

Republic of the Philippines

Department of Education

CORDILLERA ADMINISTRATIVE REGION

CONSOLIDATED CSM REPORT 2023 (January to December) REGIONAL OFFICE

A. Tot	tal number of clients who co survey for FY 2023	mpleted the
DIVISION	ON	
SET A	Finance - Accounting Unit	59
	Finance - Budget Section	4
	ASD-Cash Section	43
	CLMD	83
SET B	HRDD	20
	ORD-Legal	31
	NEAPR	6
	PPRD	21
SET C	ORD-Proper	49
	ASD-Personnel	141
SET D	ORD-PAU	52
	QAD	43
	ASD-Records	433
	TOTAL	985

B. To	tal number of transactions f	or FY 2023
DIVISION	ON	
SET A	Finance - Accounting Unit	59
	Finance - Budget Section	4
	ASD-Cash Section	43
	CLMD	83
SET B	HRDD	20
	ORD-Legal	31
	NEAPR	6
	PPRD	21
SET C	ORD-Proper	49
	ASD-Personnel	141
SET D	ORD-PAU	52
	QAD	43
	ASD-Records	433
	TOTAL	985

C. Result count of SQD questions for FY 2023

			SQI	1 (Responsive	ness)					SQD2 (Re	eliabilit	у)	
	DIVISION	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A
	Finance - Accounting Unit												
	INTERNAL SERVICES												
	1. Certification as to Availability of Funds (5 clients)	0	0	0	0	5	0	1	0	o	0	4	0
	Endorsement of Request for Cash Allocation from SDOs (54 clients)												
	Finance - Budget Section INTERNAL SERVICES												
	1. Disbursement Updating (4 clients)	0	0	0	1	3	0	0	0	1	3	0	0
SET A	Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units (none)	0	0	0	0	0	0	0	0	0	0	0	0
	ASD-Cash Section												
	EXTERNAL SERVICES												
	1. Payment of External and Internal Claims (38 clients)	0	0	1	4	33		0	0	2	3	33	
	2. Payment of Obligation (2 clients)	0	0	0	0	2	0	0	0	0	0	2	0
	INTERNAL SERVICES												
	1. Handling of Cash Advances (3 clients)	0	0	0	0	3	0	0	0	0	0	3	0
	CLMD												
	EXTERNAL SERVICES												
	1. Access to LRMDS Portal	0	0	0	0	4	0	0	0	0	0	4	0
	2. Procedure for the Use of LRMDS Computers (79clients)	3			2	73	1	2			2	75	0

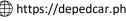






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			SQD3	Access &	Facility	7)			SQI	04 (Com:	municat	tion)	
	DIVISION	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGRE E	AGREE	STRONGLY AGREE	N/A	STRON GLY DISAGR EE	DISAGR EE	R AGREE OR DISAGR EE	AGREE	STRON GLY AGREE	N/A
	Finance - Accounting Unit												
	INTERNAL SERVICES												
	1. Certification as to Availability of Funds (5 clients)	1	0	0	0	0	0	1	0	0	0	4	0
	Endorsement of Request for Cash Allocation from SDOs (54 clients)												
	Finance - Budget Section												
	INTERNAL SERVICES												
	Disbursement Updating (4 clients)	0	0	0	0	4	0	0	0	0	0	4	0
	2. Downloading/ Fund Transfers of SAROs received from												
SET A	Central Office to Schools Division Office and Implementing												
	Units (none)	0	0	0	0	0	0	0	0	0	0	0	0
	ASD-Cash Section												
	EXTERNAL SERVICES												
	Payment of External and Internal Claims (38 clients)	0	0	_	_	29	0		0	3	2	33	0
	2. Payment of Obligation (2 clients)	0	0	0	0	2	0	0	0	0	0	2	0
	INTERNAL SERVICES												
	Handling of Cash Advances (3 clients)	0	0	0	0	3	0	0	0	0	0	3	0
	CLMD												
	EXTERNAL SERVICES												
	1. Access to LRMDS Portal	0	0	0	0	4	0		0	0	0	4	0
	2. Procedure for the Use of LRMDS Computers (79clients)	2	0	0	4	69	4	2			1	75	1

				SQD5 (Costs)				8	SQD6 (Inte	grity)		
	DIVISION	STRON GLY DISAGR EE	DISAGREE	NEITHER AGREE OR DISAGREE		STRONGLY AGREE	N/A	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE	AGREE	STRONGLY AGREE	N/A
	Finance - Accounting Unit												
	INTERNAL SERVICES												
	1. Certification as to Availability of Funds (5 clients)	1	0	0	0	4	0	1	0	0	0	4	0
	2. Endorsement of Request for Cash Allocation from SDOs (54 clients)												
	Finance - Budget Section												
	INTERNAL SERVICES												
	Disbursement Updating (4 clients)	0	0	0	0	2	2			1		3	0
	Downloading/ Fund Transfers of SAROs received from												i l
SET A	Central Office to Schools Division Office and Implementing												i l
	Units (none)	0	0	0	0	0	0	0	0	0	0	0	0
	ASD-Cash Section												
	EXTERNAL SERVICES												
	Payment of External and Internal Claims (38 clients)	0		6		31	0		0	1	4	33	
ļ	Payment of Obligation (2 clients)	0	0	0	0	2	0	0	0	0	0	2	0
	INTERNAL SERVICES												
	Handling of Cash Advances (3 clients)	0	0	0	0	3	0	0	0	0	0	3	0
	CLMD	l				ļ			l	ļ		ļ	ļl
	EXTERNAL SERVICES												
	1. Access to LRMDS Portal	0		0	0	4	0			0	0		0
	Procedure for the Use of LRMDS Computers (79clients)	2	0	12	4	44	11	2	0	0	2	75	0

				SQD7 (A	Assuran	ee)			S	QD8 (Out	come)		
	DIVISION	STRON GLY DISAGR EE	DISAGR EE	NEITHER AGREE OR DISAGRE E	AGREE	STRONGLY AGREE	N/A	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A
	Finance - Accounting Unit												
	INTERNAL SERVICES												
	1. Certification as to Availability of Funds (5 clients)	1	0	0	0	4	0	1	0	0	0	4	0
	Endorsement of Request for Cash Allocation from SDOs (54 clients)												
	Finance - Budget Section INTERNAL SERVICES												
	Disbursement Updating (4 clients)	0	0	1	0	3	0	0	0	0	1	3	
	Downloading/ Fund Transfers of SAROs received from							-			-	J	
SET A	Central Office to Schools Division Office and Implementing												
	Units (none)	0	0	0	0	0	0	0	0	0	0	0	0
	ASD-Cash Section							i					
	EXTERNAL SERVICES							ĺ					
	Payment of External and Internal Claims (38 clients)	0	0	2	3	33			0	3	3	32	0
	2. Payment of Obligation (2 clients)	0	0	0	0	2	0	0	0	0	0	2	0
	INTERNAL SERVICES							į Į					
	Handling of Cash Advances (3 clients)	0	0	0	0	3	0	0	0	0	0	3	0
	CLMD	ļ			ļ								
	EXTERNAL SERVICES												
	1. Access to LRMDS Portal	0	_	0	_	4	0		0	_	0		0
	2. Procedure for the Use of LRMDS Computers (79clients)	2	0	0	0	77	0	0	0	0	4	73	0

