



Republic of the Philippines  
**Department of Education**  
REGION V

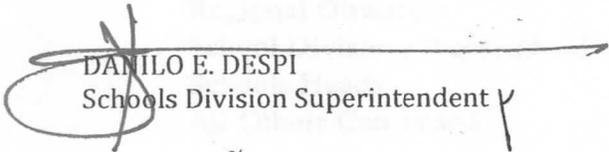
SCHOOLS DIVISION OFFICE OF CATANDUANES

SCHOOLS DIVISION OFFICE OF CATANDUANES  
RECORDS SECTION  
**RELEASED**  
BY: [Signature]  
DATE: JAN 05 2021 3:33 PM

January 5, 2021

MEMORANDUM  
OSDS-UM-01-05-21

TO: All Section Heads  
Public Schools District Supervisors  
Elementary, TICs, and Secondary School Heads

FROM:  **DANILO E. DESPI**  
Schools Division Superintendent

SUBJECT: SUBMISSION OF DEPED CITIZEN/CLIENT SATISFACTION SURVEY (CCSS) RESULTS FOR THE GRANT OF PERFORMANCE-BASED BONUS (PBB) FOR THE FISCAL YEAR 2020

Pursuant to Memorandum DM-PHROD-2020-00493 dated December 14, 2020, entitled **DepEd Citizen/Client Satisfaction Survey (CCSS) Results for the Grant of Performance-Based Bonus (PBB) for the Fiscal Year 2020 and a Requirement of the Anti-Red Tape Authority (ARTA) Relative to Citizen's Charter**, you are requested to provide the needed information in crafting the Citizen/Client Satisfaction Survey (CCSS) Results of DepEd by answering the Google forms provided.

Below are the Google Form links assigned to each governance level:

Governance Level	Link
Schools Division Office	<a href="https://bit.ly/DepEdCCSS2020SDO">bit.ly/DepEdCCSS2020SDO</a>
Schools	<a href="https://bit.ly/DepEdCCSS2020Schools">bit.ly/DepEdCCSS2020Schools</a>

Deadline of accomplishing the Google Forms is **on or before January 7, 2021**.

For concerns/ clarifications, please coordinate with Ms. Eva S. Tolentino of the Schools Division Office through mobile number: 0929-138-3314.

For guidance and immediate compliance.



Republika ng Pilipinas

# Department of Education

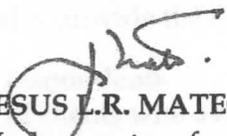
OFFICE OF THE UNDERSECRETARY

PLANNING, HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

## MEMORANDUM

DM-PHROD-2020-00493

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

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

SUBJECT : *DepEd Citizen/Client Satisfaction Survey (CCSS) Results for the  
Grant of Performance-Based Bonus (PBB) for the Fiscal Year 2020  
and a Requirement of the Anti-Red Tape Authority (ARTA)  
Relative to Citizen's Charter*

DATE : 14 December 2020

Pursuant to the Memorandum Circular (MC) No. 2020 - 1 entitled *Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2020* released by the Inter-Agency Task Force (AO25 IATF) on the Harmonization of the National Government Performance Monitoring, Information and Reporting System; one of its criteria in order to be eligible for the grant is the FY 2020 Performance Targets, which includes Citizen/Client Satisfaction Survey (CCSS) Results. Additionally, MC No. 2019 - 002 of the Anti-Red Tape Authority (ARTA) entitled *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*, requires all agencies to report the results of their Citizen/Client Satisfaction Survey (CCSS) in order to ensure that the voices and opinions of its

clients are heard relative to the quality of service delivery and how it is improved all for the benefit of its clients.

In this regard, the Bureau of Human Resource and Organizational Development (BHROD) through the Organization Effectiveness Division (OED) is requesting 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 2020**

Report the total number of client/customer(s) who availed the government service within FY 2020.

**B. Total volume of transactions for FY 2020**

Report the overall volume of transactions made within FY 2020 for the government service.

**C. Scale used in the survey form**

Specify the Likert scale used in gathering the satisfaction rating for the service. If other scaling is used, kindly provide the information on the scale used.

**D. 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 2020

**E. Average client satisfaction rating received for FY 2020**

Indicate the computed average client satisfaction rating received for FY 2020.

**F. 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 2020.

**G. Survey form/tool used in gathering feedback**

Upload a picture or PDF file of the survey form or tool used in gathering client feedback and satisfaction. The survey tool/s can be an online form and/or an offline or paper form. Examples of survey forms used in gathering feedback online and offline can be seen in Annexes A and B, respectively.

*Note: For the Central Office, only the total number of client visits and total volume of transactions will be asked since OED 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. 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 2019 (Annex C).

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

Governance Level	Link
Central Office	<a href="https://bit.ly/DepEdCCSS2020CO">bit.ly/DepEdCCSS2020CO</a>
Regional Offices	<a href="https://bit.ly/DepEdCCSS2020RO">bit.ly/DepEdCCSS2020RO</a>
Schools Division Offices	<a href="https://bit.ly/DepEdCCSS2020SDO">bit.ly/DepEdCCSS2020SDO</a>
Schools	<a href="https://bit.ly/DepEdCCSS2020Schools">bit.ly/DepEdCCSS2020Schools</a>

Deadline of accomplishing the Google Forms and report submission is **on or before January 11, 2021**. Only information provided in the designated Google Forms will be considered in crafting DepEd's Citizens/Client Satisfaction Report for FY 2020.

For concerns/clarifications, please coordinate with Ms. Rose Albo or Kean Alicante of the BHROD-OED through mobile numbers: 0998-9962480/0917-8273125 or email us at [bhrod.oed@deped.gov.ph](mailto:bhrod.oed@deped.gov.ph).

For your appropriate and immediate action.