



Republic of the Philippines
Department of Education
Region VI – Western Visayas
SCHOOLS DIVISION OF CAPIZ

February 19, 2024



DIVISION MEMORANDUM

No. 103, s. 2024

**COMPLIANCE WITH FY 2023 PERFORMANCE-BASED BONUS (PBB)
ELIGIBILITY REQUIREMENTS AND AGENCY ACCOUNTABILITIES**

To: OIC- Assistant Schools Division Superintendent
Chief Education Supervisors
Curriculum Implementation Division (CID)
School Governance and Operations Division (SGOD)
Section/Unit Heads
All Others Concerned

1. Attached is Memorandum DM-OUHROD-2024-0255 together with its enclosures dated February 16, 2024 titled, **“Compliance with FY 2023 Performance-Based Bonus (PBB) Eligibility Requirements and Agency Accountabilities”** from the Officer-in-Charge, Office of the Undersecretary of the Human Resource and Organizational Development (HROD) and Chairperson of the National Performance Team, reiterating the compliance and submission of requirements as per IATF AO25 Memorandum Circular No. 2023-1 titled, *“Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2023 under Executive Order (EO) No. 80, s. 2012 and EO No. 201, s. 2016.”*
2. Immediate dissemination of and compliance with this Memorandum are desired.


MIGUEL MAC D. APOSIN EdD, CESO V
Schools Division Superintendent 

Encl.: As stated.

Reference: DepEd Memorandum-OUHROD-2024-0255

To be indicated in the Perpetual Index

Under the following subjects:

PERFORMANCE-BASED BONUS



Address: Banica, Roxas City
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Republika ng Pilipinas
Department of Education

OFFICE OF THE UNDERSECRETARY
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
DM-OUHROD-2024-0255

TO : **Undersecretaries**
Assistant Secretaries
Bureau/Service Directors
Regional Directors
Schools Division Superintendents
School Heads
All others concerned

FROM : 
WILFREDO E. CABRAL
Regional Director
Officer-in-Charge, Office of the Undersecretary
Human Resource and Organizational Development
Chairperson, National Performance Management Team

SUBJECT : **COMPLIANCE WITH FY 2023 PERFORMANCE-BASED BONUS (PBB) ELIGIBILITY REQUIREMENTS AND AGENCY ACCOUNTABILITIES**

DATE : 16 February 2024

In relation to IATF AO25 Memorandum Circular No. 2023-1 titled *Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2023 under Executive Order (EO) No. 80, s. 2012 and EO No. 201, s. 2016* (Enclosure No. 1), this Memorandum is being issued to remind all governance levels and units to check their submissions and ensure compliance with upcoming deadlines for the following FY 2023 PBB Eligibility Requirements and Agency Accountabilities:

Eligibility Requirements

1. **Performance Results** – achievement of Congress-approved targets under the PIB of FY 2023 GAA, as monitored via the Unified Reporting System (URS) and/or Integrated Public Financial Management System (IFMIS)-generated Budget and Financial Accountability Reports (BFARs).
2. **Financial Results** – attainment of FY 2023 Disbursement BUR. Disbursement BUR is the ratio of Total Disbursements (excluding Personal

Services to the Total Obligations for MOOE and Capital Outlays made in FY 2023, net of goods obligated by 31 December 2022 but paid only in FY 2023.

3. **Process Results** – substantive improvements in ease of doing business/ease of transaction concerning one (1) core, external service and one (1) support, internal service as declared in the agency’s Citizen’s Charter.
4. **Citizen/Client Satisfaction Results** – resolution and compliance to reported complaints referred by the 8888 Citizens’ Complaint Center and Contact Center ng Bayan (CCB).

Agency Accountabilities

1. Undertaking of Early Procurement Activities (EPA) covering FY 2024 Procurement Projects
2. FY 2023 Annual Procurement Plan-Non-Common Use Supplies and Equipment (APP-Non CSE)
3. Results of FY 2022 Agency Procurement Compliance and Performance Indicators (APCPI) System
4. FY 2024 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE)
5. Posting of Indicative FY 2024 APP-non CSE
6. Updating of Transparency Seal (TS)
7. Submission and Review of Statement of Assets, Liabilities, and Net Worth (SALN)
8. Administered Client Satisfaction Measurement (CSM)
9. Compliance with Audit Findings and Liquidation of Cash Advances
10. Continuing ISO-QMS certification or equivalent certification of at least one (1) critical frontline service or core process
11. Report on the digitalization initiatives or digital transformation of external and internal services
12. Compliance with the National Competition Policy (NCP)
13. PhilGEPS posting of all invitations to bids and awarded contracts – Notices of Award/Bid Results, Actual Approved/ Awarded Contracts, and Notices to Proceed / Purchase Orders for public bidding transactions above one million
14. Compliance with Freedom of Information (FOI) Program
15. Designation of the Agency’s Committee on Anti-Red Tape (CART)

The deadlines, Action Required, Accountable and Responsible Offices, and Status / Reminders for each eligibility and accountability are stated in Enclosure No. 2.

The reference materials and required forms are attached as follows:

- Enclosure No. 1 – IATF AO25 Memorandum Circular No. 2023-1
- Enclosure No. 2 – Matrix of FY 2023 Eligibility Criteria and Agency Accountabilities
- Enclosure No. 3 – PAS-OD-2024-002 titled *Submission of Resolution to Reported Complaints from the 8888 Citizens’ Complaint Center Hotline and CSC-CCB for FY 2023 for the Grant of the Performance-Based Bonus*
- Enclosure No. 4 – Unnumbered Memorandum dated 11 December 2023 titled *Submission of Client Satisfaction Measurement Results for FY 2023*

Enclosure No. 5 – Guide in Reporting Digitalization Initiatives/Digital Transformation

Enclosure No. 6 – CSM and Citizen’s Charter Inventory 2023

Enclosure No. 7 – FY 2023 Report on Digitalization Initiatives or Digital Transformation of Field Offices

Soft copies of this issuance and enclosures may be accessed through the following:

Link : <https://bit.ly/2023PBBInternal>

QR Code :



All concerned are also advised that the Undertaking of Early Procurement Activities (EPA) covering FY 2025 Procurement Projects was due last 31 January 2024. This entailed the submission of the Certificate of Compliance that EPA was conducted for at least 50% of the Total Value of the FY 2024 Procurement Projects to Government Procurement Policy Board-Technical Support Office (GPPB-TSO). For queries/concerns on EPA, email the validating agency directly, CC: oupro@deped.gov.ph.

For more information on this issuance, contact the **Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED)** through email at pbb.monitoring@deped.gov.ph.

Copy furnished:

OFFICE OF THE SECRETARY

Enclosure No. 2: Matrix of FY 2023 Eligibility Criteria and Agency Accountabilities

ELIGIBILITY CRITERIA	Validating Agency	Deadline	Action Required	Responsible Office in-charge of reporting / submission of required requirements	Status / Reminders
1. Performance Results	Department of Budget and Management (DBM)	Within thirty (30) days after each quarter	Timely submission of BFARs through the DBM-URS and/or IFMIS.	Agency-wide	For deficiencies or non-attainment of FY 2023 targets, justifications must be submitted with the prescribed BFAR Forms to the Commission on Audit, DBM, and the Bureau of Treasury, as applicable through the DBM URS and/or IFMIS, thirty (30) days after the end of the 4th Quarter of FY 2023.
2. Financial Results	DBM		Timely submission of BFARs through the DBM-URS and/or IFMIS.	Finance Service	
3. Citizen/Client Satisfaction Results – resolution and compliance to reported complaints referred by the 8888 Citizens' Complaint Center and Contact Center ng Bayan (CCB).	<ul style="list-style-type: none"> 888 Citizens' Complaint Center CCB AO25 	26 January 2024	Submit the resolution of pending 8888/CCB concerns and proof of communication to client to deped@8888.gov.ph .	CO: Units with reported complaints RO: Regional Public Assistance Coordinators (RPACs) CO: PAAC	Refer to Enclosure No. 3 – PAS-OD-2024-002 for the guidelines and/or contact Public Assistance Action Center (PAAC) for queries.
4. Process Results – substantive improvements in ease of doing business/ease of transaction concerning one (1) core, external service and one (1) support, internal service as declared in the agency's Citizen's Charter.	Anti-Red Tape Authority (ARTA)	29 February 2024	Submission of agency-wide results to the validating agencies.	CO: PAAC	No action is needed from offices other than the PAAC.
		19 February 2024	Submission of FY 2023 Citizen's Charter, Client Satisfaction Results, and Process Results Report to the BHRD-OED.	CO: BEA-EAD, External Partnerships Service, Records Division	No action is needed from offices other than those specified. A separate memorandum shall be issued for this requirement.
		29 February 2024	Submission of Annex 2 – Modified Form A to the validating agency.	CO: Public Assistance Action Center (PAAC)	No action is needed from offices other than the PAAC. Submission of Annex 2 – Modified Form A to the validating agency.

