



# **DEPARTMENT OF EDUCATION**

Harmonized Client Satisfaction Measurement  
(CSM) Report  
2023 (1<sup>st</sup> Edition)

## TABLE OF CONTENTS

<b>I. Overview .....</b>	<b>3</b>
<b>II. Scope.....</b>	<b>4</b>
<b>III. Methodology .....</b>	<b>16</b>
<b>IV. Data and Interpretation .....</b>	<b>17</b>
<b>V. Results of the Agency Action Plan Reported for FY 2022.....</b>	<b>28</b>
<b>VI. Continuous Agency Improvement Plan for FY 2024 .....</b>	<b>30</b>
<b>ANNEX A. Survey Questionnaire/s Used.....</b>	<b>32</b>
<b>ANNEX B. List of Regional and Satellite Offices .....</b>	<b>36</b>
<b>ANNEX C. CSM Results Per Office.....</b>	<b>41</b>

**I. Overview**

Republic Act (RA) No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" requires all government agencies to establish a feedback mechanism to ensure the continuous enhancement of service delivery, while Rule IV, Section 3 of its Implementing Rules and Regulations states that the results of the client satisfaction survey and feedback mechanism shall be reported to the Anti-Red Tape Authority (ARTA).

To ensure quality public service and monitor client feedback, the Department of Education (DepEd) established the harmonized Client Satisfaction Measurement (CSM) Report as required in the ARTA Memorandum Circular (MC) No. 2022-05 titled *“Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement.”* The implementation of the updated CSM Form was further reiterated through DM-OUHROD-2023-0930 titled *“Implementation of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti-Red Tape Authority”* issued on July 12, 2023.

The submission of the CSM report is also 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”* released by the Administrative Order No. 25 Inter-Agency Task Force (AO25 IATF).

DepEd has gathered a total of **10,124,094 survey results** out of **19,326,500 transactions** from all governance levels, **with a response rate of 52.38%**, indicating a positive client engagement and reflective of the efficient service processes of the Department.

	<b>Score</b>
CC Awareness	67.75%
CC Visibility	73.15%
CC Helpfulness	75.32%
Response Rate	52.38%
Overall Score	97.14%

The scores of the Citizen’s Charter results indicate that the majority of the respondents were not only aware of the offices’ Citizen’s Charters but were also visible and helped the clients with their transactions. While the Department has received high ratings, it should be noted that a small portion of the surveyed population was not able to rate their awareness and the visibility and helpfulness of the Citizen’s Charter. The offices with declared services, especially in the SDOs, only started using the updated CSM form during the 3<sup>rd</sup> quarter of 2023. The Citizen/Client Satisfaction Survey (CCSS) form or the old feedback form was previously used during the first two quarters of the said year, which has no questions in the Citizen’s Charter, demographic profile, and SQD0.

Overall, DepEd has achieved **a satisfaction score of 97.14%**, which translates to **Outstanding**, for all of its services for FY 2023.

## II. Scope

The FY 2023 CSM Report covers the client feedback and satisfaction results of each governance level of the Department: the Central Office (CO), Regional Office (RO), Schools Division Office (SDO), and schools from January to December 2023.

The feedback forms contain demographical and Citizen’s Charter-related questions. The clients also rated our services based on the following Service Quality Dimensions (SQDs):

- a. SQD0 – client's overall satisfaction with the service availed of
- b. SQD1 (Responsiveness) – the willingness to help, assist, and provide prompt service to citizens/clients
- c. SQD2 (Reliability) – the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate.
- d. SQD3 (Access & Facilities) – the convenience of location, ample amenities for comfortable transactions, use of clear signages, and modes of technology.
- e. SQD4 (Communication) – the act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback.
- f. SQD5 (Costs) – the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service.
- g. SQD6 (Integrity) – the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.
- h. SQD7 (Assurance) – the capability of frontline staff to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships.
- i. SQD8 (Outcome) – the extent of achieving outcomes or realizing the intended benefits of government services.

DepEd has gathered feedback results on the following services:

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
<b>Central Office</b>		
PEPT Onsite Registration	714	6,751
PEPT Online Registration	42	1,414
PEPT Computer-Based Test	1	342
Verification and Re-issuance of Certificate of Rating (COR) via Online Platform	74	1,167
Payment of Obligation through Cash Advance (including Petty Cash)	119	1,500
Payment of Obligation through Checks or LDDAP-ADA	17	17
Evaluation of New Technology/Construction Materials for School Buildings	0	0



Project Design of DepEd School Building Programs and Projects	11	11
Payment of Obligation to Contractors with Existing Infrastructure Contract with DepEd Central Office	2	2
Payment of Obligation to Supplier with Existing Contract with DepEd Central Office for the Supply and Delivery of School Furniture*	0	0
Evaluation of Application for APDS Accreditation/ Re-accreditation Process	103	172
External Document Service*	0	6,422
Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) - walk-in	50	126
Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) – online	50	126
Filing of Administrative Complaint	12	28
Endorsement for Duty and Tax Exemptions of Private Basic Education Schools*	0	10
Filing of Appeal*	0	0
Filing for Motion for Reconsideration*	0	18
Online Orientation for Learning Service Providers*	0	0
Authorization of Learning Service Providers*	0	0
Recognition of Professional Development at the NEAP Central Office*	0	0
Issuance of Requested Documents (Google Form)	104	104
Issuance of Requested Documents (Email)*	0	0
Issuance of Requested Documents – walk-in	104	104
Issuance of Requested Documents – online*	0	0
DepEd Action through Email (action@deped.gov.ph, Hotline 8888 and referrals from CSC, PCC, ARTA)	73	6,110
Hotline and Walk-in Facilities	995	3,338
Standard FOI Request through Walk-in Facility, action@deped.gov.ph, and Online	29	2,590
Issuance of Advisory	6	73
Issuance of DepEd Memorandum and DepEd Order signed by the Secretary	15	96
Provision of Copies of DepEd Issuances	3	32
<b>Regional Office</b>		
Payment of External and Internal Claims	1,714	17,116
Payment of Obligation	946	13,796
Access to LRMS Portal	9,105	105,912
Procedure for the Use of LRMS Computers	100	100
Legal Assistance to Walk-in Clients	417	2,618

Request for Correction of Entries in School Records	1,043	1,864
Recognition of Professional Development Programs/Courses	491	1,849
Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	315	1,044
Request for Reversion	157	359
Issuance of Foreign Official Travel Authority	150	1,076
Issuance of Foreign Personal Travel Authority	310	6,861
Acceptance of Employment Application (walk-in)	358	2,494
Acceptance of Employment Application (online)	102	1,740
Issuance of Certificate of Last Payment (CLP)	1,395	11,401
Public Assistance (Email)	680	3,472
Public Assistance (Hotline and Walk-in)	1,381	4,381
Standard Freedom of Information Request through Walk-in Facility and Mail	60	233
Application for the Opening/Additional Offering of SHS Program for Private Schools	470	1,050
Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	281	2,232
Issuance of Special Orders for Graduation of Private School Learners	705	19,856
Certification, Authentication, Verification (CAV)	3,275	15,100
Issuance of Requested Documents (CTC and Photography of Documents)	467	4,195
Issuance of Requested Documents (Non-CTC)	1,847	6,156
Receiving Communications	9,985	158,728
Receiving of Complaint	356	2,429
<b>Schools Division Office</b>		
Request for Correction of Entries in School Record	2,193	6,347
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	31,697	123,361
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	22,746	97,766
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	16,835	67,445
Issuance of Requested Documents (Non-CTC)	16,779	97,409
Issuance of Requested Documents (CTC and Photocopy of Documents)	18,817	73,795
Certification, Authentication, Verification (CAV)	3,402	12,614
Receiving and Releasing of Communication and other Documents	234,240	2,164,974

Receiving of Complaints against Non-Teaching Personnel	1,904	4,768
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	2,743	6,181
Accessing Available Learning Resources from LRMS Portal	56,896	234,946
Borrowing of Learning Materials from Libraries	10,649	32,126
Alternative Learning System (ALS) Enrollment	22,211	56,219
Issuance of Government Permit, Renewal, Recognition of Private Schools	5,286	8,035
Issuance of Special Orders for the Graduation of Private School Learners	4,064	7,560
Application for SHS Additional Track/Strand	2,330	4,956
Application for Summer Permit for Private Schools	2,044	3,495
Application for No Increase in Tuition Fee	3,138	7,012
Application for Increase in Tuition Fee	2,753	3,542
Request for Basic Education Data (from external stakeholders)	10,962	24,827
<b>Schools</b>		
Acceptance of Employment Application for Teacher I Position (walk-in)	93,050	118,065
Acceptance of Employment Application for Teacher I Position (online)	19,775	31,384
Borrowing of Learning Materials from the School Library/Learning Resource Center	825,359	1,049,955
Distribution of Printed Self-Learning Modules in Distance Learning Modality	1,842,653	2,260,361
Enrollment (walk-in)	2,151,734	3,287,206
Enrollment (online)	225,548	316,592
Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (walk-in)	514,440	664,821
Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (online)	97,225	127,860
Issuance of School Clearance for different purposes	167,372	213,106
Issuance of School Forms, Certifications, and other School Permanent Records	981,394	1,302,284
Public assistance (walk-in/phone call)	436,665	658,308
Public assistance (email/social media)	265,748	590,615
Receiving and releasing of communications and other documents	460,624	857,254
Reservation Process for the Use of School Facilities	101,748	131,359
Request for Personnel Records for Teaching/Non-Teaching Personnel	162,235	201,815
<b>External Service Total</b>	<b>8,855,893</b>	<b>15,264,978</b>

<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
<b>Central Office</b>		
Application for Special Program in Foreign Language*	0	0
Provident Fund Loan Application	73	241
Provident Fund Online Loan Application*	0	0
Internal Document Service*	0	4,426
Processing of Enterprise Human Resource Information System (EHRIS) requests – walk-in*	0	0
Processing of Enterprise Human Resource Information System (EHRIS) requests – email	371	934
Processing of Learner Information System requests from end-users	3,077	40,332
Virtual Events Assistance Service	6	6
Request for an Update on the Status of a Case in the Central Office	12	38
Request for Legal Opinion	38	38
Review of Memorandum of Agreement/Understanding, Procurement Contracts, and Ordinary Contracts	38	38
Issuance of Office Memorandum, Office Order, Memorandum with Limited Application	29	322
Material Production/Binding/Cutting	174	174
Processing of Request for Obligation of Allotment	59	25,515
Preparation/Issuance of Sub-Allotment Release Order (Sub-ARO)	25	7,410
Certification of Availability of Allotment	14	1,961
Issuance of Foreign Official Travel Authority	329	329
Issuance of Foreign Personal Travel Authority	3	3
Issuance of Certificate of Employment and Service Record	4	4
Order of Transfer and Reassignment*	0	0
Application for Leave	5	5
Application for Retirement	6	6
Processing of Terminal Leave Benefits	3	3
Google Workspace and Microsoft 365 User Account Issuance and Management (in Office Application)	37	312
Google Workspace and Microsoft 365 User Account Issuance and Management (via Email)	8	8
Official DepEd Website Modification or Addition of Section	8	485
Migration of an Existing Website to the Official DepEd Domain*	0	4
Scholarship Application	24	36

Processing of Disbursement Vouchers – Big-Ticket Goods (Supplies, Materials, Equipment and Motor Vehicles)*	0	0
Processing of Disbursement Vouchers – Consultancy	1	80
Processing of Disbursement Vouchers – Infrastructure	1	39
Processing of Disbursement Vouchers – General Support Services (Janitorial, Security, Maintenance, Garbage Collection and Disposal, and similar services)*	0	0
Processing of Disbursement Vouchers – Rental Contract*	0	0
Processing of Disbursement Vouchers – Repairs and Maintenance of Equipment and Motor Vehicles	2	133
Processing of Disbursement Vouchers – Board and Lodging	5	183
Processing of Disbursement Vouchers – Supplies, Materials & Equipment (Non-Big-Tickets)*	0	0
Processing of Disbursement Vouchers – Meals	21	1,259
Processing of Disbursement Vouchers - Training*	0	0
Processing of Disbursement Vouchers – Honorarium	19	1,077
Processing of Disbursement Vouchers – Cash Advance for Activities*	0	0
Processing of Disbursement Vouchers – Cash Advance for Salaries, Wages, Allowance, and Other Similar Expenses*	0	0
Processing of Disbursement Vouchers – Foreign Travel	2	126
Processing of Disbursement Vouchers – Local Travel	99	5,416
Processing of Disbursement Vouchers – Salaries for Regular Employees	16	881
Processing of Disbursement Vouchers - Salaries for Contract of Service	2	32
Processing of Disbursement Vouchers – Petty Cash Fund	20	1,141
Processing of Disbursement Vouchers – Gasoline Expenses	8	435
Processing of Disbursement Vouchers – Allowances and Other Forms of Compensation*	0	0
Processing of Disbursement Vouchers – Terminal Leave	2	112

Processing of Disbursement Vouchers – Collective Negotiation Agreement (CNA) Incentives	2	23
Processing of Disbursement Vouchers – Special Counsel Allowance*	0	0
Processing of Disbursement Vouchers – Financial Assistance*	0	0
Processing of Disbursement Vouchers – Fund Transfers*	0	0
Processing of Disbursement Vouchers – Utilities	12	656
Processing of Disbursement Vouchers – Communication Mobile	31	1,830
Processing of Disbursement Vouchers – Overtime	172	9,514
Processing of Disbursement Vouchers – Extraordinary and Miscellaneous Expenses	11	609
Processing of Disbursement Vouchers – Registration Fees*	0	0
Processing of Disbursement Vouchers – Remittances	1	36
Processing of Disbursement Vouchers – Plane Fare (DBM Procurement)	2	25
Processing of Disbursement Vouchers – Advertising*	0	0
Processing of Disbursement Vouchers – Subscription Newspaper*	0	0
Application for Provident Fund Loan*	0	0
Processing of Liquidation Report - Petty Cash Fund (PCF)	32	200
Processing of Liquidation Report – Training and Activities	24	150
Processing of Liquidation Report – Foreign Travel	3	20
Processing of Liquidation Report – Local Travel	21	128
Processing of Liquidation Report – Payroll Fund for Salaries, Wages, Allowances and Other Similar Expenses	24	146
Pre-Audit of Budget Estimates	2	2
Pre-Audit of Various Authorities	10	1,816
Request for Application, Renewal and Cancellation of Bond	5	32
Request for Approval of the Contracts of Various Projects/ Transactions	2	173
Issuance of GSIS and Pag-IBIG Certificate of Remittances	249	249
Application for Certification of Remittances*	0	0
Request for BIR Form 2306 and 2307	532	29,329
Request for Photocopy of Supporting Documents from Paid and Filed Transactions*	0	0

Application for Agency Code/Activation of Organization Code*	0	0
<b>Regional Office</b>		
Certification as to Availability of Funds	966	16,259
Endorsement of Request for Cash Allocation from SDOs	214	977
Handling of Cash Advances	80	236
Disbursement Updating	331	12,036
Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units	707	13,037
Letter of Acceptance for Downloaded Funds	125	1,220
Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)	371	15,674
Processing of Budget Utilization Request & Status (BURS)	189	1,490
Rewards and Recognition	466	1,721
Processing of Communication received through the Public Assistance Action Center (PAAC)	60	1,383
Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	1,666	28,267
Application for Leave	449	10,542
Application for Retirement/Survivorship/Disability Benefit	661	6,612
Issuance of Certificate for Remittances	833	2,195
Issuance of Certificate of Employment and/or Service Record	156	1,388
Issuance of Foreign Official Travel Authority	316	3,532
Issuance of Foreign Personal Travel Authority	568	12,836
Processing of Equivalent Record Form (ERF)	456	36,552
Processing of Study Leave	15	50
Processing of Terminal Leave Benefits	128	3,210
Request for Transfer from Another Region	392	9,151
Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	537	247,955
Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	222	652
<b>Schools Division Office</b>		
Processing of ORS	41,344	301,968
Posting/Updating of Disbursement	37,006	289,587
Handling of Cash Advances	43,899	167,625
User Account Management for Centrally Managed Systems	24,378	61,194
Troubleshooting of ICT Equipment	9,942	36,165
Uploading of Publications	15,484	63,302



Issuance of Certificate of No Pending Case	12,953	37,819
Issuance of Foreign Official Travel Authority	3,651	11,242
Issuance of Foreign Personal Travel Authority	8,318	19,403
Application for ERF (Equivalent Record Form)	9,545	49,561
Application for Leave	76,076	487,790
Application for Retirement	6,881	38,847
Issuance of Certificate of Employment	19,065	58,739
Service Record	48,430	217,347
Loan Approval and Verification	35,118	317,564
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	27,467	99,576
Processing of Terminal Leave Benefits	3,948	33,274
Request for Correction of Name and Change of Status	5,805	37,466
Requisition and Issuance of Supplies	24,022	61,369
Property and Equipment Clearance Signing	12,193	27,908
Program Work Flow of Submission of Contextualized Learning Resources	9,394	17,531
Quality Assurance of Supplementary Learning Resource	10,315	19,490
Request for Basic Education Data (Internal Stakeholder)	12,064	24,887
Request for Data for EBEIS/LIS/NAT and Performance Indicators	16,549	47,795
<b>Schools</b>		
Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits	214,032	307,822
Laboratory and School Inventory	209,131	271,484
School Learning and Development	315,607	389,310
<b>Internal Service Total</b>	<b>1,268,201</b>	<b>4,061,522</b>
<b>OVERALL TOTAL</b>	<b>10,124,094</b>	<b>19,326,500</b>

\*Justifications for services that have no survey results and/or transactions are on pp. 14-16 of this report.

**All external services of the Department received a total of 8,855,893 survey results out of 15,264,977 transactions.** The services with the highest survey results per governance level are *Hotline and Walk-in Facilities* with 995 respondents, *Receiving Communications* with 9,985 respondents, *Accessing Available Learning Resources from LRMS Portal* with 56,896 respondents, and *Enrollment (walk-in)* with 2,151,734 respondents for the CO, RO, SDO, and Schools, respectively.

Meanwhile, the external services with the lowest survey results (excluding the services with no feedback) are *PEPT Computer-Based Test* with one (1) respondent, *Standard Freedom of Information Request through Walk-in Facility and Mail* with 60 respondents, *Receiving of Complaints against Non-Teaching Personnel* with 1,904 respondents, and *Acceptance of Employment Application for*



*Teacher I Position (online)* with 19,775 respondents for the CO, RO, SDO, and Schools, respectively.

In the CO, several of their external services received 100% response rates for FY 2023, including *Payment of Obligation through Checks or LDDAP-ADA*, *Project Design of DepEd School Building Programs and Projects*, *Payment of Obligation to Contractors with Existing Infrastructure Contract with DepEd Central Office*, *Issuance of Requested Documents (Google Form)*, and *Issuance of Requested Documents – walk-in*. Meanwhile, *PEPT Computer-Based Test* has the lowest response rate for the said governance level with 0.29%.

Furthermore, consolidated results in all ROs showed that *Request for Procedure for the Use of LRMDs Computers* and *Issuance of Special Orders for Graduation of Private School Learners* received the highest and lowest response rates with 100% and 3.55%, respectively.

For the SDOs, the services with the highest and lowest response rates are *Application for Increase in Tuition Fee* with 77.72% and *Receiving and Releasing of Communication and other Documents* with 10.82%. Lastly, *Distribution of Printed Self-Learning Modules in Distance Learning Modality* and *Public assistance (email/social media)* has the highest and lowest response rates in Schools with 81.52% and 45%, respectively.

On the other hand, **the Department has recorded a total of 1,268,201 survey results and 4,061,522 transactions in all its internal services**, with the following services having the highest respondents per governance level: *Processing of Learner Information System requests from end-users* for CO with 3,077; *Request for Certification as to the Pendency or Non-Pendency of an Administrative Case* for RO with 1,666; *Application for Leave* for SDO with 76,076; and *School Learning and Development* for Schools with 315,607.

The internal services with the lowest survey results (excluding the services with no feedback) are *Processing of Disbursement Vouchers – Consultancy*, *Processing of Disbursement Vouchers – Infrastructure*, and *Processing of Disbursement Vouchers – Remittances* with one (1) respondent in each service; *Processing of Study Leave* with 15 respondents; *Issuance of Foreign Official Travel Authority* with 3,651 respondents; and *Laboratory and School Inventory* with 209,131 respondents for the CO, RO, SDO, and Schools, respectively.

A 100% response rate was also recorded in several internal services of the CO, including *Virtual Events Assistance Service*, *Request for Legal Opinion*, *Review of Memorandum of Agreement/Understanding*, *Procurement Contracts*, and *Ordinary Contracts*, *Material Production/Binding/Cutting*, *Issuance of Foreign Official Travel Authority*, *Issuance of Foreign Personal Travel Authority*, *Issuance of Certificate of Employment and Service Record*, *Application for Leave*, *Application for Retirement*, *Processing of Terminal Leave Benefits*, *Google Workspace and Microsoft 365 User Account Issuance and Management (via Email)*, *Pre-Audit of Budget Estimates*, and *Issuance of GSIS and Pag-IBIG Certificate of Remittances*. Meanwhile, *Pre-Audit of Various Authorities* has the lowest response rate with 0.55%.

The highest and lowest response rates among the internal services in the RO are *Issuance of Certificate for Remittances* with 37.95% and *Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)* with 0.22%, respectively. Consolidated results in all SDOs showed that its highest and lowest response rates are *Program Work Flow of Submission of Contextualized Learning Resources* with 53.59% and *Loan Approval and Verification* with 11.06%.

Lastly, *School Learning and Development* and *Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits* have the highest and lowest response rates with 81.07% and 69.53%, respectively.

Moreover, the following services had no clients in 2023:

<b>External Services</b>
Evaluation of New Technology/Construction Materials for School Buildings
Payment of Obligation to Supplier with Existing Contract with DepEd Central Office for the Supply and Delivery of School Furniture
External Document Service
Endorsement for Duty and Tax Exemptions of Private Basic Education Schools
Filing of Appeal
Filing for Motion for Reconsideration
Online Orientation for Learning Service Providers
Authorization of Learning Service Providers
Recognition of Professional Development at the NEAP Central Office
Issuance of Requested Documents (Email)
Issuance of Requested Documents – Online
<b>Internal Services</b>
Application for Special Program in Foreign Language
Provident Fund Online Loan Application
Internal Document Service
Processing of Enterprise Human Resource Information System (EHRIS) requests – walk-in
Order of Transfer and Reassignment
Migration of an Existing Website to the Official DepEd Domain
Processing of Disbursement Vouchers – Big-Ticket Goods (Supplies, Materials, Equipment and Motor Vehicles)
Processing of Disbursement Vouchers – General Support Services (Janitorial, Security, Maintenance, Garbage Collection and Disposal, and similar services)
Processing of Disbursement Vouchers – Rental Contract
Processing of Disbursement Vouchers – Supplies, Materials & Equipment (Non-Big-Tickets)
Processing of Disbursement Vouchers – Training
Processing of Disbursement Vouchers – Cash Advance for Activities
Processing of Disbursement Vouchers – Cash Advance for Salaries, Wages, Allowance, and Other Similar Expenses
Processing of Disbursement Vouchers – Allowances and Other Forms of Compensation

Processing of Disbursement Vouchers – Special Counsel Allowance
Processing of Disbursement Vouchers – Financial Assistance
Processing of Disbursement Vouchers – Fund Transfers
Processing of Disbursement Vouchers – Registration Fees
Processing of Disbursement Vouchers – Advertising
Processing of Disbursement Vouchers – Subscription Newspaper
Application for Provident Fund Loan
Application for Certification of Remittances
Request for Photocopy of Supporting Documents from Paid and Filed Transactions
Application for Agency Code/Activation of Organization Code

No survey results were declared for *Evaluation of New Technology/ Construction Materials for School Buildings; Payment of Obligation to Supplier with Existing Contract with DepEd Central Office for the Supply and Delivery of School Furniture; Endorsement for Duty and Tax Exemptions of Private Basic Education Schools; Filing of Appeal; Issuance of Requested Documents (Email); Issuance of Requested Documents – Online; Application for Special Program in Foreign Language; Provident Fund Online Loan Application; Processing of Enterprise Human Resource Information System (EHRIS) requests – walk-in; Order of Transfer and Reassignment; Application for Provident Fund Loan; Application for Certification of Remittances; Request for Photocopy of Supporting Documents from Paid and Filed Transactions; and Application for Agency Code/Activation of Organization Code* since no transactions were recorded.

Similarly, no transactions were also recorded for *Online Orientation for Learning Service Providers; Authorization of Learning Service Providers; and Recognition of Professional Development at the NEAP Central Office* pursuant to DepEd Memorandum No. 12, s. 2023 titled “Guidelines for NEAP Recognition of Professional Development Programs and Courses for Teachers and School Leaders.” The said memorandum stated that the National Educators Academy of the Philippines – Quality Assurance Division (NEAP-QAD) of the DepEd-CO, the office offering the mentioned services, shall no longer receive and process applications including renewal of authorization and recognition of professional development programs.

Several services under the DepEd-CO Accounting Division had also no respondents for FY 2023 since the office received no payment requests. The services include *Migration of an Existing Website to the Official DepEd Domain; Processing of Disbursement Vouchers – Big-Ticket Goods (Supplies, Materials, Equipment and Motor Vehicles); Processing of Disbursement Vouchers – General Support Services (Janitorial, Security, Maintenance, Garbage Collection and Disposal, and similar services); Processing of Disbursement Vouchers – Rental Contract; Processing of Disbursement Vouchers – Supplies, Materials & Equipment(Non-Big-Tickets); Processing of Disbursement Vouchers – Training; Processing of Disbursement Vouchers – Cash Advance for Activities; Processing of Disbursement Vouchers – Cash Advance for Salaries, Wages, Allowance, and Other Similar Expenses; Processing of Disbursement Vouchers – Allowances and Other Forms of Compensation; Processing of Disbursement Vouchers – Special Counsel*

*Allowance; Processing of Disbursement Vouchers – Financial Assistance; Processing of Disbursement Vouchers – Fund Transfers; Processing of Disbursement Vouchers – Registration Fees; Processing of Disbursement Vouchers – Advertising; and Processing of Disbursement Vouchers – Subscription Newspaper.*

The following services have recorded transactions but no survey results despite efforts of our offices to provide clients with feedback forms: *External Document Service; Filing for Motion for Reconsideration; and Internal Document Service.*

### III. Methodology

Offices with declared services under the Department’s Citizen’s Charter provided their clients with the standardized physical or online form. The physical survey form is either given at the service counters or the entrance of the premises, while the online form is given by providing the link to the form through emails or posting the link at conspicuous places near the servicing offices. The accomplished physical feedback forms are encoded on the offices' database, while the data from the digital survey forms are extracted from the used platform.

The Department used the 5-point Likert scale to rate the nine (9) SQDs.

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

Additionally, the overall score of all SQDs were computed based on the provided formula on MC No. 2022-05:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$$

The interpretation of the results are as follows:

Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

#### IV. Data and Interpretation

##### A. Demographic Profile

The overall results in the demographic profile showed that DepEd caters to a diverse range of clients, especially that the Department’s stakeholders include learners, parents, and teaching and non-teaching personnel, among others. Majority of the respondents fall within the ‘19 or lower’ age range with 27.11%, suggesting that the feedback form has effectively reached the younger demographic. It is also shown in the presented data that many of the respondents were from the ‘20-34’ and ‘35-49’ age brackets with 24.34% and 26.76%, respectively. A small portion of the surveyed population of the Department falls within the age ranges of ‘50-64’ (9.88%) and ‘65 or higher’ (0.61%). Of the recorded respondents, 8.35% chose not to specify their age.

Notably, 2.96% of the respondents did not accomplish the demographic profile questions. The ‘No answers provided’ portion was added to this report since the gathered survey results were culled from both the old and updated feedback forms. The outdated form lacked demographic profile questions, hence, some concerned offices have no results for this.

Moreover, the participation rate is higher among the female respondents at 59.41%. Male respondents comprised 30.46% of the surveyed population, while 8.43% did not specify their sex.

<b>D1. Age and D2. Sex</b>	<b>External</b>	<b>Internal</b>	<b>Overall</b>
1. 19 or lower	45.19%	9.03%	<b>27.11%</b>
2. 20-34	20.96%	27.71%	<b>24.34%</b>
3. 35-49	19.10%	34.41%	<b>26.76%</b>
4. 50-64	5.46%	14.30%	<b>9.88%</b>
5. 65 or higher	0.53%	0.68%	<b>0.61%</b>
6. Did not specify	5.04%	11.66%	<b>8.35%</b>
7. No answers provided	3.71%	2.20%	<b>2.96%</b>
1. Male	36.20%	24.72%	<b>30.46%</b>
2. Female	57.34%	61.48%	<b>59.41%</b>
3. Did not specify	5.21%	11.64%	<b>8.43%</b>
4. No answers provided	1.25%	2.16%	<b>1.71%</b>

Of the total number of survey results, 16.17% were from Region III. Among the regions with the highest participation of respondents include Region VI with 10.62% and Region IV-A with 14.62%. No respondents came from the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM) since it has an independent agency responsible for the education affairs of the region—the Ministry of Basic, Higher, and Technical Education (MBHTE).

<b>D3. Region</b>	<b>External</b>	<b>Internal</b>	<b>Overall</b>
-------------------	-----------------	-----------------	----------------

1. Region I	4.78%	5.84%	<b>5.31%</b>
2. Region II	4.05%	7.08%	<b>5.57%</b>
3. Region III	15.82%	16.52%	<b>16.17%</b>
4. Region IV-A	17.08%	12.15%	<b>14.62%</b>
5. MIMAROPA	6.44%	5.45%	<b>5.95%</b>
6. Region V	4.90%	5.37%	<b>5.14%</b>
7. Region VI	10.92%	10.32%	<b>10.62%</b>
8. Region VII	3.74%	5.03%	<b>4.39%</b>
9. Region VIII	4.84%	5.05%	<b>4.95%</b>
10. Region IX	8.81%	7.05%	<b>7.93%</b>
11. Region X	2.76%	2.41%	<b>2.59%</b>
12. Region XI	0.86%	1.17%	<b>1.02%</b>
13. Region XII	3.55%	3.37%	<b>3.46%</b>
14. Region XIII	2.90%	3.98%	<b>3.44%</b>
15. NCR	1.29%	1.85%	<b>1.57%</b>
16. CAR	7.27%	7.35%	<b>7.31%</b>
17. BARMM	N/A	N/A	<b>N/A</b>
18. Did not specify	N/A	N/A	<b>N/A</b>

The majority of the respondents were citizens with 55.91%, emphasizing the prevalence of the public sector in the surveyed population. A huge portion of the respondents were government employees with 39.61%. The results also showed that there's minimal representation of the business sector with only 2.25%. Lastly, 2.24% of the respondents chose not to accomplish this part of the survey form or the form has not yet integrated the demographic profile questions.

<b>Customer Type</b>	<b>External</b>	<b>Internal</b>	<b>Overall</b>
D4. Citizen	84%	27.81%	<b>55.91%</b>
D4. Business	2.31%	2.19%	<b>2.25%</b>
D4. Government	12.84%	66.38%	<b>39.61%</b>
D4. Did not specify	0.85%	3.62%	<b>2.24%</b>

Overall, the demographic profile results of DepEd showed that the respondents were predominantly female from the public sector aged 19 years old and below, indicating that many learners have availed the Department's services and proactively accomplished the feedback forms.

**B. Count of CC and SQD results**

The majority of the respondents were aware of the Citizen's Charter as shown in the results, with 58.56% stating that they had seen or were aware of the offices' Citizen's Charter during their transactions. However, a substantial number of respondents indicated that they were not aware of Citizen's Charter nor they have seen it, suggesting that offices need to exert more efforts to make their processes visible to the clients and raise awareness of its importance.

It is also worth noting that 'No answers provided' portions were added for this table, considering that while many respondents have fully accomplished the feedback form, some surveys have yet to include the Citizen's Charter questions. This also



indicates that a small portion of the surveyed population did not specify their awareness level of the Citizen’s Charter.

Most of the surveyed population also agreed that the offices’ Citizen’s Charters were visible to the clients. This is reflective of the efforts of the Department to disseminate its services to its stakeholders not only through posting of printed paraphernalia but also by making it accessible online. While 61.93% of the surveyed population proves the visibility of the offices’ Citizen’s Charter, a small portion found it difficult (3.36%) or did not see the Citizen’s Charter at all (5.71%).

Moreover, 64.97% of the respondents perceived the Citizen’s Charter as helpful during their transactions. However, a considerable percentage (19.14%) of the surveyed population did not specify their perception of the helpfulness of the Citizen’s Charter.

Citizen’s Charter Answers	Responses	Percentage
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	5,928,274	58.56%
2. I know what a CC is but I did not see this office's CC.	573,912	5.67%
3. I learned of the CC only when I saw this office's CC.	1,134,757	11.21%
4. I do not know what a CC is and I did not see this office's CC.	1,960,376	19.36%
5. No answers provided	526,775	5.20%
<b>CC2. If aware of CC, would you say that the CC of this office was...?</b>		
1. Easy to see	6,270,070	61.93%
2. Somewhat easy to see	753,435	7.44%
3. Difficult to see	339,688	3.36%
4. Not visible at all	578,226	5.71%
5. N/A	1,660,556	16.40%
6. No answers provided	522,119	5.16%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	647,6231	63.97%
2. Somewhat helped	632,849	6.25%
3. Did not help	391,111	3.86%
4. N/A	1,937,913	19.14%
5. No answers provided	685,990	6.78%

**DepEd has achieved an overall score of 98.30% in SQD0**, indicating the high satisfaction of its clients with the services they availed. The huge result counts on the ‘Strongly Agree’ and ‘Agree’ showed that the majority of the respondents have a positive perception and feedback during their transactions with the Department. Additionally, only 89.91% of the surveyed population have answered this dimension on the form. The remaining respondents were unable to accomplish SQD0 or some offices have yet to include the said SQD in their survey forms.

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	7,189,564	1,474,119	85,986	15,929	48,017	278,657	9,092,272	98.30%

**Overall, the Department has attained 97.14%, with an equivalent adjectival rating of Outstanding, in all of its services for FY 2023. All SQDs 1-8 also received high scores.** The said SQDs have huge result counts on the ‘Strongly Agree’ and ‘Agree’, indicating that most of the clients were satisfied with DepEd’s services. While most of the dimensions have achieved more than 97% score, Costs (SQD5) has only 88.68%. This is due to most of the offices’ services being free of charge. Hence, this SQD is not applicable to them.

Furthermore, some of the respondents failed to fully accomplish all SQDs, hence, the reason why the responses of each SQD are not equal to the Department’s declared number of survey results: 10,124,094. Based on the results, 94.03% of the respondents were able to answer Responsiveness (SQD1); 93.93% on Reliability (SQD2); 93.97% on Access and Facilities (SQD3); 94.34% on Communication (SQD4); 91.39% on Costs (SQD5); 98.59% on Integrity (SQD6); 93.56% on Assurance (SQD7); and 93.49% on Outcome (SQD8).

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	7,620,970	1,612,084	98,954	23,704	103,953	60,070	9,519,735	97.60%
Reliability	7,753,710	1,564,761	95,769	16,032	36,552	43,091	9,509,915	98.43%
Access and Facilities	7,619,020	1,545,994	100,619	20,203	52,840	174,916	9,513,592	98.14%
Communication	7,751,402	1,586,986	102,429	17,036	37,528	55,264	9,550,645	98.35%
Costs	4,599,313	938,061	122,243	66,558	518,323	3,008,217	9,252,715	88.68%
Integrity	7,968,314	1,824,992	86,157	14,721	32,397	55,099	9,981,680	98.66%
Assurance	7,821,979	1,474,411	86,587	15,248	31,686	42,671	9,472,582	98.58%
Outcome	7,863,186	1,426,620	86,743	13,598	24,739	49,685	9,464,571	98.67%
<b>Overall</b>	<b>58,997,894</b>	<b>11,973,909</b>	<b>779,501</b>	<b>187,100</b>	<b>838,018</b>	<b>3,489,013</b>	<b>76,265,435</b>	<b>97.14%*</b>

\*Based on the actual number of survey results/respondents

### C. Overall score per service

**The external services of DepEd achieved an overall satisfaction rating of 97.49%**, with several of its services attaining a 100% rating. These services include *Payment of Obligation through Checks or LDDAP-ADA, Project Design of DepEd School Building Programs and Projects, Payment of Obligation to Contractors with Existing Infrastructure Contract with DepEd Central Office, Filing of Administrative Complaint, Issuance of Requested Documents (Google Form), Issuance of Requested Documents – walk-in, Issuance of DepEd Memorandum and DepEd Order signed by the Secretary, and Provision of Copies of DepEd Issuances*—all of which are under the CO. Meanwhile, the lowest rating recorded for the CO was the *PEPT Computer-Based Test* with 12.50%.

The highest and lowest ratings in the RO were *Issuance of Requested Documents (Non-CTC)* with 99.89% and *Issuance of Certificate of Last Payment (CLP)* with



86.56%. For the SDO, *Application for SHS Additional Track/ Strand* has the highest rating with 99.70%, while *Acceptance of Employment Application for Initial Evaluation (Teaching Position)* has the lowest rating with 98.14%. Lastly, the external services that attained the highest and lowest ratings in Schools were *Issuance of School Forms, Certifications, and other School Permanent Records* and *Acceptance of Employment Application for Teacher I Position (walk-in)* with 97.70% and 93.07%, respectively.

<b>External Services</b>	<b>Overall Rating</b>
<b>Central Office</b>	
PEPT Onsite Registration	89.15%
PEPT Online Registration	73.27%
PEPT Computer-Based Test	12.50%
Verification and Re-issuance of Certificate of Rating (COR) via Online Platform	88.60%
Payment of Obligation through Cash Advance (including Petty Cash)	99.58%
Payment of Obligation through Checks or LDDAP-ADA	100%
Evaluation of New Technology/Construction Materials for School Buildings*	N/A
Project Design of DepEd School Building Programs and Projects	100%
Payment of Obligation to Contractors with Existing Infrastructure Contract with DepEd Central Office	100%
Payment of Obligation to Supplier with Existing Contract with DepEd Central Office for the Supply and Delivery of School Furniture*	N/A
Evaluation of Application for APDS Accreditation/ Re-accreditation Process	92.25%
External Document Service**	0%
Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) – walk-in	96.75%
Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) - online	96.75%
Filing of Administrative Complaint	100%
Endorsement for Duty and Tax Exemptions of Private Basic Education Schools*	N/A
Filing of Appeal*	N/A
Filing for Motion for Reconsideration**	0%
Online Orientation for Learning Service Providers*	N/A
Authorization of Learning Service Providers*	N/A
Recognition of Professional Development at the NEAP Central Office*	N/A
Issuance of Requested Documents (Google Form)	100%
Issuance of Requested Documents (Email)*	N/A
Issuance of Requested Documents – walk-in	100%
Issuance of Requested Documents – online*	N/A
DepEd Action through Email (action@deped.gov.ph, Hotline 8888 and referrals from CSC, PCC, ARTA)	70.62%

Hotline and Walk-in Facilities	96.14%
Standard FOI Request through Walk-in Facility, action@deped.gov.ph, and Online	71.15%
Issuance of Advisory	86.96%
Issuance of DepEd Memorandum and DepEd Order signed by the Secretary	100%
Provision of Copies of DepEd Issuances	100%
<b>Regional Office</b>	
Payment of External and Internal Claims	95.52%
Payment of Obligation	88.08%
Access to LRMS Portal	88.25%
Procedure for the Use of LRMS Computers	96.39%
Legal Assistance to Walk-in Clients	95.09%
Request for Correction of Entries in School Records	93.92%
Recognition of Professional Development Programs/Courses	96.77%
Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	98.62%
Request for Reversion	99.34%
Issuance of Foreign Official Travel Authority	99.22%
Issuance of Foreign Personal Travel Authority	97.30%
Acceptance of Employment Application (walk-in)	96.98%
Acceptance of Employment Application (Online)	97.87%
Issuance of Certificate of Last Payment (CLP)	86.56%
Public Assistance (Email)	98.71%
Public Assistance (Hotline and Walk-in)	96.68%
Standard Freedom of Information Request through Walk-in Facility and Mail	99.77%
Application for the Opening/Additional Offering of SHS Program for Private Schools	96.25%
Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	98.20%
Issuance of Special Orders for Graduation of Private School Learners	97.88%
Certification, Authentication, Verification (CAV)	97.55%
Issuance of Requested Documents (CTC and Photography of Documents)	99.78%
Issuance of Requested Documents (Non-CTC)	99.89%
Receiving Communications	99.22%
Receiving of Complaint	98.94%
Request for Correction of Entries in School Record	97.82%
<b>Schools Division Office</b>	
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	98.14%
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	98.38%

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	98.64%
Issuance of Requested Documents (Non-CTC)	99.16%
Issuance of Requested Documents (CTC and Photocopy of Documents)	99.48%
Certification, Authentication, Verification (CAV)	98.46%
Receiving and Releasing of Communication and other Documents	99.14%
Receiving of Complaints against Non-Teaching Personnel	98.81%
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	98.66%
Accessing Available Learning Resources from LRMSD Porta	99.46%
Borrowing of Learning Materials from Libraries	98.81%
Alternative Learning System (ALS) Enrollment	97.55%
Issuance of Government Permit, Renewal, Recognition of Private Schools	99.40%
Issuance of Special Orders for the Graduation of Private School Learners	99.47%
Application for SHS Additional Track/Strand	99.70%
Application for Summer Permit for Private Schools	99.63%
Application for No Increase in Tuition Fee	99.52%
Application for Increase in Tuition Fee	99.24%
Request for Basic Education Data (from external stakeholders)	97.58%
<b>Schools</b>	
Acceptance of Employment Application for Teacher I Position (walk-in)	93.07%
Acceptance of Employment Application for Teacher I Position (online)	96.36%
Borrowing of Learning Materials from the School Library/Learning Resource Center	97.45%
Distribution of Printed Self-Learning Modules in Distance Learning Modality	97.68%
Enrollment (walk-in)	97.39%
Enrollment (online)	97.19%
Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (walk-in)	97.60%
Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (online)	97.15%
Issuance of School Clearance for different purposes	96.93%
Issuance of School Forms, Certifications, and other School Permanent Records	97.70%
Public assistance (walk-in/phone call)	97.46%
Public assistance (email/social media)	97.32%
Receiving and releasing of communications and other documents	97.44%
Reservation Process for the Use of School Facilities	96.54%

Request for Personnel Records for Teaching/Non-Teaching Personnel	97.41%
<b>External Service Total</b>	<b>97.49%</b>
<b>Internal Services</b>	<b>Overall Rating</b>
<b>Central Office</b>	
Application for Special Program in Foreign Language*	N/A
Provident Fund Loan Application	98.83%
Provident Fund Online Loan Application*	N/A
Internal Document Service**	0%
Processing of Enterprise Human Resource Information System (EHRIS) requests – walk-in*	N/A
Processing of Enterprise Human Resource Information System (EHRIS) requests – email	95.96%
Processing of Learner Information System requests from end-users	91.35%
Virtual Events Assistance Service	100%
Request for an Update on the Status of a Case in the Central Office	100%
Request for Legal Opinion	100%
Review of Memorandum of Agreement/Understanding, Procurement Contracts, and Ordinary Contracts	100%
Issuance of Office Memorandum, Office Order, Memorandum with Limited Application	99.50%
Material Production/Binding/Cutting	99.42%
Processing of Request for Obligation of Allotment	100%
Preparation/Issuance of Sub-Allotment Release Order (Sub-ARO)	100%
Certification of Availability of Allotment	100%
Issuance of Foreign Official Travel Authority	97.13%
Issuance of Foreign Personal Travel Authority	100%
Issuance of Certificate of Employment and Service Record	57.69%
Order of Transfer and Reassignment*	N/A
Application for Leave	100%
Application for Retirement	100%
Processing of Terminal Leave Benefits	75%
Google Workspace and Microsoft 365 User Account Issuance and Management (in Office Application)	100%
Google Workspace and Microsoft 365 User Account Issuance and Management (via Email)	100%
Official DepEd Website Modification or Addition of Section	100%
Migration of an Existing Website to the Official DepEd Domain**	0%
Scholarship Application	84.52%
Processing of Disbursement Vouchers – Big-Ticket Goods (Supplies, Materials, Equipment and Motor Vehicles)*	N/A
Processing of Disbursement Vouchers – Consultancy	100%
Processing of Disbursement Vouchers – Infrastructure	100%

Processing of Disbursement Vouchers – General Support Services (Janitorial, Security, Maintenance, Garbage Collection and Disposal, and similar services)*	N/A
Processing of Disbursement Vouchers – Rental Contract*	N/A
Processing of Disbursement Vouchers – Repairs and Maintenance of Equipment and Motor Vehicles	100%
Processing of Disbursement Vouchers – Board and Lodging	100%
Processing of Disbursement Vouchers – Supplies, Materials & Equipment (Non-Big-Tickets)*	N/A
Processing of Disbursement Vouchers – Meals	100%
Processing of Disbursement Vouchers – Training*	0%
Processing of Disbursement Vouchers – Honorarium	100%
Processing of Disbursement Vouchers – Cash Advance for Activities*	N/A
Processing of Disbursement Vouchers – Cash Advance for Salaries, Wages, Allowance, and Other Similar Expenses*	N/A
Processing of Disbursement Vouchers – Foreign Travel	100%
Processing of Disbursement Vouchers – Local Travel	100%
Processing of Disbursement Vouchers – Salaries for Regular Employees	100%
Processing of Disbursement Vouchers - Salaries for Contract of Service	100%
Processing of Disbursement Vouchers – Petty Cash Fund	100%
Processing of Disbursement Vouchers – Gasoline Expenses	100%
Processing of Disbursement Vouchers – Allowances and Other Forms of Compensation*	N/A
Processing of Disbursement Vouchers – Terminal Leave	100%
Processing of Disbursement Vouchers – Collective Negotiation Agreement (CNA) Incentives	100%
Processing of Disbursement Vouchers – Special Counsel Allowance*	N/A
Processing of Disbursement Vouchers – Financial Assistance*	N/A
Processing of Disbursement Vouchers – Fund Transfers*	N/A
Processing of Disbursement Vouchers – Utilities	100%
Processing of Disbursement Vouchers – Communication Mobile	100%
Processing of Disbursement Vouchers – Overtime	100%
Processing of Disbursement Vouchers – Extraordinary and Miscellaneous Expenses	100%
Processing of Disbursement Vouchers – Registration Fees*	N/A
Processing of Disbursement Vouchers – Remittances	100%
Processing of Disbursement Vouchers – Plane Fare (DBM Procurement)	100%
Processing of Disbursement Vouchers – Advertising*	N/A

Processing of Disbursement Vouchers – Subscription Newspaper*	N/A
Application for Provident Fund Loan*	N/A
Processing of Liquidation Report - Petty Cash Fund (PCF)	100%
Processing of Liquidation Report – Training and Activities	100%
Processing of Liquidation Report – Foreign Travel	100%
Processing of Liquidation Report – Local Travel	100%
Processing of Liquidation Report – Payroll Fund for Salaries, Wages, Allowances and Other Similar Expenses	100%
Pre-Audit of Budget Estimates	100%
Pre-Audit of Various Authorities	100%
Request for Application, Renewal and Cancellation of Bond	100%
Request for Approval of the Contracts of Various Projects/ Transactions	100%
Issuance of GSIS and Pag-IBIG Certificate of Remittances	99.89%
Application for Certification of Remittances*	N/A
Request for BIR Form 2306 and 2307	99.92%
Request for Photocopy of Supporting Documents from Paid and Filed Transactions*	N/A
Application for Agency Code/Activation of Organization Code*	N/A
<b>Regional Office</b>	
Certification as to Availability of Funds	98.45%
Endorsement of Request for Cash Allocation from SDOs	98.51%
Handling of Cash Advances	99.84%
Disbursement Updating	99.81%
Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units	99.45%
Letter of Acceptance for Downloaded Funds	98.79%
Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)	99.33%
Processing of Budget Utilization Request & Status (BURS)	98.27%
Rewards and Recognition	97.40%
Processing of Communication received through the Public Assistance Action Center (PAAC)	93.82%
Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	98.06%
Application for Leave	99.42%
Application for Retirement/Survivorship/Disability Benefit	98.95%
Issuance of Certificate for Remittances	92.83%
Issuance of Certificate of Employment and/or Service Record	96.49%
Issuance of Foreign Official Travel Authority	98.60%
Issuance of Foreign Personal Travel Authority	96.49%



Processing of Equivalent Record Form (ERF)	97.39%
Processing of Study Leave	98.32%
Processing of Terminal Leave Benefits	99.11%
Request for Transfer from Another Region	97.81%
Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	97.39%
Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	95.51%
<b>Schools Division Office</b>	
Processing of ORS	99.38%
Posting/Updating of Disbursement	98.96%
Handling of Cash Advances	99.15%
User Account Management for Centrally Managed Systems	98.59%
Troubleshooting of ICT Equipment	98.26%
Uploading of Publications	99.15%
Issuance of Certificate of No Pending Case	99.37%
Issuance of Foreign Official Travel Authority	96.04%
Issuance of Foreign Personal Travel Authority	96.33%
Application for ERF (Equivalent Record Form)	97.95%
Application for Leave	99.31%
Application for Retirement	96.52%
Issuance of Certificate of Employment	98.89%
Service Record	99.26%
Loan Approval and Verification	99.34%
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	98.65%
Processing of Terminal Leave Benefits	97.31%
Request for Correction of Name and Change of Status	97.56%
Requisition and Issuance of Supplies	99.19%
Property and Equipment Clearance Signing	99.31%
Program Work Flow of Submission of Contextualized Learning Resources	99.56%
Quality Assurance of Supplementary Learning Resource	99.38%
Request for Basic Education Data (Internal Stakeholder)	98.70%
Request for Data for EBEIS/LIS/NAT and Performance Indicators	99.29%
<b>Schools</b>	
Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits	96.52%
Laboratory and School Inventory	96.81%
School Learning and Development	97.23%
<b>Internal Service Total</b>	<b>97.73%</b>
<b>OVERALL TOTAL</b>	<b>97.14%</b>

\*No survey results and transactions

\*\*No survey results

**The Department has achieved an overall rating of 97.73% in all of its internal services.** Forty-two (42) of the CO services attained a 100% rating, with *Issuance of Certificate of Employment and Service Record* having the lowest rating with 57.69%.

For the RO, *Handling of Cash Advances* and *Issuance of Certificate for Remittances* have the highest and lowest ratings with 99.84% and 92.83%, respectively. *Program Work Flow of Submission of Contextualized Learning Resources* (99.56%) and *Issuance of Foreign Official Travel Authority* (96.04%) attained the highest and lowest ratings in the SDO.

Lastly, the highest and lowest ratings recorded in Schools were *School Learning and Development* with 97.23% and *Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits* with 96.52%.

## V. Results of the Agency Action Plan Reported for FY 2022

With reference to the Agency Improvement Plan for FY 2023, DepEd was able to fulfill the following:

Agency Improvement Plan for FY 2023	Actual Accomplishments
1. Review and revision of the K-12 curriculum, education programs and policies	<ul style="list-style-type: none"> <li>Pilot implementation of the MATATAG Curriculum in selected schools in Regions I, II, VII, XII, CAR, CARAGA, and NCR. The MATATAG Curriculum is a decongested curriculum that focuses on foundational skills, balanced cognitive demands, and reduced learning areas, among others.</li> </ul>
2. Modernization of education infrastructure, e.g. library hubs, inclusive learning resource centers, digital textbooks	<ul style="list-style-type: none"> <li>Continued implementation of the DepEd Computerization Program (DCP), which provides essential software, hardware, training, and relevant program support to public schools and DepEd offices</li> <li>Additional resources in the online Learning Resource Portal (<a href="https://lrmds.deped.gov.ph/">https://lrmds.deped.gov.ph/</a>)</li> </ul>
3. Promotion of learner rights and protection	<ul style="list-style-type: none"> <li>Conduct of the National Orientation on Anti-Online Sexual Abuse and Exploitation of Children (OSAEC) and Anti-Child Sexual Abuse or Exploitation Materials (CSAEM) Classroom-Based Session*</li> </ul>
4. Expansion of development opportunities for teachers and improvement of teaching workload	<ul style="list-style-type: none"> <li>Issuance of DepEd Order (DO) No. 008, s. 2023 titled <i>Participation of Teachers in Volunteer Work and Extra Curricular Activities</i>, which prohibited teacher participation in activities during school hours so as not to impede teaching work and responsibilities</li> <li>Additional staffing complement in schools through the creation of 9,659 new teaching positions; 3,500</li> </ul>



	<p>Administrative Officer II positions; and 1,500 Project Development Officer I positions to de-load teachers</p> <ul style="list-style-type: none"> <li>• Issuance of DO 002, s. 2024 titled <i>Immediate Removal of Administrative Tasks of Public School Teachers*</i></li> <li>• Lowered Hardship Index cut-off for the Special Hardship Allowance to make 16,532 more teachers from 1,812 schools eligible to receive the Special Hardship Allowance</li> </ul>
<p>5. Digitization of essential services, e.g. digitization of national assessments and launch of the National Education Portal (NEP), an online one-stop shop for basic education services</p>	<ul style="list-style-type: none"> <li>• Implementation of the Document Management System (DMS), which replaced more than 50 office-based, individual tracking systems in the DepEd Central Office.</li> <li>• Development of the Assessment Registration and Administration (ARA), a sub-system of the National Education Portal (NEP). The NEP is a key component of the government's efforts to modernize and enhance the delivery of education services, while the ARA provides easy and accessible transactions to the clients and agency, simplifying the registration and evaluation processes for the Philippine Educational Placement Test (PEPT).</li> <li>• Continued use of the DepEd Partnership Database System (DPDS), a harmonized and simplified data gathering and reporting system in all levels of governance that captures information and consolidates various forms of assistance from partners to strategically address resource gaps in basic education delivery.</li> </ul>
<p>6. Conduct of trainings on the PBB, RA 11032, and CCSS, as well as Orientation on the ARTA Report Card Survey (RCS) 2.0, especially for the new Execom and staff</p>	<ul style="list-style-type: none"> <li>• Conduct of the FY 2023 National Conference of Public Assistance Coordinators for Regional Information Officers, Regional and Division Public Assistance Coordinators</li> <li>• Online Consultative Meeting on the Guidelines on the FY 2023 PBB with the AO25 IATF*</li> <li>• FY 2024 Orientation on RA 11032 Implementation in DepEd, conducted in collaboration with the Anti-Red Tape Authority and attended by 120 in-person and more than 1,200 online participants*</li> </ul>
<p>7. Update of the Citizen's Charter vis-à-vis newly-created offices/processes</p>	<ul style="list-style-type: none"> <li>• Updated FY 2023 Citizen's Charter, most notably the process for the use of the Document Management System in the Central Office</li> </ul>
<p>8. Rewards and recognition for notable NQMS, RA 11032, and 5S</p>	<ul style="list-style-type: none"> <li>• Awarding of notable RA 11032 and PBB implementers during the FY 2024 Orientation on RA 11032*</li> </ul>

implementers and high CCSS/Resolution Rate achievers	
--	--

\* Plans for FY 2023 completed in the first quarter of 2024.

Aside from these accomplishments, the following were attained last year:

1. Maintenance of ISO 9001:2015 Certification for the Quality Management System of the DepEd Central Office, Regional Office IV-A, Schools Division Office - Biñan City, Biñan Elementary School, and Biñan Integrated National High School during the first surveillance audit
2. PRIME-HRM Bronze Award for the DepEd Central Office and 43 field offices for having managed and implemented human resource management systems according to documented processes according to documented processes, thereby achieving a process-defined HRM in the four core HRM systems
3. PRIME-HRM Maturity Level 2 for 11 field offices
4. Level 1 of the Philippine Quality Award for two schools division offices for demonstrating commitment to improvement in order to achieve quality excellence, planting the seeds of quality and productivity, and working towards reaping long-term benefits of the efforts
5. Conduct of the Learners' Convergence Philippines 2023, where DepEd communicated its policy and program priorities and revitalized learners' participation in achieving quality and inclusive education by spearheading conversations about pressing and relevant issues for the learners as emerging youth leaders
6. Issuance of DepEd Order (DO) No. 026, s. 2023 titled *Amendment to DO No. 88, s. 2010, as amended by DO No. 11, s. 2011 and DO 041, s. 2022*, which avoided undue displacement of learners by granting private schools a period of two years to comply with the requirements for the issuance of permit to operate
7. Launch of the Public and Private Education Complementarity Framework, which aims to boost the collaboration between public and private schools to provide quality education for Filipino learners

## VI. Continuous Agency Improvement Plan for FY 2024

Based on the 2024 Basic Education Report, the current DeEd administration aims to intensify/commence these in FY 2024:

1. Maintenance of ISO 9001:2015 Certification for the Quality Management System of the DepEd Central Office, Regional Office IV-A, Schools Division Office - Biñan City, Biñan Elementary School, and Biñan Integrated National High School during the second surveillance audit
2. Issuance of policy on Teaching Overload Pay

3. Proposal for the provision of overtime pay to teachers and increase the cap for service credits from the current 15 days to at least 30 days
4. Discussion of concerns regarding the Continuing Professional Development of teachers with the Professional Regulation Commission
5. Continued implementation of the DepEd Computerization Program
6. Strengthened Professional Development Programs for educators and school leaders
7. Issuance of guidelines for the Employee Welfare and Well-being Policy and establish a Calamity Fund that will provide immediate financial assistance to teachers and personnel in times of disaster
8. Digitization initiatives in the DepEd Central Office such as the Digitization and Tracking of Vital Documents (i.e. school sites titles, MOA and MOU, public school establishment, DepEd Orders, other legal documents) and roll-out of the Document Management System (DMS) version 3.0
9. Launch of DepEd Digi-Ed 2028, which shall pursue full digitization and interconnectivity of all DepEd offices and schools nationwide through the provision of wi-fi to all schools and offices across the country, et.al

Aside from these plans, ISO 9001:2015 Certification for the Quality Management System of fifteen (15) Regional Offices has also been awarded to DepEd in the second quarter of 2024.

## ANNEX A. Survey Questionnaire/s Used



ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT FORM  
PSA Approval No.: ARTA-2042-3  
Expires on 31 July 2023

Control No.: \_\_\_\_\_

Republic of the Philippines  
**Department of Education**  
PUBLIC AFFAIRS SERVICE

### HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)






Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

- CC1 Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this was...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see
- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

INSTRUCTIONS:  
For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent an acceptable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid an acceptable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

THANK YOU!

The Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

ANTI-RED TAPE AUTHORITY  
PSA Approval No. ARTA-2242-3

\* Required

### Client Information

1

Age \*

The value must be a number

2

Sex \*

- Male
- Female

3

Customer Type \*

- Business (private school, corporations, etc.)
- Citizen (general public, learners, parents, former DepEd employees, researchers, NGOs etc.)
- Government (current DepEd employees or employees of other government agencies & LGUs)

Next

Page 1 of 6

Never give out your password. [Report abuse](#)

 Microsoft 365

This content is created by the owner of the form. The data you submit will be sent to the form owner. Microsoft is not responsible for the privacy or security practices of its customers, including those of this form owner. Never give out your password.