			SQD	1 (Responsive	ness)					SQD2 (R	eliability	7)	
	DIVISION	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A
	HRDD												
	INTERNAL SERVICES												
	1. Rewards and Recognition (20 clients)	0	0	0	6	13	0	0	0	0	4	15	0
	ORD-Legal												
	EXTERNAL SERVICES												
	Legal Assistance to Walk-in Clients (9 clients)	0	0	0	1	8		0	0	0	1	8	0
	2.Request for Correction of Entries in School Record (16)	0	0	0	3	13	0	0	0	0	3	13	0
	INTERNAL SERVICES												
	1. Processing of communication received through the Public		0	0	0	1	0	0	0	0	0	1	0
SET B	Request for Certification as to the Pendency or Non-Pende	0	0	0	1	4	0	0	0	0	0	5	0
SEI D	NEAPR												
	EXTERNAL SERVICES												
	Recognition of Professional Development												
	Programs/Courses (6 clients)	0	0	0	0	6	0	0	0	0	0	6	0
	PPRD												
	EXTERNAL SERVICES												
	1. Generation of School IDs for New Schools and/or Adding												
	or Updating of SHS Program Offering (Public, Private &												
	SUC/LUC) (15 clients)	0	0	0	5	10		0	0	1	4	10	0
	2. Request for Reversion (6 clients)	0	0	0	0	6	0	0	0	0	0	6	0

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			SQD3	(Access &	racility				SQI	D4 (Commu	nication	ıj	
	DIVISION	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A
	HRDD												
	INTERNAL SERVICES												
	1. Rewards and Recognition (20 clients)	0	0	0	6	12	1	0	0	0	6	12	1
	ORD-Legal												
	EXTERNAL SERVICES												
	1. Legal Assistance to Walk-in Clients (9 clients)	0	0	0	0	9	0	0	0	0	1	8	0
	2.Request for Correction of Entries in School Record (16)	0	0	1	3	12	0	0	0	0	1	15	0
	INTERNAL SERVICES												
	Processing of communication received through the												
	Public Assistance Action Center (PAAC) (1 client)	0	0	0	0	1	0	0	0	0	0	1	0
SET B	2. Request for Certification as to the Pendency or Non-												
SELB	Pendency of an Administrative Case (5)	0	0	0	0	5	0	0	0	0	0	5	0
	NEAPR												
	EXTERNAL SERVICES												
	1. Recognition of Professional Development												
	Programs/Courses (6 clients)	0	0	0	0	6	0	0	0	0	0	6	0
	PPRD												
	EXTERNAL SERVICES												l
	1. Generation of School IDs for New Schools and/or Adding												
	or Updating of SHS Program Offering (Public, Private &												
	SUC/LUC) (15 clients)	0	0	0	5	10	0		0	1	4	10	
	2. Request for Reversion (6 clients)	0	0	0	0	6	0	0	0	0	0	6	0
	ann n												

								,					
				SQD5 (C	osts)					SQD6 (Integ	grity)		
	DIVISION	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A
	HRDD							ì					
	INTERNAL SERVICES												
	1. Rewards and Recognition (20 clients)	0	0	2	4	6	6	0	0	0	3	16	0
	ORD-Legal												
	EXTERNAL SERVICES												
	1. Legal Assistance to Walk-in Clients (9 clients)	0	0	0	1	4	4	0	0	0	1	8	0
	2.Request for Correction of Entries in School Record (16)	0	0	2	1	12	1	0	0	0	2	14	0
	INTERNAL SERVICES												
	1. Processing of communication received through the												
	Public Assistance Action Center (PAAC) (1 client)	0	0	0	0	1	0	0	0	0	0	1	0
SET B	2. Request for Certification as to the Pendency or Non-												
SELD	Pendency of an Administrative Case (5)	0	0	0	1	4	0	0	0	0	0	5	0
	NEAPR												
	EXTERNAL SERVICES												
	1. Recognition of Professional Development												
	Programs/Courses (6 clients)	0	0	0	0	6	0	0	0	0	0	0	0
	PPRD												
	EXTERNAL SERVICES							İ	l		[l
	1. Generation of School IDs for New Schools and/or Adding												
	or Updating of SHS Program Offering (Public, Private &												
	SUC/LUC) (15 clients)	0	0	0	3	9	3			0	4	11	0
	2. Request for Reversion (6 clients)	0	0	0	0	6	0	0	0	0	0	6	0

				SQD7 (Assu	rance)				S	QD8 (Out	come)		
	DIVISION		DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A
	HRDD												
	INTERNAL SERVICES												
	1. Rewards and Recognition (20 clients)	0	0	0	4	15	0	0	0	0	8	11	0
	ORD-Legal												
	EXTERNAL SERVICES												
	Legal Assistance to Walk-in Clients (9 clients)	0	0	0	1	8	0		0	1	1	7	0
	2.Request for Correction of Entries in School Record (16)	0	0	0	2	14	0	0	0	0	2	14	0
	INTERNAL SERVICES												
	 Processing of communication received through the 												ı I
	Public Assistance Action Center (PAAC) (1 client)	0	0	0	0	1	0	0	0	0	0	1	0
SET B	2. Request for Certification as to the Pendency or Non-												
521 2	Pendency of an Administrative Case (5)	0	0	0	0	5	0	0	0	0	1	4	0
	NEAPR												
	EXTERNAL SERVICES												
	Recognition of Professional Development												
	Programs/Courses (6 clients)	0	0	0	0	6	0	0	0	0	0	6	0
	PPRD												
	EXTERNAL SERVICES												
	1. Generation of School IDs for New Schools and/or Adding												
	or Updating of SHS Program Offering (Public, Private &												
	SUC/LUC) (15 clients)	0	0	0	5	10	0	0	0	2	3	10	0
	2. Request for Reversion (6 clients)	0	0	0	0	6	0	0	0	0	0	6	0

			ugs	1 (Responsive	ness)					SQD2 (R	eliabilit	y)	
	DIVISION	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A
	ORD-Proper												
	EXTERNAL SERVICES												
	1. Issuance of Foreign Official Travel Authority (49	0	0	0	7	41	1	0	0	0	5	44	0
	2. Issuance of Foreign Personal Travel Authority (0 client)	0	0	0	0	0	0	0	0	0	0	0	0
	ASD-Personnel												
	1. Acceptance of Employment Application (walk-in) (30												
	clients)	1	0	0	3	26	0	1	0	0	3	26	0
	2. Acceptance of Employment Application (Online) (1	0	0	0	0	1	0	0	0	0	0	1	0
	3. Issuance of Certificate of Last Payment (CLP) (29												
	clients)	0	0	0	7	22	0	0	1	0	5	23	0
	INTERNAL SERVICES												
	1. Application for Leave (3 clients)	0	0	0	0	3	0	0	0	0	0	3	0
SET C	2. Application for Retirement/Survivorship/Disability												
SEIC	Benefit (1 client)	0	0	0	0	1	0	0	0	0	0	1	0
	3. Issuance of Certificate for Remittances (1 client)	0	0	0	0	1	0	0	0	0	0	1	0
	4. Issuance of Certificate of Employment and/or Service												
	Record (4 clients)	1	0	0	2	1	0	0	0	1	2	1	0
	5.1 Issuance of Foreign Official Travel Authority	0	0	0	0	0	0	0	0	0	0	0	0
	5.2 Issuance of Foreign Personal Travel Authority (6												
	clients)	0	0	0	1	5	0	0	0	0	1	5	0
	6. Processing of Equivalent Record Form (ERF) (7	0	0	0	2	5	0	0	0	0	1	6	0
	7. Processing of Study Leave (none)	0	0	0	0	0	0		0	0	0	0	0
	8. Processing of Terminal Leave Benefits (3 clients)	0	0	0	1	2	0		0	0	1	2	0
	9. Request for Transfer from Another Region (7 clients)	0	0	1	0	6	0	0	0	0	0	7	0
	10. Stoppage/Deletion of Deductions in the Payroll (Loans												
	and Insurances) (49 clients)	0	1	0	8	40	0	0	1	0	7	41	0

