



Republic of the Philippines
Department of Education
Region VII – CENTRAL VISAYAS, Manila
SCHOOLS DIVISION OF BOHOL

**Office of the Schools Division
Superintendent**

December 19, 2023

DIVISION MEMORANDUM

NO.: 0553, s, 2023

TO: Assistant Schools Division Superintendents
SGOD and CID Chiefs
Education Program Supervisors
Public Schools District Supervisors/Acting PSDS
Elementary and Secondary Principals and
School Heads
Division Section Heads
All Concerned Personnel

Submission of Client Satisfaction Measurement (CSM) Results for Fiscal Year 2023

1. For the information and guidance of all concerned, this Office disseminates the DepED Memorandum from the Office of the Undersecretary and Chief of Staff, Atty. Michael Wesley T. Poa, Undersecretary, titled: **Submission of Client Satisfaction Measurement (CSM) Results for Fiscal Year 2023**, for strict compliance of all concerned.
2. For details, please refer to the attached communication.
3. For strict compliance to all concerned is required.

EVANGEL M. LUMINARIAS, PhD, CESO V
Schools Division Superintendent



Address: 0050 Lino Chatto Drive Barangay Cogon,
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MEMORANDUM

TO : **Regional Directors
Schools Divisions Superintendent
School Heads
All Others Concerned**

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

FROM : **ATTY. MICHAEL WESLEY T. POA**
Undersecretary and Chief of Staff

JASON V. MERCENE
Supervising Administrative Officer
Officer-in-Charge, Office of the Director
Public Affairs Service

SUBJECT : **SUBMISSION OF CLIENT SATISFACTION MEASUREMENT
(CSM) RESULTS FOR FISCAL YEAR 2023**

DATE : December 11, 2023

All Regional Offices (ROs), Schools Division Offices (SDOs), and schools are requested to submit their FY 2023 Client Satisfaction Mechanism (CSM) Results for services declared in the DepEd Citizen's Charter¹ to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) on or before December 29, 2023.

This is pursuant to Memorandum Circular (MC) No. 2019-002-A titled "*Supplemental Guidelines on Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2019-002 or the Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, Otherwise Known as the "Ease of Doing*

¹ DepEd Citizen's Charter: <https://www.deped.gov.ph/wp-content/uploads/DepEd-Citizens-Charter-2022.pdf>



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Business and Efficient Government Service Delivery Act of 2018, and its *Implementing Rules and Regulations* which states that all government agencies shall submit their Client Satisfaction Measurement (CSM) report every year.

Additionally, ARTA Memorandum Circular (MC) No. 2022-05 titled *“Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement”* provides the harmonized CSM tool that will enable government agencies to assess the overall satisfaction and feedback of their clients on the service they availed. The implementation of the CSM Form was further reiterated in DepEd through DM-OUHROD-2023-0930 titled *“Implementation of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti-Red Tape Authority”* issued on July 12, 2023.

To aid in the preparation of the FY 2023 CSM Results, all concerned are reminded of the following:

- a. Results shall be reported for both the external and internal services specified in Annex A of this memorandum. These services declared in the DepEd Citizen’s Charter represent the services most common in each governance level.
- b. Results shall be culled from the ARTA-prescribed CSM Form, as implemented in DepEd through DM-OUHROD-2023-0930.

However, CSM results obtained from previous feedback forms, e.g. old DepEd CCSS Form, may still be included in the submission. Kindly refer to the provided conversion for reference:

PREVIOUS CSM FORM		ARTA-PREScribed CSM FORM
5-Point Likert Scale		
5	Outstanding	Strongly Agree
4	Very Satisfied	Agree
3	Satisfied	Neither Agree nor Disagree
2	Unsatisfied	Disagree
1	Poor	Strongly Disagree
Service Quality Dimensions		
Considered as N/A since this has no counterpart in the previous feedback form.		SQD0
Responsiveness		SQD1
Reliability		SQD2
Access and Facilities		SQD3
Communication		SQD4



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Costs	SQD5
Integrity	SQD6
Assurance	SQD7
Outcome	SQD8

- c. The CSM Results shall cover feedback received from both online and hard copies of the CSM Forms. Offices that have not yet encoded client feedback from the CSM Form hard copies may use the template that can be downloaded through the link: <https://bit.ly/CSMResultsTemplate>. Note that the template provided shall only be used internally by the RO/SDO/school and shall not be submitted to the PAAC.
- d. The Regional Public Assistance Coordinators (RPACs) and Division Public Assistance Coordinators (DPACs) shall be in-charge of gathering and submitting the CSM Results from the concerned units. Thus, each RO and SDO shall submit only **ONE** (1) Consolidated CSM Result (covering all concerned units) to the PAAC. There shall likewise be only one (1) CSM Result per school. Annex B includes the information needed for the report.
- e. Only submissions to PAAC through the links provided shall be considered in crafting the DepEd-wide FY 2023 CSM Report.