Microsoft Forms | AI-Powered surveys, quizzes and polls. [Create my own form](#)

The owner of this form has not provided a privacy statement as to how they will use your response data. Do not provide personal or sensitive information. | [Terms of use](#)

### Citizen's Charter

5

Are you aware of the Citizen's Charter - document of services and requirements? \*

- Yes
- No

Back

Next

Page 3 of 6

Never give out your password. [Report abuse](#)

### Citizen's Charter

6

Did you see the Citizen's Charter (online or posted in the office)? \*

- Yes - it was easy to find
- Yes - but it was hard to find
- No

Back

Next

Page 4 of 6

Never give out your password. [Report abuse](#)

### Citizen's Charter

7

Did you use the Citizen's Charter as a guide for the service you availed? \*

- Yes
- No

Back

Next

Page 5 of 6

Never give out your password. [Report abuse](#)

### Client Satisfaction



**8**

#### Service Quality Dimension (SQD) \*

	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	Not applicable
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD4 - I easily found information about my transaction from the office or its website (Communication)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD6 - I am confident my transaction was secure (Integrity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD7 - The office's support was quick to respond (Assurance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD8 - I got what I needed from the government office (Outcome)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**9**

#### Remarks

Enter your answer

## ANNEX B. List of Regional and Satellite Offices

Office	Responses	Total Population
Central Office	8,200	169,035
Regional Office I	632	44,871
Regional Office II	12,957	13,294
Regional Office III	4,441	27,565
Regional Office IV-A	1,045	256,123
Regional Office MIMAROPA	6,907	71,285
Regional Office V	1,100	42,006
Regional Office VI	1,023	4,064
Regional Office VII	682	98,638
Regional Office VIII	1,212	83,675
Regional Office IX	4,413	49,321
Regional Office X	1,660	16,091
Regional Office XI	1,224	18,701
Regional Office XII	406	478
Regional Office XIII	1,268	24,755
Regional Office CAR	1,004	8,410
Regional Office NCR	5,945	53,651
Schools Division Office Alaminos City	1,254	29,873
Schools Division Office Batac City	29,744	53,614
Schools Division Office Candon City	2,476	7,487
Schools Division Office Dagupan City	24,639	35,680
Schools Division Office Ilocos Norte	7,040	154,289
Schools Division Office Ilocos Sur	588	618
Schools Division Office La Union	1,821	1,821
Schools Division Office Laoag City	2,588	14,721
Schools Division Office Pangasinan I	222	7,412
Schools Division Office Pangasinan II	886	36,342
Schools Division Office San Carlos City	341	71,448
Schools Division Office San Fernando City	17,470	19,110
Schools Division Office Urdaneta City	2,914	21,150
Schools Division Office Vigan City	4,146	5,957
Schools Division Office Batanes	11,300	11,380
Schools Division Office Cagayan	122,421	124,928
Schools Division Office Cauayan City	16,786	29,706
Schools Division Office Ilagan City	0	0
Schools Division Office Isabela	1,235	9,313
Schools Division Office Quirino	9,318	34,876
Schools Division Office Santiago City	1,858	1,904
Schools Division Office Nueva Vizcaya	8,014	17,396
Schools Division Office Tuguegarao City	1,366	11,294
Schools Division Office Angeles City	1,471	16,166
Schools Division Office Aurora	102	38,480
Schools Division Office Balanga City	4,747	19,353



Schools Division Office Bataan	9,176	9,176
Schools Division Office Bulacan	1,383	1,383
Schools Division Office Cabanatuan City	1,114	4,515
Schools Division Office Gapan City	8,504	9,447
Schools Division Office Mabalacat City	930	25,642
Schools Division Office Malolos City	8,201	24,629
Schools Division Office Meycauayan City	1,039	12,721
Schools Division Office Nueva Ecija	15,516	125,513
Schools Division Office Olongapo City	5,411	39,883
Schools Division Office Pampanga	4,716	104,998
Schools Division Office San Fernando City	916	30,777
Schools Division Office San Jose City	575	3,308
Schools Division Office San Jose Del Monte City	1,519	44,064
Schools Division Office Science City of Muñoz	8,404	10,419
Schools Division Office Tarlac Province	65,099	196,768
Schools Division Office Tarlac City	2,366	14,573
Schools Division Office Zambales	1,022	6,917
Schools Division Office Antipolo City	666	5,479
Schools Division Office Bacoor City	2,991	14,390
Schools Division Office Batangas Province	1,548	4,368
Schools Division Office Batangas City	4,486	36,271
Schools Division Office Biñan City	2,303	2,303
Schools Division Office Cabuyao City	237	2,773
Schools Division Office Calamba City	2,647	88,540
Schools Division Office Cavite City	86	8,355
Schools Division Office Cavite Province	380	64,785
Schools Division Office Dasmariñas City	127	1,720
Schools Division Office General Trias City	914	39,883
Schools Division Office Imus City	1,883	8,731
Schools Division Office Laguna	1,810	14,048
Schools Division Office Lipa City	13,522	14,272
Schools Division Office Lucena City	24,746	55,002
Schools Division Office Quezon Province	1,055	272,717
Schools Division Office Rizal	199	6,316
Schools Division Office San Pablo City	2,154	20,440
Schools Division Office San Pedro City	689	2,637
Schools Division Office Sta. Rosa City	194	24,383
Schools Division Office Sto. Tomas City	1,148	8,701
Schools Division Office Tanauan City	347	24,354
Schools Division Office Tayabas City	4,512	7,865
Schools Division Office Calapan City	2,203	34,992
Schools Division Office Occidental Mindoro	1,311	8,356
Schools Division Office Oriental Mindoro	8,392	258,480
Schools Division Office Palawan	1,634	1,635
Schools Division Office Puerto Princesa City	3,959	3,959
Schools Division Office Romblon	5,108	5,160
Schools Division Office Marinduque	2,306	3,193
Schools Division Office Albay	7,757	39,719

Schools Division Office Camarines Norte	5,947	105,529
Schools Division Office Camarines Sur	439	439
Schools Division Office Catanduanes	1,349	2,227
Schools Division Office Iriga City	789	21,622
Schools Division Office Legazpi City	10,382	55,203
Schools Division Office Ligao City	6,052	12,435
Schools Division Office Masbate City	1,615	11,489
Schools Division Office Masbate Province	6,853	6,853
Schools Division Office Naga City	859	4,402
Schools Division Office Sorsogon Province	1,876	57,802
Schools Division Office Sorsogon City	4,320	30,938
Schools Division Office Tabaco City	5,039	23,125
Schools Division Office Aklan	4,293	54,948
Schools Division Office Antique	1,549	33,130
Schools Division Office Bacolod City	1,643	14,211
Schools Division Office Bago City	1,145	1,895
Schools Division Office Cadiz City	447	3,013
Schools Division Office Capiz	2,492	33,525
Schools Division Office Escalante City	8,192	18,291
Schools Division Office Guimaras	3,105	18,945
Schools Division Office Himamaylan City	6,157	8,862
Schools Division Office Iloilo City	12,545	60,041
Schools Division Office Iloilo Province	4,523	233,626
Schools Division Office Kabankalan City	321	2,708
Schools Division Office La Carlota City	3,892	12,639
Schools Division Office Negros Occidental	4,082	58,289
Schools Division Office Passi City	187	665
Schools Division Office Roxas City	365	29,525
Schools Division Office Sagay City	3,748	3,748
Schools Division Office San Carlos City	20,365	31,477
Schools Division Office Silay City	5,165	12,825
Schools Division Office Sibalay City	1,373	1,432
Schools Division Office Victorias City	1,253	2,803
Schools Division Office Bais City	11,481	17,165
Schools Division Office Bayawan City	1,261	7,698
Schools Division Office Bogo City	1,713	8,803
Schools Division Office Bohol	0	0
Schools Division Office Canlaon City	3,069	10,826
Schools Division Office Carcar City	717	1,895
Schools Division Office Cebu City	209	39,787
Schools Division Office Cebu Province	479	6,962
Schools Division Office Danao City	2,656	121,540
Schools Division Office Dumaguete City	1,033	12,812
Schools Division Office Guihulngan City	4	4
Schools Division Office Lapu Lapu City	403	421
Schools Division Office Mandaue City	231	231
Schools Division Office Naga City	1,143	15,897
Schools Division Office Negros Oriental	0	0

Schools Division Office Siquijor	13,352	26,408
Schools Division Office Tagbilaran City	4,803	5,214
Schools Division Office Talisay City	6,572	32,271
Schools Division Office Tanjay City	129	30,143
Schools Division Office Toledo City	9,506	12,524
Schools Division Office Baybay City	480	515
Schools Division Office Biliran	916	12,830
Schools Division Office Borongan City	0	0
Schools Division Office Calbayog City	1,793	54,189
Schools Division Office Catbalogan	1,188	14,364
Schools Division Office Eastern Samar	799	4,709
Schools Division Office Leyte	1,029	12,120
Schools Division Office Maasin City	0	0
Schools Division Office Northern Samar	48	20,283
Schools Division Office Ormoc City	21,181	21,181
Schools Division Office Samar	0	0
Schools Division Office Southern Leyte	2,469	12,462
Schools Division Office Tacloban City	0	0
Schools Division Office Dapitan City	3,542	15,091
Schools Division Office Dipolog City	2,359	14,964
Schools Division Office Isabela City	1,299	1,392
Schools Division Office Pagadian City	1,877	2,069
Schools Division Office Zamboanga City	75,934	78,233
Schools Division Office Zamboanga del Norte	7,450	104,796
Schools Division Office Zamboanga del Sur	731	1,300
Schools Division Office Zamboanga Sibugay	17,645	33,857
Schools Division Office Bukidnon	437	523
Schools Division Office Cagayan de Oro City	814	992
Schools Division Office Camiguin	0	0
Schools Division Office El Salvador City	281	10,302
Schools Division Office Gingoog City	164	24,619
Schools Division Office Iligan City	0	0
Schools Division Office Lanao del Norte	1,088	75,555
Schools Division Office Malaybalay City	1,001	26,720
Schools Division Office Misamis Occidental	573	32,685
Schools Division Office Misamis Oriental	1,037	81,921
Schools Division Office Oroquieta City	1,136	1,136
Schools Division Office Ozamiz City	0	0
Schools Division Office Tangub City	347	16,638
Schools Division Office Valencia City	2,140	2,268
Schools Division Office Davao City	2,558	30,997
Schools Division Office Davao De Oro	0	0
Schools Division Office Davao del Norte	505	707
Schools Division Office Davao del Sur	0	0
Schools Division Office Davao Occidental	2,460	26,975
Schools Division Office Davao Oriental	807	19,911
Schools Division Office Digos City	5,178	5,178
Schools Division Office Mati City	1,403	13,840

Schools Division Office Panabo	1,113	14,866
Schools Division Office Samal Island	870	22,423
Schools Division Office Tagum City	2,386	21,882
Schools Division Office General Santos City	1,307	20,413
Schools Division Office Kidapawan City	4,992	5,640
Schools Division Office Koronadal City	551	750
Schools Division Office North Cotabato	89	16,909
Schools Division Office Sarangani	3,112	5,623
Schools Division Office South Cotabato	5,303	139,809
Schools Division Office Sultan Kudarat	0	0
Schools Division Office Tacurong City	800	9,059
Schools Division Office Agusan Del Norte	9,953	10,737
Schools Division Office Agusan del Sur	0	0
Schools Division Office Bayugan City	2,106	2,391
Schools Division Office Bislig City	3,942	13,910
Schools Division Office Butuan City	366	12,107
Schools Division Office Cabadbaran City	3,290	4,594
Schools Division Office Dinagat Islands	127	219
Schools Division Office Siargao	2,922	29,797
Schools Division Office Surigao City	1,300	4,335
Schools Division Office Surigao Del Norte	7,821	75,591
Schools Division Office Surigao Del Sur	1,799	4,097
Schools Division Office Tandag City	2,000	2,000
Schools Division Office Abra	921	921
Schools Division Office Apayao	1,042	1,067
Schools Division Office Baguio City	399	12,696
Schools Division Office Benguet	1,843	6,140
Schools Division Office Ifugao	6,753	66,917
Schools Division Office Kalinga	244	26,341
Schools Division Office Mountain Province	3,210	49,090
Schools Division Office Tabuk City	456	2,192
Schools Division Office Caloocan City	391	391
Schools Division Office Las Piñas City	1,613	44,032
Schools Division Office Makati City	1,014	1,019
Schools Division Office Malabon City	6,030	52,271
Schools Division Office Mandaluyong	181	2,115
Schools Division Office Manila	924	8,204
Schools Division Office Marikina City	907	23,929
Schools Division Office Muntinlupa City	338	351
Schools Division Office Navotas City	931	931
Schools Division Office Parañaque City	675	1,539
Schools Division Office Pasay City	423	423
Schools Division Office Pasig City	1,308	5,205
Schools Division Office Quezon City	9,425	131,917
Schools Division Office San Juan City	349	9,206
Schools Division Office Taguig City and Pateros	12,105	17,250
Schools Division Office Valenzuela City	50	132
Schools	9,084,340	12,779,601

## ANNEX C. CSM Results Per Office

### 1. Central Office

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2152	26.24%
2. I know what a CC is but I did not see this office's CC.	171	2.09%
3. I learned of the CC only when I saw this office's CC.	106	1.29%
4. I do not know what a CC is and I did not see this office's CC.	401	4.89%
5. No answers provided	5370	65.49%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1557	18.99%
2. Somewhat easy to see	609	7.43%
3. Difficult to see	26	0.32%
4. Not visible at all	32	0.39%
5. N/A	602	7.34%
6. No answers provided	5374	65.54%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1724	21.02%
2. Somewhat helped	456	5.56%
3. Did not help	27	0.33%
4. N/A	623	7.60%
5. No answers provided	5370	65.49%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	855	245	334	628	5995	77	8134	82.20%
Reliability	70	57	217	1048	6660	85	8137	95.73%
Access and Facilities	60	47	230	1109	6372	302	8120	95.69%
Communication	70	60	238	1093	6248	233	7942	95.23%
Costs	40	49	243	611	4984	1826	7753	94.40%
Integrity	57	36	179	868	6729	273	8142	96.54%
Assurance	68	51	183	827	6910	102	8141	96.24%
Outcome	85	50	200	844	6820	140	8139	95.81%
<b>Overall</b>	<b>1305</b>	<b>595</b>	<b>1824</b>	<b>7028</b>	<b>50718</b>	<b>3038</b>	<b>64508</b>	<b>93.98%</b>

External Services	Responses	Total Transactions
PEPT Onsite Registration	714	6751
PEPT Online Registration	42	1414
PEPT Computer-Based Test	1	342

Verification and Re-issuance of Certificate of Rating (COR) via Online Platform	74	1167
Payment of Obligation through Cash Advance (including Petty Cash)	119	1500
Payment of Obligation through Checks or LDDAP-ADA	17	17
Evaluation of New Technology/Construction Materials for School Buildings	0	0
Project Design of DepEd School Building Programs and Projects	11	11
Payment of Obligation to Contractors with Existing Infrastructure Contract with DepEd Central Office	2	2
Payment of Obligation to Supplier with Existing Contract with DepEd Central Office for the Supply and Delivery of School Furniture	0	0
Evaluation of Application for APDS Accreditation/ Re-accreditation Process	103	172
External Document Service	0	6422
Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) – walk-in	50	126
Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) - online	50	126
Filing of Administrative Complaint	12	28
Endorsement for Duty and Tax Exemptions of Private Basic Education Schools	0	10
Filing of Appeal	0	0
Filing for Motion for Reconsideration	0	18
Online Orientation for Learning Service Providers	0	0
Authorization of Learning Service Providers	0	0
Recognition of Professional Development at the NEAP Central Office	0	0
Issuance of Requested Documents (Google Form)	104	104
Issuance of Requested Documents (Email)	0	0
Issuance of Requested Documents – walk-in	104	104
Issuance of Requested Documents – online	0	0
DepEd Action through Email (action@deped.gov.ph, Hotline 8888 and referrals from CSC, PCC, ARTA)	73	6110
Hotline and Walk-in Facilities	995	3338
Standard FOI Request through Walk-in Facility, action@deped.gov.ph, and Online	29	2590
Issuance of Advisory	6	73
Issuance of DepEd Memorandum and DepEd Order signed by the Secretary	15	96
Provision of Copies of DepEd Issuances	3	32
External Service Total	<b>2524</b>	<b>30553</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Application for Special Program in Foreign Language	0	0
Provident Fund Loan Application	73	241
Provident Fund Online Loan Application	0	0
Internal Document Service	0	4426



Processing of Enterprise Human Resource Information System (EHRIS) requests – walk-in	0	0
Processing of Enterprise Human Resource Information System (EHRIS) requests – email	371	934
Processing of Learner Information System requests from end-users	3077	40332
Virtual Events Assistance Service	6	6
Request for an Update on the Status of a Case in the Central Office	12	38
Request for Legal Opinion	38	38
Review of Memorandum of Agreement/Understanding, Procurement Contracts, and Ordinary Contracts	38	38
Issuance of Office Memorandum, Office Order, Memorandum with Limited Application	29	322
Material Production/Binding/Cutting	174	174
Processing of Request for Obligation of Allotment	59	25515
Preparation/Issuance of Sub-Allotment Release Order (Sub-ARO)	25	7410
Certification of Availability of Allotment	14	1961
Issuance of Foreign Official Travel Authority	329	329
Issuance of Foreign Personal Travel Authority	3	3
Issuance of Certificate of Employment and Service Record	4	4
Order of Transfer and Reassignment	0	0
Application for Leave	5	5
Application for Retirement	6	6
Processing of Terminal Leave Benefits	0	3
Google Workspace and Microsoft 365 User Account Issuance and Management (in Office Application)	37	312
Google Workspace and Microsoft 365 User Account Issuance and Management (via Email)	8	8
Official DepEd Website Modification or Addition of Section	8	485
Migration of an Existing Website to the Official DepEd Domain	0	4
Scholarship Application	24	36
Processing of Disbursement Vouchers – Big-Ticket Goods (Supplies, Materials, Equipment and Motor Vehicles)	0	0
Processing of Disbursement Vouchers – Consultancy	1	80
Processing of Disbursement Vouchers – Infrastructure	1	39
Processing of Disbursement Vouchers – General Support Services (Janitorial, Security, Maintenance, Garbage Collection and Disposal, and similar services)	0	0
Processing of Disbursement Vouchers – Rental Contract	0	0
Processing of Disbursement Vouchers – Repairs and Maintenance of Equipment and Motor Vehicles	2	133
Processing of Disbursement Vouchers – Board and Lodging	5	183
Processing of Disbursement Vouchers – Supplies, Materials & Equipment(Non-Big-Tickets)	0	0
Processing of Disbursement Vouchers – Meals	21	1259
Processing of Disbursement Vouchers – Training	0	0



Processing of Disbursement Vouchers – Honorarium	19	1077
Processing of Disbursement Vouchers – Cash Advance for Activities	0	0
Processing of Disbursement Vouchers – Cash Advance for Salaries, Wages, Allowance, and Other Similar Expenses	0	0
Processing of Disbursement Vouchers – Foreign Travel	2	126
Processing of Disbursement Vouchers – Local Travel	99	5416
Processing of Disbursement Vouchers – Salaries for Regular Employees	16	881
Processing of Disbursement Vouchers - Salaries for Contract of Service	2	32
Processing of Disbursement Vouchers – Petty Cash Fund	20	1141
Processing of Disbursement Vouchers – Gasoline Expenses	8	435
Processing of Disbursement Vouchers – Allowances and Other Forms of Compensation	0	0
Processing of Disbursement Vouchers – Terminal Leave	2	112
Processing of Disbursement Vouchers – Collective Negotiation Agreement(CNA) Incentives	2	23
Processing of Disbursement Vouchers – Special Counsel Allowance	0	0
Processing of Disbursement Vouchers – Financial Assistance	0	0
Processing of Disbursement Vouchers – Fund Transfers	0	0
Processing of Disbursement Vouchers – Utilities	12	656
Processing of Disbursement Vouchers – Communication Mobile	31	1830
Processing of Disbursement Vouchers – Overtime	172	9514
Processing of Disbursement Vouchers – Extraordinary and Miscellaneous Expenses	11	609
Processing of Disbursement Vouchers – Registration Fees	0	0
Processing of Disbursement Vouchers – Remittances	1	36
Processing of Disbursement Vouchers – Plane Fare (DBM Procurement)	2	25
Processing of Disbursement Vouchers – Advertising	0	0
Processing of Disbursement Vouchers – Subscription Newspaper	0	0
Application for Provident Fund Loan	0	0
Processing of Liquidation Report - Petty Cash Fund (PCF)	32	200
Processing of Liquidation Report – Training and Activities	24	150
Processing of Liquidation Report – Foreign Travel	3	20
Processing of Liquidation Report – Local Travel	21	128
Processing of Liquidation Report – Payroll Fund for Salaries, Wages, Allowances and Other Similar Expenses	24	146
Pre-Audit of Budget Estimates	2	2
Pre-Audit of Various Authorities	10	1816
Request for Application, Renewal and Cancellation of Bond	5	32
Request for Approval of the Contracts of Various Projects/ Transactions	2	173
Issuance of GSIS and Pag-IBIG Certificate of Remittances	249	249
Application for Certification of Remittances	0	0

Request for BIR Form 2306 and 2307	532	29329
Request for Photocopy of Supporting Documents from Paid and Filed Transactions	0	0
Application for Agency Code/Activation of Organization Code	0	0
Internal Service Total	<b>5673</b>	<b>138482</b>

## 2. Regional Office I

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	133	21.04%
2. I know what a CC is but I did not see this office's CC.	13	2.06%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	5	0.79%
5. No answers provided	481	76.11%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	115	18.20%
2. Somewhat easy to see	21	3.32%
3. Difficult to see	6	0.95%
4. Not visible at all	1	0.16%
5. N/A	4	0.63%
6. No answers provided	485	76.74%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	110	17.41%
2. Somewhat helped	31	4.91%
3. Did not help	1	0.16%
4. N/A	8	1.27%
5. No answers provided	482	76.27%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	11	3	5	43	548	3	613	96.89%
Reliability	15	1	6	52	555	0	629	96.50%
Access and Facilities	15	1	9	45	544	12	626	95.63%
Communication	15	3	4	42	521	44	629	96.24%
Costs	14	1	6	46	463	88	618	96.04%
Integrity	13	1	3	42	569	3	631	97.29%
Assurance	16	1	4	42	552	15	630	96.59%
Outcome	14	2	6	42	563	0	627	96.49%
<b>Overall</b>	<b>113</b>	<b>13</b>	<b>43</b>	<b>354</b>	<b>4315</b>	<b>165</b>	<b>5003</b>	<b>96.46%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Payment of External and Internal Claims	20	4906
Payment of Obligation	5	307
Access to LRMDS Portal	13	13872
Procedure for the Use of LRMDS Computers	0	0
Legal Assistance to Walk-in Clients	47	384
Request for Correction of Entries in School Records	32	128
Recognition of Professional Development Programs/Courses	0	0
Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	16	91
Request for Reversion	7	43
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Acceptance of Employment Application (walk-in)	34	864
Acceptance of Employment Application (Online)	31	224
Issuance of Certificate of Last Payment (CLP)	0	7
Public Assistance (Email)	29	222
Public Assistance (Hotline and Walk-in)	2	31
Standard Freedom of Information Request through Walk-in Facility and Mail	2	5
Application for the Opening/Additional Offering Offering of SHS Program for Private Schools	11	17
Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	17	510
Issuance of Special Orders for Graduation of Private School Learners	6	231
Certification, Authentication, Verification (CAV)	94	1154
Issuance of Requested Documents (CTC and Photography of Documents)	2	1560
Issuance of Requested Documents (Non-CTC)	32	2214
Receiving Communications	47	912
Receiving of Complaint	0	0
<b>External Service Total</b>	<b>447</b>	<b>27682</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Certification as to Availability of Funds	12	4852
Endorsement of Request for Cash Allocation from SDOs	2	433
Handling of Cash Advances	1	55
Disbursement Updating	0	2258
Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units	12	2340
Letter of Acceptance for Downloaded Funds	7	12
Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)	7	1722
Processing of Budget Utilization Request & Status (BURS)	20	89
Rewards and Recognition	19	19
Processing of Communication received through the Public Assistance Action Center (PAAC)	5	115

Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	4	135
Application for Leave	20	609
Application for Retirement/Survivorship/Disability Benefit	0	3
Issuance of Certificate for Remittances	0	0
Issuance of Certificate of Employment and/or Service Record	18	254
Issuance of Foreign Official Travel Authority	0	53
Issuance of Foreign Personal Travel Authority	20	1954
Processing of Equivalent Record Form (ERF)	15	739
Processing of Study Leave	1	2
Processing of Terminal Leave Benefits	0	3
Request for Transfer from Another Region	19	1470
Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	0	47
Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	3	25
<b>Internal Service Total</b>	<b>185</b>	<b>17189</b>

### 3. Regional Office II

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	2372	18.31%
2. I know what a CC is but I did not see this office's CC.	11	0.08%
3. I learned of the CC only when I saw this office's CC.	127	0.98%
4. I do not know what a CC is and I did not see this office's CC.	10390	80.19%
5. No answers provided	57	0.44%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	2275	17.56%
2. Somewhat easy to see	110	0.85%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	10546	81.39%
6. No answers provided	26	0.20%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	2324	17.94%
2. Somewhat helped	59	0.46%
3. Did not help	2	0.02%
4. N/A	10546	81.39%
5. No answers provided	26	0.20%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	3	12889	1	12893	100%
Reliability	0	0	15	6	12910	0	12931	99.88%
Access and Facilities	0	0	2	388	12541	0	12931	99.98%
Communication	0	0	550	0	12381	0	12931	95.75%
Costs	297	0	828	19	11786	1	12931	91.30%
Integrity	0	0	37	30	12863	1	12931	99.71%
Assurance	0	0	1188	1	11717	25	12931	90.79%
Outcome	0	0	1115	1	11792	23	12931	91.36%
<b>Overall</b>	<b>297</b>	<b>0</b>	<b>3735</b>	<b>448</b>	<b>98879</b>	<b>51</b>	<b>103410</b>	<b>96.10%</b>

External Services	Responses	Total Transactions
Payment of External and Internal Claims	297	297
Payment of Obligation	297	297
Access to LRMDs Portal	0	0
Procedure for the Use of LRMDs Computers	0	0
Legal Assistance to Walk-in Clients	103	103
Request for Correction of Entries in School Records	119	119
Recognition of Professional Development Programs/Courses	31	50
Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	0	0
Request for Reversion	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Acceptance of Employment Application (walk-in)	46	46
Acceptance of Employment Application (Online)	0	0
Issuance of Certificate of Last Payment (CLP)	550	550
Public Assistance (Email)	38	38
Public Assistance (Hotline and Walk-in)	927	927
Standard Freedom of Information Request through Walk-in Facility and Mail	10	100
Application for the Opening/Additional Offering Offering of SHS Program for Private Schools	184	213
Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	11	60
Issuance of Special Orders for Graduation of Private School Learners	103	166
Certification, Authentication, Verification (CAV)	564	564
Issuance of Requested Documents (CTC and Photography of Documents)	347	347
Issuance of Requested Documents (Non-CTC)	1678	1678
Receiving Communications	6599	6599
Receiving of Complaint	99	99
<b>External Service Total</b>	<b>12003</b>	<b>12253</b>

<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Certification as to Availability of Funds	0	0
Endorsement of Request for Cash Allocation from SDOs	0	0
Handling of Cash Advances	0	0
Disbursement Updating	0	0
Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units	31	31
Letter of Acceptance for Downloaded Funds	0	0
Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)	0	0
Processing of Budget Utilization Request & Status (BURS)	0	0
Rewards and Recognition	31	50
Processing of Communication received through the Public Assistance Action Center (PAAC)	0	32
Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	0	11
Application for Leave	0	0
Application for Retirement/Survivorship/Disability Benefit	13	13
Issuance of Certificate for Remittances	369	369
Issuance of Certificate of Employment and/or Service Record	8	8
Issuance of Foreign Official Travel Authority	12	12
Issuance of Foreign Personal Travel Authority	53	53
Processing of Equivalent Record Form (ERF)	57	57
Processing of Study Leave	0	0
Processing of Terminal Leave Benefits	15	15
Request for Transfer from Another Region	42	42
Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	244	244
Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	79	104
<b>Internal Service Total</b>	<b>954</b>	<b>1041</b>

#### 4. Regional Office III

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	3207	72.21%
2. I know what a CC is but I did not see this office's CC.	165	3.72%
3. I learned of the CC only when I saw this office's CC.	460	10.36%
4. I do not know what a CC is and I did not see this office's CC.	51	1.15%
5. No answers provided	558	12.56%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	3411	76.81%
2. Somewhat easy to see	266	5.99%
3. Difficult to see	69	1.55%

4. Not visible at all	86	1.94%
5. N/A	51	1.15%
6. No answers provided	558	12.56%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3640	81.96%
2. Somewhat helped	94	2.12%
3. Did not help	97	2.18%
4. N/A	51	1.15%
5. No answers provided	559	12.59%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	39	5	26	667	3583	121	4441	98.38%
Reliability	29	5	21	688	3665	33	4441	98.75%
Access and Facilities	35	12	277	520	3402	195	4441	92.37%
Communication	30	5	33	512	3845	16	4441	98.46%
Costs	48	12	179	515	2579	1108	4441	92.83%
Integrity	34	8	30	487	3867	15	4441	98.37%
Assurance	39	9	35	522	3830	6	4441	98.13%
Outcome	33	11	25	527	3838	7	4441	98.44%
<b>Overall</b>	<b>287</b>	<b>67</b>	<b>626</b>	<b>4438</b>	<b>28609</b>	<b>1501</b>	<b>35528</b>	<b>96.97%</b>

External Services	Responses	Total Transactions
Payment of External and Internal Claims	26	26
Payment of Obligation	74	74
Access to LRMDS Portal	103	103
Procedure for the Use of LRMDS Computers	20	20
Legal Assistance to Walk-in Clients	5	5
Request for Correction of Entries in School Records	500	500
Recognition of Professional Development Programs/Courses	0	0
Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	30	30
Request for Reversion	8	8
Issuance of Foreign Official Travel Authority	16	16
Issuance of Foreign Personal Travel Authority	207	207
Acceptance of Employment Application (walk-in)	54	60
Acceptance of Employment Application (Online)	11	11
Issuance of Certificate of Last Payment (CLP)	34	36
Public Assistance (Email)	95	100
Public Assistance (Hotline and Walk-in)	2	2
Standard Freedom of Information Request through Walk-in Facility and Mail	4	4



Application for the Opening/Additional Offering Offering of SHS Program for Private Schools	51	58
Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	146	236
Issuance of Special Orders for Graduation of Private School Learners	263	834
Certification, Authentication, Verification (CAV)	595	595
Issuance of Requested Documents (CTC and Photography of Documents)	12	119
Issuance of Requested Documents (Non-CTC)	0	0
Receiving Communications	204	17917
Receiving of Complaint	148	395
External Service Total	<b>2608</b>	<b>21356</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Certification as to Availability of Funds	177	310
Endorsement of Request for Cash Allocation from SDOs	31	40
Handling of Cash Advances	3	3
Disbursement Updating	22	22
Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units	369	3806
Letter of Acceptance for Downloaded Funds	21	21
Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)	23	23
Processing of Budget Utilization Request & Status (BURS)	39	39
Rewards and Recognition	82	100
Processing of Communication received through the Public Assistance Action Center (PAAC)	0	0
Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	4	22
Application for Leave	325	950
Application for Retirement/Survivorship/Disability Benefit	56	64
Issuance of Certificate for Remittances	16	16
Issuance of Certificate of Employment and/or Service Record	54	56
Issuance of Foreign Official Travel Authority	16	16
Issuance of Foreign Personal Travel Authority	207	207
Processing of Equivalent Record Form (ERF)	147	203
Processing of Study Leave	0	0
Processing of Terminal Leave Benefits	8	8
Request for Transfer from Another Region	143	205
Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	46	49
Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	44	49
Internal Service Total	<b>1833</b>	<b>6209</b>

### 5. Regional Office IV-A

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	114	10.91%
2. I know what a CC is but I did not see this office's CC.	11	1.05%
3. I learned of the CC only when I saw this office's CC.	27	2.58%
4. I do not know what a CC is and I did not see this office's CC.	8	0.77%
5. No answers provided	885	84.69%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	129	12.34%
2. Somewhat easy to see	14	1.34%
3. Difficult to see	3	0.29%
4. Not visible at all	0	0.00%
5. N/A	13	1.24%
6. No answers provided	886	84.78%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	134	12.82%
2. Somewhat helped	8	0.77%
3. Did not help	0	0.00%
4. N/A	16	1.53%
5. No answers provided	887	84.88%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	17	5	9	89	922	3	1045	97.02%
Reliability	15	5	7	82	932	4	1045	97.41%
Access and Facilities	9	7	17	90	894	28	1045	96.76%
Communication	14	4	10	85	921	11	1045	97.29%
Costs	15	4	22	80	874	50	1045	95.88%
Integrity	13	5	7	74	943	3	1045	97.60%
Assurance	13	5	7	74	942	3	1044	97.60%
Outcome	15	4	9	77	937	3	1045	97.31%
<b>Overall</b>	<b>111</b>	<b>39</b>	<b>88</b>	<b>651</b>	<b>7365</b>	<b>105</b>	<b>8359</b>	<b>97.11%</b>

External Services	Responses	Total Transactions
Payment of External and Internal Claims	0	1289
Payment of Obligation	220	1289
Access to LRMDs Portal	0	0
Procedure for the Use of LRMDs Computers	0	0
Legal Assistance to Walk-in Clients	7	510
Request for Correction of Entries in School Records	1	181

Recognition of Professional Development Programs/Courses	0	0
Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	0	0
Request for Reversion	0	0
Issuance of Foreign Official Travel Authority	5	232
Issuance of Foreign Personal Travel Authority	9	2792
Acceptance of Employment Application (walk-in)	1	116
Acceptance of Employment Application (Online)	0	0
Issuance of Certificate of Last Payment (CLP)	8	3414
Public Assistance (Email)	17	1062
Public Assistance (Hotline and Walk-in)	0	1972
Standard Freedom of Information Request through Walk-in Facility and Mail	0	0
Application for the Opening/Additional Offering Offering of SHS Program for Private Schools	18	75
Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	1	311
Issuance of Special Orders for Graduation of Private School Learners	85	768
Certification, Authentication, Verification (CAV)	107	4314
Issuance of Requested Documents (CTC and Photography of Documents)	4	153
Issuance of Requested Documents (Non-CTC)	0	0
Receiving Communications	205	20325
Receiving of Complaint	7	771
External Service Total	<b>695</b>	<b>39574</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Certification as to Availability of Funds	0	0
Endorsement of Request for Cash Allocation from SDOs	0	0
Handling of Cash Advances	0	13
Disbursement Updating	0	0
Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units	0	0
Letter of Acceptance for Downloaded Funds	0	0
Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)	0	0
Processing of Budget Utilization Request & Status (BURS)	0	0
Rewards and Recognition	13	375
Processing of Communication received through the Public Assistance Action Center (PAAC)	1	921
Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	259	6803
Application for Leave	1	1334
Application for Retirement/Survivorship/Disability Benefit	8	1888
Issuance of Certificate for Remittances	14	450
Issuance of Certificate of Employment and/or Service Record	0	214
Issuance of Foreign Official Travel Authority	5	232

Issuance of Foreign Personal Travel Authority	9	2792
Processing of Equivalent Record Form (ERF)	3	6774
Processing of Study Leave	0	18
Processing of Terminal Leave Benefits	1	257
Request for Transfer from Another Region	21	2229
Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	11	192204
Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	4	45
<b>Internal Service Total</b>	<b>350</b>	<b>216549</b>

## 6. Regional Office MIMAROPA

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	5042	73.00%
2. I know what a CC is but I did not see this office's CC.	520	7.53%
3. I learned of the CC only when I saw this office's CC.	226	3.27%
4. I do not know what a CC is and I did not see this office's CC.	29	0.42%
5. No answers provided	1090	15.78%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	4513	65.34%
2. Somewhat easy to see	1170	16.94%
3. Difficult to see	39	0.56%
4. Not visible at all	93	1.35%
5. N/A	2	0.03%
6. No answers provided	1090	15.78%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	5602	81.11%
2. Somewhat helped	161	2.33%
3. Did not help	47	0.68%
4. N/A	1	0.01%
5. No answers provided	1096	15.87%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	2	0	535	2979	3390	1	6907	92.22%
Reliability	1	0	553	2961	3392	0	6907	91.98%
Access and Facilities	2	0	510	3022	3356	17	6907	92.57%
Communication	1	0	449	2970	3479	8	6907	93.48%
Costs	3	0	510	2952	3031	411	6907	92.10%
Integrity	1	0	552	2955	3399	0	6907	91.99%

Assurance	1	0	482	2998	3426	0	6907	93.01%
Outcome	1	0	554	2992	3352	8	6907	91.96%
<b>Overall</b>	<b>12</b>	<b>0</b>	<b>4145</b>	<b>23829</b>	<b>26825</b>	<b>445</b>	<b>55256</b>	<b>92.41%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Payment of External and Internal Claims	336	415
Payment of Obligation	95	126
Access to LRMDs Portal	4979	4979
Procedure for the Use of LRMDs Computers	0	0
Legal Assistance to Walk-in Clients	8	15
Request for Correction of Entries in School Records	54	76
Recognition of Professional Development Programs/Courses	0	0
Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	65	72
Request for Reversion	12	12
Issuance of Foreign Official Travel Authority	0	7
Issuance of Foreign Personal Travel Authority	0	152
Acceptance of Employment Application (walk-in)	2	25
Acceptance of Employment Application (Online)	6	55
Issuance of Certificate of Last Payment (CLP)	4	250
Public Assistance (Email)	254	254
Public Assistance (Hotline and Walk-in)	126	126
Standard Freedom of Information Request through Walk-in Facility and Mail	0	0
Application for the Opening/Additional Offering Offering of SHS Program for Private Schools	7	13
Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	3	48
Issuance of Special Orders for Graduation of Private School Learners	90	117
Certification, Authentication, Verification (CAV)	173	571
Issuance of Requested Documents (CTC and Photography of Documents)	13	31
Issuance of Requested Documents (Non-CTC)	4	4
Receiving Communications	165	57835
Receiving of Complaint	1	410
<b>External Service Total</b>	<b>6397</b>	<b>65593</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Certification as to Availability of Funds	65	70
Endorsement of Request for Cash Allocation from SDOs	7	14
Handling of Cash Advances	25	31
Disbursement Updating	8	8
Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units	41	47
Letter of Acceptance for Downloaded Funds	15	15

Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)	28	28
Processing of Budget Utilization Request & Status (BURS)	25	25
Rewards and Recognition	8	8
Processing of Communication received through the Public Assistance Action Center (PAAC)	0	33
Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	3	31
Application for Leave	4	450
Application for Retirement/Survivorship/Disability Benefit	26	709
Issuance of Certificate for Remittances	16	35
Issuance of Certificate of Employment and/or Service Record	7	50
Issuance of Foreign Official Travel Authority	0	7
Issuance of Foreign Personal Travel Authority	46	355
Processing of Equivalent Record Form (ERF)	0	3421
Processing of Study Leave	5	8
Processing of Terminal Leave Benefits	1	40
Request for Transfer from Another Region	47	115
Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	130	185
Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	3	7
<b>Internal Service Total</b>	<b>510</b>	<b>5692</b>

### 7. Regional Office V

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	705	64.09%
2. I know what a CC is but I did not see this office's CC.	87	7.91%
3. I learned of the CC only when I saw this office's CC.	52	4.73%
4. I do not know what a CC is and I did not see this office's CC.	106	9.64%
5. No answers provided	150	13.64%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	719	65.36%
2. Somewhat easy to see	70	6.36%
3. Difficult to see	55	5.00%
4. Not visible at all	0	0.00%
5. N/A	106	9.64%
6. No answers provided	150	13.64%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	700	63.64%
2. Somewhat helped	112	10.18%
3. Did not help	30	2.73%

4. N/A	106	9.64%
5. No answers provided	152	13.82%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	3	5	13	246	825	8	1100	98.08%
Reliability	3	2	14	133	910	38	1100	98.21%
Access and Facilities	1	0	22	138	868	16	1045	97.76%
Communication	6	0	23	146	919	6	1100	97.35%
Costs	3	0	24	144	874	55	1100	97.42%
Integrity	5	7	4	124	957	3	1100	98.54%
Assurance	5	6	24	109	951	5	1100	96.80%
Outcome	5	4	13	116	957	5	1100	97.99%
<b>Overall</b>	<b>31</b>	<b>24</b>	<b>137</b>	<b>1156</b>	<b>7261</b>	<b>136</b>	<b>8745</b>	<b>97.77%</b>

External Services	Responses	Total Transactions
Payment of External and Internal Claims	3	2307
Payment of Obligation	2	2307
Access to LRMDs Portal	0	0
Procedure for the Use of LRMDs Computers	0	0
Legal Assistance to Walk-in Clients	23	149
Request for Correction of Entries in School Records	2	34
Recognition of Professional Development Programs/Courses	36	286
Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	42	180
Request for Reversion	64	64
Issuance of Foreign Official Travel Authority	6	56
Issuance of Foreign Personal Travel Authority	25	562
Acceptance of Employment Application (walk-in)	7	96
Acceptance of Employment Application (Online)	9	36
Issuance of Certificate of Last Payment (CLP)	1	1069
Public Assistance (Email)	0	90
Public Assistance (Hotline and Walk-in)	55	273
Standard Freedom of Information Request through Walk-in Facility and Mail	0	2
Application for the Opening/Additional Offering Offering of SHS Program for Private Schools	20	245
Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	17	197
Issuance of Special Orders for Graduation of Private School Learners	20	150
Certification, Authentication, Verification (CAV)	15	790
Issuance of Requested Documents (CTC and Photography of Documents)	7	155



Issuance of Requested Documents (Non-CTC)	0	0
Receiving Communications	42	15500
Receiving of Complaint	11	150
External Service Total	<b>407</b>	<b>24698</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Certification as to Availability of Funds	84	105
Endorsement of Request for Cash Allocation from SDOs	11	11
Handling of Cash Advances	0	6
Disbursement Updating	164	275
Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units	68	1427
Letter of Acceptance for Downloaded Funds	39	41
Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)	192	3084
Processing of Budget Utilization Request & Status (BURS)	48	110
Rewards and Recognition	34	144
Processing of Communication received through the Public Assistance Action Center (PAAC)	0	103
Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	2	43
Application for Leave	4	1111
Application for Retirement/Survivorship/Disability Benefit	0	4
Issuance of Certificate for Remittances	0	0
Issuance of Certificate of Employment and/or Service Record	2	144
Issuance of Foreign Official Travel Authority	7	126
Issuance of Foreign Personal Travel Authority	13	1488
Processing of Equivalent Record Form (ERF)	4	7488
Processing of Study Leave	0	0
Processing of Terminal Leave Benefits	3	637
Request for Transfer from Another Region	0	177
Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	0	733
Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	18	51
Internal Service Total	<b>693</b>	<b>17308</b>

## 8. Regional Office VI

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	507	49.56%
2. I know what a CC is but I did not see this office's CC.	28	2.74%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	134	13.10%
5. No answers provided	354	34.60%

CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	496	48.48%
2. Somewhat easy to see	3	0.29%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	170	16.62%
6. No answers provided	354	34.60%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	488	47.70%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	181	17.69%
5. No answers provided	354	34.60%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	4	4	12	140	843	3	1006	98.01%
Reliability	5	2	14	131	851	3	1006	97.91%
Access and Facilities	5	3	11	137	846	4	1006	98.10%
Communication	3	3	14	123	857	6	1006	98%
Costs	3	2	25	127	814	35	1006	96.91%
Integrity	4	3	13	120	862	4	1006	98%
Assurance	4	3	14	119	771	95	1006	97.96%
Outcome	3	3	18	108	774	100	1006	97.35%
<b>Overall</b>	<b>31</b>	<b>23</b>	<b>121</b>	<b>1005</b>	<b>6618</b>	<b>250</b>	<b>8048</b>	<b>97.78%</b>

External Services	Responses	Total Transactions
Payment of External and Internal Claims	1	74
Payment of Obligation	83	233
Access to LRMDs Portal	5	33
Procedure for the Use of LRMDs Computers	1	1
Legal Assistance to Walk-in Clients	1	10
Request for Correction of Entries in School Records	7	29
Recognition of Professional Development Programs/Courses	1	42
Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	7	38
Request for Reversion	1	12
Issuance of Foreign Official Travel Authority	20	23
Issuance of Foreign Personal Travel Authority	0	0
Acceptance of Employment Application (walk-in)	27	115
Acceptance of Employment Application (Online)	1	3
Issuance of Certificate of Last Payment (CLP)	2	181
Public Assistance (Email)	4	7

Public Assistance (Hotline and Walk-in)	1	2
Standard Freedom of Information Request through Walk-in Facility and Mail	0	0
Application for the Opening/Additional Offering Offering of SHS Program for Private Schools	4	18
Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	4	58
Issuance of Special Orders for Graduation of Private School Learners	2	24
Certification, Authentication, Verification (CAV)	342	704
Issuance of Requested Documents (CTC and Photography of Documents)	2	103
Issuance of Requested Documents (Non-CTC)	1	2
Receiving Communications	3	106
Receiving of Complaint	4	169
External Service Total	<b>524</b>	<b>1987</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Certification as to Availability of Funds	101	173
Endorsement of Request for Cash Allocation from SDOs	3	18
Handling of Cash Advances	2	14
Disbursement Updating	88	121
Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units	119	256
Letter of Acceptance for Downloaded Funds	22	156
Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)	83	123
Processing of Budget Utilization Request & Status (BURS)	25	89
Rewards and Recognition	1	26
Processing of Communication received through the Public Assistance Action Center (PAAC)	4	52
Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	1	14
Application for Leave	1	11
Application for Retirement/Survivorship/Disability Benefit	17	24
Issuance of Certificate for Remittances	2	140
Issuance of Certificate of Employment and/or Service Record	11	23
Issuance of Foreign Official Travel Authority	1	3
Issuance of Foreign Personal Travel Authority	1	3
Processing of Equivalent Record Form (ERF)	1	15
Processing of Study Leave	0	0
Processing of Terminal Leave Benefits	2	28
Request for Transfer from Another Region	2	334
Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	7	440
Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	5	14

Internal Service Total	<b>499</b>	<b>2077</b>
------------------------	------------	-------------

### 9. Regional Office VII

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	150	21.99%
2. I know what a CC is but I did not see this office's CC.	19	2.79%
3. I learned of the CC only when I saw this office's CC.	38	5.57%
4. I do not know what a CC is and I did not see this office's CC.	23	3.37%
5. No answers provided	452	66.28%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	156	22.87%
2. Somewhat easy to see	27	3.96%
3. Difficult to see	2	0.29%
4. Not visible at all	1	0.15%
5. N/A	28	4.11%
6. No answers provided	468	68.62%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	189	27.71%
2. Somewhat helped	11	1.61%
3. Did not help	1	0.15%
4. N/A	20	2.93%
5. No answers provided	461	67.60%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	15	8	8	190	453	6	680	95.40%
Reliability	12	2	6	173	473	7	673	97%
Access and Facilities	11	1	8	182	447	10	659	96.92%
Communication	14	2	7	172	455	21	671	96.46%
Costs	16	7	6	168	427	46	670	95.35%
Integrity	11	0	8	154	490	5	668	97.13%
Assurance	13	3	6	155	491	3	671	96.71%
Outcome	12	3	4	152	482	9	662	97.09%
<b>Overall</b>	<b>104</b>	<b>26</b>	<b>53</b>	<b>1346</b>	<b>3718</b>	<b>107</b>	<b>5354</b>	<b>96.51%</b>

External Services	Responses	Total Transactions
Payment of External and Internal Claims	1	1867
Payment of Obligation	0	617
Access to LRMS Portal	0	18654
Procedure for the Use of LRMS Computers	0	0

Legal Assistance to Walk-in Clients	0	92
Request for Correction of Entries in School Records	75	271
Recognition of Professional Development Programs/Courses	0	0
Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	20	321
Request for Reversion	20	54
Issuance of Foreign Official Travel Authority	10	25
Issuance of Foreign Personal Travel Authority	24	1513
Acceptance of Employment Application (walk-in)	0	147
Acceptance of Employment Application (Online)	0	130
Issuance of Certificate of Last Payment (CLP)	20	2676
Public Assistance (Email)	18	86
Public Assistance (Hotline and Walk-in)	9	11
Standard Freedom of Information Request through Walk-in Facility and Mail	0	2
Application for the Opening/Additional Offering Offering of SHS Program for Private Schools	8	45
Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	3	473
Issuance of Special Orders for Graduation of Private School Learners	5	2596
Certification, Authentication, Verification (CAV)	261	2779
Issuance of Requested Documents (CTC and Photography of Documents)	11	659
Issuance of Requested Documents (Non-CTC)	1	1578
Receiving Communications	0	4233
Receiving of Complaint	0	195
External Service Total	<b>486</b>	<b>39024</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Certification as to Availability of Funds	49	2273
Endorsement of Request for Cash Allocation from SDOs	0	0
Handling of Cash Advances	0	27
Disbursement Updating	0	1922
Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units	6	196
Letter of Acceptance for Downloaded Funds	1	15
Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)	10	1922
Processing of Budget Utilization Request & Status (BURS)	0	0
Rewards and Recognition	1	6
Processing of Communication received through the Public Assistance Action Center (PAAC)	0	0
Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	0	427
Application for Leave	7	549
Application for Retirement/Survivorship/Disability Benefit	28	2211
Issuance of Certificate for Remittances	5	24

Issuance of Certificate of Employment and/or Service Record	3	58
Issuance of Foreign Official Travel Authority	10	25
Issuance of Foreign Personal Travel Authority	24	1513
Processing of Equivalent Record Form (ERF)	7	5242
Processing of Study Leave	0	0
Processing of Terminal Leave Benefits	6	284
Request for Transfer from Another Region	7	331
Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	27	42504
Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	5	85
<b>Internal Service Total</b>	<b>196</b>	<b>59614</b>

### 10. Regional Office VIII

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	548	45.21%
2. I know what a CC is but I did not see this office's CC.	18	1.49%
3. I learned of the CC only when I saw this office's CC.	49	4.04%
4. I do not know what a CC is and I did not see this office's CC.	43	3.55%
5. No answers provided	554	45.71%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	568	46.86%
2. Somewhat easy to see	44	3.63%
3. Difficult to see	6	0.50%
4. Not visible at all	15	1.24%
5. N/A	30	2.48%
6. No answers provided	549	45.30%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	575	47.44%
2. Somewhat helped	36	2.97%
3. Did not help	38	3.14%
4. N/A	9	0.74%
5. No answers provided	554	45.71%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	7	6	9	278	888	18	1206	98.15%
Reliability	2	1	4	231	963	5	1206	99.42%
Access and Facilities	3	4	3	196	972	28	1206	99.15%
Communication	3	0	32	219	944	8	1206	97.08%

Costs	3	2	44	158	933	66	1206	95.70%
Integrity	3	1	3	206	986	8	1207	99.42%
Assurance	3	3	10	197	989	2	1204	98.67%
Outcome	3	0	3	250	944	6	1206	99.50%
<b>Overall</b>	<b>27</b>	<b>17</b>	<b>108</b>	<b>1735</b>	<b>7619</b>	<b>141</b>	<b>9647</b>	<b>98.39%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Payment of External and Internal Claims	88	571
Payment of Obligation	95	1605
Access to LRMDs Portal	0	55182
Procedure for the Use of LRMDs Computers	0	0
Legal Assistance to Walk-in Clients	7	16
Request for Correction of Entries in School Records	66	120
Recognition of Professional Development Programs/Courses	0	0
Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	0	35
Request for Reversion	0	60
Issuance of Foreign Official Travel Authority	0	79
Issuance of Foreign Personal Travel Authority	0	801
Acceptance of Employment Application (walk-in)	0	300
Acceptance of Employment Application (Online)	0	300
Issuance of Certificate of Last Payment (CLP)	4	185
Public Assistance (Email)	28	196
Public Assistance (Hotline and Walk-in)	0	30
Standard Freedom of Information Request through Walk-in Facility and Mail	25	86
Application for the Opening/Additional Offering Offering of SHS Program for Private Schools	0	29
Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	0	39
Issuance of Special Orders for Graduation of Private School Learners	0	111
Certification, Authentication, Verification (CAV)	381	1000
Issuance of Requested Documents (CTC and Photography of Documents)	8	500
Issuance of Requested Documents (Non-CTC)	0	500
Receiving Communications	0	5000
Receiving of Complaint	0	10
<b>External Service Total</b>	<b>702</b>	<b>66755</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Certification as to Availability of Funds	19	1500
Endorsement of Request for Cash Allocation from SDOs	0	0
Handling of Cash Advances	36	42
Disbursement Updating	4	150
Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units	0	50
Letter of Acceptance for Downloaded Funds	1	50



Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)	0	10
Processing of Budget Utilization Request & Status (BURS)	0	100
Rewards and Recognition	0	150
Processing of Communication received through the Public Assistance Action Center (PAAC)	20	21
Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	5	5
Application for Leave	0	1500
Application for Retirement/Survivorship/Disability Benefit	378	952
Issuance of Certificate for Remittances	0	100
Issuance of Certificate of Employment and/or Service Record	1	180
Issuance of Foreign Official Travel Authority	0	79
Issuance of Foreign Personal Travel Authority	34	801
Processing of Equivalent Record Form (ERF)	4	375
Processing of Study Leave	0	1
Processing of Terminal Leave Benefits	0	1
Request for Transfer from Another Region	6	584
Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	2	10165
Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	0	104
<b>Internal Service Total</b>	<b>510</b>	<b>16920</b>

### 11. Regional Office IX

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	258	5.85%
2. I know what a CC is but I did not see this office's CC.	149	3.38%
3. I learned of the CC only when I saw this office's CC.	39	0.88%
4. I do not know what a CC is and I did not see this office's CC.	3956	89.64%
5. No answers provided	11	0.25%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	250	5.67%
2. Somewhat easy to see	135	3.06%
3. Difficult to see	32	0.73%
4. Not visible at all	9	0.20%
5. N/A	51	1.16%
6. No answers provided	3936	89.19%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	300	6.80%
2. Somewhat helped	105	2.38%
3. Did not help	13	0.29%

4. N/A	58	1.31%
5. No answers provided	3937	89.21%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	19	36	37	605	1876	1821	4394	96.42%
Reliability	23	46	530	1839	1938	26	4402	86.31%
Access and Facilities	26	98	722	1791	1748	27	4412	80.71%
Communication	22	50	492	1807	2023	18	4412	87.16%
Costs	25	75	728	1891	1676	17	4412	81.16%
Integrity	15	29	395	1627	2329	17	4412	90.01%
Assurance	15	26	453	1712	2168	14	4388	88.71%
Outcome	12	28	456	1823	2079	14	4412	88.72%
<b>Overall</b>	<b>157</b>	<b>388</b>	<b>3813</b>	<b>13095</b>	<b>15837</b>	<b>1954</b>	<b>35244</b>	<b>87.40%</b>

External Services	Responses	Total Transactions
Payment of External and Internal Claims	41	2478
Payment of Obligation	0	2478
Access to LRMDS Portal	3929	5467
Procedure for the Use of LRMDS Computers	0	0
Legal Assistance to Walk-in Clients	9	15
Request for Correction of Entries in School Records	0	37
Recognition of Professional Development Programs/Courses	0	0
Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	0	37
Request for Reversion	0	27
Issuance of Foreign Official Travel Authority	0	12
Issuance of Foreign Personal Travel Authority	0	565
Acceptance of Employment Application (walk-in)	10	280
Acceptance of Employment Application (Online)	0	14
Issuance of Certificate of Last Payment (CLP)	14	841
Public Assistance (Email)	0	71
Public Assistance (Hotline and Walk-in)	0	0
Standard Freedom of Information Request through Walk-in Facility and Mail	0	0
Application for the Opening/Additional Offering Offering of SHS Program for Private Schools	6	122
Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	0	19
Issuance of Special Orders for Graduation of Private School Learners	0	14526
Certification, Authentication, Verification (CAV)	37	330
Issuance of Requested Documents (CTC and Photography of Documents)	0	383

Issuance of Requested Documents (Non-CTC)	0	34
Receiving Communications	362	7296
Receiving of Complaint	0	117
External Service Total	<b>4408</b>	<b>35149</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Certification as to Availability of Funds	0	158
Endorsement of Request for Cash Allocation from SDOs	0	0
Handling of Cash Advances	0	10
Disbursement Updating	0	3569
Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units	0	323
Letter of Acceptance for Downloaded Funds	0	867
Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)	0	2250
Processing of Budget Utilization Request & Status (BURS)	0	140
Rewards and Recognition	0	137
Processing of Communication received through the Public Assistance Action Center (PAAC)	0	71
Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	0	134
Application for Leave	0	1135
Application for Retirement/Survivorship/Disability Benefit	0	4
Issuance of Certificate for Remittances	0	5
Issuance of Certificate of Employment and/or Service Record	0	4
Issuance of Foreign Official Travel Authority	0	12
Issuance of Foreign Personal Travel Authority	5	565
Processing of Equivalent Record Form (ERF)	0	4557
Processing of Study Leave	0	1
Processing of Terminal Leave Benefits	0	110
Request for Transfer from Another Region	0	49
Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	0	27
Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	0	44
Internal Service Total	<b>5</b>	<b>14172</b>

## 12. Regional Office X

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1019	61.39%
2. I know what a CC is but I did not see this office's CC.	95	5.72%
3. I learned of the CC only when I saw this office's CC.	51	3.07%
4. I do not know what a CC is and I did not see this office's CC.	495	29.82%
5. No answers provided	0	0.00%

CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1095	65.96%
2. Somewhat easy to see	70	4.22%
3. Difficult to see	0	0.00%
4. Not visible at all	61	3.67%
5. N/A	434	26.14%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1106	66.63%
2. Somewhat helped	58	3.49%
3. Did not help	1	0.06%
4. N/A	495	29.82%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	13	8	3	385	1245	6	1660	98.55%
Reliability	14	2	0	293	1345	6	1660	99.03%
Access and Facilities	19	14	6	267	1348	6	1660	97.64%
Communication	14	17	5	336	1280	8	1660	97.82%
Costs	14	2	0	153	1430	61	1660	99%
Integrity	14	2	0	168	1470	6	1660	99.03%
Assurance	14	2	0	204	1434	6	1660	99.03%
Outcome	14	2	0	153	1485	6	1660	99.03%
<b>Overall</b>	<b>116</b>	<b>49</b>	<b>14</b>	<b>1959</b>	<b>11037</b>	<b>105</b>	<b>13280</b>	<b>98.64%</b>

External Services	Responses	Total Transactions
Payment of External and Internal Claims	18	166
Payment of Obligation	18	166
Access to LRMDs Portal	0	0
Procedure for the Use of LRMDs Computers	0	0
Legal Assistance to Walk-in Clients	34	45
Request for Correction of Entries in School Records	34	43
Recognition of Professional Development Programs/Courses	0	0
Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	69	84
Request for Reversion	0	0
Issuance of Foreign Official Travel Authority	3	11
Issuance of Foreign Personal Travel Authority	2	10
Acceptance of Employment Application (walk-in)	55	117
Acceptance of Employment Application (Online)	0	0
Issuance of Certificate of Last Payment (CLP)	55	334
Public Assistance (Email)	0	0

Public Assistance (Hotline and Walk-in)	0	0
Standard Freedom of Information Request through Walk-in Facility and Mail	0	0
Application for the Opening/Additional Offering Offering of SHS Program for Private Schools	32	46
Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	13	14
Issuance of Special Orders for Graduation of Private School Learners	21	33
Certification, Authentication, Verification (CAV)	315	639
Issuance of Requested Documents (CTC and Photography of Documents)	10	25
Issuance of Requested Documents (Non-CTC)	35	50
Receiving Communications	466	1540
Receiving of Complaint	25	50
External Service Total	<b>1205</b>	<b>3373</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Certification as to Availability of Funds	0	3350
Endorsement of Request for Cash Allocation from SDOs	0	0
Handling of Cash Advances	0	0
Disbursement Updating	0	1914
Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units	0	1490
Letter of Acceptance for Downloaded Funds	0	0
Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)	0	1914
Processing of Budget Utilization Request & Status (BURS)	0	136
Rewards and Recognition	24	45
Processing of Communication received through the Public Assistance Action Center (PAAC)	0	0
Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	34	484
Application for Leave	30	180
Application for Retirement/Survivorship/Disability Benefit	0	1
Issuance of Certificate for Remittances	3	18
Issuance of Certificate of Employment and/or Service Record	10	62
Issuance of Foreign Official Travel Authority	1	1
Issuance of Foreign Personal Travel Authority	108	660
Processing of Equivalent Record Form (ERF)	171	1031
Processing of Study Leave	1	1
Processing of Terminal Leave Benefits	61	369
Request for Transfer from Another Region	0	36
Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	0	1008
Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	12	18

