



Republic of the Philippines  
**Department of Education**

REGION III – CENTRAL LUZON  
SCHOOLS DIVISION OFFICE OF NUEVA ECIJA

DEP-ED SDO N.E.  
**RELEASED**  
MAY 23 2022

**RECORDS SECTION**

10 May 2022

DIVISION MEMORANDUM  
No. 145, s, 2022

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

To: Assistant Schools Division Superintendents  
Chiefs of Division, CID and SGOD  
Division Unit Heads  
Education Program Supervisors  
Public Schools District Supervisors  
Public Elementary and Secondary School Heads  
All Others Concerned

1. Cognizant to improving the delivery of service and in compliance to Memorandum (DM-PHROD-2021-0165) entitled "Implementation of the Standardized Citizen/Client Satisfaction Survey (CCSS) Form in the Department of Education, Regional Memorandum No. 233, s. 2021 and agency requirement for the Performance-based Bonus (PBB) grant; **SDO Proper Offices and Schools with services identified in the DepEd Citizens' Charter are required to request for client satisfaction feedback every after rendering a service to all clients.**
2. The following are the services identified in the Citizens' Charter:
  - School Governance and Operation Division (SGOD)**
    - a. Request for basic education data (external stakeholder)
    - b. Request for basic education data (internal stakeholder)
    - c. Request for data for EBEIS/LIS/NAT and performance indicator
  - Curriculum Implementation Division (CID)**
    - a. Access to LRMDC portal
    - b. Borrowing procedures for books and other materials over night
    - c. ALS Enrollment
    - d. Program workflow of submission of contextualized learning resources
    - e. Quality assurance of supplementary learning resources
  - Personnel Unit**
    - a. Submission of employment application (teaching related)
    - b. Submission of employment application (non-teaching related)
    - c. Foreign travel authority request on official time or official business
    - d. Issuance of service record
    - e. Loan approval and verification
    - f. Processing of appointment (original, reemployment, reappointment, promotion, and transfer)
    - g. Request for correction of name and change of status
    - h. Application for erf (equivalent record form)
    - i. Issuance of certificate of employment
    - j. Application for leave



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**Cash Unit**

- a. Issuance of official receipt
- b. Handling of cash advances

**Records Unit**

- a. Issuance of requested documents (non-CTC)
- b. Issuance of requested documents (CTC and photocopy)
- c. Certification, authentication, verification (CAV)
- d. Receiving and releasing of incoming and outgoing communications

**Property & Supply Unit**

- a. Acceptance and distribution of textbooks, supplies, and equipment
- b. Requisition and issuance of supplies
- c. Property and equipment clearance signing

**Budget Unit**

- a. Processing of ORS
- b. Updating of cash disbursement

**ICT Unit**

- a. User account management / centrally managed
- b. Troubleshooting of ICT equipment
- c. Uploading of publications

**Legal Unit**

- a. Filing of complaint
- b. Correction of entries in school records
- c. Issuance of certificate of no pending case

**Schools**

- a. Acceptance of Employment Application for Teacher I Position
- b. Borrowing of Learning Materials from the School Library/LRC
- c. Distribution of Printed Self-Learning Modules in Distance Learning Modality
- d. Enrollment
- e. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy
- f. Issuance of School Clearance for different purposes
- g. Issuance of School Forms, Certifications, and other School Permanent Records
- h. Receiving and releasing of communications and other documents
- i. Request for Personnel Records for Teaching/Non-Teaching Personnel
- j. Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits

3. As a counterpart, all clients who availed/requested the enumerated services are highly requested to answer the CCSS Form (printed or google form). The CCSS Google form can be accessed to this link: [https://bit.ly/DepEdNE\\_Feedbackform](https://bit.ly/DepEdNE_Feedbackform).
4. Enclosed herewith are the following:
  - Enclosure No. 1- Quick guide in conducting the CCSS
  - Enclosure No. 2- Printed Client/Citizen Satisfaction Survey Form
  - Enclosure No. 3- Sample online Survey CCSS google form/QR Code
  - Enclosure No. 4- CCSS Form Consolidation Template
5. The **Schools Division Anti-Red Tape Focal Persons** shall generate quarterly results of the feedback from Functional Division/Unit and **School Anti-Red Tape Focal Persons** shall collate the feedback from school. They shall submit to Management Review Committee copy furnish the Heads of the group two (2) weeks before the end of every quarter.

6. Units Heads and School Heads shall assign/designate ARTA Focal Person that will monitor the implementation of the CCSS Form and collate feedback results.
7. Immediate dissemination of this Memorandum is desired.

