



Republic of the Philippines  
**Department of Education**  
REGION VIII - EASTERN VISAYAS

August 18, 2020

**REGIONAL MEMORANDUM**

No. **427**, s. 2020

**DISSEMINATION OF MEMORANDUM DM-PHROD-2020-00260, ENTITLED "DEPED CLIENT SATISFACTION (CSAT) RESULTS RELATIVE TO THE GRANT OF PERFORMANCE-BASED BONUS (PBB) FOR THE FISCAL YEAR 2019"**

To: Schools Division Superintendents  
Regional Office Division Chiefs  
Public Elementary and Secondary School Heads  
All Others Concerned

1. Attached is Memorandum DM-PHROD-2020-00260, entitled DEPED CLIENT SATISFACTION (CSAT) RESULTS RELATIVE TO THE GRANT OF PERFORMANCE-BASED BONUS (PBB) FOR THE FISCAL YEAR 2019.
2. Immediate dissemination of and compliance with this Memorandum are desired.

  
**RAMIR B. UYTICO EdD, CESO IV**  
Director IV *8-19-2020*

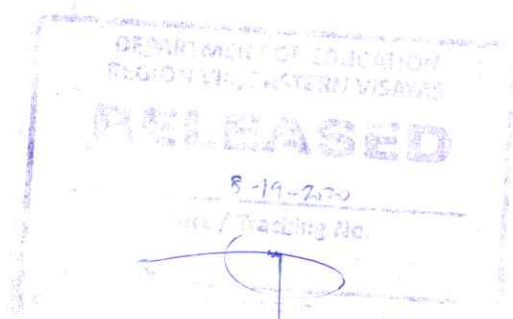
Enclosures: Memorandum DM-PHROD-2020-00260

References: Memorandum DM-PHROD-2020-00260

To be indicated in the Perpetual Index under the following subjects:

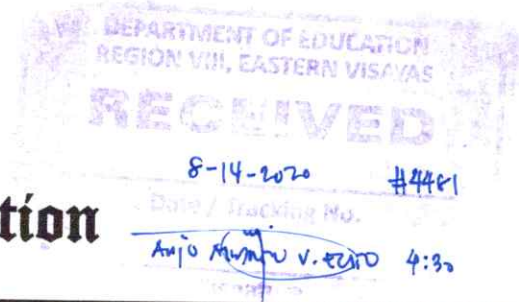
CSAT PERFORMANCE-BASED BONUS

AD-PS-COZ





Republic of the Philippines  
**Department of Education**



**Tanggapan ng Pangalawang Kalihim**  
*Office of the Undersecretary*

OFFICE OF THE DIRECTOR IV	
Date and Time Received	Signature
Date and Time Released	Signature

MEMORANDUM  
DM-PHROD-2020-00260

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

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

SUBJECT: *DepEd Client Satisfaction (CSAT) Results Relative to the Grant of Performance-Based Bonus (PBB) for the Fiscal Year 2019*

DATE: August 11, 2020

- 1 Pursuant to Memorandum Circular (MC) No. 2019-1 of the Inter-Agency Task Force (AO25 IATF) on the Harmonization of National Government Performance Monitoring, Information and Reporting System, one of the eligibility criteria is to satisfy the Fiscal Year (FY) 2019 Performance Targets which includes the (1) Streamlining and Process Improvement of the Agency Critical Services; and (2) Client Satisfaction Result.
- 2 To determine the relevance and effectiveness of streamlining and process improvement initiated by the agency, the satisfaction level of clients will be measured and reported. This will be based on the submitted DepEd Citizen's Charter that contains the critical services of the agency. This further serves as the feedback mechanism to be reflected in the Client Satisfaction Survey (CSS) and to continuously improve our service delivery.
- 3 In line with the foregoing, the Bureau of Human Resource and Organizational Development - Organization Effectiveness Division (BHROD-OED) is requesting DepEd offices from Regions, Schools Divisions, and Schools to submit their **Client Satisfaction (CSAT) Result for FY 2019 per critical service found in the 2019 Updated Citizen's Charter**.
- 4 Offices shall clearly indicate the following necessary information in the submitted CSAT Reports:
  - A. **Define the Scope and Period Covered** - based on the updated Citizen's Charter, all services (frontline & non-frontline) must be included in the CSAT report for the FY 2019;

