




Republic of the Philippines  
**Department of Education**  
REGION IV-A CALABARZON  
**SCHOOLS DIVISION OF BATANGAS**

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**UNNUMBERED MEMORANDUM**

**TO :** Assistant Schools Division Superintendents  
Chief- Curriculum Implementation Division (CID)  
Chief- School Governance and Operations Division (SGOD)  
Education Program Supervisors  
Public Schools District Supervisors  
Public Elementary and Secondary School Heads  
All Others Concerned

**FROM :**   
**MERTHEL M. EVARDOME, CESO V**  
Schools Division Superintendent

**SUBJECT :** DepEd Citizen/Client Satisfaction Survey (CCSS) Results of Fiscal Year 2021 for the Grant of Performance-Based Bonus (PBB) for FY 2021 and a Requirement of the Anti- Red Tape Authority (ARTA) Relative to Citizens Charter

**DATE :** January 11, 2022

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Attached herewith is the Memorandum from the Office of Secretary regarding the DepEd Citizen/Client Satisfaction Survey (CCSS) Results of Fiscal Year 2021 for the Grant of Performance-Based Bonus (PBB) for FY 2021 and a Requirement of the Anti-Red Tape Authority (ARTA) Relative to Citizens Charter.

For your information, guidance and compliance.





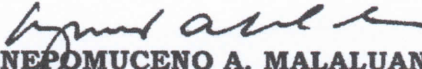
Republic of the Philippines  
Department of Education  
OFFICE OF THE SECRETARY

Dep-Ed-Division of Batangas
ICT SECTION
RECEIVED
Date: JANUARY 11, 2022
Time: 9:21
By: 

S2-103733

**MEMORANDUM**

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

FROM :   
**ATTY. NEPOMUCENO A. MALALUAN**  
Chief of Staff

SUBJECT : **DepEd Citizen/Client Satisfaction Survey (CCSS)  
Results of Fiscal Year 2021 for the Grant of  
Performance-Based Bonus (PBB) for FY 2021 and a  
Requirement of the Anti-Red Tape Authority (ARTA)  
Relative to Citizen's Charter**

DATE : 3 January 2022

To ensure continuous improvements towards seamless delivery of government services, all agencies are required to submit a report on the results of their Citizen/Client Satisfaction Survey (CCSS) for every fiscal year. Such requirements is based on **Republic Act (RA) No. 11032** or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* and **Memorandum Circular (MC) No. 2019 - 002 of the Anti-Red Tape Authority (ARTA)** dated August 13, 2019, entitled *Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032*. In addition, streamlining of activities and the establishment of a harmonized Citizen/Client Satisfaction Survey in an **eligibility criterion for the grant of the Performance-Based Bonus (PBB)** as specified in **MC No. 2020 - 1 Issued by the Inter-Agency task Force (AO25 IATF)** on the Harmonization of the National Government Performance Monitoring, Information and Reporting System.

In this regard, the Public Affairs Service through the Communications Division-Public Assistance Action Center (PAS-CD-PAAC) is requesting concerned DepEd offices from the Central, Regions, Schools Divisions, and Schools to provide the needed information in crafting the CCSS results of DepEd by answering the

Google Form provided. In order for the respondents or concerned offices to accomplish the designated Google Form, below are the needed data and information regarding the Citizen/Client Satisfaction Survey:

**A. Total number of client visits for FY 2021**

Report the total number of client/customer(s) visits (including returns) the client underwent in completing the entire service.

**B. Total volume of transactions for FY 2021**

Report the overall volume of completed transactions of declared services delivered by the agency within FY 2021.

**C. Number of survey respondents**

Report the number of clients who availed the service that are able to accomplish the survey form and are considered in the computation of the average satisfaction rating for FY 2021.

**D. Citizen/client satisfaction rating - received per service quality dimension for FY 2021**

Indicate the computed client satisfaction rating received for FY 2021. Below are the required service quality dimensions as stated in the MC 2021-1, as well as in the previously released DM-PHROD-2021-0165:

- Responsiveness
- Reliability
- Access & Facility
- Communication
- Costs
- Integrity
- Assurance
- Outcome

The average satisfaction rating should only be within the score rating of 1 to 5 since it was instructed in the DM-PHROD-2021-0165 with the subject of Implementation of the Standardized Citizen/Client Satisfaction Survey (CCSS) Form in the Department of Education issued last March 2021, that all concerned offices shall use a 5-point Likert scale in measuring the satisfaction rating of their clients.

**E. Major or most common identified feedback/concern from clients**

Report the summary of the feedback received by identifying the most frequent feedback or concerns received or the major concerns received for FY 2021.

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

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

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

Office	Units	Link
Central Offices	==	<a href="https://bit.ly/DepEdCCSS2021CO">https://bit.ly/DepEdCCSS2021CO</a>
Regional Office	- Personnel Unit - Records Unit - Cash Unit	<a href="https://bit.ly/CCSS2021RO_A">https://bit.ly/CCSS2021RO_A</a>
	- Curriculum and Learning Management Division (CLMD) - Accounting Section - Budget Section - Human Resource Development Division (HRDD)	<a href="https://bit.ly/CCSS2021RO_B">https://bit.ly/CCSS2021RO_B</a>
	- Legal Unit - Public Affairs Unit - Policy, Planning, and Research Division (PPRD) - Quality Assurance Division (QAD) - National Educators Academy of the Philippines – Regional Office	<a href="https://bit.ly/CCSS2021RO_C">https://bit.ly/CCSS2021RO_C</a>
Schools Division Office	- Personnel Unit - Records Unit - Cash Unit	<a href="https://bit.ly/CCSS2021SDO_A">https://bit.ly/CCSS2021SDO_A</a>
	- Budget Unit - Information and Communications - Technology Unit - Legal Unit - Property and Supply	<a href="https://bit.ly/CCSS2021SDO_B">https://bit.ly/CCSS2021SDO_B</a>
	- Curriculum Implementation Division (CID) - School Governance and Operation Division (SGOD) - Planning and Research Section	<a href="https://bit.ly/CCSS2021SDO_C">https://bit.ly/CCSS2021SDO_C</a>
School	==	<a href="https://bit.ly/CCSS2021Schools">https://bit.ly/CCSS2021Schools</a>

Deadline of accomplishing the Google Forms and report submission is **on or before January 15, 2021**. Only information provided in the designated Google Forms will be considered in crafting DepEd's Citizens/Client Satisfaction Report for FY 2021.

For concerns/clarifications, please coordinate with Mr. Luke Sismaet or Ariane Llegado of the PAAC through numbers: (02) 8636-1663; 8633-1942 or email us at [depedactioncenter@deped.gov.ph](mailto:depedactioncenter@deped.gov.ph).

For immediate compliance