    | 150                        |
| 100                    | 100                        | 0                      | 100                        |

- Submit only whole numbers for transactions or survey responses. Kindly refer to the sample below for reference:

| CORRECT                |                            | INCORRECT              |                            |
|------------------------|----------------------------|------------------------|----------------------------|
| Number of transactions | Number of survey responses | Number of transactions | Number of survey responses |
| 100                    | 90                         | 90.56                  | 86.7                       |
| 100                    | 100                        |                        |                            |



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C. Result count per SDQ for FY 2024

- Report the breakdown of all SQDs by result count:
  - SQD0
  - SQD1 (Responsiveness)
  - SQD2 (Reliability)
  - SQD3 (Access & Facility)
  - SQD4 (Communication)
  - SQD5 (Costs)
  - SQD6 (Integrity)
  - SQD7 (Assurance)
  - SQD8 (Outcome)

D. Result count per demographic profile

- Report the breakdown of the client demographic based on the following:
  - a. Age
    - i. 19 or lower
    - ii. 20-34
    - iii. 35-49
    - iv. 50-54
    - v. 65 or higher
    - vi. Did not specify
  - b. Sex
    - i. Male
    - ii. Female
    - iii. Did not specify
  - c. Customer Type
    - i. Citizen
    - ii. Business
    - iii. Government
    - iv. Did not specify
- Provide a brief analysis of the results.

E. Result count per CC response

- Report the breakdown of responses per CC response
  - CC Awareness (CC1)
  - CC Helpfulness (CC2)
  - CC Visibility (CC3)



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F. Major or most common identified feedback/concern from clients

- Report the summary of feedback from clients by identifying the most frequent feedback or concerns received for FY 2024

**II. Reminders for Submitting CSM Data**

A. Survey results shall **match** the total result counts in the demographic profile, CC responses, and SQDs. Kindly refer to the samples below for reference:

- Demographic profile

| Number of survey responses |            |             |                    |                    |                    | 100   |
|----------------------------|------------|-------------|--------------------|--------------------|--------------------|-------|
| DEMOGRAPHIC PROFILE        |            |             |                    |                    |                    |       |
| AGE                        |            |             |                    |                    |                    |       |
| a. 19 or lower             | b. 20-34   | c. 35-49    | d. 50-64           | e. 65-higher       | f. Did not specify | Total |
| 20                         | 25         | 30          | 20                 | 5                  | 0                  | 100   |
| SEX                        |            |             |                    |                    |                    |       |
|                            | a. Male    | b. Female   | c. Did not specify | Total              |                    |       |
|                            | 47         | 45          | 8                  | 100                |                    |       |
| CUSTOMER TYPE              |            |             |                    |                    |                    |       |
|                            | a. Citizen | b. Business | c. Government      | d. Did not specify | Total              |       |
|                            | 69         | 0           | 12                 | 19                 | 100                |       |

- CC Responses

| Number of survey responses |    |    |    |   |                 | 100   |
|----------------------------|----|----|----|---|-----------------|-------|
| CITIZEN'S CHARTER          |    |    |    |   |                 |       |
| CC1                        |    |    |    |   |                 |       |
|                            | 1  | 2  | 3  | 4 | Did not specify | Total |
|                            | 60 | 10 | 13 | 8 | 9               | 100   |
| CC2                        |    |    |    |   |                 |       |
| 1                          | 2  | 3  | 4  | 5 | Did not specify | Total |
| 54                         | 22 | 2  | 5  | 8 | 9               | 100   |
| CC3                        |    |    |    |   |                 |       |
|                            | 1  | 2  | 3  | 4 | Did not specify | Total |
|                            | 56 | 24 | 3  | 8 | 9               | 100   |

- SQDs

| Number of survey responses |          |                           |       |                |     | 100   |
|----------------------------|----------|---------------------------|-------|----------------|-----|-------|
| SQD0                       |          |                           |       |                |     |       |
| STRONGLY DISAGREE          | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | Total |
| 0                          | 1        | 3                         | 8     | 85             | 3   | 100   |
| SQD1                       |          |                           |       |                |     |       |
| STRONGLY DISAGREE          | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | Total |
| 2                          | 1        | 1                         | 8     | 85             | 3   | 100   |



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| Number of survey responses |          |                           |       |                |     | 100   |
|----------------------------|----------|---------------------------|-------|----------------|-----|-------|
| SQD2                       |          |                           |       |                |     |       |
| STRONGLY DISAGREE          | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | Total |
| 3                          | 1        | 1                         | 7     | 85             | 3   | 100   |
| SQD3                       |          |                           |       |                |     |       |
| STRONGLY DISAGREE          | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | Total |
| 3                          | 2        | 1                         | 6     | 85             | 3   | 100   |
| SQD4                       |          |                           |       |                |     |       |
| STRONGLY DISAGREE          | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | Total |
| 3                          | 2        | 3                         | 4     | 85             | 3   | 100   |
| SQD5                       |          |                           |       |                |     |       |
| STRONGLY DISAGREE          | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | Total |
| 3                          | 1        | 1                         | 7     | 85             | 3   | 100   |
| SQD6                       |          |                           |       |                |     |       |
| STRONGLY DISAGREE          | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | Total |
| 0                          | 2        | 1                         | 9     | 85             | 3   | 100   |
| SQD7                       |          |                           |       |                |     |       |
| STRONGLY DISAGREE          | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | Total |
| 2                          | 1        | 1                         | 8     | 85             | 3   | 100   |
| SQD8                       |          |                           |       |                |     |       |
| STRONGLY DISAGREE          | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | Total |
| 1                          | 2        | 2                         | 7     | 85             | 3   | 100   |

B. Any misrepresentation, discrepancy, or duplication in the submitted data may result in tagging the CO, RO, SDO, or school as non-compliant with this requirement.



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**Annex C: Google Form Links**

The CO, ROs, SDOs, and schools shall submit their CSM results through the Google Form links assigned to offices provided below.

| GOVERNANCE LEVEL | OFFICE   | LINK  |
|------------------|--|---|
| Central Office   | <ul style="list-style-type: none"> <li>Bureau of Curriculum Development – Special Curricular Programs Division</li> <li>Bureau of Education Assessment – Education Assessment Division</li> <li>Cash Division</li> <li>Education Facilities Division</li> <li>Employee Accounts Management Division</li> </ul> | <a href="https://bit.ly/DepEd2024CSM_CO_A">https://bit.ly/DepEd2024CSM_CO_A</a> |
|                  | <ul style="list-style-type: none"> <li>Office of the Secretary</li> <li>Information and Communications Technology –User Support Division</li> <li>Legal Service</li> <li>Legal Service – Investigation Division</li> <li>Legal Service – Legal Division</li> </ul>   | <a href="https://bit.ly/DepEd2024CSM_CO_B">https://bit.ly/DepEd2024CSM_CO_B</a> |
|                  | <ul style="list-style-type: none"> <li>National Educators Academy of the Philippines – Quality Assurance Division</li> <li>Public Affairs Service – Public Assistance Action Center</li> <li>Public Affairs Service – Publications Division</li> <li>Records Division</li> </ul>                               | <a href="https://bit.ly/DepEd2024CSM_CO_C">https://bit.ly/DepEd2024CSM_CO_C</a> |
|                  | <ul style="list-style-type: none"> <li>Budget Division</li> <li>Bureau of Human Resource and Organizational Development – Personnel Division</li> </ul>  | <a href="https://bit.ly/DepEd2024CSM_CO_D">https://bit.ly/DepEd2024CSM_CO_D</a> |