AGENCY ACCOUNTABILITY	Validating Agency	Deadline	Action Required / Requirement	Responsible Office in-charge of reporting / submission of required reports	Status / Reminders
1. Undertaking of Early Procurement Activities (EPA) covering FY 2024 Procurement Projects	Government Procurement Policy Board- Technical Support Office (GPPB-TSO)	Before 31 January 2023	Submission of Certificate of Compliance that EPA was conducted for at least 50% of the Total Value of the FY 2024 Procurement Projects to GPPB-TSO	CO: Procurement Service RO/SDO/Schools: Designated Staff	For guidelines on the implementation of EPA, check the GPPB Circular No. 06-2019 dated 17 July 2019 at https://www.gppb.gov.ph/wp-content/uploads/2023/05/GPPB-Circular-No.-06-2019.pdf For PBB purposes, check the guidelines from GPPB NPM No. 001-2022 dated 17 January 2022 at https://www.gppb.gov.ph/wp-content/uploads/2023/06/NPM-No.-001-2022.pdf .
2. FY 2023 Annual Procurement Plan-non Common Use Supplies and Equipment (APP-non CSE)	GPPB-TSO	31 March 2023	Submission of FY 2023 APP-non CSE to GPPB-TSO	CO: Procurement Service RO/SDO/Schools: Designated Staff	For PBB purposes, check the guidelines from GPPB NPM No. 001-2022 dated 17 January 2022 at https://www.gppb.gov.ph/wp-content/uploads/2023/06/NPM-No.-001-2022.pdf . Check the positive list at https://www.gppb.gov.ph/wp-content/uploads/2023/11/Annual-Procurement-Plan-FY-2023-Result-of-Review-as-of-30-September-2023.pdf
3. Results of FY 2022 Agency Procurement Compliance and Performance Indicators (APCPI) System	GPPB-TSO	30 June 2023	Submit Results of the APCPI system for FY 2022 Procurement Transactions to GPPB-TSO	CO: Procurement Service RO/SDO/Schools: Designated Staff	For queries/concerns, email the validating agency, CC: appmonitoring@deped.gov.ph Check the positive list at https://www.gppb.gov.ph/wp-content/uploads/2023/12/Updated-Positive-List-for-CY-2022-APCPI-as-of-30-November-2023.pdf
4. FY 2024 Annual Procurement Plan-Common Use Supplies and	Procurement Service-DBM (PS-DBM)	15 September 2023 (as per	Submission of the FY 2024 APP-CSE through the PS-DBM Virtual Store under the Modernized PhilGEPS	CO: Asset Management Division	For queries/concerns, email the validating agency, CC: appmonitoring@deped.gov.ph Check the positive list at https://ps-philgeps.gov.ph/home/index.php/agency-relationships/app-cse-submission/2024-app-cse-submission .

Equipment (APP-CSE)		Advisory 2023-017)	system. PS-DBM will not accept hard copies and submissions via email.	RO/SDO/Schools: Designated Staff	For queries/concerns, email the validating agency, CC: appmonitoring@deped.gov.ph oupro@deped.gov.ph
5. Posting of Indicative FY 2024 APP-non CSE	DBM-Office of the Chief Information Officer (DBM-OCIO)	30 September 2023	Posting of Indicative FY 2024 APP-non CSE in the agency's Transparency Seal webpage	CO: Procurement Service RO/SDO/Schools: Designated Staff	For PBB purposes, check the guidelines from GPPB NPM No. 001-2022 dated 17 January 2022 at https://www.gppb.gov.ph/wp-content/uploads/2023/06/NPM-No.-001-2022.pdf . COMPLETED
6. Updating of Transparency Seal (TS) - Maintain/Update the agency TS under Sec. 102 of the FY 2023 General Appropriations Act. TS Page should be accessible by clicking the TS logo on the Homepage.	DBM-OCIO	(Varying deadlines)	Statement of Appropriations, Allotments, Obligations, Disbursements, and Balances (SAAODB) Report of Income (FAR No. 5) Report of Disbursement (FAR No. 4) Physical Report of Operations / Physical Plan (BAR No. 1)	CO: Budget Division CO: Accounting Division CO: Accounting Division CO: PS-PPD	COMPLETED For updating in the DepEd website COMPLETED COMPLETED Submitted by the Office of the Undersecretary for Administration to the DBM on 29 January 2024. For updating in the DepEd website For updating in the DepEd website For updating in the DepEd website
7. Submission and Review of Statement of Assets, Liabilities, and Net Worth	Civil Service Commission	1 October 2023	Financial Report of Operations (BED No. 1) DBM Approved Budget and Targets Projects, Programs and Activities, Beneficiaries, and Status of Implementation Annual Procurement Plan	CO: Budget Division CO: PS-PPD CO: PS-PPD	For updating in the DepEd website COMPLETED COMPLETED Policy on SALN already updated at https://www.deped.gov.ph/transparency/ .
8. Administered Client Satisfaction Measurement (CSM)	ARTA	29 December 2023	Submission of CSM Results through the links provided by PAAC	CO: Office of the Undersecretary for Procurement / Procurement Service BHROD-Personnel Division RO/SDO/School: Regional and Division Public Assistance Coordinators, School Representatives	Refer to Enclosure No. 4 - Unnumbered Memorandum from PAAC for the guidelines and/or contact PAAC for further assistance. There shall only be one (1) CSM Result submission per RO, SDO, and School.

<p>- Submission of CSM Results and Administered CSM aligned with DM-OUHRD-2023-0930 titled <i>Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement</i></p>		<p>29 February 2024</p>	<p>Submission of CSM Results through the links provided by PAAC</p>	<p>CO: Units with services declared in the DepEd-wide Citizen's Charter</p>	<p>Refer to Enclosure No. 5 – FY 2023 Client Satisfaction Mechanism (CSM) Report for guidance on the preparation of the report.</p>
		<p>29 February 2024</p>	<p>Posting of the latest Citizen's Charter and CSM Form and/or its QR code in respective websites or official Facebook accounts</p>	<p>RO/SDO/School: ICT/ITO/designated staff</p>	<p>Refer to Enclosure No. 6 – CSM and Citizen's Charter Inventory 2023 for guidance in updating the Citizen's Charter and CSM Form and/or QR code in respective websites and updating of the Google Sheet with the status of CC and CSM Form for 2024 at https://bit.ly/FY2023CSMCC.</p>
<p>9. Compliance with Audit Findings and Liquidation of Cash Advances</p>	<p>COA</p>	<p>Last working day of April 2024</p>	<p>Submission of agency-wide CSM Report to the ARTA</p>	<p>CO: PAAC</p>	<p><i>No action needed from offices other than the PAAC.</i> Individual governance units shall not submit reports directly to the ARTA.</p>
<p>10. Continuing ISO-QMS certification or equivalent certification of at least one (1) critical frontline</p>	<p>Government Quality Management Committee - DBM Secretariat - Systems and</p>	<p>31 December 2023</p>	<p>Fully implement 30% of prior year's audit recommendations as shown in the Report on Status of Implementation of Prior Years' Recommendations. These will exclude the Property, Plant, and Equipment (PPE)-related items of the Annual Audit Report. Audit findings closed since FY 2021 should also not recur. The objective is to improve the agency's internal control processes, enhance operational effectiveness, and eliminate, resolve, and remedy most, if not all, of the agency audit findings, by end of 2023.</p>	<p>CO: Finance Service – Accounting Division [Consolidated Reports and Other Concerns Section (CROCS)] – monitoring/consolidation CO/RO/SDO/Schools: RO Accounting Division, Offices with AOM</p>	<p>The Summary of Status of Implementation of Audit Recommendation per Consolidated Agency Action Plan and Status of Implementation (AAPS) for Calendar Year 2020 showed that more than 30% of audit recommendations have been fully implemented.</p> <p>For queries/concerns, contact the Finance Service – Accounting Division at fs.ad.crocs@deped.gov.ph.</p>
<p>10. Continuing ISO-QMS certification or equivalent certification of at least one (1) critical frontline</p>	<p>Government Quality Management Committee - DBM Secretariat - Systems and</p>	<p>31 December 2023</p>	<p>Posting on the TS webpage the copy/ies of ISO QMS Certification or equivalent certification.</p>	<p>CO: BHROD-OED (PBB and NQMS Secretariat), PAS-Communications Division</p>	<p>COMPLETED</p> <p>Copy of QMS Certification under ISO 9001:2015 and Report on the 1st Surveillance Audit (2023) posted on https://www.deped.gov.ph/transparency/ on 20 December 2023.</p>