Internal Service Total	<b>455</b>	<b>12718</b>
------------------------	------------	--------------

### 13. Regional Office XI

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	216	17.65%
2. I know what a CC is but I did not see this office's CC.	18	1.47%
3. I learned of the CC only when I saw this office's CC.	25	2.04%
4. I do not know what a CC is and I did not see this office's CC.	17	1.39%
5. No answers provided	948	77.45%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	178	14.54%
2. Somewhat easy to see	39	3.19%
3. Difficult to see	6	0.49%
4. Not visible at all	7	0.57%
5. N/A	4	0.33%
6. No answers provided	990	80.88%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	176	14.38%
2. Somewhat helped	24	1.96%
3. Did not help	1	0.08%
4. N/A	10	0.82%
5. No answers provided	1013	82.76%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	11	5	13	151	1023	11	1214	97.59%
Reliability	9	2	14	146	1030	10	1211	97.92%
Access and Facilities	6	1	14	145	1037	20	1223	98.25%
Communication	8	3	17	145	1033	17	1223	97.68%
Costs	12	8	18	155	974	53	1220	96.74%
Integrity	10	2	14	137	1028	17	1208	97.82%
Assurance	9	3	10	125	1070	6	1223	98.19%
Outcome	10	1	17	128	1055	8	1219	97.69%
<b>Overall</b>	<b>75</b>	<b>25</b>	<b>117</b>	<b>1132</b>	<b>8250</b>	<b>142</b>	<b>9741</b>	<b>97.74%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Payment of External and Internal Claims	27	510
Payment of Obligation	21	430
Access to LRMDs Portal	53	60
Procedure for the Use of LRMDs Computers	0	0

Legal Assistance to Walk-in Clients	43	48
Request for Correction of Entries in School Records	16	37
Recognition of Professional Development Programs/Courses	188	1236
Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	28	30
Request for Reversion	7	8
Issuance of Foreign Official Travel Authority	36	200
Issuance of Foreign Personal Travel Authority	36	200
Acceptance of Employment Application (walk-in)	3	12
Acceptance of Employment Application (Online)	1	240
Issuance of Certificate of Last Payment (CLP)	6	10
Public Assistance (Email)	2	1055
Public Assistance (Hotline and Walk-in)	30	34
Standard Freedom of Information Request through Walk-in Facility and Mail	10	25
Application for the Opening/Additional Offering Offering of SHS Program for Private Schools	30	70
Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	19	44
Issuance of Special Orders for Graduation of Private School Learners	42	110
Certification, Authentication, Verification (CAV)	72	810
Issuance of Requested Documents (CTC and Photography of Documents)	4	5
Issuance of Requested Documents (Non-CTC)	0	0
Receiving Communications	37	10210
Receiving of Complaint	1	3
External Service Total	<b>712</b>	<b>15387</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Certification as to Availability of Funds	0	0
Endorsement of Request for Cash Allocation from SDOs	0	0
Handling of Cash Advances	0	0
Disbursement Updating	38	122
Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units	17	126
Letter of Acceptance for Downloaded Funds	16	20
Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)	23	126
Processing of Budget Utilization Request & Status (BURS)	27	248
Rewards and Recognition	74	300
Processing of Communication received through the Public Assistance Action Center (PAAC)	18	19
Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	11	876
Application for Leave	8	56
Application for Retirement/Survivorship/Disability Benefit	63	80
Issuance of Certificate for Remittances	11	18



Issuance of Certificate of Employment and/or Service Record	12	47
Issuance of Foreign Official Travel Authority	52	152
Issuance of Foreign Personal Travel Authority	36	55
Processing of Equivalent Record Form (ERF)	9	859
Processing of Study Leave	6	10
Processing of Terminal Leave Benefits	16	40
Request for Transfer from Another Region	8	20
Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	21	40
Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	46	100
<b>Internal Service Total</b>	<b>512</b>	<b>3314</b>

#### 14. Regional Office XII

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	1.97%
4. I do not know what a CC is and I did not see this office's CC.	0	96.55%
5. No answers provided	0	1.48%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	2	0.49%
2. Somewhat easy to see	1	0.25%
3. Difficult to see	2	0.49%
4. Not visible at all	20	4.93%
5. N/A	378	93.10%
6. No answers provided	3	0.74%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	2	0.49%
2. Somewhat helped	2	0.49%
3. Did not help	3	0.74%
4. N/A	396	97.54%
5. No answers provided	3	0.74%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	0	2	401	0	403	100%
Reliability	0	0	0	3	381	0	384	100%
Access and Facilities	0	0	0	4	399	0	403	100%
Communication	0	0	0	3	400	0	403	100%

Costs	0	0	0	3	400	0	403	100%
Integrity	0	0	0	3	400	0	403	100%
Assurance	0	0	0	4	399	0	403	100%
Outcome	0	0	0	3	400	0	403	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>25</b>	<b>3180</b>	<b>0</b>	<b>3205</b>	<b>100%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Payment of External and Internal Claims	0	0
Payment of Obligation	0	0
Access to LRMS Portal	0	0
Procedure for the Use of LRMS Computers	0	0
Legal Assistance to Walk-in Clients	7	7
Request for Correction of Entries in School Records	11	11
Recognition of Professional Development Programs/Courses	9	9
Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	0	0
Request for Reversion	19	19
Issuance of Foreign Official Travel Authority	5	5
Issuance of Foreign Personal Travel Authority	7	7
Acceptance of Employment Application (walk-in)	27	27
Acceptance of Employment Application (Online)	31	31
Issuance of Certificate of Last Payment (CLP)	0	0
Public Assistance (Email)	4	4
Public Assistance (Hotline and Walk-in)	3	3
Standard Freedom of Information Request through Walk-in Facility and Mail	0	0
Application for the Opening/Additional Offering Offering of SHS Program for Private Schools	20	20
Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	21	21
Issuance of Special Orders for Graduation of Private School Learners	22	22
Certification, Authentication, Verification (CAV)	0	0
Issuance of Requested Documents (CTC and Photography of Documents)	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Receiving Communications	0	0
Receiving of Complaint	0	0
<b>External Service Total</b>	<b>186</b>	<b>186</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Certification as to Availability of Funds	8	80
Endorsement of Request for Cash Allocation from SDOs	2	2
Handling of Cash Advances	0	0
Disbursement Updating	3	3
Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units	13	13
Letter of Acceptance for Downloaded Funds	3	3

Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)	0	0
Processing of Budget Utilization Request & Status (BURS)	0	0
Rewards and Recognition	138	138
Processing of Communication received through the Public Assistance Action Center (PAAC)	11	11
Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	0	0
Application for Leave	24	24
Application for Retirement/Survivorship/Disability Benefit	3	3
Issuance of Certificate for Remittances	0	0
Issuance of Certificate of Employment and/or Service Record	0	0
Issuance of Foreign Official Travel Authority	5	5
Issuance of Foreign Personal Travel Authority	6	6
Processing of Equivalent Record Form (ERF)	0	0
Processing of Study Leave	0	0
Processing of Terminal Leave Benefits	3	3
Request for Transfer from Another Region	0	0
Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	0	0
Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	1	1
<b>Internal Service Total</b>	<b>220</b>	<b>292</b>

### 15. Regional Office XIII

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	747	58.91%
2. I know what a CC is but I did not see this office's CC.	10	0.79%
3. I learned of the CC only when I saw this office's CC.	2	0.16%
4. I do not know what a CC is and I did not see this office's CC.	1	0.08%
5. No answers provided	508	40.06%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	744	58.68%
2. Somewhat easy to see	10	0.79%
3. Difficult to see	1	0.08%
4. Not visible at all	0	0.00%
5. N/A	1	0.08%
6. No answers provided	512	40.38%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	749	59.07%
2. Somewhat helped	5	0.39%
3. Did not help	0	0.00%

4. N/A	1	0.08%
5. No answers provided	513	40.46%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	2	1	2	36	1226	1	1268	99.61%
Reliability	3	1	1	40	1223	0	1268	99.61%
Access and Facilities	2	0	4	42	1215	5	1268	99.52%
Communication	2	2	2	44	1217	1	1268	99.53%
Costs	2	0	4	43	1198	21	1268	99.52%
Integrity	3	1	3	32	1227	2	1268	99.45%
Assurance	3	1	3	29	1232	0	1268	99.45%
Outcome	4	0	3	27	1234	0	1268	99.45%
<b>Overall</b>	<b>21</b>	<b>6</b>	<b>22</b>	<b>293</b>	<b>9772</b>	<b>30</b>	<b>10144</b>	<b>99.52%</b>

External Services	Responses	Total Transactions
Payment of External and Internal Claims	750	1149
Payment of Obligation	0	1149
Access to LRMDS Portal	0	0
Procedure for the Use of LRMDS Computers	0	0
Legal Assistance to Walk-in Clients	10	10
Request for Correction of Entries in School Records	1	17
Recognition of Professional Development Programs/Courses	0	0
Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	5	20
Request for Reversion	13	46
Issuance of Foreign Official Travel Authority	0	361
Issuance of Foreign Personal Travel Authority	0	0
Acceptance of Employment Application (walk-in)	50	133
Acceptance of Employment Application (Online)	0	456
Issuance of Certificate of Last Payment (CLP)	0	0
Public Assistance (Email)	5	61
Public Assistance (Hotline and Walk-in)	34	511
Standard Freedom of Information Request through Walk-in Facility and Mail	0	0
Application for the Opening/Additional Offering Offering of SHS Program for Private Schools	0	0
Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	0	0
Issuance of Special Orders for Graduation of Private School Learners	0	0
Certification, Authentication, Verification (CAV)	103	553
Issuance of Requested Documents (CTC and Photography of Documents)	0	0

Issuance of Requested Documents (Non-CTC)	0	0
Receiving Communications	78	7011
Receiving of Complaint	0	0
External Service Total	<b>1049</b>	<b>11477</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Certification as to Availability of Funds	34	2883
Endorsement of Request for Cash Allocation from SDOs	2	275
Handling of Cash Advances	8	30
Disbursement Updating	0	1162
Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units	0	1167
Letter of Acceptance for Downloaded Funds	0	0
Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)	5	2021
Processing of Budget Utilization Request & Status (BURS)	5	14
Rewards and Recognition	21	203
Processing of Communication received through the Public Assistance Action Center (PAAC)	0	0
Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	2	77
Application for Leave	20	1778
Application for Retirement/Survivorship/Disability Benefit	67	645
Issuance of Certificate for Remittances	0	0
Issuance of Certificate of Employment and/or Service Record	23	172
Issuance of Foreign Official Travel Authority	30	361
Issuance of Foreign Personal Travel Authority	0	0
Processing of Equivalent Record Form (ERF)	0	2271
Processing of Study Leave	2	2
Processing of Terminal Leave Benefits	0	199
Request for Transfer from Another Region	0	18
Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	0	0
Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	0	0
Internal Service Total	<b>219</b>	<b>13278</b>

### 16. Regional Office CAR

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	205	20.42%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	799	79.58%

CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	205	20.42%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	799	79.58%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	205	20.42%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	799	79.58%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	8	1	12	134	818	12	985	97.84%
Reliability	8	2	11	128	836	0	985	97.87%
Access and Facilities	9	1	19	130	810	16	985	97.01%
Communication	9	0	24	110	839	3	985	96.64%
Costs	10	1	60	122	596	196	985	91%
Integrity	9	1	17	118	838	2	985	97.25%
Assurance	8	1	15	109	852	0	985	97.56%
Outcome	7	2	22	133	816	5	985	96.84%
<b>Overall</b>	<b>68</b>	<b>9</b>	<b>180</b>	<b>984</b>	<b>6405</b>	<b>234</b>	<b>7880</b>	<b>96.50%</b>

External Services	Responses	Total Transactions
Payment of External and Internal Claims	38	38
Payment of Obligation	2	2
Access to LRMDs Portal	4	4
Procedure for the Use of LRMDs Computers	79	79
Legal Assistance to Walk-in Clients	9	9
Request for Correction of Entries in School Records	16	16
Recognition of Professional Development Programs/Courses	6	6
Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	15	15
Request for Reversion	6	6
Issuance of Foreign Official Travel Authority	49	49
Issuance of Foreign Personal Travel Authority	0	52
Acceptance of Employment Application (walk-in)	30	30
Acceptance of Employment Application (Online)	1	126
Issuance of Certificate of Last Payment (CLP)	29	626
Public Assistance (Email)	24	59

Public Assistance (Hotline and Walk-in)	23	290
Standard Freedom of Information Request through Walk-in Facility and Mail	5	5
Application for the Opening/Additional Offering Offering of SHS Program for Private Schools	36	36
Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	3	3
Issuance of Special Orders for Graduation of Private School Learners	2	58
Certification, Authentication, Verification (CAV)	216	297
Issuance of Requested Documents (CTC and Photography of Documents)	11	119
Issuance of Requested Documents (Non-CTC)	6	6
Receiving Communications	167	2634
Receiving of Complaint	33	33
External Service Total	<b>810</b>	<b>4598</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Certification as to Availability of Funds	5	5
Endorsement of Request for Cash Allocation from SDOs	54	54
Handling of Cash Advances	3	3
Disbursement Updating	4	10
Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units	0	1265
Letter of Acceptance for Downloaded Funds	0	10
Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)	0	1951
Processing of Budget Utilization Request & Status (BURS)	0	0
Rewards and Recognition	20	20
Processing of Communication received through the Public Assistance Action Center (PAAC)	1	1
Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	5	5
Application for Leave	3	205
Application for Retirement/Survivorship/Disability Benefit	1	5
Issuance of Certificate for Remittances	20	20
Issuance of Certificate of Employment and/or Service Record	4	50
Issuance of Foreign Official Travel Authority	0	49
Issuance of Foreign Personal Travel Authority	6	52
Processing of Equivalent Record Form (ERF)	7	20
Processing of Study Leave	0	5
Processing of Terminal Leave Benefits	3	10
Request for Transfer from Another Region	7	10
Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	49	60
Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	2	2



Internal Service Total	<b>194</b>	<b>3812</b>
------------------------	------------	-------------

### 17. Regional Office NCR

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1344	22.61%
2. I know what a CC is but I did not see this office's CC.	60	1.01%
3. I learned of the CC only when I saw this office's CC.	103	1.73%
4. I do not know what a CC is and I did not see this office's CC.	97	1.63%
5. No answers provided	4341	73.02%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1352	22.74%
2. Somewhat easy to see	117	1.97%
3. Difficult to see	17	0.29%
4. Not visible at all	21	0.35%
5. N/A	85	1.43%
6. No answers provided	4353	73.22%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1388	23.35%
2. Somewhat helped	100	1.68%
3. Did not help	10	0.17%
4. N/A	92	1.55%
5. No answers provided	4355	73.25%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	29	16	49	552	5266	33	5945	98.41%
Reliability	23	10	46	540	5311	15	5945	98.67%
Access and Facilities	21	10	59	524	5234	97	5945	98.46%
Communication	25	11	62	579	5136	42	5855	98.31%
Costs	23	10	66	474	5013	359	5945	98.23%
Integrity	22	8	57	524	5314	20	5945	98.53%
Assurance	24	6	51	504	5348	9	5942	98.63%
Outcome	23	16	50	508	5323	25	5945	98.50%
<b>Overall</b>	<b>190</b>	<b>87</b>	<b>440</b>	<b>4205</b>	<b>41945</b>	<b>600</b>	<b>47467</b>	<b>98.47%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Payment of External and Internal Claims	68	1023
Payment of Obligation	34	2716
Access to LRMDs Portal	19	7558
Procedure for the Use of LRMDs Computers	0	0

Legal Assistance to Walk-in Clients	104	1200
Request for Correction of Entries in School Records	109	245
Recognition of Professional Development Programs/Courses	121	121
Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	18	91
Request for Reversion	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Acceptance of Employment Application (walk-in)	12	126
Acceptance of Employment Application (Online)	11	114
Issuance of Certificate of Last Payment (CLP)	668	1222
Public Assistance (Email)	162	167
Public Assistance (Hotline and Walk-in)	169	169
Standard Freedom of Information Request through Walk-in Facility and Mail	4	4
Application for the Opening/Additional Offering Offering of SHS Program for Private Schools	43	43
Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	23	199
Issuance of Special Orders for Graduation of Private School Learners	44	110
Certification, Authentication, Verification (CAV)	0	0
Issuance of Requested Documents (CTC and Photography of Documents)	36	36
Issuance of Requested Documents (Non-CTC)	90	90
Receiving Communications	1610	1610
Receiving of Complaint	27	27
External Service Total	<b>3372</b>	<b>16871</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Certification as to Availability of Funds	412	500
Endorsement of Request for Cash Allocation from SDOs	102	130
Handling of Cash Advances	2	2
Disbursement Updating	0	500
Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units	31	500
Letter of Acceptance for Downloaded Funds	0	0
Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)	0	500
Processing of Budget Utilization Request & Status (BURS)	0	500
Rewards and Recognition	0	0
Processing of Communication received through the Public Assistance Action Center (PAAC)	0	4
Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	1336	19200
Application for Leave	2	650
Application for Retirement/Survivorship/Disability Benefit	1	6
Issuance of Certificate for Remittances	377	1000

Issuance of Certificate of Employment and/or Service Record	3	66
Issuance of Foreign Official Travel Authority	177	2399
Issuance of Foreign Personal Travel Authority	0	2332
Processing of Equivalent Record Form (ERF)	31	3500
Processing of Study Leave	0	2
Processing of Terminal Leave Benefits	9	1206
Request for Transfer from Another Region	90	3531
Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	0	249
Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	0	3
<b>Internal Service Total</b>	<b>2573</b>	<b>36780</b>

### 18. Schools Division Office Alaminos City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	1104	88.04%
2. I know what a CC is but I did not see this office's CC.	32	2.55%
3. I learned of the CC only when I saw this office's CC.	30	2.39%
4. I do not know what a CC is and I did not see this office's CC.	25	1.99%
5. No answers provided	63	5.02%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	1114	88.84%
2. Somewhat easy to see	29	2.31%
3. Difficult to see	24	1.91%
4. Not visible at all	20	1.59%
5. N/A	4	0.32%
6. No answers provided	63	5.02%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	1109	88.44%
2. Somewhat helped	35	2.79%
3. Did not help	23	1.83%
4. N/A	24	1.91%
5. No answers provided	63	5.02%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	0	134	1120	0	1254	100%
Reliability	0	0	0	119	1075	0	1194	100%
Access and Facilities	0	0	1	94	815	344	1254	99.89%
Communication	0	1	0	96	1157	0	0	99.92%

Costs	330	7	0	22	116	779	1254	29.05%
Integrity	0	0	0	79	1174	0	1253	100%
Assurance	0	0	0	126	1128	0	1254	100%
Outcome	0	0	0	106	1148	0	1254	100%
<b>Overall</b>	<b>330</b>	<b>8</b>	<b>1</b>	<b>776</b>	<b>7733</b>	<b>1123</b>	<b>8717</b>	<b>91.11%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	35	85
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	67	190
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	49	890
Issuance of Requested Documents (Non-CTC)	157	239
Issuance of Requested Documents (CTC and Photocopy of Documents)	21	36
Certification, Authentication, Verification (CAV)	4	4
Receiving and Releasing of Communication and other Documents	97	24288
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	2	2
Accessing Available Learning Resources from LRMSD Porta	64	64
Borrowing of Learning Materials from Libraries	46	46
Alternative Learning System (ALS) Enrollment	22	22
Issuance of Government Permit, Renewal, Recognition of Private Schools	3	3
Issuance of Special Orders for the Graduation of Private School Learners	4	4
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	8	8
Application for Increase in Tuition Fee	4	4
Request for Basic Education Data (from external stakeholders)	75	75
<b>External Service Total</b>	<b>659</b>	<b>25961</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	710
Posting/Updating of Disbursement	0	24
Handling of Cash Advances	84	84
User Account Management for Centrally Managed Systems	44	480
Troubleshooting of ICT Equipment	43	56
Uploading of Publications	16	18
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	4	4
Issuance of Foreign Personal Travel Authority	33	33

Application for ERF (Equivalent Record Form)	0	2
Application for Leave	56	630
Application for Retirement	8	18
Issuance of Certificate of Employment	8	48
Service Record	33	186
Loan Approval and Verification	10	800
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	57	222
Processing of Terminal Leave Benefits	11	16
Request for Correction of Name and Change of Status	0	19
Requisition and Issuance of Supplies	14	299
Property and Equipment Clearance Signing	0	89
Program Work Flow of Submission of Contextualized Learning Resources	64	64
Quality Assurance of Supplementary Learning Resource	40	40
Request for Basic Education Data (Internal Stakeholder)	53	53
Request for Data for EBEIS/LIS/NAT and Performance Indicators	17	17
<b>Internal Service Total</b>	<b>595</b>	<b>3912</b>

### 19. Schools Division Office Batac City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	332	1.12%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	17	0.06%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	29395	98.83%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	334	1.12%
2. Somewhat easy to see	1	0.00%
3. Difficult to see	6	0.02%
4. Not visible at all	0	0.00%
5. N/A	8	0.03%
6. No answers provided	29395	98.83%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	325	1.09%
2. Somewhat helped	9	0.03%
3. Did not help	14	0.05%
4. N/A	1	0.00%
5. No answers provided	29395	98.83%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	2	0	0	15	29727	0	29744	99.99%
Reliability	2	1	0	28	29713	0	29744	99.99%
Access and Facilities	2	1	0	75	29664	2	29744	99.99%
Communication	2	1	1	60	29679	1	29744	99.99%
Costs	6	0	1	12	1918	27807	29744	99.64%
Integrity	2	0	3	72	29667	0	29744	99.98%
Assurance	2	0	2	20	29720	0	29744	99.99%
Outcome	2	0	2	16	29724	0	29744	99.99%
<b>Overall</b>	<b>20</b>	<b>3</b>	<b>9</b>	<b>298</b>	<b>209812</b>	<b>27810</b>	<b>237952</b>	<b>99.95%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	254	254
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	55	55
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	1	33
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	23	194
Certification, Authentication, Verification (CAV)	20	37
Receiving and Releasing of Communication and other Documents	104	17834
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	2	2
Accessing Available Learning Resources from LRMSD Porta	27004	27004
Borrowing of Learning Materials from Libraries	33	33
Alternative Learning System (ALS) Enrollment	51	51
Issuance of Government Permit, Renewal, Recognition of Private Schools	3	3
Issuance of Special Orders for the Graduation of Private School Learners	3	3
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	6	6
Application for Increase in Tuition Fee	1	1
Request for Basic Education Data (from external stakeholders)	65	65
<b>External Service Total</b>	<b>27626</b>	<b>45576</b>
Internal Services	Responses	Total Transactions
Processing of ORS	2	1375

Posting/Updating of Disbursement	0	0
Handling of Cash Advances	19	372
User Account Management for Centrally Managed Systems	2	35
Troubleshooting of ICT Equipment	2	2
Uploading of Publications	5	550
Issuance of Certificate of No Pending Case	10	86
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	2	10
Application for ERF (Equivalent Record Form)	23	23
Application for Leave	336	3371
Application for Retirement	17	17
Issuance of Certificate of Employment	136	136
Service Record	398	398
Loan Approval and Verification	283	283
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	203	203
Processing of Terminal Leave Benefits	23	23
Request for Correction of Name and Change of Status	13	13
Requisition and Issuance of Supplies	1	368
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	245	245
Quality Assurance of Supplementary Learning Resource	245	245
Request for Basic Education Data (Internal Stakeholder)	96	157
Request for Data for EBEIS/LIS/NAT and Performance Indicators	57	126
<b>Internal Service Total</b>	<b>2118</b>	<b>8038</b>

## 20. Schools Division Office Candon City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	1423	57.47%
2. I know what a CC is but I did not see this office's CC.	16	0.65%
3. I learned of the CC only when I saw this office's CC.	16	0.65%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	1021	41.24%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	1375	55.53%
2. Somewhat easy to see	38	1.53%
3. Difficult to see	26	1.05%
4. Not visible at all	10	0.40%
5. N/A	6	0.24%
6. No answers provided	1021	41.24%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	1398	56.46%



2. Somewhat helped	48	1.94%
3. Did not help	3	0.12%
4. N/A	6	0.24%
5. No answers provided	1021	41.24%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	2476	0	2476	100%
Reliability	0	0	0	0	2476	0	2476	100%
Access and Facilities	0	0	0	1	2468	0	2469	100%
Communication	0	0	0	1	2475	0	2476	100%
Costs	0	0	0	0	14	2462	2476	100%
Integrity	0	0	0	1	2475	0	2476	100%
Assurance	0	0	0	0	2476	0	2476	100%
Outcome	0	0	0	0	2476	0	2476	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>17336</b>	<b>2462</b>	<b>19801</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	103	110
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	40	120
Certification, Authentication, Verification (CAV)	19	35
Receiving and Releasing of Communication and other Documents	321	3000
Receiving of Complaints against Non-Teaching Personnel	1	5
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	1	1
Accessing Available Learning Resources from LRMSD Porta	77	77
Borrowing of Learning Materials from Libraries	50	50
Alternative Learning System (ALS) Enrollment	12	12
Issuance of Government Permit, Renewal, Recognition of Private Schools	2	2
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0

Application for No Increase in Tuition Fee	9	9
Application for Increase in Tuition Fee	2	2
Request for Basic Education Data (from external stakeholders)	45	45
External Service Total	<b>682</b>	<b>3468</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	30	1006
Posting/Updating of Disbursement	30	1006
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	71	71
Troubleshooting of ICT Equipment	69	69
Uploading of Publications	1433	1433
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	14	14
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	35	303
Property and Equipment Clearance Signing	10	10
Program Work Flow of Submission of Contextualized Learning Resources	27	27
Quality Assurance of Supplementary Learning Resource	25	25
Request for Basic Education Data (Internal Stakeholder)	45	45
Request for Data for EBEIS/LIS/NAT and Performance Indicators	5	10
Internal Service Total	<b>1794</b>	<b>4019</b>

## 21. Schools Division Office Dagupan City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	20818	84.49%
2. I know what a CC is but I did not see this office's CC.	3617	14.68%
3. I learned of the CC only when I saw this office's CC.	4	0.02%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	200	0.81%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	21325	86.55%
2. Somewhat easy to see	3312	13.44%
3. Difficult to see	2	0.01%

4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	19761	80.20%
2. Somewhat helped	4870	19.77%
3. Did not help	8	0.03%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	9	74	2689	21867	0	24639	99.66%
Reliability	0	0	3370	3807	17462	0	24639	86.32%
Access and Facilities	0	0	988	4830	18821	0	24639	95.99%
Communication	0	0	2630	7168	14840	0	24638	89.33%
Costs	0	0	0	0	2	24637	24639	100%
Integrity	0	0	864	3124	20651	0	24639	96.46%
Assurance	0	0	187	3695	20757	0	24639	99.24%
Outcome	0	6	571	3828	19757	0	24162	97.61%
<b>Overall</b>	<b>0</b>	<b>15</b>	<b>8684</b>	<b>29141</b>	<b>134157</b>	<b>24637</b>	<b>196634</b>	<b>95.58%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	12	15
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	224	320
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	280	393
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	90	105
Issuance of Requested Documents (Non-CTC)	6	6
Issuance of Requested Documents (CTC and Photocopy of Documents)	41	44
Certification, Authentication, Verification (CAV)	2	2
Receiving and Releasing of Communication and other Documents	11233	18900
Receiving of Complaints against Non-Teaching Personnel	1	5
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	2	2
Accessing Available Learning Resources from LRMDS Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0

Issuance of Government Permit, Renewal, Recognition of Private Schools	2	2
Issuance of Special Orders for the Graduation of Private School Learners	18	20
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	2	2
Application for No Increase in Tuition Fee	24	26
Application for Increase in Tuition Fee	10	10
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>11948</b>	<b>19853</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	3837	4263
Posting/Updating of Disbursement	3410	4263
Handling of Cash Advances	6	6
User Account Management for Centrally Managed Systems	70	70
Troubleshooting of ICT Equipment	150	150
Uploading of Publications	535	658
Issuance of Certificate of No Pending Case	6	6
Issuance of Foreign Official Travel Authority	35	47
Issuance of Foreign Personal Travel Authority	87	94
Application for ERF (Equivalent Record Form)	50	51
Application for Leave	2740	3912
Application for Retirement	20	20
Issuance of Certificate of Employment	110	152
Service Record	403	565
Loan Approval and Verification	406	581
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	205	294
Processing of Terminal Leave Benefits	6	6
Request for Correction of Name and Change of Status	17	17
Requisition and Issuance of Supplies	479	532
Property and Equipment Clearance Signing	119	140
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>12691</b>	<b>15827</b>

## 22. Schools Division Office Ilocos Norte

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	27	0.38%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%

5. No answers provided	7013	99.62%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	24	0.34%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	3	0.04%
6. No answers provided	7013	99.62%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	21	0.30%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	7019	99.70%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	4	0	10	52	6968	0	7034	99.80%
Reliability	4	0	10	53	6968	0	7035	99.80%
Access and Facilities	4	0	10	53	6967	1	7035	99.80%
Communication	4	0	10	53	6967	1	7035	99.80%
Costs	4	6	10	47	6963	5	7035	99.72%
Integrity	4	0	10	53	6968	0	7035	99.80%
Assurance	4	0	10	53	6967	0	7034	99.80%
Outcome	4	0	10	53	6968	0	7035	99.80%
<b>Overall</b>	<b>32</b>	<b>6</b>	<b>80</b>	<b>417</b>	<b>55736</b>	<b>7</b>	<b>56278</b>	<b>99.79%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	386	745
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	386	542
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	211	450
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	40	45
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	1360	89416

Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	2	2
Accessing Available Learning Resources from LRMDs Portal	0	30641
Borrowing of Learning Materials from Libraries	15	16
Alternative Learning System (ALS) Enrollment	318	1845
Issuance of Government Permit, Renewal, Recognition of Private Schools	17	36
Issuance of Special Orders for the Graduation of Private School Learners	16	17
Application for SHS Additional Track/Strand	2	2
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	22	23
Application for Increase in Tuition Fee	13	13
Request for Basic Education Data (from external stakeholders)	14	15
External Service Total	<b>2802</b>	<b>123808</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	112	4631
Posting/Updating of Disbursement	112	4942
Handling of Cash Advances	28	28
User Account Management for Centrally Managed Systems	55	518
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	326	858
Issuance of Foreign Official Travel Authority	22	22
Issuance of Foreign Personal Travel Authority	137	158
Application for ERF (Equivalent Record Form)	122	122
Application for Leave	386	9215
Application for Retirement	132	132
Issuance of Certificate of Employment	187	365
Service Record	1140	1747
Loan Approval and Verification	386	2891
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	386	1360
Processing of Terminal Leave Benefits	17	18
Request for Correction of Name and Change of Status	102	139
Requisition and Issuance of Supplies	211	2029
Property and Equipment Clearance Signing	211	1013
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	166	293
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>4238</b>	<b>30481</b>

### 23. Schools Division Office Ilocos Sur

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	101	17.18%
2. I know what a CC is but I did not see this office's CC.	37	6.29%
3. I learned of the CC only when I saw this office's CC.	56	9.52%
4. I do not know what a CC is and I did not see this office's CC.	394	67.01%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	100	17.01%
2. Somewhat easy to see	8	1.36%
3. Difficult to see	28	4.76%
4. Not visible at all	65	11.05%
5. N/A	387	65.82%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	100	17.01%
2. Somewhat helped	29	4.93%
3. Did not help	68	11.56%
4. N/A	391	66.50%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	2	0	7	87	489	3	588	98.46%
Reliability	1	1	2	117	467	0	588	99.32%
Access and Facilities	1	1	9	108	463	6	588	98.11%
Communication	1	1	9	123	453	1	588	98.13%
Costs	6	2	13	87	330	150	588	95.21%
Integrity	1	2	6	107	471	1	588	98.47%
Assurance	1	0	9	117	460	1	588	98.30%
Outcome	1	1	6	121	458	1	588	98.64%
<b>Overall</b>	<b>14</b>	<b>8</b>	<b>61</b>	<b>867</b>	<b>3591</b>	<b>163</b>	<b>4704</b>	<b>98.08%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0



Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMS Porta	32	32
Borrowing of Learning Materials from Libraries	15	15
Alternative Learning System (ALS) Enrollment	29	29
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	20	27
External Service Total	<b>96</b>	<b>103</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	33	35
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	285	285
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	25	25
Program Work Flow of Submission of Contextualized Learning Resources	46	46

Quality Assurance of Supplementary Learning Resource	17	25
Request for Basic Education Data (Internal Stakeholder)	86	99
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>492</b>	<b>515</b>

## 24. Schools Division Office La Union

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	1507	82.76%
2. I know what a CC is but I did not see this office's CC.	210	11.53%
3. I learned of the CC only when I saw this office's CC.	50	2.75%
4. I do not know what a CC is and I did not see this office's CC.	53	2.91%
5. No answers provided	1	0.05%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	1506	82.70%
2. Somewhat easy to see	268	14.72%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	47	2.58%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	1503	82.54%
2. Somewhat helped	256	14.06%
3. Did not help	24	1.32%
4. N/A	38	2.09%
5. No answers provided	0	0.00%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	69	1	0	223	1499	29	1821	96.09%
Reliability	68	0	1	244	1506	1	1820	96.21%
Access and Facilities	58	0	0	227	1531	4	1820	96.81%
Communication	88	5	0	168	1555	4	1820	94.88%
Costs	0	0	0	0	104	1717	1821	100%
Integrity	57	1	0	194	1569	0	1821	96.81%
Assurance	93	0	0	194	1534	0	1821	94.89%
Outcome	69	1	0	157	1594	0	1821	96.16%
<b>Overall</b>	<b>502</b>	<b>8</b>	<b>1</b>	<b>1407</b>	<b>10892</b>	<b>1755</b>	<b>14565</b>	<b>96.48%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	18	18
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	57	57
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	57	57
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	7	7
Issuance of Requested Documents (Non-CTC)	72	72
Issuance of Requested Documents (CTC and Photocopy of Documents)	72	72
Certification, Authentication, Verification (CAV)	72	72
Receiving and Releasing of Communication and other Documents	72	72
Receiving of Complaints against Non-Teaching Personnel	72	72
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	72	72
Accessing Available Learning Resources from LRMSD Porta	12	12
Borrowing of Learning Materials from Libraries	12	12
Alternative Learning System (ALS) Enrollment	12	12
Issuance of Government Permit, Renewal, Recognition of Private Schools	32	32
Issuance of Special Orders for the Graduation of Private School Learners	32	32
Application for SHS Additional Track/Strand	32	32
Application for Summer Permit for Private Schools	32	32
Application for No Increase in Tuition Fee	32	32
Application for Increase in Tuition Fee	32	32
Request for Basic Education Data (from external stakeholders)	32	32
<b>External Service Total</b>	<b>831</b>	<b>831</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	34	34
Posting/Updating of Disbursement	34	34
Handling of Cash Advances	40	40
User Account Management for Centrally Managed Systems	51	51
Troubleshooting of ICT Equipment	51	51
Uploading of Publications	51	51
Issuance of Certificate of No Pending Case	18	18
Issuance of Foreign Official Travel Authority	48	48
Issuance of Foreign Personal Travel Authority	48	48
Application for ERF (Equivalent Record Form)	57	57
Application for Leave	57	57
Application for Retirement	57	57
Issuance of Certificate of Employment	57	57
Service Record	57	57
Loan Approval and Verification	57	57

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	57	57
Processing of Terminal Leave Benefits	57	57
Request for Correction of Name and Change of Status	57	57
Requisition and Issuance of Supplies	7	7
Property and Equipment Clearance Signing	7	7
Program Work Flow of Submission of Contextualized Learning Resources	12	12
Quality Assurance of Supplementary Learning Resource	12	12
Request for Basic Education Data (Internal Stakeholder)	32	32
Request for Data for EBEIS/LIS/NAT and Performance Indicators	32	32
Internal Service Total	<b>990</b>	<b>990</b>

### 25. Schools Division Office Laoag City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	629	24.30%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	1959	75.70%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	629	24.30%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	1959	75.70%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	629	24.30%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	1959	75.70%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	0	0	195	2379	13	2588	99.66%
Reliability	0	0	0	177	2408	3	2588	100%
Access and Facilities	0	0	0	178	2389	21	2588	100%
Communication	0	0	0	170	2303	115	2588	100%

Costs	1	0	16	181	2231	159	2588	99.30%
Integrity	0	0	0	196	2333	59	2588	100%
Assurance	0	0	0	149	2428	11	2588	100%
Outcome	1	0	0	160	2407	20	2588	99.96%
<b>Overall</b>	<b>3</b>	<b>0</b>	<b>16</b>	<b>1406</b>	<b>18878</b>	<b>401</b>	<b>20704</b>	<b>99.87%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	2	2
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	168	563
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	168	232
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	54	813
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	385	985
Borrowing of Learning Materials from Libraries	3	3
Alternative Learning System (ALS) Enrollment	370	370
Issuance of Government Permit, Renewal, Recognition of Private Schools	6	6
Issuance of Special Orders for the Graduation of Private School Learners	15	15
Application for SHS Additional Track/Strand	2	2
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	13	13
Application for Increase in Tuition Fee	5	5
Request for Basic Education Data (from external stakeholders)	16	16
<b>External Service Total</b>	<b>1207</b>	<b>3025</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	18	18
User Account Management for Centrally Managed Systems	36	52
Troubleshooting of ICT Equipment	36	180
Uploading of Publications	36	1404
Issuance of Certificate of No Pending Case	40	68
Issuance of Foreign Official Travel Authority	41	41
Issuance of Foreign Personal Travel Authority	0	0

Application for ERF (Equivalent Record Form)	27	27
Application for Leave	168	8253
Application for Retirement	27	27
Issuance of Certificate of Employment	136	136
Service Record	168	300
Loan Approval and Verification	168	493
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	132	132
Processing of Terminal Leave Benefits	9	9
Request for Correction of Name and Change of Status	14	14
Requisition and Issuance of Supplies	54	213
Property and Equipment Clearance Signing	54	112
Program Work Flow of Submission of Contextualized Learning Resources	60	60
Quality Assurance of Supplementary Learning Resource	66	66
Request for Basic Education Data (Internal Stakeholder)	26	26
Request for Data for EBEIS/LIS/NAT and Performance Indicators	65	65
<b>Internal Service Total</b>	<b>1381</b>	<b>11696</b>

## 26. Schools Division Office Pangasinan I

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	79	35.59%
2. I know what a CC is but I did not see this office's CC.	8	3.60%
3. I learned of the CC only when I saw this office's CC.	4	1.80%
4. I do not know what a CC is and I did not see this office's CC.	45	20.27%
5. No answers provided	86	38.74%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	83	37.39%
2. Somewhat easy to see	1	0.45%
3. Difficult to see	3	1.35%
4. Not visible at all	32	14.41%
5. N/A	17	7.66%
6. No answers provided	86	38.74%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	81	36.49%
2. Somewhat helped	6	2.70%
3. Did not help	5	2.25%
4. N/A	44	19.82%
5. No answers provided	86	38.74%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	2	2	59	157	0	220	98.18%
Reliability	0	0	4	39	151	0	194	97.94%
Access and Facilities	0	0	2	46	144	2	194	98.96%
Communication	0	0	3	46	145	0	194	98.45%
Costs	0	0	4	39	147	4	194	97.89%
Integrity	0	0	4	39	151	0	194	97.94%
Assurance	0	0	3	37	154	0	194	98.45%
Outcome	0	0	2	33	159	0	194	98.97%
<b>Overall</b>	0	2	24	338	1208	6	1578	98.35%

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Portal	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
<b>External Service Total</b>	<b>0</b>	<b>0</b>
Internal Services	Responses	Total Transactions
Processing of ORS	57	3565



Posting/Updating of Disbursement	57	3565
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	73	87
Troubleshooting of ICT Equipment	11	87
Uploading of Publications	3	87
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	8	8
Issuance of Foreign Personal Travel Authority	13	13
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>222</b>	<b>7412</b>

### 27. Schools Division Office Pangasinan II

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	556	62.75%
2. I know what a CC is but I did not see this office's CC.	67	7.56%
3. I learned of the CC only when I saw this office's CC.	53	5.98%
4. I do not know what a CC is and I did not see this office's CC.	208	23.48%
5. No answers provided	2	0.23%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	622	70.20%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	54	6.09%
4. Not visible at all	0	0.00%
5. N/A	208	23.48%
6. No answers provided	2	0.23%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	622	70.20%

2. Somewhat helped	0	0.00%
3. Did not help	54	6.09%
4. N/A	208	23.48%
5. No answers provided	2	0.23%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	0	1	61	820	1	884	99.77%
Reliability	1	0	0	55	828	0	884	99.89%
Access and Facilities	1	0	0	31	852	0	884	99.89%
Communication	1	0	0	33	850	0	884	99.89%
Costs	1	0	6	2	168	687	864	96.05%
Integrity	1	0	0	11	872	0	884	99.89%
Assurance	1	0	0	60	823	0	884	99.89%
Outcome	1	0	0	60	823	0	884	99.89%
<b>Overall</b>	<b>8</b>	<b>0</b>	<b>7</b>	<b>313</b>	<b>6036</b>	<b>688</b>	<b>7052</b>	<b>99.40%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	10	10
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	5	2239
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	3	3680
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	10	10
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	50	500
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	4	3503
Borrowing of Learning Materials from Libraries	7	1412
Alternative Learning System (ALS) Enrollment	3	305
Issuance of Government Permit, Renewal, Recognition of Private Schools	41	41
Issuance of Special Orders for the Graduation of Private School Learners	44	44
Application for SHS Additional Track/Strand	22	22
Application for Summer Permit for Private Schools	0	0

Application for No Increase in Tuition Fee	71	71
Application for Increase in Tuition Fee	30	30
Request for Basic Education Data (from external stakeholders)	25	1600
External Service Total	<b>325</b>	<b>13467</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	65	1616
Posting/Updating of Disbursement	2	1616
Handling of Cash Advances	15	15
User Account Management for Centrally Managed Systems	10	10
Troubleshooting of ICT Equipment	10	10
Uploading of Publications	10	10
Issuance of Certificate of No Pending Case	300	300
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	20	20
Application for ERF (Equivalent Record Form)	6	502
Application for Leave	3	4671
Application for Retirement	1	588
Issuance of Certificate of Employment	0	241
Service Record	3	1423
Loan Approval and Verification	5	3461
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	7	4263
Processing of Terminal Leave Benefits	0	205
Request for Correction of Name and Change of Status	8	357
Requisition and Issuance of Supplies	10	10
Property and Equipment Clearance Signing	26	300
Program Work Flow of Submission of Contextualized Learning Resources	4	847
Quality Assurance of Supplementary Learning Resource	9	1660
Request for Basic Education Data (Internal Stakeholder)	18	250
Request for Data for EBEIS/LIS/NAT and Performance Indicators	29	500
Internal Service Total	<b>561</b>	<b>22875</b>

## 28. Schools Division Office San Carlos City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	341	100%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	335	98.24%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%

4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	6	1.76%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	335	98.24%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	6	1.76%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	1	1	29	300	0	332	99.10%
Reliability	0	0	0	34	306	1	341	100%
Access and Facilities	0	0	1	31	303	6	341	99.70%
Communication	0	0	0	35	305	1	341	100%
Costs	6	0	6	28	227	73	340	95.51%
Integrity	0	0	0	32	307	1	340	100%
Assurance	0	0	0	32	308	1	341	100%
Outcome	0	0	0	34	306	1	341	100%
<b>Overall</b>	<b>7</b>	<b>1</b>	<b>8</b>	<b>255</b>	<b>2362</b>	<b>84</b>	<b>2717</b>	<b>99.29%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	2	344
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	1	528
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	6	71
Issuance of Requested Documents (Non-CTC)	1	31
Issuance of Requested Documents (CTC and Photocopy of Documents)	20	284
Certification, Authentication, Verification (CAV)	13	102
Receiving and Releasing of Communication and other Documents	154	47458
Receiving of Complaints against Non-Teaching Personnel	0	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	9
Accessing Available Learning Resources from LRMDS Porta	15	2283
Borrowing of Learning Materials from Libraries	1	110
Alternative Learning System (ALS) Enrollment	0	938

Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	8
External Service Total	<b>213</b>	<b>52167</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	7	635
Posting/Updating of Disbursement	2	2309
Handling of Cash Advances	5	5
User Account Management for Centrally Managed Systems	18	18
Troubleshooting of ICT Equipment	4	25
Uploading of Publications	2	451
Issuance of Certificate of No Pending Case	1	271
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	22	99
Application for ERF (Equivalent Record Form)	2	14
Application for Leave	7	9380
Application for Retirement	0	72
Issuance of Certificate of Employment	2	240
Service Record	4	2797
Loan Approval and Verification	3	1824
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	18	433
Processing of Terminal Leave Benefits	0	14
Request for Correction of Name and Change of Status	0	360
Requisition and Issuance of Supplies	2	105
Property and Equipment Clearance Signing	0	115
Program Work Flow of Submission of Contextualized Learning Resources	8	30
Quality Assurance of Supplementary Learning Resource	8	30
Request for Basic Education Data (Internal Stakeholder)	1	10
Request for Data for EBEIS/LIS/NAT and Performance Indicators	12	44
Internal Service Total	<b>128</b>	<b>19281</b>

## 29. Schools Division Office San Fernando City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%

5. No answers provided	17470	100%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	0	0.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	17470	100%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	17470	100%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	173	17276	1	17450	100%
Reliability	0	0	0	222	17184	0	0	100%
Access and Facilities	0	0	0	194	17275	0	17469	100%
Communication	0	0	0	131	17143	0	17274	100%
Costs	55	0	0	130	17284	0	17469	99.69%
Integrity	0	0	2	27	17351	89	17469	99.99%
Assurance	0	0	0	53	17416	0	17469	100%
Outcome	0	0	0	324	17132	0	17456	100%
<b>Overall</b>	<b>55</b>	<b>0</b>	<b>2</b>	<b>1254</b>	<b>138061</b>	<b>90</b>	<b>122056</b>	<b>99.96%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	540	960
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	54	54
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	10645	10645

Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Portal	24	24
Borrowing of Learning Materials from Libraries	20	20
Alternative Learning System (ALS) Enrollment	121	121
Issuance of Government Permit, Renewal, Recognition of Private Schools	5	5
Issuance of Special Orders for the Graduation of Private School Learners	5	5
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	4	4
Application for Increase in Tuition Fee	5	5
Request for Basic Education Data (from external stakeholders)	90	90
External Service Total	<b>11513</b>	<b>11933</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	520	520
User Account Management for Centrally Managed Systems	195	495
Troubleshooting of ICT Equipment	195	195
Uploading of Publications	330	330
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	55	55
Issuance of Foreign Personal Travel Authority	63	63
Application for ERF (Equivalent Record Form)	41	41
Application for Leave	0	0
Application for Retirement	31	31
Issuance of Certificate of Employment	64	64
Service Record	828	828
Loan Approval and Verification	2079	2079
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	247	247
Processing of Terminal Leave Benefits	10	10
Request for Correction of Name and Change of Status	13	13
Requisition and Issuance of Supplies	540	960
Property and Equipment Clearance Signing	540	960
Program Work Flow of Submission of Contextualized Learning Resources	50	50
Quality Assurance of Supplementary Learning Resource	5	5
Request for Basic Education Data (Internal Stakeholder)	90	90
Request for Data for EBEIS/LIS/NAT and Performance Indicators	61	141
Internal Service Total	<b>5957</b>	<b>7177</b>



### 30. Schools Division Office Urdaneta City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2876	98.70%
2. I know what a CC is but I did not see this office's CC.	10	0.34%
3. I learned of the CC only when I saw this office's CC.	24	0.82%
4. I do not know what a CC is and I did not see this office's CC.	3	0.10%
5. No answers provided	1	0.03%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	2856	98.01%
2. Somewhat easy to see	37	1.27%
3. Difficult to see	14	0.48%
4. Not visible at all	3	0.10%
5. N/A	3	0.10%
6. No answers provided	1	0.03%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2856	98.01%
2. Somewhat helped	39	1.34%
3. Did not help	3	0.10%
4. N/A	14	0.48%
5. No answers provided	2	0.07%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	1	7	118	2787	1	2914	99.73%
Reliability	1	0	1	126	2786	0	2914	99.93%
Access and Facilities	0	0	6	137	2730	41	2914	99.79%
Communication	0	0	11	70	2824	8	2913	99.62%
Costs	0	0	0	12	44	2858	2914	100%
Integrity	0	0	2	60	2842	10	2914	99.93%
Assurance	1	0	1	69	2839	4	2914	99.93%
Outcome	0	0	1	111	2802	0	2914	99.97%
<b>Overall</b>	<b>2</b>	<b>1</b>	<b>29</b>	<b>703</b>	<b>19654</b>	<b>2922</b>	<b>23311</b>	<b>99.86%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	186
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	228	374
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	173	226

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	115	164
Issuance of Requested Documents (Non-CTC)	3	12
Issuance of Requested Documents (CTC and Photocopy of Documents)	3	717
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	4	11239
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	109	149
Borrowing of Learning Materials from Libraries	35	78
Alternative Learning System (ALS) Enrollment	61	89
Issuance of Government Permit, Renewal, Recognition of Private Schools	6	6
Issuance of Special Orders for the Graduation of Private School Learners	13	13
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	1	1
Application for No Increase in Tuition Fee	14	14
Application for Increase in Tuition Fee	4	4
Request for Basic Education Data (from external stakeholders)	4	11
External Service Total	<b>773</b>	<b>13283</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	4	1077
Posting/Updating of Disbursement	2	1174
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	8	8
Troubleshooting of ICT Equipment	10	10
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	186
Issuance of Foreign Official Travel Authority	1	1
Issuance of Foreign Personal Travel Authority	6	69
Application for ERF (Equivalent Record Form)	6	6
Application for Leave	359	1221
Application for Retirement	24	25
Issuance of Certificate of Employment	108	159
Service Record	387	1154
Loan Approval and Verification	289	913
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	220	331
Processing of Terminal Leave Benefits	36	36
Request for Correction of Name and Change of Status	11	11
Requisition and Issuance of Supplies	273	930
Property and Equipment Clearance Signing	138	195
Program Work Flow of Submission of Contextualized Learning Resources	123	168

Quality Assurance of Supplementary Learning Resource	123	168
Request for Basic Education Data (Internal Stakeholder)	11	23
Request for Data for EBEIS/LIS/NAT and Performance Indicators	2	2
<b>Internal Service Total</b>	<b>2141</b>	<b>7867</b>

### 31. Schools Division Office Vigan City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	3778	91.12%
2. I know what a CC is but I did not see this office's CC.	31	0.75%
3. I learned of the CC only when I saw this office's CC.	285	6.87%
4. I do not know what a CC is and I did not see this office's CC.	52	1.25%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	3874	93.44%
2. Somewhat easy to see	175	4.22%
3. Difficult to see	32	0.77%
4. Not visible at all	29	0.70%
5. N/A	36	0.87%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	3831	92.40%
2. Somewhat helped	223	5.38%
3. Did not help	0	0.00%
4. N/A	92	2.22%
5. No answers provided	0	0.00%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	3	0	6	253	3872	12	4146	99.78%
Reliability	3	0	3	236	3904	0	4146	99.86%
Access and Facilities	5	0	5	264	3796	76	4146	99.75%
Communication	3	0	6	254	3879	4	4146	99.78%
Costs	2	0	2	5	189	3948	4146	97.98%
Integrity	3	0	4	239	3891	0	4137	99.83%
Assurance	3	0	4	237	3902	0	4146	99.83%
Outcome	3	0	2	227	3738	0	3970	99.87%
<b>Overall</b>	<b>25</b>	<b>0</b>	<b>32</b>	<b>1715</b>	<b>27171</b>	<b>4040</b>	<b>32983</b>	<b>99.59%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
--------------------------	------------------	---------------------------

Request for Correction of Entries in School Record	2	2
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	284	500
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	135	200
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	157	235
Issuance of Requested Documents (Non-CTC)	15	15
Issuance of Requested Documents (CTC and Photocopy of Documents)	8	8
Certification, Authentication, Verification (CAV)	3	3
Receiving and Releasing of Communication and other Documents	507	507
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	5	5
Accessing Available Learning Resources from LRMSD Porta	4	7
Borrowing of Learning Materials from Libraries	3	3
Alternative Learning System (ALS) Enrollment	338	338
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>1461</b>	<b>1823</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	273	902
Posting/Updating of Disbursement	24	24
Handling of Cash Advances	1268	1473
User Account Management for Centrally Managed Systems	47	52
Troubleshooting of ICT Equipment	40	43
Uploading of Publications	66	72
Issuance of Certificate of No Pending Case	29	29
Issuance of Foreign Official Travel Authority	1	1
Issuance of Foreign Personal Travel Authority	9	9
Application for ERF (Equivalent Record Form)	30	30
Application for Leave	176	300
Application for Retirement	48	50
Issuance of Certificate of Employment	80	80
Service Record	85	100
Loan Approval and Verification	45	50
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	85	100

Processing of Terminal Leave Benefits	5	5
Request for Correction of Name and Change of Status	10	10
Requisition and Issuance of Supplies	263	694
Property and Equipment Clearance Signing	73	81
Program Work Flow of Submission of Contextualized Learning Resources	7	7
Quality Assurance of Supplementary Learning Resource	21	22
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>2685</b>	<b>4134</b>

### 32. Schools Division Office Batanes

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	11300	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	11300	0.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	11300	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	11300	0	11300	100%
Reliability	0	0	0	0	11300	0	11300	100%
Access and Facilities	0	0	0	0	11300	0	11300	100%
Communication	0	0	0	0	9921	0	9921	100%
Costs	0	0	0	0	11300	0	11300	100%
Integrity	0	0	0	0	11300	0	11300	100%

Assurance	0	0	0	0	11295	0	11295	100%
Outcome	0	0	0	0	11300	0	11300	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>89016</b>	<b>0</b>	<b>89016</b>	<b>100%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	48	48
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	134	134
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	165	165
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	2	2
Receiving and Releasing of Communication and other Documents	3003	3003
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	1	1
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	77	77
Issuance of Government Permit, Renewal, Recognition of Private Schools	1	1
Issuance of Special Orders for the Graduation of Private School Learners	1	1
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	13	13
<b>External Service Total</b>	<b>3445</b>	<b>3445</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	1250	1250
Posting/Updating of Disbursement	1379	1379
Handling of Cash Advances	392	392
User Account Management for Centrally Managed Systems	435	435
Troubleshooting of ICT Equipment	322	322
Uploading of Publications	25	25
Issuance of Certificate of No Pending Case	5	5
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	1	1
Application for ERF (Equivalent Record Form)	6	6
Application for Leave	2230	2230

Application for Retirement	21	21
Issuance of Certificate of Employment	15	15
Service Record	275	275
Loan Approval and Verification	380	460
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	151	151
Processing of Terminal Leave Benefits	14	14
Request for Correction of Name and Change of Status	6	6
Requisition and Issuance of Supplies	834	834
Property and Equipment Clearance Signing	21	21
Program Work Flow of Submission of Contextualized Learning Resources	12	12
Quality Assurance of Supplementary Learning Resource	6	6
Request for Basic Education Data (Internal Stakeholder)	44	44
Request for Data for EBEIS/LIS/NAT and Performance Indicators	31	31
<b>Internal Service Total</b>	<b>7855</b>	<b>7935</b>

### 33. Schools Division Office Cagayan

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	121526	99.27%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	895	0.73%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	121507	99.25%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	914	0.75%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	121189	98.99%
2. Somewhat helped	218	0.18%
3. Did not help	0	0.00%
4. N/A	914	0.75%
5. No answers provided	100	0.08%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	525	236	33441	88219	0	122421	99.38%



Reliability	0	0	225	30828	91366	2	122421	99.82%
Access and Facilities	0	0	218	30533	91670	0	122421	99.82%
Communication	0	0	1	30965	91455	0	122421	100%
Costs	0	0	0	6	44	122144	122194	100%
Integrity	0	0	55	32825	89541	0	122421	99.96%
Assurance	0	0	110	32815	89496	0	122421	99.91%
Outcome	0	0	58	33995	88368	0	122421	99.95%
<b>Overall</b>	<b>0</b>	<b>525</b>	<b>903</b>	<b>225408</b>	<b>630159</b>	<b>122146</b>	<b>979141</b>	<b>99.86%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	4367	4367
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	2186	2186
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	375	375
Issuance of Requested Documents (Non-CTC)	189	189
Issuance of Requested Documents (CTC and Photocopy of Documents)	58	58
Certification, Authentication, Verification (CAV)	5	5
Receiving and Releasing of Communication and other Documents	62911	62911
Receiving of Complaints against Non-Teaching Personnel	11	11
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	76	76
Accessing Available Learning Resources from LRMS Porta	8606	8606
Borrowing of Learning Materials from Libraries	647	647
Alternative Learning System (ALS) Enrollment	2696	2696
Issuance of Government Permit, Renewal, Recognition of Private Schools	44	44
Issuance of Special Orders for the Graduation of Private School Learners	42	42
Application for SHS Additional Track/Strand	15	15
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	1	1
Application for Increase in Tuition Fee	5	5
Request for Basic Education Data (from external stakeholders)	10	10
<b>External Service Total</b>	<b>82244</b>	<b>82244</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	7647	7647
Posting/Updating of Disbursement	7647	7647
Handling of Cash Advances	14772	15074
User Account Management for Centrally Managed Systems	62	1245
Troubleshooting of ICT Equipment	18	18

Uploading of Publications	32	1054
Issuance of Certificate of No Pending Case	136	136
Issuance of Foreign Official Travel Authority	10	10
Issuance of Foreign Personal Travel Authority	100	100
Application for ERF (Equivalent Record Form)	236	236
Application for Leave	1200	1200
Application for Retirement	240	240
Issuance of Certificate of Employment	383	383
Service Record	786	786
Loan Approval and Verification	435	435
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	2263	2263
Processing of Terminal Leave Benefits	55	55
Request for Correction of Name and Change of Status	544	544
Requisition and Issuance of Supplies	816	816
Property and Equipment Clearance Signing	198	198
Program Work Flow of Submission of Contextualized Learning Resources	487	487
Quality Assurance of Supplementary Learning Resource	282	282
Request for Basic Education Data (Internal Stakeholder)	914	914
Request for Data for EBEIS/LIS/NAT and Performance Indicators	914	914
<b>Internal Service Total</b>	<b>40177</b>	<b>42684</b>

### 34. Schools Division Office Cauayan City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	16428	97.87%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	358	2.13%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	16428	97.87%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	358	2.13%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	16428	97.87%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	358	2.13%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	16786	0	16786	100%
Reliability	0	0	0	0	16786	0	16786	100%
Access and Facilities	0	0	0	0	16786	0	16786	100%
Communication	0	0	0	0	16786	0	16786	100%
Costs	0	0	0	0	16786	0	16786	100%
Integrity	0	0	0	0	16786	0	16786	100%
Assurance	0	0	0	0	16786	0	16786	100%
Outcome	0	0	0	0	16225	0	16225	100%
<b>Overall</b>	0	0	0	0	133727	0	133727	100%

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	231	231
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	424	424
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	191	191
Issuance of Requested Documents (Non-CTC)	2	2
Issuance of Requested Documents (CTC and Photocopy of Documents)	1	1
Certification, Authentication, Verification (CAV)	46	46
Receiving and Releasing of Communication and other Documents	2950	13539
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	2	2
Accessing Available Learning Resources from LRMSD Porta	561	2892
Borrowing of Learning Materials from Libraries	440	440
Alternative Learning System (ALS) Enrollment	271	271
Issuance of Government Permit, Renewal, Recognition of Private Schools	8	8
Issuance of Special Orders for the Graduation of Private School Learners	13	13
Application for SHS Additional Track/Strand	3	3
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	3	3
Request for Basic Education Data (from external stakeholders)	198	198
<b>External Service Total</b>	<b>5344</b>	<b>18264</b>