				SQD3	Access &	Facility	7)			SQ	D4 (Commu	nication)	
		DIVISION	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A
		ORD-Proper												
		EXTERNAL SERVICES												
		1. Issuance of Foreign Official Travel Authority (49				5	43	1	0	0	0	8	41	0
		2. Issuance of Foreign Personal Travel Authority (0 client)	0	0	0	0	0	0	0	0	0	0	0	0
		ASD-Personnel							j					
		1. Acceptance of Employment Application (walk-in) (30												
		clients)	1	0	0	3	23			0	0	3	26	0
		2. Acceptance of Employment Application (Online) (1	0	0	0	0	1	0	0	0	0	0	1	0
		3. Issuance of Certificate of Last Payment (CLP) (29												
		clients)	0	0	1	3	25	0	0	0	0	4	25	0
		INTERNAL SERVICES							1					
		1. Application for Leave (3 clients)	0	0	0	0	3	0	0	0	0	0	3	0
SE	ет с	2. Application for Retirement/Survivorship/Disability												
		Benefit (1 client)	0	0	0	0	1	0		0	0	0	1	0
		3. Issuance of Certificate for Remittances (1 client)	0	0	0	0	1	0	0	0	0	0	1	0
		4. Issuance of Certificate of Employment and/or Service												
ļ		Record (4 clients)	0	1		1	1	0		0	1	1	1	0
		5.1 Issuance of Foreign Official Travel Authority	0	0	0	0	0	0	0	0	0	0	0	0
		5.2 Issuance of Foreign Personal Travel Authority (6	_	_	_		_	_	_	_	_		_	_
		clients)	0	0	0	1	5	0		0	0	0	6	0
		6. Processing of Equivalent Record Form (ERF) (7	0	0	0	1	6	0	·	0	0	1	6	0
		7. Processing of Study Leave (none)	0	0	0	0	0	0		0	0	0	0	0
		8. Processing of Terminal Leave Benefits (3 clients)	0	0	0	1	2	_		0	0	1	2	0
		9. Request for Transfer from Another Region (7 clients)	0	0	0	1	6	0	0	0	0	1	6	0
		10. Stoppage/Deletion of Deductions in the Payroll (Loans		_	_	_		_		_	_	_		
		and Insurances) (49 clients)	0	0	0	8	40	0	0	0	1	6	41	1

				SQD5 (C	osts)			SQD6 (Integrity)						
	DIVISION	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	
	ORD-Proper													
	EXTERNAL SERVICES													
	1. Issuance of Foreign Official Travel Authority (49 clients)	0	0	1	5	22	19	0	0	0	7	42	0	
	2. Issuance of Foreign Personal Travel Authority (0 client)	0	0	0	0	0	0	0	0	0	0	0	0	
	ASD-Personnel													
	1. Acceptance of Employment Application (walk-in) (30													
	clients)	1	0	3	1	22	3	1	o	0	3	26	0	
	2. Acceptance of Employment Application (Online) (1 client)	0	0	0	0	1	0	0	0	0	1	0	0	
	3. Issuance of Certificate of Last Payment (CLP) (29 clients)	0	0	1	2	17	7	0	0	1	6	22	o	
	INTERNAL SERVICES													
	1. Application for Leave (3 clients)	0	0	0	0	3	0	0	0	0	0	3	0	
SET C	2. Application for Retirement/Survivorship/Disability													
SEIC	Benefit (1 client)	0	0	0	0	1	0	0	0	0	0	1	0	
	3. Issuance of Certificate for Remittances (1 client)	0	0	0	0	1	0	0	0	0	0	1	0	
	4. Issuance of Certificate of Employment and/or Service													
	Record (4 clients)	0	1	0	2	1	0	0	1	0	2	1	0	
	5.1 Issuance of Foreign Official Travel Authority	0	0	0	0	0	0	0	0	0	0	0	0	
	5.2 Issuance of Foreign Personal Travel Authority (6													
	clients)	0	0	0	1	5	0	0	0	0	1	5	0	
	6. Processing of Equivalent Record Form (ERF) (7 clients)	0	0	0	0	6	1	0	0	0	1	6	0	
	7. Processing of Study Leave (none)	0	0	0	0	0	0		0	0	0	0	_	
	8. Processing of Terminal Leave Benefits (3 clients)	0	0	0	0	2	1		0	0	1	2		
	9. Request for Transfer from Another Region (7 clients)	0	0	0	0	6	1	0	0	1	0	6	0	
	10. Stoppage/Deletion of Deductions in the Payroll (Loans												i	
	and Insurances) (49 clients)	0	0	2	8	32	4	0	0	1	8	40	0	

			S	QD7 (Assu	rance)				5	SQD8 (Out	come)		
	DIVISION	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A
	ORD-Proper												
	EXTERNAL SERVICES												
	1. Issuance of Foreign Official Travel Authority (49 clients)	0	0	0	7	42	0				8	39	2
	2. Issuance of Foreign Personal Travel Authority (0 client)	0	0	0	0	0	0	0	0	0	0	0	0
	ASD-Personnel												
	Acceptance of Employment Application (walk-in) (30												
	clients)	1	0	0	3	26	0	1	0	0	3	26	0
	2. Acceptance of Employment Application (Online) (1 client)	0	0	0	1	0	0	0	0	0	1	0	0
	3. Issuance of Certificate of Last Payment (CLP) (29 clients)	0	0	1	4	24	0	0	0	2	7	20	0
	INTERNAL SERVICES												
	1. Application for Leave (3 clients)	0	0	0	0	3	0	0	0	0	0	3	0
SET C	2. Application for Retirement/Survivorship/Disability												
SEIC	Benefit (1 client)	0	0	0	0	1	0	0	0	0	0	1	0
	3. Issuance of Certificate for Remittances (1 client)	0	0	0	0	1	0	0	0	0	0	1	0
	4. Issuance of Certificate of Employment and/or Service												
	Record (4 clients)	0	1	0	2	1	0	0	1	0	2	1	0
	5.1 Issuance of Foreign Official Travel Authority	0	0	0	0	0	0	0	0	0	0	0	0
	5.2 Issuance of Foreign Personal Travel Authority (6												
	clients)	0	0	0	0	6	0		0	0	0	6	0
	6. Processing of Equivalent Record Form (ERF) (7 clients)	0	0	0	1	6	0		0	0	1	6	0
	7. Processing of Study Leave (none)	0	0	0	0	0	0			0	0	0	0
	8. Processing of Terminal Leave Benefits (3 clients)	0	0	0	1	2	0		0	0	1	2	0
	9. Request for Transfer from Another Region (7 clients)	0	0	1	0	6	0	0	0	0	1	6	0
	10. Stoppage/Deletion of Deductions in the Payroll (Loans	_	_	_	_		_	_	_	_			
	and Insurances) (49 clients)	0	0	1	7	41	0	0	0	2	7	41	0