GOVERNANCE LEVEL	OFFICE	LINK
Regional Office	<ul style="list-style-type: none"> Accounting Section Budget Section Cash Section Curriculum and Learning Management Division 	https://bit.ly/DepEd2023CSM_RO_A
	<ul style="list-style-type: none"> Human Resource and Development Division Legal Unit National Educators Academy of the Philippines – Regional Office 	https://bit.ly/DepEd2023CSM_RO_B



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	<ul style="list-style-type: none"> • Policy, Planning and Research Division 	
	<ul style="list-style-type: none"> • Office of the Regional Director • Personnel Section 	https://bit.ly/DepEd2023CSM_RO_C
	<ul style="list-style-type: none"> • Public Affairs Unit • Quality Assurance Division • Records Section 	https://bit.ly/DepEd2023CSM_RO_D
Schools Division Office	<ul style="list-style-type: none"> • Budget Unit • Cash Unit • Information and Communications Technology Unit • Legal Unit 	https://bit.ly/DepEd2023CSM_SDO_A
	<ul style="list-style-type: none"> • Office of the Schools Division Superintendent • Personnel Unit 	https://bit.ly/DepEd2023CSM_SDO_B
	<ul style="list-style-type: none"> • Property and Supply • Records Unit • Curriculum Implementation Division 	https://bit.ly/DepEd2023CSM_SDO_C
	<ul style="list-style-type: none"> • SGOD - Planning and Research Section • SGOD - School Management, Monitoring, and Evaluation Section 	https://bit.ly/DepEd2023CSM_SDO_D
	Schools (External Services)	https://bit.ly/DepEd2023CSM_ExtSchools
Schools (Internal Services)	https://bit.ly/DepEd2023CSM_IntSchools	



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- f. RPACs, DPACs, and schools shall upload a Memorandum (Annex C) signed by the Regional Director / Schools Division Superintendent / School Head to ensure the truth, accuracy, and completeness of the CSM Results.
- g. Email or hard copy submissions shall NOT be recorded by the PAAC. Likewise, any misrepresentation, discrepancy, or duplication in the data or consolidated submission may result in tagging the RO/SDO/school as non-compliant to this requirement.
- h. ROs, SDOs, and schools are not allowed to submit their report directly to the ARTA or any oversight agency.

It shall be highlighted that the submission of the CSM Report is also part of the Agency Accountabilities as stated in MC No. 2023-1 titled "*Guidelines on the Grant of the Performance-Based Bonus (PBB) for FY 2023 Under Executive Order (EO) No. 80, s. 2012 and EO No. 201, s. 2016.*" **Thus, if DepEd is deemed eligible for the grant of the FY 2023 PBB, non-compliance to the submission of the CSM Report will result in the isolation from the grant of the PBB payout.**

Likewise, all offices are reminded to safeguard the soft and hard copies of the CSM Forms and uphold integrity in the preparation of CSM Report since 4.8.2 of ARTA MC 2022-05 states that "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".

For more information, please contact Ms. Grazielle Anne A. Sarical or Ms. Ariane G. Llegado, PAS-PAAC, through the following:

Email address: 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 Services to be Reported for the CSM
Annex B: Preparation of Consolidated CSM Report
Annex C: Transmittal Memo Template
MC No. 2019-002-A
MC No. 2022-05
MC No. 2023-1
DM-OUHROD-2023-0930



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

CSM Results shall be reported for both the external and internal services specified in Annex A of this memorandum. These services declared in the DepEd Citizen's Charter represent the services most common in each governance level. Offices shall briefly discuss their response rate results and provide reason/s why certain services were not offered or why certain services had no/low CSM responses, as applicable.