service or core process	Productivity Improvement Bureau (GQMC-DBM-SPIB)	31 January 2024	Submission of Annex 3.1 – Consent and Authorization to Disclose Information and/or Documentation to the certifying body, CC: DBM-SPIB.	CO: BHROD-OED (PBB Secretariat)	COMPLETED Annex 3.1 was emailed to the certifying body, CC: DBM-SPIB on 31 January 2024.
		29 February 2024	Submission of Annex 3.2 – Database of Agencies’ Certifications/ Recertifications as Evidence or Proof of Compliance	CO: BHROD-OED (PBB and NQMS Secretariat)	No action is needed from offices other than the BHROD-OED.
11. Report on the digitalization initiatives or digital transformation of external and internal services	ARTA AO25	15 February 2024	Submission of report on the digitalization initiatives or digital transformation of external and internal services	CO: Finance Service-Office of the Director, ICTS Office of the Director	Memorandum dated 25 January 2024 was issued by the BHROD-Office of the Director to the offices concerned to request the Report on Digitalization Initiatives or Digital Transformation.
		28 February 2024	The RO shall submit one (1) region-wide report covering the regional office and the SDOs and schools under its jurisdiction.	RO: Designated staff	Refer to Enclosure No. 7 – FY 2023 Report on Digitalization Initiatives or Digital Transformation of Field Offices for guidance in preparing the report.
		29 February 2024	Submission of DepEd-wide report on digitalization initiatives or digital transformation	CO: BHROD-OED (PBB Secretariat)	No action is needed from offices other than the BHROD-OED.
12. Compliance with the National Competition Policy (NCP)	Philippine Competition Commission (PhCC)	30 January 2024	Completion of “Leveling the Playing Field through the National Competition Policy: A Blended Learning Course for Government Agencies” by at least 50% of the DepEd NCP and Regional Representatives	CO: DepEd NCP Focal Committee members RO: Chief Education Supervisor, QAD	While the deadline to complete the training has passed, DepEd NCP Focal Committee members and QAD Chiefs are still requested to finish the course and email their Certificate of Completion to the DepEd PBB Secretariat upon receipt from the PhCC.
- Designation of the DepEd NCP Focal Committee	Annex 5.2 – Directory/ Contact Details				For queries/concerns on the online training, email the PhCC at trainings@phcc.gov.ph , CC: pbb.monitoring@deped.gov.ph .
- Annex 5.4 – List of Policies... Relevant to Market Competition		30 January 2024	Submission of agency-wide NCP-related requirements to PhCC.	CO: BHROD-OED (PBB Secretariat)	COMPLETED All requirements were submitted to the PhCC on 30 January 2024.
- Conduct of CIA					

<p>13. PhilGEPS posting of all invitations to bids and awarded contracts – Notices of Award/Bid Results, Actual Approved/Awarded Contracts, and Notices to Proceed / Purchase Orders for public bidding transactions above one million</p>	<p>DBM-PS-PhilGEPS</p>	<p>31 January 2024</p>	<p>Update all procurement requirements for transactions above 1 million from 1 January 2023 to 31 December 2023 in the PhilGEPS.</p>	<p>All procuring entities in DepEd</p>	<p>Failed or cancelled bid status should still be updated in PhilGEPS.</p> <p>Status may be tracked via https://open.philgeps.gov.ph/pbb. Bid notices will only be tagged COMPLY if the Notice of Awards and Notice to Proceed have been posted. Notices with multiple lots and Partially Awarded, Failed, and Cancelled Notices will also be considered COMPLY.</p> <p>For queries/concerns, email the validating agency at agency@ps-philgeps.gov.ph.</p>
<p>14. Compliance with Freedom of Information (FOI) Program</p>	<p>Presidential Communications Office (PCO)</p>	<p>31 January 2024</p>	<p>Submission of the complete FOI requirements to the PCO.</p>	<p>CO: PAAC</p>	<p>COMPLETED</p>
<p>15. Designation of the Agency's Committee on Anti-Red Tape (CART)</p>	<p>ARTA</p>	<p>29 February 2024</p>	<p>Designation of the DepEd CART.</p>	<p>CO: BHRD-OED (DepEd CART Secretariat)</p>	<p>COMPLETED</p> <p>The DepEd-wide report was submitted to ARTA on 15 December 2023 and 3 January 2024.</p> <p>The Regional Director and Schools Division Superintendent are considered the Chairperson of the DepEd CART in the field offices.</p>

Enclosure No. 5 – FY 2023 Client Satisfaction Mechanism (CSM) Report – For Central Office only

Units in the DepEd Central Office with external and/or internal services declared in the DepEd Citizen’s Charter¹ (Annex A) are requested to submit their **FY 2023 Client Satisfaction Mechanism (CSM) Report** to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) on or before **29 February 2024**.

This is pursuant to Memorandum Circular (MC) No. 2019-002-A titled “*Supplemental Guidelines on Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2019-002 or the Guidelines on the Implementation of the Citizen’s Charter in Compliance with Republic Act 11032, Otherwise Known as the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018,” and its Implementing Rules and Regulations*”² which states that all government agencies shall submit their Client Satisfaction Measurement report every year.

To aid in the preparation of the FY 2023 CSM Report, all are reminded of the following:

- a. Results shall be reported for services specified in **Annex A – List of Services** in the DepEd Citizen’s Charter of this Enclosure.
- b. Results shall be culled from client feedback on the ARTA-prescribed CSM Form (downloadable from <https://bit.ly/FY2023CSMForm>) or converted from the old Citizen/Client Satisfaction Survey (CCSS) Form. CSM results obtained from previous feedback forms, e.g. old DepEd CCSS Form, may still be included in the submission. Kindly refer to the provided conversion for reference:

PREVIOUS CSM FORM		ARTA-PRESCRIBED CSM FORM
5-Point Likert Scale		
5	Outstanding	Strongly Agree
4	Very Satisfied	Agree
3	Satisfied	Neither Agree nor Disagree
2	Unsatisfied	Disagree
1	Poor	Strongly Disagree
Service Quality Dimensions		
	Responsiveness	SQD1
	Reliability	SQD2
	Access and Facilities	SQD3
	Communication	SQD4
	Costs	SQD5
	Integrity	SQD6
	Assurance	SQD7
	Outcome	SQD8

- c. The CSM Results shall cover feedback received from both online and hard copies of the CSM Forms, as applicable. Offices that have not yet encoded client feedback from the CSM Form hard copies may use the template that can be downloaded through this link: <https://bit.ly/CSMResultsTemplate>. Note that the template provided shall only be used internally by the concerned office and shall not be submitted to the PAAC.
- d. **Annex B** – Preparation of Consolidated CSM Report includes the information needed for the report that shall be submitted to the PAAC electronically. Only submissions to PAAC through the links provided shall be considered in crafting the DepEd-wide FY 2023 CSM Report.