<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	1664	1664
Posting/Updating of Disbursement	1867	1867
Handling of Cash Advances	358	358
User Account Management for Centrally Managed Systems	233	233
Troubleshooting of ICT Equipment	34	34
Uploading of Publications	15	15
Issuance of Certificate of No Pending Case	20	20
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	19	19
Application for ERF (Equivalent Record Form)	17	17
Application for Leave	4458	4458
Application for Retirement	13	13
Issuance of Certificate of Employment	169	169
Service Record	63	63
Loan Approval and Verification	918	918
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	328	328
Processing of Terminal Leave Benefits	11	11
Request for Correction of Name and Change of Status	9	9
Requisition and Issuance of Supplies	280	280
Property and Equipment Clearance Signing	50	50
Program Work Flow of Submission of Contextualized Learning Resources	260	260
Quality Assurance of Supplementary Learning Resource	260	260
Request for Basic Education Data (Internal Stakeholder)	198	198
Request for Data for EBEIS/LIS/NAT and Performance Indicators	198	198
<b>Internal Service Total</b>	<b>11442</b>	<b>11442</b>

### 35. Schools Division Office Ilagan City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	0	0%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. No answers provided	0	0%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	0	0%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. N/A	0	0%
6. No answers provided	0	0%

CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0%
2. Somewhat helped	0	0%
3. Did not help	0	0%
4. N/A	0	0%
5. No answers provided	0	0%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	0	0	0	0%
Reliability	0	0	0	0	0	0	0	0%
Access and Facilities	0	0	0	0	0	0	0	0%
Communication	0	0	0	0	0	0	0	0%
Costs	0	0	0	0	0	0	0	0%
Integrity	0	0	0	0	0	0	0	0%
Assurance	0	0	0	0	0	0	0	0%
Outcome	0	0	0	0	0	0	0	0%
<b>Overall</b>	0	0	0	0	0	0	0	0%

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0

Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>0</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>0</b>	<b>0</b>

### 36. Schools Division Office Isabela

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1191	96.44%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	34	2.75%
4. I do not know what a CC is and I did not see this office's CC.	10	0.81%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1191	96.44%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	29	2.35%
4. Not visible at all	15	1.21%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1191	96.44%
2. Somewhat helped	0	0.00%
3. Did not help	27	2.19%
4. N/A	17	1.38%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	45	1190	0	1235	100%
Reliability	0	0	0	30	1205	0	1235	100%
Access and Facilities	0	0	0	46	1189	0	1235	100%
Communication	0	0	0	43	1192	0	1235	100%
Costs	0	0	0	25	1210	0	1235	100%
Integrity	0	0	0	32	1203	0	1235	100%
Assurance	0	0	0	41	1194	0	1235	100%
Outcome	0	0	0	45	1190	0	1235	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>307</b>	<b>9573</b>	<b>0</b>	<b>9880</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	3	3
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	482	482
Issuance of Requested Documents (CTC and Photocopy of Documents)	63	63
Certification, Authentication, Verification (CAV)	9	9
Receiving and Releasing of Communication and other Documents	476	476
Receiving of Complaints against Non-Teaching Personnel	13	13
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	14	14
Accessing Available Learning Resources from LRMS Porta	0	0



Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	18	18
External Service Total	<b>1078</b>	<b>1078</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	98	5670
User Account Management for Centrally Managed Systems	13	1872
Troubleshooting of ICT Equipment	6	155
Uploading of Publications	7	505
Issuance of Certificate of No Pending Case	6	6
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	22	22
Request for Data for EBEIS/LIS/NAT and Performance Indicators	5	5
Internal Service Total	<b>157</b>	<b>8235</b>

### 37. Schools Division Office Quirino

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	6377	68.44%
2. I know what a CC is but I did not see this office's CC.	705	7.57%

3. I learned of the CC only when I saw this office's CC.	681	7.31%
4. I do not know what a CC is and I did not see this office's CC.	1555	16.69%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	6373	68.39%
2. Somewhat easy to see	1082	11.61%
3. Difficult to see	321	3.44%
4. Not visible at all	478	5.13%
5. N/A	1064	11.42%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2202	23.63%
2. Somewhat helped	5157	55.34%
3. Did not help	344	3.69%
4. N/A	1610	17.28%
5. No answers provided	5	0.05%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	4	5	132	1090	8087	0	9318	98.49%
Reliability	1	0	83	898	8336	0	9318	99.10%
Access and Facilities	0	0	18	743	8556	1	9318	99.81%
Communication	1	0	20	616	8670	1	9308	99.77%
Costs	1366	632	5	465	294	6549	9311	27.48%
Integrity	0	0	5	777	8531	0	9313	99.95%
Assurance	0	0	17	792	8503	0	9312	99.82%
Outcome	0	0	8	638	8672	0	9318	99.91%
<b>Overall</b>	<b>1372</b>	<b>637</b>	<b>288</b>	<b>6019</b>	<b>59649</b>	<b>6551</b>	<b>74516</b>	<b>90.54%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	9	10
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	48	48
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	42	42
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	582	582
Issuance of Requested Documents (Non-CTC)	72	100
Issuance of Requested Documents (CTC and Photocopy of Documents)	13	877
Certification, Authentication, Verification (CAV)	11	11

Receiving and Releasing of Communication and other Documents	5761	30209
Receiving of Complaints against Non-Teaching Personnel	2	3
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	6	11
Accessing Available Learning Resources from LRMDS Porta	526	526
Borrowing of Learning Materials from Libraries	310	310
Alternative Learning System (ALS) Enrollment	65	65
Issuance of Government Permit, Renewal, Recognition of Private Schools	3	3
Issuance of Special Orders for the Graduation of Private School Learners	5	5
Application for SHS Additional Track/Strand	4	4
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	6	6
Request for Basic Education Data (from external stakeholders)	9	9
External Service Total	<b>7474</b>	<b>32821</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	10	10
Posting/Updating of Disbursement	10	10
Handling of Cash Advances	70	70
User Account Management for Centrally Managed Systems	83	95
Troubleshooting of ICT Equipment	36	40
Uploading of Publications	28	30
Issuance of Certificate of No Pending Case	9	9
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	38	42
Application for ERF (Equivalent Record Form)	46	46
Application for Leave	75	75
Application for Retirement	10	10
Issuance of Certificate of Employment	53	53
Service Record	51	51
Loan Approval and Verification	48	48
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	115	115
Processing of Terminal Leave Benefits	14	14
Request for Correction of Name and Change of Status	22	22
Requisition and Issuance of Supplies	723	912
Property and Equipment Clearance Signing	223	223
Program Work Flow of Submission of Contextualized Learning Resources	50	50
Quality Assurance of Supplementary Learning Resource	50	50
Request for Basic Education Data (Internal Stakeholder)	30	30
Request for Data for EBEIS/LIS/NAT and Performance Indicators	50	50
Internal Service Total	<b>1844</b>	<b>2055</b>

### 38. Schools Division Office Santiago City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1785	96.07%
2. I know what a CC is but I did not see this office's CC.	35	1.88%
3. I learned of the CC only when I saw this office's CC.	15	0.81%
4. I do not know what a CC is and I did not see this office's CC.	23	1.24%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1793	96.50%
2. Somewhat easy to see	60	3.23%
3. Difficult to see	1	0.05%
4. Not visible at all	0	0.00%
5. N/A	4	0.22%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1797	96.72%
2. Somewhat helped	56	3.01%
3. Did not help	1	0.05%
4. N/A	4	0.22%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	14	1844	0	1858	100%
Reliability	0	0	0	14	1844	0	1858	100%
Access and Facilities	0	0	1	12	1845	0	1858	99.95%
Communication	0	0	1	12	1845	0	1858	99.95%
Costs	0	0	0	2	116	1740	1858	100%
Integrity	0	0	0	11	1847	0	1858	100%
Assurance	0	0	0	9	1849	0	1858	100%
Outcome	0	0	0	9	1849	0	1858	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>83</b>	<b>13039</b>	<b>1740</b>	<b>14864</b>	<b>99.99%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	2	2
Issuance of Requested Documents (Non-CTC)	4	4
Issuance of Requested Documents (CTC and Photocopy of Documents)	4	4
Certification, Authentication, Verification (CAV)	10	10
Receiving and Releasing of Communication and other Documents	982	982
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	15	15
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	10	10
Issuance of Government Permit, Renewal, Recognition of Private Schools	4	4
Issuance of Special Orders for the Graduation of Private School Learners	10	10
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	1	1
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	3	3
Request for Basic Education Data (from external stakeholders)	103	103
External Service Total	<b>1148</b>	<b>1148</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	2	48
Posting/Updating of Disbursement	3	3
Handling of Cash Advances	459	459
User Account Management for Centrally Managed Systems	15	15
Troubleshooting of ICT Equipment	2	2
Uploading of Publications	1	1
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	2	2
Issuance of Foreign Personal Travel Authority	2	2
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	80	80
Property and Equipment Clearance Signing	64	64
Program Work Flow of Submission of Contextualized Learning Resources	15	15

Quality Assurance of Supplementary Learning Resource	15	15
Request for Basic Education Data (Internal Stakeholder)	5	5
Request for Data for EBEIS/LIS/NAT and Performance Indicators	45	45
<b>Internal Service Total</b>	<b>710</b>	<b>756</b>

### 39. Schools Division Office Nueva Vizcaya

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	8014	100%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	7929	98.94%
2. Somewhat easy to see	85	1.06%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	7949	99.19%
2. Somewhat helped	65	0.81%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	0	63	7951	0	8014	100%
Reliability	0	0	0	22	7992	0	8014	100%
Access and Facilities	0	0	0	50	7779	0	7829	100%
Communication	0	0	0	37	7792	0	7829	100%
Costs	0	0	0	0	6772	1057	7829	100%
Integrity	0	0	0	0	8014	0	8014	100%
Assurance	0	0	0	2	8012	0	8014	100%
Outcome	0	0	0	10	8004	0	8014	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>184</b>	<b>62316</b>	<b>1057</b>	<b>63557</b>	<b>100%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
--------------------------	------------------	---------------------------

Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	577	588
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	433	620
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	428	445
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	45	45
Borrowing of Learning Materials from Libraries	35	35
Alternative Learning System (ALS) Enrollment	46	46
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	185	185
External Service Total	<b>1749</b>	<b>1964</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	117	4545
Posting/Updating of Disbursement	117	4545
Handling of Cash Advances	30	30
User Account Management for Centrally Managed Systems	100	100
Troubleshooting of ICT Equipment	26	26
Uploading of Publications	20	20
Issuance of Certificate of No Pending Case	122	122
Issuance of Foreign Official Travel Authority	71	71
Issuance of Foreign Personal Travel Authority	71	71
Application for ERF (Equivalent Record Form)	276	307
Application for Leave	1845	1845
Application for Retirement	127	127
Issuance of Certificate of Employment	84	89
Service Record	1845	1845
Loan Approval and Verification	45	45
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	979	985



Processing of Terminal Leave Benefits	149	149
Request for Correction of Name and Change of Status	36	36
Requisition and Issuance of Supplies	65	84
Property and Equipment Clearance Signing	10	260
Program Work Flow of Submission of Contextualized Learning Resources	60	60
Quality Assurance of Supplementary Learning Resource	70	70
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>6265</b>	<b>15432</b>

#### 40. Schools Division Office Tuguegarao City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1080	79.06%
2. I know what a CC is but I did not see this office's CC.	18	1.32%
3. I learned of the CC only when I saw this office's CC.	5	0.37%
4. I do not know what a CC is and I did not see this office's CC.	2	0.15%
5. No answers provided	261	19.11%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1073	78.55%
2. Somewhat easy to see	27	1.98%
3. Difficult to see	3	0.22%
4. Not visible at all	0	0.00%
5. N/A	2	0.15%
6. No answers provided	261	19.11%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1076	78.77%
2. Somewhat helped	27	1.98%
3. Did not help	0	0.00%
4. N/A	2	0.15%
5. No answers provided	261	19.11%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	12	0	0	73	1281	0	1366	99.12%
Reliability	12	0	0	72	1282	0	1366	99.12%
Access and Facilities	12	0	0	58	1296	0	1366	99.12%
Communication	12	0	0	49	1302	0	1363	99.12%
Costs	12	0	0	22	208	1124	1366	95.04%
Integrity	12	0	0	49	1305	0	1366	99.12%

Assurance	12	0	0	37	1317	0	1366	99.12%
Outcome	12	0	0	35	1319	0	1366	99.12%
<b>Overall</b>	<b>96</b>	<b>0</b>	<b>0</b>	<b>395</b>	<b>9310</b>	<b>1124</b>	<b>10925</b>	<b>98.61%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	7	7
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	27	27
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	27	27
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	27	27
Issuance of Requested Documents (Non-CTC)	12	12
Issuance of Requested Documents (CTC and Photocopy of Documents)	10	10
Certification, Authentication, Verification (CAV)	8	8
Receiving and Releasing of Communication and other Documents	426	8696
Receiving of Complaints against Non-Teaching Personnel	0	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	43
Accessing Available Learning Resources from LRMSD Porta	21	21
Borrowing of Learning Materials from Libraries	24	24
Alternative Learning System (ALS) Enrollment	26	26
Issuance of Government Permit, Renewal, Recognition of Private Schools	5	5
Issuance of Special Orders for the Graduation of Private School Learners	6	6
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	3	3
Request for Basic Education Data (from external stakeholders)	27	27
<b>External Service Total</b>	<b>656</b>	<b>8970</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	173	980
Posting/Updating of Disbursement	173	980
Handling of Cash Advances	15	15
User Account Management for Centrally Managed Systems	15	15
Troubleshooting of ICT Equipment	10	10
Uploading of Publications	5	5
Issuance of Certificate of No Pending Case	32	32
Issuance of Foreign Official Travel Authority	19	19
Issuance of Foreign Personal Travel Authority	17	17
Application for ERF (Equivalent Record Form)	10	10
Application for Leave	33	33

Application for Retirement	5	5
Issuance of Certificate of Employment	10	10
Service Record	12	12
Loan Approval and Verification	6	6
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	27	27
Processing of Terminal Leave Benefits	5	5
Request for Correction of Name and Change of Status	10	10
Requisition and Issuance of Supplies	50	50
Property and Equipment Clearance Signing	10	10
Program Work Flow of Submission of Contextualized Learning Resources	30	30
Quality Assurance of Supplementary Learning Resource	30	30
Request for Basic Education Data (Internal Stakeholder)	8	8
Request for Data for EBEIS/LIS/NAT and Performance Indicators	5	5
<b>Internal Service Total</b>	<b>710</b>	<b>2324</b>

#### 41. Schools Division Office Angeles City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1114	75.73%
2. I know what a CC is but I did not see this office's CC.	198	13.46%
3. I learned of the CC only when I saw this office's CC.	35	2.38%
4. I do not know what a CC is and I did not see this office's CC.	42	2.86%
5. No answers provided	82	5.57%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1100	74.78%
2. Somewhat easy to see	231	15.70%
3. Difficult to see	27	1.84%
4. Not visible at all	25	1.70%
5. N/A	6	0.41%
6. No answers provided	82	5.57%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1141	77.57%
2. Somewhat helped	229	15.57%
3. Did not help	2	0.14%
4. N/A	17	1.16%
5. No answers provided	82	5.57%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	6	1	3	316	1145	0	1471	99.32%

Reliability	6	1	24	326	1102	12	1471	97.88%
Access and Facilities	7	0	59	373	1008	24	1471	95.44%
Communication	9	1	4	322	1000	135	1471	98.95%
Costs	111	1	131	74	28	1126	1471	29.57%
Integrity	7	1	9	288	1166	0	1471	98.84%
Assurance	7	0	5	278	1181	0	1471	99.18%
Outcome	8	0	2	272	1186	1	1469	99.32%
<b>Overall</b>	<b>161</b>	<b>5</b>	<b>237</b>	<b>2249</b>	<b>7816</b>	<b>1298</b>	<b>11766</b>	<b>89.81%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	2	2
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	2	2
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	75	90
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	47	73
Issuance of Requested Documents (Non-CTC)	87	90
Issuance of Requested Documents (CTC and Photocopy of Documents)	28	30
Certification, Authentication, Verification (CAV)	5	6
Receiving and Releasing of Communication and other Documents	404	13500
Receiving of Complaints against Non-Teaching Personnel	0	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	5	14
Accessing Available Learning Resources from LRMS Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	20	20
Issuance of Special Orders for the Graduation of Private School Learners	13	13
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	4	4
Application for No Increase in Tuition Fee	26	26
Application for Increase in Tuition Fee	13	13
Request for Basic Education Data (from external stakeholders)	12	12
<b>External Service Total</b>	<b>743</b>	<b>13896</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	202	652
Posting/Updating of Disbursement	44	652
Handling of Cash Advances	12	12
User Account Management for Centrally Managed Systems	137	170
Troubleshooting of ICT Equipment	32	34

Uploading of Publications	124	468
Issuance of Certificate of No Pending Case	70	86
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	41	125
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	13	13
Property and Equipment Clearance Signing	18	23
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	7	7
Request for Data for EBEIS/LIS/NAT and Performance Indicators	28	28
<b>Internal Service Total</b>	<b>728</b>	<b>2270</b>

#### 42. Schools Division Office Aurora

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	11	10.78%
5. No answers provided	91	89.22%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	0	0.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	11	10.78%
6. No answers provided	91	89.22%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	11	10.78%
5. No answers provided	91	89.22%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	2	14	86	0	102	98.04%
Reliability	0	0	0	12	90	0	102	100%
Access and Facilities	0	0	2	12	88	0	102	98.04%
Communication	0	0	0	17	85	0	102	100%
Costs	0	3	0	13	76	10	102	96.74%
Integrity	0	0	0	14	88	0	102	100%
Assurance	0	0	0	13	89	0	102	100%
Outcome	0	0	0	14	88	0	102	100%
<b>Overall</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>109</b>	<b>690</b>	<b>10</b>	<b>816</b>	<b>99.10%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	632
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	1103
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	1	320
Issuance of Requested Documents (Non-CTC)	2	2
Issuance of Requested Documents (CTC and Photocopy of Documents)	2	20
Certification, Authentication, Verification (CAV)	0	5
Receiving and Releasing of Communication and other Documents	11	14200
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	1	18
Accessing Available Learning Resources from LRMSD Porta	15	78
Borrowing of Learning Materials from Libraries	20	78
Alternative Learning System (ALS) Enrollment	0	98
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	5
Issuance of Special Orders for the Graduation of Private School Learners	0	9
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	1
Application for No Increase in Tuition Fee	0	2
Application for Increase in Tuition Fee	0	1
Request for Basic Education Data (from external stakeholders)	0	8
<b>External Service Total</b>	<b>52</b>	<b>16580</b>

<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	1995
Posting/Updating of Disbursement	0	1955
Handling of Cash Advances	0	4
User Account Management for Centrally Managed Systems	2	379
Troubleshooting of ICT Equipment	1	23
Uploading of Publications	1	347
Issuance of Certificate of No Pending Case	0	52
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	67
Application for ERF (Equivalent Record Form)	0	128
Application for Leave	1	6237
Application for Retirement	0	69
Issuance of Certificate of Employment	0	626
Service Record	1	3596
Loan Approval and Verification	0	4846
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	900
Processing of Terminal Leave Benefits	0	45
Request for Correction of Name and Change of Status	0	42
Requisition and Issuance of Supplies	0	157
Property and Equipment Clearance Signing	0	96
Program Work Flow of Submission of Contextualized Learning Resources	15	78
Quality Assurance of Supplementary Learning Resource	20	78
Request for Basic Education Data (Internal Stakeholder)	7	7
Request for Data for EBEIS/LIS/NAT and Performance Indicators	2	173
<b>Internal Service Total</b>	<b>50</b>	<b>21900</b>

### 43. Schools Division Office Balanga City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	991	20.88%
2. I know what a CC is but I did not see this office's CC.	24	0.51%
3. I learned of the CC only when I saw this office's CC.	13	0.27%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	3719	78.34%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	876	18.45%
2. Somewhat easy to see	152	3.20%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	3719	78.34%



CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	890	18.75%
2. Somewhat helped	138	2.91%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	3719	78.34%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	69	4677	1	0	100%
Reliability	0	0	0	6	4741	0	4747	100%
Access and Facilities	0	0	0	27	4717	2	4746	100%
Communication	0	0	0	23	4724	0	4747	100%
Costs	0	0	0	0	7	4740	4747	100%
Integrity	0	0	0	11	4736	0	4747	100%
Assurance	0	0	0	24	4723	0	4747	100%
Outcome	0	0	0	14	4730	3	4747	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>174</b>	<b>33055</b>	<b>4746</b>	<b>33228</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	167	294
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	112	158
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	82	104
Issuance of Requested Documents (CTC and Photocopy of Documents)	186	358
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	958	12324
Receiving of Complaints against Non-Teaching Personnel	1	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	1	13
Accessing Available Learning Resources from LRMSD Porta	19	20
Borrowing of Learning Materials from Libraries	10	10
Alternative Learning System (ALS) Enrollment	283	837
Issuance of Government Permit, Renewal, Recognition of Private Schools	20	20
Issuance of Special Orders for the Graduation of Private School Learners	13	13

Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	4	4
Application for No Increase in Tuition Fee	26	26
Application for Increase in Tuition Fee	13	13
Request for Basic Education Data (from external stakeholders)	12	12
External Service Total	<b>1907</b>	<b>14207</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	44	44
Posting/Updating of Disbursement	720	720
Handling of Cash Advances	587	1665
User Account Management for Centrally Managed Systems	96	127
Troubleshooting of ICT Equipment	15	16
Uploading of Publications	248	694
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	3	3
Issuance of Foreign Personal Travel Authority	46	52
Application for ERF (Equivalent Record Form)	24	26
Application for Leave	355	355
Application for Retirement	10	11
Issuance of Certificate of Employment	44	50
Service Record	136	210
Loan Approval and Verification	272	797
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	170	304
Processing of Terminal Leave Benefits	2	3
Request for Correction of Name and Change of Status	19	20
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	3	3
Quality Assurance of Supplementary Learning Resource	11	11
Request for Basic Education Data (Internal Stakeholder)	7	7
Request for Data for EBEIS/LIS/NAT and Performance Indicators	28	28
Internal Service Total	<b>2840</b>	<b>5146</b>

#### 44. Schools Division Office Bataan

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	7832	85.35%
2. I know what a CC is but I did not see this office's CC.	434	4.73%
3. I learned of the CC only when I saw this office's CC.	904	9.85%
4. I do not know what a CC is and I did not see this office's CC.	6	0.07%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	8245	89.85%

2. Somewhat easy to see	285	3.11%
3. Difficult to see	604	6.58%
4. Not visible at all	36	0.39%
5. N/A	5	0.05%
6. No answers provided	1	0.01%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8100	88.27%
2. Somewhat helped	550	5.99%
3. Did not help	519	5.66%
4. N/A	7	0.08%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	27	45	352	1573	7162	17	9176	95.37%
Reliability	22	46	372	1794	6925	17	9176	95.20%
Access and Facilities	28	45	386	1891	6801	25	9176	94.98%
Communication	24	46	387	1808	6853	57	9175	94.99%
Costs	8	1	9	79	237	8842	9176	94.61%
Integrity	28	43	418	1724	6947	16	9176	94.66%
Assurance	29	44	391	1826	6870	16	9176	94.93%
Outcome	26	39	378	1789	6928	16	9176	95.16%
<b>Overall</b>	<b>192</b>	<b>309</b>	<b>2693</b>	<b>12484</b>	<b>48723</b>	<b>9006</b>	<b>73407</b>	<b>94.99%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	114	114
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	203	203
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	31	31
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	21	21
Issuance of Requested Documents (CTC and Photocopy of Documents)	10	10
Certification, Authentication, Verification (CAV)	46	46
Receiving and Releasing of Communication and other Documents	2124	2124
Receiving of Complaints against Non-Teaching Personnel	3	3
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	40	40
Accessing Available Learning Resources from LRMS Porta	125	125

Borrowing of Learning Materials from Libraries	5	5
Alternative Learning System (ALS) Enrollment	19	19
Issuance of Government Permit, Renewal, Recognition of Private Schools	9	9
Issuance of Special Orders for the Graduation of Private School Learners	25	25
Application for SHS Additional Track/Strand	3	3
Application for Summer Permit for Private Schools	1	1
Application for No Increase in Tuition Fee	32	32
Application for Increase in Tuition Fee	32	32
Request for Basic Education Data (from external stakeholders)	6	6
External Service Total	<b>2849</b>	<b>2849</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	583	583
Posting/Updating of Disbursement	591	591
Handling of Cash Advances	28	28
User Account Management for Centrally Managed Systems	497	497
Troubleshooting of ICT Equipment	930	930
Uploading of Publications	1113	1113
Issuance of Certificate of No Pending Case	270	270
Issuance of Foreign Official Travel Authority	11	11
Issuance of Foreign Personal Travel Authority	35	35
Application for ERF (Equivalent Record Form)	109	109
Application for Leave	381	381
Application for Retirement	163	163
Issuance of Certificate of Employment	332	332
Service Record	318	318
Loan Approval and Verification	378	378
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	299	299
Processing of Terminal Leave Benefits	37	37
Request for Correction of Name and Change of Status	32	32
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	5	5
Quality Assurance of Supplementary Learning Resource	158	158
Request for Basic Education Data (Internal Stakeholder)	20	20
Request for Data for EBEIS/LIS/NAT and Performance Indicators	37	37
Internal Service Total	<b>6327</b>	<b>6327</b>

#### 45. Schools Division Office Bulacan

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1383	100%
2. I know what a CC is but I did not see this office's CC.	0	0%

3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. No answers provided	0	0%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1383	100%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. N/A	0	0%
6. No answers provided	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1383	100%
2. Somewhat helped	0	0%
3. Did not help	0	0%
4. N/A	0	0%
5. No answers provided	0	0%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	3	1380	0	1383	100%
Reliability	0	0	0	2	1381	0	1383	100%
Access and Facilities	0	0	0	12	1371	0	1383	100%
Communication	0	0	0	10	1370	0	1380	100%
Costs	0	0	0	0	0	0	0	0%
Integrity	0	0	0	2	1381	0	1383	100%
Assurance	0	0	0	73	1310	0	1383	100%
Outcome	0	0	0	5	1378	0	1383	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>107</b>	<b>9571</b>	<b>0</b>	<b>9678</b>	<b>87.50%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0

Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Portal	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>0</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	1383	1383
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>1383</b>	<b>1383</b>

#### 46. Schools Division Office Cabanatuan City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	936	84.02
2. I know what a CC is but I did not see this office's CC.	47	4.22%
3. I learned of the CC only when I saw this office's CC.	96	8.62%
4. I do not know what a CC is and I did not see this office's CC.	35	3.14%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	933	83.75%
2. Somewhat easy to see	75	6.73%
3. Difficult to see	34	3.05%
4. Not visible at all	20	1.80%
5. N/A	34	3.05%
6. No answers provided	18	1.62%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	919	82.50%
2. Somewhat helped	131	11.76%
3. Did not help	20	1.80%
4. N/A	44	3.95%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	30	9	17	271	748	39	1114	94.79%
Reliability	27	6	18	199	828	36	1114	95.27%
Access and Facilities	21	2	21	261	530	32	867	94.73%
Communication	26	2	29	250	743	31	1081	94.57%
Costs	0	0	0	2	101	1011	1114	100%
Integrity	26	3	20	258	785	22	1114	95.51%
Assurance	32	5	26	267	762	22	1114	94.23%
Outcome	31	4	20	253	787	16	1111	94.98%
<b>Overall</b>	<b>193</b>	<b>31</b>	<b>151</b>	<b>1761</b>	<b>5284</b>	<b>1209</b>	<b>8629</b>	<b>95.51%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0



Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	120	120
Accessing Available Learning Resources from LRMSD Porta	265	265
Borrowing of Learning Materials from Libraries	46	46
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>431</b>	<b>431</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	38	1241
Posting/Updating of Disbursement	41	1241
Handling of Cash Advances	290	1186
User Account Management for Centrally Managed Systems	143	226
Troubleshooting of ICT Equipment	46	52
Uploading of Publications	65	78
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	30	30

Quality Assurance of Supplementary Learning Resource	30	30
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>683</b>	<b>4084</b>

#### 47. Schools Division Office Gapan City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
c1. I know what a CC is and I saw this office's CC.	7575	89.08%
2. I know what a CC is but I did not see this office's CC.	696	8.18%
3. I learned of the CC only when I saw this office's CC.	233	2.74%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	7783	91.52%
2. Somewhat easy to see	501	5.89%
3. Difficult to see	220	2.59%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	8034	94.47%
2. Somewhat helped	466	5.48%
3. Did not help	4	0.05%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	126	200	356	679	7143	0	8504	91.98%
Reliability	48	164	389	1026	6877	0	8504	92.93%
Access and Facilities	0	5	256	529	7704	0	8494	96.93%
Communication	15	35	266	648	7530	0	8494	96.28%
Costs	2	11	201	402	7888	0	8504	97.48%
Integrity	2	8	207	400	7887	0	8504	97.45%
Assurance	4	15	148	365	7972	0	8504	98.04%
Outcome	1	10	142	529	7822	0	8504	98.20%
<b>Overall</b>	<b>198</b>	<b>448</b>	<b>1965</b>	<b>4578</b>	<b>60823</b>	<b>0</b>	<b>68012</b>	<b>96.16%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	2	2
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	215	338
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	144	184
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	48	52
Issuance of Requested Documents (Non-CTC)	15	17
Issuance of Requested Documents (CTC and Photocopy of Documents)	45	49
Certification, Authentication, Verification (CAV)	18	21
Receiving and Releasing of Communication and other Documents	4123	4315
Receiving of Complaints against Non-Teaching Personnel	2	2
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	13	16
Accessing Available Learning Resources from LRMSD Porta	41	41
Borrowing of Learning Materials from Libraries	117	128
Alternative Learning System (ALS) Enrollment	84	89
Issuance of Government Permit, Renewal, Recognition of Private Schools	15	15
Issuance of Special Orders for the Graduation of Private School Learners	8	8
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	1	1
Application for No Increase in Tuition Fee	4	4
Application for Increase in Tuition Fee	2	2
Request for Basic Education Data (from external stakeholders)	22	28
<b>External Service Total</b>	<b>4920</b>	<b>5313</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	270	320
Posting/Updating of Disbursement	120	145
Handling of Cash Advances	138	165
User Account Management for Centrally Managed Systems	96	112
Troubleshooting of ICT Equipment	129	149
Uploading of Publications	39	43
Issuance of Certificate of No Pending Case	72	81
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	23	26
Application for ERF (Equivalent Record Form)	70	82
Application for Leave	356	410
Application for Retirement	18	20
Issuance of Certificate of Employment	331	387
Service Record	1016	1156
Loan Approval and Verification	239	281

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	156	182
Processing of Terminal Leave Benefits	8	10
Request for Correction of Name and Change of Status	18	23
Requisition and Issuance of Supplies	239	261
Property and Equipment Clearance Signing	123	145
Program Work Flow of Submission of Contextualized Learning Resources	12	15
Quality Assurance of Supplementary Learning Resource	13	16
Request for Basic Education Data (Internal Stakeholder)	57	64
Request for Data for EBEIS/LIS/NAT and Performance Indicators	41	41
Internal Service Total	<b>3584</b>	<b>4134</b>

#### 48. Schools Division Office Mabalacat City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	930	100%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. No answers provided	0	0%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	930	100%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. N/A	0	0%
6. No answers provided	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	930	100%
2. Somewhat helped	0	0%
3. Did not help	0	0%
4. N/A	0	0%
5. No answers provided	0	0%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	48	882	0	930	100%
Reliability	0	0	0	48	882	0	930	100%
Access and Facilities	0	0	0	48	882	0	930	100%
Communication	0	0	0	48	882	0	930	100%

Costs	0	0	0	48	882	0	930	100%
Integrity	0	0	0	48	882	0	930	100%
Assurance	0	0	0	48	882	0	930	100%
Outcome	0	0	0	48	882	0	930	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>384</b>	<b>7056</b>	<b>0</b>	<b>7440</b>	<b>100%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	31	320
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	17	27
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	17	19
Issuance of Requested Documents (Non-CTC)	2	2
Issuance of Requested Documents (CTC and Photocopy of Documents)	4	35
Certification, Authentication, Verification (CAV)	4	8
Receiving and Releasing of Communication and other Documents	340	12100
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	24	24
Accessing Available Learning Resources from LRMSD Porta	38	460
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	6	45
Issuance of Government Permit, Renewal, Recognition of Private Schools	15	20
Issuance of Special Orders for the Graduation of Private School Learners	15	15
Application for SHS Additional Track/Strand	3	3
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	4	4
Application for Increase in Tuition Fee	6	6
Request for Basic Education Data (from external stakeholders)	1	15
<b>External Service Total</b>	<b>527</b>	<b>13103</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	27	1680
Posting/Updating of Disbursement	27	1680
Handling of Cash Advances	2	78
User Account Management for Centrally Managed Systems	5	155
Troubleshooting of ICT Equipment	5	130
Uploading of Publications	5	529
Issuance of Certificate of No Pending Case	19	166
Issuance of Foreign Official Travel Authority	21	28
Issuance of Foreign Personal Travel Authority	21	151

Application for ERF (Equivalent Record Form)	2	71
Application for Leave	1	2746
Application for Retirement	2	16
Issuance of Certificate of Employment	6	109
Service Record	3	72
Loan Approval and Verification	2	3329
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	111	443
Processing of Terminal Leave Benefits	0	12
Request for Correction of Name and Change of Status	1	51
Requisition and Issuance of Supplies	35	75
Property and Equipment Clearance Signing	56	60
Program Work Flow of Submission of Contextualized Learning Resources	13	460
Quality Assurance of Supplementary Learning Resource	13	460
Request for Basic Education Data (Internal Stakeholder)	13	25
Request for Data for EBEIS/LIS/NAT and Performance Indicators	13	13
<b>Internal Service Total</b>	<b>403</b>	<b>12539</b>

#### 49. Schools Division Office Malolos City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	6127	74.71%
2. I know what a CC is but I did not see this office's CC.	12	0.15%
3. I learned of the CC only when I saw this office's CC.	1091	13.30%
4. I do not know what a CC is and I did not see this office's CC.	1	0.01%
5. No answers provided	970	11.83%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	7200	87.79%
2. Somewhat easy to see	5	0.06%
3. Difficult to see	3	0.04%
4. Not visible at all	11	0.13%
5. N/A	12	0.15%
6. No answers provided	970	11.83%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	7215	87.98%
2. Somewhat helped	13	0.16%
3. Did not help	2	0.02%
4. N/A	1	0.01%
5. No answers provided	970	11.83%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	1	291	7884	25	8201	99.99%
Reliability	0	0	1	130	8070	0	8201	99.99%
Access and Facilities	0	0	1	1054	7137	9	8201	99.99%
Communication	0	0	1	191	8006	3	8201	99.99%
Costs	0	0	3	81	6579	1538	8201	99.95%
Integrity	0	0	9	200	7992	0	8201	99.89%
Assurance	0	0	1	204	7996	0	8201	99.99%
Outcome	0	0	1	107	8092	1	8201	99.99%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>18</b>	<b>2258</b>	<b>61756</b>	<b>1576</b>	<b>65608</b>	<b>99.97%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	112	151
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	118	163
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	120	120
Issuance of Requested Documents (Non-CTC)	1	1
Issuance of Requested Documents (CTC and Photocopy of Documents)	218	503
Certification, Authentication, Verification (CAV)	3	3
Receiving and Releasing of Communication and other Documents	2125	10300
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	3	3
Accessing Available Learning Resources from LRMDs Portal	500	524
Borrowing of Learning Materials from Libraries	68	72
Alternative Learning System (ALS) Enrollment	347	657
Issuance of Government Permit, Renewal, Recognition of Private Schools	105	105
Issuance of Special Orders for the Graduation of Private School Learners	87	87
Application for SHS Additional Track/Strand	61	61
Application for Summer Permit for Private Schools	42	42
Application for No Increase in Tuition Fee	47	47
Application for Increase in Tuition Fee	42	42
Request for Basic Education Data (from external stakeholders)	269	269
<b>External Service Total</b>	<b>4268</b>	<b>13150</b>
Internal Services	Responses	Total Transactions
Processing of ORS	330	1533



Posting/Updating of Disbursement	12	12
Handling of Cash Advances	57	57
User Account Management for Centrally Managed Systems	73	73
Troubleshooting of ICT Equipment	70	70
Uploading of Publications	100	100
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	3	8
Issuance of Foreign Personal Travel Authority	34	85
Application for ERF (Equivalent Record Form)	15	15
Application for Leave	350	3424
Application for Retirement	20	28
Issuance of Certificate of Employment	55	359
Service Record	263	1948
Loan Approval and Verification	1148	2088
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	286	485
Processing of Terminal Leave Benefits	9	9
Request for Correction of Name and Change of Status	8	8
Requisition and Issuance of Supplies	36	36
Property and Equipment Clearance Signing	39	39
Program Work Flow of Submission of Contextualized Learning Resources	228	300
Quality Assurance of Supplementary Learning Resource	120	125
Request for Basic Education Data (Internal Stakeholder)	251	251
Request for Data for EBEIS/LIS/NAT and Performance Indicators	426	426
<b>Internal Service Total</b>	<b>3933</b>	<b>11479</b>

### 50. Schools Division Office Meycauayan City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	637	61.31%
2. I know what a CC is but I did not see this office's CC.	59	5.68%
3. I learned of the CC only when I saw this office's CC.	50	4.81%
4. I do not know what a CC is and I did not see this office's CC.	293	28.20%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	621	59.77%
2. Somewhat easy to see	110	10.59%
3. Difficult to see	0	0.00%
4. Not visible at all	6	0.58%
5. N/A	302	29.07%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	701	67.47%

2. Somewhat helped	35	3.37%
3. Did not help	2	0.19%
4. N/A	301	28.97%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	6	225	806	2	1039	99.42%
Reliability	0	0	3	220	815	1	1039	99.71%
Access and Facilities	0	0	12	209	806	12	1039	98.83%
Communication	0	0	12	197	805	25	1039	98.82%
Costs	0	0	4	91	612	317	1024	99.43%
Integrity	0	1	6	195	836	1	1039	99.33%
Assurance	0	1	12	191	833	2	1039	98.75%
Outcome	0	0	11	185	829	14	1039	98.93%
<b>Overall</b>	<b>0</b>	<b>2</b>	<b>66</b>	<b>1513</b>	<b>6342</b>	<b>374</b>	<b>8297</b>	<b>99.15%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	8	10
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	88	88
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	48	70
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	14	14
Issuance of Requested Documents (Non-CTC)	42	400
Issuance of Requested Documents (CTC and Photocopy of Documents)	5	10
Certification, Authentication, Verification (CAV)	2	2
Receiving and Releasing of Communication and other Documents	168	7200
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	20	26
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0

Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>395</b>	<b>7820</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	42	1878
Posting/Updating of Disbursement	42	1878
Handling of Cash Advances	29	138
User Account Management for Centrally Managed Systems	141	141
Troubleshooting of ICT Equipment	54	54
Uploading of Publications	12	12
Issuance of Certificate of No Pending Case	15	370
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	20	30
Application for Leave	50	50
Application for Retirement	7	8
Issuance of Certificate of Employment	50	70
Service Record	50	70
Loan Approval and Verification	50	90
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	50	80
Processing of Terminal Leave Benefits	3	3
Request for Correction of Name and Change of Status	20	20
Requisition and Issuance of Supplies	7	7
Property and Equipment Clearance Signing	2	2
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>644</b>	<b>4901</b>

### 51. Schools Division Office Nueva Ecija

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	14429	92.99%
2. I know what a CC is but I did not see this office's CC.	355	2.29%
3. I learned of the CC only when I saw this office's CC.	658	4.24%
4. I do not know what a CC is and I did not see this office's CC.	74	0.48%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	14529	93.64%
2. Somewhat easy to see	856	5.52%
3. Difficult to see	57	0.37%

4. Not visible at all	0	0.00%
5. N/A	74	0.48%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	12894	83.10%
2. Somewhat helped	2515	16.21%
3. Did not help	30	0.19%
4. N/A	74	0.48%
5. No answers provided	3	0.02%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	37	3122	12283	74	15516	99.76%
Reliability	0	0	9	2638	12795	74	15516	99.94%
Access and Facilities	0	0	40	2295	13107	74	15516	99.74%
Communication	0	0	7	2341	13094	74	15516	99.95%
Costs	15	10	27	537	1189	13738	15516	97.08%
Integrity	0	0	9	1913	12562	0	14484	99.94%
Assurance	0	0	11	1833	13639	33	15516	99.93%
Outcome	0	0	8	1718	13760	30	15516	99.95%
<b>Overall</b>	<b>15</b>	<b>10</b>	<b>148</b>	<b>16397</b>	<b>92429</b>	<b>14097</b>	<b>123096</b>	<b>99.54%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	283	953
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	1057	1057
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	1378	7702
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	45	45
Issuance of Requested Documents (Non-CTC)	178	330
Issuance of Requested Documents (CTC and Photocopy of Documents)	215	485
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	1354	77325
Receiving of Complaints against Non-Teaching Personnel	33	36
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	30	33
Accessing Available Learning Resources from LRMDS Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0

Issuance of Government Permit, Renewal, Recognition of Private Schools	49	49
Issuance of Special Orders for the Graduation of Private School Learners	48	48
Application for SHS Additional Track/Strand	3	3
Application for Summer Permit for Private Schools	1	1
Application for No Increase in Tuition Fee	74	74
Application for Increase in Tuition Fee	20	20
Request for Basic Education Data (from external stakeholders)	243	662
External Service Total	<b>5011</b>	<b>88823</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	666	8723
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	123	180
User Account Management for Centrally Managed Systems	3968	9920
Troubleshooting of ICT Equipment	214	268
Uploading of Publications	474	624
Issuance of Certificate of No Pending Case	198	407
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	173	311
Application for Leave	370	5879
Application for Retirement	201	315
Issuance of Certificate of Employment	68	68
Service Record	278	997
Loan Approval and Verification	1137	1137
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	1096	3076
Processing of Terminal Leave Benefits	112	141
Request for Correction of Name and Change of Status	423	638
Requisition and Issuance of Supplies	522	522
Property and Equipment Clearance Signing	120	120
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	17	18
Request for Data for EBEIS/LIS/NAT and Performance Indicators	345	3346
Internal Service Total	<b>10505</b>	<b>36690</b>

## 52. Schools Division Office Olongapo City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4789	88.50%
2. I know what a CC is but I did not see this office's CC.	466	8.61%
3. I learned of the CC only when I saw this office's CC.	126	2.33%
4. I do not know what a CC is and I did not see this office's CC.	30	0.55%

5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	4793	88.58%
2. Somewhat easy to see	412	7.61%
3. Difficult to see	165	3.05%
4. Not visible at all	24	0.44%
5. N/A	17	0.31%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5026	92.88%
2. Somewhat helped	291	5.38%
3. Did not help	64	1.18%
4. N/A	30	0.55%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	4	5	68	651	4562	121	5411	98.54%
Reliability	2	3	214	655	4458	79	5411	95.89%
Access and Facilities	5	1	131	781	4413	80	5411	97.43%
Communication	3	3	196	774	4359	76	5411	96.21%
Costs	0	0	0	0	0	5411	5411	0.00%
Integrity	5	4	24	738	4527	113	5411	99.38%
Assurance	8	3	161	726	4340	173	5411	96.72%
Outcome	7	2	116	921	4229	136	5411	97.63%
<b>Overall</b>	<b>34</b>	<b>21</b>	<b>910</b>	<b>5246</b>	<b>30888</b>	<b>6189</b>	<b>43288</b>	<b>85.23%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	24	24
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	269	714
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	213	475
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	259	486
Issuance of Requested Documents (Non-CTC)	6	6
Issuance of Requested Documents (CTC and Photocopy of Documents)	4	4
Certification, Authentication, Verification (CAV)	1	1
Receiving and Releasing of Communication and other Documents	389	26047

Receiving of Complaints against Non-Teaching Personnel	36	39
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	47	49
Accessing Available Learning Resources from LRMDs Portal	140	140
Borrowing of Learning Materials from Libraries	9	9
Alternative Learning System (ALS) Enrollment	54	60
Issuance of Government Permit, Renewal, Recognition of Private Schools	4	4
Issuance of Special Orders for the Graduation of Private School Learners	21	21
Application for SHS Additional Track/Strand	9	9
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	9	9
Application for Increase in Tuition Fee	12	12
Request for Basic Education Data (from external stakeholders)	4	4
External Service Total	<b>1510</b>	<b>28113</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	341	2240
Posting/Updating of Disbursement	381	2240
Handling of Cash Advances	50	50
User Account Management for Centrally Managed Systems	286	403
Troubleshooting of ICT Equipment	89	89
Uploading of Publications	273	667
Issuance of Certificate of No Pending Case	211	211
Issuance of Foreign Official Travel Authority	1	1
Issuance of Foreign Personal Travel Authority	110	120
Application for ERF (Equivalent Record Form)	32	35
Application for Leave	311	1517
Application for Retirement	43	48
Issuance of Certificate of Employment	483	483
Service Record	307	915
Loan Approval and Verification	380	1803
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	217	471
Processing of Terminal Leave Benefits	20	29
Request for Correction of Name and Change of Status	57	57
Requisition and Issuance of Supplies	124	182
Property and Equipment Clearance Signing	43	48
Program Work Flow of Submission of Contextualized Learning Resources	36	38
Quality Assurance of Supplementary Learning Resource	79	96
Request for Basic Education Data (Internal Stakeholder)	8	8
Request for Data for EBEIS/LIS/NAT and Performance Indicators	19	19
Internal Service Total	<b>3901</b>	<b>11770</b>



### 53. Schools Division Office Pampanga

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3017	63.97%
2. I know what a CC is but I did not see this office's CC.	67	1.42%
3. I learned of the CC only when I saw this office's CC.	77	1.63%
4. I do not know what a CC is and I did not see this office's CC.	92	1.95%
5. No answers provided	1463	31.02%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	3021	64.06%
2. Somewhat easy to see	92	1.95%
3. Difficult to see	16	0.34%
4. Not visible at all	33	0.70%
5. N/A	67	1.42%
6. No answers provided	1487	31.53%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3039	64.44%
2. Somewhat helped	76	1.61%
3. Did not help	8	0.17%
4. N/A	89	1.89%
5. No answers provided	1504	31.89%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	405	15	10	506	3583	164	4683	90.48%
Reliability	142	2	5	319	4181	57	4706	96.80%
Access and Facilities	136	3	13	310	4095	151	4708	96.66%
Communication	139	3	15	333	4113	105	4708	96.59%
Costs	132	8	24	289	3807	448	4708	96.15%
Integrity	139	2	10	300	4179	84	4714	96.74%
Assurance	138	4	5	295	4168	89	4699	96.81%
Outcome	141	2	6	292	4185	82	4708	96.78%
<b>Overall</b>	<b>1372</b>	<b>39</b>	<b>88</b>	<b>2644</b>	<b>32311</b>	<b>1180</b>	<b>37634</b>	<b>95.88%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	156	1333
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	289	1167

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	48	273
Issuance of Requested Documents (Non-CTC)	28	35
Issuance of Requested Documents (CTC and Photocopy of Documents)	86	94
Certification, Authentication, Verification (CAV)	38	41
Receiving and Releasing of Communication and other Documents	1692	46954
Receiving of Complaints against Non-Teaching Personnel	18	41
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	44	196
Accessing Available Learning Resources from LRMS Porta	0	1370
Borrowing of Learning Materials from Libraries	4	10
Alternative Learning System (ALS) Enrollment	2	8
Issuance of Government Permit, Renewal, Recognition of Private Schools	4	80
Issuance of Special Orders for the Graduation of Private School Learners	2	83
Application for SHS Additional Track/Strand	0	83
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	6	46
Application for Increase in Tuition Fee	6	46
Request for Basic Education Data (from external stakeholders)	20	20
External Service Total	<b>2443</b>	<b>51880</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	31	437
Posting/Updating of Disbursement	112	12000
Handling of Cash Advances	62	62
User Account Management for Centrally Managed Systems	18	1524
Troubleshooting of ICT Equipment	14	193
Uploading of Publications	3	45
Issuance of Certificate of No Pending Case	88	8496
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	140	1392
Application for ERF (Equivalent Record Form)	132	284
Application for Leave	301	10734
Application for Retirement	36	223
Issuance of Certificate of Employment	264	416
Service Record	256	3443
Loan Approval and Verification	391	9892
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	247	2261
Processing of Terminal Leave Benefits	9	68
Request for Correction of Name and Change of Status	29	262
Requisition and Issuance of Supplies	48	273
Property and Equipment Clearance Signing	48	964
Program Work Flow of Submission of Contextualized Learning Resources	0	59

Quality Assurance of Supplementary Learning Resource	0	46
Request for Basic Education Data (Internal Stakeholder)	24	24
Request for Data for EBEIS/LIS/NAT and Performance Indicators	20	20
<b>Internal Service Total</b>	<b>2273</b>	<b>53118</b>

#### 54. Schools Division Office San Fernando City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	631	68.89%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	3	0.33%
4. I do not know what a CC is and I did not see this office's CC.	276	30.13%
5. No answers provided	6	0.66%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	589	64.30%
2. Somewhat easy to see	15	1.64%
3. Difficult to see	2	0.22%
4. Not visible at all	29	3.17%
5. N/A	277	30.24%
6. No answers provided	4	0.44%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	560	61.14%
2. Somewhat helped	0	0.00%
3. Did not help	35	3.82%
4. N/A	317	34.61%
5. No answers provided	4	0.44%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	4	3	6	114	775	14	916	98.56%
Reliability	2	3	4	103	797	7	916	99.01%
Access and Facilities	1	5	3	109	771	27	916	98.99%
Communication	2	5	13	108	778	10	916	97.79%
Costs	10	9	18	96	561	221	915	94.67%
Integrity	6	1	6	97	801	5	916	98.57%
Assurance	6	1	2	105	797	5	916	99.01%
Outcome	6	2	4	103	796	5	916	98.68%
<b>Overall</b>	<b>37</b>	<b>29</b>	<b>56</b>	<b>835</b>	<b>6076</b>	<b>294</b>	<b>7327</b>	<b>98.16%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	1	1
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	16	380
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	10	292
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	34	193
Issuance of Requested Documents (Non-CTC)	4	82
Issuance of Requested Documents (CTC and Photocopy of Documents)	13	19
Certification, Authentication, Verification (CAV)	16	16
Receiving and Releasing of Communication and other Documents	153	16577
Receiving of Complaints against Non-Teaching Personnel	0	2
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	3	11
Accessing Available Learning Resources from LRMS Portal	16	25
Borrowing of Learning Materials from Libraries	57	250
Alternative Learning System (ALS) Enrollment	19	37
Issuance of Government Permit, Renewal, Recognition of Private Schools	7	14
Issuance of Special Orders for the Graduation of Private School Learners	2	16
Application for SHS Additional Track/Strand	1	4
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	1	14
Application for Increase in Tuition Fee	4	15
Request for Basic Education Data (from external stakeholders)	5	5
<b>External Service Total</b>	<b>362</b>	<b>17953</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	63	361
Posting/Updating of Disbursement	54	559
Handling of Cash Advances	9	10
User Account Management for Centrally Managed Systems	31	248
Troubleshooting of ICT Equipment	44	60
Uploading of Publications	47	180
Issuance of Certificate of No Pending Case	58	305
Issuance of Foreign Official Travel Authority	0	2
Issuance of Foreign Personal Travel Authority	5	159
Application for ERF (Equivalent Record Form)	1	91
Application for Leave	5	6962
Application for Retirement	3	35
Issuance of Certificate of Employment	10	173
Service Record	8	368
Loan Approval and Verification	15	2193

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	44	461
Processing of Terminal Leave Benefits	1	25
Request for Correction of Name and Change of Status	3	49
Requisition and Issuance of Supplies	48	193
Property and Equipment Clearance Signing	7	272
Program Work Flow of Submission of Contextualized Learning Resources	11	25
Quality Assurance of Supplementary Learning Resource	14	20
Request for Basic Education Data (Internal Stakeholder)	10	10
Request for Data for EBEIS/LIS/NAT and Performance Indicators	63	63
Internal Service Total	<b>554</b>	<b>12824</b>

### 55. Schools Division Office San Jose City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	284	49.39%
2. I know what a CC is but I did not see this office's CC.	166	28.87%
3. I learned of the CC only when I saw this office's CC.	119	20.70%
4. I do not know what a CC is and I did not see this office's CC.	6	1.04%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	566	98.43%
2. Somewhat easy to see	3	0.52%
3. Difficult to see	2	0.35%
4. Not visible at all	4	0.70%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	567	98.61%
2. Somewhat helped	0	0.00%
3. Did not help	6	1.04%
4. N/A	2	0.35%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	14	0	2	29	530	0	575	97.22%
Reliability	13	0	3	24	535	0	575	97.22%
Access and Facilities	13	0	1	23	538	0	575	97.57%
Communication	14	0	2	24	535	0	575	97.22%

Costs	0	0	0	0	0	575	575	0%
Integrity	14	0	2	23	536	0	575	97.22%
Assurance	15	0	2	21	537	0	575	97.04%
Outcome	15	1	3	23	533	0	575	96.70%
<b>Overall</b>	<b>98</b>	<b>1</b>	<b>15</b>	<b>167</b>	<b>3744</b>	<b>575</b>	<b>4600</b>	<b>85.02%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	3	7
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	8	88
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	8	88
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	4	25
Issuance of Requested Documents (Non-CTC)	6	241
Issuance of Requested Documents (CTC and Photocopy of Documents)	5	241
Certification, Authentication, Verification (CAV)	6	241
Receiving and Releasing of Communication and other Documents	224	241
Receiving of Complaints against Non-Teaching Personnel	0	241
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	241
Accessing Available Learning Resources from LRMSD Porta	12	64
Borrowing of Learning Materials from Libraries	6	64
Alternative Learning System (ALS) Enrollment	6	64
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	11
Issuance of Special Orders for the Graduation of Private School Learners	11	11
Application for SHS Additional Track/Strand	0	11
Application for Summer Permit for Private Schools	0	11
Application for No Increase in Tuition Fee	0	11
Application for Increase in Tuition Fee	0	11
Request for Basic Education Data (from external stakeholders)	0	38
<b>External Service Total</b>	<b>299</b>	<b>1950</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	3	7
Posting/Updating of Disbursement	4	7
Handling of Cash Advances	23	23
User Account Management for Centrally Managed Systems	38	84
Troubleshooting of ICT Equipment	39	84
Uploading of Publications	7	84
Issuance of Certificate of No Pending Case	4	7
Issuance of Foreign Official Travel Authority	3	8
Issuance of Foreign Personal Travel Authority	3	8

Application for ERF (Equivalent Record Form)	5	88
Application for Leave	7	88
Application for Retirement	5	88
Issuance of Certificate of Employment	6	88
Service Record	9	88
Loan Approval and Verification	16	88
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	15	88
Processing of Terminal Leave Benefits	4	88
Request for Correction of Name and Change of Status	5	88
Requisition and Issuance of Supplies	13	25
Property and Equipment Clearance Signing	8	25
Program Work Flow of Submission of Contextualized Learning Resources	9	64
Quality Assurance of Supplementary Learning Resource	12	64
Request for Basic Education Data (Internal Stakeholder)	23	38
Request for Data for EBEIS/LIS/NAT and Performance Indicators	15	38
Internal Service Total	<b>276</b>	<b>1358</b>

### 56. Schools Division Office San Jose Del Monte City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	941	61.95%
2. I know what a CC is but I did not see this office's CC.	18	1.18%
3. I learned of the CC only when I saw this office's CC.	418	27.52%
4. I do not know what a CC is and I did not see this office's CC.	142	9.35%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1357	89.34%
2. Somewhat easy to see	7	0.46%
3. Difficult to see	12	0.79%
4. Not visible at all	19	1.25%
5. N/A	124	8.16%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1354	89.14%
2. Somewhat helped	14	0.92%
3. Did not help	12	0.79%
4. N/A	139	9.15%
5. No answers provided	0	0.00%



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	2	5	192	1320	0	1519	99.54%
Reliability	0	2	3	148	1366	0	1519	99.67%
Access and Facilities	0	3	26	136	1268	0	1433	97.98%
Communication	0	2	12	132	1373	0	1519	99.08%
Costs	2	1	8	58	649	801	1519	98.47%
Integrity	0	3	3	77	1052	384	1519	99.47%
Assurance	0	3	6	128	1381	1	1519	99.41%
Outcome	0	2	2	95	1420	0	1519	99.74%
<b>Overall</b>	<b>2</b>	<b>18</b>	<b>65</b>	<b>966</b>	<b>9829</b>	<b>1186</b>	<b>12066</b>	<b>99.17%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	1	17
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	11	650
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	15	875
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	46	1650
Issuance of Requested Documents (Non-CTC)	19	87
Issuance of Requested Documents (CTC and Photocopy of Documents)	11	163
Certification, Authentication, Verification (CAV)	11	20
Receiving and Releasing of Communication and other Documents	46	16883
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	197	288
Borrowing of Learning Materials from Libraries	48	48
Alternative Learning System (ALS) Enrollment	350	2606
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	81	85
<b>External Service Total</b>	<b>836</b>	<b>23372</b>
Internal Services	Responses	Total Transactions
Processing of ORS	75	2706

Posting/Updating of Disbursement	86	3169
Handling of Cash Advances	72	2864
User Account Management for Centrally Managed Systems	19	502
Troubleshooting of ICT Equipment	15	40
Uploading of Publications	0	713
Issuance of Certificate of No Pending Case	1	1
Issuance of Foreign Official Travel Authority	8	8
Issuance of Foreign Personal Travel Authority	8	8
Application for ERF (Equivalent Record Form)	4	425
Application for Leave	3	6874
Application for Retirement	1	25
Issuance of Certificate of Employment	50	94
Service Record	5	5
Loan Approval and Verification	2	193
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	15	747
Processing of Terminal Leave Benefits	3	120
Request for Correction of Name and Change of Status	0	22
Requisition and Issuance of Supplies	34	1295
Property and Equipment Clearance Signing	65	395
Program Work Flow of Submission of Contextualized Learning Resources	50	250
Quality Assurance of Supplementary Learning Resource	132	201
Request for Basic Education Data (Internal Stakeholder)	26	26
Request for Data for EBEIS/LIS/NAT and Performance Indicators	9	9
<b>Internal Service Total</b>	<b>683</b>	<b>20692</b>

### 57. Schools Division Office Science City of Muñoz

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	8204	97.62%
2. I know what a CC is but I did not see this office's CC.	62	0.74%
3. I learned of the CC only when I saw this office's CC.	77	0.92%
4. I do not know what a CC is and I did not see this office's CC.	61	0.73%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	8197	97.54%
2. Somewhat easy to see	140	1.67%
3. Difficult to see	33	0.39%
4. Not visible at all	10	0.12%
5. N/A	24	0.29%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	8184	97.38%

2. Somewhat helped	171	2.03%
3. Did not help	12	0.14%
4. N/A	37	0.44%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	0	0	56	8347	0	8404	99.99%
Reliability	0	0	0	60	8344	0	8404	100%
Access and Facilities	0	0	0	57	8347	0	8404	100%
Communication	0	0	0	51	8353	0	8404	100%
Costs	0	0	0	0	0	8404	8404	0.00%
Integrity	0	0	0	44	8360	0	8404	100%
Assurance	0	0	0	52	8352	0	8404	100%
Outcome	0	0	0	50	8354	0	8404	100%
<b>Overall</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>370</b>	<b>58457</b>	<b>8404</b>	<b>67232</b>	<b>87.50%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	161	161
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	126	126
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	104	143
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	6	6
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	847	1537
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	9	9
Accessing Available Learning Resources from LRMSD Porta	10	10
Borrowing of Learning Materials from Libraries	15	16
Alternative Learning System (ALS) Enrollment	10	10
Issuance of Government Permit, Renewal, Recognition of Private Schools	2	2
Issuance of Special Orders for the Graduation of Private School Learners	1	1
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0

