



JUL 31 2009

DepED MEMORANDUM  
No. **341**, s. 2009

ENHANCEMENT OF THE MANAGEMENT OF THE PROVIDENT FUND  
OF THE DEPARTMENT OF EDUCATION PROJECT

To: Undersecretaries  
Assistant Secretaries  
Bureau Directors  
Directors of Services/Centers and Heads of Units  
Regional Directors  
Schools Division/City Superintendents

1. Pursuant to Resolution No. 01, s. 2009 of the National Board of Trustees of the DepED Provident Fund, a study of the DepED Provident Fund, entitled **“Enhancement of the Management of the Provident Fund of the Department of Education Project”**, shall be undertaken by the Development Academy of the Philippines (DAP). To this effect, a Memorandum of Agreement has been made and entered into by and between the DepED and the DAP.
2. The project is intended to identify ways and means to enhance the management of the DepED Provident Fund, and specifically, it aims to:
  - a. Assess the organizational structure and management systems and processes of the DepED Provident Fund program;
  - b. Identify good practices in Provident Fund management;
  - c. Recommend a model of Provident Fund management for DepED;
  - d. Identify the structure, policies, systems, processes that need to be in place, and the personnel needed to manage the Fund, and the corresponding cost implications; and
  - e. Identify investment opportunities within the purview of the law.
3. The project will involve five (5) deliverable stages namely:
  - a. Organizational Structure, Management Systems and Processes;
  - b. Good Practices in Provident Fund Management;
  - c. Management Mode for the DepED Provident Fund;
  - d. Investment Opportunities; and
  - e. Project Terminal Report.
4. One of the activities in the project is the conduct of a Client Assessment Survey to determine the relevance and level of client satisfaction of the DepED Provident Fund within the context of Administrative Order No. 279. The survey shall determine the following:
  - a. Scope of promotion (breadth) of the program;
  - b. Level of quality information (depth) of the program;
  - c. Level of quality of the services provided by and processes of the program; and
  - d. Degree of relevance of the program’s benefits and services vis-à-vis the clients’ needs.

5. The Client Assessment Survey shall have three stages: (a) Client Assessment Survey Tool Focus Group Discussion; (b) Client Assessment Survey Tool Pre-Test; and (c) Data Collection. The Data Collection stage shall be conducted in regional clusters, the schedules and venues of which will be announced later. Participants in the different stages of the Client Assessment Survey shall be representatives of the different types of clientele of the DepED Provident Fund. They will be randomly selected by the DAP.

6. Expenses to be incurred in the conduct of the study shall be charged to the DepED Provident Fund. The cost of payment to the DAP as the service provider shall be shared among the regional implementing units chargeable against their respective Provident Fund. On the other hand, expenses for the conduct of the Client Assessment Survey, specifically for board and lodging, travel expenses of the personnel from DAP and DepED Central Office, supplies and materials, honoraria and other incidental expenses shall be charged against the DepED Provident Fund National/Central Office accounts, while travel expenses of the participants from the regional and division offices shall be charged to their respective local Provident Fund, subject to the usual accounting and auditing rules and regulations.

7. The Regional Boards of Trustees and the Regional and Division Provident Fund Secretariats, including those who will be selected to participate in the Client Assessment Survey, are enjoined to extend their full cooperation and support to the conduct of this project/study.

8. Immediate and wide dissemination of this Memorandum to all concerned is desired.

  
**JESLI A. LAPUS**  
Secretary

Reference:  
None

Allotment: 1—(D.O. 50-97)

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

FUNDS  
PROJECTS  
SURVEY

Madel: Provident Fund  
7-27-09

(Enclosure to DepED Memorandum No. 341, s. 2009)

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**CLIENT ASSESSMENT SURVEY SCHEDULE**

<b>Batch</b>	<b>Regions Involved</b>	<b>No. of Participants</b>	<b>Scheduled Date</b>	<b>Proposed Venue</b>
FGD	NCR	10	August 04, 2009	DepED CO
Pre-Test	NCR	10	August 10, 2009	NCR
<b>Data Collection Schedule</b>				
1-A	NCR R-V	105	September 01, 2009	Marikina Hotel, Marikina City
		79		
		184		
1-B	R-IV-A R-IV-B	109	September 02, 2009	Marikina Hotel, Marikina City
		38		
		147		
2-A	VI	100	September 10, 2009	Ecotech Center, Cebu City
		100		
2-B	VII VIII	75	September 11, 2009	Ecotech Center, Cebu City
		62		
		137		
3-A	III CAR	103	September 22, 2009	Teachers Camp, Baguio City
		25		
		128		
3-B	I II	68	September 23, 2009	Teachers Camp, Baguio City
		45		
		113		
4	IX XI	46	September 17, 2009	Davao City
		49		
		95		
5	X XII CARAGA	51	September 17, 2009	Region X RELC, Cagayan de Oro City
		44		
		34		
		129		