			SQD	1 (Responsive	ness)					SQD2 (R	eliabilit	y)	
	DIVISION	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A
	ORD-PAU												
	EXTERNAL SERVICES												
	1. Public assistance (email) (24 clients)	0	0	0	1	23	0	0	0	0	2	22	0
	2. Public assistance (Hotline and Walk-in) (23 clients)	0	0	0	1	21	0	0	0	0	2	20	0
	3. Standard Freedom of Information Request through Walk-												
	In Facility and Mail (5 clients)	0	0	0	0	5	0	0	0	0	0	5	0
	QAD												
	EXTERNAL SERVICES												
	1. Application for the Opening/Additional Offering of SHS												
	Program for Private Schools (36 clients)	0	0	1	3	32	0	0	0	1	3	32	0
	2. Application for Tuition and Other School Fees (TOSF), No												
	Increase and Proposed New Fees of Private Schools (3												
	clients)	0	0	0	0	3	0	0	0	0	0	3	0
	3. Issuance of special orders for graduation of private												
SET D	school learners (2 clients)	0	0	1	0	1	0	0	0	1	0	1	0
	INTERNAL SERVICES												
	Application for Establishment, Merging, Conversion, and Naming/												
	Renaming of Public Schools and Separation of Public												
	Schools (2clients)	0	o	0	0	2	0	0	0	0	0	2	0
	ASD-Records												
	EXTERNAL SERVICES												
	1. Certification, Authentication, Verification (CAV) (216												
	clients)	1		2	42	167	4	1	0	2	41	172	0
	2. Issuance of Requested Documents (CTC and Photocopy of												
	Documents) (11 clients)	0	0	0	1	10	0	0	0	0	1	10	0
	3. Issuance of Requested Documents (Non-CTC) (6 clients)	0	0	0	0	6	0	0	0	0	0	6	0
	4. Receiving of Communications (167 clients)	1	0	3	19	140	1	1	0	1	20	142	0
	5. Receiving of Complaint (33 clients)	0	0	3	7	23	0	0	0	1	7	25	0