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|                         |   |   |
|-------------------------|---|---|
|                         | <ul style="list-style-type: none"> <li>Information and Communications Technology Service – Solutions Development Division</li> <li>National Educators Academy of the Philippines – Professional Development Division</li> </ul> |   |
|                         | Accounting Division (Items 1-16)  | <a href="https://bit.ly/DepEd2024CSM_AD_A">https://bit.ly/DepEd2024CSM_AD_A</a>         |
|                         | Accounting Division (Items 17-32)   | <a href="https://bit.ly/DepEd2024CSM_AD_B">https://bit.ly/DepEd2024CSM_AD_B</a>         |
|                         | Accounting Division (Items 33-49)   | <a href="https://bit.ly/DepEd2024CSM_AD_C">https://bit.ly/DepEd2024CSM_AD_C</a>         |
| Regional Office         | Accounting Section  | <a href="https://bit.ly/DepEd2024CSM_RO_AS">https://bit.ly/DepEd2024CSM_RO_AS</a>       |
|                         | Budget Section  | <a href="https://bit.ly/DepEd2024CSM_RO_BS">https://bit.ly/DepEd2024CSM_RO_BS</a>       |
|                         | Cash Section  | <a href="https://bit.ly/DepEd2024CSM_RO_CS">https://bit.ly/DepEd2024CSM_RO_CS</a>       |
|                         | Curriculum and Learning Management Division   | <a href="https://bit.ly/DepEd2024CSM_RO_CLMD">https://bit.ly/DepEd2024CSM_RO_CLMD</a>   |
|                         | Human Resource and Development Division   | <a href="https://bit.ly/DepEd2024CSM_RO_HRDD">https://bit.ly/DepEd2024CSM_RO_HRDD</a>   |
|                         | Legal Unit  | <a href="https://bit.ly/DepEd2024CSM_RO_LU">https://bit.ly/DepEd2024CSM_RO_LU</a>       |
|                         | National Educators Academy of the Philippines – Regional Office   | <a href="https://bit.ly/DepEd2024CSM_RO_NEAP">https://bit.ly/DepEd2024CSM_RO_NEAP</a>   |
|                         | Office of the Regional Director   | <a href="https://bit.ly/DepEd2024CSM_RO_ORD">https://bit.ly/DepEd2024CSM_RO_ORD</a>     |
|                         | Personnel Section   | <a href="https://bit.ly/DepEd2024CSM_RO_PS">https://bit.ly/DepEd2024CSM_RO_PS</a>       |
|                         | Policy, Planning and Research Division  | <a href="https://bit.ly/DepEd2024CSM_RO_PPRD">https://bit.ly/DepEd2024CSM_RO_PPRD</a>   |
|                         | Public Affairs Unit   | <a href="https://bit.ly/DepEd2024CSM_RO_PAU">https://bit.ly/DepEd2024CSM_RO_PAU</a>     |
|                         | Quality Assurance Division  | <a href="https://bit.ly/DepEd2024CSM_RO_QAD">https://bit.ly/DepEd2024CSM_RO_QAD</a>     |
|                         | Records Section   | <a href="https://bit.ly/DepEd2024CSM_RO_RS">https://bit.ly/DepEd2024CSM_RO_RS</a>       |
| Schools Division Office | Budget Unit   | <a href="https://bit.ly/DepEd2024CSM_SDO_BU">https://bit.ly/DepEd2024CSM_SDO_BU</a>     |
|                         | Cash Unit   | <a href="https://bit.ly/DepEd2024CSM_SDO_CU">https://bit.ly/DepEd2024CSM_SDO_CU</a>     |
|                         | Information and Communications Technology Unit  | <a href="https://bit.ly/DepEd2024CSM_SDO_ICTU">https://bit.ly/DepEd2024CSM_SDO_ICTU</a> |
|                         | Legal Unit  | <a href="https://bit.ly/DepEd2024CSM_SDO_LU">https://bit.ly/DepEd2024CSM_SDO_LU</a>     |
|                         | Office of the Schools Division Superintendent   | <a href="https://bit.ly/DepEd2024CSM_SDO OSDS">https://bit.ly/DepEd2024CSM_SDO OSDS</a> |
|                         | Personnel Unit  | <a href="https://bit.ly/DepEd2024CSM_SDO_PU">https://bit.ly/DepEd2024CSM_SDO_PU</a>     |

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|  |  |   |
|--|--|---|
|  | Property and Supply Unit                                     | <a href="https://bit.ly/DepEd2024CSM_SDO_PSU">https://bit.ly/DepEd2024CSM_SDO_PSU</a>         |
|  | Records Unit   | <a href="https://bit.ly/DepEd2024CSM_SDO_RU">https://bit.ly/DepEd2024CSM_SDO_RU</a>           |
|  | Curriculum Implementation Division                           | <a href="https://bit.ly/DepEd2024CSM_SDO_CID">https://bit.ly/DepEd2024CSM_SDO_CID</a>         |
|  | SGOD - Planning and Research Section                         | <a href="https://bit.ly/DepEd2024CSM_SDO_PRS">https://bit.ly/DepEd2024CSM_SDO_PRS</a>         |
|  | SGOD - School Management, Monitoring, and Evaluation Section | <a href="https://bit.ly/DepEd2024CSM_SDO_SMMES">https://bit.ly/DepEd2024CSM_SDO_SMMES</a>     |
| Schools (External Services) <sup>1</sup> |  | <a href="https://bit.ly/DepEd2024CSM_ExtSchoolsA">https://bit.ly/DepEd2024CSM_ExtSchoolsA</a> |
|  |  | <a href="https://bit.ly/DepEd2024CSM_ExtSchoolsB">https://bit.ly/DepEd2024CSM_ExtSchoolsB</a> |
| Schools (Internal Services)              |  | <a href="https://bit.ly/DepEd2024CSM_IntSchools">https://bit.ly/DepEd2024CSM_IntSchools</a>   |

<sup>1</sup> Schools must accomplish all links for the external and internal services.

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(INSERT LETTERHEAD)

MEMORANDUM

TO : CILETTE LIBORO-CO  
Assistant Secretary for Public Affairs Service

FROM : NAME OF UNDERSECRETARY / ASSISTANT SECRETARY /  
BUREAU OR SERVICE DIRECTOR / REGIONAL DIRECTOR /  
SCHOOLS DIVISION SUPERINTENDENT / SCHOOL HEAD

SUBJECT : FY 2024 CLIENT SATISFACTION MEASUREMENT (CSM)  
RESULTS OF (name of RO/SDO)

DATE : (Insert Date)

---

In reference to the memorandum on the Submission of FY 2024 Client Satisfaction Measurement (CSM) Results requiring all concerned offices and schools to submit their CSM Results to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC), **this Office hereby attests that all concerned units/offices under the (name of RO/SDO) have submitted their CSM Results.**

This Office acknowledges that the submission of the CSM Results complies with the Memorandum Circular (MC) No. 2019-002 titled *"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 (IRR),"* requiring all government agencies to submit their CSM Report annually.

Additionally, this Office understands that any office delivering services that fails to submit their CSM Results, without providing a valid explanation for why the service/s were not offered or had no/low CSM respondents, may be deemed non-compliant with this requirement.

For any clarification or concern, please contact (RPAC/DPAC) through (insert email address and/or contact number).

Thank you.

(INSERT LETTERHEAD)

MEMORANDUM

TO : **CILETTE LIBORO-CO**  
Assistant Secretary for Public Affairs Service

FROM : **NAME OF UNDERSECRETARY / ASSISTANT SECRETARY /  
BUREAU OR SERVICE DIRECTOR / REGIONAL DIRECTOR /  
SCHOOLS DIVISION SUPERINTENDENT / SCHOOL HEAD**

SUBJECT : **TRANSMITTAL OF THE FY 2024 CLIENT SATISFACTION  
MEASUREMENT (CSM) RESULTS**

DATE : (Insert Date)

---

In reference to the memorandum on the Submission of FY 2024 Client Satisfaction Measurement (CSM) Results requiring all concerned offices and schools to submit their CSM Results to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC), this Office hereby transmits the **FY 2024 CSM Results for (name of office)**.

This Office declares that the CSM Form was implemented for both the external and internal services declared in the DepEd Citizen's Charter, as required under DM-OUHROD-2023-0930 titled "Implementation of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti-Red Tape Authority" issued on 12 July 2023.

This Office acknowledges that the submission of the CSM Results complies with the Memorandum Circular (MC) No. 2019-002 titled "*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 (IRR)*," requiring all government agencies to submit their CSM Report annually.

Additionally, this Office understands that any office delivering services that fails to submit their CSM Results, without providing a valid explanation for why the service/s were not offered or had no/low CSM respondents, may be deemed non-compliant with this requirement.

This Office attests to the truthfulness, accuracy, and completeness of the submitted CSM Results.

For any clarification or concern, please contact (name of CO office focal person / RPAC / DPAC / School Head) through (insert email address and/or contact number).

Thank you.