  
**JESSIE D. FERRER, CESO V**  
Schools Division Superintendent

Encl.: As stated

References: DM-PHROD-2021-0165

Regional Memorandum No. 233, s. 2021

To be indicated in the Perpetual Index

under the following subject;

DIVISION RANKING      REGISTRY OF QUALIFIED APPLICANTS  
TEACHER POSITION      HRMPSB

DM: Implementation of the Standardized Citizen/Client Satisfaction Survey (CCSS) Form in SDO and Schools' Services  
1-3-2/RBG 10-05-2022

### Quick Guide in Conducting the Citizen/Client Satisfaction Survey (CCSS)

Type of Client	Survey Method	Process
Online Client	Online CCSS Form	1. Create an Online CCSS form through any or all of the following platforms: <ul style="list-style-type: none"> <li>• Websites or social media accounts managed by the DepEd Central, Regional, and Schools divisions offices and schools</li> <li>• Google/Microsoft Forms and other data gathering software</li> <li>• Human Resource Information System (HRIS) available for internal services in the office</li> </ul> 2. Embed survey link in all email responses
Phone/ SMS Client	Online CCSS Form	<ul style="list-style-type: none"> <li>• Secure the contact number and email address of client and send the CCSS form via email</li> </ul>
	Physical CCSS Form	<ul style="list-style-type: none"> <li>• Read the survey questions to the client over the phone and write the answers on the printed CCSS form</li> </ul>
Walk-in Client	Online CCSS Form	<ul style="list-style-type: none"> <li>• Post the link or QR Code of the CCSS form on the transaction window/wall</li> <li>• If possible, provide a kiosk where client can access the online CCSS form</li> </ul>
	Physical CCSS Form	<ul style="list-style-type: none"> <li>• Hand over the printed CCSS form to the client after each transaction</li> <li>• Designate a space where clients could fill out the form comfortably</li> </ul>
	<i>Face-to-face interview applicable only to Persons with Disability (PWDs) and elderly who may need assistance</i>	<ul style="list-style-type: none"> <li>• Read the survey questions to the client and write the answers on the printed CCSS form</li> </ul>

**ENCLOSURE NO. 2**To Division Memorandum  
No. \_\_\_\_\_ s. 2022

Republic of the Philippines  
**Department of Education**  
 REGION III – CENTRAL LUZON  
 SCHOOLS DIVISION OFFICE OF NUEVA ECIJA

**Client/Citizens Satisfaction Survey Form**





Your experience matters to us!  
 Ang iyong karanasan ay mahalaga sa amin!

**I. Client Information (Impormasyon ng Kliyente)**

<b>Name (Optional)</b> Pangalan (Opsyonal) _____	<b>Date Visited</b> Petsa ng Pagbisita _____
<b>Office Visited</b> Opisinang Binisita _____	<b>Contact Details</b> _____
<b>Service/s Received</b> Serbisyong natanggap _____	

**II. Client Satisfaction Rating**

Kindly rate the quality of service provided by checking the box. Leave as blank if the criterion is not applicable for the service. (Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanag blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

<b>CRITERIA</b>	 Very Dissatisfied Lubhang hindi Nasiyahan	 Dissatisfied Hindi Nasiyahan	 Neutral	 Satisfied Nasiyahan	 Very Satisfied Lubhang Nasiyahan
<b>1. RESPONSIVENESS (PAGTUGON)</b> Willingness to help, assist and provide service (Handang tumugon at magbigay nang mabilis na serbisyo sa kliyente)					
<b>2. RELIABILITY (MAAASAHAN)</b> Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyo ayon sa itinakdang pamantayan)					
<b>3. ACCESS &amp; FACILITIES (LOKASYON AT PASILIDAD)</b> Convenience of location, ample amenities for a comfortable transaction and the use of clear signages and modes of technology (Mabilis mapuntahan ang lugar at magamit ang pasilidad sa pamamagitan nang malinaw na karatula)					
<b>4. COMMUNICATION (PAKIKIPAG-USAP)</b> Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente sa paraang malinaw at nauunawaan kasama ang mga opinion at puna)					
<b>5. COSTS (GASTOS)</b> Satisfaction with the timeliness of the billing, billing process/es, preferred methods of payment period, value for money, acceptable range of costs and qualitative information on the cost of each service (Kontento sa serbisyong natanggap at sa halagang nagging katumbas o binayaran)					
<b>6. INTEGRITY (KATAPATAN)</b> Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness and good work relationships (Kasiguruhan na gampanan ang tungkulin, na may kaalaman sa serbisyo, pag-unawa sa mga pangangailangan ng kliyente, matulungin at maayos na ugnayan sa trabaho)					
<b>7. ASSURANCE (PAGTITIWALA)</b> Assurance that there is honesty, justice, fairness and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyong may katapatan, hustisya, patas at tiwala sa habang nakikipag-ugnayan sa kliyente)					
<b>8. OUTCOME</b> Assurance that there is honesty, justice, fairness and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyong may katapatan, hustisya, patas at tiwala sa habang nakikipag-ugnayan sa kliyente)					