¹ DepEd Citizen’s Charter: <https://www.deped.gov.ph/wp-content/uploads/DepEd-Citizens-Charter-2022.pdf>

² https://arta.gov.ph/wp-content/uploads/2020/07/MC_No._2019-002-A.pdf

OFFICE/UNIT	LINK
<ul style="list-style-type: none"> • Bureau of Curriculum Development - Special Curricular Programs Division • Bureau of Education Assessment – Education Assessment Division • Cash Division • Education Facilities Division • Employee Accounts Management Division 	https://bit.ly/DepEd2023CSM_CO_A
<ul style="list-style-type: none"> • Office of the Secretary • Information and Communications Technology – User Support Division • Legal Service • Legal Service – Investigation Division • Legal Service – Legal Division 	https://bit.ly/DepEd2023CSM_CO_B
<ul style="list-style-type: none"> • National Educators Academy of the Philippines – Quality Assurance Division • Public Affairs Service – Public Assistance Action Center • Public Affairs Service – Publications Division • Records Division 	https://bit.ly/DepEd2023CSM_CO_C
<ul style="list-style-type: none"> • Budget Division • Bureau of Human Resource and Organizational Development – Personnel Division • Information and Communications Technology Service – Solutions Development Division • National Educators Academy of the Philippines - Professional Development Division 	https://bit.ly/DepEd2023CSM_CO_D
Accounting Division (Items 1-16)	https://bit.ly/DepEd2023CSM_AD_A
Accounting Division (Items 17-32)	https://bit.ly/DepEd2023CSM_AD_B
Accounting Division (Items 33-49)	https://bit.ly/DepEd2023CSM_AD_C

- e. Concerned offices shall upload the signed **Annex C** – Transmittal for CSM Report in the link provided to ensure the truth, accuracy, and completeness of the CSM Results.
- f. Email or hard copy submissions shall NOT be recorded by the PAAC. Likewise, any misrepresentation, discrepancy, or duplication in the data or consolidated submission may result in tagging the concerned office as non-compliant to this requirement.
- g. Concerned offices are not allowed to submit their report directly to oversight agency.
- h. This Enclosure and its annexes may be downloaded from <https://bit.ly/FY2023CO-CSM>.

The submission of the CSM Report is part of the Agency Accountabilities as stated in MC No. 2023-1 titled *Guidelines on the Grant of the Performance-Based Bonus (PBB) for FY 2023 under Executive Order (EO) No. 80, s. 2012 and EO No. 201, s. 2016*. Thus, if DepEd is deemed eligible for the grant of the FY 2023 PBB, the unit/s most responsible (including its head) for the non-compliance to the CSM Report may result in isolation from the grant of the PBB payout.

Likewise, all offices are reminded to safeguard the soft and hard copies of the CSM Forms and uphold integrity in the preparation of CSM Report since Item 4.8.2 of ARTA MC 2022-05 states that “the ARTA reserves the right to request proof of the survey results, including the answered paper surveys and the Excel file of the aggregated data”.

For more information, please contact Ms. Grazielle Anne A. Sarical or Ms. Ariane G. Llegado, PAS-PAAC at depedactioncenter@deped.gov.ph, 8638-7530 / 8633-1942, or Viber number 09672498552.

Annex A – List of Services in the DepEd Citizen’s Charter

External Services	Internal Services	Office/Unit
N/A	<ol style="list-style-type: none"> 1. Processing of Disbursement Vouchers (DV) – Big-Ticket Goods (Supplies, Materials, Equipment and Motor Vehicles) 2. Processing of DV – Consultancy 3. Processing of DV – Infrastructure 4. Processing of DV – General Support Services (Janitorial, Security, Maintenance, Garbage Collection and Disposal, and similar services) 5. Processing of DV – Rental Contract 6. Processing of Disbursement Vouchers – Repairs and Maintenance of Equipment and Motor Vehicles 7. Processing of DV – Board and Lodging 8. Processing of DV – Supplies, Materials & Equipment (Non-Big-Tickets) 9. Processing of DV– Meals 10. Processing of Disbursement Vouchers – Training 11. Processing of DV – Honorarium 12. Processing of DV – Cash Advance for Activities 13. Processing of DV – Cash Advance for Salaries, Wages, Allowance, and Other Similar Expenses 14. Processing of DV – Foreign Travel 15. Processing of DV – Local Travel 16. Processing of DV – Salaries for Regular Employees 17. Processing of DV - Salaries for Contract of Service 18. Processing of DV – Petty Cash Fund 19. Processing of DV – Gasoline Expenses 20. Processing of DV – Allowances and Other Forms of Compensation 21. Processing of DV – Terminal Leave 22. Processing of DV – Collective Negotiation Agreement (CNA) Incentives 23. Processing of DV – Special Counsel Allowance 24. Processing of DV – Financial Assistance 25. Processing of DV – Fund Transfers 26. Processing of DV – Utilities 27. Processing of DV – Communication Mobile 28. Processing of DV – Overtime 29. Processing of DV – Extraordinary and Miscellaneous Expenses 30. Processing of DV – Registration Fees 31. Processing of DV – Remittances 32. Processing of DV – Plane Fare (DBM Procurement) 33. Processing of DV – Advertising 	Accounting Division

	<ul style="list-style-type: none"> 34. Processing of DV – Subscription Newspaper 35. Application for Provident Fund Loan 36. Processing of Liquidation Report - Petty Cash Fund 37. Processing of Liquidation Report – Training and Activities 38. Processing of Liquidation Report – Foreign Travel 39. Processing of Liquidation Report – Local Travel 40. Processing of Liquidation Report – Payroll Fund for Salaries, Wages, Allowances and Other Similar Expenses 41. Pre-Audit of Budget Estimates 42. Pre-Audit of Various Authorities 43. Request for Application, Renewal and Cancellation of Bond 44. Request for Approval of the Contracts of Various Projects/Transactions 45. Issuance of GSIS and Pag-IBIG Certificate of Remittances 46. Application for Certification of Remittances 47. Request for BIR Form 2306 and 2307 48. Request for Photocopy of Supporting Documents from Paid and Filed Transactions 49. Application for Agency Code/ Activation of Organization Code 	
N/A	<ul style="list-style-type: none"> 50. Processing of Request for Obligation of Allotment 51. Preparation/Issuance of Sub-Allotment Release Order (Sub-ARO) 52. Certification of Availability of Allotment 	Budget Division
N/A	<ul style="list-style-type: none"> 53. Application for Special Program in Foreign Language 	BCD-SPCD
<ul style="list-style-type: none"> 1. PEPT Onsite Registration 2. PEPT Online Registration 3. PEPT Computer-Based Test 4. Verification and Re-issuance of Certificate of Rating (COR) Online Platform 	N/A	Bureau of Education Assessment – Education Assessment Division
N/A	<ul style="list-style-type: none"> 54. Issuance of Foreign Official Travel Authority 55. Issuance of Foreign Personal Travel Authority 56. Issuance of Certificate of Employment and Service Record 57. Order of Transfer and Reassignment 58. Application for Leave 59. Application for Retirement 60. Processing of Terminal Leave Benefits 	Bureau of Human Resource and Organizational Development – Personnel Division

5. Payment of Obligation through Cash Advance (including Petty Cash)	N/A	Cash Division
6. Payment of Obligation through Checks or LDDAP-ADA		
7. Evaluation of New Technology/Construction Materials for School Buildings	N/A	Education Facilities Division
8. Project Design of DepEd School Building Programs and Projects		
9. Payment of Obligation to Contractors with Existing Infrastructure Contract with DepEd CO		
10. Payment of Obligation to Supplier with Existing Contract with DepEd Central Office for the Supply and Delivery of School Furniture		
11. Evaluation of Application for APDS Accreditation/ Re-accreditation Process	61. Provident Fund Loan Application 62. Provident Fund Online Loan Application	Employee Accounts Management Division (EAMD)
N/A	63. Google Workspace and Microsoft 365 User Account Issuance and Management (in Office Application) 64. Google Workspace and Microsoft 365 User Account Issuance and Management (via Email) 65. Official DepEd Website Modification or Addition of Section 66. Migration of an Existing Website to the Official DepEd Domain	Information and Communications Technology Service – Solutions Development Division
12. Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) – walk-in	67. Processing of EHRIS requests – walk-in 68. Processing of EHRIS requests – email 69. Processing of Learner Information System requests from end-users 70. Virtual Events Assistance Service	Information and Communications Technology – User Support Division
13. Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) - online		
N/A	71. Issuance of Certification of No Pending or Pendency of Administrative Case and Clearance 72. Request for an Update on the Status of a Case in the Central Office 73. Request for Legal Opinion 74. Review of Memorandum of Agreement/Understanding, Procurement Contracts, and Ordinary Contracts	Legal Service
14. Filing of Administrative Complaint	N/A	Legal Service – Investigation Division

