



Republic of the Philippines
Department of Education
 CORDILLERA ADMINISTRATIVE REGION

CONSOLIDATED CSM REPORT 2023 (January to December)
REGIONAL OFFICE

| A. Total number of clients who completed the survey for FY 2023 | | |
|---|---------------------------|------------|
| DIVISION | | |
| 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. Total number of transactions for FY 2023 | | |
|---|---------------------------|------------|
| DIVISION | | |
| 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

| DIVISION | SQD1 (Responsiveness) | | | | | | SQD2 (Reliability) | | | | | | |
|---|---|----------|---------------------------|-------|----------------|-----|--------------------|----------|---------------------------|-------|----------------|-----|---|
| | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | |
| SET A | Finance - Accounting Unit | | | | | | | | | | | | |
| | INTERNAL SERVICES | | | | | | | | | | | | |
| | 1. Certification as to Availability of Funds (5 clients) | | | | | | | | | | | | |
| | | 0 | 0 | 0 | 0 | 5 | 0 | 1 | 0 | 0 | 0 | 4 | 0 |
| | 2. 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 |
| | 2. 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 | 0 | 0 | |
| 2. Payment of Obligation (2 clients) | | | | | | | | | | | | | |
| | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | |
| INTERNAL SERVICES | | | | | | | | | | | | | |
| 1. Handling of Cash Advances (3 clients) | | | | | | | | | | | | | |
| | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | |
| CLMD | | | | | | | | | | | | | |
| EXTERNAL SERVICES | | | | | | | | | | | | | |
| 1. Access to LRMDs Portal | | | | | | | | | | | | | |
| | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | |
| 2. Procedure for the Use of LRMDs Computers (79clients) | | | | | | | | | | | | | |
| | 3 | 0 | 2 | 73 | 1 | 2 | 2 | 2 | 75 | 0 | 0 | 0 | |

| DIVISION | SQD3 (Access & Facility) | | | | | | SQD4 (Communication) | | | | | | |
|--|---|----------|---------------------------|-------|----------------|-----|----------------------|----------|---------------------------|-------|----------------|-----|---|
| | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | |
| SET 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 |
| | 2. Endorsement of Request for Cash Allocation from SDOs (54 clients) | | | | | | | | | | | | |
| | Finance - Budget Section | | | | | | | | | | | | |
| | INTERNAL SERVICES | | | | | | | | | | | | |
| | 1. Disbursement Updating (4 clients) | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 4 | 0 |
| | 2. 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 | 3 | 6 | 29 | 0 | 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 | | | | | | | | | | | | |
| | 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 LRMS Portal | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | |
| 2. Procedure for the Use of LRMS Computers (79clients) | 2 | 0 | 0 | 4 | 69 | 4 | 2 | | | 1 | 75 | 1 | |

| DIVISION | SQD5 (Costs) | | | | | | SQD6 (Integrity) | | | | | | |
|--|---|----------|---------------------------|-------|----------------|-----|-------------------|----------|---------------------------|-------|----------------|-----|---|
| | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | |
| SET 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 | | | | | | | | | | | | |
| | 1. Disbursement Updating (4 clients) | 0 | 0 | 0 | 0 | 2 | 2 | | | 1 | | 3 | 0 |
| | 2. 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 | 6 | 1 | 31 | 0 | 0 | 0 | 1 | 4 | 33 | 0 |
| | 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 LRMS Portal | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | |
| 2. Procedure for the Use of LRMS Computers (79clients) | 2 | 0 | 12 | 4 | 44 | 11 | 2 | 0 | 0 | 2 | 75 | 0 | |