**ARTA**  
ANTI-RED TAPE AUTHORITY  
OFFICE OF THE PRESIDENT



MEMORANDUM CIRCULAR NO. 2022-05  
SERIES OF 2022

**FOR:** ALL GOVERNMENT AGENCIES AND OFFICES COVERED BY REPUBLIC ACT NO. 11032 INCLUDING LOCAL GOVERNMENT UNITS (LGUs), GOVERNMENT-OWNED OR -CONTROLLED CORPORATIONS (GOCCs), LOCAL WATER DISTRICTS, STATE UNIVERSITIES AND COLLEGES (SUCs), AND OTHER GOVERNMENT INSTRUMENTALITIES

**SUBJECT:** GUIDELINES ON THE IMPLEMENTATION OF THE HARMONIZED CLIENT SATISFACTION MEASUREMENT

**DATE:** 20 September 2022

## 1. LEGAL BASES

- 1.1 Pursuant to Section 20 of the Republic Act (RA) No. 11032 (RA No. 11032) or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, which amended and renumbered Section 10 of R.A. No. 9485 or the *Anti-Red Tape Act of 2007* to Section 20, a feedback mechanism shall be established in all government agencies covered under Section 3 of R.A. No. 11032.
- 1.2 Section 3 (b), Rule IV of the Implementing Rules and Regulations (IRR) of R.A. 11032 also states that "All agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts. The agency shall report to the Authority the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority."
- 1.3 ARTA Memorandum Circular (MC) No. 2019-002 provides that the Client Satisfaction Measurement (CSM) report of all government agencies shall be submitted to the Authority on or before the last working day of January of every year.

## 2. PURPOSE

- 2.1. Promoting the adoption of a harmonized and standardized framework in measuring client satisfaction across all levels of the government will ensure continuous improvement and enhancement of service promise towards a more meaningful client-centered Citizen's Charter.

2.2. Considering the diverse function of government offices, it has been difficult to measure and compare the service performance of government agencies. Furthermore, client satisfaction surveys have been conducted through different methodologies and have been submitted to different government bodies. As a result, there is a need to develop a client satisfaction survey that is applicable to every government agency and is reported in a uniform manner.

2.3. The Anti Red Tape Authority (Authority) developed the harmonized CSM for agencies as an after-service availment survey that will assess the overall satisfaction and perception of clients on the government service they availed. This will provide relevant feedback to the agency on the quality of service they are providing. The output and results of the CSM shall be incorporated in the agency's Report Card Survey (RCS) under the Overall Survey Results.

2.4. This Memorandum Circular is issued to provide all government agencies covered by R.A. No. 11032 with instructions and guidance on the use of a harmonized CSM tool. Other agencies not covered by R.A. 11032 have the option to use the said tool.

### 3. COVERAGE

These Guidelines shall be adopted by all government agencies and offices covered under Section 3 of R.A. No. 11032 including Local Government Units (LGUs), Government-Owned or -Controlled Corporations (GOCCs), Local Water Districts, State Universities and Colleges (SUCs), and other Government Instrumentalities.

### 4. GENERAL GUIDELINES

4.1. As mandated by Section 3 (b), Rule IV of the IRR of R.A. 11032, client satisfaction feedback shall be gathered for **all services offered** by the government agency. This shall include both External and Internal Services.

4.1.1. As defined in Section 3.1.2.3 of ARTA M.C. No. 2019-002-A:

4.1.1.1. **External Services** refer to government services applied for or requested by external citizens or clients or those who do not form part or belong to the government agency or office providing the service.

4.1.1.2. **Internal Services** refer to government services applied for or requested by citizens or clients who are within the respective government agency or office, such as, but not limited to, its personnel or employees, whether regular or contractual.



- 4.1.2. For year 2023, government agencies may have the option to cover only their external services. However, beginning year 2024 both internal and external services will be covered.
- 4.2. Agencies that already have an implemented client feedback mechanism may have the option to replace it with the harmonized CSM tool or supplement/integrate the harmonized CSM tool within their existing tool.

4.3. **Methodology of the Client Satisfaction Measurement (CSM)**

4.3.1. **Identification of Eligible Respondents.** Government agencies shall administer the CSM to **ALL clients with completed transaction**. Clients who completed multiple transactions shall have the opportunity to accomplish the CSM for each availed service. A transaction is considered complete when the final step of the service availed of per the Citizen's Charter of the government agency is accomplished.

4.3.2. **Frequency and Period of the Survey.** The CSM shall be conducted after each completed transaction. It shall be administered between January – December of each year.

4.3.3. **Number of Respondents.** Government agencies shall determine the minimum number of responses per service based on the calculator found in the link below. Government agencies shall continue to conduct the CSM, even when the minimum has been reached.

<https://tinyurl.com/CSMsamplesize>

4.3.4. **Data Gathering.** Government agencies are encouraged to implement the CSM using various data gathering methods, to the greatest extent feasible, to maximize response rates.

4.3.4.1. **On-site Conduct.** The on-site conduct of the CSM may be done through a paper survey questionnaire. Agencies may have the option to utilize electronic platforms in providing questionnaires to the respondents. For persons with disabilities (PWDs) and senior citizens that need assistance, the Public Assistance and Complaints Desk (PACD) officer or a designated officer shall help the respondents in answering the CSM.

4.3.4.2. **Remote Conduct.** Agencies may administer the CSM to remote respondents through electronic mail, the agency's website, social media, QR Code, or other similar modes.

4.3.5. **Collection Mechanism.** The manner and time interval of the collection of paper survey questionnaires shall be at the discretion of the agencies and offices. It shall be brief to maximize the responses and shall maintain the confidentiality of clients. If convenient, agencies are encouraged to utilize their PACD for the collection mechanism.

#### 4.4. Content of the CSM Questionnaire

4.4.1. **CSM Questions.** All government agencies are mandated to use the CSM questions prescribed by the Authority as stated in Annex A – Client Satisfaction Measurement Questionnaire of this Memorandum Circular. The CSM includes three (3) questions related to the Citizen's Charter, one (1) question related to the client's overall satisfaction with the service availed of, and eight (8) questions related to the following Service Quality Dimensions (SQD):

- a.) **Responsiveness** – the willingness to help, assist, and provide prompt service to citizens/clients.
- b.) **Reliability** – the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate.
- c.) **Access and Facilities** – the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology.
- d.) **Communication** – the act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback.
- e.) **Costs** – the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service.
- f.) **Integrity** – the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.
- g.) **Assurance** – the capability of frontline staff to perform their duties, product and service knowledge, understand citizen/client needs, helpfulness, and good work relationships.
- h.) **Outcome** – the extent of achieving outcomes or realizing the intended benefits of government services.

- 4.4.1.1. The CSM questions prescribed by the Authority are fixed and may not be altered, modified, or deleted.
  - 4.4.1.2. Agencies have the option to add service-specific questions to the CSM, provided the revised version will not exceed five (5) minutes for the client to accomplish. The results of the additional questions shall not be included in the computation of the overall score.
  - 4.4.1.3. Aside from the English and Filipino versions of the CSM survey, government agencies shall provide a version translated to the local dialect for easier understanding, provided that the revised version will still be able to capture the SQDs as stated above.
- 4.4.2. **Demographic Questions.** The demographic questions prescribed by the Authority shall be used for the CSM. Agencies and offices may further add relevant demographic questions to the survey, provided that the revised version will not exceed five (5) minutes for the client to accomplish.
- 4.4.3. **Open-ended Question.** The CSM shall have an open-ended question at the end of the form where the client has the option to provide additional remarks or feedback not covered/captured by previous questions.

#### 4.5. Rating Scale and Scoring System of the CSM

- 4.5.1. **Rating Scale.** The CSM shall use a **Five (5) Point Likert Scale** to measure the SQDs. Agencies may utilize smileys/emoticons corresponding to the scale for better visualization to prevent confusion on the corresponding rating.

| Scale | Rating                     |
|-------|----------------------------|
| 1     | Strongly Disagree          |
| 2     | Disagree                   |
| 3     | Neither Agree nor Disagree |
| 4     | Agree                      |
| 5     | Strongly Agree             |

- 4.5.2. **Scoring Per Question.** The **percentage of respondents that rated 'Agree' and 'Strongly Agree'** shall be used to get each SQD's score. A question that was answered with two (2) or more check marks shall be considered as invalid.
- 4.5.3. **Overall Scoring.** The **percentage of respondents that rated 'Agree' and 'Strongly Agree'** for all eight (8) SQDs shall be used to compute the Overall Score. Agencies shall strive to achieve an overall percentage of 80% or higher, or a rating of "Satisfactory" or higher. Interpretation of the results shall be as follows:

| Percentage  | Rating       |
|-------------|--------------|
| Below 60.0% | Poor         |
| 60.0%-79.9% | Fair         |
| 80.0%-94.9% | Satisfactory |
| 95.0%-100%  | Outstanding  |

#### 4.6. Drafting the CSM Report

4.6.1. Government agencies are required to submit a CSM report following the *template/outline provided in Annex B – Client Satisfaction Measurement Report* of this Memorandum Circular. This will amend Section 6.7.3. of ARTA M.C. No. 2019-002 which previously required the submission of the report using the agency's existing CSM.