Regional Offices

External Services	Internal Services	RO Unit
N/A	<ol style="list-style-type: none"> 1. Certification as to Availability of Funds 2. Endorsement of Request for Cash Allocation from SDOs 	Accounting Section
N/A	<ol style="list-style-type: none"> 3. Disbursement Updating 4. Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units 5. Letter of Acceptance for Downloaded Funds 6. Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority) 7. Processing of Budget Utilization Request & Status (BURS) 	Budget Section
<ol style="list-style-type: none"> 1. Payment of External and Internal Claims 2. Payment of Obligation 	<ol style="list-style-type: none"> 8. Handling of Cash Advances 	Cash Section
<ol style="list-style-type: none"> 3. Access to LRMDS Portal 4. Procedure for the Use of LRMDS Computers 	N/A	Curriculum and Learning Management Division
N/A	<ol style="list-style-type: none"> 9. Rewards and Recognition 	Human Resource and



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		Development Division
5. Legal Assistance to Walk-in Clients 6. Request for Correction of Entries in School Record	10. Processing of communication received through the Public Assistance Action Center (PAAC) 11. Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	Legal Unit
7. Recognition of Professional Development Programs / Courses	N/A	National Educators Academy of the Philippines – Regional Office
8. Issuance of Foreign Travel Authority 8.1. Issuance of Foreign Official Travel Authority 8.2. Issuance of Foreign Personal Travel Authority	N/A	Office of the Regional Director
9. Acceptance of Employment Application (Walk-in) 10. Acceptance of Employment Application (Online) 11. Issuance of Certificate of Last Payment	12. Application for Leave 13. Application for Retirement / Survivorship / Disability Benefit 14. Issuance of Certificate for Remittances 15. Issuance of Certificate of Employment and/or Service Record 16. Issuance of Foreign Travel Authority 16.1. Issuance of Foreign Official Travel Authority 16.2. Issuance of Foreign Personal Travel Authority 17. Processing of Equivalent Record Form (ERF) 18. Processing of Study Leave 19. Processing of Terminal Leave Benefits	Personnel Section



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	20. Request for Transfer from Another Region 21. Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	
12. Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering 13. Request for Reversion	N/A	Policy, Planning and Research Division
14. Public assistance (Email) 15. Public assistance (Hotline and Walk-in) 16. Standard Freedom of Information request	N/A	Public Affairs Unit
17. Application for Opening/Additional Offering of SHS Program for Private Schools 18. Application for Tuition and Other School Fees (TOSF), No Increase, and Proposed New Fees of Private Schools 19. Issuance of Special Orders for the Graduation of Private School Learners	22. Application for Establishment, Merging, Conversion, and Naming/ Renaming of Public Schools and Separation of Public Schools	Quality Assurance Division
20. Certification, Authentication, and Verification 21. Issuance of Requested Documents (CTC and Photocopy of Documents) 22. Issuance of Requested Documents (Non-CTC) 23. Receiving of Communication 24. Receiving of Complaint	N/A	Records Section



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Schools Division Offices

External Services	Internal Services	SDO Unit
N/A	1. Processing of ORS 2. Posting/Updating of Disbursement	Budget Unit
N/A	3. Handling of Cash Advances	Cash Unit
N/A	4. User Account Management for Centrally Managed Systems 5. Troubleshooting of ICT Equipment 6. Uploading of Publications	Information and Communications Technology Unit
1. Request for Correction of Entries in School Record	7. Issuance of Certificate of No Pending Case	Legal Unit
N/A	8.1 Issuance of Foreign Official Travel Authority 8.2. Issuance of Foreign Personal Travel Authority	Office of the Schools Division Superintendent
2. Acceptance of Employment Application (Teaching Position) 3. Acceptance of Employment Application (Non-Teaching and Teaching-related Positions - (promotion and entry)	9. Application for ERF (Equivalent Record Form) 10. Application for Leave 11. Application for Retirement 12. Issuance of Certificate of Employment 13. Issuance of Service Record 14. Loan Approval and Verification 15. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	Personnel Unit



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	16. Processing of Terminal Leave Benefits 17. Request for Correction of Name and Change of Status	
4. Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	18. Requisition and Issuance of Supplies 19. Property and Equipment Clearance Signing	Property and Supply
5. Issuance of Requested Documents (Non-CTC) 6. Issuance of Requested Documents (CTC and Photocopy of Documents) 7. Certification, Authentication, Verification (CAV) 8. Receiving and Releasing of Communication and other Documents 9. Receiving of Complaints against Non-Teaching Personnel 10. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	N/A	Records Unit
11. Accessing Available Learning Resources from LRMS Portal 12. Borrowing of Learning Materials from Libraries 13. Alternative Learning System (ALS) Enrollment	20. Program Work Flow of Submission of Contextualized Learning Resources 21. Quality Assurance of Supplementary Learning Resource	Curriculum Implementation Division
14. Request for Basic Education Data (from external stakeholders)	22. Request for Basic Education Data (Internal Stakeholder) 23. Request for Data for EBEIS/LIS/NAT and Performance Indicators	SGOD - Planning and Research Section