| DIVISION | SQD7 (Assurance) | | | | | | SQD8 (Outcome) | | | | | | |
|--|---|----------|---------------------------|-------|----------------|-----|-------------------|----------|---------------------------|-------|----------------|-----|---|
| | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | |
| SET 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 | | | | | | | | | | | | |
| | 1. Disbursement Updating (4 clients) | 0 | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 1 | 3 | |
| | 2. 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 | 2 | 3 | 33 | 0 | 0 | 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 | | | | | | | | | | | | |
| | 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 LRMS Portal | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | |
| 2. Procedure for the Use of LRMS Computers (79clients) | 2 | 0 | 0 | 0 | 77 | 0 | 0 | 0 | 0 | 4 | 73 | 0 | |

| DIVISION | SQD1 (Responsiveness) | | | | | | SQD2 (Reliability) | | | | | |
|--|-----------------------|----------|---------------------------|-------|----------------|-----|--------------------|----------|---------------------------|-------|----------------|-----|
| | 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 | | | | | | | | | | | | |
| 1. Legal Assistance to Walk-in Clients (9 clients) | 0 | 0 | 0 | 1 | 8 | 0 | 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 Assistance Action Center (PAAC) (1 client) | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 2. Request for Certification as to the Pendency or Non-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 | 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 | 1 | 4 | 10 | 0 |
| 2. Request for Reversion (6 clients) | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 6 | 0 |

| DIVISION | SQD3 (Access & Facility) | | | | | | SQD4 (Communication) | | | | | |
|--|--------------------------|----------|---------------------------|-------|----------------|-----|----------------------|----------|---------------------------|-------|----------------|-----|
| | 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 | | | | | | | | | | | | |
| 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 |
| 2. Request for Certification as to the Pendency or Non-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 | | | | | | | | | | | | |
| 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 | 1 | 4 | 10 | 0 |
| 2. Request for Reversion (6 clients) | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 6 | 0 |

| DIVISION | SQD5 (Costs) | | | | | | SQD6 (Integrity) | | | | | |
|--|-------------------|----------|---------------------------|-------|----------------|-----|-------------------|----------|---------------------------|-------|----------------|-----|
| | 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 | 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 |
| 2. Request for Certification as to the Pendency or Non-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 | | | | | | | | | | | | |
| 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 | 0 | 0 | 4 | 11 | 0 |
| 2. Request for Reversion (6 clients) | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 6 | 0 |

| DIVISION | SQD7 (Assurance) | | | | | | SQD8 (Outcome) | | | | | | |
|--|---|----------|---------------------------|-------|----------------|-----|-------------------|----------|---------------------------|-------|----------------|-----|---|
| | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | |
| SET B | 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 | | | | | | | | | | | | |
| | 1. Legal Assistance to Walk-in Clients (9 clients) | 0 | 0 | 0 | 1 | 8 | 0 | 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 | | | | | | | | | | | | |
| | 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 |
| | 2. Request for Certification as to the Pendency or Non-Pendency of an Administrative Case (5) | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 1 | 4 | 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 | | | | | | | | | | | | | |
| 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 | |

| DIVISION | SQD1 (Responsiveness) | | | | | | SQD2 (Reliability) | | | | | | |
|--|--|----------|---------------------------|-------|----------------|-----|--------------------|----------|---------------------------|-------|----------------|-----|---|
| | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | |
| SET C | 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 |
| 2. Application for Retirement/Survivorship/Disability 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 | 0 | |
| 8. Processing of Terminal Leave Benefits (3 clients) | 0 | 0 | 0 | 1 | 2 | 0 | 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 | |

| DIVISION | SQD3 (Access & Facility) | | | | | | SQD4 (Communication) | | | | | | |
|--|--|----------|---------------------------|-------|----------------|-----|----------------------|----------|---------------------------|-------|----------------|-----|---|
| | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | |
| SET C | ORD-Proper | | | | | | | | | | | | |
| | EXTERNAL SERVICES | | | | | | | | | | | | |
| | 1. Issuance of Foreign Official Travel Authority (49) | 0 | 0 | 0 | 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 | | | | | | | | | | | | |
| | 1. Acceptance of Employment Application (walk-in) (30 clients) | 1 | 0 | 0 | 3 | 23 | 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 | 1 | 3 | 25 | 0 | 0 | 0 | 0 | 4 | 25 | 0 |
| | INTERNAL SERVICES | | | | | | | | | | | | |
| | 1. Application for Leave (3 clients) | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 3 | 0 |
| 2. Application for Retirement/Survivorship/Disability 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 | 1 | 1 | 0 | 1 | 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 | 0 | 6 | 0 | |
| 6. Processing of Equivalent Record Form (ERF) (7) | 0 | 0 | 0 | 1 | 6 | 0 | 0 | 0 | 0 | 1 | 6 | 0 | |
| 7. Processing of Study Leave (none) | 0 | 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 | 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 | |