				SQD3 (Access &	Facility	7)			SQD		munica	tion)				S	QD5 (C	osts)		
	DIVISION	STRONG			NEITHER AGREE OR DISAGREE		STRONGLY AGREE		STRONG LY DISAGR EE	EE	NEITHE R AGREE OR DISAGR EE	AGREE	STRONG LY AGREE	N/A	STRONG LY DISAGR EE	DISAGRE	NEIT E AGRE DISAG	E OR	AGREE	STRONGLY AGREE	N/A
	ORD-PAU																				
	EXTERNAL SERVICES																				
	1. Public assistance (email) (24 clients)		0	0	0	1	21	2	0	0	1		22	0	0		0	1	2	15	
	2. Public assistance (Hotline and Walk-in) (23 clients)		0	0	0	1	19	2	0	0	1	(21	0	0		0	0	0	14	
	 Standard Freedom of Information Request through Wal In Facility and Mail (5 clients) 	lk-	0	o	0	0	5	0	o	0	0		5	0	0		0	0	0	5	
	QAD																				
	EXTERNAL SERVICES																				
	1. Application for the Opening/Additional Offering of SHS																				
	Program for Private Schools (36 clients)		0	0	0	7	29	0	0	0	1		30	0	0		o	0	5	22	5
	 Application for Tuition and Other School Fees (TOSF), Increase and Proposed New Fees of Private Schools (3 clients) 	No	0	0				0	0	0				0							
SET D	chemis) 3. Issuance of special orders for graduation of private school learners (2 clients)		0	0	0	1	1	0	0	0	0		1	0	0		0	2	0	0	
	INTERNAL SERVICES		-		0	<u> </u>			·		- 0		1				*	-			
	Naming/	d																			
	Renaming of Public Schools and Separation of Public Schools (2clients)		0	0	0	0	2	0	0	0	0	,	2	0	0		0	2	0	0	
	ASD-Records		*			· · · · ·						 			-		* 				
	EXTERNAL SERVICES																+	-			
	1. Certification, Authentication, Verification (CAV) (216 clients)		2	0	5	40	166	3	1	0	4	17	174	0	3		0	17	25	125	3
	2. Issuance of Requested Documents (CTC and Photocopy Documents) (11 clients)	of	0	0	0	1	10		0	0	0		9	0	0		0	2	1	8	
	3. Issuance of Requested Documents (Non-CTC) (6 client	:s)	0	0	0	1	0	1	0	0	0	(6	0	0		0	0	0	5	
															1			-		100	
	4. Receiving of Communications (167 clients)		1	0	4	19	138	2	1	0	5	10	142		1			6	16	108	24
	Receiving of Communications (167 clients) Receiving of Complaint (33 clients)		0	0	4				0	0	5 5			0	0		0	0	16 3	108	
			0	0						0		4		0			1	0		14	
		STRONGLY DISAGREE	O SO	QD6 (In	ategrity) R OR AGREE		25		y Disaci	SQD7 NEIT	(Assur	ance)		N/A		LY DISA	SQI N GREE AG	D8 (Ou	tcome)	14	16
	5. Receiving of Complaint (33 clients) DIVISION DRD-PAU		O SO	QD6 (In	ategrity) R OR AGREE	4 STRONG	25	O	y Disaci	SQD7 NEIT	(Assur	ance)	24 TRONGLY		STRONG	LY DISA	SQI N GREE AG	O OUT	tcome)	14	1
	5. Receiving of Complaint (33 clients) DIVISION DRD-PAU EXTERNAL SERVICES	DISAGREE	O SO SI SAGREE	QD6 (In	4 ategrity) R OR AGREE	STRONG AGREE	25	STRONGL DISAGRE	Y DISAG	SQD7 NEIT AGRE DISA	(Assur	GREE S	24 STRONGLY AGREE	N/A	STRONG DISAGR	EE DISAG	SQI BREE AG	O D8 (Our	tcome)	14 STRONGLY AGREE	N/A
	5. Receiving of Complaint (33 clients) DIVISION DRD-PAU EXTERNAL SERVICES 1. Public assistance (email) (24 clients)	DISAGREE 0	O SO SI SAGREE	QD6 (In	4 ategrity) R AGREE	STRONG AGREE	25 N/A 23 0	STRONGL DISAGRE	O DISAG	SQD7 NEIT AGRE DISA	(Assur THER EE OR A GREE	gree s	24 TRONGLY AGREE	N/A	STRONG	DISAG	SQI GREE AG DI	D8 (Out	3 AGRE	E STRONGLY AGREE	1 N/A
	5. Receiving of Complaint (33 clients) DIVISION DRD-PAU EXTERNAL SERVICES 1. Public assistance (email) (24 clients) 2. Public assistance (Hotline and Walk-in) (23 clients) 3. Standard Freedom of Information Request through Walk-in) (23 clients)	DISAGREE	O SO SI SAGREE	QD6 (In	4 ategrity) R OR AGREE	STRONG AGREE	25	STRONGL DISAGRE	Y DISAG	SQD7 NEIT AGRE DISA	(Assur	GREE S	24 STRONGLY AGREE	N/A	STRONG	EE DISAG	SQI BREE AG	O D8 (Our	3 AGRE	14 STRONGLY AGREE	N/A
	5. Receiving of Complaint (33 clients) DIVISION DRD-PAU EXTERNAL SERVICES 1. Public assistance (email) [24 clients] 2. Public assistance (Hotline and Walk-in) (23 clients) 3. Standard Freedom of Information Request through Walk-in Facility and Mail (5 clients)	DISAGREE 0	O SI	QD6 (In	Adree Adree	STRONG AGREE	25 N/A N/A 23 0 21 0	STRONGL DISAGRE	Y DISAGE	SQD7 NEIT NEIT O O O	(Assur THER EE OR A GREE	ance) GREE 1 1	etrongly agree	N/A	STRONG	DISAG	SQI BGREE AAA DI	D8 (Our leither Gree of ISAGREF	3 AGRE	E STRONGLY AGREE	1 N/A
	5. Receiving of Complaint (33 clients) DIVISION DRD-PAU EXTERNAL SERVICES 1. Public assistance (email) [24 clients] 2. Public assistance (Hotline and Walk-in) [23 clients] 3. Standard Freedom of Information Request through Walk-in Facility and Mail (5 clients) QAD EXTERNAL SERVICES	DISAGREE 0	O SI	QD6 (In	Adree Adree	STRONG AGREE	25 N/A N/A 23 0 21 0	STRONGL DISAGRE	Y DISAGE	SQD7 NEIT NEIT O O O	(Assur THER EE OR A GREE	ance) GREE 1 1	etrongly agree	N/A	STRONG	DISAG	SQI BGREE AAA DI	D8 (Our leither Gree of ISAGREF	3 AGRE	E STRONGLY AGREE	10 N/A
	5. Receiving of Complaint (33 clients) DIVISION DRD-PAU EXTERNAL SERVICES 1. Public assistance (email) [24 clients] 2. Public assistance (Hotline and Walk-in) [23 clients] 3. Standard Freedom of Information Request through Walk-in Facility and Mail (5 clients) QAD EXTERNAL SERVICES	DISAGREE 0	O SI	QD6 (In	Adree Adree	STRONG AGREE	25 N/A N/A 23 0 21 0	STRONGL DISAGRE	Y DISAGE	SQD7 NEIT NEIT O O O	(Assur THER EE OR A GREE	ance) GREE 1 1	etrongly agree	N/A	STRONG	DISAG	SQI BGREE AAA DI	D8 (Our leither Gree of ISAGREF	3 AGRE	E STRONGLY AGREE	10 N/A
	DIVISION DIVISION DIVISION DIVISION DIVISION DIVISION DIVISION ORD-PAU EXTERNAL SERVICES 1. Public assistance (email) (24 clients) 2. Public assistance (Hotline and Walk-in) (23 clients) 3. Standard Freedom of Information Request through Walk-in Facility and Mail (5 clients) Pacility and Mail (5 clients) ADD EXTERNAL SERVICES 1. Application for the Opening/Additional Offering of SHS Program for Private Schools (36 clients)	DISAGREE 0	O SI	QD6 (In	Adree Adree	STRONG AGREE	25 N/A N/A 23 0 21 0	STRONGL	Y DISAGE	SQD7 NEIT NEIT O O O	(Assur THER EE OR A GREE	ance) GREE 1 1	etrongly agree	N/A 0 0 0 0	STRONG	DISAG	SQI BGREE AAA DI	D8 (Our leither Gree of ISAGREF	3 AGRE	E STRONGLY AGREE	1 N/A
	DIVISION DIVISION DIVISION DIVISION DIVISION DIVISION EXTERNAL SERVICES 1. Public assistance (email) (24 clients) 2. Public assistance (Hotline and Walk-in) (23 clients) 3. Standard Freedom of Information Request through Walk-in Facility and Mail (5 clients) QAD EXTERNAL SERVICES 1. Application for the Opening/Additional Offering of SHS Program for Private Schools (36 clients) 2. Application for Tuition and Other School Fees (TOSF), No increase and Proposed New Pees of Private Schools (3	O O O	O SISAGREE O O O O	QD6 (In	4 Actegrity) R AGREE 0 0 0 1 3	STRONG AGREE	25 N/A N/A 223 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	STRONGL	Y DISAG	SQD7 NEITI AGREDISA 0 0 0 0	(Assur THER EE OR A O O	gree s	TRONGLY AGREE	N/A 0 0 0 0	STRONG	DISAG	SQI NACACO DI O O O O 1	O DS (Our DS (3 AGRES	14 STRONGLY AGREE 1 23 1 21 0 5	1 N/A
	DIVISION DIVISION DIVISION DRD-PAU EXTERNAL SERVICES 1. Public assistance (email) [24 clients) 2. Public assistance (Hottine and Walk-in) (23 clients) 3. Standard Freedom of Information Request through Walk-in Facility and Mail (5 clients) QAD EXTERNAL SERVICES 1. Application for the Opening/Additional Offering of SHS Program for Private Schools (36 clients) 2. Application for Tuition and Other School Fees (TOSF), No increase and Proposed New Fees of Private Schools (3 clients) 3. Issuance of special orders for graduation of private	O O O	SISAGREE 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	QD6 (In	Adree Adree	STRONG AGREE	25 N/A N/A 223 0 0 0 32 0 0 3 0 0	STRONGL	Y DISAGE	SQD7 NEITH AGREDISA O O O O O O O O O O O O O O O O O O O	(Assur CHER EE OR A O O	gree s	TRONGLY AGREE	N/A 0 0 0 0	STRONG	DISAG	SQI NO	D8 (Our leither Gree of ISAGREF	3 AGRES	14 STRONGLY AGREE 1 23 1 21 0 5	1 N/A
SET D	DIVISION DIVISION DIVISION DRD-PAU EXTERNAL SERVICES 1. Public assistance (email) (24 clients) 2. Public assistance (Hotline and Walk-in) (23 clients) 3. Standard Freedom of Information Request through Walk-in Facility and Mail (5 clients) QAD EXTERNAL SERVICES 1. Application for the Opening/ Additional Offering of SHS Program for Private Schools (36 clients) 2. Application for Tuition and Other School Fees (TOSF), No increase and Proposed New Pees of Private Schools (3 clients) 3. Issuance of special orders for graduation of private school learners (2 clients)	O O O	O SISAGREE O O O O	QD6 (In	4 Actegrity) R AGREE 0 0 0 1 3	STRONG AGREE	25 N/A N/A 223 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	STRONGL	Y DISAG	SQD7 NEITI AGREDISA 0 0 0 0	(Assur THER EE OR A O O	gree s	TRONGLY AGREE	N/A 0 0 0 0	STRONG	DISAG	SQI NACACO DI O O O O 1	O DS (Our DS (3 AGRES	14 STRONGLY AGREE 1 23 1 21 0 5	N/A
SET D	DIVISION DIVISI	O O O	SISAGREE 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	QD6 (In	4 Actegrity) R AGREE 0 0 0 1 3	STRONG AGREE	25 N/A N/A 223 0 0 0 32 0 0 3 0 0	STRONGL	Y DISAGE	SQD7 NEITH AGREDISA O O O O O O O O O O O O O O O O O O O	(Assur THER EE OR A O O	gree s	TRONGLY AGREE	N/A 0 0 0 0	STRONG	DISAG	SQI NO	O DS (Our DS (3 AGRES	14 STRONGLY AGREE 1 23 1 21 0 5	1 N/A
