



Republic of the Philippines
Department of Education
REGION X – NORTHERN MINDANAO
SCHOOLS DIVISION OF EL SALVADOR CITY

29 Jul 2022

DIVISION MEMORANDUM
No. 332, s. 2022

**REITERATION OF REPUBLIC ACT NO. 11032 OR THE EASE OF
DOING BUSINESS ACT AND EFFICIENT GOVERNMENT
SERVICE DELIVERY ACT OF 2018 AND REPUBLIC ACT
NO. 9485 OR THE ANTI-RED TAPE ACT OF 2007**

To: **Asst. Schools Division Superintendent**
Chief CID, SGOD
PSDS, Education Program Supervisors
Section Heads
All Public Elementary & Secondary School Heads
All Others Concerned
This Division

1. All Offices and Schools are reminded on the implementation of RA 11032, otherwise known as the Ease of Doing Business Act and Efficient Government Service Delivery Act of 2018 and RA 9485, otherwise known as the Anti-Red Tape Act of 2007, details to wit:
 - a. Regularly undertake time and motion studies, undergo evaluation and improve transaction systems and procedures and re-engineer the same if deemed necessary to reduce bureaucratic red tape and processing time;
 - b. Set up their respective service standards to be known as the Citizen's Charter in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous place, and in the form of published materials written either in English, Filipino or in the local dialect, that detail: the procedure to obtain a particular service, the person/s responsible for each step, the maximum time to conclude the process, the document/s to be presented by the customer, if necessary, the amount of fees, if necessary; and the procedure for filing complaints;
 - c. Act on transactions within reasonable time from the date the request and/or complete application or request was received (not longer than three (3), seven (7) and twenty (20) working days in the case of simple, complex and highly technical transactions, respectively;



Address: Zone 3, Poblacion, El Salvador City | Tel. No. (088) 557-5375
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- d. Establish a public assistance/complaints desk where suggestion box, Client Satisfaction Survey Forms and Contact Center ng Bayan poster (downloadable through this link: <http://bitly.ws/t7aa>) are visible; and
 - e. Implement the feedback mechanism established in this Division; All clients must be provided with the Client Satisfaction Survey Form (printable copy enclosed herewith), either in print or through the online feedback form accessible through this link: <https://tinyurl.com/MyFeedbackMatters>
2. This Office adheres to the Equal Opportunity Principle (EOP). Hence, all decisions and actions shall be based solely on guidelines set forth, with no discrimination on the account of age, gender identity, sexual orientation, civil status, disability, religion, ethnicity or political affiliation.
3. Immediate compliance of this Memorandum is enjoined.


OLGA C. ALONSABE, PhD, CESO V
Schools Division Superintendent



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

POLICY SURVEY



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Annex A

Republic of the Philippines Department of Education

Client/Citizens Satisfaction Survey Form

Control No.: _____






Your experience matters to us!
Ang iyong karanasan ay mahalaga sa amin!
(Ang inyong kasinatian mahinungdanon para kanamo)

I. Client Information (Impormasyon ng Kliyente) (Kasayuran sa Kliyente)

Name (Optional) Pangalan (Opsyonal) _____	Date Visited Petsa ng Pagbisita (Petsa sa Pagbisita) _____
Office visited Opisinang binisita (Gibisita nga Opisina)/(Opisina nga gibisita) _____	Contact details (Numero nga pwede tawagan) _____
Service/s received Serbisyong natanggap (Nadawat nga serbisyo) _____	

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate 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. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.) (Butangi ug tsek and kahon kung diin nagpakita sa imong kasinatian sa mga nadawat nimo nga serbisyo. Blangkohi lang kung kining mga kasinatian wala niyong/natunong sa serbisyo nga imong nadawat.)

CRITERIA	 Very Dissatisfied Lubhang hindi nasiyahan (Napakyas kaayo)	 Dissatisfied Hindi nasiyahan (Wala nalipay)	 Neutral (wala lang)	 Satisfied Nasiyahan (Nalipay)	 Very Satisfied Lubhang nasiyahan (Nalipay Kaayo)
1. RESPONSIVENESS (PAGTUGON) Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay nang mabilis na serbisyo sa kliyente) (Andam motubag ug mohatag sa paspas nga serbisyo ngadto sa kliyente)					
2. RELIABILITY (MAAASAHAN) 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) (Maayo nga serbisyo ang gihatag sumala sa gilatid/gisulat sa sumbanan)					
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD) 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) (Dali ra matutulan ang mga lugar ug pasilidad pinaagi sa pagbutang sa saktong klarong mga karatula.)					

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.

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CRITERIA	 Very Dissatisfied Lubhang hindi nasiyahan (Napakyas kaayo)	 Dissatisfied Hindi nasiyahan (Wala nalipay)	 Neutral (wala lang)	 Satisfied Nasiyahan (Nalipay)	 Very Satisfied Lubhang nasiyahan (Nalipay Kaayo)
4. COMMUNICATION (PAKIKIPAG-USAP) 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) (Saktong pakigkoordinar/pakig-atubang sa mga kliyente inubanan sa klaro ug tin-aw nga mga komentaryo)					
5. COSTS (GASTOS) 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 naging katumbas o binayaran) (Kontento sa serbisyo nga nadawat, ingon man usab sa mga serbisyong anaay kalabutan sa bayad o gibayaran)					
6. INTEGRITY (KATAPATAN) 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) (Adunay kapasidad, responsabli, nagpakita ug kahanas sa serbisyo, kasabot sa mga panginahanglanon sa kliyente, matinabangon ug nagpakitag maayong relasyon sa trabaho)					
7. ASSURANCE (PAGTITIWALA) 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) (Gisiguro ang serbisyo nga adunay pagkamatindud-anon, hustisya, kaangayan ug pagsalig samtang nakig-atubang sa kliyente)					
8. OUTCOME 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 nakikipig- ugnayan sa kliyente) (Gisiguro ang serbisyo nga adunay pagkamatindud-anon, hustisya, kaangayan ug pagsalig samtang nakig-atubang sa kliyente)					

III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento) (Mga Sugyot / Pagdayeg / Komento)

Thank you for your valuable input to help us continuously improve our services!

Maraming salamat sa iyang tulong para sa ikauunlad ng aming serbisyo!

(Salamat sa inyong pagtabang para sa kalambuan sa among pagserbisyo)

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