| DIVISION | SQD5 (Costs) | | | | | | SQD6 (Integrity) | | | | | | |
|--|--|----------|---------------------------|-------|----------------|-----|-------------------|----------|---------------------------|-------|----------------|-----|---|
| | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | |
| SET C | 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 | 0 | 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 | 0 |
| | INTERNAL SERVICES | | | | | | | | | | | | |
| | 1. Application for Leave (3 clients) | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 3 | 0 |
| | 2. Application for Retirement/Survivorship/Disability 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 | 0 | 0 | |
| 8. Processing of Terminal Leave Benefits (3 clients) | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 1 | 2 | 0 | |
| 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 and Insurances) (49 clients) | 0 | 0 | 2 | 8 | 32 | 4 | 0 | 0 | 1 | 8 | 40 | 0 | |

| DIVISION | SQD7 (Assurance) | | | | | | SQD8 (Outcome) | | | | | | |
|--|--|----------|---------------------------|-------|----------------|-----|-------------------|----------|---------------------------|-------|----------------|-----|---|
| | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | |
| SET C | 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 | | | | | | | | | | | | |
| | 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 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 |
| | 2. Application for Retirement/Survivorship/Disability 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 | 0 | 6 | 0 | |
| 6. Processing of Equivalent Record Form (ERF) (7 clients) | 0 | 0 | 0 | 1 | 6 | 0 | 0 | 0 | 0 | 1 | 6 | 0 | |
| 7. Processing of Study Leave (none) | 0 | 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 | 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 | |

| DIVISION | SQD1 (Responsiveness) | | | | | | SQD2 (Reliability) | | | | | | |
|--|---|----------|---------------------------|-------|----------------|-----|--------------------|----------|---------------------------|-------|----------------|-----|---|
| | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | |
| SET D | 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 school learners (2 clients) | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 |
| | INTERNAL SERVICES | | | | | | | | | | | | |
| | 1. Application for Establishment, Merging, Conversion, and Naming/ Renaming of Public Schools and Separation of Public Schools (2clients) | 0 | 0 | 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 | |

| DIVISION | SQD3 (Access & Facility) | | | | | | SQD4 (Communication) | | | | | | SQD5 (Costs) | | | | | |
|---|--------------------------|----------|---------------------------|-------|----------------|-----|----------------------|----------|---------------------------|-------|----------------|-----|-------------------|----------|---------------------------|-------|----------------|-----|
| | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | 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 | 21 | 2 | 0 | 0 | 1 | 1 | 22 | 0 | 0 | 0 | 1 | 2 | 15 | 6 |
| 2. Public assistance (Hotline and Walk-in) (23 clients) | 0 | 0 | 0 | 1 | 19 | 2 | 0 | 0 | 1 | 0 | 21 | 0 | 0 | 0 | 0 | 0 | 14 | 7 |
| 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 | 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 | 0 | 7 | 29 | 0 | 0 | 0 | 1 | 5 | 30 | 0 | 0 | 0 | 0 | 5 | 22 | 55 |
| 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 | 0 | 0 | 0 | 0 | 3 | 0 |
| 3. Issuance of special orders for graduation of private school learners (2 clients) | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 0 |
| INTERNAL SERVICES | | | | | | | | | | | | | | | | | | |
| 1. Application for Establishment, Merging, Conversion, and Naming/ Renaming of Public Schools and Separation of Public Schools (2clients) | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 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 | 39 |
| 2. Issuance of Requested Documents (CTC and Photocopy of Documents) (11 clients) | 0 | 0 | 0 | 1 | 10 | 0 | 0 | 0 | 0 | 2 | 9 | 0 | 0 | 0 | 2 | 1 | 8 | 1 |
| 3. Issuance of Requested Documents (Non-CTC) (6 clients) | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 5 | 1 |
| 4. Receiving of Communications (167 clients) | 1 | 0 | 4 | 19 | 138 | 2 | 1 | 0 | 5 | 16 | 142 | 1 | 19 | 0 | 6 | 16 | 108 | 24 |
| 5. Receiving of Complaint (33 clients) | 0 | 0 | 4 | 4 | 25 | 0 | 0 | 0 | 5 | 4 | 24 | 0 | 0 | 0 | 0 | 3 | 14 | 16 |