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15. Issuance of Government Permit, Renewal, Recognition of Private Schools 16. Issuance of Special Orders for the Graduation of Private School Learners 17. Application for SHS Additional Track/Strand 18. Application for Summer Permit for Private Schools 19. Application for No Increase in Tuition Fee 20. Application for Increase in Tuition Fee	N/A	SGOD - School Management, Monitoring, and Evaluation Section
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Schools

External Services	Internal Services
1. Acceptance of Employment Application for Teacher I Position (Walk-in)	1. Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits
2. Acceptance of Employment Application for Teacher I Position (Online)	2. Laboratory and School Inventory
3. Borrowing of Learning Materials from the School Library/Learning Resource Center	3. School Learning and Development
4. Distribution of Printed Self-Learning Modules in Distance Learning Modality	
5. Enrollment (Walk-in)	
6. Enrollment (Online)	
7. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Walk-in)	
8. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Online)	
9. Issuance of School Clearance for different purposes	
10. Issuance of School Forms, Certifications, and other School Permanent Records	
11. Public assistance (walk-in/phone call)	
12. Public assistance (email/social media)	
13. Receiving and releasing of communications and other documents	
14. Reservation Process for the Use of School Facilities	
15. Request for Personnel Records for Teaching/Non-Teaching Personnel	



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Annex B: Preparation of Consolidated CSM Report

The CSM Report shall be culled from the following sources:

- ARTA-prescribed CSM Form, as implemented in DepEd through DM-OUHROD-2023-0930
- Old feedback forms, e.g. DepEd CCSS Form, provided the results are converted from the old to the new Likert Scale and SQD.

A. Total number of clients who completed the survey for FY 2023

Report the total number of surveyed clients with complete transactions. A transaction is considered complete when the final step of the service availed of is accomplished.

Additionally, all concerned units shall gather a minimum number of CSM responses based on the ARTA Sample Size Calculator:
<https://tinyurl.com/CSMsamplesize>.

Offices shall briefly discuss their response rate results and provide reason/s why certain services were not offered or why certain services have no/low responses, as applicable.

B. Total number of transactions for FY 2023

Report the total number of transactions per service declared in the DepEd Citizen's Charter applicable to the governance unit.

Kindly note that the number of transactions shall be greater than the number of surveyed clients or survey responses.

C. Result count of SQD questions for FY 2023

Report the breakdown of the eight (8) SQD questions by result count. Kindly provide a brief analysis of the results.

D. 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. 50-64



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- 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
- d. Region of residence

Kindly provide a brief analysis of the results.

E. Count of Citizen's Charter Responses

Report the breakdown of responses on the Citizen's Charter questions by result count. Kindly provide a brief analysis of the results.

- a. Citizen's Charter Awareness
- b. Citizen's Charter Visibility
- c. Citizen's Charter Helpfulness

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 2023.



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Insert letterhead

MEMORANDUM

TO : **JASON V. MERCENE**
Supervising Administrative Officer
Officer-in-Charge, Office of the Director
Public Affairs Service

FROM : **NAME OF REGIONAL DIRECTOR / SCHOOLS DIVISION
SUPERINTENDENT / SCHOOL HEAD**

SUBJECT : **TRANSMITTAL OF THE FY 2023 CLIENT SATISFACTION
MEASUREMENT (CSM) RESULTS**

DATE : (Insert date)

In line with the memorandum on the Submission of Client Satisfaction Measurement (CSM) Results for Fiscal Year 2023 requesting all field offices and schools to submit the FY 2023 CSM Results in accordance with the agency accountabilities in MC No. 2023-1 titled "*Guidelines on the Grant of the PBB for FY 2023 Under Executive Order (EO) No. 80, s. 2012 and EO No. 201, s. 2016,*" this Office hereby transmits the **FY 2023 Consolidated CSM Results for (insert name of Regional Office / Schools Division Office / School).**

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 is aware that failure to submit their CSM Results by any office delivering services, without providing an acceptable explanation on why said service/s were not offered or had no/low CSM respondents, may result in isolation from the grant of the FY 2023 PBB if DepEd is deemed eligible for said bonus.

Thus, CSM Results for each office have been collected to form the consolidated CSM Report that was submitted to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) through the link provided.

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

For queries/clarifications on the CSM Report, please contact (insert name of RPAC) through (insert email address and/or contact number).

Thank you.

