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

December 16, 2022


REGIONAL MEMORANDUM

No. **1418**, 2022

**SUBMISSION OF CITIZEN/CLIENT SATISFACTION SURVEY (CCSS)
RESULTS FOR FISCAL YEAR 2022**

To: Schools Division Superintendents
All Others Concerned

1. Attached is a Memorandum dated December 5, 2022 with the subject: **Submission of Citizen/Client Satisfaction Survey (CCSS) Results for Fiscal Year 2022.**
2. The Schools Division Superintendents shall ensure submission of the reports requested on or before **December 29, 2022** using the link provided in the Memorandum.
3. Immediate dissemination of and compliance with this Memorandum are desired.


EVELYN R. FETALVERO, CESO IV
Regional Director

Enclosure: As stated

Reference: As stated

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

CITIZEN/CLIENT
REPORT
SATISFACTION SURVEY
SUBMISSION



AD-PS-EDR





Republic of the Philippines
Department of Education

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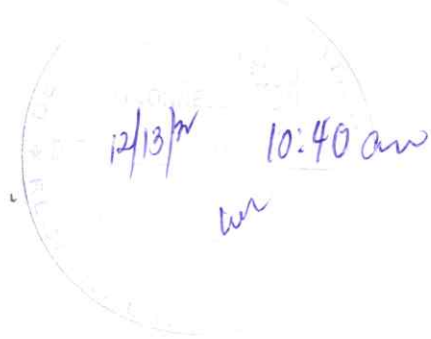
MEMORANDUM

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

FROM : 
EPIMACO V. DENING III, CPA, MBA,
Undersecretary and Chief of Staff

SUBJECT : SUBMISSION OF CITIZEN/CLIENT SATISFACTION SURVEY
(CCSS) RESULTS FOR FISCAL YEAR 2022

DATE : December 5, 2022



Republic Act (RA) No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" requires all government agencies to establish a feedback mechanism to ensure the continuous enhancement of service delivery, while Rule IV, Section 3 of its Implementing Rules and Regulations states that the results of the client satisfaction survey shall be reported to the Anti-Red Tape Authority (ARTA).

Additionally, ARTA Memorandum Circular (MC) No. 2019-002-A titled *Supplemental Guidelines on 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 Business and Efficient Government Service Delivery Act of 2018," and its Implementing Rules and Regulations* also specifies that the Citizen/Client Satisfaction Survey (CCSS) Report shall be **submitted per agency by the last working day of January of each year.**

Note that failure to submit the said report may lead to isolation from the grant of FY 2022 Performance-Based Bonus (PBB) if DepEd shall qualify for the said bonus.

In this regard, concerned office/s per DepEd governance level are requested to collect and consolidate the client feedback and satisfaction results for services declared in the DepEd Citizen's Charter 2021¹, and report the following information:

¹ DepEd Citizen's Charter 2021: <https://www.deped.gov.ph/wp-content/uploads/2021/12/DepEd-Citizens-Charter-2021-as-of-December-1-2021.pdf>

DNW
12/12/22

A. Total number of client visits for FY 2022

Report the total number of visits (including returns) that clients made to complete a transaction.

B. Total volume of transactions for FY 2022

Report the overall volume of completed transactions for services declared in the DepEd Citizen's Charter 2021 applicable to the governance unit.

C. Number of survey respondents

Report the number of clients per service declared in the DepEd Citizen's Charter 2021 who accomplished the survey form and will be considered in the computation of the average satisfaction rating for FY 2022.

D. Citizen/client satisfaction rating - received per service quality dimension for FY 2022

Indicate the computed client satisfaction rating received for FY 2022 for the following service quality dimensions based on DM-PHROD-2021-0165 titled *Implementation of the Standardized Citizen/Client Satisfaction Survey (CCSS) Form in the Department of Education* and MC No. 2022-01:

- a. Responsiveness – the willingness to help, assist, and provide prompt service to citizens/clients
- b. Reliability (Quality) – the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate.
- c. Access & 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, understanding citizen/client needs, helpfulness, and good work relationships.
- h. Outcome – the extent of achieving outcomes or realizing the intended benefits of government services.

Concerned offices from all governance levels are reminded to follow the 5-point Likert scale in measuring the satisfaction rating, as prescribed in MC No. 2022-1. All are also enjoined to continue using the DepEd CCSS Form template² issued under DM-PHROD-2021-0165 to collect data on client satisfaction.

² DepEd CCSS Form template: <https://bit.ly/DepEdCCSSMaterials>

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 2022.