15. Endorsement for Duty and Tax Exemptions of Private Basic Education Schools 16. Filing of Appeal 17. Filing for Motion for Reconsideration	N/A	Legal Service – Legal Division
N/A	75. Scholarship Application	NEAP-PDD
18. Online Orientation for Learning Service Providers 19. Authorization of Learning Service Providers 20. Recognition of Professional Development at the NEAP Central Office	N/A	National Educators Academy of the Philippines – Quality Assurance Division
21. External Document Service	76. Internal Document Service	Office of the Secretary
22. DepEd Action through Email 23. Hotline and Walk-in Facilities 24. Standard FOI Request through Walk-in Facility, action@deped.gov.ph, and Online	N/A	Public Affairs Service – Public Assistance Action Center
25. Issuance of Advisory 26. Issuance of DepEd Memorandum and DepEd Order signed by the Secretary 27. Provision of Copies of DepEd Issuances	77. Issuance of Office Memorandum, Office Order, Memorandum with Limited Application 78. Material Production/ Binding/Cutting	Public Affairs Service – Publications Division
28. Issuance of Requested Documents (Google Form) 29. Issuance of Requested Documents (Email) 30. Issuance of Requested Documents – walk-in 31. Issuance of Requested Documents – online	N/A	Records Division

Annex B – Preparation of Consolidated CSM Report

The CSM Report shall be culled from either the ARTA-prescribed CSM Form or the old feedback forms, e.g. DepEd CCSS Form, provided the results are converted from the old to the new Likert Scale and SQD.

A. Total number of clients who completed the survey for FY 2023

Report the total number of surveyed clients with complete transactions. A transaction is considered complete when the final step of the service availed of is accomplished. Additionally, all concerned offices shall gather a minimum number of CSM responses based on the ARTA Sample Size Calculator at <https://tinyurl.com/CSMsamplesize>. The results in the sample calculator shall not be submitted to PAAC; offices can use this to determine if they achieved the minimum number of survey results.

For offices that have not yet met the minimum number of responses and/or have more online than walk-in transactions, you may send a request for feedback from clients via email using the suggested template at the end of this Annex.

Offices shall also discuss their response rate results and provide reason/s why certain services were not offered or why certain services have no/low responses, as applicable.

Note that the total number of survey results/responses shall match the result counts of each SQD, demographic profile, and Citizen's Charter responses.

B. Total number of transactions for FY 2023

Report the total number of transactions per service declared in the DepEd Citizen's Charter applicable to the concerned office.

Note that the number of transactions shall be greater than the number of surveyed clients or survey responses. Number of transactions shall not have decimal points.

C. Result count of SQD questions for FY 2023

Report the breakdown of the eight (8) SQD questions by result count. Kindly provide a brief analysis of the results.

D. Demographic Profile

Report the breakdown of the client demographic and a brief analysis of the results:

- a. Age
 - i. 19 or lower
 - ii. 20-34
 - iii. 35-49
 - iv. 50-64
 - v. 65 or higher
 - vi. Did not specify
- b. Sex
 - i. Male
 - ii. Female
 - iii. Did not specify

- c. Customer Type
 - i. Citizen
 - ii. Business
 - iii. Government

E. Count of Citizen’s Charter Responses

Report the breakdown of responses on the Citizen’s Charter questions by result count. Provide a brief analysis of the results.

- a. Citizen’s Charter Awareness
- b. Citizen’s Charter Visibility
- c. Citizen’s Charter Helpfulness

F. Major or most common identified feedback/concern from clients

Report the summary of feedback from clients by identifying the most frequent feedback or concerns received for FY 2023.

Sample Email Template

Subject line: DepEd Central Office Client Satisfaction Measurement (CSM) Survey 2023

Dear (client):

We hope this email finds you well.

The (insert name of office here) of the Department of Education (DepEd) Central Office is currently conducting its Client Satisfaction Measurement (CSM) Survey for 2023 as part of its efforts to improve the quality and delivery of its services.

As one of our valued clients, we humbly request your feedback regarding your transaction with our office last year through the link (insert CSM or old CCSS link here).

Rest assured that all information collected will be kept confidential in accordance with the Data Privacy Act of 2012. Moreover, the information you will provide will be used solely for the DepEd CSM 2023.

Should you have any questions or clarifications, please feel free to contact (insert name of office) thru this email thread or call (insert telephone number here).

Thank you very much and we look forward to your feedback.

Sincerely,

(insert name of office here)

Annex C – Transmittal for CSM Report

MEMORANDUM

TO : **JASON V. MERCENE**
*Supervising Administrative Officer, Officer-in-Charge
Public Affairs Service – Office of the Director*

FROM : **NAME OF DIVISION CHIEF**

SUBJECT : **TRANSMITTAL OF THE FY 2023 CLIENT SATISFACTION
MEASUREMENT (CSM) RESULTS OF (INSERT OFFICE NAME
HERE)**

DATE : Insert Date here

In line with the agency accountabilities in Memorandum Circular (MC) No. 2023-1 titled *Guidelines on the Grant of the PBB for FY 2023 Under Executive Order (EO) No. 80, s. 2012 and EO No. 201, s. 2016*, this Office hereby transmits the **FY 2023 CSM Report for (insert name of Office here)**.

This Office is aware that failure to submit a Client Satisfaction Measurement (CSM) Report by any office delivering external (frontline) and internal services, without providing acceptable explanation on why said service/s were not offered or had no/low CSM respondents, may result in isolation from the grant of the FY 2023 PBB if DepEd is deemed eligible for said bonus.

Thus, CSM Results have been collected for the CSM Report submitted to the Public Assistance Action Center (PAAC) through the Google link provided.

This Office attests to the truth, accuracy, and completeness of the CSM Results submitted.

For queries/clarifications on the CSM Report, please contact (insert name of contact person here) through (insert email address and/or contact number here).

Thank you.

Enclosure No. 6 – CSM and Citizen’s Charter Inventory 2023

Based on the online inventory conducted between July–August 2023 (first round) and December 28, 2023 – January 5, 2024 (final round), the DepEd PBB Secretariat requests regional and schools division offices to review the attached **CSM and Citizen’s Charter Inventory 2023** and apply the action needed on or before **29 February 2024**.

Note that the inventory is being shared as a gentle reminder to implement the requirements set in RA 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* because the Anti-Red Tape Authority may conduct random checking of websites. Thus, it is important to upload the latest Citizen’s Charter (2022/2023 Edition) and make the ARTA-prescribed Client Satisfaction (CSM) Form and/or its QR code available in respective websites and/or official Facebook accounts.

Kindly follow these steps to ensure the proper implementation of RA 11032:

1. Review the CSM and Citizen’s Charter Inventory 2023 in this Enclosure and/or uploaded as a PDF file in <https://bit.ly/FY2023CSMCC>.
2. Apply the Action Needed for the CSM and Citizen’s Charter, as applicable.
 - a. No action is needed for items marked *No further action needed*, *Not applicable*, and those that are blacked out.
 - b. For Action Needed tagged *Provide link for working website / Charter page*, this means that a working website was not found or an error message was encountered upon accessing the last known website or page of the RO/SDO. Thus, aside from providing the link of the working website, the RO/SDO shall ensure that the latest Charter and/or the prescribed DepEd CSM Form and/or QR code is uploaded on respective websites.
 - c. For Action Needed tagged *Upload latest Charter (2022 or 2023)*, this indicates that the Charter on the website was either a version older than 2022 or had no version/year specified on it. Hence, ROs/SDOs have the option to upload either the DepEd-wide Charter or the RO/SDO-crafted Charter:
 - i. If using the DepEd-wide Charter,
 - include the link to <https://www.deped.gov.ph/about-deped/citizenscharter/> in the RO/SDO website, or
 - upload only the part of the DepEd-wide Charter applicable to their respective governance level on their own website.

The link or copy of the DepEd-wide Charter shall be made available in the RO/SDO website’s homepage, nestled under Home / About Us / Services, or in its own tab labeled Citizen’s Charter.