4.6.1.1. A copy of the revised version of the CSM questionnaire shall be attached to the CSM Report as Annex.

4.6.2. Government agencies with regional/field/satellite offices may have the option to submit either unified or separate CSM Reports. However, disaggregated reports of the regional/field/satellite offices are still required to be submitted to the Authority.

#### 4.7. Submission and Publishing of the CSM Report

4.7.1. **All agencies** shall submit their CSM reports implementing these guidelines on the last working day of April 2024.

4.7.2. Agencies and offices shall submit soft copies (in text-readable PDF format) of the CSM report through this link: <https://tinyurl.com/CSMRsubmissions>.



4.7.3. The CSM report shall be uploaded on the official website of the government agency or be made available to the transacting public upon request.

#### **4.8. Verification**

4.8.1. All covered government agencies shall submit their CSM Report duly approved and signed by the Head of the Committee on Anti-Red Tape (CART) to attest that the report is accurate and compliant with these Guidelines.

4.8.2. The ARTA reserves the right to request proof of the survey results, including the answered paper surveys and the excel file of the aggregated data.

4.8.3. The Inspection Checklist program of the Report Card Survey will validate if the CSM is properly implemented.

#### **4.9. Updated Timeline of Submission**

The CSM Report covering the previous year shall be submitted **on or before the last working day of April the following year.**

### **5. TRANSITORY PROVISION**

All covered government agencies shall start implementing these guidelines beginning January 2023.

### **6. AMENDMENT TO THE GUIDELINES**

The guidelines outlined in this Memorandum Circular are subject to change as deemed necessary by the Authority.

### **7. REPEALING CLAUSE**

Provisions of previous issuances of the Authority that are inconsistent with this Memorandum Circular are hereby reversed, set aside, or declared ineffective.

### **8. SEPARABILITY CLAUSE**

If any provisions or part of this Circular is held unconstitutional or invalid, it shall not affect the validity of the remaining provisions of this Circular.



## 9. EFFECTIVITY

This Circular shall take effect immediately upon publication and registration with the University of the Philippines – Office of the National Administrative Register (UP-ONAR).

## 10. REFERENCES

The following additional documents are available online at the official website of the ARTA at [www.arta.gov.ph](http://www.arta.gov.ph):

Annex A. Client Satisfaction Measurement Questionnaire

Annex B. Client Satisfaction Measurement Report Outline and Sample Report

APPROVED BY:



**DDG ERNESTO V. PEREZ**  
Officer-in-Charge



## Annex A

# Client Satisfaction Measurement Questionnaire

Control No: \_\_\_\_\_

AGRI - RED TAPE AGENCY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approved No. ANIA-2202-3  
 Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**






- CC1** Which of the following best describes your awareness of a CC?
- 1. I know what a CC is and I saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
- 1. Easy to see
  - 2. Somewhat easy to see
  - 3. Difficult to see
  - 4. Not visible at all
  - 5. N/A

- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
  - 2. Somewhat helped
  - 3. Did not help
  - 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

|  |  |  |  |  |  | N/A<br>Not Applicable |
|--|---|---|--|---|---|-----------------------|
| SQD0. I am satisfied with the service that I availed.  |   |   |  |   |   |                       |
| SQD1. I spent a reasonable amount of time for my transaction.  |   |   |  |   |   |                       |
| SQD2. The office followed the transaction's requirements and steps based on the information provided.                    |   |   |  |   |   |                       |
| SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.                              |   |   |  |   |   |                       |
| SQD4. I easily found information about my transaction from the office or its website.                                    |   |   |  |   |   |                       |
| SQD5. I paid a reasonable amount of fees for my transaction.   |   |   |  |   |   |                       |
| SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.                              |   |   |  |   |   |                       |
| SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.                             |   |   |  |   |   |                       |
| SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. |   |   |  |   |   |                       |

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

(Online Version)

(Insert agency logo here) (Insert agency name here)

**HELP US SERVE YOU BETTER!**

This short Client Satisfaction Measurement (CSM) survey aims to track the customer experience of government offices. Your answers will enable this office to provide a better service.

Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Region: \_\_\_\_\_

Agency visited: \_\_\_\_\_

Service availed: \_\_\_\_\_

Customer type (Citizen, Business, or Government?): \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions.**

**CC1 Do you know about the Citizen's Charter (document of an agency's services and reqs.)?**

- 1. Yes, aware before my transaction with this office
- 2. Yes, but aware only when I saw the CC of this office
- 3. No, not aware of the CC (Skip questions CC2 and CC3)

**CC2 If Yes to the previous question, did you see this office's Citizen's Charter?**






- 1. Yes, the CC was easy to find
- 2. Yes, but the CC was hard to find
- 3. No, I did not see this office's CC (Skip question CC3)

**CC3 If Yes to the previous question, did you use the Citizen's Charter as a guide for the service/s you availed?**

- 1. Yes, I was able to use the CC
- 2. No, I was not able to use the CC because \_\_\_\_\_

**INSTRUCTIONS: For SQD 1-8, please encircle the number that corresponds to your answer:**

| Strongly Disagree (SD) | Disagree (D) | Neither Agree nor Disagree (NAD) | Agree (A) | Strongly Agree (SA) |
|------------------------|--------------|----------------------------------|-----------|---------------------|
| 1                      | 2            | 3                                | 4         | 5                   |

|   |  Strongly Disagree |  Disagree |  Neither Agree nor Disagree |  Agree |  Strongly Agree |
|---|---|--|--|---|--|
| SQD1. I spent an acceptable amount of time to complete my transaction ( <i>Responsiveness</i> )                                   | 1   | 2  | 3  | 4   | 5  |
| SQD2. The office accurately informed and followed the transaction's requirements and steps ( <i>Reliability</i> )                 | 1   | 2  | 3  | 4   | 5  |
| SQD3. My online transaction (including steps and payment) was simple and convenient ( <i>Access and Facilities</i> )              | 1   | 2  | 3  | 4   | 5  |
| SQD4. I easily found information about my transaction from the office or its website ( <i>Communication</i> )                     | 1   | 2  | 3  | 4   | 5  |
| SQD5. I paid an acceptable amount of fees for my transaction ( <i>Costs</i> )   | 1   | 2  | 3  | 4   | 5  |
| SQD6. I am confident my online transaction was secure ( <i>Integrity</i> )  | 1   | 2  | 3  | 4   | 5  |
| SQD7. The office's online support was available, or (if asked questions) online support was quick to respond ( <i>Assurance</i> ) | 1   | 2  | 3  | 4   | 5  |
| SQD8. I got what I needed from the government office ( <i>Outcome</i> )   | 1   | 2  | 3  | 4   | 5  |

Remarks (optional):

\_\_\_\_\_

## Annex B

# Client Satisfaction Measurement (CSM) Report Outline

## Harmonized CSM Report Outline:

### I. Title Page

- *This section shall contain the Agency's official logo and official name. The page shall also include the label "Client Satisfaction Measurement Report", the year covered by the report, and the report's edition (Ex. 2nd Edition).*

### II. Table of Contents

### III. Overview

- *The content of the Overview section shall be at the discretion of the agency. It may include a brief description of the agency and the CSM mandate.*

### IV. Scope and Methodology

#### a. Period covered

#### b. Geographic and Office coverage

#### c. List of services surveyed

#### d. Sampling

##### i. Applied confidence level and margin of error

##### ii. Mode of survey implementation (Ex. Paper questionnaire in the office)

- *The Scope section of the CSM Report shall include the period the survey was conducted and the geographical coverage of the survey.*
- *In addition, the section shall include a table of the agency's services, the number of clients that completed the survey, and the total number of transactions during the year (surveyed + unsurveyed clients).*
- *The agency shall create a separate table for services that had no clients during the period.*
- *The sampling calculator is attached in the CSM Guidelines document.*