MEMORANDUM CIRCULAR NO. 2019-002-A
SERIES OF 2019

DATE: 02 December 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: SUPPLEMENTAL GUIDELINES ON ARTA MEMORANDUM CIRCULAR NO. 2019-002 SERIES OF 2019 OR THE "GUIDELINES ON THE IMPLEMENTATION OF THE CITIZEN'S CHARTER IN COMPLIANCE WITH REPUBLIC ACT NO. 11032, OTHERWISE KNOWN AS THE "EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE DELIVERY ACT OF 2018," AND ITS IMPLEMENTING RULES AND REGULATIONS (IRR)"

1. BACKGROUND

- 1.1. On 13 August 2019, the Anti-Red Tape Authority (ARTA) issued Memorandum Circular No. 2019-002 or the "Guidelines on the Implementation of the Citizen's Charter in Compliance with the 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)."
- 1.2. ARTA MC No. 2019-002 and its attached references provide the guidelines for all government agencies in developing and revising their respective Citizen's Charters in compliance with R.A. 11032 and its IRR.
- 1.3. This Supplemental Guidelines is being issued in view of the Administrative Order (AO) No. 25 Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (AO 25 IATF) issuance of the Memorandum Circular No. 2019-02 or the *Supplemental Guidelines on the Grant of the Performance-Based Bonus for Fiscal Year 2019 under Executive Order (EO) No. 80 s. 2012 and EO No. 201, s. 2016.*

2. PURPOSE

- 2.1. The issuance of this Supplemental Guidelines shall provide clarifications, particularly on the terminologies and concepts used in the ARTA MC No. 2019-002, and its attached references and updates on the requirements and deadlines stated in the same document.
- 2.2. In line with Section 2.2 of MC No. 2019-02 issued by the AO 25, this Supplemental Guidelines is being issued to provide clarification to all covered government agencies in the submission of their updated Citizen's Charter as the basis for the review of the agency's streamlining and process improvement of their critical services covering all Government-to-Citizens (G2C), Government-to-Business (G2B), and Government-to-Government (G2G) transactions.

3. CLARIFICATIONS

3.1. Terms and Concepts

3.1.1. Citizen's Charter

- 3.1.1.1. Government services enrolled in existing Service Charters, or its equivalent, shall be included in the Citizen's Charter as these services, regardless of whether they involve government-to-government transactions, are also covered under R.A. 11032.

3.1.2. **Government Service**

3.1.2.1. As defined under **Section 4 (gg), Rule I of the IRR of R.A. 11032**, a government service refers to the process or transaction between applicants or requesting parties and government offices or agencies, involving applications for any privilege, right, reward, license, clearance, permit or authorization, concession, or for any modification, renewal, or extension of the enumerated applications or requests, which are acted upon in the ordinary course of business of the agency or office concerned.

3.1.2.2. The government office or agency's performance of a function without any need for an application or request shall not be included in the Citizen's Charter. However, if the performance of a function may be applied for or requested, it shall be considered a service and be included in the Citizen's Charter.

3.1.2.2.1. If the performance of a function without any need for an application or request is an integral part in processing the service applied for or requested, the performance of the function shall be considered and written in the Citizen's Charter as a step in the process for the delivery of the service and shall not be considered as an independent service by the government agency or office.

3.1.2.3. Government services shall include the **External and Internal Services** of the government agency or office.

3.1.2.3.1. **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.

3.1.2.3.2. **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. Internal services include services such as, but not limited to, back-end/support services and regulatory functions related to permitting, licensing, and issuance of a privilege, right, reward, clearance, authorization, or concession.

3.1.3. **End-to-end Process**

3.1.3.1. Section 2, Rule III of the IRR of RA11032 states that the Authority shall adopt the **Whole-of-Government Approach** in the streamlining of government services.

3.1.3.2. Whole-of-Government Approach entails the review and harmonization of existing and applicable laws, regulations, issuances, and policies to make legal interpretations consistent across agencies. Inter-agency reviews shall be adopted for horizontal integration or end-to-end processing in the delivery of government services.

3.1.3.2.1. The reengineering process shall include an inter-agency review of key permitting and licensing laws, rules, and issuances, with the end in view of eliminating undue regulatory burden from the transacting public.

3.1.3.3. In view of the Whole-of-Government Approach in reengineering government services, the process or procedure as well as the total processing time in the delivery of

government services written in the Citizen's Charter shall be **end-to-end**—from the acceptance of the application or request with complete requirements, accompanying documents, and payment of fees, up to the issuance of certification or such similar documents approving or disapproving an application or request.

3.1.3.3.1. If the step performed by another government unit is a performance of their **function** but is an integral part of the delivery of the service, it should not be removed or separated in the total processing time.