- ii. If using the RO/SDO-crafted Charter,
 - upload it on the RO/SDO website’s homepage, nestled under Home / About Us / Services, or in its own tab labeled Citizen’s Charter,

- indicate the year and version of the uploaded CC; version should not be older than 2022, and
 - ensure that the CC shall still be clear and readable, easily accessible, and without cost to users when using a format other than PDF.
- iii. For Action Needed tagged *Set-up Feedback/Contact Us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage*, this signifies that there was no tab/page in the website where clients can leave feedback. Thus, the RO/SDO shall add a *Feedback/Contact Us* tab/page in their website and upload the DepEd CSM Form and/or QR code there and in the website's homepage.
- iv. For Action Needed tagged *Upload prescribed DepEd CSM Form and/or QR code on the site*, this denotes that the RO/SDO uses a client feedback form other than the one prescribed by the ARTA and implemented via DM-OUHROD-2023-0930 titled *Implementation of the Client Satisfaction Measurement (CSM) Form prescribed by the Anti-Red Tape Authority*.
3. Fill out the shared Excel file named *Updating of FY 2023 CSM and Citizen's Charter* at <https://bit.ly/FY2023CSMCC>.
- Note that only users with DepEd email addressed may access the file; requests for access from non-DepEd email accounts shall not be entertained.
 - Only one (1) person per RO/SDO shall fill out the form.
 - Editing / overriding existing entries on Columns A-E and those that are blacked out is not allowed. The entries were based on the online inventory conducted by the BHROD-OED and therefore, shall not be changed.
 - Only blank cells in **Columns F-G, K-O** and those applicable to your RO/SDO shall be filled-out. Answering on behalf of other ROs/SDOs is not allowed.
 - Edits shall be made directly on the shared file, instead of saving individual files and uploading them on the shared drive.
 - Adding / deleting rows and columns are not allowed.
 - Deleting / duplicating / renaming the shared file is prohibited.
4. Only ROs/SDOs that will not be able to provide a link to their website are requested to email pbb.monitoring@deped.gov.ph to state the reason why they have no working website so the DepEd PBB Secretariat can help them resolve such concern. To save time and mailbox storage, ROs/SDOs need not inform the DepEd PBB Secretariat that the Excel file have been filled-out.

The DepEd PBB Secretariat shall release the results of the inventory by 31 March 2024. Failure to update the Charter and CSM in respective websites may result to isolation if DepEd shall be deemed eligible for the grant of the FY 2023 Performance-Based Bonus.

Likewise, non-implementation of the Charter and CSM may lead to sanctions from the ARTA in relation to RA 11032.

Enclosure No. 7 - FY 2023 Report on Digitalization Initiatives or Digital Transformation of Field Offices

One of the agency accountabilities for the FY 2023 Performance-Based Bonus is the Report on Digitalization Initiatives or Digital Transformation of external and internal services of government agencies.

In line with this, Regional Offices (ROs) are requested to submit the **FY 2023 Report on Digitalization Initiatives or Digital Transformation** to the DepEd PBB Secretariat on or before 28 February 2024.

The report shall include initiatives that meet these conditions:

1. Led and/or implemented by the Regional Office and/or schools division offices and schools under the RO's jurisdiction
2. Started / continued / completed in FY 2023
3. Aligned with the MATATAG Agenda
4. Connected with service/s declared in the Citizen's Charter (optional)

Initiatives that involve non-DepEd partners may also be reported if they meet the above-mentioned conditions.

As defined in the PBB Guidelines, digitalization initiatives or digital transformation include the following:

- a. development of electronic or online and/or paperless application systems, payment systems, new service delivery channels, and contactless transactions;
- b. utilization of disruptive and emerging technologies in system development and integration (e.g. blockchain, application programming interface, robotic process automation, cloud services, etc.);
- c. enabling data linkages and interoperability capacities among information systems;
- d. creating capacities for data management and analytics;
- e. modernization of existing systems and applications; and
- f. other process improvements using information technology.

The editable template for the report may be downloaded from <https://bit.ly/FY2023RODigitization>. Means of verification (MOVs) such as links, photos, year-end reports shall also be attached to the report to aid the AO25 in validating the DepEd submission. The report shall be submitted to the DepEd PBB Secretariat at pbb.monitoring@deped.gov.ph, CC: BHROD Office of the Director.

It shall be highlighted that while the report requested is not an eligibility criterion for the PBB, non-submission may result in the isolation of the unit/s most responsible (including its head) in case DepEd is deemed eligible for the grant of FY 2023 PBB.

For queries or concerns, please contact the DepEd PBB Secretariat at (02) 8633-5375 or 09299519845 (Viber).

FY 2023 Report on Digitalization Initiatives or Digital Transformation of Field Offices
(Name of Office here)

Name / Title of Digitization or Digital Transformation Initiative	Type of Digitization Initiative or Digital Transformation ¹ (Refer to list below)	Description / Background (Reason for implementation / Issue or need to be addressed / Alignment with MATATAG Agenda)	Coverage (RO only / SDO only / School only / RO and SDO / RO to schools)	Start Date (Month and Year)	Completion Date / Target Completion Date (Month and Year)	Status (Started, Ongoing, Completed)	Milestones / Accomplishment (Actual Outcomes and Outputs, e.g. lower processing time from 7 to 3 days, savings of XXX amount, no. of LRs digitized and uploaded. Please include links, screenshots, and other means of verification.)	Bottlenecks / Ways Forward, if any

Prepared by: _____

Name and Signature of Head of Office/Technical Staff
 Designation
 Date

Approved by: _____

Name and Signature of Regional Director
 Designation
 Date

¹ Type of Digitization Initiative or Digital Transformation

- Development of electronic or online and/or paperless application systems, payment systems, new service delivery channels, and contactless transactions
- Utilization of disruptive and emerging technologies in system development and integration (e.g. blockchain, application programming interface, robotic process automation, cloud services, etc.)
- Enabling data linkages and interoperability capacities among information systems
- Creating capacities for data management and analytics
- Modernization of existing systems and applications
- Other process improvements using information technology



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MEMORANDUM
PAS-OD- 2024-002

TO : **Undersecretaries
Assistant Secretaries
Bureau and Service Directors
Regional Directors
Schools Divisions Superintendent
School Heads
All Others Concerned**

ATTN : **Regional Public Assistance Coordinators
8888 Regional Focal Teams**

FROM : **JASON V. MERCENE**
Supervising Administrative Officer
Officer-in-Charge, Office of the Director
Public Affairs Service

SUBJECT : **SUBMISSION OF RESOLUTION TO REPORTED
COMPLAINTS FROM THE 8888 CITIZENS' COMPLAINT
HOTLINE AND CIVIL SERVICE COMMISSION - CONTACT
CENTER NG BAYAN FOR FISCAL YEAR 2023 FOR THE
GRANT OF PERFORMANCE-BASED BONUS (PBB)**

DATE : January 5, 2024

All concerned DepEd offices are requested to ensure the resolution of reported concerns from the 8888 Citizens Complaint Hotline (Hotline #8888) and Civil Service Commission - Contact Center ng Bayan (CSC-CCB) for Fiscal Year (FY) 2023.

Memorandum Circular No. 2023-1 titled "*Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2023 under Executive Order (EO) No. 80, S. 2012 And EO No. 201, S. 2016*" released by the Administrative Order No. 25 Inter-Agency Task Force (AO25 IATF) states that each government agency must satisfy the criteria and conditions under the four (4) dimensions of accountability:



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Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results.

Under the Citizen/Client Satisfaction Results, agencies are required to submit a report summarizing the Hotline #8888 and CSC-CCB complaints received in FY 2023 and their status. **In line with this, all offices shall submit the resolution of their pending Hotline #8888 and CCB concerns and proof of communication with the client to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) through email at deped@8888.gov.ph on or before January 26, 2024.** Guidelines in complying to this requirement are specified in Annex A.

The AO25 IATF shall assess the requirements submitted under the Citizen/Client Satisfaction Results through the rating scale provided in MC No. 2023-1.