#### e. Feedback and Collection Mechanism

#### f. Scoring system

##### i. Table of the scale and its equivalent number

#### g. How numerical results will be interpreted

- *The Methodology section of the CSM Report shall discuss all the physical and digital methods used by the agency to implement the CSM survey.*
- *Additionally, the section shall provide a table of the 5-point Likert scale and the survey's scoring system.*

### V. Results

#### a. Response rates (per service)

##### i. Number of clients surveyed per service

##### ii. Number of clients surveyed per customer type

#### b. Total number of transacting clients during the period (per service)

#### c. Client Demographic

- d. Citizen's Charter results
- e. Service Quality Dimension results
- f. Free responses

- *The response rate is integral to the survey so it shall be explicitly stated in the CSM report. It shall be followed by a discussion of why the agency thinks the response rate is high, low, or as expected.*
- *Furthermore, the agency shall provide reasons for why services have 0 responses, if any.*
- *A breakdown of the client demographic shall be provided. The agency may provide an analysis based on how it may or may not be representative of its population.*
- *Then, a breakdown of the Citizen's Charter questions and Service Quality Dimension questions by result count shall be provided. The agency shall provide an analysis of the results.*
- *Afterward, a breakdown of each services' scores shall be provided. The agency shall also provide an analysis of these results.*

**VI. Results of the Agency Action Plan reported in the previous year**

**VII. Continuous Agency Improvement Plan for the following year**

- *Sections VI and VII shall contain the action steps, the responsible unit/person, and a timeline. Agencies are also encouraged to incorporate CSM findings to the Improvement Plan.*
- *Section VI shall not apply for the first year of CSM implementation*

**VIII. Index**

- A. Clear image of physical CSM survey used
- B. Detailed list of regional and satellite offices covered
- C. CSM results of each regional and satellite office
  - i. Response rates of each office
  - ii. Demographic of each office
  - iii. Citizen's Charter results of each office
  - iv. SQD results of each office



**MEMORANDUM CIRCULAR NO. 2019 – 002**  
**Series of 2019**

August 13, 2019

**TO: ALL HEADS OF GOVERNMENT OFFICES AND AGENCIES INCLUDING LOCAL GOVERNMENT UNITS (LGUS), GOVERNMENT-OWNED OR –CONTROLLED CORPORATIONS (GOCCS), AND OTHER GOVERNMENT INSTRUMENTALITIES**

**SUBJECT: 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 (IRR)**

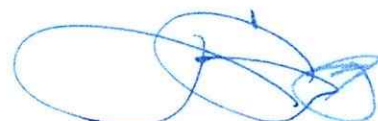
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**1. BACKGROUND**

- 1.1. In response to the President's urgent order in his last 2019 State of the Nation Address where he reiterated his "directive to the government and instrumentalities, including the LGUs and the government corporations: simplify.", the Anti-Red Tape Authority is fast-tracking projects and programs to streamline and improve government service delivery.
- 1.2. Republic Act No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," amending Republic Act No. 9485 or the Anti-Red Tape Act of 2007," was enacted on May 28, 2018 effectively creating the Anti-Red Tape Authority (ARTA). Its Implementing Rules and Regulations (IRR) was subsequently promulgated on August 4, 2019 following the appointment of Director General Jeremiah B. Belgica.
- 1.3. The Authority, with Director General Belgica at its helm, set out full speed ahead to accomplish President Duterte's dream of creating a comfortable life for every Filipino through the elimination of red tape and corruption in the government. To begin with, President Duterte wants to expedite government transactions with simple processes pegged to be done in three (3) days or less.
- 1.4. To support the President's goal, ARTA, barely a week after the effectivity of the IRR, is rolling out the new Citizen's Charter Guidelines. Pursuant to the law and its IRR, every agency is mandated to create a Citizen's Charter that shall contain all of the government services that government agencies offer to ensure the efficient, transparent, and accountable delivery of government service.
- 1.5. The Citizen's Charter is the official document that will communicate, in simple terms, the service standards or pledge of an agency on the government services being provided to the citizens. Other than communicating the service standards of the office, it shall also serve as the basis for establishing liability of all erring government employees involved in unnecessary red tape and corruption. Furthermore, the law also promotes incentives and rewards as forms of acknowledgement for compliant government agencies that have shown exemplary services and best practices.
- 1.6. Through the joint efforts of receptive and empowered government agencies, private institutions, and citizenry, a thriving business climate and a competent service delivery system can be attained.

**2. PURPOSE**

This Memorandum Circular is issued to provide all government agencies with pertinent information and instructions in developing and revising their Citizen's Charter in compliance with R.A. 11032 and its IRR.



### 3. COVERAGE

This Memorandum Circular shall apply to Section 1, Rule II of the IRR of R.A. 11032.

### 4. ACRONYMS

- 4.1. ARTA – Anti- Red Tape Authority
- 4.2. CSC – Civil Service Commission
- 4.3. PCC – Presidential Complaints Center
- 4.4. G2B – Government to Business
- 4.5. G2C – Government to Citizen
- 4.6. G2G – Government to Government
- 4.7. GOCC – Government-Owned or -Controlled Corporation
- 4.8. IRR – Implementing Rules and Regulations of R.A. 11032
- 4.9. LGU – Local Government Unit
- 4.10. NGO – Non-Government Organizations
- 4.11. RA – Republic Act

### 5. LEGAL BASIS

Pursuant to R.A. 11032 and its Implementing Rules and Regulations, specially Section 6 of the Act and Rule IV of the IRR.

### 6. GENERAL GUIDELINES

6.1. Pending the submission of the Citizen's Charter, all covered government agencies are directed to immediately submit to the Authority the following:

- (i) A comprehensive list of all government services classified into simple, complex, and highly technical transactions,
- (ii) The complete requirements and fees for such services,
- (iii) The prescribed processing times of such classified government services which in no case shall exceed the corresponding three (3), seven (7), and twenty (20) days under R.A. 11032, and
- (iv) Where applicable, the government services that are covered by the Constitution and special laws thereby exempted from the prescribed processing time under R.A. 11032, indicating such service, prescribed processing time, and the legal basis.

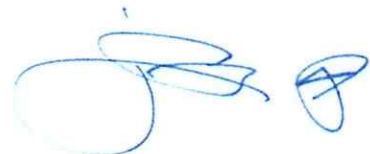
6.2. Furthermore, the said government agencies shall provide the aforementioned complete list described under Par. 6.1 above to the transacting citizen or client or shall be posted in a conspicuous place within their premises, and shall immediately implement the timeframes and procedures indicated therein.

#### 6.3. Form and Content of the Citizen's Charter

##### 6.3.1. Form of the Citizen's Charter

6.3.1.1. **Handbook.** The Citizen's Charter that will be in the form of a handbook, as specified in Section 5(a), Rule IV of the IRR, may follow the suggested format as provided in Reference B, which will then be submitted to the Authority.

6.3.1.2. **Information Billboard.** The Citizen's Charter shall be posted at the main entrance of offices or at the most conspicuous place. Agencies are encouraged to innovate the presentation of



their respective Citizen's Charter, which shall be clear, readable, concise, and engaging to the citizen or client who are transacting with the government agencies. The use of other display modalities such as, but not limited to, interactive kiosks and electronic billboards are allowed depending on the capacity of the agency.

**6.3.1.3. Online.** The Citizen's Charter using the suggested format stated in Reference B shall be uploaded and posted on the official website utilized by the agency, through a tab or link specifically for the Citizen's Charter, located at the most visible space or area on the website, or as a link under the Transparency Seal.

### **6.3.2. Content of the Citizen's Charter**

**6.3.2.1. Handbook.** The contents of the Citizen's Charter that will be in the form of a handbook shall contain all the details indicated below:

**6.3.2.1.1. Agency Profile** – This shall contain pertinent information on the agency, which are as follows:

**6.3.2.1.1.1.1. Mandate** – Brief statement about the legal basis of the agency, its main functions, directives, and purposes.

**6.3.2.1.1.1.2. Vision** – Long-term directions and goals of the agency, as well as the conditions and standards it seeks to achieve in the future.

**6.3.2.1.1.1.3. Mission** – How the agency will attain its visions in the future. It focuses on the things currently being done in relation to the attainment of their mandate and vision statement.