3.1.3.3.2. If a government service involves inter-agency actions, the corresponding processing time of the procedure performed by the other government agency shall be reflected on the Citizen's Charter of the agency responsible for the delivery of the service, which shall also apply to all involved government agencies.

3.2. Classification of Services

3.2.1. Pursuant to **Section 3(a), Rule IV of the IRR of R.A. 11032**, specific transactions, processes, services, or activities that agencies fail to include and classify shall be interpreted by this Authority as simple transactions without prejudice on the part of the agency to ask for reconsideration

3.3. Posting and Publishing of the Citizen's Charter

3.3.1. As indicated in the **Par. 6.9.1. of ARTA M.C. No. 2019-002**, the Citizen's Charter shall be posted through information billboards and shall be uploaded in the official website of the government agency. The Citizen's Charter Handbook shall also be accessible to the public for reference on the comprehensive details of the government services of the government agency.

3.3.1.1. Information Billboard. Per **Par. 6.3.1.2. of ARTA M.C. No. 2019-002**, the Citizen's Charter in the form of information billboards shall be posted at the main entrances or at the most conspicuous places of the government agencies or offices.

3.3.1.1.1. All covered government agencies should reflect all their external services in their information billboards.

3.3.1.1.2. There is no prescribed format, design, or size for the information billboards as long as it is clear, readable, concise, and engaging to the citizen or client transacting with the government agency.

3.3.1.1.3. At the minimum, the information billboards should contain the following details:

- Complete list of requirements
- Required fees, if any
- Name, designation, and office of the person responsible per step
- Processing time
- Procedure for filing complaints

3.3.1.1.4. All covered government agencies shall come up with innovative means to disseminate their Citizen's Charters, through the use of display modalities such as, but not limited to, electronic postings, mobile apps, and interactive kiosks.

3.3.1.2. Handbook. Per **Par. 6.3.1.1. of ARTA M.C. No. 2019-002**, the Citizen's Charter in the form of a handbook may follow the suggested format provided in Reference B – Citizen's Charter Handbook Template with Instructions.

3.3.1.2.1. All Handbooks shall be physically bound (e.g. hardbound, soft bound, or ring-bound).

3.3.1.2.2. There is no prescribed design or size for the Handbooks.

3.3.1.2.3. The font style and font size indicated in Reference B are only recommendatory.

3.3.1.2.4. The prescribed manner of writing the information shall be strictly followed as these are minimum requirements for compliance and standardization. Likewise, all the information indicated in Reference B shall be included in the Handbook.

3.3.1.2.5. The Citizen's Charter Handbook may be placed at the windows/counters of each frontline office as it contains comprehensive details of the services provided by the government agency.

3.3.1.3. Online. In line with **Par. 6.3.1.3. of ARTA M.C. No. 2019-002**, the soft copy of the Citizen's Charter Handbook shall be uploaded and posted on the official website of the government agency.

3.4. Updated Timeline of Submissions

REQUIREMENTS	CONTENTS	DEADLINE	REMARKS
List of Complete Classified Government Services	External and Internal Services	August - September 2019	Submit via email at compliance@arta.gov.ph
Citizen's Charter Information Billboard	External Services	December 6, 2019	Post at the main entrance or at the most conspicuous place
Citizen's Charter Handbook	External Services	December 6, 2019	Submit via email at compliance@arta.gov.ph (In-text searchable PDF format) using the Reference B: Citizen's Charter Handbook Template with Instructions.
	All government service covering External Services and Internal Services	March 31, 2020	
Citizen's Charter – Online/ Website Posting (Soft Copy of the Soft Copy of Citizen's Charter Handbook)	External Services	December 6, 2019	Upload in the official website of the Government Agency
	All government service covering External Services and Internal Services	March 31, 2020	

Certificate of Compliance		December 6, 2019	Submit via email at compliance@arta.gov.ph along with the soft copy of the Citizen's Charter Handbook
Client Satisfaction Measurement Report		Last working day of January of every year	Submit via email at compliance@arta.gov.ph

4. FEEDBACK

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

- Official Website: www.arta.gov.ph
- E-Mail Addresses: info@arta.gov.ph | compliance@arta.gov.ph
- Telephone Nos.: (02) 8478 5091 | (02) 8478 5093 | (02) 8478 5099
- Facebook: Anti-Red Tape Authority
- Twitter and Instagram: @ARTAgovph

5. EFFECTIVITY

This Circular shall take effect immediately and will be implemented simultaneously with the effectivity of the ARTA MC No. 2019-002.