- B. Measurement Approach Use** - this is the method utilize in measuring client satisfaction data. Approach should be valid, replicable and has specific timeline. Consider minimum factors such as (a) cleanliness & orderliness of the *physical environment*, (b) *quality of services*, and (c) *behavior of the personnel* who renders the service;
- C. Actual Result of Measurement and Interpretation of Data** - include the number of respondents or sample size used, the actual result, interpretation and analysis of the data gathered and attached the sample survey form used.
- D. Result of the Client Satisfaction Survey** - use the 5-point likert scale (5 being the highest, and 1 being the lowest) for comparability, define the overall CSAT Rating that arrives from the data analysis.

5 Attached in this memorandum are the List of Services in the DepEd Citizen’s Charter 2019 (**Annex A**), the Client Feedback Form (**Annex B**) that contains the minimum standard for Client Satisfaction Survey, and the Google Forms link for gathering of client satisfaction result per critical service per office.

6 Hence, for efficient consolidation of reports, below are the Google Forms links assigned to each governance level:

Governance Level	Link
Central Office	<a href="http://bit.ly/COCSS2019">http://bit.ly/COCSS2019</a>
Regional Offices	<a href="http://bit.ly/ROCSS2019">http:// bit.ly/ROCSS2019</a>
Schools Division Offices	<a href="http:// bit.ly/SDOCSS2019">http:// bit.ly/SDOCSS2019</a>

7 Deadline of accomplishing the Google Forms and report submission is on **August 20, 2020**.

6 At the end of the online form, offices are requested to upload the data on their Client Satisfaction Result mentioned above. This will substantiate the report in compliance with the Modified Forms A/A1 requirements to be submitted on August 31, 2020 for the Grant of Performance Based Bonus 2019 as referred in MC 2020-1 of AO25 AITF (*copy attached*).

8 For further inquiries and clarifications, please coordinate with **Ms. Pia Pangilinan or Ms. Rosmeval Albo** of the BHROD-OED through mobile numbers: 0917-8725850/0998-9962480 or email address: [bhrod.oed@deped.gov.ph](mailto:bhrod.oed@deped.gov.ph).

9 For your appropriate and immediate action.

**Annex A: List of Services in the DepEd Citizen's Charter 2019**

<b>Central Office - External Services</b>
<b>A. Bureau of Education Assessment</b>
1. <i>Application for National Career Assessment Examination (NCAE)</i>
2. <i>Application for National Career Assessment Examination (NCAE) for Walk-In Applicants</i>
3. <i>Application for Philippine Educational Test (PEPT)</i>
4. <i>Application for Philippine Educational Test (PEPT) for Walk-In Applicants</i>
<b>B. Cash Division</b>
1. <i>Issuance of Office Receipts</i>
<b>C. Employee Accounts Management Division</b>
1. <i>Evaluation of Application for APDS Accreditation / Reaccreditation Process</i>
<b>D. Legal Service</b>
1. <i>Filing of Appeal</i>
2. <i>Filing of Complaint</i>
3. <i>Filing of Motion for Reconsideration</i>
4. <i>Endorsement of Recommendation for Duty-Free Tax Exemptions of Private Schools</i>
<b>E. Personnel Division</b>
1. <i>Submission of Employment Application</i>
<b>F. Professional Development Division</b>
1. <i>Scholarship Application</i>
<b>G. Public Assistance Action Center</b>
1. <i>DepEd Action through Email (action@deped.gov.ph, Hotline 8888 and referrals from CSC, PCC, ARTA)</i>
2. <i>Hotline and Walk-in Facilities</i>
3. <i>Standard FOI Request through walk-in facility, action@deped.gov.ph, and Online</i>
<b>H. Records Division</b>
1. <i>Issuance of Requested Documents</i>
2. <i>Issuance of Requested Documents (CTC and Photocopy of Documents)</i>
<b>Central Office - Internal Services</b>
<b>A. Accounting Division</b>
1. <i>Processing of Disbursement Vouchers – Big-Ticket Goods (Supplies, Materials, Equipment and Motor Vehicles)</i>
2. <i>Processing of Disbursement Vouchers – Consultancy</i>
3. <i>Processing of Disbursement Vouchers - Infrastructure</i>
4. <i>Processing of Disbursement Vouchers – General Support Services (Janitorial, Security, Maintenance, Garbage Collection and Disposal, and similar services)</i>
5. <i>Processing of Disbursement Vouchers – Rental Contract</i>
6. <i>Processing of Disbursement Vouchers – Repairs and Maintenance of Equipment and Motor Vehicles</i>
7. <i>Processing of Disbursement Vouchers – Board and Lodging</i>
8. <i>Processing of Disbursement Vouchers – Supplies, Materials &amp; Equipment (Non-Big-Tickets)</i>

