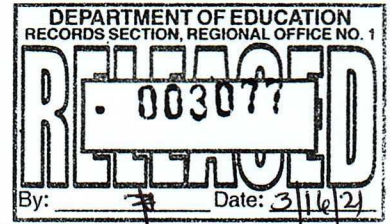




Republic of the Philippines  
**Department of Education**  
 REGION I



Office of the Regional Director

MAR 16 2021

REGIONAL MEMORANDUM  
 No. 233 s. 2021

**IMPLEMENTATION OF THE STANDARDIZED CITIZEN/CLIENT SATISFACTION SURVEY (CCSS) FORM IN THE DEPARTMENT OF EDUCATION**

To: All Schools Division Superintendents

1. This refers to Memorandum (DM-PHROD-2021-0165) entitled "Implementation of the Standardized Citizen/Client Satisfaction Survey (CCSS) Form in the Department of Education" from the Office of the Undersecretary for Planning, Human Resource, and Organizational Development dated March 04, 2021.
2. This year, to further improve the Department's efforts in gathering feedback on our services, the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED) shall implement the use of Standardized DepEd Citizen/Client Satisfaction Survey (CCSS) Form.
3. Attached is the Memorandum and its Annexes (Annex A-C) for your reference.
4. For information and guidance.

  
**TOLENTINO G. AQUINO**  
 Director IV

Encl.: Memorandum (DM-PHROD-2021-0165)  
 Annex A to C

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

FORM FEEDBACK  
 SURVEY CLIENTS



QAD/aio/RM\_ImplementationoftheStandardizedCitizen/ClientSatisfactionSurveyFormintheDepEd  
 March 16, 2021

**DepEd Region 1: Built on character; empowered by competence.**



Flores St., Catbangen, City of San Fernando, La Union  
 (072) 607-8137 / 682-2324  
 region1@deped.gov.ph | www.depedro1.com



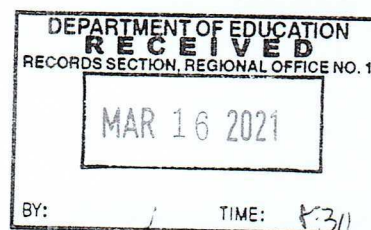


Republika ng Pilipinas

## Department of Education

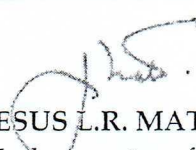
OFFICE OF THE UNDERSECRETARY

PLANNING, HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT



MEMORANDUM  
DM-PHROD-2021-0165

TO : Undersecretaries  
Assistant Secretaries  
Regional Directors  
Schools Division Superintendents  
Public Elementary and Secondary School Heads  
All Others Concerned

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

SUBJECT : *Implementation of the Standardized Citizen/Client Satisfaction  
Survey (CCSS) Form in the Department of Education*

DATE : 04 March 2021



DepEd RO1



To ensure continuous government improvement towards seamless public delivery, all government agencies are required to submit a report on the result of their client satisfaction survey every fiscal year (FY). Such requirement is anchored in **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** dated August 13, 2019, entitled, *Guidelines on the Implementation of the Citizen's Charter in Compliance to RA 11032*. In addition, streamlining of activities and the establishment of a harmonized client/citizen satisfaction survey is an **eligibility criterion for the grant of the Performance-Based Bonus (PBB)** 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.

Fortunately, units in the Department of Education (DepEd) have been in collaboration to achieve favorable ratings on client satisfaction (CSAT) since 2019. This is in cognizance of the importance of client feedback in the assessment of the quality of our service delivery. Data collected from surveys recognized the areas with satisfactory service delivery and identified those needing improvement and intervention.

This year, to further improve the Department's efforts in gathering feedback on our services, the Bureau of Human Resource and Organizational Development - Organization