RECOMMENDED BY:



ATTY. ERNESTO V. PEREZ, CPA
Deputy Director General

APPROVED BY:



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



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:

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: _____

ANTI-RED TAPE AUTHORITY
 CLIENT SATISFACTION MEASUREMENT FORM
 PSA Approval No.: ARTA-2242-3
 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.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A 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 " <i>walang palakasan</i> ", 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!

ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION MEASUREMENT FORM
PSA Approval No.: AR17A-2242-3
Expires on 31 July 2023

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

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

(This header is not included in actual template)

INSERT AGENCY LOGO HERE

Size: Official Dimensions of the Official Logo
Resolution: High resolution

AGENCY NAME

Font Style: Official Font Style of the Government Agency Name
Font Size: Should at least be 20

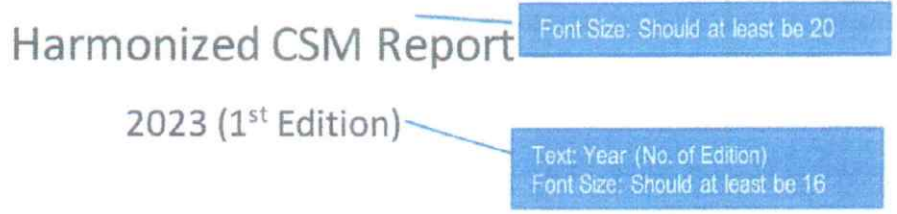
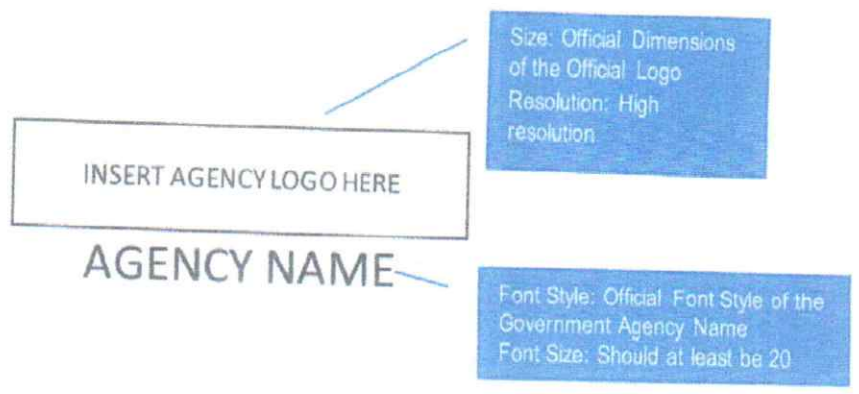
Harmonized CSM Report

Font Size: Should at least be 20

2023 (1st Edition)

Text: Year (No. of Edition)
Font Size: Should at least be 15

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



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

INSERT AGENCY LOGO HERE

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

Alignment: Top Rightmost Corner
Height: 1 Inch
Resolution: High Resolution
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 of R.A. 11032 to monitor and ensure compliance with the national policy of 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 demographical 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

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

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
Internal Services		
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
TOTAL	2816	6920

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.

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

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%

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

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

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

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
Internal Services	
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



Republika ng Pilipinas

Department of Education


OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM

DM-OUHROD-2023-0430

TO : **UNDERSECRETARIES
ASSISTANT SECRETARIES
BUREAU AND SERVICE DIRECTORS
REGIONAL DIRECTORS
SCHOOLS DIVISION SUPERINTENDENTS
ALL OTHERS CONCERNED**

FROM :  **GLORIA JUMAMIL-MERCADO**
*Undersecretary for Human Resource and Organizational Development and
DepEd CART Vice Chairperson*

SUBJECT : **IMPLEMENTATION OF THE CLIENT SATISFACTION MEASUREMENT
(CSM) FORM PRESCRIBED BY THE ANTI-RED TAPE AUTHORITY**

DATE : 10 July 2023

Section 20 of Republic Act (RA) No. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* mandates government agencies to establish a feedback mechanism and incorporate its results to the annual agency report. Rule IV, Section 3(b) of the Implementing Rules and Regulations of the Law likewise requires that agencies embed feedback mechanism and client satisfaction measurement and report results based on guidelines issued by the Anti-Red Tape Authority (ARTA).

In the past years, the Department of Education (DepEd) was able to comply with the abovementioned requirements through the implementation of a DepEd-wide Citizen/Client Satisfaction Survey (CCSS) Form led by the Bureau of Human Resource and Organizational Development–Organization Effectiveness Division (BHROD-OED) and processing of feedback by the Public Affairs Service - Public Assistance Action Center (PAS-PAAC) and its counterparts in the field offices and schools.