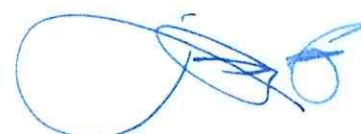
**6.3.2.1.1.1.4. Service Pledge** – As stated in the CSC Memorandum Circular No. 25 series of 2001. It shall include an assurance of compliance of agencies with Section 21(f) of R.A. 11032.

**6.3.2.1.2. List of Services** – This shall contain a complete list of all government services offered by the government agencies included in the Citizen's Charter and the page where each government service can be found. Non-inclusion of all the government services offered by the government agencies in the Citizen's Charter Handbook shall be deemed as a violation of R.A. 11032.

**6.3.2.1.3. Service Specifications** – This shall contain:

- (i) All government services offered by the agency,
- (ii) The service information which includes the service, the office or division offering the service, the service classification, and the type of transaction,
- (iii) The citizen or client who can avail the service,
- (iv) The list of all the requirements to be submitted per service and where to secure such requirements,
- (v) The steps and procedures to be accomplished per service,
- (vi) The fees to be paid by the citizen or client per step,
- (vii) The processing time to complete each service,
- (viii) The person responsible per step,
- (ix) The total processing time to complete the service, and
- (x) The total fees to be paid by the citizen or client.

**6.3.2.1.4. Service** – The name and description of the service provided by the agency.



**6.3.2.1.5. Classification** – The classification of the identified service, which shall be categorized into simple, complex, and highly technical.

**6.3.2.1.6. Type of Transaction** – The type of service transaction depending on the nature of the citizen or client transacting with the agency, which shall be categorized into Government-to- Citizens (G2C), Government-to-Businesses (G2B), and Government-to- Government (G2G).

**6.3.2.1.7. Who may Avail** – The citizen or client who can avail the service.

**6.3.2.1.8. Checklist of Requirements** – The complete list of all the requirements necessary to avail a particular service. It shall also indicate the office or agency where the citizen or client can secure said requirements.

**6.3.2.1.9. Steps and Procedures** – The detailed step-by-step process that the citizen or client needs to go through, and the corresponding action to be taken by the assigned government official to complete the service.

**6.3.2.1.10. Fees to Paid** – The fees to be paid by the citizen or client availing the service.

**6.3.2.1.11. Processing Time** – The length of time, including the waiting time, to complete the entire service, covering the beginning of the transaction until the service has been completed and delivered. The total processing time to conclude the process shall not exceed the maximum periods of three (3) days for simple transactions, seven (7) days for complex transactions, and twenty (20) days for highly technical transactions. It shall be expressed in working days, hours, and minutes.

**6.3.2.1.12. Person Responsible per Step** – This shall indicate the government personnel who is responsible and accountable for each step, identified by designation and office or division. The head of the agency shall ensure that there shall be a duly designated person responsible per step as may be warranted.

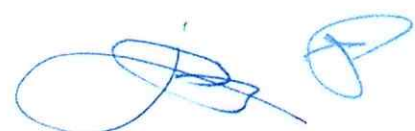
**6.3.2.2. Information Billboard.** The Citizen's Charter that will be posted at the main entrance of offices or at the most conspicuous place shall, at the minimum, contain the services that are offered to the external clients, its corresponding complete documentary requirements, processing fees (if applicable), processing times, persons responsible per step, and the procedures for filing complaints.

**6.3.2.3. Feedback Mechanism.** It shall provide information on how to submit feedback based on the quality of service received and how such feedback are processed. Results of which shall be incorporated in the Client Satisfaction Measurement as indicated in paragraph 6.6 hereafter mentioned and in the annual reports of the agencies.

**6.3.2.4. Complaints Mechanism.** It shall provide pertinent information on how to submit complaints and how such complaints are processed. This shall also include the contact information of the Anti-Red Tape Authority (ARTA), Presidential Complaints Center (PCC), and Civil Service Commission (CSC).

#### **6.4. Drafting a Citizen's Charter**

**6.4.1. Creation or Designation of Anti-Red Tape Unit.** The agency shall create an Anti-Red Tape Unit (ARTU) and shall include as members thereof of the agency's officers with planning and



administrative functions. The agency may also designate an already existing unit to perform the functions of the ARTU as indicated in the next succeeding paragraphs.

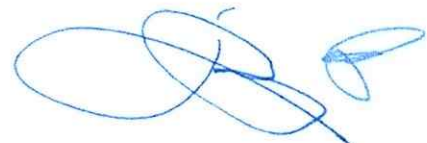
- 6.4.2. **Reengineering.** The ARTU of the agency shall ensure the compliance of the agency to R.A. 11032 and its IRR, specifically with regard to Section 5 of R.A. 11032 and Section 1, Rule III of the IRR on the need to reengineer systems and procedures within the agency.
- 6.4.3. The improved and reengineered systems and procedures of the agency shall be the basis in drafting and updating the Citizen's Charter.
- 6.4.4. The National Government Agencies shall ensure the alignment and standardization of the processes of its central, regional, local, and other offices providing the same or similar services. Such aligned and standardized processes shall be reflected in the Citizen's Charter.
- 6.4.5. The agency shall adopt a Whole-of-Government Approach in Reengineering their respective government services pursuant to Section 3, Rule III of the IRR.
- 6.4.6. The suggested format may be considered as guide in crafting the Citizen's Charter Handbook, in order to ensure its accuracy and comprehensiveness.
- 6.4.7. The agency shall observe the Zero-Contact Policy, as mandated under Section 7 of the Act and Rule V of the IRR, in reengineering of their systems and procedures and drafting the Citizen's Charter.
- 6.4.8. Government agencies with government services that are covered by the Constitution and special laws thereby exempted from the prescribed processing time under R.A. 11032 shall nevertheless include in their respected Citizen's Charters the government service, prescribed processing time, and the legal basis.

#### **6.5. Finalizing the Citizen's Charter**

- 6.5.1. The agency may conduct public consultations to solicit comments and suggestions from the concerned stakeholders to guarantee the quality, comprehensiveness, and the accuracy of the Citizen's Charter.
- 6.5.2. The comments and suggestions given during the public consultation shall be consolidated, studied, and incorporated in the proposed Citizen's Charter, if applicable.
- 6.5.3. The head of the agency shall affix his/her signature on the final version of the Citizen's Charter. The presence of the signature of the head of agency on the Citizen's Charter shall serve as a certification that all the necessary steps and studies have been conducted in crafting the same, following all the provisions stipulated under R.A. 11032, its IRR, and this Circular.

#### **6.6. Establishing a Feedback Mechanism and a Complaints Mechanism**

- 6.6.1. Aside from the complaints mechanism of the ARTA, PCC, and CSC, all government agencies shall establish their own feedback and complaints mechanisms to ensure that the citizens availing their services are heard and to enable the agency to continuously improve their services.
- 6.6.2. Government agencies may set-up their own mechanisms provided that their established mechanisms are transparent and provides for accountability in their investigations and actions.
- 6.6.3. Feedback mechanisms shall be accessible to all and responsive to the complaints and suggestions of the citizens.



#### **6.7. Establishing a Client Satisfaction Measurement**

- 6.7.1. All government agencies shall embed a client satisfaction measurement in their government service improvement efforts. The said measurement shall assess the overall satisfaction and perception of applicants or requesting parties on the government services accessed.
- 6.7.2. Government agencies may set-up their own client satisfaction measurement to enable them to adopt a measure that fits the nature of the government services offered by the agency.
- 6.7.3. The client satisfaction measurement detailing the scope and period covered by the measurement, the methodology used, the results of the measurement, and the interpretation of data shall be reported to the Authority.

#### **6.8. Issuance of Certificates of Compliance and Submission of Citizen's Charter**

- 6.8.1. The head of the agency shall consolidate the Citizen's Charters under the jurisdiction of said agency.
- 6.8.2. The head of the agency shall issue a Certificate of Compliance (CoC), ensuring compliance of the offices, including bureaus, regional offices, branches, and other offices that are under the jurisdiction of said agency, to the mandates of R.A. 11032, particularly Section 6 thereof.
- 6.8.3. The CoC shall be submitted to the Authority using the template provided in Reference C.
- 6.8.4. The head of the agency shall submit soft copies (in text-readable PDF format) of the Citizen's Charters and the Certificate of Compliance to the Authority through the email address: [compliance@arta.gov.ph](mailto:compliance@arta.gov.ph).