SET D	DIVISION DIVISION DIVISION DRD-PAU EXTERNAL SERVICES 1. Public assistance (email) (24 clients) 2. Public assistance (email) (24 clients) 3. Standard Freedom of Information Request through Walk-in Facility and Mail (5 clients) 3. Standard Freedom of Information Request through Walk-in Facility and Mail (5 clients) 2. Application for the Opening/Additional Offering of SHS Program for Private Schools (36 clients) 2. Application for Tuition and Other School Fees (TOSF), No increase and Proposed New Fees of Private Schools (3 clients) 3. Issuance of special orders for graduation of private school learners (2 clients) INTERNAL SERVICES 1. Application for Establishment, Merging, Conversion, and Naming/ Renaming of Public Schools and Separation of Public	0 0 0 0	O SISAGREE O O O O O O O	QD6 (In NEITHE AGREE C DISAGRI	4 Ategrity) R AGREE 0 0 0 0 1 0 0 0 1 1 0 0 0 0 1 1 0 0 0 0	STRONG AGREE	25 N/A	STRONGL	Y DISAGI	O SQD7 NEITI AGREE AGREE DISA O O O O O O O O O O O O O O O O O O O	5 (Assurther Action of the Control o	ance) s s s s s s s s s s s s s s s s s s s	23 21 5 33 1	N/A 0 0 0 0	STRONG	DISAG	SQI N N N N N N N N N N N N N N N N N N N	O DS (Out	3 actionme)	14 STRONGLY AGREE 1 23 1 21 0 5	1 N/A
SET D	DIVISION DIVISION DIVISION DIVISION DIVISION DIVISION DIVISION DEATTERNAL SERVICES 1. Public assistance (email) (24 clients) 2. Public assistance (email) (24 clients) 3. Standard Freedom of Information Request through Walk-in Facility and Mail (5 clients) 4. Application for the Opening/Additional Offering of SHS Program for Private Schools (36 clients) 2. Application for Tuition and Other School Fees (TOSF), No increase and Proposed New Fees of Private Schools (3 clients) 3. Issuance of special orders for graduation of private school learners (2 clients) 1. Application for Tuition and Other School Fees (TOSF), No increase and Proposed New Fees of Private Schools (3 lients) 1. Application for Tuition and Standard Schools (3 clients) 1. Application of Public Schools and Separation of Public Schools (2 clients) 8. Decords	O O O	SISAGREE 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	QD6 (In NEITHE AGREE C DISAGRI	4 Actegrity) R AGREE 0 0 0 1 3	STRONG AGREE	25 N/A N/A 223 0 0 0 32 0 0 3 0 0	STRONGL	Y DISAGE	SQD7 NEITH AGREDISA O O O O O O O O O O O O O O O O O O O	(Assur THER EE OR A O O	gree s	TRONGLY AGREE	N/A 0 0 0 0	STRONG	DISAG	SQI NO	O DS (Our DS (3 actionme)	14 STRONGLY AGREE 1 23 1 21 0 5	N/A
SET D	DIVISION DIVISION DIVISION DIVISION DIVISION EXTERNAL SERVICES 1. Public assistance (email) [24 clients) 2. Public assistance (Hotline and Walk-in) [23 clients) 3. Standard Freedom of Information Request through Walk-in Facility and Mail (5 clients) 2AD EXTERNAL SERVICES 2. Application for the Opening/Additional Offering of SHS Program for Private Schools [36 clients) 2. Application for Tuition and Other School Fees (TOSF), No increase and Proposed New Fees of Private Schools [3 clients) 3. Issuance of special orders for graduation of private school learners [2 clients) INTERNAL SERVICES 1. Application for Establishment, Merging, Conversion, and Naming/ Renaming of Public Schools and Separation of Public Schools [2 clients] Schools [2 clients] SENDERONG EXTERNAL SERVICES 1. Certification, Authentication, Verification (CAV) [216	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	SISAGREE O O O O O O O O	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4 stegrity) R AGREE 0 0 0 1 3 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	STRONG	25 N/A 223 0 0 221 0 0 3 0 0 1 0 0 2 0 0	STRONGL	Y DISAGI	SQD77 NEITING AGREE DISA 0 0 0 0 0	5 (Assurther Action of the Control o	3 0 0 0	23 21 5 33 1 1	N/A 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	STRONG	DISAG	SQI N N N N N N N N N N N N N N N N N N N	O DS (Out	3 Recome)	14 STRONGLY AGREE 1 23 1 21 1 23 0 5 0 33 0 3 0 1	N/A N/A 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
SET D	DIVISION DIVISION DIVISION DIVISION DIVISION DIVISION EXTERNAL SERVICES 1. Public assistance (email) [24 clients) 2. Public assistance (Hotline and Walk-in) [23 clients) 3. Standard Freedom of Information Request through Walk-in Facility and Mail [5 clients) 2AD EXTERNAL SERVICES 2. Application for the Opening/Additional Offering of SHS Program for Private Schools [36 clients) 2. Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools [3 clients) 3. Issuance of special orders for graduation of private school learners [2 clients) INTERNAL SERVICES 1. Application for Establishment, Merging, Conversion, and Naming/ Renaming of Public Schools and Separation of Public Schools [2 clients] SED-Records EXTERNAL SERVICES 1. Certification, Authentication, Verification (CAV) [216 clients] 2. Issuance of Requested Documents (CTC and Photocopy of	0 0 0 0 0	O SISAGREE O O O O O O O	QD6 (In National Control of Contr	4 Ategrity) R AGREE 0 0 0 0 1 0 0 1 0 0 0 1 0 0 0 0 0 0 0 0	STRONG AGREE	25 N/A 223 0 0 221 0 0 5 0 0 1 0 0 2 0 0 71 1 1	STRONGL	Y DISAGI	O SQD7 NEITI AGREE AGREE DISA O O O O O O O O O O O O O O O O O O O	5 (Assurther Action of the Control o	ance) s s s s s s s s s s s s s s s s s s s	24 24 24 24 24 24 25 25 25 25 25 25 25 25 25 25 25 25 25	N/A 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	STRONG	DISAG	SQI N N N N N N N N N N N N N N N N N N N	O DS (Out	3 actionme)	14 STRONGLY AGREE 1 25 1 21 1 21 1 21 0 5 0 33 0 33 0 32 0 32 0 32 0 32 0 32	1 N/A
SET D	DIVISION EXTERNAL SERVICES 1. Public assistance [Hotline and Walk-in] (23 clients) 3. Standard Freedom of Information Request through Walk-in Facility and Mail (5 clients) 4. Application for the Opening/ Additional Offering of SHS Program for Private Schools (36 clients) 2. Application for Tuition and Other School Fees (TOSF), No increase and Proposed New Fees of Private Schools (3 clients) 3. Issuance of special orders for graduation of private school learners (2 clients) INTERNAL SERVICES 1. Application for Establishment, Merging, Conversion, and Naming/ Renaming of Public Schools and Separation of Public Schools (2 clients) SCHORNAL SERVICES 1. Certification, Authentication, Verification (CAV) (216 clients) 2. Issuance of Requested Documents (CTC and Photocopy of Documents) (11 clients) 2. Issuance of Requested Documents (CTC and Photocopy of Documents) (11 clients)	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	SISAGREE O O O O O O O O O O O O O O O O O O	QD6 [Le QD6] NEITHEE AGREE OD DISAGRI	4 Ategrity) R AGREE 0 0 0 0 1 3 0 0 1 0 0 3 39 0 1	STRONG AGREI	25 N/A 23 0 0 32 0 0 1 0 0 1 1 0 1 1 1 1 1 1 1 1 1 1 1	STRONGLE	y y DISAGIO	SQD77 NEITE DISA O O O O O O O O O O O O O O O O O O O	5 (Assur	35 1	23 21 5 33 3 1 1 22 176 10 10	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	STRONG	DISAG	SQ N N N N N N N N N	O O O O O O O O O O O O O O O O O O O	R AGRE	14 E STRONGLY AGREE 1 23 1 23 1 23 0 5 0 33 0 33 0 33 0 32 1 11 1 11 1 11 1 11 1 11 1 11 1 11 1	1. N/A
SET D	DIVISION DIVISION DIVISION DIVISION DIVISION DIVISION EXTERNAL SERVICES 1. Public assistance (email) [24 clients) 2. Public assistance (Hotline and Walk-in) [23 clients) 3. Standard Freedom of Information Request through Walk-in Facility and Mail [5 clients) 2. Application for the Opening/Additional Offering of SHS Program for Private Schools [36 clients) 2. Application for Tuition and Other School Fees (TOSF), No increase and Proposed New Fees of Private Schools [3 clients] 3. Issuance of special orders for graduation of private school learners (2 clients) INTERNAL SERVICES 1. Application for Establishment, Merging, Conversion, and Naming/ Renaming of Public Schools and Separation of Public Schools (2 clients) ASD-Records EXTERNAL SERVICES 1. Certification, Authentication, Verification (CAV) (216 clients) 2. Issuance of Requested Documents (CTC and Photocopy of Documents) (11 clients) 3. Issuance of Requested Documents (Non-CTC) (6 clients)	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	O O O O O O O O O O O O O O O O O O O	4 Atcgrity) R AGREE 0 0 0 1 0 0 1 0 0 1 3 39 0 1 0 0 0	STRONG AGREE	25 N/A 223 0 0 221 0 0 5 0 0 1 0 0 1 1 0 1 1 1 1 1 6 6 0 0 0	STRONGI	y y DISAGI	SQD77 NEITING AGREE DISA 0 0 0 0 0	5 (Assur	35 1 0	23 21 25 33 3 1 1 176 10 6	0 0 0 0 0	STRONG	DISAG	SQ: N N N N N N N N N N N N N N N N N N N	O O O O O O O O O O O O O O O O O O O	R AGRE	14 STRONGLY AGREE STRONGLY AGREE 1 25 1 21 1 21 1 21 1 22 1 1 21 1 21 1	1(N/A
SET D	DIVISION EXTERNAL SERVICES 1. Public assistance [Hotline and Walk-in] (23 clients) 3. Standard Freedom of Information Request through Walk-in Facility and Mail (5 clients) 4. Application for the Opening/ Additional Offering of SHS Program for Private Schools (36 clients) 2. Application for Tuition and Other School Fees (TOSF), No increase and Proposed New Fees of Private Schools (3 clients) 3. Issuance of special orders for graduation of private school learners (2 clients) INTERNAL SERVICES 1. Application for Establishment, Merging, Conversion, and Naming/ Renaming of Public Schools and Separation of Public Schools (2 clients) SCHORNAL SERVICES 1. Certification, Authentication, Verification (CAV) (216 clients) 2. Issuance of Requested Documents (CTC and Photocopy of Documents) (11 clients) 2. Issuance of Requested Documents (CTC and Photocopy of Documents) (11 clients)	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	SISAGREE O O O O O O O O O O O O O O O O O O	O O O O O O O O O O O O O O O O O O O	4 Ategrity) R AGREE 0 0 0 0 1 3 0 0 1 0 0 3 39 0 1	STRONG AGREE	25 N/A 23 0 0 32 0 0 1 0 0 1 1 0 1 1 1 1 1 1 1 1 1 1 1	STRONGIE	y y DISAGIO	SQD77 NEITE DISA O O O O O O O O O O O O O O O O O O O	5 (Assur	35 1	23 21 5 33 3 1 1 22 176 10 10	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	STRONG	DISAG	SQ N N N N N N N N N	O O O O O O O O O O O O O O O O O O O	A AGRE	14 E STRONGLY AGREE 1 23 1 23 1 23 0 5 0 33 0 33 0 33 0 32 1 11 1 11 1 11 1 11 1 11 1 11 1 11 1	1(N/A) N/A