However, the issuance of ARTA Memorandum Circular No. 2022-05 titled *Guidelines on the Harmonized Client Satisfaction Measurement* (Enclosure No. 1) **requires all agencies to convert its feedback mechanism to the ARTA-prescribed Client Satisfaction Measurement (CSM) Form for uniform reporting.** The harmonized CSM is a survey tool that assesses overall satisfaction and perception after a client avails an external (frontline) or internal service.

In this regard, this Memorandum is being issued to **immediately implement the CSM Form at all governance levels in the Department.** The ARTA provided the CSM Form in two formats: printed copy and online.



The ARTA CSM Form printed copy (Enclosure No. 2) is print-ready but may be resized before printing. Translation to the local language is highly encouraged; other than that, no other modification is allowed. Enclosure No. 3 contains the Guide to the Dissemination and Use of the DepEd CSM Form.


On the other hand, the online CSM Form template from ARTA was converted into an MS Teams Form by the BHROD-OED, with one online form each for schools, Schools Division Offices (SDOs) and Regional Offices (ROs). The Information Technology Officer (ITO) in ROs and SDOs and ICT Coordinator/personnel in-charge in schools shall be responsible for duplicating and sustaining the online Form at their governance level without affecting the content and conditional logic of the CSM Form template. The schools, SDOs, and ROs may use Google Forms, Microsoft Forms, or any other platform for their online CSM.

For units in the Central Office (CO), the link to the online CSM Forms shall be emailed to your respective offices; with each Form expected to be adopted and maintained by each unit.

The action needed and link to the online CSM Form template per governance level is specified in Table 1 below.

Table 1: Client Satisfaction Measurement per DepEd Governance Level

Governance Level	Action Needed	CSM Form (Online) for duplication and implementation
School	ICT Coordinator / admin in-charge <ol style="list-style-type: none"> collaborate with the ITO on the use and maintenance of the School CSM Form; ensure setting on Form shows "Accept Responses" generate QR code/link for posting in conspicuous places in the school and inclusion in documents, emails, and IEC materials maintain School CSM Form generate School CSM Report/s and forward to concerned office/s submit School CSM results to the Central Office upon request 	https://bit.ly/SchoolCSM 
Schools Division Office	IT Officer in SDO to <ol style="list-style-type: none"> duplicate RO CSM Form and save on SDO drive and change setting to "Accept Responses" generate QR code/link for posting in conspicuous places in the SDO and inclusion in documents, emails, and IEC materials maintain SDO CSM Form generate SDO CSM Report/s and forward to concerned office/s submit SDO CSM results to the Central Office upon request disseminate School CSM Form to schools and assist them in the use and maintenance of said Form 	https://bit.ly/SDOCSM 
Regional Office	IT Officer in RO to <ol style="list-style-type: none"> duplicate CSM Form and save on RO drive and change setting to "Accept Responses" generate QR code/link for posting in conspicuous places in the RO and 	https://bit.ly/ROCSM

	<p>inclusion in documents, emails, and IEC materials</p> <ol style="list-style-type: none"> 3. maintain RO CSM Form 4. generate RO CSM Report/s and forward to concerned office/s 5. submit RO CSM results to the Central Office upon request 6. collaborate with SDOs in using and maintaining their CSM Form 	
Central Office	<p>DepEd CART representative / designated staff per office to</p> <ol style="list-style-type: none"> 1. generate QR code/link for posting in conspicuous places in the CO and inclusion in documents, emails, and IEC materials 2. maintain CSM Form 3. generate CSM Report/s and forward to concerned office/s 4. submit CSM results to the PAAC upon request 	<p>Link and QR code to be emailed separately per CO office. In the meantime, offices may start using the hard copy of the CSM Form.</p>

While the **removal/addition of services and other revisions are not allowed**, all governance levels are enjoined to include a translation to the local language of the template provided. The inclusion or posting of a link/QR code to the online form in email, snail mail, IEC materials are also highly encouraged to ensure wide dissemination of said form.

All schools, SDOs, ROs, and CO units shall gather a minimum number of CSM responses based on the ARTA Sample Size Calculator at <https://tinyurl.com/CSMsamplesize>. Annual CSM results shall be submitted to the PAS-PAAC (not directly to ARTA) who shall then consolidate the results for the DepEd-wide report in compliance to RA 11032 and to the Performance-Based Bonus eligibility requirements. The agency-wide report is due on the last working day of January of every year.

Implementation of this Memorandum is effective immediately.

For more information, please contact the BHRD-OED through email at citizenscharter@deped.gov.ph.

Enclosures: As stated