Application for No Increase in Tuition Fee	1	1
Application for Increase in Tuition Fee	2	2
Request for Basic Education Data (from external stakeholders)	349	349
External Service Total	<b>1643</b>	<b>2373</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	286	1119
Posting/Updating of Disbursement	12	12
Handling of Cash Advances	17	17
User Account Management for Centrally Managed Systems	113	160
Troubleshooting of ICT Equipment	31	34
Uploading of Publications	222	527
Issuance of Certificate of No Pending Case	9	9
Issuance of Foreign Official Travel Authority	1	1
Issuance of Foreign Personal Travel Authority	40	40
Application for ERF (Equivalent Record Form)	21	21
Application for Leave	4235	4235
Application for Retirement	19	19
Issuance of Certificate of Employment	131	131
Service Record	154	154
Loan Approval and Verification	767	767
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	180	180
Processing of Terminal Leave Benefits	10	10
Request for Correction of Name and Change of Status	20	20
Requisition and Issuance of Supplies	250	303
Property and Equipment Clearance Signing	111	155
Program Work Flow of Submission of Contextualized Learning Resources	33	33
Quality Assurance of Supplementary Learning Resource	33	33
Request for Basic Education Data (Internal Stakeholder)	2	2
Request for Data for EBEIS/LIS/NAT and Performance Indicators	64	64
Internal Service Total	<b>6761</b>	<b>8046</b>

### 58. Schools Division Office Tarlac Province

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	9671	14.86%
4. I do not know what a CC is and I did not see this office's CC.	55428	85.14%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	0	0.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	7026	10.79%

4. Not visible at all	58073	89.21%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	3808	5.85%
4. N/A	61291	94.15%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	2598	62501	0	65099	100%
Reliability	0	0	0	2598	62501	0	65099	100%
Access and Facilities	0	0	0	2598	62501	0	65099	100%
Communication	0	0	0	2598	62501	0	65099	100%
Costs	0	0	0	2598	62501	0	65099	100%
Integrity	0	0	0	2598	62501	0	65099	100%
Assurance	0	0	0	2598	62501	0	65099	100%
Outcome	0	0	0	2598	62501	0	65099	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20784</b>	<b>500008</b>	<b>0</b>	<b>520792</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	241	411
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	1511	8109
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	1511	8109
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	1951	2711
Issuance of Requested Documents (Non-CTC)	1295	2759
Issuance of Requested Documents (CTC and Photocopy of Documents)	1295	2759
Certification, Authentication, Verification (CAV)	1295	2759
Receiving and Releasing of Communication and other Documents	1295	2759
Receiving of Complaints against Non-Teaching Personnel	1295	2759
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	1295	2759
Accessing Available Learning Resources from LRMDS Porta	1584	3901
Borrowing of Learning Materials from Libraries	1584	3901
Alternative Learning System (ALS) Enrollment	1584	3901

Issuance of Government Permit, Renewal, Recognition of Private Schools	1549	1785
Issuance of Special Orders for the Graduation of Private School Learners	1549	1785
Application for SHS Additional Track/Strand	1549	1785
Application for Summer Permit for Private Schools	1549	1785
Application for No Increase in Tuition Fee	1549	1785
Application for Increase in Tuition Fee	1549	1785
Request for Basic Education Data (from external stakeholders)	1624	2814
External Service Total	<b>28654</b>	<b>61121</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	1547	7611
Posting/Updating of Disbursement	1547	7611
Handling of Cash Advances	1326	9044
User Account Management for Centrally Managed Systems	1479	3661
Troubleshooting of ICT Equipment	1479	3661
Uploading of Publications	1479	3661
Issuance of Certificate of No Pending Case	241	411
Issuance of Foreign Official Travel Authority	1715	4077
Issuance of Foreign Personal Travel Authority	1715	4077
Application for ERF (Equivalent Record Form)	1511	8109
Application for Leave	1511	8109
Application for Retirement	1511	8109
Issuance of Certificate of Employment	1511	8109
Service Record	1511	8109
Loan Approval and Verification	1511	8109
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	1511	8109
Processing of Terminal Leave Benefits	1511	8109
Request for Correction of Name and Change of Status	1511	8109
Requisition and Issuance of Supplies	1951	2711
Property and Equipment Clearance Signing	1951	2711
Program Work Flow of Submission of Contextualized Learning Resources	1584	3901
Quality Assurance of Supplementary Learning Resource	1584	3901
Request for Basic Education Data (Internal Stakeholder)	1624	2814
Request for Data for EBEIS/LIS/NAT and Performance Indicators	1624	2814
Internal Service Total	<b>36445</b>	<b>135647</b>

### 59. Schools Division Office Tarlac City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1938	81.91%
2. I know what a CC is but I did not see this office's CC.	196	8.28%
3. I learned of the CC only when I saw this office's CC.	154	6.51%
4. I do not know what a CC is and I did not see this office's CC.	66	2.79%

5. No answers provided	12	0.51%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1804	76.25%
2. Somewhat easy to see	113	4.78%
3. Difficult to see	145	6.13%
4. Not visible at all	260	10.99%
5. N/A	32	1.35%
6. No answers provided	12	0.51%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1837	77.64%
2. Somewhat helped	75	3.17%
3. Did not help	389	16.44%
4. N/A	47	1.99%
5. No answers provided	18	0.76%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	3	3	10	162	2185	3	2366	99.32%
Reliability	61	30	33	401	1703	138	2366	94.43%
Access and Facilities	65	34	47	402	1672	144	2364	93.42%
Communication	14	9	61	440	1819	23	2366	96.41%
Costs	212	74	61	284	857	878	2366	76.68%
Integrity	16	18	37	388	1895	12	2366	96.98%
Assurance	12	16	47	424	1849	18	2366	96.81%
Outcome	13	17	41	411	1867	17	2366	96.98%
<b>Overall</b>	<b>396</b>	<b>201</b>	<b>337</b>	<b>2912</b>	<b>13847</b>	<b>1233</b>	<b>18926</b>	<b>93.88%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	4	4
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	50	821
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	33	443
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	122	866
Issuance of Requested Documents (CTC and Photocopy of Documents)	62	467
Certification, Authentication, Verification (CAV)	19	19
Receiving and Releasing of Communication and other Documents	329	1605



Receiving of Complaints against Non-Teaching Personnel	5	5
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	7	7
Accessing Available Learning Resources from LRMDs Portal	184	184
Borrowing of Learning Materials from Libraries	3	3
Alternative Learning System (ALS) Enrollment	352	1441
Issuance of Government Permit, Renewal, Recognition of Private Schools	15	15
Issuance of Special Orders for the Graduation of Private School Learners	24	24
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	41	43
Application for Increase in Tuition Fee	11	11
Request for Basic Education Data (from external stakeholders)	32	32
External Service Total	<b>1294</b>	<b>5991</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	90	621
User Account Management for Centrally Managed Systems	216	1071
Troubleshooting of ICT Equipment	39	54
Uploading of Publications	10	409
Issuance of Certificate of No Pending Case	246	628
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	64	77
Application for ERF (Equivalent Record Form)	25	53
Application for Leave	61	1172
Application for Retirement	5	5
Issuance of Certificate of Employment	9	9
Service Record	40	851
Loan Approval and Verification	24	2696
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	95	788
Processing of Terminal Leave Benefits	2	2
Request for Correction of Name and Change of Status	3	3
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	12	12
Quality Assurance of Supplementary Learning Resource	22	22
Request for Basic Education Data (Internal Stakeholder)	33	33
Request for Data for EBEIS/LIS/NAT and Performance Indicators	76	76
Internal Service Total	<b>1072</b>	<b>8582</b>

### 60. Schools Division Office Zambales

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	956	93.54%
2. I know what a CC is but I did not see this office's CC.	36	3.52%
3. I learned of the CC only when I saw this office's CC.	29	2.84%
4. I do not know what a CC is and I did not see this office's CC.	1	0.10%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	970	94.91%
2. Somewhat easy to see	50	4.89%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	2	0.20%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	946	92.56%
2. Somewhat helped	75	7.34%
3. Did not help	0	0.00%
4. N/A	1	0.10%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	2	0	0	47	972	1	1022	99.80%
Reliability	0	0	0	38	984	0	1022	100%
Access and Facilities	0	0	1	46	475	500	1022	99.81%
Communication	0	0	0	30	991	1	1022	100%
Costs	1	0	14	23	87	895	1020	88%
Integrity	0	0	1	39	977	5	1022	99.90%
Assurance	0	0	1	30	990	1	1022	99.90%
Outcome	0	0	2	542	476	2	1022	99.80%
<b>Overall</b>	<b>3</b>	<b>0</b>	<b>19</b>	<b>795</b>	<b>5952</b>	<b>1405</b>	<b>8174</b>	<b>98.40%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	27	70
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	7	7
Certification, Authentication, Verification (CAV)	2	2
Receiving and Releasing of Communication and other Documents	99	5619
Receiving of Complaints against Non-Teaching Personnel	0	7
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	15
Accessing Available Learning Resources from LRMSD Porta	8	8
Borrowing of Learning Materials from Libraries	9	9
Alternative Learning System (ALS) Enrollment	10	10
Issuance of Government Permit, Renewal, Recognition of Private Schools	17	17
Issuance of Special Orders for the Graduation of Private School Learners	33	33
Application for SHS Additional Track/Strand	2	2
Application for Summer Permit for Private Schools	1	1
Application for No Increase in Tuition Fee	50	50
Application for Increase in Tuition Fee	18	18
Request for Basic Education Data (from external stakeholders)	5	5
External Service Total	<b>288</b>	<b>5873</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	21	21
Posting/Updating of Disbursement	8	8
Handling of Cash Advances	25	176
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	10	70
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	408	408
Property and Equipment Clearance Signing	91	91
Program Work Flow of Submission of Contextualized Learning Resources	31	130

Quality Assurance of Supplementary Learning Resource	130	130
Request for Basic Education Data (Internal Stakeholder)	5	5
Request for Data for EBEIS/LIS/NAT and Performance Indicators	5	5
Internal Service Total	<b>734</b>	<b>1044</b>

### 61. Schools Division Office Antipolo City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	666	100%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	0	0.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	666	100%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	666	100%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	30	0	0	24	612	0	666	95.50%
Reliability	28	0	1	24	611	0	664	95.63%
Access and Facilities	31	0	0	26	609	0	666	95.35%
Communication	31	0	0	22	613	0	666	95.35%
Costs	31	0	0	23	612	0	666	95.35%
Integrity	31	0	1	22	612	0	666	95.20%
Assurance	31	0	0	23	612	0	666	95.35%
Outcome	31	0	0	19	616	0	666	95.35%
<b>Overall</b>	<b>244</b>	<b>0</b>	<b>2</b>	<b>183</b>	<b>4897</b>	<b>0</b>	<b>5326</b>	<b>95.39%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	34	218
Issuance of Requested Documents (Non-CTC)	10	350
Issuance of Requested Documents (CTC and Photocopy of Documents)	12	350
Certification, Authentication, Verification (CAV)	12	350
Receiving and Releasing of Communication and other Documents	259	350
Receiving of Complaints against Non-Teaching Personnel	0	350
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	350
Accessing Available Learning Resources from LRMSD Porta	19	354
Borrowing of Learning Materials from Libraries	0	354
Alternative Learning System (ALS) Enrollment	4	354
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	14	272
<b>External Service Total</b>	<b>364</b>	<b>3652</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	3	43
User Account Management for Centrally Managed Systems	14	31
Troubleshooting of ICT Equipment	14	31
Uploading of Publications	2	34
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	166	218
Property and Equipment Clearance Signing	8	218
Program Work Flow of Submission of Contextualized Learning Resources	5	354
Quality Assurance of Supplementary Learning Resource	10	354
Request for Basic Education Data (Internal Stakeholder)	6	272
Request for Data for EBEIS/LIS/NAT and Performance Indicators	74	272
Internal Service Total	<b>302</b>	<b>1827</b>

## 62. Schools Division Office Bacoor City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2882	96.36%
2. I know what a CC is but I did not see this office's CC.	89	2.98%
3. I learned of the CC only when I saw this office's CC.	12	0.40%
4. I do not know what a CC is and I did not see this office's CC.	6	0.20%
5. No answers provided	2	0.07%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	2870	95.95%
2. Somewhat easy to see	112	3.74%
3. Difficult to see	1	0.03%
4. Not visible at all	1	0.03%
5. N/A	5	0.17%
6. No answers provided	2	0.07%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2861	95.65%
2. Somewhat helped	126	4.21%
3. Did not help	0	0.00%
4. N/A	1	0.03%
5. No answers provided	3	0.10%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	0	10	218	2756	6	2991	99.63%
Reliability	2	1	1	247	2725	5	2981	99.87%
Access and Facilities	2	0	0	275	2704	10	2991	99.93%
Communication	6	0	1	302	2677	5	2991	99.77%

Costs	2	0	6	216	2671	96	2991	99.72%
Integrity	3	1	1	287	2698	1	2991	99.83%
Assurance	2	0	1	287	2700	1	2991	99.90%
Outcome	3	0	12	279	2693	3	2990	99.50%
<b>Overall</b>	<b>21</b>	<b>2</b>	<b>32</b>	<b>2111</b>	<b>21624</b>	<b>127</b>	<b>23917</b>	<b>99.77%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	24	34
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	3	638
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	3	638
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	208	208
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	126	1241
Borrowing of Learning Materials from Libraries	126	175
Alternative Learning System (ALS) Enrollment	46	46
Issuance of Government Permit, Renewal, Recognition of Private Schools	42	42
Issuance of Special Orders for the Graduation of Private School Learners	52	52
Application for SHS Additional Track/Strand	4	4
Application for Summer Permit for Private Schools	2	2
Application for No Increase in Tuition Fee	32	32
Application for Increase in Tuition Fee	10	10
Request for Basic Education Data (from external stakeholders)	9	9
<b>External Service Total</b>	<b>687</b>	<b>3131</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	700	700
Posting/Updating of Disbursement	700	700
Handling of Cash Advances	50	50
User Account Management for Centrally Managed Systems	104	104
Troubleshooting of ICT Equipment	15	15
Uploading of Publications	54	54
Issuance of Certificate of No Pending Case	14	207
Issuance of Foreign Official Travel Authority	1	1
Issuance of Foreign Personal Travel Authority	21	80



Application for ERF (Equivalent Record Form)	20	149
Application for Leave	13	2183
Application for Retirement	12	105
Issuance of Certificate of Employment	5	116
Service Record	35	1342
Loan Approval and Verification	31	4221
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	16	564
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	24	173
Requisition and Issuance of Supplies	208	208
Property and Equipment Clearance Signing	10	10
Program Work Flow of Submission of Contextualized Learning Resources	126	129
Quality Assurance of Supplementary Learning Resource	126	129
Request for Basic Education Data (Internal Stakeholder)	10	10
Request for Data for EBEIS/LIS/NAT and Performance Indicators	9	9
<b>Internal Service Total</b>	<b>2304</b>	<b>11259</b>

### 63. Schools Division Office Batangas Province

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	1469	94.90%
2. I know what a CC is but I did not see this office's CC.	79	5.10%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	1510	97.55%
2. Somewhat easy to see	38	2.45%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	1540	99.48%
2. Somewhat helped	8	0.52%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	61	158	43	191	1095	0	1548	83.07%
Reliability	27	109	35	239	1138	0	1548	88.95%
Access and Facilities	15	9	35	304	1185	0	1548	96.19%
Communication	85	143	50	205	1065	0	1548	82.04%
Costs	0	0	10	290	1248	0	1548	99.35%
Integrity	60	70	45	243	1110	0	1528	88.55%
Assurance	36	87	46	319	1048	12	1548	89%
Outcome	34	46	65	354	1049	0	1548	90.63%
<b>Overall</b>	<b>318</b>	<b>622</b>	<b>329</b>	<b>2145</b>	<b>8938</b>	<b>12</b>	<b>12364</b>	<b>89.72%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	16	24
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	56	83
Issuance of Requested Documents (Non-CTC)	67	90
Issuance of Requested Documents (CTC and Photocopy of Documents)	66	70
Certification, Authentication, Verification (CAV)	10	10
Receiving and Releasing of Communication and other Documents	119	956
Receiving of Complaints against Non-Teaching Personnel	2	2
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	16	24
Accessing Available Learning Resources from LRMDs Porta	12	53
Borrowing of Learning Materials from Libraries	10	12
Alternative Learning System (ALS) Enrollment	20	25
Issuance of Government Permit, Renewal, Recognition of Private Schools	33	57
Issuance of Special Orders for the Graduation of Private School Learners	30	47
Application for SHS Additional Track/Strand	5	11
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	6	12
Application for Increase in Tuition Fee	16	26
Request for Basic Education Data (from external stakeholders)	56	70
<b>External Service Total</b>	<b>540</b>	<b>1572</b>
Internal Services	Responses	Total Transactions
Processing of ORS	10	28

Posting/Updating of Disbursement	7	10
Handling of Cash Advances	56	80
User Account Management for Centrally Managed Systems	45	192
Troubleshooting of ICT Equipment	20	73
Uploading of Publications	40	107
Issuance of Certificate of No Pending Case	4	24
Issuance of Foreign Official Travel Authority	67	85
Issuance of Foreign Personal Travel Authority	56	80
Application for ERF (Equivalent Record Form)	24	314
Application for Leave	88	215
Application for Retirement	66	266
Issuance of Certificate of Employment	32	119
Service Record	42	68
Loan Approval and Verification	90	345
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	119	228
Processing of Terminal Leave Benefits	56	105
Request for Correction of Name and Change of Status	30	71
Requisition and Issuance of Supplies	44	222
Property and Equipment Clearance Signing	12	24
Program Work Flow of Submission of Contextualized Learning Resources	20	24
Quality Assurance of Supplementary Learning Resource	22	24
Request for Basic Education Data (Internal Stakeholder)	42	68
Request for Data for EBEIS/LIS/NAT and Performance Indicators	16	24
<b>Internal Service Total</b>	<b>1008</b>	<b>2796</b>

#### 64. Schools Division Office Batangas City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	1	0.02%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	4485	99.98%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	1	0.02%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	4485	99.98%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	1	0.02%

2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	4485	99.98%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	82	4403	1	4486	100%
Reliability	0	0	0	82	4404	0	4486	100%
Access and Facilities	0	0	0	84	4402	0	4486	100%
Communication	0	0	0	255	4225	0	4480	100%
Costs	0	0	0	189	3861	436	4486	100%
Integrity	0	0	0	122	4364	0	4486	100%
Assurance	0	0	0	93	4393	0	4486	100%
Outcome	0	0	0	65	4421	0	4486	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>972</b>	<b>34473</b>	<b>437</b>	<b>35882</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	4	4
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	58	68
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	177	377
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	253	707
Issuance of Requested Documents (Non-CTC)	27	29
Issuance of Requested Documents (CTC and Photocopy of Documents)	53	61
Certification, Authentication, Verification (CAV)	8	8
Receiving and Releasing of Communication and other Documents	376	17259
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	210	457
Borrowing of Learning Materials from Libraries	90	110
Alternative Learning System (ALS) Enrollment	313	1583
Issuance of Government Permit, Renewal, Recognition of Private Schools	15	15
Issuance of Special Orders for the Graduation of Private School Learners	16	16
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	3	3

Application for No Increase in Tuition Fee	35	35
Application for Increase in Tuition Fee	7	7
Request for Basic Education Data (from external stakeholders)	30	30
External Service Total	<b>1675</b>	<b>20756</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	346	3442
Posting/Updating of Disbursement	346	3442
Handling of Cash Advances	122	178
User Account Management for Centrally Managed Systems	8	169
Troubleshooting of ICT Equipment	8	169
Uploading of Publications	8	169
Issuance of Certificate of No Pending Case	4	4
Issuance of Foreign Official Travel Authority	1	1
Issuance of Foreign Personal Travel Authority	38	42
Application for ERF (Equivalent Record Form)	72	87
Application for Leave	298	1312
Application for Retirement	53	61
Issuance of Certificate of Employment	158	265
Service Record	24	25
Loan Approval and Verification	354	4478
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	200	405
Processing of Terminal Leave Benefits	9	9
Request for Correction of Name and Change of Status	33	35
Requisition and Issuance of Supplies	215	472
Property and Equipment Clearance Signing	134	204
Program Work Flow of Submission of Contextualized Learning Resources	165	273
Quality Assurance of Supplementary Learning Resource	165	210
Request for Basic Education Data (Internal Stakeholder)	20	20
Request for Data for EBEIS/LIS/NAT and Performance Indicators	30	30
Internal Service Total	<b>2811</b>	<b>15502</b>

### 65. Schools Division Office Biñan City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	199	8.64%
2. I know what a CC is but I did not see this office's CC.	6	0.26%
3. I learned of the CC only when I saw this office's CC.	10	0.43%
4. I do not know what a CC is and I did not see this office's CC.	9	0.39%
5. No answers provided	2079	90.27%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	190	8.25%
2. Somewhat easy to see	9	0.39%
3. Difficult to see	7	0.30%

4. Not visible at all	7	0.30%
5. N/A	4	0.17%
6. No answers provided	2086	90.58%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	201	8.73%
2. Somewhat helped	4	0.17%
3. Did not help	6	0.26%
4. N/A	7	0.30%
5. No answers provided	2085	90.53%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	6	0	4	86	2194	13	2303	99.56%
Reliability	6	0	3	72	2221	1	2303	99.61%
Access and Facilities	6	3	3	85	2178	28	2303	99.47%
Communication	6	2	6	72	2195	22	2303	99.39%
Costs	10	0	7	89	2072	125	2303	99.22%
Integrity	6	0	3	70	2206	18	2303	99.61%
Assurance	6	0	2	61	2232	2	2303	99.65%
Outcome	6	1	3	75	2206	12	2303	99.56%
<b>Overall</b>	<b>52</b>	<b>6</b>	<b>31</b>	<b>610</b>	<b>17504</b>	<b>221</b>	<b>18424</b>	<b>99.51%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	13	13
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	353	353
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	165	165
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	319	319
Issuance of Requested Documents (Non-CTC)	93	93
Issuance of Requested Documents (CTC and Photocopy of Documents)	71	71
Certification, Authentication, Verification (CAV)	77	77
Receiving and Releasing of Communication and other Documents	55	55
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	68	68
Borrowing of Learning Materials from Libraries	253	253
Alternative Learning System (ALS) Enrollment	1	1

Issuance of Government Permit, Renewal, Recognition of Private Schools	11	11
Issuance of Special Orders for the Graduation of Private School Learners	2	2
Application for SHS Additional Track/Strand	5	5
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	2	2
Request for Basic Education Data (from external stakeholders)	17	17
External Service Total	<b>1505</b>	<b>1505</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	5	5
Posting/Updating of Disbursement	2	2
Handling of Cash Advances	51	51
User Account Management for Centrally Managed Systems	31	31
Troubleshooting of ICT Equipment	114	114
Uploading of Publications	25	25
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	11	11
Issuance of Foreign Personal Travel Authority	24	24
Application for ERF (Equivalent Record Form)	5	5
Application for Leave	51	51
Application for Retirement	2	2
Issuance of Certificate of Employment	13	13
Service Record	11	11
Loan Approval and Verification	24	24
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	5	5
Processing of Terminal Leave Benefits	5	5
Request for Correction of Name and Change of Status	2	2
Requisition and Issuance of Supplies	150	150
Property and Equipment Clearance Signing	133	133
Program Work Flow of Submission of Contextualized Learning Resources	19	19
Quality Assurance of Supplementary Learning Resource	82	82
Request for Basic Education Data (Internal Stakeholder)	16	16
Request for Data for EBEIS/LIS/NAT and Performance Indicators	17	17
Internal Service Total	<b>798</b>	<b>798</b>

### 66. Schools Division Office Cabuyao City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	171	73.39%
2. I know what a CC is but I did not see this office's CC.	2	0.86%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	42	18.03%



5. No answers provided	18	7.73%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	160	68.67%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	4	1.72%
4. Not visible at all	32	13.73%
5. N/A	7	3.00%
6. No answers provided	30	12.88%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	156	66.95%
2. Somewhat helped	9	3.86%
3. Did not help	0	0.00%
4. N/A	25	10.73%
5. No answers provided	43	18.45%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	3	0	0	21	198	0	222	98.65%
Reliability	2	1	1	16	202	0	222	98.20%
Access and Facilities	3	0	0	22	197	0	222	98.65%
Communication	2	0	1	24	195	0	222	98.65%
Costs	7	2	4	15	145	30	203	92.49%
Integrity	2	0	1	20	199	0	222	98.65%
Assurance	3	0	0	19	200	0	222	98.65%
Outcome	0	0	2	20	199	0	221	99.10%
<b>Overall</b>	<b>22</b>	<b>3</b>	<b>9</b>	<b>157</b>	<b>1535</b>	<b>30</b>	<b>1756</b>	<b>97.88%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	1	6
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	5	20
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	1	17
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	1	1
Issuance of Requested Documents (Non-CTC)	1	1
Issuance of Requested Documents (CTC and Photocopy of Documents)	10	10
Certification, Authentication, Verification (CAV)	4	4
Receiving and Releasing of Communication and other Documents	92	92

Receiving of Complaints against Non-Teaching Personnel	1	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Portal	2	2
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	4	4
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	12	12
External Service Total	<b>134</b>	<b>170</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	20	20
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	26	26
User Account Management for Centrally Managed Systems	8	8
Troubleshooting of ICT Equipment	1	1
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	6	159
Issuance of Foreign Official Travel Authority	3	3
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	1	23
Application for Leave	2	1304
Application for Retirement	0	13
Issuance of Certificate of Employment	1	75
Service Record	1	294
Loan Approval and Verification	1	551
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	16	60
Processing of Terminal Leave Benefits	0	1
Request for Correction of Name and Change of Status	0	36
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	1	1
Program Work Flow of Submission of Contextualized Learning Resources	9	9
Quality Assurance of Supplementary Learning Resource	7	7
Request for Basic Education Data (Internal Stakeholder)	0	12
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>103</b>	<b>2603</b>

### 67. Schools Division Office Calamba City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2311	87.31%
2. I know what a CC is but I did not see this office's CC.	3	0.11%
3. I learned of the CC only when I saw this office's CC.	333	12.58%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	2428	91.73%
2. Somewhat easy to see	202	7.63%
3. Difficult to see	1	0.04%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	16	0.60%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2460	92.94%
2. Somewhat helped	187	7.06%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	2	2	14	386	2243	0	2647	99.32%
Reliability	5	0	16	368	2257	0	2646	99.21%
Access and Facilities	1	1	12	341	2283	0	2638	99.47%
Communication	2	1	20	424	2200	0	2647	99.13%
Costs	0	0	0	7	54	2586	2647	100%
Integrity	3	2	15	319	2308	0	2647	99.24%
Assurance	2	0	12	342	2290	0	2646	99.47%
Outcome	2	2	12	331	2300	0	2647	99.40%
<b>Overall</b>	<b>17</b>	<b>8</b>	<b>101</b>	<b>2518</b>	<b>15935</b>	<b>2586</b>	<b>21165</b>	<b>99.41%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	25	30
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	10	12
Issuance of Requested Documents (CTC and Photocopy of Documents)	257	265
Certification, Authentication, Verification (CAV)	7	7
Receiving and Releasing of Communication and other Documents	1239	70497
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	14	73
Borrowing of Learning Materials from Libraries	28	10189
Alternative Learning System (ALS) Enrollment	442	1157
Issuance of Government Permit, Renewal, Recognition of Private Schools	30	44
Issuance of Special Orders for the Graduation of Private School Learners	25	33
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	2	4
Application for Increase in Tuition Fee	8	12
Request for Basic Education Data (from external stakeholders)	27	35
External Service Total	<b>2115</b>	<b>82359</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	64	2052
Posting/Updating of Disbursement	145	2052
Handling of Cash Advances	64	900
User Account Management for Centrally Managed Systems	48	179
Troubleshooting of ICT Equipment	33	97
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	36	303
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	30	100
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	30	363

Quality Assurance of Supplementary Learning Resource	49	92
Request for Basic Education Data (Internal Stakeholder)	13	18
Request for Data for EBEIS/LIS/NAT and Performance Indicators	20	25
<b>Internal Service Total</b>	<b>532</b>	<b>6181</b>

### 68. Schools Division Office Cavite Province

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	194	51.05%
2. I know what a CC is but I did not see this office's CC.	25	6.58%
3. I learned of the CC only when I saw this office's CC.	65	17.11%
4. I do not know what a CC is and I did not see this office's CC.	64	16.84%
5. No answers provided	32	8.42%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	189	49.74%
2. Somewhat easy to see	24	6.32%
3. Difficult to see	64	16.84%
4. Not visible at all	78	20.53%
5. N/A	0	0.00%
6. No answers provided	25	6.58%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	192	50.53%
2. Somewhat helped	17	4.47%
3. Did not help	70	18.42%
4. N/A	72	18.95%
5. No answers provided	29	7.63%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	0	66	269	45	380	100%
Reliability	0	0	0	72	262	46	380	100%
Access and Facilities	0	0	0	56	269	46	371	100%
Communication	0	0	1	57	260	60	378	99.69%
Costs	0	0	0	62	270	48	380	100%
Integrity	0	0	0	67	269	44	380	100%
Assurance	0	0	0	62	275	43	380	100%
Outcome	0	0	0	63	272	45	380	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>505</b>	<b>2146</b>	<b>377</b>	<b>3029</b>	<b>99.96%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
--------------------------	------------------	---------------------------

Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	2111
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	5	450
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	1	183
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	8000
Borrowing of Learning Materials from Libraries	0	36
Alternative Learning System (ALS) Enrollment	0	88
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	105
Issuance of Special Orders for the Graduation of Private School Learners	0	98
Application for SHS Additional Track/Strand	0	8
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	264
Application for Increase in Tuition Fee	0	24
Request for Basic Education Data (from external stakeholders)	49	75
External Service Total	<b>55</b>	<b>11442</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	30	1619
Posting/Updating of Disbursement	30	4896
Handling of Cash Advances	17	2400
User Account Management for Centrally Managed Systems	41	827
Troubleshooting of ICT Equipment	14	274
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	26
Issuance of Foreign Personal Travel Authority	0	276
Application for ERF (Equivalent Record Form)	0	1028
Application for Leave	6	12441
Application for Retirement	0	178
Issuance of Certificate of Employment	0	248
Service Record	0	205
Loan Approval and Verification	1	25014
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	100	2555

Processing of Terminal Leave Benefits	0	33
Request for Correction of Name and Change of Status	0	927
Requisition and Issuance of Supplies	1	183
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	54
Quality Assurance of Supplementary Learning Resource	0	54
Request for Basic Education Data (Internal Stakeholder)	54	68
Request for Data for EBEIS/LIS/NAT and Performance Indicators	31	37
<b>Internal Service Total</b>	<b>325</b>	<b>53343</b>

### 69. Schools Division Office Cavite City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	85	98.84%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	1	1.16%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	86	100%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	86	100%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	2	20	57	1	80	97.47%
Reliability	0	0	2	19	58	1	80	97.47%
Access and Facilities	0	0	2	19	55	3	79	97.37%
Communication	0	0	2	19	58	1	80	97.47%
Costs	0	0	5	15	39	21	80	91.53%
Integrity	0	0	2	18	60	0	80	97.50%



Assurance	0	0	2	19	59	0	80	97.50%
Outcome	0	0	3	18	59	0	80	96.25%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>20</b>	<b>147</b>	<b>445</b>	<b>27</b>	<b>639</b>	<b>96.57%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	11
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	2	149
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	1	64
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	11	314
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	1	45
Borrowing of Learning Materials from Libraries	7	2054
Alternative Learning System (ALS) Enrollment	1	1111
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	3	5
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	2	5
<b>External Service Total</b>	<b>28</b>	<b>3758</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	8	100
Posting/Updating of Disbursement	2	100
Handling of Cash Advances	2	50
User Account Management for Centrally Managed Systems	1	60
Troubleshooting of ICT Equipment	3	24
Uploading of Publications	0	646
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	3	362
Application for ERF (Equivalent Record Form)	1	9
Application for Leave	1	912

Application for Retirement	0	17
Issuance of Certificate of Employment	1	237
Service Record	2	237
Loan Approval and Verification	4	696
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	1	237
Processing of Terminal Leave Benefits	0	3
Request for Correction of Name and Change of Status	0	9
Requisition and Issuance of Supplies	0	789
Property and Equipment Clearance Signing	4	35
Program Work Flow of Submission of Contextualized Learning Resources	2	15
Quality Assurance of Supplementary Learning Resource	1	24
Request for Basic Education Data (Internal Stakeholder)	7	15
Request for Data for EBEIS/LIS/NAT and Performance Indicators	15	20
<b>Internal Service Total</b>	<b>58</b>	<b>4597</b>

### 70. Schools Division Office Dasmariñas City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	63	49.61%
2. I know what a CC is but I did not see this office's CC.	3	2.36%
3. I learned of the CC only when I saw this office's CC.	6	4.72%
4. I do not know what a CC is and I did not see this office's CC.	3	2.36%
5. No answers provided	52	40.94%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	61	48.03%
2. Somewhat easy to see	8	6.30%
3. Difficult to see	2	1.57%
4. Not visible at all	2	1.57%
5. N/A	5	3.94%
6. No answers provided	49	38.58%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	63	49.61%
2. Somewhat helped	8	6.30%
3. Did not help	0	0.00%
4. N/A	8	6.30%
5. No answers provided	48	37.80%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	10	1	2	20	86	7	126	89.08%

Reliability	10	1	2	20	87	7	127	89.17%
Access and Facilities	10	0	3	23	83	8	127	89.08%
Communication	10	0	4	23	82	8	127	88.24%
Costs	8	1	4	20	70	24	127	87.38%
Integrity	9	0	4	18	89	7	127	89.17%
Assurance	10	0	3	18	89	7	127	89.17%
Outcome	11	0	2	18	89	7	127	89.17%
<b>Overall</b>	<b>78</b>	<b>3</b>	<b>24</b>	<b>160</b>	<b>675</b>	<b>75</b>	<b>1015</b>	<b>88.81%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	4	4
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	2	59
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	5	43
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	4	4
Issuance of Requested Documents (Non-CTC)	2	43
Issuance of Requested Documents (CTC and Photocopy of Documents)	2	52
Certification, Authentication, Verification (CAV)	4	34
Receiving and Releasing of Communication and other Documents	8	1292
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	2	2
Accessing Available Learning Resources from LRMS Porta	2	5
Borrowing of Learning Materials from Libraries	0	2
Alternative Learning System (ALS) Enrollment	0	5
Issuance of Government Permit, Renewal, Recognition of Private Schools	1	4
Issuance of Special Orders for the Graduation of Private School Learners	3	3
Application for SHS Additional Track/Strand	3	4
Application for Summer Permit for Private Schools	0	3
Application for No Increase in Tuition Fee	0	2
Application for Increase in Tuition Fee	0	4
Request for Basic Education Data (from external stakeholders)	1	3
<b>External Service Total</b>	<b>43</b>	<b>1568</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	9	13
Posting/Updating of Disbursement	4	10
Handling of Cash Advances	1	9
User Account Management for Centrally Managed Systems	1	1
Troubleshooting of ICT Equipment	2	2

Uploading of Publications	1	1
Issuance of Certificate of No Pending Case	3	24
Issuance of Foreign Official Travel Authority	3	8
Issuance of Foreign Personal Travel Authority	9	9
Application for ERF (Equivalent Record Form)	4	4
Application for Leave	1	1
Application for Retirement	5	5
Issuance of Certificate of Employment	3	3
Service Record	2	2
Loan Approval and Verification	3	3
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	19	19
Processing of Terminal Leave Benefits	1	2
Request for Correction of Name and Change of Status	0	3
Requisition and Issuance of Supplies	2	3
Property and Equipment Clearance Signing	5	11
Program Work Flow of Submission of Contextualized Learning Resources	1	2
Quality Assurance of Supplementary Learning Resource	1	1
Request for Basic Education Data (Internal Stakeholder)	2	7
Request for Data for EBEIS/LIS/NAT and Performance Indicators	2	9
<b>Internal Service Total</b>	<b>84</b>	<b>152</b>

### 71. Schools Division Office General Trias City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	886	96.94%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	28	3.06%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	887	97.05%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	27	2.95%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	888	97.16%
2. Somewhat helped	26	2.84%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	2	187	720	5	914	99.78%
Reliability	0	0	3	181	729	1	914	99.67%
Access and Facilities	0	0	5	189	703	17	914	99.44%
Communication	0	0	3	195	706	10	914	99.67%
Costs	0	0	4	220	600	90	914	99.51%
Integrity	0	0	2	180	720	12	914	99.78%
Assurance	0	0	1	174	735	4	914	99.89%
Outcome	0	1	3	196	708	6	914	99.56%
<b>Overall</b>	<b>0</b>	<b>1</b>	<b>23</b>	<b>1522</b>	<b>5621</b>	<b>145</b>	<b>7312</b>	<b>99.66%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	1	1
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	4	348
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	16	50
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	10	10
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	7	7
Receiving and Releasing of Communication and other Documents	64	28674
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	27	27
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	24	24
Issuance of Government Permit, Renewal, Recognition of Private Schools	10	10
Issuance of Special Orders for the Graduation of Private School Learners	8	8
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	1	1
Request for Basic Education Data (from external stakeholders)	11	15
<b>External Service Total</b>	<b>184</b>	<b>29176</b>

<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	105	1413
Posting/Updating of Disbursement	0	1413
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	39	73
Troubleshooting of ICT Equipment	52	84
Uploading of Publications	30	185
Issuance of Certificate of No Pending Case	7	7
Issuance of Foreign Official Travel Authority	8	8
Issuance of Foreign Personal Travel Authority	8	8
Application for ERF (Equivalent Record Form)	59	147
Application for Leave	69	4571
Application for Retirement	10	20
Issuance of Certificate of Employment	29	124
Service Record	25	65
Loan Approval and Verification	49	1686
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	46	420
Processing of Terminal Leave Benefits	3	3
Request for Correction of Name and Change of Status	16	46
Requisition and Issuance of Supplies	89	225
Property and Equipment Clearance Signing	13	13
Program Work Flow of Submission of Contextualized Learning Resources	16	16
Quality Assurance of Supplementary Learning Resource	27	27
Request for Basic Education Data (Internal Stakeholder)	15	112
Request for Data for EBEIS/LIS/NAT and Performance Indicators	15	41
<b>Internal Service Total</b>	<b>730</b>	<b>10707</b>

## 72. Schools Division Office Imus City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	1856	98.57%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	27	1.43%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	1856	98.57%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	27	1.43%
6. No answers provided	0	0.00%

CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1848	98.14%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	27	1.43%
5. No answers provided	8	0.42%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	0	7	78	1797	0	1883	99.58%
Reliability	1	0	7	77	1798	0	1883	99.58%
Access and Facilities	1	0	10	100	1767	5	1883	99.41%
Communication	1	0	8	68	1806	0	1883	99.52%
Costs	1	0	2	11	1688	153	1855	99.82%
Integrity	1	0	8	79	1795	0	1883	99.52%
Assurance	1	0	7	76	1799	0	1883	99.58%
Outcome	1	0	9	75	1798	0	1883	99.47%
<b>Overall</b>	<b>8</b>	<b>0</b>	<b>58</b>	<b>564</b>	<b>14248</b>	<b>158</b>	<b>15036</b>	<b>99.56%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	2	27
Issuance of Requested Documents (Non-CTC)	237	2168
Issuance of Requested Documents (CTC and Photocopy of Documents)	71	242
Certification, Authentication, Verification (CAV)	45	55
Receiving and Releasing of Communication and other Documents	1156	3469
Receiving of Complaints against Non-Teaching Personnel	11	41
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	4	9
Accessing Available Learning Resources from LRMSD Porta	22	22
Borrowing of Learning Materials from Libraries	5	5
Alternative Learning System (ALS) Enrollment	8	8
Issuance of Government Permit, Renewal, Recognition of Private Schools	22	46
Issuance of Special Orders for the Graduation of Private School Learners	4	32



Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	85
Application for Increase in Tuition Fee	2	27
Request for Basic Education Data (from external stakeholders)	5	51
External Service Total	<b>1594</b>	<b>6287</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	15	895
Posting/Updating of Disbursement	34	1204
Handling of Cash Advances	111	111
User Account Management for Centrally Managed Systems	5	5
Troubleshooting of ICT Equipment	13	13
Uploading of Publications	1	1
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	14	14
Issuance of Foreign Personal Travel Authority	38	38
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	16	27
Property and Equipment Clearance Signing	9	27
Program Work Flow of Submission of Contextualized Learning Resources	1	1
Quality Assurance of Supplementary Learning Resource	6	6
Request for Basic Education Data (Internal Stakeholder)	5	51
Request for Data for EBEIS/LIS/NAT and Performance Indicators	21	51
Internal Service Total	<b>289</b>	<b>2444</b>

### 73. Schools Division Office Laguna

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1299	71.77%
2. I know what a CC is but I did not see this office's CC.	179	9.89%
3. I learned of the CC only when I saw this office's CC.	75	4.14%
4. I do not know what a CC is and I did not see this office's CC.	27	1.49%
5. No answers provided	230	12.71%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1401	77.40%

2. Somewhat easy to see	46	2.54%
3. Difficult to see	12	0.66%
4. Not visible at all	88	4.86%
5. N/A	33	1.82%
6. No answers provided	230	12.71%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1390	76.80%
2. Somewhat helped	74	4.09%
3. Did not help	89	4.92%
4. N/A	27	1.49%
5. No answers provided	230	12.71%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	2	8	202	1592	1	1806	99.39%
Reliability	1	2	8	202	1592	1	1806	98.89%
Access and Facilities	0	0	4	237	1555	11	1807	99.78%
Communication	0	0	12	216	1574	5	1807	99.33%
Costs	19	20	12	141	1116	499	1807	96.10%
Integrity	0	0	9	186	1607	5	1807	99.50%
Assurance	1	0	6	209	1587	4	1807	99.61%
Outcome	1	2	5	202	1594	3	1807	99.56%
<b>Overall</b>	<b>23</b>	<b>26</b>	<b>64</b>	<b>1595</b>	<b>12217</b>	<b>529</b>	<b>14454</b>	<b>99.02%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	15
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	79	80
Issuance of Requested Documents (CTC and Photocopy of Documents)	30	31
Certification, Authentication, Verification (CAV)	30	31
Receiving and Releasing of Communication and other Documents	383	500
Receiving of Complaints against Non-Teaching Personnel	101	105
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	283	298
Accessing Available Learning Resources from LRMS Porta	179	179

Borrowing of Learning Materials from Libraries	7	7
Alternative Learning System (ALS) Enrollment	8	8
Issuance of Government Permit, Renewal, Recognition of Private Schools	38	45
Issuance of Special Orders for the Graduation of Private School Learners	48	60
Application for SHS Additional Track/Strand	4	4
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	15	21
Application for Increase in Tuition Fee	8	28
Request for Basic Education Data (from external stakeholders)	40	60
External Service Total	<b>1253</b>	<b>1472</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	86	3425
Posting/Updating of Disbursement	2	3452
Handling of Cash Advances	237	237
User Account Management for Centrally Managed Systems	82	1110
Troubleshooting of ICT Equipment	11	92
Uploading of Publications	10	59
Issuance of Certificate of No Pending Case	0	3755
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	7	7
Quality Assurance of Supplementary Learning Resource	34	34
Request for Basic Education Data (Internal Stakeholder)	40	60
Request for Data for EBEIS/LIS/NAT and Performance Indicators	48	345
Internal Service Total	<b>557</b>	<b>12576</b>

#### 74. Schools Division Office Lipa City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	58	0.43%
2. I know what a CC is but I did not see this office's CC.	63	0.47%

3. I learned of the CC only when I saw this office's CC.	1938	14.33%
4. I do not know what a CC is and I did not see this office's CC.	11463	84.77%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	28	0.21%
2. Somewhat easy to see	63	0.47%
3. Difficult to see	224	1.66%
4. Not visible at all	2040	15.09%
5. N/A	11167	82.58%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	58	0.43%
2. Somewhat helped	63	0.47%
3. Did not help	2211	16.35%
4. N/A	11190	82.75%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	1	138	1346	12035	2	13522	98.97%
Reliability	0	2	390	2876	9802	2	13072	97%
Access and Facilities	0	3	137	1091	12242	49	13522	98.96%
Communication	0	0	131	1240	12146	5	13522	99.03%
Costs	0	6	142	993	12067	314	13522	98.88%
Integrity	0	1	125	1204	12192	0	13522	99.07%
Assurance	0	0	132	1783	11599	8	13522	99.02%
Outcome	0	0	134	1293	12086	9	13522	99.01%
<b>Overall</b>	<b>0</b>	<b>13</b>	<b>1329</b>	<b>11826</b>	<b>94169</b>	<b>389</b>	<b>107726</b>	<b>98.74%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	4	4
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	103	150
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	50	65
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	153	153
Issuance of Requested Documents (Non-CTC)	166	250
Issuance of Requested Documents (CTC and Photocopy of Documents)	33	57
Certification, Authentication, Verification (CAV)	54	75

Receiving and Releasing of Communication and other Documents	1254	1567
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	10	10
Accessing Available Learning Resources from LRMDS Porta	1580	1580
Borrowing of Learning Materials from Libraries	255	255
Alternative Learning System (ALS) Enrollment	616	648
Issuance of Government Permit, Renewal, Recognition of Private Schools	239	239
Issuance of Special Orders for the Graduation of Private School Learners	26	26
Application for SHS Additional Track/Strand	3	3
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	11	11
Application for Increase in Tuition Fee	11	11
Request for Basic Education Data (from external stakeholders)	2126	2126
External Service Total	<b>6694</b>	<b>7230</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	53	75
Posting/Updating of Disbursement	59	89
Handling of Cash Advances	103	103
User Account Management for Centrally Managed Systems	112	112
Troubleshooting of ICT Equipment	18	18
Uploading of Publications	587	587
Issuance of Certificate of No Pending Case	40	48
Issuance of Foreign Official Travel Authority	37	37
Issuance of Foreign Personal Travel Authority	957	957
Application for ERF (Equivalent Record Form)	29	40
Application for Leave	943	970
Application for Retirement	31	50
Issuance of Certificate of Employment	39	39
Service Record	142	197
Loan Approval and Verification	39	60
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	189	210
Processing of Terminal Leave Benefits	3	3
Request for Correction of Name and Change of Status	8	8
Requisition and Issuance of Supplies	25	25
Property and Equipment Clearance Signing	391	391
Program Work Flow of Submission of Contextualized Learning Resources	295	295
Quality Assurance of Supplementary Learning Resource	295	295
Request for Basic Education Data (Internal Stakeholder)	317	317
Request for Data for EBEIS/LIS/NAT and Performance Indicators	2116	2116
Internal Service Total	<b>6828</b>	<b>7042</b>

### 75. Schools Division Office Lucena City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	24003	97%
2. I know what a CC is but I did not see this office's CC.	6	0.02%
3. I learned of the CC only when I saw this office's CC.	352	1.42%
4. I do not know what a CC is and I did not see this office's CC.	343	1.39%
5. No answers provided	42	0.17%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	24012	97.03%
2. Somewhat easy to see	29	0.12%
3. Difficult to see	270	1.09%
4. Not visible at all	246	0.99%
5. N/A	176	0.71%
6. No answers provided	13	0.05%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	24020	97.07%
2. Somewhat helped	271	1.10%
3. Did not help	49	0.20%
4. N/A	364	1.47%
5. No answers provided	42	0.17%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	192	24554	0	24746	100%
Reliability	0	0	0	358	24388	0	24746	100%
Access and Facilities	0	0	0	104	24534	108	24746	100%
Communication	0	0	0	258	23988	500	24746	100%
Costs	0	2	1	10	23168	1565	24746	99.99%
Integrity	0	0	0	207	24539	0	24746	100%
Assurance	0	0	0	32	24713	1	24746	100%
Outcome	0	0	0	10	24736	0	24746	100%
<b>Overall</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>1171</b>	<b>194620</b>	<b>2174</b>	<b>197968</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	2	2
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	13	32
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	83	239

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	22	2062
Issuance of Requested Documents (Non-CTC)	6	6
Issuance of Requested Documents (CTC and Photocopy of Documents)	64	64
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	22706	37329
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	168	168
Borrowing of Learning Materials from Libraries	499	499
Alternative Learning System (ALS) Enrollment	15	15
Issuance of Government Permit, Renewal, Recognition of Private Schools	20	20
Issuance of Special Orders for the Graduation of Private School Learners	25	25
Application for SHS Additional Track/Strand	2	2
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	9	9
Request for Basic Education Data (from external stakeholders)	86	86
External Service Total	<b>23720</b>	<b>40558</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	20	1900
Posting/Updating of Disbursement	20	1900
Handling of Cash Advances	85	85
User Account Management for Centrally Managed Systems	12	12
Troubleshooting of ICT Equipment	29	29
Uploading of Publications	12	12
Issuance of Certificate of No Pending Case	24	24
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	83	239
Application for ERF (Equivalent Record Form)	12	45
Application for Leave	10	3497
Application for Retirement	3	15
Issuance of Certificate of Employment	8	98
Service Record	19	395
Loan Approval and Verification	30	3437
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	10	205
Processing of Terminal Leave Benefits	5	10
Request for Correction of Name and Change of Status	2	8
Requisition and Issuance of Supplies	470	2062
Property and Equipment Clearance Signing	22	321
Program Work Flow of Submission of Contextualized Learning Resources	37	37



Quality Assurance of Supplementary Learning Resource	37	37
Request for Basic Education Data (Internal Stakeholder)	54	54
Request for Data for EBEIS/LIS/NAT and Performance Indicators	22	22
<b>Internal Service Total</b>	<b>1026</b>	<b>14444</b>

### 76. Schools Division Office Quezon Province

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	786	74.50%
2. I know what a CC is but I did not see this office's CC.	2	0.19%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	143	13.55%
5. No answers provided	124	11.75%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	712	67.49%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	40	3.79%
4. Not visible at all	33	3.13%
5. N/A	0	0.00%
6. No answers provided	270	25.59%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	708	67.11%
2. Somewhat helped	53	5.02%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	294	27.87%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	1	4	20	335	682	7	1049	97.60%
Reliability	0	5	20	328	700	2	1055	97.63%
Access and Facilities	0	1	27	332	679	16	1055	97.31%
Communication	3	3	32	343	670	4	1055	96.38%
Costs	11	15	47	304	532	144	1053	91.97%
Integrity	2	2	27	315	706	2	1054	97.05%
Assurance	0	7	25	347	673	3	1055	96.96%
Outcome	2	1	23	333	694	1	1054	97.53%
<b>Overall</b>	<b>19</b>	<b>38</b>	<b>221</b>	<b>2637</b>	<b>5336</b>	<b>179</b>	<b>8430</b>	<b>96.55%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
--------------------------	------------------	---------------------------

Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	151	2255
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	45	1952
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	26	26
Issuance of Requested Documents (Non-CTC)	6	15
Issuance of Requested Documents (CTC and Photocopy of Documents)	31	40
Certification, Authentication, Verification (CAV)	33	45
Receiving and Releasing of Communication and other Documents	173	171479
Receiving of Complaints against Non-Teaching Personnel	9	66
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	9	66
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	9	32
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	7	76
External Service Total	<b>499</b>	<b>176052</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	3	4341
Posting/Updating of Disbursement	4	3677
Handling of Cash Advances	89	4430
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	17
Issuance of Foreign Personal Travel Authority	0	454
Application for ERF (Equivalent Record Form)	14	1261
Application for Leave	22	10223
Application for Retirement	1	418
Issuance of Certificate of Employment	15	334
Service Record	70	32418
Loan Approval and Verification	69	34669
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	198	3460

Processing of Terminal Leave Benefits	0	418
Request for Correction of Name and Change of Status	10	361
Requisition and Issuance of Supplies	2	26
Property and Equipment Clearance Signing	3	26
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	28	66
Request for Data for EBEIS/LIS/NAT and Performance Indicators	28	66
<b>Internal Service Total</b>	<b>556</b>	<b>96665</b>

### 77. Schools Division Office Rizal

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	100	50.25%
2. I know what a CC is but I did not see this office's CC.	61	30.65%
3. I learned of the CC only when I saw this office's CC.	9	4.52%
4. I do not know what a CC is and I did not see this office's CC.	17	8.54%
5. No answers provided	12	6.03%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	119	59.80%
2. Somewhat easy to see	36	18.09%
3. Difficult to see	0	0.00%
4. Not visible at all	1	0.50%
5. N/A	15	7.54%
6. No answers provided	28	14.07%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	117	58.79%
2. Somewhat helped	23	11.56%
3. Did not help	1	0.50%
4. N/A	15	7.54%
5. No answers provided	43	21.61%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	4	0	4	21	148	6	183	95.48%
Reliability	3	0	5	49	141	1	199	95.96%
Access and Facilities	3	0	6	28	117	4	158	94.16%
Communication	3	0	5	51	138	2	199	95.94%
Costs	1	1	5	49	126	15	197	96.15%
Integrity	3	0	4	51	125	2	185	96.17%

Assurance	3	1	3	54	137	1	199	96.46%
Outcome	2	2	4	49	138	4	199	95.90%
<b>Overall</b>	<b>22</b>	<b>4</b>	<b>36</b>	<b>352</b>	<b>1070</b>	<b>35</b>	<b>1519</b>	<b>95.78%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	10	61
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	1	1
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	4	4
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	4	143
Issuance of Requested Documents (Non-CTC)	9	150
Issuance of Requested Documents (CTC and Photocopy of Documents)	1	20
Certification, Authentication, Verification (CAV)	5	10
Receiving and Releasing of Communication and other Documents	33	456
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	16	16
Borrowing of Learning Materials from Libraries	16	16
Alternative Learning System (ALS) Enrollment	14	14
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
<b>External Service Total</b>	<b>113</b>	<b>891</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	12	1733
Posting/Updating of Disbursement	15	2420
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	3	15
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	8	495
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	1	1

Application for Retirement	0	0
Issuance of Certificate of Employment	1	1
Service Record	1	1
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	4	4
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	7	55
Property and Equipment Clearance Signing	2	668
Program Work Flow of Submission of Contextualized Learning Resources	16	16
Quality Assurance of Supplementary Learning Resource	16	16
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>86</b>	<b>5425</b>

### 78. Schools Division Office San Pablo City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	1576	73.17%
2. I know what a CC is but I did not see this office's CC.	43	2.00%
3. I learned of the CC only when I saw this office's CC.	1	0.05%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	534	24.79%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	1573	73.03%
2. Somewhat easy to see	45	2.09%
3. Difficult to see	2	0.09%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	534	24.79%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	1605	74.51%
2. Somewhat helped	15	0.70%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	534	24.79%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	1	0	5	236	1907	5	2154	99.72%

Reliability	1	0	0	234	1912	7	2154	99.95%
Access and Facilities	1	0	4	223	1912	14	2154	99.77%
Communication	1	1	1	220	1923	8	2154	99.86%
Costs	1	0	4	201	1756	192	2154	99.75%
Integrity	1	0	2	218	1930	3	2154	99.86%
Assurance	1	0	5	206	1939	3	2154	99.72%
Outcome	1	0	5	209	1936	3	2154	99.72%
<b>Overall</b>	<b>8</b>	<b>1</b>	<b>26</b>	<b>1747</b>	<b>15215</b>	<b>235</b>	<b>17232</b>	<b>99.79%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	11	11
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	59	226
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	62	167
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	58	800
Issuance of Requested Documents (Non-CTC)	34	1951
Issuance of Requested Documents (CTC and Photocopy of Documents)	28	187
Certification, Authentication, Verification (CAV)	21	21
Receiving and Releasing of Communication and other Documents	103	1751
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	85	85
Borrowing of Learning Materials from Libraries	70	70
Alternative Learning System (ALS) Enrollment	24	24
Issuance of Government Permit, Renewal, Recognition of Private Schools	9	12
Issuance of Special Orders for the Graduation of Private School Learners	32	36
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	1	1
Application for Increase in Tuition Fee	4	6
Request for Basic Education Data (from external stakeholders)	0	0
<b>External Service Total</b>	<b>601</b>	<b>5348</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	148	1160
Posting/Updating of Disbursement	31	2738
Handling of Cash Advances	16	16
User Account Management for Centrally Managed Systems	37	41
Troubleshooting of ICT Equipment	35	75

Uploading of Publications	85	467
Issuance of Certificate of No Pending Case	20	118
Issuance of Foreign Official Travel Authority	5	7
Issuance of Foreign Personal Travel Authority	33	42
Application for ERF (Equivalent Record Form)	70	167
Application for Leave	101	3410
Application for Retirement	42	68
Issuance of Certificate of Employment	30	30
Service Record	160	3758
Loan Approval and Verification	320	1526
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	278	543
Processing of Terminal Leave Benefits	56	65
Request for Correction of Name and Change of Status	12	16
Requisition and Issuance of Supplies	15	600
Property and Equipment Clearance Signing	15	142
Program Work Flow of Submission of Contextualized Learning Resources	10	35
Quality Assurance of Supplementary Learning Resource	10	44
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	24	24
<b>Internal Service Total</b>	<b>1553</b>	<b>15092</b>

### 79. Schools Division Office San Pedro City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	585	84.91%
2. I know what a CC is but I did not see this office's CC.	76	11.03%
3. I learned of the CC only when I saw this office's CC.	25	3.63%
4. I do not know what a CC is and I did not see this office's CC.	3	0.44%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	585	84.91%
2. Somewhat easy to see	73	10.60%
3. Difficult to see	25	3.63%
4. Not visible at all	6	0.87%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	585	84.91%
2. Somewhat helped	74	10.74%
3. Did not help	27	3.92%
4. N/A	3	0.44%
5. No answers provided	0	0.00%



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	2	1	4	82	600	0	689	98.98%
Reliability	2	0	6	81	600	0	689	98.94%
Access and Facilities	3	0	9	96	580	1	689	98.26%
Communication	2	1	4	82	599	1	689	98.98%
Costs	3	1	10	89	511	75	689	97.72%
Integrity	2	0	6	82	599	0	689	98.84%
Assurance	2	0	8	78	600	1	689	98.55%
Outcome	2	0	10	79	597	1	689	98.26%
<b>Overall</b>	<b>18</b>	<b>3</b>	<b>57</b>	<b>669</b>	<b>4686</b>	<b>79</b>	<b>5512</b>	<b>98.57%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	16	86
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	9	64
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	9	21
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	16	48
Issuance of Requested Documents (Non-CTC)	3	3
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	4	12
Receiving and Releasing of Communication and other Documents	194	312
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	5	5
Accessing Available Learning Resources from LRMSD Porta	17	17
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	5	401
Issuance of Government Permit, Renewal, Recognition of Private Schools	20	26
Issuance of Special Orders for the Graduation of Private School Learners	9	12
Application for SHS Additional Track/Strand	19	21
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	6	6
Application for Increase in Tuition Fee	4	4
Request for Basic Education Data (from external stakeholders)	34	34
<b>External Service Total</b>	<b>370</b>	<b>1072</b>

<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	9	203
Posting/Updating of Disbursement	5	188
Handling of Cash Advances	48	329
User Account Management for Centrally Managed Systems	10	133
Troubleshooting of ICT Equipment	52	73
Uploading of Publications	7	106
Issuance of Certificate of No Pending Case	16	86
Issuance of Foreign Official Travel Authority	2	8
Issuance of Foreign Personal Travel Authority	1	6
Application for ERF (Equivalent Record Form)	5	5
Application for Leave	3	3
Application for Retirement	3	3
Issuance of Certificate of Employment	3	3
Service Record	9	9
Loan Approval and Verification	1	1
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	37	37
Processing of Terminal Leave Benefits	1	1
Request for Correction of Name and Change of Status	1	1
Requisition and Issuance of Supplies	27	97
Property and Equipment Clearance Signing	14	34
Program Work Flow of Submission of Contextualized Learning Resources	21	134
Quality Assurance of Supplementary Learning Resource	21	68
Request for Basic Education Data (Internal Stakeholder)	1	11
Request for Data for EBEIS/LIS/NAT and Performance Indicators	22	26
<b>Internal Service Total</b>	<b>319</b>	<b>1565</b>

### 80. Schools Division Office Santa Rosa City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	151	77.84%
2. I know what a CC is but I did not see this office's CC.	8	4.12%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	21	10.82%
5. No answers provided	14	7.22%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	157	80.93%
2. Somewhat easy to see	1	0.52%
3. Difficult to see	1	0.52%
4. Not visible at all	17	8.76%
5. N/A	4	2.06%
6. No answers provided	14	7.22%

CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	157	80.93%
2. Somewhat helped	1	0.52%
3. Did not help	0	0.00%
4. N/A	22	11.34%
5. No answers provided	14	7.22%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	1	11	182	0	194	99.48%
Reliability	0	0	1	10	183	0	194	99.48%
Access and Facilities	0	0	2	9	183	0	194	98.97%
Communication	0	0	0	8	142	44	194	100%
Costs	0	0	2	9	138	45	194	98.66%
Integrity	0	0	1	9	183	1	194	99.48%
Assurance	0	0	1	11	182	0	194	99.48%
Outcome	0	0	2	9	183	0	194	98.97%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>76</b>	<b>1376</b>	<b>90</b>	<b>1552</b>	<b>99.32%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	2	358
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	85
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	12	146
Issuance of Requested Documents (Non-CTC)	9	141
Issuance of Requested Documents (CTC and Photocopy of Documents)	6	164
Certification, Authentication, Verification (CAV)	2	13
Receiving and Releasing of Communication and other Documents	27	5058
Receiving of Complaints against Non-Teaching Personnel	0	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	4	13
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	1136
Issuance of Government Permit, Renewal, Recognition of Private Schools	5	41
Issuance of Special Orders for the Graduation of Private School Learners	1	26

Application for SHS Additional Track/Strand	0	3
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	26
Application for Increase in Tuition Fee	0	6
Request for Basic Education Data (from external stakeholders)	2	15
External Service Total	<b>70</b>	<b>7232</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	2	1845
Posting/Updating of Disbursement	2	1845
Handling of Cash Advances	19	60
User Account Management for Centrally Managed Systems	48	48
Troubleshooting of ICT Equipment	36	277
Uploading of Publications	8	1048
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	1	1
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	207
Application for Leave	0	8411
Application for Retirement	0	49
Issuance of Certificate of Employment	0	133
Service Record	0	627
Loan Approval and Verification	0	1660
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	396
Processing of Terminal Leave Benefits	0	7
Request for Correction of Name and Change of Status	0	27
Requisition and Issuance of Supplies	0	143
Property and Equipment Clearance Signing	0	106
Program Work Flow of Submission of Contextualized Learning Resources	4	120
Quality Assurance of Supplementary Learning Resource	1	95
Request for Basic Education Data (Internal Stakeholder)	0	4
Request for Data for EBEIS/LIS/NAT and Performance Indicators	3	42
Internal Service Total	<b>124</b>	<b>17151</b>

### 81. Schools Division Office Santo Tomas City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	10	0.87%
2. I know what a CC is but I did not see this office's CC.	3	0.26%
3. I learned of the CC only when I saw this office's CC.	10	0.87%
4. I do not know what a CC is and I did not see this office's CC.	20	1.74%
5. No answers provided	1105	96.25%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	10	0.87%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	33	2.87%
6. No answers provided	1105	96.25%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10	0.87%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	33	2.87%
5. No answers provided	1105	96.25%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	5	1143	0	1148	100%
Reliability	0	0	0	0	1148	0	1148	100%
Access and Facilities	0	0	0	35	1113	0	1148	100%
Communication	0	0	0	32	1116	0	1148	100%
Costs	0	0	2	2	226	918	1148	99.13%
Integrity	0	0	0	0	1148	0	1148	100%
Assurance	0	0	0	1	1147	0	1148	100%
Outcome	0	0	0	0	1148	0	1148	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>75</b>	<b>8189</b>	<b>918</b>	<b>9184</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	153	253
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	153	253
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	154	256
Issuance of Requested Documents (CTC and Photocopy of Documents)	32	35
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	365	7433
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMS Porta	3	3

Borrowing of Learning Materials from Libraries	18	18
Alternative Learning System (ALS) Enrollment	3	3
Issuance of Government Permit, Renewal, Recognition of Private Schools	5	41
Issuance of Special Orders for the Graduation of Private School Learners	1	26
Application for SHS Additional Track/Strand	0	3
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	26
Application for Increase in Tuition Fee	0	6
Request for Basic Education Data (from external stakeholders)	2	15
External Service Total	<b>889</b>	<b>8371</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	16	16
Posting/Updating of Disbursement	16	16
Handling of Cash Advances	16	17
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	6	6
Application for ERF (Equivalent Record Form)	30	33
Application for Leave	61	73
Application for Retirement	2	2
Issuance of Certificate of Employment	3	3
Service Record	22	23
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	61	72
Processing of Terminal Leave Benefits	2	2
Request for Correction of Name and Change of Status	3	3
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	9	9
Quality Assurance of Supplementary Learning Resource	9	9
Request for Basic Education Data (Internal Stakeholder)	0	4
Request for Data for EBEIS/LIS/NAT and Performance Indicators	3	42
Internal Service Total	<b>259</b>	<b>330</b>

## 82. Schools Division Office Tanauan City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%

3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	347	100%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	0	0.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	347	100%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	347	100%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	1	40	304	2	347	99.71%
Reliability	0	0	1	38	308	0	347	99.71%
Access and Facilities	0	0	1	34	305	7	347	99.71%
Communication	0	1	3	37	304	2	347	98.84%
Costs	4	5	7	35	257	39	347	94.81%
Integrity	0	2	3	30	312	0	347	98.56%
Assurance	0	3	1	35	307	1	347	98.84%
Outcome	0	2	2	33	310	0	347	98.85%
<b>Overall</b>	<b>4</b>	<b>13</b>	<b>19</b>	<b>282</b>	<b>2407</b>	<b>51</b>	<b>2776</b>	<b>98.63%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	1
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	2	782
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	648
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	30	356
Issuance of Requested Documents (Non-CTC)	1	354
Issuance of Requested Documents (CTC and Photocopy of Documents)	6	567
Certification, Authentication, Verification (CAV)	7	158



Receiving and Releasing of Communication and other Documents	120	7867
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	2
Accessing Available Learning Resources from LRMDS Porta	3	255
Borrowing of Learning Materials from Libraries	20	107
Alternative Learning System (ALS) Enrollment	1	59
Issuance of Government Permit, Renewal, Recognition of Private Schools	23	23
Issuance of Special Orders for the Graduation of Private School Learners	2	18
Application for SHS Additional Track/Strand	0	2
Application for Summer Permit for Private Schools	0	5
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	6
Request for Basic Education Data (from external stakeholders)	4	93
External Service Total	<b>219</b>	<b>11303</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	4	338
Posting/Updating of Disbursement	5	393
Handling of Cash Advances	11	1034
User Account Management for Centrally Managed Systems	7	635
Troubleshooting of ICT Equipment	6	165
Uploading of Publications	0	581
Issuance of Certificate of No Pending Case	7	733
Issuance of Foreign Official Travel Authority	0	3
Issuance of Foreign Personal Travel Authority	1	88
Application for ERF (Equivalent Record Form)	1	322
Application for Leave	2	5280
Application for Retirement	1	28
Issuance of Certificate of Employment	5	203
Service Record	1	534
Loan Approval and Verification	37	764
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	4	154
Processing of Terminal Leave Benefits	0	55
Request for Correction of Name and Change of Status	4	203
Requisition and Issuance of Supplies	4	432
Property and Equipment Clearance Signing	2	743
Program Work Flow of Submission of Contextualized Learning Resources	2	18
Quality Assurance of Supplementary Learning Resource	4	60
Request for Basic Education Data (Internal Stakeholder)	3	102
Request for Data for EBEIS/LIS/NAT and Performance Indicators	17	183
Internal Service Total	<b>128</b>	<b>13051</b>

### 83. Schools Division Office Tayabas City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4008	88.85%
2. I know what a CC is but I did not see this office's CC.	85	1.88%
3. I learned of the CC only when I saw this office's CC.	28	0.62%
4. I do not know what a CC is and I did not see this office's CC.	271	6.01%
5. No answers provided	119	2.64%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	4029	89.32%
2. Somewhat easy to see	54	1.20%
3. Difficult to see	34	0.75%
4. Not visible at all	2	0.04%
5. N/A	272	6.03%
6. No answers provided	120	2.66%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4095	90.78%
2. Somewhat helped	23	0.51%
3. Did not help	0	0.00%
4. N/A	274	6.07%
5. No answers provided	119	2.64%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	2	0	0	33	4476	1	4512	99.96%
Reliability	2	0	0	25	4485	0	4512	99.96%
Access and Facilities	2	0	2	49	4454	5	4512	99.91%
Communication	2	0	0	34	4471	5	4512	99.96%
Costs	15	0	1	39	3882	574	4511	99.59%
Integrity	2	0	1	37	4470	2	4512	99.93%
Assurance	2	0	3	35	4472	0	4512	99.89%
Outcome	3	0	3	33	3563	10	3612	99.83%
<b>Overall</b>	<b>30</b>	<b>0</b>	<b>10</b>	<b>285</b>	<b>34273</b>	<b>597</b>	<b>35195</b>	<b>99.88%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	10	10
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	147	147
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	183	183

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	105	105
Issuance of Requested Documents (Non-CTC)	3	8
Issuance of Requested Documents (CTC and Photocopy of Documents)	4	26
Certification, Authentication, Verification (CAV)	13	13
Receiving and Releasing of Communication and other Documents	110	3088
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	1	2
Accessing Available Learning Resources from LRMS Porta	61	61
Borrowing of Learning Materials from Libraries	106	106
Alternative Learning System (ALS) Enrollment	54	54
Issuance of Government Permit, Renewal, Recognition of Private Schools	9	20
Issuance of Special Orders for the Graduation of Private School Learners	3	3
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	1	1
Application for No Increase in Tuition Fee	3	3
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	8	24
External Service Total	<b>822</b>	<b>3855</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	166	166
User Account Management for Centrally Managed Systems	63	63
Troubleshooting of ICT Equipment	63	63
Uploading of Publications	63	63
Issuance of Certificate of No Pending Case	8	8
Issuance of Foreign Official Travel Authority	6	6
Issuance of Foreign Personal Travel Authority	6	6
Application for ERF (Equivalent Record Form)	76	76
Application for Leave	1083	1083
Application for Retirement	26	26
Issuance of Certificate of Employment	174	174
Service Record	210	210
Loan Approval and Verification	1063	1063
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	240	240
Processing of Terminal Leave Benefits	10	10
Request for Correction of Name and Change of Status	14	14
Requisition and Issuance of Supplies	64	254
Property and Equipment Clearance Signing	17	69
Program Work Flow of Submission of Contextualized Learning Resources	152	152

Quality Assurance of Supplementary Learning Resource	152	152
Request for Basic Education Data (Internal Stakeholder)	30	102
Request for Data for EBEIS/LIS/NAT and Performance Indicators	4	10
<b>Internal Service Total</b>	<b>3690</b>	<b>4010</b>

#### 84. Schools Division Office Calapan City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	1357	61.60%
2. I know what a CC is but I did not see this office's CC.	4	0.18%
3. I learned of the CC only when I saw this office's CC.	31	1.41%
4. I do not know what a CC is and I did not see this office's CC.	2	0.09%
5. No answers provided	809	36.72%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	1340	60.83%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	4	0.18%
4. Not visible at all	7	0.32%
5. N/A	43	1.95%
6. No answers provided	809	36.72%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	1282	58.19%
2. Somewhat helped	6	0.27%
3. Did not help	23	1.04%
4. N/A	83	3.77%
5. No answers provided	809	36.72%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	6	0	11	170	2000	16	2203	99.22%
Reliability	7	0	7	161	2026	2	2203	99.36%
Access and Facilities	6	1	12	190	1924	70	2203	99.11%
Communication	7	2	9	165	2004	16	2203	99.18%
Costs	16	2	37	133	1025	990	2203	95.47%
Integrity	15	15	6	132	2027	8	2203	98.36%
Assurance	14	12	11	145	2019	2	2203	98.32%
Outcome	14	12	9	142	2026	0	2203	98.41%
<b>Overall</b>	<b>85</b>	<b>44</b>	<b>102</b>	<b>1238</b>	<b>15051</b>	<b>1104</b>	<b>17624</b>	<b>98.43%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	9	9
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	22	390
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	9	43
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	33	148
Issuance of Requested Documents (Non-CTC)	10	10
Issuance of Requested Documents (CTC and Photocopy of Documents)	15	30
Certification, Authentication, Verification (CAV)	27	27
Receiving and Releasing of Communication and other Documents	788	15504
Receiving of Complaints against Non-Teaching Personnel	1	2
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	340	357
Borrowing of Learning Materials from Libraries	11	42
Alternative Learning System (ALS) Enrollment	4	4
Issuance of Government Permit, Renewal, Recognition of Private Schools	15	15
Issuance of Special Orders for the Graduation of Private School Learners	12	12
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	23	20
Application for Increase in Tuition Fee	3	3
Request for Basic Education Data (from external stakeholders)	0	0
<b>External Service Total</b>	<b>1323</b>	<b>16617</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	70	1734
Posting/Updating of Disbursement	15	1734
Handling of Cash Advances	27	626
User Account Management for Centrally Managed Systems	37	91
Troubleshooting of ICT Equipment	50	208
Uploading of Publications	3	6
Issuance of Certificate of No Pending Case	23	141
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	34	58
Application for ERF (Equivalent Record Form)	3	66
Application for Leave	277	9126
Application for Retirement	5	72
Issuance of Certificate of Employment	10	112
Service Record	19	1131
Loan Approval and Verification	115	2342

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	59	456
Processing of Terminal Leave Benefits	1	7
Request for Correction of Name and Change of Status	3	25
Requisition and Issuance of Supplies	86	230
Property and Equipment Clearance Signing	14	181
Program Work Flow of Submission of Contextualized Learning Resources	6	6
Quality Assurance of Supplementary Learning Resource	23	23
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>880</b>	<b>18375</b>

### 85. Schools Division Office Marinduque

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1874	81.27%
2. I know what a CC is but I did not see this office's CC.	319	13.83%
3. I learned of the CC only when I saw this office's CC.	14	0.61%
4. I do not know what a CC is and I did not see this office's CC.	2	0.09%
5. No answers provided	97	4.21%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1629	70.64%
2. Somewhat easy to see	556	24.11%
3. Difficult to see	21	0.91%
4. Not visible at all	2	0.09%
5. N/A	0	0.00%
6. No answers provided	98	4.25%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2026	87.86%
2. Somewhat helped	161	6.98%
3. Did not help	21	0.91%
4. N/A	0	0.00%
5. No answers provided	98	4.25%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	2	0	4	153	2145	2	2306	99.74%
Reliability	4	2	2	92	2198	2	2300	99.65%
Access and Facilities	2	0	5	111	2182	6	2306	99.70%
Communication	2	0	3	146	2155	0	2306	99.78%

Costs	2	1	4	18	73	2208	2306	92.86%
Integrity	1	0	5	78	2206	16	2306	99.74%
Assurance	1	0	4	99	2202	0	2306	99.78%
Outcome	1	0	4	187	2114	0	2306	99.78%
<b>Overall</b>	<b>15</b>	<b>3</b>	<b>31</b>	<b>884</b>	<b>15275</b>	<b>2234</b>	<b>18442</b>	<b>98.88%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	1	1
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	3	3
Issuance of Requested Documents (CTC and Photocopy of Documents)	23	23
Certification, Authentication, Verification (CAV)	9	9
Receiving and Releasing of Communication and other Documents	149	149
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	1	1
Accessing Available Learning Resources from LRMSD Porta	103	103
Borrowing of Learning Materials from Libraries	82	82
Alternative Learning System (ALS) Enrollment	1575	1575
Issuance of Government Permit, Renewal, Recognition of Private Schools	5	5
Issuance of Special Orders for the Graduation of Private School Learners	4	4
Application for SHS Additional Track/Strand	5	5
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	2	2
Application for Increase in Tuition Fee	1	1
Request for Basic Education Data (from external stakeholders)	13	187
<b>External Service Total</b>	<b>1976</b>	<b>2150</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	26	26
Posting/Updating of Disbursement	21	21
Handling of Cash Advances	18	52
User Account Management for Centrally Managed Systems	52	52
Troubleshooting of ICT Equipment	4	4
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	48	73
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	4	615



Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	112	138
Quality Assurance of Supplementary Learning Resource	39	39
Request for Basic Education Data (Internal Stakeholder)	6	23
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>330</b>	<b>1043</b>

### 86. Schools Division Office Occidental Mindoro

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	1243	94.81%
2. I know what a CC is but I did not see this office's CC.	16	1.22%
3. I learned of the CC only when I saw this office's CC.	2	0.15%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	50	3.81%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	1241	94.66%
2. Somewhat easy to see	16	1.22%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	54	4.12%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	1251	95.42%
2. Somewhat helped	10	0.76%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	50	3.81%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	10	0	3	15	1233	0	1261	98.97%
Reliability	0	1	12	73	1172	3	1261	98.97%
Access and Facilities	0	0	11	124	1076	50	1261	99.09%
Communication	0	0	11	67	1170	13	1261	99.12%
Costs	2	0	19	86	757	397	1261	97.57%
Integrity	1	0	14	74	1161	11	1261	98.90%
Assurance	0	0	12	77	1172	0	1261	99.05%
Outcome	0	0	15	90	1155	10	1270	98.91%
<b>Overall</b>	<b>13</b>	<b>1</b>	<b>97</b>	<b>606</b>	<b>8896</b>	<b>484</b>	<b>10097</b>	<b>98.82%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	20	120
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	18	19
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	5	5
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	3	3
Application for Increase in Tuition Fee	12	12
Request for Basic Education Data (from external stakeholders)	44	303
<b>External Service Total</b>	<b>102</b>	<b>462</b>
Internal Services	Responses	Total Transactions
Processing of ORS	101	6022

Posting/Updating of Disbursement	0	11
Handling of Cash Advances	185	221
User Account Management for Centrally Managed Systems	206	536
Troubleshooting of ICT Equipment	45	57
Uploading of Publications	3	50
Issuance of Certificate of No Pending Case	41	41
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	100	300
Property and Equipment Clearance Signing	10	50
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	259	303
Request for Data for EBEIS/LIS/NAT and Performance Indicators	259	303
Internal Service Total	<b>1209</b>	<b>7894</b>

### 87. Schools Division Office Oriental Mindoro

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	8303	98.94%
2. I know what a CC is but I did not see this office's CC.	71	0.85%
3. I learned of the CC only when I saw this office's CC.	15	0.18%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	3	0.04%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	8293	98.82%
2. Somewhat easy to see	49	0.58%
3. Difficult to see	47	0.56%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	3	0.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8090	96.40%

2. Somewhat helped	269	3.21%
3. Did not help	30	0.36%
4. N/A	0	0.00%
5. No answers provided	3	0.04%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	2	0	4	1451	6929	6	8392	99.93%
Reliability	0	5	10	1633	6740	4	8392	99.82%
Access and Facilities	2	2	6	2009	5700	672	8391	99.87%
Communication	0	2	8	1541	6841	0	8392	99.88%
Costs	4	11	33	1418	4635	2291	8392	99.21%
Integrity	0	0	33	2201	6046	112	8392	99.60%
Assurance	0	0	20	1694	6678	0	8392	99.76%
Outcome	0	2	8	1710	6672	0	8392	99.88%
<b>Overall</b>	<b>8</b>	<b>22</b>	<b>122</b>	<b>13657</b>	<b>50241</b>	<b>3085</b>	<b>67135</b>	<b>99.74%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	352	528
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	372	510
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	285	285
Issuance of Requested Documents (Non-CTC)	104	123
Issuance of Requested Documents (CTC and Photocopy of Documents)	102	123
Certification, Authentication, Verification (CAV)	28	28
Receiving and Releasing of Communication and other Documents	506	225343
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMS Porta	251	251
Borrowing of Learning Materials from Libraries	212	212
Alternative Learning System (ALS) Enrollment	372	372
Issuance of Government Permit, Renewal, Recognition of Private Schools	53	53
Issuance of Special Orders for the Graduation of Private School Learners	21	21
Application for SHS Additional Track/Strand	2	2
Application for Summer Permit for Private Schools	3	3

Application for No Increase in Tuition Fee	10	10
Application for Increase in Tuition Fee	17	17
Request for Basic Education Data (from external stakeholders)	97	120
External Service Total	<b>2787</b>	<b>228001</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	1255	7552
Posting/Updating of Disbursement	583	6824
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	237	237
Troubleshooting of ICT Equipment	10	10
Uploading of Publications	227	227
Issuance of Certificate of No Pending Case	16	16
Issuance of Foreign Official Travel Authority	6	6
Issuance of Foreign Personal Travel Authority	122	143
Application for ERF (Equivalent Record Form)	205	360
Application for Leave	320	1535
Application for Retirement	130	167
Issuance of Certificate of Employment	200	321
Service Record	215	428
Loan Approval and Verification	380	9615
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	320	1505
Processing of Terminal Leave Benefits	50	50
Request for Correction of Name and Change of Status	120	154
Requisition and Issuance of Supplies	285	285
Property and Equipment Clearance Signing	285	285
Program Work Flow of Submission of Contextualized Learning Resources	15	15
Quality Assurance of Supplementary Learning Resource	24	24
Request for Basic Education Data (Internal Stakeholder)	290	360
Request for Data for EBEIS/LIS/NAT and Performance Indicators	310	360
Internal Service Total	<b>5605</b>	<b>30479</b>

### 88. Schools Division Office Palawan

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1486	90.94%
2. I know what a CC is but I did not see this office's CC.	124	7.59%
3. I learned of the CC only when I saw this office's CC.	14	0.86%
4. I do not know what a CC is and I did not see this office's CC.	10	0.61%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1526	93.39%
2. Somewhat easy to see	79	4.83%
3. Difficult to see	27	1.65%

4. Not visible at all	2	0.12%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1541	94.31%
2. Somewhat helped	75	4.59%
3. Did not help	18	1.10%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	4	12	106	1506	0	1629	98.96%
Reliability	1	2	11	111	1509	0	1634	99.14%
Access and Facilities	1	3	10	109	1511	0	1634	99.14%
Communication	1	0	9	116	1508	0	1634	99.39%
Costs	1	6	12	109	1224	0	1352	98.59%
Integrity	1	9	9	122	1493	0	1634	98.94%
Assurance	1	8	7	101	1517	0	1634	99.02%
Outcome	1	4	10	99	1520	0	1634	99.08%
<b>Overall</b>	<b>8</b>	<b>36</b>	<b>80</b>	<b>873</b>	<b>11788</b>	<b>0</b>	<b>12785</b>	<b>99.03%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	27	27
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	43	43
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	41	41
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	25	25
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDS Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0

Issuance of Government Permit, Renewal, Recognition of Private Schools	66	66
Issuance of Special Orders for the Graduation of Private School Learners	5	5
Application for SHS Additional Track/Strand	9	9
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	2	2
Request for Basic Education Data (from external stakeholders)	118	118
External Service Total	<b>336</b>	<b>336</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	15	15
Posting/Updating of Disbursement	6	6
Handling of Cash Advances	308	308
User Account Management for Centrally Managed Systems	202	202
Troubleshooting of ICT Equipment	4	4
Uploading of Publications	10	10
Issuance of Certificate of No Pending Case	4	4
Issuance of Foreign Official Travel Authority	55	55
Issuance of Foreign Personal Travel Authority	48	48
Application for ERF (Equivalent Record Form)	27	27
Application for Leave	25	25
Application for Retirement	10	10
Issuance of Certificate of Employment	25	26
Service Record	22	22
Loan Approval and Verification	30	30
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	24	24
Processing of Terminal Leave Benefits	10	10
Request for Correction of Name and Change of Status	10	10
Requisition and Issuance of Supplies	38	38
Property and Equipment Clearance Signing	18	18
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	207	207
Request for Data for EBEIS/LIS/NAT and Performance Indicators	200	200
Internal Service Total	<b>1298</b>	<b>1299</b>

### 89. Schools Division Office Puerto Princesa City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3845	97.12%
2. I know what a CC is but I did not see this office's CC.	114	2.88%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%



5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	3777	95.40%
2. Somewhat easy to see	56	1.41%
3. Difficult to see	124	3.13%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	2	0.05%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3787	95.66%
2. Somewhat helped	172	4.34%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	8	0	6	251	3656	38	3959	99.64%
Reliability	6	0	22	128	3802	1	3959	99.29%
Access and Facilities	8	1	11	285	3610	44	3959	99.49%
Communication	6	1	15	248	3408	282	3960	99.40%
Costs	31	14	19	155	819	2921	3959	93.83%
Integrity	16	10	7	208	3631	87	3959	99.15%
Assurance	15	10	5	227	3700	2	3959	99.24%
Outcome	16	10	6	201	3725	1	3959	99.19%
<b>Overall</b>	<b>106</b>	<b>46</b>	<b>91</b>	<b>1703</b>	<b>26351</b>	<b>3376</b>	<b>31673</b>	<b>98.65%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	45	45
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	57	57
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	145	145
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0

Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Portal	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	28	28
Issuance of Special Orders for the Graduation of Private School Learners	11	11
Application for SHS Additional Track/Strand	4	4
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	1	1
Application for Increase in Tuition Fee	6	6
Request for Basic Education Data (from external stakeholders)	39	39
External Service Total	<b>336</b>	<b>336</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	3	3
Posting/Updating of Disbursement	2	2
Handling of Cash Advances	792	792
User Account Management for Centrally Managed Systems	170	170
Troubleshooting of ICT Equipment	53	53
Uploading of Publications	2	2
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	139	139
Application for Leave	1031	1031
Application for Retirement	60	60
Issuance of Certificate of Employment	172	172
Service Record	278	278
Loan Approval and Verification	85	85
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	354	354
Processing of Terminal Leave Benefits	6	6
Request for Correction of Name and Change of Status	42	42
Requisition and Issuance of Supplies	258	258
Property and Equipment Clearance Signing	72	72
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	38	38
Request for Data for EBEIS/LIS/NAT and Performance Indicators	66	66
Internal Service Total	<b>3623</b>	<b>3623</b>

### 90. Schools Division Office Romblon

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	32	0.63%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	5076	99.37%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	32	0.63%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	5076	99.37%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	32	0.63%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	5076	99.37%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	7	0	0	13	5087	1	5108	99.86%
Reliability	7	1	0	11	5089	0	5108	99.84%
Access and Facilities	6	0	0	22	5080	0	5108	99.88%
Communication	6	0	0	10	5092	0	5108	99.88%
Costs	6	1	2	19	5046	34	5108	99.82%
Integrity	6	0	1	12	5089	0	5108	99.86%
Assurance	6	0	0	11	5091	0	5108	99.88%
Outcome	6	0	1	10	5091	0	5108	99.86%
<b>Overall</b>	<b>50</b>	<b>2</b>	<b>4</b>	<b>108</b>	<b>40665</b>	<b>35</b>	<b>40864</b>	<b>99.86%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>0</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	4336	4336
Troubleshooting of ICT Equipment	189	189
Uploading of Publications	551	551
Issuance of Certificate of No Pending Case	32	84
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0

Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>5108</b>	<b>5160</b>

### 91. Schools Division Office Albay

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	7180	92.56%
2. I know what a CC is but I did not see this office's CC.	289	3.73%
3. I learned of the CC only when I saw this office's CC.	29	0.37%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	259	3.34%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	7154	92.23%
2. Somewhat easy to see	344	4.43%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	259	3.34%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	7014	90.42%
2. Somewhat helped	484	6.24%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	259	3.34%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	3	811	6943	0	7757	99.96%
Reliability	0	0	6	768	6983	0	7757	99.92%
Access and Facilities	0	0	34	720	7003	0	7757	99.56%
Communication	0	0	31	894	6832	0	7757	99.60%
Costs	0	0	0	561	4105	3091	7757	100%
Integrity	0	0	7	688	7050	12	7757	99.91%
Assurance	0	0	8	913	6836	0	7757	99.90%
Outcome	0	0	12	783	6962	0	7757	99.85%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>101</b>	<b>6138</b>	<b>52714</b>	<b>3103</b>	<b>62056</b>	<b>99.84%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	2	2
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	282	1000
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	315	1500
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	222	524
Issuance of Requested Documents (Non-CTC)	2	3
Issuance of Requested Documents (CTC and Photocopy of Documents)	4	4
Certification, Authentication, Verification (CAV)	8	10
Receiving and Releasing of Communication and other Documents	1500	4000
Receiving of Complaints against Non-Teaching Personnel	1	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	12	12
Accessing Available Learning Resources from LRMSD Porta	225	543
Borrowing of Learning Materials from Libraries	140	220
Alternative Learning System (ALS) Enrollment	24	26
Issuance of Government Permit, Renewal, Recognition of Private Schools	7	37
Issuance of Special Orders for the Graduation of Private School Learners	11	20
Application for SHS Additional Track/Strand	2	4
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	5	35
Application for Increase in Tuition Fee	7	10
Request for Basic Education Data (from external stakeholders)	15	15
<b>External Service Total</b>	<b>2784</b>	<b>7966</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	480	5000
Posting/Updating of Disbursement	380	5000
Handling of Cash Advances	350	3108
User Account Management for Centrally Managed Systems	408	1625
Troubleshooting of ICT Equipment	68	76
Uploading of Publications	370	3420
Issuance of Certificate of No Pending Case	257	359
Issuance of Foreign Official Travel Authority	10	10
Issuance of Foreign Personal Travel Authority	6	6
Application for ERF (Equivalent Record Form)	256	664
Application for Leave	361	4000
Application for Retirement	141	211
Issuance of Certificate of Employment	35	35
Service Record	396	4535
Loan Approval and Verification	295	1000

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	316	1397
Processing of Terminal Leave Benefits	48	53
Request for Correction of Name and Change of Status	155	250
Requisition and Issuance of Supplies	280	280
Property and Equipment Clearance Signing	234	597
Program Work Flow of Submission of Contextualized Learning Resources	55	55
Quality Assurance of Supplementary Learning Resource	55	55
Request for Basic Education Data (Internal Stakeholder)	12	12
Request for Data for EBEIS/LIS/NAT and Performance Indicators	5	5
<b>Internal Service Total</b>	<b>4973</b>	<b>31753</b>

## 92. Schools Division Office Camarines Norte

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	5739	96.50%
2. I know what a CC is but I did not see this office's CC.	208	3.50%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	5717	96.13%
2. Somewhat easy to see	229	3.85%
3. Difficult to see	1	0.02%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	5837	98.15%
2. Somewhat helped	110	1.85%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	2	0	4	139	5749	53	5947	99.90%
Reliability	1	1	7	130	5754	54	5947	99.85%
Access and Facilities	2	0	3	48	5839	55	5947	99.92%
Communication	1	0	4	148	5740	54	5947	99.92%



Costs	0	0	29	415	5436	67	5947	99.51%
Integrity	1	0	2	132	5758	54	5947	99.95%
Assurance	1	0	4	138	5751	53	5947	99.92%
Outcome	2	0	2	132	5758	53	5947	99.93%
<b>Overall</b>	<b>10</b>	<b>1</b>	<b>55</b>	<b>1282</b>	<b>45785</b>	<b>443</b>	<b>47576</b>	<b>99.86%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	8	8
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	78	1650
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	32	760
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	14	27874
Issuance of Requested Documents (Non-CTC)	22	22
Issuance of Requested Documents (CTC and Photocopy of Documents)	165	165
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	1531	45921
Receiving of Complaints against Non-Teaching Personnel	4	4
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	78	78
Accessing Available Learning Resources from LRMSD Porta	2	2
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	6	6
Issuance of Government Permit, Renewal, Recognition of Private Schools	331	331
Issuance of Special Orders for the Graduation of Private School Learners	31	31
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	52	52
Application for Increase in Tuition Fee	4	4
Request for Basic Education Data (from external stakeholders)	6	12
<b>External Service Total</b>	<b>2365</b>	<b>76921</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	4	2626
Posting/Updating of Disbursement	20	156
Handling of Cash Advances	4	9212
User Account Management for Centrally Managed Systems	17	800
Troubleshooting of ICT Equipment	2	120
Uploading of Publications	5	220
Issuance of Certificate of No Pending Case	1402	1735
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0

Application for ERF (Equivalent Record Form)	50	1350
Application for Leave	65	1550
Application for Retirement	20	50
Issuance of Certificate of Employment	30	100
Service Record	1000	1000
Loan Approval and Verification	78	6780
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	78	350
Processing of Terminal Leave Benefits	20	60
Request for Correction of Name and Change of Status	5	10
Requisition and Issuance of Supplies	5	1323
Property and Equipment Clearance Signing	17	406
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	380	380
Request for Data for EBEIS/LIS/NAT and Performance Indicators	380	380
<b>Internal Service Total</b>	<b>3582</b>	<b>28608</b>

### 93. Schools Division Office Camarines Sur

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	67	15.26%
2. I know what a CC is but I did not see this office's CC.	40	9.11%
3. I learned of the CC only when I saw this office's CC.	86	19.59%
4. I do not know what a CC is and I did not see this office's CC.	211	48.06%
5. No answers provided	35	7.97%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	59	13.44%
2. Somewhat easy to see	27	6.15%
3. Difficult to see	44	10.02%
4. Not visible at all	74	16.86%
5. N/A	202	46.01%
6. No answers provided	33	7.52%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	10	2.28%
2. Somewhat helped	31	7.06%
3. Did not help	90	20.50%
4. N/A	248	56.49%
5. No answers provided	60	13.67%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	6	120	313	0	439	98.63%
Reliability	0	0	6	114	319	0	439	98.63%
Access and Facilities	0	0	6	108	324	1	439	98.63%
Communication	0	0	6	103	330	0	439	98.63%
Costs	84	0	5	77	181	92	439	74.35%
Integrity	0	0	6	100	333	0	439	98.63%
Assurance	0	0	6	99	334	0	439	98.63%
Outcome	0	0	6	98	335	0	439	98.63%
<b>Overall</b>	<b>84</b>	<b>0</b>	<b>47</b>	<b>819</b>	<b>2469</b>	<b>93</b>	<b>3512</b>	<b>95.60%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	1	1
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	8	8
Issuance of Special Orders for the Graduation of Private School Learners	8	8
Application for SHS Additional Track/Strand	8	8
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	8	8
Application for Increase in Tuition Fee	8	8
Request for Basic Education Data (from external stakeholders)	5	5
<b>External Service Total</b>	<b>46</b>	<b>46</b>
Internal Services	Responses	Total Transactions
Processing of ORS	63	63

Posting/Updating of Disbursement	63	63
Handling of Cash Advances	2	2
User Account Management for Centrally Managed Systems	20	20
Troubleshooting of ICT Equipment	20	20
Uploading of Publications	20	20
Issuance of Certificate of No Pending Case	7	7
Issuance of Foreign Official Travel Authority	15	15
Issuance of Foreign Personal Travel Authority	15	15
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	84	84
Request for Data for EBEIS/LIS/NAT and Performance Indicators	84	84
Internal Service Total	<b>393</b>	<b>393</b>

#### 94. Schools Division Office Catanduanes

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	690	51.15%
2. I know what a CC is but I did not see this office's CC.	16	1.19%
3. I learned of the CC only when I saw this office's CC.	104	7.71%
4. I do not know what a CC is and I did not see this office's CC.	18	1.33%
5. No answers provided	521	38.62%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	733	54.34%
2. Somewhat easy to see	44	3.26%
3. Difficult to see	1	0.07%
4. Not visible at all	3	0.22%
5. N/A	37	2.74%
6. No answers provided	531	39.36%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	797	59.08%

2. Somewhat helped	14	1.04%
3. Did not help	1	0.07%
4. N/A	5	0.37%
5. No answers provided	532	39.44%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	7	2	0	47	267	1025	1348	97.21%
Reliability	6	0	1	40	1296	0	1343	99.48%
Access and Facilities	8	0	0	43	257	1030	1338	97.40%
Communication	7	0	0	45	1289	1	1342	99.48%
Costs	8	6	6	36	132	1150	1338	89.36%
Integrity	7	0	1	39	1294	0	1341	99.40%
Assurance	6	0	2	38	1297	0	1343	99.40%
Outcome	6	0	1	38	1295	0	1340	99.48%
<b>Overall</b>	<b>55</b>	<b>8</b>	<b>11</b>	<b>326</b>	<b>7127</b>	<b>3206</b>	<b>10733</b>	<b>97.65%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	2	2
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	17	17
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	30	31
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	3	13
Issuance of Special Orders for the Graduation of Private School Learners	2	6
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0

Application for No Increase in Tuition Fee	4	18
Application for Increase in Tuition Fee	2	5
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>60</b>	<b>92</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	37	123
Posting/Updating of Disbursement	37	123
Handling of Cash Advances	18	128
User Account Management for Centrally Managed Systems	502	510
Troubleshooting of ICT Equipment	210	215
Uploading of Publications	312	315
Issuance of Certificate of No Pending Case	33	263
Issuance of Foreign Official Travel Authority	1	1
Issuance of Foreign Personal Travel Authority	15	52
Application for ERF (Equivalent Record Form)	15	15
Application for Leave	7	8
Application for Retirement	5	5
Issuance of Certificate of Employment	23	274
Service Record	36	45
Loan Approval and Verification	12	12
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	20	20
Processing of Terminal Leave Benefits	3	14
Request for Correction of Name and Change of Status	3	12
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>1289</b>	<b>2135</b>

### 95. Schools Division Office Iriga City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	26	3.30%
2. I know what a CC is but I did not see this office's CC.	16	2.03%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	747	94.68%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	23	2.92%
2. Somewhat easy to see	18	2.28%
3. Difficult to see	0	0.00%

4. Not visible at all	3	0.38%
5. N/A	745	94.42%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	24	3.05%
2. Somewhat helped	18	2.29%
3. Did not help	0	0.00%
4. N/A	733	93.26%
5. No answers provided	11	1.40%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	0	8	411	368	1	789	98.86%
Reliability	0	1	0	72	716	0	789	99.87%
Access and Facilities	0	1	10	68	709	1	789	98.60%
Communication	0	1	5	67	716	0	789	99.24%
Costs	3	1	9	24	94	658	789	90.08%
Integrity	0	3	0	58	723	0	784	99.62%
Assurance	0	4	4	63	718	0	789	98.99%
Outcome	0	3	2	50	734	0	789	99.37%
<b>Overall</b>	<b>4</b>	<b>14</b>	<b>38</b>	<b>813</b>	<b>4778</b>	<b>660</b>	<b>6307</b>	<b>98.08%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	3	9
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	10	160
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	10	230
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	1	341
Issuance of Requested Documents (Non-CTC)	15	25
Issuance of Requested Documents (CTC and Photocopy of Documents)	10	467
Certification, Authentication, Verification (CAV)	3	12
Receiving and Releasing of Communication and other Documents	32	4352
Receiving of Complaints against Non-Teaching Personnel	0	8
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	3
Accessing Available Learning Resources from LRMDS Porta	38	276
Borrowing of Learning Materials from Libraries	7	788
Alternative Learning System (ALS) Enrollment	31	508



Issuance of Government Permit, Renewal, Recognition of Private Schools	15	15
Issuance of Special Orders for the Graduation of Private School Learners	11	11
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	10	10
Application for Increase in Tuition Fee	1	1
Request for Basic Education Data (from external stakeholders)	49	49
External Service Total	<b>247</b>	<b>7266</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	4	2081
Posting/Updating of Disbursement	3	3015
Handling of Cash Advances	2	962
User Account Management for Centrally Managed Systems	3	3
Troubleshooting of ICT Equipment	4	4
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	12	463
Issuance of Foreign Official Travel Authority	4	34
Issuance of Foreign Personal Travel Authority	0	9
Application for ERF (Equivalent Record Form)	10	98
Application for Leave	10	4935
Application for Retirement	1	21
Issuance of Certificate of Employment	10	99
Service Record	10	509
Loan Approval and Verification	14	126
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	10	289
Processing of Terminal Leave Benefits	5	86
Request for Correction of Name and Change of Status	5	5
Requisition and Issuance of Supplies	1	282
Property and Equipment Clearance Signing	0	351
Program Work Flow of Submission of Contextualized Learning Resources	1	276
Quality Assurance of Supplementary Learning Resource	1	276
Request for Basic Education Data (Internal Stakeholder)	81	81
Request for Data for EBEIS/LIS/NAT and Performance Indicators	351	351
Internal Service Total	<b>542</b>	<b>14356</b>

### 96. Schools Division Office Legazpi City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	10295	99.16%
2. I know what a CC is but I did not see this office's CC.	87	0.84%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%

5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	10329	99.49%
2. Somewhat easy to see	16	0.15%
3. Difficult to see	37	0.36%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10373	99.91%
2. Somewhat helped	9	0.09%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	5	10359	18	10382	100%
Reliability	0	0	0	5	10377	0	10382	100%
Access and Facilities	0	0	0	5	10377	0	10382	100%
Communication	0	0	0	5	10377	0	10382	100%
Costs	0	0	0	0	1	10381	10382	100%
Integrity	0	0	0	5	10377	0	10382	100%
Assurance	0	0	0	5	10377	0	10382	100%
Outcome	0	0	0	5	10377	0	10382	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>35</b>	<b>72622</b>	<b>10399</b>	<b>83056</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	13	13
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	199	401
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	150	218
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	80	170
Issuance of Requested Documents (Non-CTC)	170	283
Issuance of Requested Documents (CTC and Photocopy of Documents)	237	566
Certification, Authentication, Verification (CAV)	24	26
Receiving and Releasing of Communication and other Documents	382	30634

Receiving of Complaints against Non-Teaching Personnel	2	2
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	7	7
Accessing Available Learning Resources from LRMDs Portal	8	15
Borrowing of Learning Materials from Libraries	57	57
Alternative Learning System (ALS) Enrollment	326	1306
Issuance of Government Permit, Renewal, Recognition of Private Schools	21	37
Issuance of Special Orders for the Graduation of Private School Learners	20	21
Application for SHS Additional Track/Strand	3	4
Application for Summer Permit for Private Schools	1	1
Application for No Increase in Tuition Fee	20	26
Application for Increase in Tuition Fee	12	14
Request for Basic Education Data (from external stakeholders)	17	20
External Service Total	<b>1749</b>	<b>33821</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	520	2027
Posting/Updating of Disbursement	520	3501
Handling of Cash Advances	345	1718
User Account Management for Centrally Managed Systems	132	170
Troubleshooting of ICT Equipment	80	96
Uploading of Publications	303	1303
Issuance of Certificate of No Pending Case	82	82
Issuance of Foreign Official Travel Authority	7	7
Issuance of Foreign Personal Travel Authority	34	34
Application for ERF (Equivalent Record Form)	40	61
Application for Leave	4200	6017
Application for Retirement	25	35
Issuance of Certificate of Employment	95	130
Service Record	900	1808
Loan Approval and Verification	500	3070
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	350	394
Processing of Terminal Leave Benefits	8	14
Request for Correction of Name and Change of Status	15	28
Requisition and Issuance of Supplies	259	499
Property and Equipment Clearance Signing	27	55
Program Work Flow of Submission of Contextualized Learning Resources	1	5
Quality Assurance of Supplementary Learning Resource	36	144
Request for Basic Education Data (Internal Stakeholder)	48	55
Request for Data for EBEIS/LIS/NAT and Performance Indicators	106	129
Internal Service Total	<b>8633</b>	<b>21382</b>

### 97. Schools Division Office Ligao City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	6049	99.95%
2. I know what a CC is but I did not see this office's CC.	2	0.03%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	1	0.02%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	5869	96.98%
2. Somewhat easy to see	182	3.01%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	1	0.02%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5865	96.91%
2. Somewhat helped	186	3.07%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	1	0.02%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	1	6051	0	6052	100%
Reliability	0	0	0	1	6051	0	6052	100%
Access and Facilities	0	0	0	38	6014	0	6052	100%
Communication	0	0	0	1	6051	0	6052	100%
Costs	0	0	67	0	463	5508	6038	87.36%
Integrity	0	0	0	1	6051	0	6052	100%
Assurance	0	0	0	1	6051	0	6052	100%
Outcome	0	0	0	1	6051	0	6052	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>67</b>	<b>44</b>	<b>42783</b>	<b>5508</b>	<b>48402</b>	<b>98.42%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	67	380
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	3636	4500
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Portal	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	14	56
Issuance of Special Orders for the Graduation of Private School Learners	14	20
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	3	8
Application for No Increase in Tuition Fee	14	20
Application for Increase in Tuition Fee	3	9
Request for Basic Education Data (from external stakeholders)	583	834
External Service Total	<b>4334</b>	<b>5827</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	321	1932
Posting/Updating of Disbursement	339	2853
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	100	402
Property and Equipment Clearance Signing	32	70
Program Work Flow of Submission of Contextualized Learning Resources	0	0

Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	463	834
Request for Data for EBEIS/LIS/NAT and Performance Indicators	463	517
<b>Internal Service Total</b>	<b>1718</b>	<b>6608</b>

### 98. Schools Division Office Masbate City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	1603	99.26%
2. I know what a CC is but I did not see this office's CC.	12	0.74%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	1605	99.38%
2. Somewhat easy to see	10	0.62%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	1594	98.70%
2. Somewhat helped	21	1.30%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	2	135	1462	16	1615	99.87%
Reliability	0	0	1	135	1455	0	1591	99.94%
Access and Facilities	1	0	0	177	1433	4	1615	99.94%
Communication	0	0	2	145	1463	5	1615	99.88%
Costs	0	1	7	19	723	865	1615	98.93%
Integrity	0	0	0	153	1462	0	1615	100%
Assurance	0	0	0	135	1480	0	1615	100%
Outcome	0	0	0	145	1469	1	1615	100%
<b>Overall</b>	<b>1</b>	<b>1</b>	<b>12</b>	<b>1044</b>	<b>10947</b>	<b>891</b>	<b>12896</b>	<b>99.82%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	4	4
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	291	510
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	37	211
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	17	17
Issuance of Requested Documents (CTC and Photocopy of Documents)	12	12
Certification, Authentication, Verification (CAV)	9	9
Receiving and Releasing of Communication and other Documents	214	214
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	18	18
Borrowing of Learning Materials from Libraries	6	6
Alternative Learning System (ALS) Enrollment	25	25
Issuance of Government Permit, Renewal, Recognition of Private Schools	3	3
Issuance of Special Orders for the Graduation of Private School Learners	1	1
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	1	1
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	55	55
<b>External Service Total</b>	<b>693</b>	<b>1086</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	145	145
Posting/Updating of Disbursement	14	14
Handling of Cash Advances	162	162
User Account Management for Centrally Managed Systems	94	208
Troubleshooting of ICT Equipment	23	55
Uploading of Publications	2	6
Issuance of Certificate of No Pending Case	7	42
Issuance of Foreign Official Travel Authority	50	110
Issuance of Foreign Personal Travel Authority	36	82
Application for ERF (Equivalent Record Form)	14	161
Application for Leave	15	5112
Application for Retirement	3	32
Issuance of Certificate of Employment	24	121
Service Record	22	1211
Loan Approval and Verification	5	2516



Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	49	123
Processing of Terminal Leave Benefits	5	32
Request for Correction of Name and Change of Status	8	27
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	109	109
Quality Assurance of Supplementary Learning Resource	66	66
Request for Basic Education Data (Internal Stakeholder)	35	35
Request for Data for EBEIS/LIS/NAT and Performance Indicators	34	34
Internal Service Total	<b>922</b>	<b>10403</b>

### 99. Schools Division Office Masbate Province

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2	0.03%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	131	1.91%
4. I do not know what a CC is and I did not see this office's CC.	6720	98.06%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	2	0.03%
2. Somewhat easy to see	5	0.07%
3. Difficult to see	12	0.18%
4. Not visible at all	147	2.15%
5. N/A	6687	97.58%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0.00%
2. Somewhat helped	2	0.03%
3. Did not help	36	0.53%
4. N/A	6815	99.45%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	8	9	192	6642	2	6853	99.75%
Reliability	0	4	7	105	6737	0	6853	99.84%
Access and Facilities	0	0	10	242	6601	0	6853	99.85%
Communication	0	3	19	134	6697	0	6853	99.68%

Costs	0	1	18	131	6702	0	6852	99.72%
Integrity	0	1	9	134	6707	2	6853	99.85%
Assurance	0	4	7	132	6710	0	6853	99.84%
Outcome	0	0	4	133	6716	0	6853	99.94%
<b>Overall</b>	<b>0</b>	<b>21</b>	<b>83</b>	<b>1203</b>	<b>53512</b>	<b>4</b>	<b>54823</b>	<b>99.81%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	17	17
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	748	748
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	286	286
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	109	109
Issuance of Requested Documents (Non-CTC)	422	422
Issuance of Requested Documents (CTC and Photocopy of Documents)	48	48
Certification, Authentication, Verification (CAV)	34	34
Receiving and Releasing of Communication and other Documents	422	422
Receiving of Complaints against Non-Teaching Personnel	28	28
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	47	47
Accessing Available Learning Resources from LRMSD Porta	15	15
Borrowing of Learning Materials from Libraries	86	86
Alternative Learning System (ALS) Enrollment	88	88
Issuance of Government Permit, Renewal, Recognition of Private Schools	40	40
Issuance of Special Orders for the Graduation of Private School Learners	40	40
Application for SHS Additional Track/Strand	8	8
Application for Summer Permit for Private Schools	2	2
Application for No Increase in Tuition Fee	13	13
Application for Increase in Tuition Fee	10	10
Request for Basic Education Data (from external stakeholders)	19	19
<b>External Service Total</b>	<b>2482</b>	<b>2482</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	88	88
Posting/Updating of Disbursement	88	88
Handling of Cash Advances	307	307
User Account Management for Centrally Managed Systems	83	83
Troubleshooting of ICT Equipment	47	47
Uploading of Publications	138	138
Issuance of Certificate of No Pending Case	418	418
Issuance of Foreign Official Travel Authority	35	35
Issuance of Foreign Personal Travel Authority	19	19

Application for ERF (Equivalent Record Form)	240	240
Application for Leave	106	106
Application for Retirement	18	18
Issuance of Certificate of Employment	198	198
Service Record	750	750
Loan Approval and Verification	288	288
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	748	748
Processing of Terminal Leave Benefits	15	15
Request for Correction of Name and Change of Status	25	25
Requisition and Issuance of Supplies	109	109
Property and Equipment Clearance Signing	28	28
Program Work Flow of Submission of Contextualized Learning Resources	240	240
Quality Assurance of Supplementary Learning Resource	107	107
Request for Basic Education Data (Internal Stakeholder)	138	138
Request for Data for EBEIS/LIS/NAT and Performance Indicators	138	138
<b>Internal Service Total</b>	<b>4371</b>	<b>4371</b>

### 100. Schools Division Office Naga City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	769	89.52%
2. I know what a CC is but I did not see this office's CC.	35	4.07%
3. I learned of the CC only when I saw this office's CC.	21	2.44%
4. I do not know what a CC is and I did not see this office's CC.	31	3.61%
5. No answers provided	3	0.35%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	771	89.76%
2. Somewhat easy to see	23	2.68%
3. Difficult to see	14	1.63%
4. Not visible at all	22	2.56%
5. N/A	27	3.14%
6. No answers provided	2	0.23%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	800	93.13%
2. Somewhat helped	20	2.33%
3. Did not help	10	1.16%
4. N/A	27	3.14%
5. No answers provided	2	0.23%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	13	2	12	264	567	1	859	96.85%
Reliability	13	2	7	268	569	0	859	97.44%
Access and Facilities	11	4	8	277	545	8	853	97.28%
Communication	13	2	9	272	562	1	859	97.20%
Costs	23	3	17	94	326	371	834	90.71%
Integrity	13	2	8	159	670	4	856	97.30%
Assurance	13	2	9	151	676	5	856	97.18%
Outcome	13	2	8	150	679	7	859	97.30%
<b>Overall</b>	<b>112</b>	<b>19</b>	<b>78</b>	<b>1635</b>	<b>4594</b>	<b>397</b>	<b>6835</b>	<b>96.41%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	76	76
Issuance of Requested Documents (CTC and Photocopy of Documents)	76	76
Certification, Authentication, Verification (CAV)	14	14
Receiving and Releasing of Communication and other Documents	76	76
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	7	7
Accessing Available Learning Resources from LRMDs Portal	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	21	25
Issuance of Special Orders for the Graduation of Private School Learners	11	11
Application for SHS Additional Track/Strand	3	4
Application for Summer Permit for Private Schools	2	2
Application for No Increase in Tuition Fee	15	18
Application for Increase in Tuition Fee	5	7
Request for Basic Education Data (from external stakeholders)	9	9
<b>External Service Total</b>	<b>315</b>	<b>325</b>
Internal Services	Responses	Total Transactions
Processing of ORS	60	1603

Posting/Updating of Disbursement	9	1603
Handling of Cash Advances	90	90
User Account Management for Centrally Managed Systems	53	70
Troubleshooting of ICT Equipment	3	15
Uploading of Publications	1	368
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	57	57
Issuance of Foreign Personal Travel Authority	57	57
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	107	107
Request for Data for EBEIS/LIS/NAT and Performance Indicators	107	107
Internal Service Total	<b>544</b>	<b>4077</b>

### 101. Schools Division Office Sorsogon City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2714	62.82%
2. I know what a CC is but I did not see this office's CC.	50	1.16%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	13	0.30%
5. No answers provided	1543	35.72%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	2564	59.35%
2. Somewhat easy to see	200	4.63%
3. Difficult to see	0	0.00%
4. Not visible at all	2	0.05%
5. N/A	11	0.25%
6. No answers provided	1543	35.72%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2553	59.10%

2. Somewhat helped	211	4.88%
3. Did not help	12	0.28%
4. N/A	1	0.02%
5. No answers provided	1543	35.72%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	5	10	25	440	3836	4	4320	99.07%
Reliability	7	4	9	494	3803	3	4320	99.54%
Access and Facilities	5	4	13	491	3800	7	4320	99.49%
Communication	6	10	25	445	3830	3	4319	99.05%
Costs	5	3	14	436	3861	1	4320	99.49%
Integrity	5	3	12	418	3880	1	4319	99.54%
Assurance	6	10	24	375	3902	3	4320	99.07%
Outcome	5	6	15	304	3986	4	4320	99.40%
<b>Overall</b>	<b>44</b>	<b>50</b>	<b>137</b>	<b>3403</b>	<b>30898</b>	<b>26</b>	<b>34558</b>	<b>99.33%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	3	3
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	204	387
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	27	27
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	100	430
Issuance of Requested Documents (CTC and Photocopy of Documents)	100	430
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	430	10960
Receiving of Complaints against Non-Teaching Personnel	8	8
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	9	10
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	21	21
Issuance of Special Orders for the Graduation of Private School Learners	13	13
Application for SHS Additional Track/Strand	13	13
Application for Summer Permit for Private Schools	21	21

Application for No Increase in Tuition Fee	13	13
Application for Increase in Tuition Fee	8	8
Request for Basic Education Data (from external stakeholders)	8	8
External Service Total	<b>978</b>	<b>12352</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	367	2850
Posting/Updating of Disbursement	367	2850
Handling of Cash Advances	310	1500
User Account Management for Centrally Managed Systems	93	93
Troubleshooting of ICT Equipment	41	41
Uploading of Publications	66	171
Issuance of Certificate of No Pending Case	87	108
Issuance of Foreign Official Travel Authority	1	1
Issuance of Foreign Personal Travel Authority	39	42
Application for ERF (Equivalent Record Form)	83	95
Application for Leave	403	5994
Application for Retirement	58	63
Issuance of Certificate of Employment	91	112
Service Record	321	1119
Loan Approval and Verification	398	2756
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	242	414
Processing of Terminal Leave Benefits	12	12
Request for Correction of Name and Change of Status	32	34
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	163	163
Request for Data for EBEIS/LIS/NAT and Performance Indicators	168	168
Internal Service Total	<b>3342</b>	<b>18586</b>

## 102. Schools Division Office Sorsogon Province

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1856	98.93%
2. I know what a CC is but I did not see this office's CC.	3	0.16%
3. I learned of the CC only when I saw this office's CC.	17	0.91%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1841	98.13%
2. Somewhat easy to see	34	1.81%
3. Difficult to see	0	0.00%



4. Not visible at all	1	0.05%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1855	98.88%
2. Somewhat helped	21	1.12%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	41	1835	0	1876	100%
Reliability	0	0	0	52	1807	0	1859	100%
Access and Facilities	0	0	0	54	1770	52	1876	100%
Communication	0	0	0	52	1824	0	1876	100%
Costs	0	0	0	29	0	1847	1876	100%
Integrity	0	0	0	52	1824	0	1876	100%
Assurance	0	0	0	26	1850	0	1876	100%
Outcome	0	0	0	52	1824	0	1876	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>358</b>	<b>12734</b>	<b>1899</b>	<b>14991</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	1000	1000
Issuance of Requested Documents (Non-CTC)	3	8
Issuance of Requested Documents (CTC and Photocopy of Documents)	2	7
Certification, Authentication, Verification (CAV)	20	3119
Receiving and Releasing of Communication and other Documents	25	46231
Receiving of Complaints against Non-Teaching Personnel	1	2
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	1	3
Accessing Available Learning Resources from LRMDS Porta	7	7
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	8	8

Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	5	11
External Service Total	<b>1072</b>	<b>50396</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	26	2776
Posting/Updating of Disbursement	26	2776
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	5	360
Troubleshooting of ICT Equipment	10	200
Uploading of Publications	5	536
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	480	480
Property and Equipment Clearance Signing	180	180
Program Work Flow of Submission of Contextualized Learning Resources	20	20
Quality Assurance of Supplementary Learning Resource	20	20
Request for Basic Education Data (Internal Stakeholder)	17	30
Request for Data for EBEIS/LIS/NAT and Performance Indicators	15	28
Internal Service Total	<b>804</b>	<b>7406</b>

### 103. Schools Division Office Tabaco City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4715	93.57%
2. I know what a CC is but I did not see this office's CC.	186	3.69%
3. I learned of the CC only when I saw this office's CC.	136	2.70%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%

5. No answers provided	2	0.04%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	4874	96.73%
2. Somewhat easy to see	165	3.27%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4759	94.44%
2. Somewhat helped	224	4.45%
3. Did not help	0	0.00%
4. N/A	56	1.11%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	170	4869	0	5039	100%
Reliability	0	0	0	111	4928	0	5039	100%
Access and Facilities	0	0	0	168	4871	0	5039	100%
Communication	0	0	12	102	4924	0	5038	99.76%
Costs	339	2	0	0	0	4698	339	0.00%
Integrity	0	0	0	65	4974	0	5039	100%
Assurance	0	0	0	72	4967	0	5039	100%
Outcome	0	0	0	71	4968	0	5039	100%
<b>Overall</b>	<b>339</b>	<b>2</b>	<b>12</b>	<b>759</b>	<b>34501</b>	<b>4698</b>	<b>35611</b>	<b>87.47%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	24	25
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	140	175
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	153	162
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	218	483
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	1	1
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	1034	9363

Receiving of Complaints against Non-Teaching Personnel	0	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	4
Accessing Available Learning Resources from LRMDs Portal	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	21	21
Issuance of Special Orders for the Graduation of Private School Learners	12	12
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	20	20
Application for Increase in Tuition Fee	5	5
Request for Basic Education Data (from external stakeholders)	65	70
External Service Total		
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	401	1935
Posting/Updating of Disbursement	401	1935
Handling of Cash Advances	44	44
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	28	30
Issuance of Foreign Official Travel Authority	20	22
Issuance of Foreign Personal Travel Authority	50	57
Application for ERF (Equivalent Record Form)	112	112
Application for Leave	1345	4794
Application for Retirement	15	15
Issuance of Certificate of Employment	34	34
Service Record	51	63
Loan Approval and Verification	151	2467
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	245	327
Processing of Terminal Leave Benefits	5	5
Request for Correction of Name and Change of Status	34	34
Requisition and Issuance of Supplies	255	735
Property and Equipment Clearance Signing	79	94
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	38	40
Request for Data for EBEIS/LIS/NAT and Performance Indicators	38	40
Internal Service Total	<b>3346</b>	<b>12783</b>

