



Republic of the Philippines
Department of Education
CARAGA REGION



January 5, 2021

REGIONAL MEMORANDUM
No. 006, s. 2021

To: SCHOOLS DIVISION SUPERINTENDENTS
CHIEFS OF THE FUNCTIONAL DIVISIONS
This Region

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

1. Compliance to Memorandum DM-PHROD-2020-00493 entitled DepEd Citizen/Client Satisfaction Survey Results for the Grant of PBB for FY 2020 and a Requirement of the ARTA Relative to Citizen's Charter, and Memorandum Circular No. 2020-1 known as the Guidelines on the Grant of the PBB for FY 2020, one of its criteria to qualify for the grant is the 2020 Performance Targets, which includes Citizen/Client Satisfactory Survey (CCSS) Results.
2. Additionally, Memorandum Circular No. 2019-002 of the Anti-Red Tape Authority (ARTA) on 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, requires all agencies to report the results of their CCSS to ensure that clients' voice are heard relative to quality service delivery and how it is improved for their benefits.
3. Anent thereto, all DepEd Offices from the Region, Schools Divisions and Schools are directed to provide the needed information in crafting the CCSS results of the Department by answering the Google Form on the designated links assigned to each governance level:

Governance Level	Link
Regional Office	bit.ly/DepEdCCSS2020RO
Schools Division Offices	bit.ly/DepEdCCSS2020SDO
Schools	bit.ly/DepEdCCSS2020Schools

4. Hereunder are the needed data and information regarding the CCSS which are indicated in the google form.

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



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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 received for FY 2020

F. Major or most common identified feedback/concern from clients

Report the summary of feedback by identifying the most frequent feedback or 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 online form and/or an offline or paper form.

5. The functional divisions/units under each governance level are required to answer the survey in the google forms:

Regional Office:	ASD - Personnel Unit, Records Unit & Cash Unit FD - Accounting Unit & Budget Unit ORD - Legal Unit & Public Affairs Unit CLMD, HRDD, PPRD & QAD
Schools Division Office:	ASD - Personnel Unit & Records Unit FD - Accounting Unit & Budget Unit CID & SGOD
Schools:	all elementary & secondary schools

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

7. For information, guidance and compliance.

FRANCIS CESAR B. BRINGAS, CESO V
Regional Director

for the Regional Director:
LORENZO O. MACASOUL

Encl.: none

References: Memorandum OM-PHROD-2020-00493

Memorandum Circular No. 2020-1

Memorandum Circular No. 2019-002

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

ARTA CITIZEN'S CHARTER PBB OFFICES SCHOOLS SURVEY

ASD/mcd
01/05/2021