#### **6.9. Posting and Publishing of Citizen's Charter**

- 6.9.1. The Citizen's Charter shall be posted through information billboards and shall be uploaded in the website of the agency. The Citizen's Charter Handbook shall also be accessible to the public for reference on the comprehensive details of services of the agency. The Agency shall come up with other innovative means to ensure that the Citizen's Charter is readable, easy to understand, and client-centric.
- 6.9.2. The posted and published Citizen's Charter shall be written either in English, Filipino, and other local dialect commonly spoken in the area to better guarantee that it can be easily understood.
- 6.9.3. The Agencies are urged to explore other innovative ways to disseminate the Citizen's Charter. Such may be considered basis for awards and incentives to be given by the Authority.
- 6.9.4. As stated under Section 3 (a), Rule IV of the IRR the head of agency shall ensure that an updated Citizen's Charter is posted not later than March 31st of every year.
- 6.9.5. Agencies shall review their Citizen's Charter every two (2) years and update the same if necessary.

#### **6.10. Timeline of Submissions**

- 6.10.1. All covered government agencies must submit their initial updated Citizen's Charter, together with the Certificate of Compliance (CoC), both duly approved and signed by the Agency Head on or before **December 6, 2019**, pursuant to Section 3 (d), Rule IV of the IRR.
- 6.10.2. The report on the Client Satisfaction Measurement conducted by the agency shall be submitted to the Authority on or before the last working day of January of every year.

## 7. FEEDBACK

All inquiries and concerns should be coursed through the Authority through any of the following means:

- E-mail Address – info@arta.gov.ph
- Website – www.arta.gov.ph
- Facebook – Anti-Red Tape Authority
- Twitter – @ARTAgovph
- Instagram – @ARTAgovph

Hard copies of letters and documents should be addressed to the Authority at its principal place of business as indicated in the official website or in registered government directories.

## 8. AMENDMENT TO GUIDELINES

The guidelines outlined in this Circular are subject to change as may be deemed necessary by the Authority.

## 9. EFFECTIVITY

This Circular shall take effect immediately and will be implemented simultaneously with the effectivity of the Implementing Rules and Regulations of the R.A. 11032.

## 10. REFERENCES

The following additional documents are available online at the official website of the Authority, [www.arta.gov.ph](http://www.arta.gov.ph):

Reference A. Implementing Rules and Regulations of R.A. 11032

Reference B. Citizen's Charter Handbook Template

Reference C. Certificate of Compliance Template

## RECOMMENDED BY:



**ATTY. ERNESTO V. PEREZ, CPA, <sup>PH</sup>**  
Deputy Director General

## APPROVED BY:



**ATTY. JEREMIAH B. BELGICA, REB, EnP**  
Director General

# Client Satisfaction Measurement Sample Report



DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

COVER PAGE  
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Resolution: High resolution

AGENCY NAME

Font Style: Official Font Style of the Government Agency Name  
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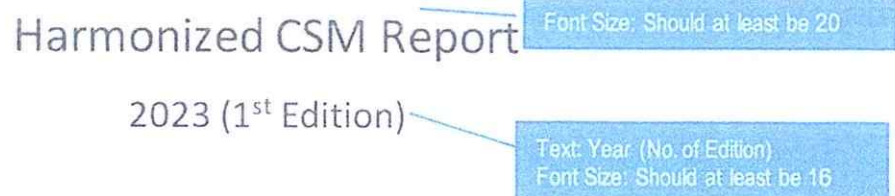
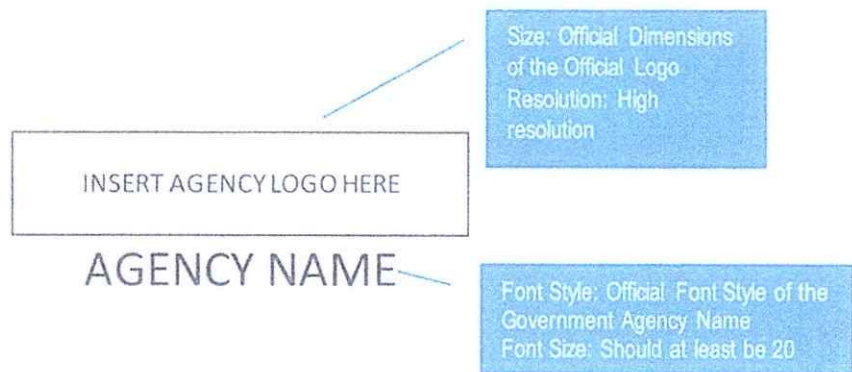
Harmonized CSM Report

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2023 (1<sup>st</sup> Edition)

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INSERT AGENCY LOGO HERE

**AGENCY PROFILE**  
(This header is not included in actual template)

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From this page onwards, the official logo of the government agency shall be printed at the top rightmost corner of the header of every page

**I. Overview:**

The Anti-Red Tape Authority (ARTA) is a national government agency created by R.A. 11032 to monitor and ensure compliance with the national policy on transparency and ease of doing business in the Philippines.

As stated in the ARTA Memorandum Circular (M.C.) No. 2022-02, government agencies shall provide the harmonized CSM survey to clients who have completed a transaction. Per 6.7.3 of ARTA M.C. No. 2019-002, the client satisfaction measurement detailing the scope and period covered by the measurement, the methodology used, the results of the measurement, and the interpretation of the data shall be reported to the Authority.

**II. Scope:**

ARTA conducted surveys throughout the year from Jan. 2022 to Dec. 2022.

ARTA surveyed every client that visited the main and regional offices, as well as those that contacted ARTA through email.

The survey used the standard harmonized CSM questionnaire. It asked clients demographic questions, three (3) Citizen's Charter questions, and eight (8) questions related to the following Service Quality Dimensions:

1. Responsiveness
2. Reliability
3. Access and Facilities
4. Communication
5. Costs
6. Integrity
7. Assurance
8. Outcome

The services ARTA surveyed are the following:

| External Services  | Responses | Total Transactions |
|--|-----------|--------------------|
| Submission of Comments on Proposed Major Regulations (Online)  | 258       | 431                |
| Submission of Comments on Proposed Major Regulations (Walk-In) | 204       | 512                |
| Request for Data related to Business Regulations (Online)      | 59        | 78                 |
| Request for Data related to Business Regulations (Walk-In)     | 8         | 16                 |
| Request for Doing Business Data/Information                    | 21        | 33                 |

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|   |             |             |
|---|-------------|-------------|
| Request for Regulatory Impact Assessment (RIA) Training   | 32          | 32          |
| Response to E-mail Clarification/Inquiry (Compliance-Related)   | 167         | 488         |
| Filing of Non-ARTA Related Complaints   | 24          | 24          |
| Filing of Complaints (Email)  | 271         | 849         |
| Filing of Complaints (Physical Letter)  | 19          | 40          |
| Filing of Complaints (Walk-in)  | 29          | 36          |
| Request for Legal Opinion   | 71          | 101         |
| Request for Comment (BRO)   | 42          | 100         |
| Request for Issuance of Compliance Order (CMEO)   | 22          | 26          |
| Request for Issuance of Order of Automatic Approval/Extension for Complex Transactions  | 49          | 75          |
| Request for Issuance of Order of Automatic Approval/Extension for Complex Transactions (with Standard Disposition of Complaints)          | 33          | 39          |
| Request for Issuance of Order of Automatic Approval/Extension for Highly Technical Transactions   | 15          | 34          |
| Request for Issuance of Order of Automatic Approval/Extension for Highly Technical Transactions (with Standard Disposition of Complaints) | 11          | 22          |
| Standard procedure for the disposition of complaints endorsed to ARTA-IELO  | 16          | 20          |
| Request for Briefing  | 56          | 81          |
| Request for Statements/Advisories   | 73          | 153         |
| Hiring of Plantilla Personnel for Successful Applications   | 36          | 49          |
| Hiring of Plantilla Personnel for Failed Applications   | 108         | 327         |
| <b>Internal Services</b>  |             |             |
| Request for Evaluation of Citizen's Charter   | 38          | 73          |
| Request for ARTA Collaterals  | 15          | 21          |
| Processing of Payroll   | 446         | 2436        |
| Request for Certification of Availability of Funds  | 43          | 80          |
| Disbursements   | 68          | 95          |
| Cash Advance from Petty Cash Fund   | 26          | 37          |
| Request for Expenses from Petty Cash Fund   | 33          | 51          |
| Purchase Request for Goods (Items, Supplies, and Materials) through public bidding  | 9           | 17          |
| Purchase Request for Goods (Items, Supplies, and Materials) through shopping  | 13          | 20          |
| General Services for Building and Maintenance Request (Simple Repairs)  | 19          | 29          |
| General Services for Building and Maintenance Request (Complex Request/ Requiring AMP)  | 0           | 8           |
| Documentation and Assigning of Serial Number for Office Orders, Memorandum Circulars, and Other Official Issuances                        | 0           | 5           |
| Receiving of Incoming Documents   | 38          | 38          |
| Request for Certified True Copy of Department Orders, Administrative Orders, and Other ARTA Issuances                                     | 17          | 17          |
| Receiving of Inventory Items  | 23          | 23          |
| Request and Issuance of Inventory Items   | 18          | 18          |
| Request for ICT Technical Support   | 16          | 16          |
| Request for Employee Records  | 38          | 38          |
| Application for Leave   | 332         | 332         |
| <b>TOTAL</b>  | <b>2816</b> | <b>6920</b> |

In aggregate, 2,816 people were able to answer the survey, among a population of 6,920. This resulted in a 41% response rate for 2022.