9. <i>Processing of Disbursement Vouchers – Meals</i>
10. <i>Processing of Disbursement Vouchers – Training</i>
11. <i>Processing of Disbursement Vouchers – Honorarium</i>
12. <i>Processing of Disbursement Vouchers – Cash Advance for Activities</i>
13. <i>Processing of Disbursement Vouchers – Cash Advance for Salaries, Wages, Allowance, and Other Similar Expenses</i>
14. <i>Processing of Disbursement Vouchers – Foreign Travel</i>
15. <i>Processing of Disbursement Vouchers – Local Travel</i>
16. <i>Processing of Disbursement Vouchers – Salaries for Regular Employees</i>
17. <i>Processing of Disbursement Vouchers – Salaries for Contract of Service</i>
18. <i>Processing of Disbursement Vouchers – Petty Cash Fund</i>
<b>B. Budget Division</b>
1. <i>Processing of Request for Obligation of Allotment</i>
2. <i>Preparation/Issuance of Sub-Allotment Release Order (Sub-ARO)</i>
3. <i>Certification of Availability of Allotment</i>
<b>C. Employee Accounts Management Division</b>
1. <i>Provident Fund Loan Application</i>
<b>D. Legal Service</b>
1. <i>Certificate of No Pending Administrative Case</i>
2. <i>Request for an Update on the Status of a Case in the Central Office</i>
3. <i>Request for Legal Opinion</i>
4. <i>Review of Memorandum of Agreement/Understanding, Procurement Contracts, and Ordinary Contracts</i>
<b>E. Personnel Division</b>
1. <i>Foreign Travel Authority Request on Official Time or Official Business</i>
2. <i>Foreign Travel Authority Request on Personal Travel</i>
3. <i>Issuance of Certificate of Employment and Service Record</i>
4. <i>Order of Transfer and Reassignment</i>
5. <i>Application of Leave</i>
6. <i>Application for Retirement</i>
7. <i>Processing of Terminal Leave Benefits</i>

<b>Regional Office - External Services</b>
<b>A. Budget Section</b>
1. <i>Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)</i>
2. <i>Disbursement Updating</i>
3. <i>Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units</i>
<b>B. Cash Section</b>
1. <i>Payment of Obligation</i>
2. <i>Handling of Cash Advances</i>
<b>C. Human Resource and Development Division</b>
1. <i>Rewards and Recognition</i>
<b>D. Legal Unit</b>
1. <i>Request for Certification as to the Pendency or Non-Pendency of an Administrative Case</i>
<b>E. Personnel Section</b>