| DIVISION | SQD6 (Integrity) | | | | | | SQD7 (Assurance) | | | | | | SQD8 (Outcome) | | | | | |
|---|-------------------|----------|---------------------------|-------|----------------|-----|-------------------|----------|---------------------------|-------|----------------|-----|-------------------|----------|---------------------------|-------|----------------|-----|
| | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE OR DISAGREE | AGREE | STRONGLY AGREE | N/A | 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 | 0 | 23 | 0 | 0 | 0 | 0 | 1 | 23 | 0 | 0 | 0 | 0 | 1 | 23 | 0 |
| 2. Public assistance (Hotline and Walk-in) (23 clients) | 0 | 0 | 0 | 1 | 21 | 0 | 0 | 0 | 0 | 1 | 21 | 0 | 0 | 0 | 0 | 1 | 21 | 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 | 0 | 0 | 0 | 0 | 5 | 0 |
| QAD | | | | | | | | | | | | | | | | | | |
| EXTERNAL SERVICES | | | | | | | | | | | | | | | | | | |
| 1. Application for the Opening/Additional Offering of SHS Program for Private Schools (36 clients) | | | 1 | 3 | 32 | 0 | 0 | 0 | 0 | 3 | 33 | 0 | 0 | 1 | 2 | 0 | 33 | 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 | 0 | 0 | 0 | 0 | 3 | 0 |
| 3. Issuance of special orders for graduation of private school learners (2 clients) | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 |
| INTERNAL SERVICES | | | | | | | | | | | | | | | | | | |
| 1. Application for Establishment, Merging, Conversion, and Naming/ Renaming of Public Schools and Separation of Public Schools (2clients) | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 0 |
| ASD-Records | | | | | | | | | | | | | | | | | | |
| EXTERNAL SERVICES | | | | | | | | | | | | | | | | | | |
| 1. Certification, Authentication, Verification (CAV) (216 clients) | 2 | 0 | 3 | 39 | 171 | 1 | 1 | 0 | 4 | 35 | 176 | 0 | 3 | 0 | 4 | 42 | 166 | 1 |
| 2. Issuance of Requested Documents (CTC and Photocopy of Documents) (11 clients) | 0 | 0 | 0 | 1 | 10 | 1 | 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 | 0 | 0 | 0 | 0 | 6 | 0 |
| 4. Receiving of Communications (167 clients) | 1 | 0 | 3 | 18 | 142 | 0 | 1 | 0 | 2 | 18 | 143 | 0 | 1 | 0 | 4 | 22 | 137 | 0 |
| 5. Receiving of Complaint (33 clients) | 0 | 0 | 3 | 5 | 25 | 0 | 0 | 0 | 2 | 5 | 26 | 0 | 0 | 0 | 3 | 7 | 23 | 0 |