The CCSS Report from each school, Schools Division Office (SDO), Regional Office (RO), and unit in the Central Office shall be submitted to the Public Affairs Service (PAS) - Public Assistance Action Center (PAAC) **on or before December 29, 2022**, through the links provided below.

GOVERNANCE LEVEL	OFFICE	LINK
Central Office	<ul style="list-style-type: none">• Accounting Division• Budget Division• Bureau of Education Assessment – Education Assessment Division• Bureau of Education Assessment – Education Research Division• Bureau of Curriculum Development• Bureau of Human Resource and Organizational Development - Organization Effectiveness Division• Cash Division• Employee Accounts Management Division• Education Facilities Division• Information and Communications Technology Service – EdTech Unit• Information and Communications Technology Service – Solutions Development Division• Information and Communications Technology Service – User Support Division	https://bit.ly/DepEd2022CCSS_CO_A
	<ul style="list-style-type: none">• Information and Communications Technology Service – EdTech Unit -User Support Division• Legal Service• Office of the Secretary	https://bit.ly/DepEd2022CCSS_CO_B

	<ul style="list-style-type: none"> • Office of the Assistant Secretary for Alternative Learning System Task Force • Personnel Division • Procurement Management Service • Professional Development Division • Public Affairs Service - Public Assistance Action Center • Public Affairs Service – Publications Division • Quality Assurance Division - National Educators Academy of the Philippines • Records Division 	
Regional Office	<ul style="list-style-type: none"> • Cash Section • Curriculum and Learning Management Division • Legal Unit 	https://bit.ly/DepEd2022CCS S RO A
	<ul style="list-style-type: none"> • National Educators Academy of the Philippines – Regional Office • Personnel Section • Policy, Planning and Research Division 	https://bit.ly/DepEd2022CCS S RO B
	<ul style="list-style-type: none"> • Public Affairs Unit • Quality Assurance Division • Records Section 	https://bit.ly/DepEd2022CCS S RO C
	<ul style="list-style-type: none"> • Accounting Section • Budget Section • Human Resource and Development Division 	https://bit.ly/DepEd2022CCS S RO D
Schools Division Office	<ul style="list-style-type: none"> • Legal Unit • Personnel Unit • Property and Supply • Records Unit 	https://bit.ly/DepEd2022CCS S SDO A
	<ul style="list-style-type: none"> • Curriculum Implementation Division • School Governance and Operation Division - Planning and Research Section • School Governance and Operation Division - School Management, 	https://bit.ly/DepEd2022CCS S SDO B

	Monitoring and Evaluation Section	
	<ul style="list-style-type: none"> Budget Unit Cash Unit Information and Communications Technology Unit 	https://bit.ly/DepEd2022CCSS_S_SDO_C
Schools		https://bit.ly/DepEd2022CCSS_S_Schools

Only submissions made through the links shall be considered in crafting the DepEd-wide CCSS Report for FY 2022.

Additionally, the agency-wide CCSS Result to be submitted by PAS-PAAC to ARTA is an eligibility requirement for the grant of the PBB, as specified in IATF AO25 MC No. 2022-01 entitled “Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2022 Under Executive Order (EO) No. 80, s. 2012 and EO No. 2021, s. 2016”. Satisfaction rate, along with the complaint resolution and compliance rate, form the criteria for the Citizen/Client Satisfaction Results criteria:

TABLE 5: RATING SCALE FOR CITIZEN/CLIENT SATISFACTION RESULTS				
1	2	3	4	5
No submission/ Did not conduct CCSS	Average satisfaction rate with unresolved complaints and at least 30% compliance rate to #8888 and CCB	More than average rate with unresolved complaints and at least 50% compliance rate to #8888 and CCB	High satisfaction rate with 100% complaints resolved and at least 80% compliance rate to #8888 and CCB	High satisfaction rate with 100% complaints resolved and compliance rate to #8888 and CCB

Thus, it shall be reiterated that all governance levels shall resolve concerns referred by the 8888 Citizens’ Complaints Center and the Civil Service Commission – Contact Center ng Bayan (CSC-CCB) within the 72 hours prescribed by Law. The ROs and SDOs are enjoined to utilize their respective Public Assistance Coordinators (PACs) in ensuring the resolution of concerns and submission of reports to the PAAC. A separate issuance/email concerns shall be issued by the PAAC to remind ROs and SDOs of pending concerns.

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.

Attachments:
 DM-PHROD-2021-0165
 MC No. 2022-01