Remarks: Most of the clients responded that they strongly agree with the services.

D. Demographic Profile

				Age					Sex			Customer	Туре
	DIVISION	19 or lower	20-34	35-49	50-64	65 or higher	Did not specify	Male	Female	Did not specify	Citizen	Business	Government
	Finance - Accounting Unit												
	1. Certification as to Availability of Funds	0	0	0	0	0	5	2	1	2	0	0	0
	2. Endorsement of Request for Cash Allocation from SDOs (54)	0	0	6	7	0	35	8	16	30	0	6	8
	Finance - Budget Section		1				3	3	1			2	
	ASD-Cash Section												
	EXTERNAL SERVICES												
SET A	1. Payment of External and Internal Claims (38 clients)	0	2	2			34	0	2	36	1	1	1
	2. Payment of Obligation (2 clients)	0	0	0	0	0	2	1	1	0	0	1	0
	INTERNAL SERVICES												
	1. Handling of Cash Advances (3 clients)	0	0	0	0	0	3	1	1	1	0	0	0
	CLMD												
	EXTERNAL SERVICES												
	1. Access to LRMDS Portal (4)	0	0	2	0	0	2	1	3	0	0	0	2
	2. Procedure for the Use of LRMDS Computers (79)	0	10	7	2	0	60	9	19	51	3	7	7