1. <i>Foreign Travel Authority Request on Official Time or Official Business</i>
2. <i>Foreign Travel Authority Request (For Personal Reason)</i>
3. <i>Issuance of Certificate of Employment and/or Service Record</i>
4. <i>Request for Transfer from Another Region</i>
5. <i>Application for Leave</i>
6. <i>Application for Retirement</i>
7. <i>Processing of Terminal Leave Benefits</i>
<b>Regional Office - Internal Services</b>
<b>A. Budget Section</b>
1. <i>Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)</i>
2. <i>Disbursement Updating</i>
3. <i>Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units</i>
<b>B. Cash Section</b>
1. <i>Payment of Obligation</i>
2. <i>Handling of Cash Advances</i>
<b>C. Human Resource and Development Division</b>
1. <i>Rewards and Recognition</i>
<b>D. Legal Unit</b>
1. <i>Request for Certification as to the Pendency or Non-Pendency of an Administrative Case</i>
<b>E. Personnel Section</b>
1. <i>Foreign Travel Authority Request on Official Time or Official Business</i>
2. <i>Foreign Travel Authority Request (For Personal Reason)</i>
3. <i>Issuance of Certificate of Employment and/or Service Record</i>
4. <i>Request for Transfer from Another Region</i>
5. <i>Application for Leave</i>
6. <i>Application for Retirement</i>
7. <i>Processing of Terminal Leave Benefits</i>
8. <i>Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)</i>
9. <i>Disbursement Updating</i>

<b>Schools Division Office - External Services</b>
<b>A. Curriculum Implementation Division</b>
1. <i>Access to LRMDP Portal</i>
2. <i>Borrowing Procedures for Books and Other Materials Over Night</i>
<b>B. Personnel Unit</b>
1. <i>Submission of Employment Application (Teaching Related)</i>
2. <i>Submission of Employment Application (Non-Teaching Related)</i>
<b>C. Planning and Research Section</b>
1. <i>Request for Basic Education Data (External Stakeholder)</i>
<b>D. Records Unit</b>
1. <i>Issuance of Requested Documents (Non-CTC)</i>
2. <i>Issuance of Requested Documents (CTC and Photocopy of Documents)</i>
3. <i>Certification, Authentication, Verification (CAV)</i>

<b>Schools Division Office - Internal Services</b>	
<b>A. Budget Unit</b>	
1. <i>Processing of ORS</i>	
2. <i>Posting/Updating of Disbursement</i>	
<b>B. Curriculum Implementation Division</b>	
1. <i>Program Work Flow of Submission of Contextualized Learning Resources</i>	
<b>C. Personnel Unit</b>	
1. <i>Foreign Travel Authority Request on Official Time or Official Business</i>	
2. <i>Issuance of Service Record</i>	
3. <i>Issuance of Certificate of Employment</i>	
4. <i>Application for Leave</i>	
5. <i>Application for Retirement</i>	
6. <i>Processing of Terminal Leave Benefits</i>	
7. <i>Planning and Research Section</i>	
8. <i>Request for Basic Education Data (Internal Stakeholder)</i>	

<b>Schools Services</b>	
1. <i>Learning and Development</i>	
2. <i>Enrolment</i>	
3. <i>Borrowing of Books from the School Library</i>	
4. <i>Public Affairs</i>	
5. <i>Laboratory and School Inventory</i>	

## Annex B. Client Feedback Form (Minimum Standard)

**Client Feedback Form**

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

***Your experience matters to us!***

**I. Client Information**

Name (Optional): \_\_\_\_\_ Date Visited: \_\_\_\_/\_\_\_\_/\_\_\_\_






Office Visited: \_\_\_\_\_ Phone No. (Optional): \_\_\_\_\_

Purpose of Visit (Please specify): \_\_\_\_\_

Time Started: \_\_\_\_\_ Time Finished: \_\_\_\_\_

**II. Client Satisfaction Rating**

Kindly rate the quality of service provided by checking ( ✓ ) the appropriate box.

	 Very Dissatisfied	 Dissatisfied	 Neutral	 Satisfied	 Very Satisfied
<b>1. PHYSICAL</b> The environment is clean and orderly					
<b>2. SERVICES</b> Your concern was addressed promptly and appropriately					
<b>3. PERSONNEL</b> The employee was courteous and accommodating					
<b>*OVERALL RATING FOR THE SERVICE PROVIDED:</b> How satisfied are you with the quality of services provided?					

**III. Suggestions/Compliments/Comments**

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

*Privacy Notice:*

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