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Services that had no clients in 2022 are the following:

|  |
|--|
| Request for Issuance of Order of Automatic Approval/Extension for Complex Transactions (with Disposition of Complaints via virtual proceedings)          |
| Request for Issuance of Order of Automatic Approval/Extension for Highly Technical Transactions (with Disposition of Complaints via virtual proceedings) |

### III. Methodology:

For physical clients, surveys were handed out and collected by ARTA personnel immediately at the end of the transaction. Surveys and survey boxes were also available near the office's exit.

For online clients, emails containing the CSM portal link were sent one (1) week after the last correspondence.

The 8 SQD questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score. The interpretation of the results are as follows:

| Scale | Average   | Rating                            |
|-------|-----------|-----------------------------------|
| 1     | 1.00-1.49 | Very Unsatisfied                  |
| 2     | 1.50-2.49 | Unsatisfied                       |
| 3     | 2.50-3.49 | Neither Unsatisfied nor Satisfied |
| 4     | 3.50-4.49 | Satisfied                         |
| 5     | 4.50-5.00 | Very Satisfied                    |

### IV. Results of the harmonized CSM for FY 2022:

#### A. Count of CC and SQD results

While the majority of respondents know the existence of a Citizen's Charter (CC), 49% of clients were still unaware of the CC.

Meanwhile, among those that knew the CC, 77% were able to see ARTA's CC. However, only 34% of clients were able to use it as a guide for their service.

| External Services   | Responses | Percentage |
|---|-----------|------------|
| CC1. Yes, aware before my transaction here                | 944       | 33%        |
| CC1. Yes, but aware only when I saw the CC of this office | 521       | 18%        |
| CC1. No, not aware  | 1370      | 49%        |
| CC2. Yes, I saw the Citizen's Charter                     | 1135      | 77%        |
| CC2. No, I did not see the Citizen's Charter              | 330       | 23%        |
| CC3. Yes, I was able to read                              | 387       | 34%        |

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|                                 |     |     |
|---------------------------------|-----|-----|
| CC3. No, I was not able to read | 748 | 66% |
|---------------------------------|-----|-----|

Meanwhile, most respondents were 'Very Satisfied' with ARTA in terms of the 8 service quality dimensions, recording a score range of 4.55-4.72.

The data below shows the breakdown of the results per service quality dimension.

| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Responses | Rating |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----------|--------|
| Responsiveness             | 1                 | 12       | 58                         | 815   | 1930           | 2816      | 4.72   |
| Reliability                | 5                 | 9        | 50                         | 1052  | 1700           | 2816      | 4.64   |
| Access and Facilities      | 2                 | 16       | 71                         | 938   | 1789           | 2816      | 4.67   |
| Communication              | 1                 | 18       | 54                         | 1296  | 1447           | 2816      | 4.55   |
| Costs                      | 1                 | 21       | 44                         | 971   | 1779           | 2816      | 4.67   |
| Integrity                  | 3                 | 15       | 38                         | 833   | 1927           | 2816      | 4.72   |
| Assurance                  | 2                 | 17       | 65                         | 1141  | 1591           | 2816      | 4.60   |
| Outcome                    | 4                 | 14       | 59                         | 1053  | 1686           | 2816      | 4.64   |
| <b>Overall</b>             | 19                | 122      | 439                        | 8099  | 13849          | 22528     | 4.65   |

#### B. Average score per service

Looking at the scores per service, respondents were either 'Satisfied' or 'Very Satisfied' with their transactions, recording a score range of 4.00-4.97. No service garnered a score of 3.99 or lower.

As a result, ARTA recorded an Overall score of 4.65, which translates to 'Very Satisfied'.

The data below shows the Overall rating of each service surveyed.

| External Services  | Overall Rating |
|--|----------------|
| Submission of Comments on Proposed Major Regulations (Online)  | 4.67           |
| Submission of Comments on Proposed Major Regulations (Walk-In) | 4.80           |
| Request for Data related to Business Regulations (Online)      | 4.41           |
| Request for Data related to Business Regulations (Walk-In)     | 4.07           |
| Request for Doing Business Data/Information                    | 4.97           |
| Request for Regulatory Impact Assessment (RIA) Training        | 4.38           |
| Response to E-mail Clarification/Inquiry (Compliance-Related)  | 4.83           |
| Filing of Non-ARTA Related Complaints                          | 4.04           |
| Filing of Complaints (Email)                                   | 4.12           |
| Filing of Complaints (Physical Letter)                         | 4.11           |
| Filing of Complaints (Walk-in)                                 | 4.65           |
| Request for Legal Opinion                                      | 4.71           |
| Request for Comment (BRO)                                      | 4.85           |
| Request for Issuance of Compliance Order (CMEQ)                | 4.74           |

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|   |      |
|---|------|
| Request for Issuance of Order of Automatic Approval/Extension for Complex Transactions  | 4.27 |
| Request for Issuance of Order of Automatic Approval/Extension for Complex Transactions (with Standard Disposition of Complaints)          | 4.33 |
| Request for Issuance of Order of Automatic Approval/Extension for Highly Technical Transactions   | 4.49 |
| Request for Issuance of Order of Automatic Approval/Extension for Highly Technical Transactions (with Standard Disposition of Complaints) | 4.15 |
| Standard procedure for the disposition of complaints endorsed to ARTA-IELO  | 4.00 |
| Request for Briefing  | 4.61 |
| Request for Statements/Advisories   | 4.82 |
| Hiring of Plantilla Personnel for Successful Applications   | 4.07 |
| Hiring of Plantilla Personnel for Failed Applications   | 4.10 |
| External Service Overall  | 4.60 |
| <b>Internal Services</b>  |      |
| Request for Evaluation of Citizen's Charter   | 4.13 |
| Request for ARTA Collaterals  | 4.12 |
| Processing of Payroll   | 4.76 |
| Request for Certification of Availability of Funds  | 4.87 |
| Disbursements   | 4.39 |
| Cash Advance from Petty Cash Fund   | 4.21 |
| Request for Expenses from Petty Cash Fund   | 4.48 |
| Purchase Request for Goods (Items, Supplies, and Materials) through public bidding  | 4.67 |
| Purchase Request for Goods (Items, Supplies, and Materials) through shopping  | 4.62 |
| General Services for Building and Maintenance Request (Simple Repairs)  | 4.95 |
| General Services for Building and Maintenance Request (Complex Request/ Requiring AMP)  | 4.64 |
| Documentation and Assigning of Serial Number for Office Orders, Memorandum Circulars, and Other Official Issuances                        | 4.04 |
| Receiving of Incoming Documents   | 4.41 |
| Request for Certified True Copy of Department Orders, Administrative Orders, and Other ARTA Issuances                                     | 4.73 |
| Receiving of Inventory Items  | 4.81 |
| Request and Issuance of Inventory Items   | 4.66 |
| Request for ICT Technical Support   | 4.54 |
| Request for Employee Records  | 4.16 |
| Application for Leave   | 4.78 |
| Internal Service Overall  | 4.70 |
| Overall   | 4.65 |

V. Results of the Agency Action Plan reported in FY 2021:

VI. Continuous Agency Improvement Plan for FY 2023:

Page Number