### 104. Schools Division Office Aklan

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4226	98.44%
2. I know what a CC is but I did not see this office's CC.	32	0.75%
3. I learned of the CC only when I saw this office's CC.	25	0.58%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	10	0.23%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	4261	99.25%
2. Somewhat easy to see	19	0.44%
3. Difficult to see	3	0.07%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	10	0.23%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4255	99.11%
2. Somewhat helped	28	0.65%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	10	0.23%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	10	228	4055	0	4293	99.77%
Reliability	0	0	10	229	4054	0	4293	99.77%
Access and Facilities	0	0	12	230	4051	0	4293	99.72%
Communication	0	0	10	229	4054	0	4293	99.77%
Costs	0	0	1	92	341	3859	4293	99.77%
Integrity	0	0	10	225	4058	0	4293	99.77%
Assurance	0	0	10	223	4060	0	4293	99.77%
Outcome	0	0	10	223	4060	0	4293	99.77%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>73</b>	<b>1679</b>	<b>28733</b>	<b>3859</b>	<b>34344</b>	<b>99.76%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	3	3
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	359	791

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	45	50
Issuance of Requested Documents (Non-CTC)	5	5
Issuance of Requested Documents (CTC and Photocopy of Documents)	25	26
Certification, Authentication, Verification (CAV)	2	2
Receiving and Releasing of Communication and other Documents	398	19706
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	3	3
Accessing Available Learning Resources from LRMSD Porta	84	105
Borrowing of Learning Materials from Libraries	42	42
Alternative Learning System (ALS) Enrollment	183	260
Issuance of Government Permit, Renewal, Recognition of Private Schools	11	11
Issuance of Special Orders for the Graduation of Private School Learners	38	38
Application for SHS Additional Track/Strand	8	8
Application for Summer Permit for Private Schools	10	10
Application for No Increase in Tuition Fee	24	24
Application for Increase in Tuition Fee	15	15
Request for Basic Education Data (from external stakeholders)	10	10
External Service Total	<b>1265</b>	<b>21109</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	365	7432
Posting/Updating of Disbursement	365	365
Handling of Cash Advances	45	50
User Account Management for Centrally Managed Systems	35	35
Troubleshooting of ICT Equipment	21	21
Uploading of Publications	19	19
Issuance of Certificate of No Pending Case	1	1
Issuance of Foreign Official Travel Authority	6	6
Issuance of Foreign Personal Travel Authority	68	68
Application for ERF (Equivalent Record Form)	46	168
Application for Leave	378	6107
Application for Retirement	35	118
Issuance of Certificate of Employment	32	60
Service Record	85	258
Loan Approval and Verification	480	16830
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	357	1074
Processing of Terminal Leave Benefits	6	6
Request for Correction of Name and Change of Status	51	117
Requisition and Issuance of Supplies	39	39
Property and Equipment Clearance Signing	228	405
Program Work Flow of Submission of Contextualized Learning Resources	172	302

Quality Assurance of Supplementary Learning Resource	184	348
Request for Basic Education Data (Internal Stakeholder)	5	5
Request for Data for EBEIS/LIS/NAT and Performance Indicators	5	5
<b>Internal Service Total</b>	<b>3028</b>	<b>33839</b>

### 105. Schools Division Office Antique

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	1432	92.45%
2. I know what a CC is but I did not see this office's CC.	8	0.52%
3. I learned of the CC only when I saw this office's CC.	105	6.78%
4. I do not know what a CC is and I did not see this office's CC.	4	0.26%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	1361	87.86%
2. Somewhat easy to see	147	9.49%
3. Difficult to see	2	0.13%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	39	2.52%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	1378	88.96%
2. Somewhat helped	167	10.78%
3. Did not help	1	0.06%
4. N/A	1	0.06%
5. No answers provided	2	0.13%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	2	0	18	198	1331	0	1549	98.71%
Reliability	0	0	18	171	1357	3	1549	98.84%
Access and Facilities	0	2	26	157	1338	26	1549	98.16%
Communication	0	0	42	106	1370	31	1549	97.23%
Costs	359	0	0	35	41	1114	1549	17.47%
Integrity	0	0	48	125	1376	0	1549	96.90%
Assurance	0	0	26	127	1392	0	1545	98.32%
Outcome	0	0	16	176	1350	3	1545	98.86%
<b>Overall</b>	<b>361</b>	<b>2</b>	<b>194</b>	<b>1095</b>	<b>9555</b>	<b>1177</b>	<b>12384</b>	<b>88.06%</b>



<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	22	315
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	39	402
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	10	475
Issuance of Requested Documents (Non-CTC)	97	4287
Issuance of Requested Documents (CTC and Photocopy of Documents)	267	5197
Certification, Authentication, Verification (CAV)	5	5
Receiving and Releasing of Communication and other Documents	364	9484
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	27	27
Issuance of Special Orders for the Graduation of Private School Learners	18	18
Application for SHS Additional Track/Strand	8	8
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	12	12
Application for Increase in Tuition Fee	2	2
Request for Basic Education Data (from external stakeholders)	2	2
<b>External Service Total</b>	<b>873</b>	<b>20234</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	50	2400
User Account Management for Centrally Managed Systems	74	74
Troubleshooting of ICT Equipment	39	39
Uploading of Publications	48	48
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	4	4
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	52	153
Application for Leave	40	40
Application for Retirement	26	240
Issuance of Certificate of Employment	24	150
Service Record	20	20
Loan Approval and Verification	50	8499

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	56	731
Processing of Terminal Leave Benefits	10	20
Request for Correction of Name and Change of Status	20	20
Requisition and Issuance of Supplies	150	400
Property and Equipment Clearance Signing	5	50
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	3	3
Request for Data for EBEIS/LIS/NAT and Performance Indicators	5	5
<b>Internal Service Total</b>	<b>676</b>	<b>12896</b>

### 106. Schools Division Office Bacolod City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	1137	69.20%
2. I know what a CC is but I did not see this office's CC.	147	8.95%
3. I learned of the CC only when I saw this office's CC.	127	7.73%
4. I do not know what a CC is and I did not see this office's CC.	227	13.82%
5. No answers provided	5	0.30%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	1074	65.37%
2. Somewhat easy to see	87	5.30%
3. Difficult to see	147	8.95%
4. Not visible at all	103	6.27%
5. N/A	227	13.82%
6. No answers provided	5	0.30%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	1086	66.10%
2. Somewhat helped	164	9.98%
3. Did not help	166	10.10%
4. N/A	222	13.51%
5. No answers provided	5	0.30%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	134	32	24	277	1163	9	1639	88.34%
Reliability	120	30	21	234	1230	4	1639	89.54%
Access and Facilities	127	30	19	249	1193	21	1639	89.12%
Communication	128	31	39	269	1163	9	1639	87.85%

Costs	0	21	2	0	1	1615	1639	4.17%
Integrity	130	25	22	252	1203	7	1639	89.15%
Assurance	126	26	35	223	1225	4	1639	88.56%
Outcome	124	32	30	235	1212	6	1639	88.61%
<b>Overall</b>	<b>889</b>	<b>227</b>	<b>192</b>	<b>1739</b>	<b>8390</b>	<b>1675</b>	<b>13112</b>	<b>78.17%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	8	8
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	17	17
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	3	3
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	17	17
Issuance of Requested Documents (Non-CTC)	1	1187
Issuance of Requested Documents (CTC and Photocopy of Documents)	16	3351
Certification, Authentication, Verification (CAV)	19	48
Receiving and Releasing of Communication and other Documents	143	1852
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	2	69
Accessing Available Learning Resources from LRMSD Porta	37	255
Borrowing of Learning Materials from Libraries	20	20
Alternative Learning System (ALS) Enrollment	4	4
Issuance of Government Permit, Renewal, Recognition of Private Schools	12	30
Issuance of Special Orders for the Graduation of Private School Learners	12	25
Application for SHS Additional Track/Strand	6	14
Application for Summer Permit for Private Schools	1	6
Application for No Increase in Tuition Fee	10	11
Application for Increase in Tuition Fee	11	26
Request for Basic Education Data (from external stakeholders)	45	83
<b>External Service Total</b>	<b>384</b>	<b>7026</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	11	2383
Posting/Updating of Disbursement	3	2383
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	139	802
Troubleshooting of ICT Equipment	20	20
Uploading of Publications	672	672
Issuance of Certificate of No Pending Case	7	77
Issuance of Foreign Official Travel Authority	14	14
Issuance of Foreign Personal Travel Authority	46	46

Application for ERF (Equivalent Record Form)	11	11
Application for Leave	15	15
Application for Retirement	3	3
Issuance of Certificate of Employment	7	7
Service Record	11	11
Loan Approval and Verification	12	12
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	48	48
Processing of Terminal Leave Benefits	1	1
Request for Correction of Name and Change of Status	4	4
Requisition and Issuance of Supplies	8	8
Property and Equipment Clearance Signing	7	7
Program Work Flow of Submission of Contextualized Learning Resources	26	26
Quality Assurance of Supplementary Learning Resource	65	65
Request for Basic Education Data (Internal Stakeholder)	54	70
Request for Data for EBEIS/LIS/NAT and Performance Indicators	75	500
<b>Internal Service Total</b>	<b>1259</b>	<b>7185</b>

### 107. Schools Division Office Bago City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	1114	97.29%
2. I know what a CC is but I did not see this office's CC.	28	2.45%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	3	0.26%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	1064	92.93%
2. Somewhat easy to see	50	4.37%
3. Difficult to see	0	0.00%
4. Not visible at all	28	2.45%
5. N/A	3	0.26%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	1071	93.54%
2. Somewhat helped	71	6.20%
3. Did not help	0	0.00%
4. N/A	3	0.26%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	68	1077	0	1145	100%
Reliability	0	0	0	91	1054	0	1145	100%
Access and Facilities	0	0	0	75	1061	9	1145	100%
Communication	0	0	0	74	1067	4	1145	100%
Costs	0	0	0	9	572	564	1145	100%
Integrity	0	0	0	63	1078	4	1145	100%
Assurance	0	0	0	46	1099	0	1145	100%
Outcome	0	0	0	28	1117	0	1145	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>454</b>	<b>8125</b>	<b>581</b>	<b>9160</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	1	1
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	125	158
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Portal	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
<b>External Service Total</b>	<b>126</b>	<b>159</b>
Internal Services	Responses	Total Transactions
Processing of ORS	0	0

Posting/Updating of Disbursement	0	0
Handling of Cash Advances	16	17
User Account Management for Centrally Managed Systems	71	85
Troubleshooting of ICT Equipment	84	95
Uploading of Publications	399	418
Issuance of Certificate of No Pending Case	35	35
Issuance of Foreign Official Travel Authority	4	4
Issuance of Foreign Personal Travel Authority	24	24
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	288	938
Property and Equipment Clearance Signing	98	120
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>1019</b>	<b>1736</b>

### 108. Schools Division Office Cadiz City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	301	67.34%
2. I know what a CC is but I did not see this office's CC.	84	18.79%
3. I learned of the CC only when I saw this office's CC.	44	9.84%
4. I do not know what a CC is and I did not see this office's CC.	18	4.03%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	307	68.68%
2. Somewhat easy to see	94	21.03%
3. Difficult to see	13	2.91%
4. Not visible at all	20	4.47%
5. N/A	13	2.91%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	356	79.64%

2. Somewhat helped	51	11.41%
3. Did not help	19	4.25%
4. N/A	21	4.70%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	2	6	72	366	1	447	98.21%
Reliability	0	0	0	66	379	2	447	100%
Access and Facilities	0	0	1	79	329	18	427	99.76%
Communication	1	0	3	93	339	11	447	99.08%
Costs	1	0	12	18	96	320	447	89.76%
Integrity	0	0	1	93	353	0	447	99.78%
Assurance	0	5	9	52	380	1	447	96.86%
Outcome	0	6	1	88	346	6	447	98.41%
<b>Overall</b>	<b>2</b>	<b>13</b>	<b>33</b>	<b>561</b>	<b>2588</b>	<b>359</b>	<b>3556</b>	<b>97.73%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	58
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	1	1
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	1	30
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	33	33
Borrowing of Learning Materials from Libraries	33	33
Alternative Learning System (ALS) Enrollment	33	33
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0



Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	18	18
External Service Total	<b>119</b>	<b>206</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	9	9
User Account Management for Centrally Managed Systems	1	2
Troubleshooting of ICT Equipment	2	34
Uploading of Publications	0	64
Issuance of Certificate of No Pending Case	2	69
Issuance of Foreign Official Travel Authority	1	1538
Issuance of Foreign Personal Travel Authority	0	12
Application for ERF (Equivalent Record Form)	3	600
Application for Leave	4	12
Application for Retirement	0	2
Issuance of Certificate of Employment	0	22
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	33	33
Quality Assurance of Supplementary Learning Resource	33	33
Request for Basic Education Data (Internal Stakeholder)	192	325
Request for Data for EBEIS/LIS/NAT and Performance Indicators	48	52
Internal Service Total	<b>328</b>	<b>2807</b>

### 109. Schools Division Office Capiz

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	381	15.29%
2. I know what a CC is but I did not see this office's CC.	15	0.60%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	12	0.48%
5. No answers provided	2084	83.63%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	370	14.85%
2. Somewhat easy to see	22	0.88%
3. Difficult to see	4	0.16%

4. Not visible at all	0	0.00%
5. N/A	12	0.48%
6. No answers provided	2084	83.63%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	374	15.01%
2. Somewhat helped	20	0.80%
3. Did not help	2	0.08%
4. N/A	12	0.48%
5. No answers provided	2084	83.63%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	16	33	44	191	2208	0	2492	96.27%
Reliability	13	30	37	227	2141	44	2492	96.73%
Access and Facilities	12	26	33	178	2205	38	2492	97.11%
Communication	13	28	38	241	2171	1	2492	96.83%
Costs	12	24	40	226	1973	217	2492	96.66%
Integrity	18	25	39	231	2178	1	2492	96.71%
Assurance	10	24	47	235	2147	29	2492	96.71%
Outcome	15	24	35	250	2168	0	2492	97.03%
<b>Overall</b>	<b>109</b>	<b>214</b>	<b>313</b>	<b>1779</b>	<b>17191</b>	<b>330</b>	<b>19936</b>	<b>96.76%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	9	10
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	124	2285
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	66	1360
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	34	384
Issuance of Requested Documents (Non-CTC)	12	30
Issuance of Requested Documents (CTC and Photocopy of Documents)	6	10
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	111	260
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDS Porta	159	420
Borrowing of Learning Materials from Libraries	32	32
Alternative Learning System (ALS) Enrollment	40	57

Issuance of Government Permit, Renewal, Recognition of Private Schools	3	52
Issuance of Special Orders for the Graduation of Private School Learners	13	13
Application for SHS Additional Track/Strand	5	5
Application for Summer Permit for Private Schools	1	1
Application for No Increase in Tuition Fee	1	10
Application for Increase in Tuition Fee	2	3
Request for Basic Education Data (from external stakeholders)	6	242
External Service Total	<b>624</b>	<b>5174</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	25	569
Posting/Updating of Disbursement	13	569
Handling of Cash Advances	500	2033
User Account Management for Centrally Managed Systems	87	132
Troubleshooting of ICT Equipment	5	9
Uploading of Publications	3	3
Issuance of Certificate of No Pending Case	46	628
Issuance of Foreign Official Travel Authority	1	1
Issuance of Foreign Personal Travel Authority	51	71
Application for ERF (Equivalent Record Form)	86	469
Application for Leave	92	2528
Application for Retirement	29	148
Issuance of Certificate of Employment	4	56
Service Record	76	352
Loan Approval and Verification	21	9346
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	81	849
Processing of Terminal Leave Benefits	15	20
Request for Correction of Name and Change of Status	16	43
Requisition and Issuance of Supplies	53	520
Property and Equipment Clearance Signing	99	1004
Program Work Flow of Submission of Contextualized Learning Resources	113	118
Quality Assurance of Supplementary Learning Resource	5	5
Request for Basic Education Data (Internal Stakeholder)	15	478
Request for Data for EBEIS/LIS/NAT and Performance Indicators	432	8400
Internal Service Total	<b>1868</b>	<b>28351</b>

### 110. Schools Division Office Escalante City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	8024	97.95%
2. I know what a CC is but I did not see this office's CC.	143	1.75%
3. I learned of the CC only when I saw this office's CC.	24	0.29%
4. I do not know what a CC is and I did not see this office's CC.	1	0.01%

5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	7956	97.12%
2. Somewhat easy to see	232	2.83%
3. Difficult to see	2	0.02%
4. Not visible at all	1	0.01%
5. N/A	1	0.01%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8018	97.88%
2. Somewhat helped	170	2.08%
3. Did not help	2	0.02%
4. N/A	2	0.02%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	1	422	7767	2	8192	99.99%
Reliability	0	0	12	417	7762	1	8192	99.85%
Access and Facilities	0	0	8	358	4919	2907	8192	99.85%
Communication	0	0	5	305	7881	1	8192	99.94%
Costs	0	0	1	257	4351	3583	8192	99.98%
Integrity	0	0	6	245	7936	5	8192	99.93%
Assurance	0	0	5	264	7921	2	8192	99.94%
Outcome	0	0	3	253	7934	2	8192	99.96%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>41</b>	<b>2521</b>	<b>56471</b>	<b>6503</b>	<b>65536</b>	<b>99.93%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	347	352
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	292	321
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	232	232
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	23	23
Certification, Authentication, Verification (CAV)	3	3
Receiving and Releasing of Communication and other Documents	364	4365

Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	1154	1154
Borrowing of Learning Materials from Libraries	140	140
Alternative Learning System (ALS) Enrollment	50	50
Issuance of Government Permit, Renewal, Recognition of Private Schools	164	164
Issuance of Special Orders for the Graduation of Private School Learners	2	2
Application for SHS Additional Track/Strand	2	2
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	7	7
Application for Increase in Tuition Fee	1	1
Request for Basic Education Data (from external stakeholders)	25	25
External Service Total	<b>2806</b>	<b>6841</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	120	2524
Posting/Updating of Disbursement	120	2400
Handling of Cash Advances	35	420
User Account Management for Centrally Managed Systems	85	110
Troubleshooting of ICT Equipment	42	50
Uploading of Publications	40	42
Issuance of Certificate of No Pending Case	74	74
Issuance of Foreign Official Travel Authority	1	1
Issuance of Foreign Personal Travel Authority	4	4
Application for ERF (Equivalent Record Form)	92	107
Application for Leave	978	1442
Application for Retirement	35	35
Issuance of Certificate of Employment	347	384
Service Record	762	812
Loan Approval and Verification	937	1012
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	260	260
Processing of Terminal Leave Benefits	7	7
Request for Correction of Name and Change of Status	7	9
Requisition and Issuance of Supplies	7	148
Property and Equipment Clearance Signing	31	207
Program Work Flow of Submission of Contextualized Learning Resources	150	150
Quality Assurance of Supplementary Learning Resource	1154	1154
Request for Basic Education Data (Internal Stakeholder)	49	49
Request for Data for EBEIS/LIS/NAT and Performance Indicators	49	49
Internal Service Total	<b>5386</b>	<b>11450</b>

### 111. Schools Division Office Guimaras

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2589	83.38%
2. I know what a CC is but I did not see this office's CC.	13	0.42%
3. I learned of the CC only when I saw this office's CC.	503	16.20%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	2995	96.46%
2. Somewhat easy to see	94	3.03%
3. Difficult to see	1	0.03%
4. Not visible at all	15	0.48%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2997	96.52%
2. Somewhat helped	90	2.90%
3. Did not help	0	0.00%
4. N/A	18	0.58%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	11	3094	0	3105	100%
Reliability	0	0	1	12	3092	0	3105	99.97%
Access and Facilities	0	0	0	20	3085	0	3105	100%
Communication	0	0	0	7	3098	0	3105	100%
Costs	0	0	1	16	3078	0	3095	99.97%
Integrity	0	0	0	15	3090	0	3105	100%
Assurance	0	0	0	9	3096	0	3105	100%
Outcome	0	0	0	9	3096	0	3105	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>99</b>	<b>24729</b>	<b>0</b>	<b>24830</b>	<b>99.99%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	2	2
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	50	300
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	30	70

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	50	57
Issuance of Requested Documents (Non-CTC)	7	60
Issuance of Requested Documents (CTC and Photocopy of Documents)	10	200
Certification, Authentication, Verification (CAV)	5	12
Receiving and Releasing of Communication and other Documents	5	120
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	1
Accessing Available Learning Resources from LRMS Porta	50	115
Borrowing of Learning Materials from Libraries	105	500
Alternative Learning System (ALS) Enrollment	30	103
Issuance of Government Permit, Renewal, Recognition of Private Schools	50	57
Issuance of Special Orders for the Graduation of Private School Learners	8	8
Application for SHS Additional Track/Strand	8	8
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	57	1072
External Service Total	<b>467</b>	<b>2685</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	150	2780
Posting/Updating of Disbursement	180	3048
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	70	115
Troubleshooting of ICT Equipment	100	300
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	35	81
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	24	24
Application for ERF (Equivalent Record Form)	40	80
Application for Leave	300	2500
Application for Retirement	10	30
Issuance of Certificate of Employment	50	100
Service Record	400	1000
Loan Approval and Verification	500	4000
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	425	425
Processing of Terminal Leave Benefits	12	12
Request for Correction of Name and Change of Status	10	20
Requisition and Issuance of Supplies	85	133
Property and Equipment Clearance Signing	110	125
Program Work Flow of Submission of Contextualized Learning Resources	20	200



Quality Assurance of Supplementary Learning Resource	10	100
Request for Basic Education Data (Internal Stakeholder)	57	1072
Request for Data for EBEIS/LIS/NAT and Performance Indicators	50	115
<b>Internal Service Total</b>	<b>2638</b>	<b>16260</b>

### 112. Schools Division Office Himamaylan City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	549	8.92%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	5608	91.08%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	549	8.92%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	4	0.06%
6. No answers provided	5604	91.02%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	549	8.92%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	5608	91.08%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	7	223	5923	0	6153	99.89%
Reliability	0	0	4	228	5925	0	6157	99.94%
Access and Facilities	0	0	10	238	5888	21	6157	99.84%
Communication	0	0	8	232	5910	7	6157	99.87%
Costs	0	0	8	241	5838	70	6157	99.87%
Integrity	0	0	6	231	5919	1	6157	99.90%
Assurance	0	0	6	235	5915	1	6157	99.90%
Outcome	0	0	6	240	5910	0	6156	99.90%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>55</b>	<b>1868</b>	<b>47228</b>	<b>100</b>	<b>49251</b>	<b>99.89%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	265	296
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	84	142
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	11	11
Issuance of Requested Documents (Non-CTC)	90	108
Issuance of Requested Documents (CTC and Photocopy of Documents)	300	463
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	2567	3885
Receiving of Complaints against Non-Teaching Personnel	1	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	3	3
Accessing Available Learning Resources from LRMSD Porta	41	54
Borrowing of Learning Materials from Libraries	7	10
Alternative Learning System (ALS) Enrollment	545	545
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	3	3
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	3	3
Application for Increase in Tuition Fee	4	4
Request for Basic Education Data (from external stakeholders)	12	12
<b>External Service Total</b>	<b>3937</b>	<b>5541</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	5	5
Posting/Updating of Disbursement	4	4
Handling of Cash Advances	32	51
User Account Management for Centrally Managed Systems	33	53
Troubleshooting of ICT Equipment	7	7
Uploading of Publications	80	80
Issuance of Certificate of No Pending Case	9	9
Issuance of Foreign Official Travel Authority	1	1
Issuance of Foreign Personal Travel Authority	3	3
Application for ERF (Equivalent Record Form)	65	83
Application for Leave	1550	2526
Application for Retirement	19	28
Issuance of Certificate of Employment	32	38
Service Record	120	152
Loan Approval and Verification	7	7

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	144	150
Processing of Terminal Leave Benefits	5	5
Request for Correction of Name and Change of Status	5	20
Requisition and Issuance of Supplies	25	25
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	18	18
Quality Assurance of Supplementary Learning Resource	17	17
Request for Basic Education Data (Internal Stakeholder)	2	2
Request for Data for EBEIS/LIS/NAT and Performance Indicators	37	37
Internal Service Total	<b>2220</b>	<b>3321</b>

### 113. Schools Division Office Iloilo City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	5044	40.21%
2. I know what a CC is but I did not see this office's CC.	417	3.32%
3. I learned of the CC only when I saw this office's CC.	930	7.41%
4. I do not know what a CC is and I did not see this office's CC.	2	0.02%
5. No answers provided	6152	49.04%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	5299	42.24%
2. Somewhat easy to see	732	5.83%
3. Difficult to see	290	2.31%
4. Not visible at all	0	0.00%
5. N/A	1	0.01%
6. No answers provided	6223	49.61%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5634	44.91%
2. Somewhat helped	656	5.23%
3. Did not help	32	0.26%
4. N/A	0	0.00%
5. No answers provided	6223	49.61%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	23	96	2270	10067	16	12472	99.04%
Reliability	0	24	218	2010	10283	10	12545	98.07%
Access and Facilities	0	0	109	1977	10443	16	12545	99.13%
Communication	0	13	112	2121	10288	11	12545	99%

Costs	0	6	6	573	6325	5635	12545	99.83%
Integrity	0	95	224	2502	9714	10	12545	97.46%
Assurance	0	4	91	2429	10017	4	12545	99.24%
Outcome	0	13	62	2597	9859	4	12535	99.40%
<b>Overall</b>	<b>0</b>	<b>178</b>	<b>918</b>	<b>16479</b>	<b>76996</b>	<b>5706</b>	<b>100277</b>	<b>98.90%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	100	120
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	403	410
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	256	262
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	241	313
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	320	1865
Certification, Authentication, Verification (CAV)	1	1
Receiving and Releasing of Communication and other Documents	422	28320
Receiving of Complaints against Non-Teaching Personnel	3	3
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	17	18
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	150	233
Issuance of Special Orders for the Graduation of Private School Learners	155	252
Application for SHS Additional Track/Strand	11	11
Application for Summer Permit for Private Schools	39	41
Application for No Increase in Tuition Fee	73	90
Application for Increase in Tuition Fee	172	229
Request for Basic Education Data (from external stakeholders)	315	828
<b>External Service Total</b>	<b>2678</b>	<b>32996</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	593	3446
Posting/Updating of Disbursement	593	3420
Handling of Cash Advances	923	3164
User Account Management for Centrally Managed Systems	257	265
Troubleshooting of ICT Equipment	11	18
Uploading of Publications	7	11
Issuance of Certificate of No Pending Case	121	146
Issuance of Foreign Official Travel Authority	1	1
Issuance of Foreign Personal Travel Authority	85	106

Application for ERF (Equivalent Record Form)	100	111
Application for Leave	1212	5465
Application for Retirement	77	80
Issuance of Certificate of Employment	131	135
Service Record	1277	2908
Loan Approval and Verification	2630	5206
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	525	530
Processing of Terminal Leave Benefits	3	3
Request for Correction of Name and Change of Status	27	27
Requisition and Issuance of Supplies	128	192
Property and Equipment Clearance Signing	230	263
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	486	828
Request for Data for EBEIS/LIS/NAT and Performance Indicators	450	720
<b>Internal Service Total</b>	<b>9867</b>	<b>27045</b>

#### 114. Schools Division Office Iloilo Province

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	2430	53.73%
2. I know what a CC is but I did not see this office's CC.	903	19.96%
3. I learned of the CC only when I saw this office's CC.	1049	23.19%
4. I do not know what a CC is and I did not see this office's CC.	117	2.59%
5. No answers provided	24	0.53%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	2285	50.52%
2. Somewhat easy to see	994	21.98%
3. Difficult to see	969	21.42%
4. Not visible at all	141	3.12%
5. N/A	47	1.04%
6. No answers provided	87	1.92%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	2483	54.90%
2. Somewhat helped	987	21.82%
3. Did not help	959	21.20%
4. N/A	61	1.35%
5. No answers provided	33	0.73%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	179	140	394	1639	2171	0	4523	84.24%
Reliability	168	125	357	1727	2145	1	4523	85.63%
Access and Facilities	168	125	443	1644	2143	0	4523	83.73%
Communication	167	129	441	1648	2136	0	4521	83.70%
Costs	4493	0	0	6	24	0	4523	0.66%
Integrity	165	132	445	1763	2016	0	4521	83.59%
Assurance	167	129	599	1377	2249	2	4523	80.20%
Outcome	164	120	513	1532	2193	1	4523	82.38%
<b>Overall</b>	<b>5671</b>	<b>900</b>	<b>3192</b>	<b>11336</b>	<b>15077</b>	<b>4</b>	<b>36180</b>	<b>73.02%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	152	354
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	225	20079
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	323	20079
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	15	40
Issuance of Requested Documents (Non-CTC)	123	598
Issuance of Requested Documents (CTC and Photocopy of Documents)	89	598
Certification, Authentication, Verification (CAV)	125	598
Receiving and Releasing of Communication and other Documents	69	598
Receiving of Complaints against Non-Teaching Personnel	107	598
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	85	598
Accessing Available Learning Resources from LRMDs Portal	5	22
Borrowing of Learning Materials from Libraries	4	22
Alternative Learning System (ALS) Enrollment	6	22
Issuance of Government Permit, Renewal, Recognition of Private Schools	36	187
Issuance of Special Orders for the Graduation of Private School Learners	41	187
Application for SHS Additional Track/Strand	29	187
Application for Summer Permit for Private Schools	30	187
Application for No Increase in Tuition Fee	20	187
Application for Increase in Tuition Fee	31	187
Request for Basic Education Data (from external stakeholders)	59	133
<b>External Service Total</b>	<b>1574</b>	<b>45461</b>
Internal Services	Responses	Total Transactions
Processing of ORS	150	367

Posting/Updating of Disbursement	125	367
Handling of Cash Advances	790	1746
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	126	278
Issuance of Foreign Official Travel Authority	264	2153
Issuance of Foreign Personal Travel Authority	526	2153
Application for ERF (Equivalent Record Form)	133	20079
Application for Leave	298	20079
Application for Retirement	198	20079
Issuance of Certificate of Employment	24	20079
Service Record	17	20079
Loan Approval and Verification	24	20079
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	70	20079
Processing of Terminal Leave Benefits	22	20079
Request for Correction of Name and Change of Status	76	20079
Requisition and Issuance of Supplies	13	40
Property and Equipment Clearance Signing	12	40
Program Work Flow of Submission of Contextualized Learning Resources	3	22
Quality Assurance of Supplementary Learning Resource	4	22
Request for Basic Education Data (Internal Stakeholder)	45	133
Request for Data for EBEIS/LIS/NAT and Performance Indicators	29	133
<b>Internal Service Total</b>	<b>2949</b>	<b>188165</b>

### 115. Schools Division Office Kabankalan City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	209	65.11%
2. I know what a CC is but I did not see this office's CC.	35	10.90%
3. I learned of the CC only when I saw this office's CC.	2	0.62%
4. I do not know what a CC is and I did not see this office's CC.	75	23.36%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	216	67.29%
2. Somewhat easy to see	12	3.74%
3. Difficult to see	1	0.31%
4. Not visible at all	0	0.00%
5. N/A	75	23.36%
6. No answers provided	17	5.30%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	191	59.50%



2. Somewhat helped	37	11.53%
3. Did not help	0	0.00%
4. N/A	76	23.68%
5. No answers provided	17	5.30%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	0	0	65	252	0	318	99.69%
Reliability	4	0	0	30	287	0	321	98.75%
Access and Facilities	2	0	0	31	285	3	321	99.37%
Communication	1	0	1	36	281	2	321	99.37%
Costs	1	0	0	39	117	157	314	99.36%
Integrity	1	0	0	30	289	1	321	99.69%
Assurance	1	0	1	29	290	0	321	99.38%
Outcome	1	0	0	30	290	0	321	99.69%
<b>Overall</b>	<b>12</b>	<b>0</b>	<b>2</b>	<b>290</b>	<b>2091</b>	<b>163</b>	<b>2558</b>	<b>99.41%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	1	1
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	6	6
Issuance of Requested Documents (Non-CTC)	3	3
Issuance of Requested Documents (CTC and Photocopy of Documents)	5	5
Certification, Authentication, Verification (CAV)	4	4
Receiving and Releasing of Communication and other Documents	15	15
Receiving of Complaints against Non-Teaching Personnel	2	2
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	33	35
Borrowing of Learning Materials from Libraries	37	37
Alternative Learning System (ALS) Enrollment	34	34
Issuance of Government Permit, Renewal, Recognition of Private Schools	3	3
Issuance of Special Orders for the Graduation of Private School Learners	3	3
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	0	0

Application for No Increase in Tuition Fee	6	6
Application for Increase in Tuition Fee	6	6
Request for Basic Education Data (from external stakeholders)	2	49
External Service Total	<b>161</b>	<b>210</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	5	728
Posting/Updating of Disbursement	5	903
Handling of Cash Advances	9	30
User Account Management for Centrally Managed Systems	30	251
Troubleshooting of ICT Equipment	1	4
Uploading of Publications	4	467
Issuance of Certificate of No Pending Case	3	3
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	3	5
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	3	3
Property and Equipment Clearance Signing	2	2
Program Work Flow of Submission of Contextualized Learning Resources	33	33
Quality Assurance of Supplementary Learning Resource	31	31
Request for Basic Education Data (Internal Stakeholder)	3	10
Request for Data for EBEIS/LIS/NAT and Performance Indicators	28	28
Internal Service Total	<b>160</b>	<b>2498</b>

### 116. Schools Division Office La Carlota City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3115	80.04%
2. I know what a CC is but I did not see this office's CC.	285	7.32%
3. I learned of the CC only when I saw this office's CC.	353	9.07%
4. I do not know what a CC is and I did not see this office's CC.	85	2.18%
5. No answers provided	54	1.39%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	2886	74.15%
2. Somewhat easy to see	487	12.51%
3. Difficult to see	130	3.34%

4. Not visible at all	50	1.28%
5. N/A	35	0.90%
6. No answers provided	304	7.81%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3272	84.07%
2. Somewhat helped	311	7.99%
3. Did not help	130	3.34%
4. N/A	85	2.18%
5. No answers provided	94	2.42%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	658	3227	0	3885	100%
Reliability	0	0	1	356	3530	0	3887	99.97%
Access and Facilities	0	0	0	344	2941	352	3637	100%
Communication	0	0	0	362	3525	0	3887	100%
Costs	0	0	250	319	1625	1693	3887	88.61%
Integrity	0	0	0	389	3498	0	3887	100%
Assurance	0	0	0	625	3262	0	3887	100%
Outcome	0	0	0	351	3536	0	3887	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>251</b>	<b>3404</b>	<b>25144</b>	<b>2045</b>	<b>30844</b>	<b>98.57%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	25	25
Issuance of Requested Documents (Non-CTC)	7	7
Issuance of Requested Documents (CTC and Photocopy of Documents)	149	164
Certification, Authentication, Verification (CAV)	9	9
Receiving and Releasing of Communication and other Documents	985	6966
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	3
Accessing Available Learning Resources from LRMSD Porta	7	7
Borrowing of Learning Materials from Libraries	149	164
Alternative Learning System (ALS) Enrollment	602	602

Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>1933</b>	<b>7947</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	67	1335
Posting/Updating of Disbursement	142	1301
Handling of Cash Advances	885	1025
User Account Management for Centrally Managed Systems	250	300
Troubleshooting of ICT Equipment	250	300
Uploading of Publications	250	300
Issuance of Certificate of No Pending Case	0	13
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	8	8
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	10	10
Property and Equipment Clearance Signing	10	10
Program Work Flow of Submission of Contextualized Learning Resources	38	41
Quality Assurance of Supplementary Learning Resource	49	49
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>1959</b>	<b>4692</b>

### 117. Schools Division Office Negros Occidental

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	886	21.71%
2. I know what a CC is but I did not see this office's CC.	4	0.10%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%

5. No answers provided	3192	78.20%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	884	21.66%
2. Somewhat easy to see	6	0.15%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	3192	78.20%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	887	21.73%
2. Somewhat helped	3	0.07%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	3192	78.20%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	142	3922	0	4064	100%
Reliability	0	0	0	138	3944	0	4082	100%
Access and Facilities	0	0	0	149	3933	0	4082	100%
Communication	0	0	1	135	3946	0	4082	99.98%
Costs	0	0	0	125	3957	0	4082	100%
Integrity	0	0	0	126	3956	0	4082	100%
Assurance	0	0	1	120	3961	0	4082	99.98%
Outcome	0	0	0	82	3617	383	4082	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1017</b>	<b>31236</b>	<b>383</b>	<b>32638</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	12	12
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	95	120
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	312	1356
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0

Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	33	36
Borrowing of Learning Materials from Libraries	65	72
Alternative Learning System (ALS) Enrollment	103	115
Issuance of Government Permit, Renewal, Recognition of Private Schools	87	87
Issuance of Special Orders for the Graduation of Private School Learners	14	14
Application for SHS Additional Track/Strand	14	14
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	68	72
Application for Increase in Tuition Fee	26	26
Request for Basic Education Data (from external stakeholders)	97	126
External Service Total	<b>926</b>	<b>2050</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	387	7441
Posting/Updating of Disbursement	406	11937
Handling of Cash Advances	396	3612
User Account Management for Centrally Managed Systems	292	1216
Troubleshooting of ICT Equipment	376	18056
Uploading of Publications	372	12034
Issuance of Certificate of No Pending Case	172	276
Issuance of Foreign Official Travel Authority	2	2
Issuance of Foreign Personal Travel Authority	115	156
Application for ERF (Equivalent Record Form)	298	960
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	12	12
Quality Assurance of Supplementary Learning Resource	23	24
Request for Basic Education Data (Internal Stakeholder)	112	151
Request for Data for EBEIS/LIS/NAT and Performance Indicators	193	362
Internal Service Total	<b>3156</b>	<b>56239</b>

### 118. Schools Division Office Passi City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	187	100%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	0	0.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	187	100%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	187	100%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	187	0	187	100%
Reliability	0	0	0	0	187	0	187	100%
Access and Facilities	0	0	0	0	187	0	187	100%
Communication	0	0	0	2	185	0	187	100%
Costs	0	0	0	2	185	0	187	100%
Integrity	0	0	0	2	185	0	187	100%
Assurance	0	0	0	1	186	0	187	100%
Outcome	0	0	0	0	187	0	187	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>1489</b>	<b>0</b>	<b>1496</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0



Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>0</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	38	38
Troubleshooting of ICT Equipment	57	57
Uploading of Publications	82	560
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	2	2
Issuance of Foreign Personal Travel Authority	8	8
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0

Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>187</b>	<b>665</b>

### 119. Schools Division Office Roxas City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	2	0.55%
5. No answers provided	363	99.45%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	0	0.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	2	0.55%
6. No answers provided	363	99.45%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	2	0.55%
5. No answers provided	363	99.45%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	5	0	7	351	2	0	365	96.71%
Reliability	5	3	8	310	2	0	328	95.12%
Access and Facilities	5	1	13	344	2	0	365	94.79%
Communication	5	0	11	346	2	1	365	95.60%
Costs	5	0	12	295	2	51	365	94.59%
Integrity	5	0	10	348	2	0	365	95.89%
Assurance	5	0	9	349	2	0	365	96.16%
Outcome	5	0	4	352	2	2	365	97.52%
<b>Overall</b>	<b>40</b>	<b>4</b>	<b>74</b>	<b>2695</b>	<b>16</b>	<b>54</b>	<b>2883</b>	<b>95.80%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	58	571
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	20	311
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	2	2
Issuance of Requested Documents (Non-CTC)	8	123
Issuance of Requested Documents (CTC and Photocopy of Documents)	6	6
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	33	16066
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	1	8
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	3	3
Issuance of Special Orders for the Graduation of Private School Learners	0	12
Application for SHS Additional Track/Strand	0	2
Application for Summer Permit for Private Schools	0	4
Application for No Increase in Tuition Fee	0	9
Application for Increase in Tuition Fee	0	9
Request for Basic Education Data (from external stakeholders)	0	3
<b>External Service Total</b>	<b>131</b>	<b>17129</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	45	1281
Posting/Updating of Disbursement	45	1281
Handling of Cash Advances	0	1025
User Account Management for Centrally Managed Systems	2	227
Troubleshooting of ICT Equipment	0	70
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	61
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	21	57
Application for Leave	27	4807
Application for Retirement	9	28
Issuance of Certificate of Employment	6	74
Service Record	15	247
Loan Approval and Verification	15	2967

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	33	203
Processing of Terminal Leave Benefits	9	9
Request for Correction of Name and Change of Status	7	29
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	20
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	10
<b>Internal Service Total</b>	<b>234</b>	<b>12396</b>

### 120. Schools Division Office Sagay City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	3650	97.39%
2. I know what a CC is but I did not see this office's CC.	89	2.37%
3. I learned of the CC only when I saw this office's CC.	8	0.21%
4. I do not know what a CC is and I did not see this office's CC.	1	0.03%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	3641	97.15%
2. Somewhat easy to see	102	2.72%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	5	0.13%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	3691	98.48%
2. Somewhat helped	57	1.52%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	0	132	3616	0	3748	100%
Reliability	0	0	0	121	3626	1	3748	100%
Access and Facilities	0	0	0	89	3656	3	3748	100%
Communication	0	0	0	97	3650	1	3748	100%

Costs	0	0	0	8	125	3615	3748	100%
Integrity	0	0	0	55	3693	0	3748	100%
Assurance	0	0	0	41	3707	0	3748	100%
Outcome	0	0	0	39	3685	0	3724	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>582</b>	<b>25758</b>	<b>3620</b>	<b>29960</b>	<b>100%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	140	140
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	180	180
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	90	90
Issuance of Requested Documents (Non-CTC)	10	10
Issuance of Requested Documents (CTC and Photocopy of Documents)	15	15
Certification, Authentication, Verification (CAV)	5	5
Receiving and Releasing of Communication and other Documents	468	468
Receiving of Complaints against Non-Teaching Personnel	1	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	3	3
Accessing Available Learning Resources from LRMSD Porta	24	24
Borrowing of Learning Materials from Libraries	72	72
Alternative Learning System (ALS) Enrollment	716	716
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
<b>External Service Total</b>	<b>1724</b>	<b>1724</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	80	80
User Account Management for Centrally Managed Systems	98	98
Troubleshooting of ICT Equipment	29	29
Uploading of Publications	5	5
Issuance of Certificate of No Pending Case	45	45
Issuance of Foreign Official Travel Authority	2	2
Issuance of Foreign Personal Travel Authority	25	25

Application for ERF (Equivalent Record Form)	52	52
Application for Leave	216	216
Application for Retirement	24	24
Issuance of Certificate of Employment	36	36
Service Record	432	432
Loan Approval and Verification	340	340
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	384	384
Processing of Terminal Leave Benefits	2	2
Request for Correction of Name and Change of Status	33	33
Requisition and Issuance of Supplies	34	34
Property and Equipment Clearance Signing	10	10
Program Work Flow of Submission of Contextualized Learning Resources	135	135
Quality Assurance of Supplementary Learning Resource	42	42
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>2024</b>	<b>2024</b>

### 121. Schools Division Office San Carlos City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	20335	99.85%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	30	0.15%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	20345	99.90%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	20	0.10%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	20336	99.86%
2. Somewhat helped	0	0.00%
3. Did not help	29	0.14%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	1	11	5012	15339	2	20365	99.94%
Reliability	0	0	2	5050	15311	2	20365	99.99%
Access and Facilities	0	0	2	4934	15415	14	20365	99.99%
Communication	0	0	5	4846	15502	12	20365	99.98%
Costs	0	10	16	148	1203	18988	20365	98.11%
Integrity	0	0	6	4856	15495	8	20365	99.97%
Assurance	0	0	8	5498	14859	0	20365	99.96%
Outcome	0	0	7	3394	16954	0	20355	99.97%
<b>Overall</b>	<b>0</b>	<b>11</b>	<b>57</b>	<b>33738</b>	<b>110078</b>	<b>19026</b>	<b>162910</b>	<b>99.74%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	168	258
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	18	27
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	212	322
Issuance of Requested Documents (Non-CTC)	278	428
Issuance of Requested Documents (CTC and Photocopy of Documents)	996	1533
Certification, Authentication, Verification (CAV)	3	3
Receiving and Releasing of Communication and other Documents	5411	8921
Receiving of Complaints against Non-Teaching Personnel	1	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	2	2
Accessing Available Learning Resources from LRMDs Porta	160	235
Borrowing of Learning Materials from Libraries	152	216
Alternative Learning System (ALS) Enrollment	155	221
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	7	9
Application for SHS Additional Track/Strand	1	3
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	8	13
Application for Increase in Tuition Fee	5	8
Request for Basic Education Data (from external stakeholders)	65	78
<b>External Service Total</b>	<b>7642</b>	<b>12278</b>
Internal Services	Responses	Total Transactions
Processing of ORS	1283	1975



Posting/Updating of Disbursement	1283	1975
Handling of Cash Advances	10	10
User Account Management for Centrally Managed Systems	191	275
Troubleshooting of ICT Equipment	88	112
Uploading of Publications	512	762
Issuance of Certificate of No Pending Case	25	33
Issuance of Foreign Official Travel Authority	1	1
Issuance of Foreign Personal Travel Authority	16	20
Application for ERF (Equivalent Record Form)	13	19
Application for Leave	5775	8666
Application for Retirement	37	57
Issuance of Certificate of Employment	73	112
Service Record	377	579
Loan Approval and Verification	2361	3633
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	143	219
Processing of Terminal Leave Benefits	7	7
Request for Correction of Name and Change of Status	11	16
Requisition and Issuance of Supplies	92	140
Property and Equipment Clearance Signing	7	7
Program Work Flow of Submission of Contextualized Learning Resources	166	241
Quality Assurance of Supplementary Learning Resource	160	235
Request for Basic Education Data (Internal Stakeholder)	11	15
Request for Data for EBEIS/LIS/NAT and Performance Indicators	81	90
<b>Internal Service Total</b>	<b>12723</b>	<b>19199</b>

## 122. Schools Division Office Silay City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	2653	51.36%
2. I know what a CC is but I did not see this office's CC.	2384	46.16%
3. I learned of the CC only when I saw this office's CC.	42	0.81%
4. I do not know what a CC is and I did not see this office's CC.	4	0.08%
5. No answers provided	82	1.59%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	2688	52.04%
2. Somewhat easy to see	2371	45.91%
3. Difficult to see	20	0.39%
4. Not visible at all	4	0.08%
5. N/A	0	0.00%
6. No answers provided	82	1.59%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	2984	57.77%

2. Somewhat helped	2077	40.21%
3. Did not help	20	0.39%
4. N/A	2	0.04%
5. No answers provided	82	1.59%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	192	4973	0	5165	100%
Reliability	0	0	0	196	4969	0	5165	100%
Access and Facilities	0	0	0	192	4973	0	5165	100%
Communication	0	0	0	218	4947	0	5165	100%
Costs	0	0	0	172	4938	55	5165	100%
Integrity	0	0	0	188	4977	0	5165	100%
Assurance	0	0	0	186	4979	0	5165	100%
Outcome	0	0	0	189	4976	0	5165	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1533</b>	<b>39732</b>	<b>55</b>	<b>41320</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	200	200
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	1757	1757
Borrowing of Learning Materials from Libraries	21	21
Alternative Learning System (ALS) Enrollment	1239	1239
Issuance of Government Permit, Renewal, Recognition of Private Schools	7	7
Issuance of Special Orders for the Graduation of Private School Learners	2	2
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0

Application for No Increase in Tuition Fee	8	8
Application for Increase in Tuition Fee	5	5
Request for Basic Education Data (from external stakeholders)	55	55
External Service Total	<b>3294</b>	<b>3294</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	139	3922
Posting/Updating of Disbursement	221	3922
Handling of Cash Advances	217	317
User Account Management for Centrally Managed Systems	42	42
Troubleshooting of ICT Equipment	42	65
Uploading of Publications	20	20
Issuance of Certificate of No Pending Case	20	43
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	5	15
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	200	200
Property and Equipment Clearance Signing	40	60
Program Work Flow of Submission of Contextualized Learning Resources	321	321
Quality Assurance of Supplementary Learning Resource	321	321
Request for Basic Education Data (Internal Stakeholder)	185	185
Request for Data for EBEIS/LIS/NAT and Performance Indicators	98	98
Internal Service Total	<b>1871</b>	<b>9531</b>

### 123. Schools Division Office Sipalay City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	1373	100.00%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	0	0.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%

4. Not visible at all	0	0.00%
5. N/A	1373	100.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	1373	100.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	1373	0	1373	100.00%
Reliability	0	0	0	0	1373	0	1373	100.00%
Access and Facilities	0	0	0	0	1373	0	1373	100.00%
Communication	0	0	0	0	1373	0	1373	100.00%
Costs	0	0	11	9	540	813	1373	100.00%
Integrity	0	0	0	0	1373	0	1373	100.00%
Assurance	0	0	0	0	1373	0	1373	100.00%
Outcome	0	0	0	0	1373	0	1373	100.00%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>9</b>	<b>10151</b>	<b>813</b>	<b>10984</b>	<b>100.00%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	723	782
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	560	560

Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>1283</b>	<b>1342</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	45	45
Quality Assurance of Supplementary Learning Resource	45	45
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>90</b>	<b>90</b>

#### 124. Schools Division Office Victorias City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1185	94.57%
2. I know what a CC is but I did not see this office's CC.	68	5.43%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%

5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1208	96.41%
2. Somewhat easy to see	37	2.95%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	8	0.64%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1218	97.21%
2. Somewhat helped	35	2.79%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	144	694	0	838	100%
Reliability	0	0	1	297	955	0	1253	99.92%
Access and Facilities	0	0	2	248	1002	1	1253	99.84%
Communication	0	0	2	252	999	0	1253	99.84%
Costs	0	0	0	0	69	1184	1253	100%
Integrity	0	0	0	280	973	0	1253	100%
Assurance	0	0	3	280	970	0	1253	99.76%
Outcome	0	0	1	114	1138	0	1253	99.92%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>1615</b>	<b>6800</b>	<b>1185</b>	<b>9609</b>	<b>99.91%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	1
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0

Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>1</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	208	1334
Posting/Updating of Disbursement	234	234
Handling of Cash Advances	409	500
User Account Management for Centrally Managed Systems	69	72
Troubleshooting of ICT Equipment	47	47
Uploading of Publications	227	555
Issuance of Certificate of No Pending Case	36	36
Issuance of Foreign Official Travel Authority	7	7
Issuance of Foreign Personal Travel Authority	16	17
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>1253</b>	<b>2802</b>



### 125. Schools Division Office Bais City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	10436	90.90%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	1045	9.10%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	10062	87.64%
2. Somewhat easy to see	243	2.12%
3. Difficult to see	452	3.94%
4. Not visible at all	724	6.31%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10436	90.90%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	1045	9.10%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	52	99	98	1569	9663	0	11481	97.83%
Reliability	89	99	277	1821	9122	73	11481	95.92%
Access and Facilities	102	132	412	2563	8272	0	11481	94.37%
Communication	178	137	15	1906	9232	0	11468	97.12%
Costs	98	120	109	1044	6678	3432	11481	95.94%
Integrity	85	108	155	1770	9363	0	11481	96.97%
Assurance	125	197	139	2028	8992	0	11481	95.98%
Outcome	112	172	113	1763	9321	0	11481	96.54%
<b>Overall</b>	<b>841</b>	<b>1064</b>	<b>1318</b>	<b>14464</b>	<b>70643</b>	<b>3505</b>	<b>91835</b>	<b>96.33%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	164	1988
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	101	101

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	61	254
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	1	1
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	3	3
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>330</b>	<b>2347</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	1790	1825
Posting/Updating of Disbursement	1958	1972
Handling of Cash Advances	1775	1775
User Account Management for Centrally Managed Systems	630	840
Troubleshooting of ICT Equipment	700	800
Uploading of Publications	430	450
Issuance of Certificate of No Pending Case	275	284
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	8	8
Application for ERF (Equivalent Record Form)	60	60
Application for Leave	2088	3861
Application for Retirement	20	20
Issuance of Certificate of Employment	287	328
Service Record	407	1495
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	152	152
Processing of Terminal Leave Benefits	6	6
Request for Correction of Name and Change of Status	4	10
Requisition and Issuance of Supplies	437	759
Property and Equipment Clearance Signing	108	157
Program Work Flow of Submission of Contextualized Learning Resources	0	0

Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	8	8
Request for Data for EBEIS/LIS/NAT and Performance Indicators	8	8
<b>Internal Service Total</b>	<b>11151</b>	<b>14818</b>

### 126. Schools Division Office Bayawan City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	1075	85.25%
2. I know what a CC is but I did not see this office's CC.	145	11.50%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	41	3.25%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	1102	87.39%
2. Somewhat easy to see	93	7.38%
3. Difficult to see	25	1.98%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	41	3.25%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	1082	85.80%
2. Somewhat helped	124	9.83%
3. Did not help	14	1.11%
4. N/A	0	0.00%
5. No answers provided	41	3.25%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	14	270	977	0	1261	98.89%
Reliability	1	1	17	294	948	0	1261	98.49%
Access and Facilities	0	20	18	423	786	14	1261	96.95%
Communication	2	0	32	435	792	0	1261	97.30%
Costs	0	0	0	0	0	1261	1261	0.00%
Integrity	3	0	34	276	948	0	1261	97.07%
Assurance	0	0	13	351	897	0	1261	98.97%
Outcome	0	6	12	99	1144	0	1261	98.57%
<b>Overall</b>	<b>6</b>	<b>27</b>	<b>140</b>	<b>2148</b>	<b>6492</b>	<b>1275</b>	<b>10088</b>	<b>85.78%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	2	2
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	100	250
Issuance of Requested Documents (Non-CTC)	4	4
Issuance of Requested Documents (CTC and Photocopy of Documents)	10	45
Certification, Authentication, Verification (CAV)	5	5
Receiving and Releasing of Communication and other Documents	75	600
Receiving of Complaints against Non-Teaching Personnel	1	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	1	1
Accessing Available Learning Resources from LRMDs Porta	200	2464
Borrowing of Learning Materials from Libraries	80	187
Alternative Learning System (ALS) Enrollment	150	1181
Issuance of Government Permit, Renewal, Recognition of Private Schools	1	1
Issuance of Special Orders for the Graduation of Private School Learners	2	2
Application for SHS Additional Track/Strand	2	2
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	1	1
Application for Increase in Tuition Fee	1	1
Request for Basic Education Data (from external stakeholders)	6	10
<b>External Service Total</b>	<b>641</b>	<b>4757</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	28	78
User Account Management for Centrally Managed Systems	10	38
Troubleshooting of ICT Equipment	21	45
Uploading of Publications	49	115
Issuance of Certificate of No Pending Case	41	41
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	27	27
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	40	96
Property and Equipment Clearance Signing	56	189
Program Work Flow of Submission of Contextualized Learning Resources	11	11
Quality Assurance of Supplementary Learning Resource	11	11
Request for Basic Education Data (Internal Stakeholder)	76	134
Request for Data for EBEIS/LIS/NAT and Performance Indicators	250	2156
Internal Service Total	<b>620</b>	<b>2941</b>

### 127. Schools Division Office Bogo City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	760	44.37%
2. I know what a CC is but I did not see this office's CC.	76	4.44%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	867	50.61%
5. No answers provided	10	0.58%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	749	43.72%
2. Somewhat easy to see	62	3.62%
3. Difficult to see	25	1.46%
4. Not visible at all	0	0.00%
5. N/A	867	50.61%
6. No answers provided	10	0.58%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	760	44.37%
2. Somewhat helped	62	3.62%
3. Did not help	14	0.82%
4. N/A	867	50.61%
5. No answers provided	10	0.58%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	11	187	1515	0	1713	99.36%
Reliability	0	0	16	183	1514	0	1713	99.07%
Access and Facilities	0	19	16	384	1294	0	1713	97.96%
Communication	0	0	27	335	1351	0	1713	98.42%

Costs	0	0	0	0	867	846	1713	100%
Integrity	0	0	30	252	1431	0	1713	98.25%
Assurance	0	0	11	278	1424	0	1713	99.36%
Outcome	0	3	12	90	1608	0	1713	99.12%
<b>Overall</b>	<b>0</b>	<b>22</b>	<b>123</b>	<b>1709</b>	<b>11004</b>	<b>846</b>	<b>13704</b>	<b>98.94%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	35	60
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	100	250
Issuance of Requested Documents (Non-CTC)	4	4
Issuance of Requested Documents (CTC and Photocopy of Documents)	10	45
Certification, Authentication, Verification (CAV)	5	5
Receiving and Releasing of Communication and other Documents	75	600
Receiving of Complaints against Non-Teaching Personnel	1	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	1	1
Accessing Available Learning Resources from LRMSD Porta	200	2464
Borrowing of Learning Materials from Libraries	80	187
Alternative Learning System (ALS) Enrollment	150	1181
Issuance of Government Permit, Renewal, Recognition of Private Schools	1	1
Issuance of Special Orders for the Graduation of Private School Learners	182	182
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	6	6
Application for No Increase in Tuition Fee	4	4
Application for Increase in Tuition Fee	3	3
Request for Basic Education Data (from external stakeholders)	0	0
<b>External Service Total</b>	<b>858</b>	<b>4995</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	338	1621
Posting/Updating of Disbursement	332	1788
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	40	65
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	27	27

Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	40	96
Property and Equipment Clearance Signing	56	189
Program Work Flow of Submission of Contextualized Learning Resources	11	11
Quality Assurance of Supplementary Learning Resource	11	11
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>855</b>	<b>3808</b>

### 128. Schools Division Office Canlaon City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	2635	85.86%
2. I know what a CC is but I did not see this office's CC.	329	10.72%
3. I learned of the CC only when I saw this office's CC.	97	3.16%
4. I do not know what a CC is and I did not see this office's CC.	8	0.26%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	2626	85.57%
2. Somewhat easy to see	369	12.02%
3. Difficult to see	67	2.18%
4. Not visible at all	4	0.13%
5. N/A	3	0.10%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	2824	92.02%
2. Somewhat helped	178	5.80%
3. Did not help	50	1.63%
4. N/A	2	0.07%
5. No answers provided	15	0.49%



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	3	12	30	424	2599	1	3069	98.53%
Reliability	10	5	16	675	2345	18	3069	98.98%
Access and Facilities	12	11	31	717	2294	4	3069	98.24%
Communication	0	10	51	720	2287	1	3069	98.01%
Costs	0	0	5	262	1841	961	3069	99.76%
Integrity	0	0	19	724	2326	0	3069	99.38%
Assurance	3	6	5	754	2295	6	3069	99.54%
Outcome	2	2	14	622	2425	4	3069	99.41%
<b>Overall</b>	<b>30</b>	<b>46</b>	<b>171</b>	<b>4898</b>	<b>18412</b>	<b>995</b>	<b>24552</b>	<b>98.98%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	3	4
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	111	200
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	30	50
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	87	678
Issuance of Requested Documents (Non-CTC)	28	35
Issuance of Requested Documents (CTC and Photocopy of Documents)	35	41
Certification, Authentication, Verification (CAV)	6	6
Receiving and Releasing of Communication and other Documents	216	2864
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	3	5
Accessing Available Learning Resources from LRMDs Portal	54	73
Borrowing of Learning Materials from Libraries	183	218
Alternative Learning System (ALS) Enrollment	50	194
Issuance of Government Permit, Renewal, Recognition of Private Schools	5	5
Issuance of Special Orders for the Graduation of Private School Learners	5	5
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	5	5
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	4	4
<b>External Service Total</b>	<b>825</b>	<b>4387</b>
Internal Services	Responses	Total Transactions
Processing of ORS	80	813

Posting/Updating of Disbursement	80	80
Handling of Cash Advances	208	830
User Account Management for Centrally Managed Systems	28	35
Troubleshooting of ICT Equipment	35	41
Uploading of Publications	32	646
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	1	1
Application for ERF (Equivalent Record Form)	20	30
Application for Leave	1178	2355
Application for Retirement	5	7
Issuance of Certificate of Employment	20	30
Service Record	205	323
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	105	130
Processing of Terminal Leave Benefits	1	1
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	52	458
Property and Equipment Clearance Signing	12	19
Program Work Flow of Submission of Contextualized Learning Resources	81	135
Quality Assurance of Supplementary Learning Resource	45	435
Request for Basic Education Data (Internal Stakeholder)	14	20
Request for Data for EBEIS/LIS/NAT and Performance Indicators	42	50
<b>Internal Service Total</b>	<b>2244</b>	<b>6439</b>