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

D. Demographic Profile

| DIVISION | Age | | | | | | Sex | | | Customer Type | | |
|--|-------------|-------|-------|-------|--------------|-----------------|------|--------|-----------------|---------------|----------|------------|
| | 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 | | | | | | | | | | | | |
| 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 | Female | Did not specify | Citizen | Business | Government |
|--|---|-------------|-------|-------|-------|--------------|-----------------|------|--------|-----------------|---------|----------|------------|
| SET B | HRDD | | | | | | | | | | | | |
| | INTERNAL SERVICES | | | | | | | | | | | | |
| | 1. Rewards and Recognition (20 clients) | | 5 | 4 | 1 | 0 | 10 | 6 | 8 | 6 | 1 | 0 | 4 |
| | ORD-Legal | | | | | | | | | | | | |
| | EXTERNAL SERVICES | | | | | | | | | | | | |
| | 1. Legal Assistance to Walk-in Clients (9 clients) | 0 | 1 | 0 | 0 | 0 | 8 | 0 | 2 | 7 | 0 | 0 | 0 |
| | 2. Request for Correction of Entries in School Record (16) | 0 | 2 | 0 | 0 | 0 | 14 | | 3 | 13 | 1 | 0 | 0 |
| | INTERNAL SERVICES | | | | | | | | | | | | |
| | 1. Processing of communication received through the Public Assistance Action Center (PAAC) (1 client) | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 |
| | 2. Request for Certification as to the Pendency or Non-Pendency of an Administrative Case (5) | 0 | 0 | 1 | 0 | 0 | 4 | 2 | 1 | 2 | 1 | 0 | 1 |
| | NEAPR | | | | | | | | | | | | |
| | EXTERNAL SERVICES | | | | | | | | | | | | |
| 1. Recognition of Professional Development Programs/Courses (6 clients) | 0 | 0 | 0 | 0 | 0 | 6 | 1 | 3 | 2 | 0 | 0 | 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 | 2 | 2 | 0 | 0 | 11 | 2 | 2 | 11 | 0 | 2 | 1 | |
| 2. Request for Reversion (6 clients) | 0 | 4 | 2 | 0 | 0 | 0 | 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 not specify | Citizen | Business | Government |
|--|--|-------------|-------|-------|-------|--------------|-----------------|------|--------|-----------------|---------|----------|------------|
| SET C | ORD-Proper | | | | | | | | | | | | |
| | EXTERNAL SERVICES | | | | | | | | | | | | |
| | 1. Issuance of Foreign Official Travel Authority (49 clients) | 0 | 11 | 8 | 4 | 0 | 26 | 13 | 18 | 18 | 0 | 7 | 14 |
| | 2. Issuance of Foreign Personal Travel Authority (0 client) | | | | | | | | | | | | |
| | ASD-Personnel | | | | | | | | | | | | |
| | EXTERNAL SERVICES | | | | | | | | | | | | |
| | 1. Acceptance of Employment Application (walk-in) (30 clients) | 0 | 0 | 0 | 0 | 0 | 30 | 0 | 0 | 30 | 0 | 0 | 0 |
| | 2. Acceptance of Employment Application (Online) (1 client) | 0 | 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 | 0 | 29 | 0 | 0 | 29 | 0 | 0 | 0 |
| | INTERNAL SERVICES | | | | | | | | | | | | |
| | 1. Application for Leave (3 clients) | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 3 | 0 | 0 | 0 |
| | 2. Application for Retirement/Survivorship/Disability Benefit (1 client) | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| | 3. Issuance of Certificate for Remittances (1 client) | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| | 4. Issuance of Certificate of Employment and/or Service Record (4 clients) | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 4 | 0 | 0 | 0 |
| | 5.1 Issuance of Foreign Official Travel Authority (none) | 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 | 0 | 6 | 0 | 0 | 6 | 0 | 0 | 0 |
| | 6. Processing of Equivalent Record Form (ERF) (7 clients) | 0 | 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 | 0 |
| | 8. Processing of Terminal Leave Benefits (3 clients) | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 3 | 0 | 0 | 0 |
| 9. Request for Transfer from Another Region (7) | 0 | 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 | 2 | 0 | 1 | 0 | 46 | 0 | 3 | 46 | 0 | 0 | 2 | |