RATING SCALE FOR CITIZEN/CLIENT SATISFACTION RESULTS				
1	2	3	4	5
0% resolution and compliance rate to #8888/CCB complaints	At least 1% resolution and compliance rate to #8888/CCB complaints	At least 50% resolution and compliance rate to #8888/CCB complaints	At least 75% resolution and compliance rate if there are more than 250 tickets to #8888/CCB complaints At least 80% resolution and compliance rate for 250 or less tickets to #8888/CCB complaints	100% resolution and compliance to #8888/CCB complaints

Kindly refer to the summary of received concerns from Hotline #8888 and CSC-CCB in FY 2023 as of January 4, 2024, as provided in Annex B. Hotline #8888 concerns received in the regional portals are also included in the summary.

Note that any of these scenarios may result in the isolation of the unit/s most responsible, including its head, in case the Department qualifies for the grant of FY 2023 PBB:



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1. Non-compliance to the submission of the requested data and/or documents
2. Misrepresentation of data and/or documents
3. Less than 75% resolution and compliance rate if there are more than 250 tickets to Hotline #8888/CCB complaints / Less than 80% resolution and compliance rate for 250 or less tickets to Hotline #8888/CCB complaints

It shall be reiterated that any complaint received in FY 2023 that is unresolved by the time the Report on Resolution of Complaints memorandum is due still has to be resolved the soonest time possible. However, it will be up to the validating agencies (Hotline #8888/CCB) if the resolution rate will still be recomputed for cases closed after January 26, 2024.

Additionally, summary of the FY 2022 Report on Resolution of Complaints is attached as Annex C for your reference. The results were already submitted to the AO25 IATF on February 28, 2023, and any appeals to the submitted data will not be considered.

For more information, please contact Ms. Grazielle Anne A. Sarical or Ms. Ariane G. Llegado, PAS-PAAC, through the following:

Email address: depedactioncenter@deped.gov.ph / deped@8888.gov.ph
Phone numbers: 8638-7530, 8633-1942
Viber mobile number: 09672498552

Immediate dissemination of and strict compliance with this issuance is directed.

Enclosure:

Annex A: Guidelines on the Submission of Hotline #8888 and CCB Reported Complaints

Annex B: Summary of Received Concerns from Hotline #8888 and CSC-CCB in FY 2023

Annex C: Summary of FY 2022 Report on Resolution of Complaints

MC No. 2023-1



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Annex A: Guidelines on the Submission of Hotline #8888 and CSC-CCB Reported Complaints

The Regional Public Assistance Coordinators (RPACs) and 8888 Regional Focal Teams (RFTs) shall ensure the resolution of **ALL** Hotline #8888 and CCB reported complaints for FY 2023 in their respective regions. Concerned offices in the Central Office shall likewise submit the resolutions of their pending complaints. Please also be reminded of the following when complying with this requirement:

- A. Submitted resolutions shall be concrete and specific actions to the concerns. Hence, endorsements or referrals to internal offices or attached agencies will not be considered. Note that the 8888 CCC identified 'concrete and specific action taken' as the following:
 - a. Real and factual (instead of ideas)
 - b. Exists and tangible (instead of abstracts)
 - c. Already undertaken (instead of plans)
- B. Submit proof of communication with the client informing them of the resolution or status of their concern, if applicable.
- C. RPACs and 8888 RFTs are in charge of the following:
 - a. Submit the resolutions and proof of communication, if applicable, of pending Hotline #8888 complaints referred by PAAC from January to March 2023;
 - b. Ensure the closure of the Hotline #8888 complaints received by the Regional Offices through their 8888 portals from April to December 2023; and
 - c. Submit the resolutions and proof of communication, if applicable, of pending CSC-CCB complaints for the whole FY.
- D. PAAC shall provide a link containing the consolidated Hotline #8888 and CSC-CCB concerns. All concerned offices may refer to the provided links for the list of their pending concerns. The RPACs shall incorporate the list of Hotline #8888 tickets they have received through the 8888 portal from April to December 2023 and provide updates through the links below.



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REGION/OFFICE		LINKS
Region I		https://bit.ly/2023ResolutionRO1
Region II		https://bit.ly/2023ResolutionRO2
Region III		https://bit.ly/2023ResolutionRO3
Region IV-A		https://bit.ly/2023ResolutionRO4A
Region IV- B		https://bit.ly/2023ResolutionRO4B
Region V		https://bit.ly/2023ResolutionRO5
Region VI		https://bit.ly/2023ResolutionRO6
Region VII		https://bit.ly/2023ResolutionRO7
Region VIII		https://bit.ly/2023ResolutionRO8
Region IX		https://bit.ly/2023ResolutionRO9
Region X		https://bit.ly/2023ResolutionRO10
Region XI		https://bit.ly/2023ResolutionRO11
Region XII		https://bit.ly/2023ResolutionRO12
Region XIII		https://bit.ly/2023ResolutionRO13
CAR		https://bit.ly/2023ResolutionROCAR
NCR		https://bit.ly/2023ResolutionRONCR
Central Office	Bureau of Curriculum Development (BCD)	https://bit.ly/2023ResolutionBCD
	Bureau of Education Assessment (BEA)	https://bit.ly/2023ResolutionBEA
	Bureau of Human Resources and Organizational Development	https://bit.ly/2023ResolutionBHROD
	Disaster Risk Reduction and Management Service (DRRMS)	https://bit.ly/2023ResolutionDRRMS
	External Partnership Service (EPS)	https://bit.ly/2023ResolutionEPS
	Finance Service-Accounting Division Consolidated	https://bit.ly/2023ResolutionFS-AD



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Central Office	Reports and Other Concerns Section (FS-AD CROCS)	
	Government Assistance and Subsidies Office (GASO)	https://bit.ly/2023ResolutionGASO
	Information and Communications Technology Service (ICTS)	https://bit.ly/2023ResolutionICTS
	International Cooperation Office (ICO)	https://bit.ly/2023ResolutionICO
	Learner Rights and Protection Office (LRPO)	https://bit.ly/2023ResolutionLRPO
	National Academy of Sports (NAS)	https://bit.ly/2023ResolutionNAS
	National Educators' Academy of the Philippines (NEAP)	https://bit.ly/2023ResolutionNEAP
	Office of the Undersecretary for Administration (OUA)	https://bit.ly/2023ResolutionOUA
	Office of the Undersecretary for Finance (OUF)	https://bit.ly/2023ResolutionOUF
	Office of the Undersecretary for Human Resource and Organizational Development (OUHROD)	https://bit.ly/2023ResolutionOUHROD



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Central Office	Office of the Undersecretary for Legal and Legislative Affairs (OULA)	https://bit.ly/2023ResolutionOULA
	Office of the Undersecretary for Operations (OURE)	https://bit.ly/2023ResolutionOURE
	Office of the Undersecretary for School Infrastructure and Facilities (OUSIF)	https://bit.ly/2023ResolutionOUSIF
Attached Agencies	National Book Development Board (NBDB)	https://bit.ly/2023ResolutionNBDB

Only the Office of the Regional Director, Regional Information Officers, RPACs, 8888 RFTs, and concerned offices in the Central Office shall be granted access to the detailed list of received concerns from Hotline #8888 and CSC-CCB. Additional access shall be granted upon request to their respective RPACs.

- E. Submission of resolutions and proof of communication shall only be sent through email at deped@8888.gov.ph, following this subject format: "8888 Ticket Reference Number_Response" or "CCB Code_Response" (e.g. P20231207-56-3_Response or ECCB114994_Response).



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Annex B: Summary of Received Concerns from Hotline #8888 and CSC-CCB in FY 2023

The summary of received concerns was based on the Hotline #8888 and CCB trackers monitored by PAAC and manually checked on the 8888 Central Office and regional portals.

Note that the provided compliance rates per region were generated through the 8888 regional portals and only cover received tickets from April to December 2023.