**III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)**


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**Thank you for your valuable input to help us continuously improve our services!**  
 Maraming salamat sa iyong tulong para sa ikaunlad ng aming serbisyo!




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## SDO Nueva Ecija Client Feedback Form

**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.

(Ang mga personal na impormasyon sa dokumentong ito ay maaari lamang gamitin para sa layunin ng survey na ito. Hindi ito gagamitin sa iba pang mga layunin maliban sa nabanggit.)

 [nueva.ecija@deped.gov.ph](mailto:nueva.ecija@deped.gov.ph) (not shared) [Switch account](#) 

\* Required

**CLIENT INFORMATION (Impormasyon ng Kliyente)**

**Name (Optional)**



Your answer

**Contact Details (Optional)**


Your answer

**Date Service Required (Petsa ng Pagkuha ng Serbisyo)**

Date Time

dd/mm/yyyy  : AM 

**OFFICE \***

OSDS 

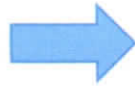
[Next](#)[Clear form](#)

## OSDS - Office of the Schools Division Superintendency

Kindly choose office

UNIT/SECTION \*

Personnel Unit



- General
- Budget Unit
- Legal Services
- ICT Unit
- Personnel Unit
- Records Unit
- Cash Unit
- Property & Supply Unit

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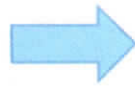
Clear form

## Client Feedback Form - PERSONNEL UNIT

OFFICE OF THE PERSONNEL UNIT

Service Acquired (Serbisyong Kinuha)

Choose



- GENERAL EMPLOYMENT APPLICATION (TEACHING RELATED)
- GENERAL EMPLOYMENT APPLICATION (NON-TEACHING RELATED)
- CONTRACTUAL AUTHORITY REGISTRATION (OFFICIAL TIME/OFFICIAL BUSINESS)
- ISSUANCE OF SERVICE RECORD
- QUALIFICATION AND VERIFICATION
- PROMOTION/RE-APPOINTMENT (ORIGINAL, RE-EMPLOYMENT, RE-APPOINTMENT, PROMOTION, AND TRANSFER)
- REQUEST FOR CORRECTION OF NAME AND CHANGE OF STATUS
- ISSUANCE OF CERTIFICATE OF EMPLOYMENT
- APPLICATION FOR RE-EMPLOYMENT RECORD FORM
- APPLICATION FOR LEAVE

\*If Others, Please specify

Your answer

Back

Next

Clear form





### Costs (Gastos) \*

Satisfaction with the timeliness of the billing/billing process/es, preferred methods of payments, perceived value for money, acceptable range of costs, and qualitative information on the cost of each service.  
Kontento sa serbisyo ng natanggap at sa na ege ng inaging katumbas ng bayaran.

	5	4	3	2	1	N/A
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Integrity (Katapatan) \*

Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses. *Pagtiyak sa serbisyo ng may katapatan, hustiya, batas at tiwala sa nabangina ng pag-uugnayan sa kliyente.*

	5	4	3	2	1	N/A
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Assurance (Pagtitiwala) \*

Capability of frontline staff to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships. *Kasiguruhan na gaganapan ang tungkulin na may kaalaman sa serbisyo, pag-uuhaw sa mga pangangailangan ng kliyente, matuturing na at may isang pag-uugnayan sa trabaho.*

	5	4	3	2	1	N/A
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Outcome (Resulta ng Serbisyo) \*

Rate in terms of achieving outcomes or realizing the intended benefits of the service. *Markahan ang pangkalahatang serbisyo na natanggap.*

	5	4	3	2	1	N/A
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Back](#)

[Submit](#)

[Clear form](#)

To our dear clients, your feedback is valuable to us. Please scan the QR code below and fill out the Citizen/Client Satisfaction Survey (CCSS) Form.



**Citizen/Client Satisfaction Survey  
(CCSS) Form**