	DIVISION	19 or lower	20-34	35-49	50-64	65 or higher	Did not specify	Male	Femal	le Did		tizen	Business	Government
	HRDD						specify							
	INTERNAL SERVICES													
	1. Rewards and Recognition (20 clients)		5		4	1 (10)	6	8	6	1	0	4
	ORD-Legal													
	EXTERNAL SERVICES													
	1. Legal Assistance to Walk-in Clients (9 clients)	0	1		0 (3 (0	2	7	0	0	0
	2.Request for Correction of Entries in School Record (16) INTERNAL SERVICES	0	2		0 () (0 14			3	13	1	0	0
SET E	Processing of communication received through the Public Assistance Action Center (PAAC) (1 client)	o	C		0 0) 1	L	0	0	1	1	0	o
	2. Request for Certification as to the Pendency or Non- Pendency of an Administrative Case (5)	0	C		1 0) 4	ŀ	2	1	2	1	0	1
	NEAPR													
	EXTERNAL SERVICES						1							
	1. Recognition of Professional Development	0	C		0				1	3			0	
	Programs/Courses (6 clients) PPRD					·) 6	2	.1	3	2	0		-
	EXTERNAL SERVICES						1							
	1. Generation of School IDs for New Schools and/or Adding													
	or Updating of SHS Program Offering (Public, Private &													
	SUC/LUC) (15 clients)	0	2		2 (2	2	11	0	2	1
	2. Request for Reversion (6 clients)	0	4		2 () () ()	2	4	0	0	1	1
	DIVISION	19 or lower	20-34	35-49	50-64	65 or higher	Did not specify	Male	Female	Did no		zen E	Business	Government
	ORD-Proper						specify							
	EXTERNAL SERVICES													
	1. Issuance of Foreign Official Travel Authority (49 clients)	0	11	8	3 4	0	26	13	18		18	0	7	14
	2. Issuance of Foreign Personal Travel Authority (0 client)						20	10	10	·			,	- 1
	ASD-Personnel													
	EXTERNAL SERVICES													
	1. Acceptance of Employment Application (walk-in) (30 cli	0	0	(0	0	30	0	0	3	30	0	0	0
	2. Acceptance of Employment Application (Online) (1 client	0	0	(0	0	1	0	0	+	1	0	0	0
	3. Issuance of Certificate of Last Payment (CLP) (29 clients)	0	0	(0	0	29	0	0	2	29	0	0	0
	INTERNAL SERVICES													
	Application for Leave (3 clients) Application for Retirement/Survivorship/Disability	0	0	(0	0	3	0	0		3	0	0	0
	Benefit (1 client)	o	0	(o	0	1	0	0		1	0	0	0
SET	3. Issuance of Certificate for Remittances (1 client)													
		0	0	(0	0	1	0	0		1	0	0	0
	4. Issuance of Certificate of Employment and/or Service Record (4 clients)	o	0	(0	0	4	0	0		4	0	o	0
	5.1 Issuance of Foreign Official Travel Authority (none)		- -		1									
	5.2 Issuance of Foreign Personal Travel Authority (6	0	0	(0	0	0	0	0		0	0	0	0
	clients)	o	0	(0	0	6	0	0		6	0	0	0
	6. Processing of Equivalent Record Form (ERF) (7 clients)	0	0	(0	0	7	0	2		5	0	0	0
	7. Processing of Study Leave (none)	0	0	(0	0	0	0	0		0	0	0	0
	8. Processing of Terminal Leave Benefits (3 clients)	0	0	(0	3	0	0		3	0	0	0
	9. Request for Transfer from Another Region (7)	0	0	(0	0	7	0	0		7	0	0	0
	10. Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances) (49 clients)		0	,		0	16	0	2				0	2
		0	2	(1	0	46	0	3	-	16	0	0	2
					Age					Sex			Customer	Туре
	DIVISION						65 or	Did			Did not			
			19 or 10	wer 20-34	35-4	9 50-64	higher	not specify	Male I		specify	Citizeı	n Business	Government
	ORD-PAU													
	EXTERNAL SERVICES 1. Public assistance (email) (24 clients)			0	5	0 3		0 15	3	9	12		0 0	1
	2. Public assistance (Hotline and Walk-in) (23 clients)				5	0 4		0 13	3	9	11		3 (
	3. Standard Freedom of Information Request through Walk-In Facility as	nd Mail (5 client	s)	0 (0	0 0		0 5	0	0	5		0 (0
	QAD EXTERNAL SERVICES							+ +						+
	Application for the Opening/Additional Offering of SHS Program for Progra	rivate Schools (3	6		İ									
	clients)			0	1	4 4		0 27	4	9	23		0 (1
	 Application for Tuition and Other School Fees (TOSF), No Increase and of Private Schools (3 clients) 	d Proposed New	Fees	0	o.	0 0		0 3	o	0	3			
	3. Issuance of special orders for graduation of private school learners (2	clients)			0	0 0		0 2	0	0	2		0 0)
SET D	INTERNAL SERVICES								Ŭ	Ŭ			1	Ĭ
	1. Application for Establishment, Merging, Conversion, and Naming/													T
	Renaming of Public Schools and Separation of Public Schools (2clients)	<u> </u>				0 -								
	ASD-Records	·		0	9	0		0 2	0	0	2		.0	′ -
	EXTERNAL SERVICES													
	1. Certification, Authentication, Verification (CAV) (216 clients)			7 49	9	11 4		1 144	38	59	119		4 5	3
	2. Issuance of Requested Documents (CTC and Photocopy of Documents	(11 clients)												
	Issuance of Requested Documents (Non-CTC) (6 clients)		-		1	0 0		1 7 0 5	3	3	5 5		0 1	0 0
	Receiving of Communications (167 clients)			2 3		12 6		1 110	28	43	96		4 10	
	5. Receiving of Complaint (33 clients)			0 1		8 2		0 8	a	24	0		0 3	7
				- O ₁ 13	-	<u> </u>		<u> </u>	91	241	U		∵ 1 2	/1

E. Count of Citizen's Charter Responses

DIVISIO	ON		b. Citizen's Charter Visibility	c. Citizen's Charter Helpfulness
	Finance - Accounting Unit	5	4	2
ODW A	Finance - Budget Section	2	0	0
SET A	ASD-Cash Section	5	5	5
	CLMD	5	5	5
	HRDD	1	1	1
SET B	ORD-Legal	6	6	6
SELD	NEAPR	1	1	1
	PPRD	2	3	3
SET C	ORD-Proper	2	2	2
SEIC	ASD-Personnel	23	22	23
	ORD-PAU	7	7	7
SET D	QAD	1	1	1
	ASD-Records	72	69	67
	TOTAL	132	126	123

2023 OFFICE OVER-ALL RATING: 4.7977 (Strongly Agree)

Descriptive Equivalent:

Rating	Equivalent
4.21-5.00	Strongly Agree
3.41-4.20	Agree
2.61-3.40	Neither Agree or Disagree
1.81-2.60	Disagree
1.00-1.80	Strongly Disagree

F. Major or most identified feedback/concerns from clients.

- 1. Most of the clients' feedback strongly agrees with their transactions.
- 2. Most of the clients mentioned their appreciation for the good work done by the personnel.
- Clients thanked the RO personnel for their excellent services.
 Appreciated the excellent work of the staff.
- 5. Looking forward to more engagement with the office.