REGION / OFFICE		REFERRED / PENDING <i>(Unresolved concerns referred by PAAC and tickets lodged on the CO and RO Hotline #8888 portals)</i>	RESOLVED <i>(Concerns marked as closed on the Hotline #8888 portal and CCB matrix)</i>	TOTAL NUMBER OF RECEIVED CONCERNS <i>(Referred / Pending + Resolved)</i>	RESOLUTION RATE <i>(Resolved / Total)</i>	COMPLIANCE RATE <i>(For Hotline #8888 concerns only)</i>
Region I		10	146	156	93.59%	39.17%
Region II		52	11	63	17.46%	0%
Region III		0	449	449	100%	100%
Region IV-A		199	320	519	61.66%	19.06%
MIMAROPA		3	62	65	95.38%	48%
Region V		0	91	91	100%	50%
Region VI		43	243	286	84.97%	30.17%
Region VII		58	100	158	63.29%	3.54%
Region VIII		19	138	157	87.9%	56.2%
Region IX		2	125	127	98.43%	58.89%
Region X		66	93	159	58.49%	6.84%
Region XI		38	139	177	78.53%	8.89%
Region XII		17	89	106	83.96%	66.23%
Region XIII		16	101	117	86.32%	56.25%
Cordillera Administrative Region (CAR)		0	33	33	100%	60%
National Capital Region (NCR)		110	664	774	85.79%	32.09%
Central Office	Concerns directly handled by PAAC	0	99	99	100%	N/A

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Central Office	Bureau of Curriculum Development (BCD)	3	1	4	25%	N/A
	Bureau of Education Assessment (BEA)	2	2	4	50%	N/A
	Bureau of Human Resources and Organizational Development (BHROD)	11	2	13	15.38%	N/A
	Bureau of Learner Support Services (BLSS)	0	2	2	100%	N/A
	Disaster Risk Reduction and Management Service (DRRMS)	1	1	2	50%	N/A
	External Partnership Service (EPS)	1	0	1	0%	N/A
	Finance Service-Accounting Division Consolidated Reports and Other Concerns Section (FS-AD CROCS)	1	1	2	50%	N/A
	Government Assistance and Subsidies Office (GASO)	12	6	18	33.33%	N/A
	Information and	1	0	1	0%	N/A

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Central Office	Communications Technology Service (ICTS)					
	International Cooperation Office (ICO)	42	42	84	50%	N/A
	Learner Rights and Protection Office (LRPO)	1	0	1	0%	N/A
	National Academy of Sports (NAS)	7	1	8	12.5%	N/A
	National Educators' Academy of the Philippines (NEAP)	1	0	1	0%	N/A
	Office of the Undersecretary for Administration (OUA)	1	4	5	80.00%	N/A
	Office of the Undersecretary for Curriculum and Teaching (OUCT)	0	5	5	100%	N/A
	Office of the Undersecretary for Finance (OUF)	3	1	4	25%	N/A
	Office of the Undersecretary for Human Resource and Organizational Development (OUHROD)	5	0	5	0%	N/A

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Central Office	Office of the Undersecretary for Legal and Legislative Affairs (OULA)	26	4	30	13.33%	N/A
	Office of the Undersecretary for Operations (OURE)	5	1	6	16.67%	N/A
	Office of the Undersecretary for School Infrastructure and Facilities (OUSIF)	2	0	2	0%	N/A
	Palarong Pambansa Secretariat	0	1	1	100%	N/A
Attached Agencies	National Book Development Board (NBDB)	1	0	1	0%	N/A
	National Council for Children's Television (NCCT)	0	2	2	100%	N/A
TOTAL		759	2979	3738	79.7%	N/A

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Annex C: Summary of FY 2022 Report on Resolution of Complaints

STATUS OF CONCERNS RECEIVED FROM HOTLINE #8888 FOR FY 2022

REGION/OFFICE	FRONTLINE SERVICES		OTHER SERVICES		TOTAL		TOTAL NUMBER OF CONCERNS	RESOLUTION RATE	
	RESOLVED	REFERRED/PENDING	RESOLVED	REFERRED/PENDING	RESOLVED	REFERRED/PENDING			
Region I	5	0	56	0	61	0	61	100%	
Region II	4	4	33	18	37	22	59	62.71%	
Region III	40	0	217	0	257	0	257	100%	
Region IV-A	42	2	259	34	301	36	337	89.32%	
Region IV-B	8	0	32	0	40	0	40	100%	
Region V	15	0	51	0	66	0	66	100%	
Region VI	64	3	205	6	269	9	278	96.76%	
Region VII	29	10	85	47	114	57	171	66.67%	
Region VIII	16	4	58	9	74	13	87	85.06%	
Region IX	13	11	104	35	117	46	163	71.78%	
Region X	16	14	55	54	71	68	139	51.08%	
Region XI	27	20	40	44	67	64	131	51.15%	
Region XII	25	0	68	0	93	0	93	100%	
Region XIII	12	3	44	8	56	11	67	83.58%	
CAR	5	2	17	6	22	8	30	73.33%	
NCR	63	26	218	100	281	126	407	69.04%	
Concerns directly handled by PAAC	4	0	147	0	151	0	151	100%	
Central Office	Bureau of Curriculum Development	0	0	2	0	2	0	2	100%
	Bureau of Education Assessment	6	0	0	0	6	0	6	100%
	Bureau of Human Resource and Organizational Development	0	1	9	11	9	12	21	42.86%
	Bureau of Learning Resources	0	0	1	0	1	0	1	100%
	Bureau of Learners Support Services	0	0	1	0	1	0	1	100%
	Finance Service-Accounting Division	0	0	3	0	3	0	3	100%
	Finance Service-Employee Account Management Division	0	0	1	0	1	0	1	100%
	Information and Communication s Technology Service	0	0	1	0	1	0	1	100%
	International Cooperation Office	0	0	116	15	116	15	131	88.55%
	Legal Affairs Helpdesk	0	0	0	3	0	3	3	0.00%
	Legal Service	0	0	1	2	1	2	3	33.33%
	National Educators' Academy of the Philippines	0	0	1	3	1	3	4	25.00%
Office of the Undersecretary for Administration	0	0	2	1	2	1	3	66.67%	

	Office of the Undersecretary for Human Resource and Organizational Development	0	0	1	3	1	3	4	25.00%
	Voucher Program Management Office	0	0	7	1	7	1	8	87.50%
Attached Agencies	Early Childhood and Development Council	0	0	1	0	1	0	1	100%
	National Academy of Sports	4	0	0	0	4	0	4	100%
	National Council for Children's Television	0	0	3	0	3	0	3	100%
TOTAL		398	100	1839	400	2237	500	2737	81.73%

STATUS OF CONCERNS RECEIVED FROM CSC-CCB FOR FY 2022

REGION/OFFICE	FRONTLINE SERVICES		OTHER SERVICES		TOTAL		TOTAL NUMBER OF CONCERNS	RESOLUTION RATE	
	RESOLVED	REFERRED/PENDING	RESOLVED	REFERRED/PENDING	RESOLVED	REFERRED/PENDING			
Region I	2	0	10	0	12	0	12	100%	
Region II	2	0	7	0	9	0	9	100%	
Region III	2	0	21	0	23	0	23	100%	
Region IV-A	4	0	21	0	25	0	25	100%	
Region IV-B	3	0	10	0	13	0	13	100%	
Region V	1	0	10	0	11	0	11	100%	
Region VI	0	0	4	0	4	0	4	100%	
Region VII	4	0	10	0	14	0	14	100%	
Region VIII	2	0	5	0	7	0	7	100%	
Region IX	3	0	10	0	13	0	13	100%	
Region X	0	0	1	0	1	0	1	100%	
Region XI	2	0	5	0	7	0	7	100%	
Region XII	3	0	1	0	4	0	4	100%	
Region XIII	1	0	4	0	5	0	5	100%	
CAR	0	0	2	0	2	0	2	100%	
NCR	4	0	33	0	37	0	37	100%	
Concerns directly handled by PAAC	0	0	4	0	4	0	4	100%	
Central Office	Administrative Service	0	0	1	0	1	0	1	100%
	Bureau of Curriculum Development	0	0	1	0	1	0	1	100%
	Bureau of Human Resource and Organizational Development	0	0	4	1	4	1	5	80%
	Information and Communications Technology Service	0	0	2	0	2	0	2	100%
	International Cooperation Office	0	0	9	0	9	0	9	100%
	Office of the Secretary	0	0	1	0	1	0	1	100%
	Office of the Undersecretary for Administration	0	0	3	0	3	0	3	100%
	Office of the Undersecretary for Governance and Field Operations	0	0	1	0	1	0	1	100%
Attached Agencies	0	0	1	0	1	0	1	100%	
TOTAL	33	0	181	1	214	1	215	99.53%	