| DIVISION | | Age | | | | | Sex | | | Customer Type | | | |
|--|---|-------------|-------|-------|-------|--------------|-----------------|------|--------|-----------------|---------|----------|------------|
| | | 19 or lower | 20-34 | 35-49 | 50-64 | 65 or higher | Did not specify | Male | Female | Did not specify | Citizen | Business | Government |
| SET D | ORD-FAU | | | | | | | | | | | | |
| | EXTERNAL SERVICES | | | | | | | | | | | | |
| | 1. Public assistance (email) (24 clients) | 0 | 6 | 0 | 3 | 0 | 15 | 3 | 9 | 12 | 0 | 0 | 1 |
| | 2. Public assistance (Hotline and Walk-in) (23 clients) | 0 | 6 | 0 | 4 | 0 | 13 | 3 | 9 | 11 | 3 | 0 | 3 |
| | 3. Standard Freedom of Information Request through Walk-In Facility and Mail (5 clients) | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 5 | 0 | 0 | 0 |
| | QAD | | | | | | | | | | | | |
| | EXTERNAL SERVICES | | | | | | | | | | | | |
| | 1. Application for the Opening/Additional Offering of SHS Program for Private Schools (36 clients) | 0 | 1 | 4 | 4 | 0 | 27 | 4 | 9 | 23 | 0 | 0 | 1 |
| | 2. Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools (3 clients) | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 3 | 0 | 0 | 0 |
| | 3. Issuance of special orders for graduation of private school learners (2 clients) | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 |
| | INTERNAL SERVICES | | | | | | | | | | | | |
| | 1. Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools (2 clients) | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 |
| | ASD-Records | | | | | | | | | | | | |
| | EXTERNAL SERVICES | | | | | | | | | | | | |
| | 1. Certification, Authentication, Verification (CAV) (216 clients) | 7 | 49 | 11 | 4 | 1 | 144 | 38 | 59 | 119 | 4 | 5 | 3 |
| 2. Issuance of Requested Documents (CTC and Photocopy of Documents) (11 clients) | 0 | 2 | 1 | 0 | 1 | 7 | 3 | 3 | 5 | 0 | 1 | 0 | |
| 3. Issuance of Requested Documents (Non-CTC) (6 clients) | 0 | 1 | 0 | 0 | 0 | 5 | 0 | 1 | 5 | 0 | 0 | 0 | |
| 4. Receiving of Communications (167 clients) | 2 | 36 | 12 | 6 | 1 | 110 | 28 | 43 | 96 | 4 | 10 | 16 | |
| 5. Receiving of Complaint (33 clients) | 0 | 15 | 8 | 2 | 0 | 8 | 9 | 24 | 0 | 0 | 2 | 7 | |

Remarks: Most of the clients did not provide their age, gender and customer type.

E. Count of Citizen's Charter Responses

| DIVISION | | a. Citizen's Charter Awareness | b. Citizen's Charter Visibility | c. Citizen's Charter Helpfulness |
|--------------|---------------------------|--------------------------------|---------------------------------|----------------------------------|
| SET A | Finance - Accounting Unit | 5 | 4 | 2 |
| | Finance - Budget Section | 2 | 0 | 0 |
| | ASD-Cash Section | 5 | 5 | 5 |
| | CLMD | 5 | 5 | 5 |
| SET B | HRDD | 1 | 1 | 1 |
| | ORD-Legal | 6 | 6 | 6 |
| | NEAPR | 1 | 1 | 1 |
| | PPRD | 2 | 3 | 3 |
| SET C | ORD-Proper | 2 | 2 | 2 |
| | ASD-Personnel | 23 | 22 | 23 |
| SET D | ORD-PAU | 7 | 7 | 7 |
| | 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.
3. Clients thanked the RO personnel for their excellent services.
4. Appreciated the excellent work of the staff.
5. Looking forward to more engagement with the office.