### 129. Schools Division Office Carcar City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	688	95.96%
2. I know what a CC is but I did not see this office's CC.	9	1.26%
3. I learned of the CC only when I saw this office's CC.	6	0.84%
4. I do not know what a CC is and I did not see this office's CC.	1	0.14%
5. No answers provided	13	1.81%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	690	96.23%
2. Somewhat easy to see	9	1.26%
3. Difficult to see	3	0.42%
4. Not visible at all	2	0.28%
5. N/A	0	0.00%
6. No answers provided	13	1.81%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	691	96.37%

2. Somewhat helped	10	1.39%
3. Did not help	1	0.14%
4. N/A	1	0.14%
5. No answers provided	14	1.95%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	1	0	164	551	1	717	99.86%
Reliability	2	0	1	118	591	3	715	99.58%
Access and Facilities	0	0	0	130	585	2	717	100%
Communication	1	0	0	120	594	2	717	99.86%
Costs	3	1	0	6	31	645	686	90.24%
Integrity	0	0	0	108	609	0	717	100%
Assurance	1	0	0	103	613	0	717	99.86%
Outcome	0	0	0	97	620	0	717	100%
<b>Overall</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>846</b>	<b>4194</b>	<b>653</b>	<b>5703</b>	<b>98.68%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	3	3
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	83	132
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	10	20
Issuance of Requested Documents (Non-CTC)	4	4
Issuance of Requested Documents (CTC and Photocopy of Documents)	50	85
Certification, Authentication, Verification (CAV)	4	4
Receiving and Releasing of Communication and other Documents	15	40
Receiving of Complaints against Non-Teaching Personnel	1	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	1	1
Accessing Available Learning Resources from LRMSD Porta	1	1
Borrowing of Learning Materials from Libraries	2	2
Alternative Learning System (ALS) Enrollment	3	3
Issuance of Government Permit, Renewal, Recognition of Private Schools	19	19
Issuance of Special Orders for the Graduation of Private School Learners	1	1
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0

Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	2	2
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>199</b>	<b>318</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	19	26
Posting/Updating of Disbursement	12	12
Handling of Cash Advances	20	100
User Account Management for Centrally Managed Systems	27	41
Troubleshooting of ICT Equipment	4	4
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	24	24
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	43	55
Application for Leave	98	268
Application for Retirement	12	12
Issuance of Certificate of Employment	24	60
Service Record	46	132
Loan Approval and Verification	146	210
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	21	116
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	7	7
Requisition and Issuance of Supplies	6	497
Property and Equipment Clearance Signing	1	5
Program Work Flow of Submission of Contextualized Learning Resources	4	4
Quality Assurance of Supplementary Learning Resource	4	4
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>518</b>	<b>1577</b>

### 130. Schools Division Office Bohol

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	0	0.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%

4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	0	0	0	0.00%
Reliability	0	0	0	0	0	0	0	0.00%
Access and Facilities	0	0	0	0	0	0	0	0.00%
Communication	0	0	0	0	0	0	0	0.00%
Costs	0	0	0	0	0	0	0	0.00%
Integrity	0	0	0	0	0	0	0	0.00%
Assurance	0	0	0	0	0	0	0	0.00%
Outcome	0	0	0	0	0	0	0	0.00%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDS Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0

Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>0</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>0</b>	<b>0</b>

### 131. Schools Division Office Cebu City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	199	95.22%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	2	0.96%
4. I do not know what a CC is and I did not see this office's CC.	8	3.83%

5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	187	89.47%
2. Somewhat easy to see	11	5.26%
3. Difficult to see	7	3.35%
4. Not visible at all	4	1.91%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	189	90.43%
2. Somewhat helped	15	7.18%
3. Did not help	5	2.39%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	2	0	2	35	168	0	207	98.07%
Reliability	0	0	1	31	177	0	209	99.52%
Access and Facilities	0	0	2	31	176	0	209	99.04%
Communication	0	0	2	34	173	0	209	99.04%
Costs	3	1	5	33	151	16	209	95.34%
Integrity	0	0	2	29	178	0	209	99.04%
Assurance	0	0	1	31	177	0	209	99.52%
Outcome	0	0	2	29	178	0	209	99.04%
<b>Overall</b>	<b>5</b>	<b>1</b>	<b>17</b>	<b>253</b>	<b>1378</b>	<b>16</b>	<b>1670</b>	<b>98.58%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	1
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	3	196
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	19	19
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	249
Issuance of Requested Documents (Non-CTC)	0	15
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	722
Certification, Authentication, Verification (CAV)	0	4
Receiving and Releasing of Communication and other Documents	131	2216



Receiving of Complaints against Non-Teaching Personnel	0	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	5
Accessing Available Learning Resources from LRMSD Porta	0	623
Borrowing of Learning Materials from Libraries	0	55
Alternative Learning System (ALS) Enrollment	0	150
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	13
Issuance of Special Orders for the Graduation of Private School Learners	1	100
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	1	19
Application for Increase in Tuition Fee	1	28
Request for Basic Education Data (from external stakeholders)	0	2
External Service Total	<b>156</b>	<b>4418</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	3	1859
Posting/Updating of Disbursement	4	4
Handling of Cash Advances	6	537
User Account Management for Centrally Managed Systems	0	25
Troubleshooting of ICT Equipment	0	35
Uploading of Publications	0	11
Issuance of Certificate of No Pending Case	1	208
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	1	43
Application for Leave	2	26160
Application for Retirement	6	162
Issuance of Certificate of Employment	0	308
Service Record	3	2659
Loan Approval and Verification	5	1990
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	17	517
Processing of Terminal Leave Benefits	0	25
Request for Correction of Name and Change of Status	0	106
Requisition and Issuance of Supplies	1	327
Property and Equipment Clearance Signing	0	331
Program Work Flow of Submission of Contextualized Learning Resources	0	18
Quality Assurance of Supplementary Learning Resource	0	18
Request for Basic Education Data (Internal Stakeholder)	0	13
Request for Data for EBEIS/LIS/NAT and Performance Indicators	4	13
Internal Service Total	<b>53</b>	<b>35369</b>

### 132. Schools Division Office Cebu Province

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	201	41.96%
2. I know what a CC is but I did not see this office's CC.	161	33.61%
3. I learned of the CC only when I saw this office's CC.	30	6.26%
4. I do not know what a CC is and I did not see this office's CC.	6	1.25%
5. No answers provided	81	16.91%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	219	45.72%
2. Somewhat easy to see	154	32.15%
3. Difficult to see	31	6.47%
4. Not visible at all	4	0.84%
5. N/A	7	1.46%
6. No answers provided	64	13.36%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	206	43.01%
2. Somewhat helped	170	35.49%
3. Did not help	45	9.39%
4. N/A	13	2.71%
5. No answers provided	45	9.39%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	131	158	71	17	12	88	477	7.46%
Reliability	0	2	54	188	166	69	479	86.34%
Access and Facilities	0	1	41	197	164	76	479	89.58%
Communication	0	6	65	161	157	90	479	81.75%
Costs	149	182	71	0	0	77	479	0.00%
Integrity	0	5	69	176	155	74	479	81.73%
Assurance	0	7	24	185	182	81	479	92.21%
Outcome	0	1	35	184	165	94	479	90.65%
<b>Overall</b>	<b>280</b>	<b>362</b>	<b>430</b>	<b>1108</b>	<b>1001</b>	<b>649</b>	<b>3830</b>	<b>66.22%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	63	169

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	45
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	20	569
Certification, Authentication, Verification (CAV)	0	50
Receiving and Releasing of Communication and other Documents	10	756
Receiving of Complaints against Non-Teaching Personnel	0	54
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	5	78
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	50	230
Issuance of Special Orders for the Graduation of Private School Learners	0	89
Application for SHS Additional Track/Strand	0	238
Application for Summer Permit for Private Schools	5	50
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	5
Request for Basic Education Data (from external stakeholders)	7	67
External Service Total	<b>160</b>	<b>2400</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	9	20
Posting/Updating of Disbursement	0	10
Handling of Cash Advances	47	897
User Account Management for Centrally Managed Systems	15	78
Troubleshooting of ICT Equipment	0	32
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	69	376
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	26	786
Application for Retirement	7	379
Issuance of Certificate of Employment	30	245
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	57	634
Processing of Terminal Leave Benefits	30	235
Request for Correction of Name and Change of Status	9	15
Requisition and Issuance of Supplies	0	78
Property and Equipment Clearance Signing	10	456
Program Work Flow of Submission of Contextualized Learning Resources	0	0

Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	243
Request for Data for EBEIS/LIS/NAT and Performance Indicators	10	78
<b>Internal Service Total</b>	<b>319</b>	<b>4562</b>

### 133. Schools Division Office Danao City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	2228	83.89%
2. I know what a CC is but I did not see this office's CC.	93	3.50%
3. I learned of the CC only when I saw this office's CC.	266	10.02%
4. I do not know what a CC is and I did not see this office's CC.	69	2.60%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	2423	91.23%
2. Somewhat easy to see	145	5.46%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	88	3.31%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	2423	91.23%
2. Somewhat helped	145	5.46%
3. Did not help	0	0.00%
4. N/A	88	3.31%
5. No answers provided	0	0.00%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	53	213	2387	3	2656	98%
Reliability	0	0	53	213	2387	3	2656	98%
Access and Facilities	0	0	53	213	2387	3	2656	98%
Communication	0	0	53	213	2387	3	2656	09%
Costs	0	1	32	117	2417	89	2656	98.71%
Integrity	0	0	53	216	2384	3	2656	98%
Assurance	0	0	53	216	2384	3	2656	98%
Outcome	0	0	53	213	2387	3	2656	98%
<b>Overall</b>	<b>0</b>	<b>1</b>	<b>403</b>	<b>1614</b>	<b>19120</b>	<b>110</b>	<b>21248</b>	<b>86.96%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	235	836
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	111	156
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	17	150
Issuance of Requested Documents (Non-CTC)	255	49725
Issuance of Requested Documents (CTC and Photocopy of Documents)	9	9
Certification, Authentication, Verification (CAV)	12	12
Receiving and Releasing of Communication and other Documents	255	49795
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	36	40
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	14	14
Issuance of Special Orders for the Graduation of Private School Learners	6	6
Application for SHS Additional Track/Strand	5	5
Application for Summer Permit for Private Schools	3	3
Application for No Increase in Tuition Fee	5	5
Application for Increase in Tuition Fee	2	2
Request for Basic Education Data (from external stakeholders)	70	226
<b>External Service Total</b>	<b>1035</b>	<b>100984</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	14	2857
Posting/Updating of Disbursement	14	2857
Handling of Cash Advances	140	2116
User Account Management for Centrally Managed Systems	12	330
Troubleshooting of ICT Equipment	12	143
Uploading of Publications	12	967
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	118	170
Application for Leave	235	5904
Application for Retirement	14	14
Issuance of Certificate of Employment	235	421
Service Record	235	2471
Loan Approval and Verification	235	1082

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	134	206
Processing of Terminal Leave Benefits	7	7
Request for Correction of Name and Change of Status	30	30
Requisition and Issuance of Supplies	17	180
Property and Equipment Clearance Signing	17	75
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	70	116
Request for Data for EBEIS/LIS/NAT and Performance Indicators	70	610
Internal Service Total	<b>1621</b>	<b>20556</b>

### 134. Schools Division Office Dumaguete City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	800	77.44%
2. I know what a CC is but I did not see this office's CC.	163	15.78%
3. I learned of the CC only when I saw this office's CC.	70	6.78%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	867	83.93%
2. Somewhat easy to see	166	16.07%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	869	84.12%
2. Somewhat helped	164	15.88%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	359	674	0	1033	100%
Reliability	0	0	0	167	865	0	1032	100%
Access and Facilities	0	0	0	69	964	0	1033	100%
Communication	0	0	0	154	879	0	1033	100%

Costs	0	0	1	3	37	992	1033	97.56%
Integrity	0	0	0	73	960	0	1033	100%
Assurance	0	0	0	33	1000	0	1033	100%
Outcome	0	0	0	314	712	0	1026	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1172</b>	<b>6091</b>	<b>992</b>	<b>8256</b>	<b>99.70%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	150	290
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	90	158
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	1	1
Issuance of Requested Documents (Non-CTC)	14	2000
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	14	2000
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	1	1
Issuance of Special Orders for the Graduation of Private School Learners	5	5
Application for SHS Additional Track/Strand	2	2
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	5	5
Application for Increase in Tuition Fee	4	4
Request for Basic Education Data (from external stakeholders)	4	4
<b>External Service Total</b>	<b>290</b>	<b>4470</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	1	2000
Posting/Updating of Disbursement	1	1800
Handling of Cash Advances	1	1800
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	4	1000
Issuance of Foreign Personal Travel Authority	4	1000



Application for ERF (Equivalent Record Form)	31	31
Application for Leave	75	75
Application for Retirement	28	28
Issuance of Certificate of Employment	161	161
Service Record	140	140
Loan Approval and Verification	70	70
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	190	190
Processing of Terminal Leave Benefits	7	7
Request for Correction of Name and Change of Status	12	12
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	1	1
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	7	7
Request for Data for EBEIS/LIS/NAT and Performance Indicators	10	20
<b>Internal Service Total</b>	<b>743</b>	<b>8342</b>

### 135. Schools Division Office Guihulngan City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	4	100%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	4	100%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	4	100%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	4	0	4	100%
Reliability	0	0	0	0	4	0	4	100%
Access and Facilities	0	0	0	0	4	0	4	100%
Communication	0	0	0	0	4	0	4	100%
Costs	0	0	0	0	4	0	4	100%
Integrity	0	0	0	0	4	0	4	100%
Assurance	0	0	0	0	4	0	4	100%
Outcome	0	0	0	0	4	0	4	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>32</b>	<b>0</b>	<b>32</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>0</b>
Internal Services	Responses	Total Transactions
Processing of ORS	0	0

Posting/Updating of Disbursement	0	0
Handling of Cash Advances	4	4
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>4</b>	<b>4</b>

### 136. Schools Division Office Lapu-Lapu City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	311	77.17%
2. I know what a CC is but I did not see this office's CC.	18	4.47%
3. I learned of the CC only when I saw this office's CC.	30	7.44%
4. I do not know what a CC is and I did not see this office's CC.	44	10.92%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	307	76.18%
2. Somewhat easy to see	50	12.41%
3. Difficult to see	12	2.98%
4. Not visible at all	4	0.99%
5. N/A	30	7.44%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	334	82.88%

2. Somewhat helped	40	9.93%
3. Did not help	14	3.47%
4. N/A	15	3.72%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	2	3	7	118	262	10	402	96.94%
Reliability	1	10	10	119	257	6	403	94.71%
Access and Facilities	5	1	16	119	238	24	403	94.20%
Communication	3	2	12	114	265	7	403	95.71%
Costs	4	4	14	92	160	127	401	91.97%
Integrity	3	4	14	108	268	6	403	94.71%
Assurance	3	2	12	98	283	5	403	95.73%
Outcome	3	4	19	105	264	8	403	93.42%
<b>Overall</b>	<b>24</b>	<b>30</b>	<b>104</b>	<b>873</b>	<b>1997</b>	<b>193</b>	<b>3221</b>	<b>94.67%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	2	2
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	1	1
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	2	2
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	6	6
Issuance of Requested Documents (Non-CTC)	4	4
Issuance of Requested Documents (CTC and Photocopy of Documents)	5	5
Certification, Authentication, Verification (CAV)	3	3
Receiving and Releasing of Communication and other Documents	104	104
Receiving of Complaints against Non-Teaching Personnel	1	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	2	2
Accessing Available Learning Resources from LRMSD Porta	45	45
Borrowing of Learning Materials from Libraries	2	2
Alternative Learning System (ALS) Enrollment	98	98
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0

Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	1	1
External Service Total	<b>276</b>	<b>276</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	6	15
Posting/Updating of Disbursement	6	15
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	21	21
Troubleshooting of ICT Equipment	10	10
Uploading of Publications	5	5
Issuance of Certificate of No Pending Case	10	10
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	9	9
Application for Leave	20	20
Application for Retirement	2	2
Issuance of Certificate of Employment	5	5
Service Record	6	6
Loan Approval and Verification	1	1
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	3	3
Processing of Terminal Leave Benefits	1	1
Request for Correction of Name and Change of Status	3	3
Requisition and Issuance of Supplies	1	1
Property and Equipment Clearance Signing	4	4
Program Work Flow of Submission of Contextualized Learning Resources	3	3
Quality Assurance of Supplementary Learning Resource	3	3
Request for Basic Education Data (Internal Stakeholder)	7	7
Request for Data for EBEIS/LIS/NAT and Performance Indicators	1	1
Internal Service Total	<b>127</b>	<b>145</b>

### 137. Schools Division Office Mandaue City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	193	83.55%
2. I know what a CC is but I did not see this office's CC.	1	0.43%
3. I learned of the CC only when I saw this office's CC.	2	0.87%
4. I do not know what a CC is and I did not see this office's CC.	34	14.72%
5. No answers provided	1	0.43%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	186	80.52%
2. Somewhat easy to see	2	0.87%
3. Difficult to see	6	2.60%

4. Not visible at all	2	0.87%
5. N/A	34	14.72%
6. No answers provided	1	0.43%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	184	79.65%
2. Somewhat helped	3	1.30%
3. Did not help	6	2.60%
4. N/A	37	16.02%
5. No answers provided	1	0.43%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	7	2	8	41	170	3	231	92.54%
Reliability	3	3	4	38	181	2	231	95.63%
Access and Facilities	4	3	4	38	175	7	231	95.09%
Communication	3	3	8	42	172	3	231	93.86%
Costs	7	4	7	27	134	52	231	89.94%
Integrity	3	2	4	37	182	3	231	96.05%
Assurance	2	2	5	34	185	3	231	96.05%
Outcome	2	3	4	35	184	3	231	96.05%
<b>Overall</b>	<b>31</b>	<b>22</b>	<b>44</b>	<b>292</b>	<b>1383</b>	<b>76</b>	<b>1848</b>	<b>94.40%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	7	7
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	2	2
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	1	1
Issuance of Requested Documents (CTC and Photocopy of Documents)	2	2
Certification, Authentication, Verification (CAV)	3	3
Receiving and Releasing of Communication and other Documents	138	138
Receiving of Complaints against Non-Teaching Personnel	1	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDS Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0

Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>154</b>	<b>154</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	1	1
User Account Management for Centrally Managed Systems	6	6
Troubleshooting of ICT Equipment	23	23
Uploading of Publications	15	15
Issuance of Certificate of No Pending Case	16	16
Issuance of Foreign Official Travel Authority	2	2
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	2	2
Application for Retirement	0	0
Issuance of Certificate of Employment	1	1
Service Record	3	3
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	4	4
Processing of Terminal Leave Benefits	1	1
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	1	1
Quality Assurance of Supplementary Learning Resource	1	1
Request for Basic Education Data (Internal Stakeholder)	1	1
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>77</b>	<b>77</b>

### 138. Schools Division Office Naga City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	956	83.64%
2. I know what a CC is but I did not see this office's CC.	101	8.84%
3. I learned of the CC only when I saw this office's CC.	76	6.65%
4. I do not know what a CC is and I did not see this office's CC.	8	0.70%



5. No answers provided	2	0.17%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1019	89.15%
2. Somewhat easy to see	107	9.36%
3. Difficult to see	13	1.14%
4. Not visible at all	1	0.09%
5. N/A	3	0.26%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1014	88.71%
2. Somewhat helped	112	9.80%
3. Did not help	6	0.52%
4. N/A	11	0.96%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	37	219	883	4	1143	96.75%
Reliability	0	0	34	225	880	4	1143	97.01%
Access and Facilities	0	0	33	210	896	4	1143	97.10%
Communication	0	0	54	180	903	6	1143	95.25%
Costs	0	0	0	33	1017	93	1143	100%
Integrity	0	0	35	189	915	4	1143	96.93%
Assurance	0	0	46	180	912	5	1143	95.96%
Outcome	0	0	23	178	929	13	1143	97.96%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>262</b>	<b>1414</b>	<b>7335</b>	<b>133</b>	<b>9144</b>	<b>97.12%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	28	28
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	101	132
Issuance of Requested Documents (CTC and Photocopy of Documents)	181	322
Certification, Authentication, Verification (CAV)	29	31
Receiving and Releasing of Communication and other Documents	379	11486

Receiving of Complaints against Non-Teaching Personnel	2	2
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	26	28
Accessing Available Learning Resources from LRMDs Portal	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	3	3
Issuance of Special Orders for the Graduation of Private School Learners	5	5
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	4	4
Application for No Increase in Tuition Fee	7	7
Application for Increase in Tuition Fee	1	1
Request for Basic Education Data (from external stakeholders)	25	30
External Service Total	<b>791</b>	<b>12079</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	53	60
Posting/Updating of Disbursement	36	40
Handling of Cash Advances	17	3462
User Account Management for Centrally Managed Systems	44	44
Troubleshooting of ICT Equipment	44	44
Uploading of Publications	44	44
Issuance of Certificate of No Pending Case	28	28
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	11	11
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	25	30
Request for Data for EBEIS/LIS/NAT and Performance Indicators	50	55
Internal Service Total	<b>352</b>	<b>3818</b>

### 139. Schools Division Office Negros Oriental

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	0	0.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	0	0	0	0.00%
Reliability	0	0	0	0	0	0	0	0.00%
Access and Facilities	0	0	0	0	0	0	0	0.00%
Communication	0	0	0	0	0	0	0	0.00%
Costs	0	0	0	0	0	0	0	0.00%
Integrity	0	0	0	0	0	0	0	0.00%
Assurance	0	0	0	0	0	0	0	0.00%
Outcome	0	0	0	0	0	0	0	0.00%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>0</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0

Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>0</b>	<b>0</b>

#### 140. Schools Division Office Siquijor

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	13002	97.38%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	350	2.62%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	13347	99.96%
2. Somewhat easy to see	5	0.04%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	13352	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	1862	11490	0	13352	100%
Reliability	0	0	0	1830	11522	0	13352	100%
Access and Facilities	0	0	0	1692	11660	0	13352	100%
Communication	0	0	0	1692	11660	0	13352	0.00%
Costs	0	0	0	0	0	13352	13352	100%
Integrity	0	0	0	930	12422	0	13352	100%
Assurance	0	0	0	1618	11734	0	13352	100%
Outcome	0	0	0	1648	11704	0	13352	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11272</b>	<b>82192</b>	<b>13352</b>	<b>106816</b>	<b>87.50%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	173	202
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	78	81
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	412	652
Issuance of Requested Documents (Non-CTC)	42	42
Issuance of Requested Documents (CTC and Photocopy of Documents)	78	83
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	1215	5390
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMS Porta	721	1197
Borrowing of Learning Materials from Libraries	150	190
Alternative Learning System (ALS) Enrollment	350	540
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	7	7
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	7	7
Application for Increase in Tuition Fee	7	7
Request for Basic Education Data (from external stakeholders)	40	40
<b>External Service Total</b>	<b>3280</b>	<b>8438</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	1215	2097
Posting/Updating of Disbursement	134	155
Handling of Cash Advances	2	2
User Account Management for Centrally Managed Systems	42	42
Troubleshooting of ICT Equipment	78	83
Uploading of Publications	505	565
Issuance of Certificate of No Pending Case	136	150
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	14	14
Application for ERF (Equivalent Record Form)	15	15
Application for Leave	3129	6300
Application for Retirement	47	47
Issuance of Certificate of Employment	120	149
Service Record	603	732
Loan Approval and Verification	821	1115

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	174	215
Processing of Terminal Leave Benefits	4	4
Request for Correction of Name and Change of Status	10	10
Requisition and Issuance of Supplies	876	1350
Property and Equipment Clearance Signing	125	125
Program Work Flow of Submission of Contextualized Learning Resources	817	2200
Quality Assurance of Supplementary Learning Resource	901	2200
Request for Basic Education Data (Internal Stakeholder)	152	200
Request for Data for EBEIS/LIS/NAT and Performance Indicators	152	200
<b>Internal Service Total</b>	<b>10072</b>	<b>17970</b>

### 141. Schools Division Office Tagbilaran City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	4803	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	4782	99.56%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	21	0.44%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	4803	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	2	323	4478	0	4803	99.96%
Reliability	1	1	2	378	4421	0	4803	99.92%
Access and Facilities	0	0	1	433	4369	0	4803	99.98%
Communication	0	0	1	322	4480	0	4803	99.98%



Costs	0	0	2	304	639	3858	4803	99.79%
Integrity	0	0	2	315	4486	0	4803	99.96%
Assurance	0	0	2	318	4483	0	4803	99.96%
Outcome	0	0	1	321	4481	0	4803	99.98%
<b>Overall</b>	<b>1</b>	<b>1</b>	<b>13</b>	<b>2714</b>	<b>31837</b>	<b>3858</b>	<b>38424</b>	<b>99.94%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	8	8
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	253	253
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	189	189
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	75	75
Issuance of Requested Documents (Non-CTC)	24	24
Issuance of Requested Documents (CTC and Photocopy of Documents)	25	25
Certification, Authentication, Verification (CAV)	15	15
Receiving and Releasing of Communication and other Documents	1580	1580
Receiving of Complaints against Non-Teaching Personnel	1	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	3	3
Accessing Available Learning Resources from LRMSD Porta	56	56
Borrowing of Learning Materials from Libraries	25	25
Alternative Learning System (ALS) Enrollment	737	737
Issuance of Government Permit, Renewal, Recognition of Private Schools	57	57
Issuance of Special Orders for the Graduation of Private School Learners	13	13
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	7	7
Application for Increase in Tuition Fee	17	17
Request for Basic Education Data (from external stakeholders)	3	3
<b>External Service Total</b>	<b>3088</b>	<b>3088</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	53	53
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	25	25
User Account Management for Centrally Managed Systems	25	25
Troubleshooting of ICT Equipment	70	70
Uploading of Publications	5	5
Issuance of Certificate of No Pending Case	19	19
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	40	40

Application for ERF (Equivalent Record Form)	25	25
Application for Leave	23	345
Application for Retirement	16	16
Issuance of Certificate of Employment	78	78
Service Record	804	804
Loan Approval and Verification	135	135
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	171	171
Processing of Terminal Leave Benefits	8	8
Request for Correction of Name and Change of Status	2	2
Requisition and Issuance of Supplies	65	65
Property and Equipment Clearance Signing	25	25
Program Work Flow of Submission of Contextualized Learning Resources	61	150
Quality Assurance of Supplementary Learning Resource	63	63
Request for Basic Education Data (Internal Stakeholder)	1	1
Request for Data for EBEIS/LIS/NAT and Performance Indicators	1	1
<b>Internal Service Total</b>	<b>1715</b>	<b>2126</b>

#### 142. Schools Division Office Talisay City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	150	2.28%
2. I know what a CC is but I did not see this office's CC.	1	0.02%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	4	0.06%
5. No answers provided	6417	97.64%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	152	2.31%
2. Somewhat easy to see	1	0.02%
3. Difficult to see	0	0.00%
4. Not visible at all	2	0.03%
5. N/A	0	0.00%
6. No answers provided	6417	97.64%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	152	2.31%
2. Somewhat helped	1	0.02%
3. Did not help	2	0.03%
4. N/A	0	0.00%
5. No answers provided	6417	97.64%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	6572	0	6572	100%
Reliability	0	0	0	1300	5272	0	6572	100%
Access and Facilities	0	0	0	0	6560	12	6572	100%
Communication	0	0	0	9	6563	0	6572	100%
Costs	0	0	0	0	6572	0	6572	100%
Integrity	0	0	0	3	6569	0	6572	100%
Assurance	0	0	0	0	6572	0	6572	100%
Outcome	0	0	0	0	6572	0	6572	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1312</b>	<b>51252</b>	<b>12</b>	<b>52576</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	285	300
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	281	5634
Certification, Authentication, Verification (CAV)	9	9
Receiving and Releasing of Communication and other Documents	1207	20155
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	503	503
Borrowing of Learning Materials from Libraries	9	9
Alternative Learning System (ALS) Enrollment	810	900
Issuance of Government Permit, Renewal, Recognition of Private Schools	4	4
Issuance of Special Orders for the Graduation of Private School Learners	10	10
Application for SHS Additional Track/Strand	3	3
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	12	12
Application for Increase in Tuition Fee	15	15
Request for Basic Education Data (from external stakeholders)	6	8
<b>External Service Total</b>	<b>3154</b>	<b>27562</b>
Internal Services	Responses	Total Transactions
Processing of ORS	1302	1920

Posting/Updating of Disbursement	1302	1920
Handling of Cash Advances	166	185
User Account Management for Centrally Managed Systems	28	32
Troubleshooting of ICT Equipment	12	12
Uploading of Publications	19	20
Issuance of Certificate of No Pending Case	85	89
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	34	36
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	326	335
Property and Equipment Clearance Signing	76	82
Program Work Flow of Submission of Contextualized Learning Resources	2	2
Quality Assurance of Supplementary Learning Resource	5	5
Request for Basic Education Data (Internal Stakeholder)	26	31
Request for Data for EBEIS/LIS/NAT and Performance Indicators	35	40
<b>Internal Service Total</b>	<b>3418</b>	<b>4709</b>

### 143. Schools Division Office Tanjay City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	114	88.37%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	15	11.63%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	116	89.92%
2. Somewhat easy to see	1	0.78%
3. Difficult to see	6	4.65%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	6	4.65%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	120	93.02%

2. Somewhat helped	3	2.33%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	6	4.65%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	4	125	0	129	100%
Reliability	0	0	0	6	113	0	119	100%
Access and Facilities	0	0	0	0	129	0	129	100%
Communication	0	0	0	5	124	0	129	100%
Costs	0	0	0	0	33	96	129	100%
Integrity	0	0	0	0	129	0	129	100%
Assurance	0	0	0	2	127	0	129	100%
Outcome	0	0	0	0	129	0	129	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>17</b>	<b>909</b>	<b>96</b>	<b>1022</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	12	356
Issuance of Requested Documents (Non-CTC)	6	65
Issuance of Requested Documents (CTC and Photocopy of Documents)	18	208
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	2
Accessing Available Learning Resources from LRMSD Porta	0	23255
Borrowing of Learning Materials from Libraries	12	1861
Alternative Learning System (ALS) Enrollment	0	544
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	8
Issuance of Special Orders for the Graduation of Private School Learners	1	2
Application for SHS Additional Track/Strand	0	2
Application for Summer Permit for Private Schools	0	0

Application for No Increase in Tuition Fee	3	7
Application for Increase in Tuition Fee	0	1
Request for Basic Education Data (from external stakeholders)	3	5
External Service Total	<b>55</b>	<b>26317</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	1725
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	12
User Account Management for Centrally Managed Systems	0	285
Troubleshooting of ICT Equipment	15	30
Uploading of Publications	0	475
Issuance of Certificate of No Pending Case	10	35
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	4	21
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	21	1159
Property and Equipment Clearance Signing	10	19
Program Work Flow of Submission of Contextualized Learning Resources	6	11
Quality Assurance of Supplementary Learning Resource	5	43
Request for Basic Education Data (Internal Stakeholder)	2	8
Request for Data for EBEIS/LIS/NAT and Performance Indicators	1	3
Internal Service Total	<b>74</b>	<b>3826</b>

#### 144. Schools Division Office Toledo City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	8746	92.01%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	760	7.99%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	8746	92.01%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%

4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	760	7.99%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8746	92.01%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	760	7.99%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	58	9448	0	9506	100%
Reliability	0	0	0	52	9454	0	9506	100%
Access and Facilities	0	0	0	54	9446	6	9506	100%
Communication	0	0	0	50	9450	6	9506	100%
Costs	0	0	0	0	0	9506	9506	0%
Integrity	0	0	0	49	9451	6	9506	100%
Assurance	0	0	0	49	9451	6	9506	100%
Outcome	0	0	0	49	9451	6	9506	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>361</b>	<b>66151</b>	<b>9536</b>	<b>76048</b>	<b>87.50%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	195	204
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	288	306
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	23	23
Issuance of Requested Documents (Non-CTC)	10	10
Issuance of Requested Documents (CTC and Photocopy of Documents)	866	866
Certification, Authentication, Verification (CAV)	16	16
Receiving and Releasing of Communication and other Documents	4797	4797
Receiving of Complaints against Non-Teaching Personnel	2	2
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	6	6
Accessing Available Learning Resources from LRMDS Porta	62	62
Borrowing of Learning Materials from Libraries	62	70
Alternative Learning System (ALS) Enrollment	63	63



Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>6390</b>	<b>6425</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	300	1332
Posting/Updating of Disbursement	300	1332
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	60	90
Troubleshooting of ICT Equipment	90	108
Uploading of Publications	220	474
Issuance of Certificate of No Pending Case	144	226
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	72	85
Application for ERF (Equivalent Record Form)	42	63
Application for Leave	248	248
Application for Retirement	59	64
Issuance of Certificate of Employment	153	177
Service Record	320	385
Loan Approval and Verification	550	891
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	248	248
Processing of Terminal Leave Benefits	12	12
Request for Correction of Name and Change of Status	39	39
Requisition and Issuance of Supplies	78	93
Property and Equipment Clearance Signing	121	172
Program Work Flow of Submission of Contextualized Learning Resources	30	30
Quality Assurance of Supplementary Learning Resource	30	30
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>3116</b>	<b>6099</b>

#### 145. Schools Division Office Baybay City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	477	99.38%
2. I know what a CC is but I did not see this office's CC.	3	0.63%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%

5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	458	95.42%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	22	4.58%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	458	95.42%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	22	4.58%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	3	2	3	2	470	0	480	98.33%
Reliability	3	2	3	45	427	0	480	98.33%
Access and Facilities	3	3	3	44	427	0	480	98.13%
Communication	3	3	5	161	308	0	480	97.71%
Costs	0	0	0	0	480	0	480	100%
Integrity	3	0	3	25	402	0	433	98.61%
Assurance	3	2	3	99	301	0	408	98.04%
Outcome	3	2	3	45	427	0	480	98.33%
<b>Overall</b>	<b>21</b>	<b>14</b>	<b>23</b>	<b>421</b>	<b>3242</b>	<b>0</b>	<b>3721</b>	<b>98.44%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	25	25
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	15	15
Receiving and Releasing of Communication and other Documents	54	72

Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Portal	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	9	9
Issuance of Special Orders for the Graduation of Private School Learners	9	9
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	20	20
External Service Total	<b>133</b>	<b>151</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	12	12
User Account Management for Centrally Managed Systems	100	100
Troubleshooting of ICT Equipment	68	70
Uploading of Publications	20	25
Issuance of Certificate of No Pending Case	72	72
Issuance of Foreign Official Travel Authority	20	20
Issuance of Foreign Personal Travel Authority	20	20
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	25	25
Request for Data for EBEIS/LIS/NAT and Performance Indicators	10	20
Internal Service Total	<b>347</b>	<b>364</b>

### 146. Schools Division Office Biliran

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	886	96.72%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	30	3.28%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	886	96.72%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	2	0.22%
5. N/A	28	3.06%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	886	96.72%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	30	3.28%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	55	861	0	916	100%
Reliability	0	0	0	114	514	0	628	100%
Access and Facilities	0	0	0	265	651	0	916	100%
Communication	0	0	2	44	532	0	578	99.65%
Costs	0	0	50	59	761	46	916	94.25%
Integrity	0	0	0	34	594	0	628	100%
Assurance	0	0	0	40	876	0	916	100%
Outcome	0	0	0	48	868	0	916	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>52</b>	<b>659</b>	<b>5657</b>	<b>46</b>	<b>6414</b>	<b>99.24%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	14	14
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	177	288
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	14	288

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	20	20
Issuance of Requested Documents (CTC and Photocopy of Documents)	28	28
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	60	60
Receiving of Complaints against Non-Teaching Personnel	2	2
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	3	3
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	2	2
Issuance of Special Orders for the Graduation of Private School Learners	3	3
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	1	1
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>324</b>	<b>709</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	34	34
User Account Management for Centrally Managed Systems	20	20
Troubleshooting of ICT Equipment	20	20
Uploading of Publications	5	500
Issuance of Certificate of No Pending Case	10	10
Issuance of Foreign Official Travel Authority	8	8
Issuance of Foreign Personal Travel Authority	31	31
Application for ERF (Equivalent Record Form)	80	140
Application for Leave	0	10000
Application for Retirement	42	57
Issuance of Certificate of Employment	0	288
Service Record	50	288
Loan Approval and Verification	0	395
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	288	326
Processing of Terminal Leave Benefits	4	4
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0

Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>592</b>	<b>12121</b>

### 147. Schools Division Office Borongan City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	0	0.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	0	0	0	0	0	0.00%
Reliability	0	0	0	0	0	0	0	0.00%
Access and Facilities	0	0	0	0	0	0	0	0.00%
Communication	0	0	0	0	0	0	0	0.00%
Costs	0	0	0	0	0	0	0	0.00%
Integrity	0	0	0	0	0	0	0	0.00%
Assurance	0	0	0	0	0	0	0	0.00%
Outcome	0	0	0	0	0	0	0	0.00%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
--------------------------	------------------	---------------------------

Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>0</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0



Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>0</b>	<b>0</b>

### 148. Schools Division Office Calbayog City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	62	3.46%
2. I know what a CC is but I did not see this office's CC.	70	3.90%
3. I learned of the CC only when I saw this office's CC.	572	31.90%
4. I do not know what a CC is and I did not see this office's CC.	1089	60.74%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	186	10.37%
2. Somewhat easy to see	382	21.31%
3. Difficult to see	369	20.58%
4. Not visible at all	305	17.01%
5. N/A	551	30.73%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	601	33.52%
2. Somewhat helped	195	10.88%
3. Did not help	355	19.80%
4. N/A	642	35.81%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	69	163	131	260	1169	1	1793	79.74%
Reliability	97	143	287	299	967	0	1793	70.61%
Access and Facilities	52	78	96	407	1160	0	1793	87.40%
Communication	119	184	96	241	1153	0	1793	77.75%
Costs	177	102	57	285	943	229	1793	78.52%
Integrity	93	125	123	289	1163	0	1793	80.98%

Assurance	53	68	197	383	1092	0	1793	82.26%
Outcome	75	52	187	283	1196	0	1793	82.49%
<b>Overall</b>	<b>735</b>	<b>915</b>	<b>1174</b>	<b>2447</b>	<b>8843</b>	<b>230</b>	<b>14344</b>	<b>79.97%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	3	3
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	58	370
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	44	254
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	13	3
Issuance of Requested Documents (Non-CTC)	4	7
Issuance of Requested Documents (CTC and Photocopy of Documents)	19	8258
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	18	32951
Receiving of Complaints against Non-Teaching Personnel	1	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	4	7
Accessing Available Learning Resources from LRMSD Porta	75	1250
Borrowing of Learning Materials from Libraries	15	15
Alternative Learning System (ALS) Enrollment	800	800
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	28	28
<b>External Service Total</b>	<b>1082</b>	<b>43947</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	6	8
User Account Management for Centrally Managed Systems	89	200
Troubleshooting of ICT Equipment	30	50
Uploading of Publications	75	120
Issuance of Certificate of No Pending Case	17	17
Issuance of Foreign Official Travel Authority	3	4
Issuance of Foreign Personal Travel Authority	43	45
Application for ERF (Equivalent Record Form)	89	289
Application for Leave	47	7305

Application for Retirement	8	17
Issuance of Certificate of Employment	14	43
Service Record	58	732
Loan Approval and Verification	58	679
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	44	583
Processing of Terminal Leave Benefits	3	6
Request for Correction of Name and Change of Status	0	17
Requisition and Issuance of Supplies	13	13
Property and Equipment Clearance Signing	13	13
Program Work Flow of Submission of Contextualized Learning Resources	35	35
Quality Assurance of Supplementary Learning Resource	32	32
Request for Basic Education Data (Internal Stakeholder)	16	16
Request for Data for EBEIS/LIS/NAT and Performance Indicators	18	18
<b>Internal Service Total</b>	<b>711</b>	<b>10242</b>

#### 149. Schools Division Office Catbalogan

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	284	23.91%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	904	76.09%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	284	23.91%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	904	76.09%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	284	23.91%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	904	76.09%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	0	5	1183	0	1188	100%

Reliability	0	0	0	5	1183	0	1188	100%
Access and Facilities	0	0	0	5	1183	0	1188	100%
Communication	0	0	0	4	1184	0	1188	100%
Costs	0	0	0	5	1183	0	1188	100%
Integrity	0	0	0	5	1183	0	1188	100%
Assurance	0	0	0	4	1184	0	1188	100%
Outcome	0	0	0	5	1183	0	1188	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>38</b>	<b>9466</b>	<b>0</b>	<b>9504</b>	<b>100%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	105	3046
Issuance of Requested Documents (CTC and Photocopy of Documents)	95	1102
Certification, Authentication, Verification (CAV)	176	2531
Receiving and Releasing of Communication and other Documents	397	397
Receiving of Complaints against Non-Teaching Personnel	4	4
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMS Porta	0	1113
Borrowing of Learning Materials from Libraries	10	20
Alternative Learning System (ALS) Enrollment	15	1513
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	2	2
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	1	1
Request for Basic Education Data (from external stakeholders)	39	39
<b>External Service Total</b>	<b>845</b>	<b>9769</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	1803
Posting/Updating of Disbursement	27	2142
Handling of Cash Advances	0	252
User Account Management for Centrally Managed Systems	278	278
Troubleshooting of ICT Equipment	5	9

Uploading of Publications	1	1
Issuance of Certificate of No Pending Case	12	58
Issuance of Foreign Official Travel Authority	1	1
Issuance of Foreign Personal Travel Authority	9	9
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	4	4
Quality Assurance of Supplementary Learning Resource	6	38
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>343</b>	<b>4595</b>

### 150. Schools Division Office Eastern Samar

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	743	92.99%
2. I know what a CC is but I did not see this office's CC.	32	4.01%
3. I learned of the CC only when I saw this office's CC.	4	0.50%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	20	2.50%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	712	89.11%
2. Somewhat easy to see	47	5.88%
3. Difficult to see	2	0.25%
4. Not visible at all	2	0.25%
5. N/A	15	1.88%
6. No answers provided	21	2.63%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	729	91.24%
2. Somewhat helped	28	3.50%
3. Did not help	1	0.13%
4. N/A	20	2.50%
5. No answers provided	21	2.63%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	1	5	58	729	3	797	99.12%
Reliability	1	1	4	57	736	0	799	99.25%
Access and Facilities	1	2	3	60	731	2	799	99.25%
Communication	2	2	3	64	726	2	799	99.12%
Costs	2	5	7	48	59	677	798	88.43%
Integrity	1	2	4	51	741	0	799	99.12%
Assurance	1	0	5	53	739	1	799	99.25%
Outcome	2	0	3	51	742	1	799	99.37%
<b>Overall</b>	<b>11</b>	<b>13</b>	<b>34</b>	<b>442</b>	<b>5203</b>	<b>686</b>	<b>6389</b>	<b>97.86%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	2	10
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	1	5
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	14	20
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	6	6
Borrowing of Learning Materials from Libraries	6	6
Alternative Learning System (ALS) Enrollment	24	24
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	18	18
<b>External Service Total</b>	<b>71</b>	<b>89</b>

<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	328	2243
Posting/Updating of Disbursement	328	2243
Handling of Cash Advances	4	4
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	7	10
Issuance of Certificate of No Pending Case	3	10
Issuance of Foreign Official Travel Authority	2	10
Issuance of Foreign Personal Travel Authority	0	10
Application for ERF (Equivalent Record Form)	11	15
Application for Leave	30	40
Application for Retirement	0	10
Issuance of Certificate of Employment	0	10
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	9	9
Quality Assurance of Supplementary Learning Resource	4	4
Request for Basic Education Data (Internal Stakeholder)	1	1
Request for Data for EBEIS/LIS/NAT and Performance Indicators	1	1
<b>Internal Service Total</b>	<b>728</b>	<b>4620</b>

### 151. Schools Division Office Leyte

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	843	81.92%
2. I know what a CC is but I did not see this office's CC.	17	1.65%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	169	16.42%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	837	81.34%
2. Somewhat easy to see	23	2.24%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	169	16.42%



CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	843	81.92%
2. Somewhat helped	17	1.65%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	169	16.42%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	14	2	4	88	906	15	1029	98.03%
Reliability	14	2	4	70	924	15	1029	98.03%
Access and Facilities	14	0	9	66	925	15	1029	97.73%
Communication	13	2	4	72	913	15	1019	98.11%
Costs	14	2	8	74	916	15	1029	97.63%
Integrity	14	1	4	74	921	15	1029	98.13%
Assurance	13	2	4	70	925	15	1029	98.13%
Outcome	15	1	3	76	919	15	1029	98.13%
<b>Overall</b>	<b>111</b>	<b>12</b>	<b>40</b>	<b>590</b>	<b>7349</b>	<b>120</b>	<b>8222</b>	<b>97.99%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	20	450
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	15	588
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	14	322
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	90	900
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	40	100
Issuance of Special Orders for the Graduation of Private School Learners	55	250

Application for SHS Additional Track/Strand	10	200
Application for Summer Permit for Private Schools	15	60
Application for No Increase in Tuition Fee	32	80
Application for Increase in Tuition Fee	8	30
Request for Basic Education Data (from external stakeholders)	30	80
External Service Total	<b>329</b>	<b>3060</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	22	198
Posting/Updating of Disbursement	24	334
Handling of Cash Advances	61	1103
User Account Management for Centrally Managed Systems	35	400
Troubleshooting of ICT Equipment	29	250
Uploading of Publications	80	550
Issuance of Certificate of No Pending Case	7	50
Issuance of Foreign Official Travel Authority	24	100
Issuance of Foreign Personal Travel Authority	27	100
Application for ERF (Equivalent Record Form)	20	290
Application for Leave	28	28
Application for Retirement	16	43
Issuance of Certificate of Employment	13	212
Service Record	18	399
Loan Approval and Verification	17	854
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	26	908
Processing of Terminal Leave Benefits	5	108
Request for Correction of Name and Change of Status	6	43
Requisition and Issuance of Supplies	80	1000
Property and Equipment Clearance Signing	92	695
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	30	195
Request for Data for EBEIS/LIS/NAT and Performance Indicators	40	1200
Internal Service Total	<b>700</b>	<b>9060</b>

### 152. Schools Division Office Maasin City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	0	0.00%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	0	0	0	0.00%
Reliability	0	0	0	0	0	0	0	0.00%
Access and Facilities	0	0	0	0	0	0	0	0.00%
Communication	0	0	0	0	0	0	0	0.00%
Costs	0	0	0	0	0	0	0	0.00%
Integrity	0	0	0	0	0	0	0	0.00%
Assurance	0	0	0	0	0	0	0	0.00%
Outcome	0	0	0	0	0	0	0	0.00%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMS Porta	0	0

Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>0</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>0</b>	<b>0</b>

### 153. Schools Division Office Northern Samar

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	48	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%

3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	48	100.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	48	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	48	0	48	100.00%
Reliability	0	0	0	0	48	0	48	100.00%
Access and Facilities	0	0	0	0	48	0	48	100.00%
Communication	0	0	0	0	48	0	48	100.00%
Costs	0	0	0	0	48	0	48	100.00%
Integrity	0	0	0	0	48	0	48	100.00%
Assurance	0	0	0	0	48	0	48	100.00%
Outcome	0	0	0	0	48	0	48	100.00%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>384</b>	<b>0</b>	<b>384</b>	<b>100.00%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0

Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Portal	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>0</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	10102
Posting/Updating of Disbursement	0	10102
Handling of Cash Advances	0	27
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	2	2
Issuance of Foreign Personal Travel Authority	46	50
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>48</b>	<b>20283</b>

### 154. Schools Division Office Ormoc City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	244	1.15%
2. I know what a CC is but I did not see this office's CC.	2	0.01%
3. I learned of the CC only when I saw this office's CC.	1	0.00%
4. I do not know what a CC is and I did not see this office's CC.	20934	98.83%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	219	1.03%
2. Somewhat easy to see	6	0.03%
3. Difficult to see	7	0.03%
4. Not visible at all	14	0.07%
5. N/A	20935	98.84%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	219	1.03%
2. Somewhat helped	5	0.02%
3. Did not help	1040	4.91%
4. N/A	19917	94.03%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	1	4	1524	19645	6	21181	99.97%
Reliability	0	0	1	797	20381	2	21181	100%
Access and Facilities	0	0	3	40	21132	6	21181	99.99%
Communication	0	0	4	37	21138	2	21181	99.98%
Costs	6	4	19	8300	12771	81	21181	99.86%
Integrity	1	0	0	38	21141	1	21181	100%
Assurance	0	0	3	39	21138	1	21181	99.99%
Outcome	0	0	1	37	21142	1	21181	100%
<b>Overall</b>	<b>8</b>	<b>5</b>	<b>35</b>	<b>10812</b>	<b>158488</b>	<b>100</b>	<b>169448</b>	<b>99.97%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	764	764
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	317	317



Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	1	1
Issuance of Requested Documents (Non-CTC)	2	2
Issuance of Requested Documents (CTC and Photocopy of Documents)	7	7
Certification, Authentication, Verification (CAV)	2	2
Receiving and Releasing of Communication and other Documents	7	7
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	1	1
Accessing Available Learning Resources from LRMS Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	2	2
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	35	35
External Service Total	<b>1138</b>	<b>1138</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	5	5
Handling of Cash Advances	27	27
User Account Management for Centrally Managed Systems	85	85
Troubleshooting of ICT Equipment	1	1
Uploading of Publications	9	9
Issuance of Certificate of No Pending Case	131	131
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	2	2
Application for ERF (Equivalent Record Form)	105	105
Application for Leave	8268	8268
Application for Retirement	12	12
Issuance of Certificate of Employment	200	200
Service Record	8752	8752
Loan Approval and Verification	1484	1484
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	869	869
Processing of Terminal Leave Benefits	2	2
Request for Correction of Name and Change of Status	76	76
Requisition and Issuance of Supplies	1	1
Property and Equipment Clearance Signing	14	14
Program Work Flow of Submission of Contextualized Learning Resources	0	0

Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>20043</b>	<b>20043</b>

### 155. Schools Division Office Samar

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	0	0.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	0	0	0	0	0	0.00%
Reliability	0	0	0	0	0	0	0	0.00%
Access and Facilities	0	0	0	0	0	0	0	0.00%
Communication	0	0	0	0	0	0	0	0.00%
Costs	0	0	0	0	0	0	0	0.00%
Integrity	0	0	0	0	0	0	0	0.00%
Assurance	0	0	0	0	0	0	0	0.00%
Outcome	0	0	0	0	0	0	0	0.00%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
<b>External Service Total</b>	<b>0</b>	<b>0</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>0</b>	<b>0</b>

### 156. Schools Division Office Southern Leyte

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2465	99.84%
2. I know what a CC is but I did not see this office's CC.	4	0.16%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	2440	98.83%
2. Somewhat easy to see	4	0.16%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	25	1.01%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2465	99.84%
2. Somewhat helped	4	0.16%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	2002	467	0	2469	100%
Reliability	0	0	0	2019	450	0	2469	100%
Access and Facilities	0	0	0	2019	450	0	2469	100%
Communication	0	0	0	2238	231	0	2469	100%

Costs	0	0	0	2188	281	0	2469	100%
Integrity	0	0	0	2238	231	0	2469	100%
Assurance	0	0	0	2188	281	0	2469	100%
Outcome	0	0	0	2238	231	0	2469	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>17130</b>	<b>2622</b>	<b>0</b>	<b>19752</b>	<b>100%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	41	530
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	65	700
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	30	115
Issuance of Requested Documents (Non-CTC)	58	70
Issuance of Requested Documents (CTC and Photocopy of Documents)	258	350
Certification, Authentication, Verification (CAV)	15	15
Receiving and Releasing of Communication and other Documents	258	1907
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	25	45
Issuance of Special Orders for the Graduation of Private School Learners	10	15
Application for SHS Additional Track/Strand	12	28
Application for Summer Permit for Private Schools	4	12
Application for No Increase in Tuition Fee	8	14
Application for Increase in Tuition Fee	8	14
Request for Basic Education Data (from external stakeholders)	172	260
<b>External Service Total</b>	<b>964</b>	<b>4075</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	25	25
Posting/Updating of Disbursement	31	331
Handling of Cash Advances	18	1956
User Account Management for Centrally Managed Systems	54	250
Troubleshooting of ICT Equipment	33	59
Uploading of Publications	8	29
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	29	45
Issuance of Foreign Personal Travel Authority	16	45

Application for ERF (Equivalent Record Form)	13	13
Application for Leave	122	2240
Application for Retirement	53	63
Issuance of Certificate of Employment	115	146
Service Record	255	613
Loan Approval and Verification	71	1500
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	95	300
Processing of Terminal Leave Benefits	26	26
Request for Correction of Name and Change of Status	31	46
Requisition and Issuance of Supplies	53	80
Property and Equipment Clearance Signing	61	75
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	313	450
Request for Data for EBEIS/LIS/NAT and Performance Indicators	83	95
<b>Internal Service Total</b>	<b>1505</b>	<b>8387</b>

### 157. Schools Division Office Tacloban City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	0	0.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	0	0	0	0.00%
Reliability	0	0	0	0	0	0	0	0.00%
Access and Facilities	0	0	0	0	0	0	0	0.00%
Communication	0	0	0	0	0	0	0	0.00%
Costs	0	0	0	0	0	0	0	0.00%
Integrity	0	0	0	0	0	0	0	0.00%
Assurance	0	0	0	0	0	0	0	0.00%
Outcome	0	0	0	0	0	0	0	0.00%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>0</b>
Internal Services	Responses	Total Transactions
Processing of ORS	0	0



Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>0</b>	<b>0</b>

### 158. Schools Division Office Dapitan City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	3525	99.52%
2. I know what a CC is but I did not see this office's CC.	12	0.34%
3. I learned of the CC only when I saw this office's CC.	5	0.14%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	3508	99.04%
2. Somewhat easy to see	30	0.85%
3. Difficult to see	2	0.06%
4. Not visible at all	2	0.06%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	3526	99.55%

2. Somewhat helped	16	0.45%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	16	3526	0	3542	100%
Reliability	0	0	0	16	3526	0	3542	100%
Access and Facilities	0	0	0	16	3526	0	3542	100%
Communication	0	0	0	16	3526	0	3542	100%
Costs	0	0	0	0	6	3536	3542	100%
Integrity	0	0	0	16	3526	0	3542	100%
Assurance	0	0	0	16	3526	0	3542	100%
Outcome	0	0	0	16	3526	0	3542	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>112</b>	<b>24688</b>	<b>3536</b>	<b>28336</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	188	355
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	116	163
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	188	355
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	51	51
Borrowing of Learning Materials from Libraries	14	14
Alternative Learning System (ALS) Enrollment	78	78
Issuance of Government Permit, Renewal, Recognition of Private Schools	4	4
Issuance of Special Orders for the Graduation of Private School Learners	2	2
Application for SHS Additional Track/Strand	2	2
Application for Summer Permit for Private Schools	0	0

Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	28	30
External Service Total	<b>671</b>	<b>1054</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	328	2243
Posting/Updating of Disbursement	328	2243
Handling of Cash Advances	4	4
User Account Management for Centrally Managed Systems	167	288
Troubleshooting of ICT Equipment	70	86
Uploading of Publications	187	352
Issuance of Certificate of No Pending Case	39	43
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	110	151
Application for Leave	374	5866
Application for Retirement	16	17
Issuance of Certificate of Employment	103	138
Service Record	165	283
Loan Approval and Verification	308	1340
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	181	331
Processing of Terminal Leave Benefits	5	5
Request for Correction of Name and Change of Status	13	13
Requisition and Issuance of Supplies	167	288
Property and Equipment Clearance Signing	83	83
Program Work Flow of Submission of Contextualized Learning Resources	51	59
Quality Assurance of Supplementary Learning Resource	51	59
Request for Basic Education Data (Internal Stakeholder)	77	95
Request for Data for EBEIS/LIS/NAT and Performance Indicators	44	50
Internal Service Total	<b>2871</b>	<b>14037</b>

### 159. Schools Division Office Dipolog City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1853	78.55%
2. I know what a CC is but I did not see this office's CC.	2	0.08%
3. I learned of the CC only when I saw this office's CC.	93	3.94%
4. I do not know what a CC is and I did not see this office's CC.	411	17.42%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1558	66.04%
2. Somewhat easy to see	388	16.45%
3. Difficult to see	0	0.00%

4. Not visible at all	0	0.00%
5. N/A	411	17.42%
6. No answers provided	2	0.08%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1946	82.49%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	411	17.42%
5. No answers provided	2	0.08%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	99	2259	0	0	2359	99.96%
Reliability	2	0	0	65	2292	0	2359	99.92%
Access and Facilities	1	0	0	26	2331	1	2359	99.96%
Communication	1	0	0	16	2341	1	2359	99.96%
Costs	1	0	0	18	2328	12	2359	99.96%
Integrity	2	0	0	3	173	2181	2359	98.88%
Assurance	1	0	0	5	2353	0	2359	99.96%
Outcome	1	0	1	12	2345	0	2359	99.92%
<b>Overall</b>	<b>9</b>	<b>0</b>	<b>100</b>	<b>2404</b>	<b>14163</b>	<b>2195</b>	<b>18872</b>	<b>99.82%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	37	37
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	34	34
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	410	410
Issuance of Requested Documents (Non-CTC)	11	11
Issuance of Requested Documents (CTC and Photocopy of Documents)	12	12
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	1	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	5	5
Accessing Available Learning Resources from LRMDS Porta	0	0
Borrowing of Learning Materials from Libraries	34	34
Alternative Learning System (ALS) Enrollment	0	0

Issuance of Government Permit, Renewal, Recognition of Private Schools	28	28
Issuance of Special Orders for the Graduation of Private School Learners	5	5
Application for SHS Additional Track/Strand	7	7
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	3	3
Request for Basic Education Data (from external stakeholders)	6	6
External Service Total	<b>593</b>	<b>593</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	20	2015
Posting/Updating of Disbursement	10	1831
Handling of Cash Advances	8	8
User Account Management for Centrally Managed Systems	384	384
Troubleshooting of ICT Equipment	96	96
Uploading of Publications	1	25
Issuance of Certificate of No Pending Case	108	108
Issuance of Foreign Official Travel Authority	4	4
Issuance of Foreign Personal Travel Authority	46	46
Application for ERF (Equivalent Record Form)	0	108
Application for Leave	0	8065
Application for Retirement	20	20
Issuance of Certificate of Employment	0	230
Service Record	700	742
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	320
Processing of Terminal Leave Benefits	12	12
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	238	238
Property and Equipment Clearance Signing	109	109
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	1	1
Request for Basic Education Data (Internal Stakeholder)	3	3
Request for Data for EBEIS/LIS/NAT and Performance Indicators	6	6
Internal Service Total	<b>1766</b>	<b>14371</b>

### 160. Schools Division Office Isabela City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	986	75.90%
2. I know what a CC is but I did not see this office's CC.	1	0.08%
3. I learned of the CC only when I saw this office's CC.	312	24.02%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%

5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	950	73.13%
2. Somewhat easy to see	251	19.32%
3. Difficult to see	97	7.47%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	1	0.08%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1066	82.06%
2. Somewhat helped	227	17.47%
3. Did not help	6	0.46%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	45	418	836	0	1299	96.54%
Reliability	0	0	10	421	868	0	1299	99.23%
Access and Facilities	0	0	36	522	741	0	1299	97.23%
Communication	0	0	28	369	902	0	1299	97.84%
Costs	0	0	0	0	0	1299	1299	0.00%
Integrity	0	0	38	422	839	0	1299	97.07%
Assurance	0	0	102	414	783	0	1299	92.15%
Outcome	0	0	67	333	899	0	1299	94.84%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>326</b>	<b>2899</b>	<b>5868</b>	<b>1299</b>	<b>10392</b>	<b>84.36%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	12	12
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	176	176
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	58	58
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	5	5
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0

Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Portal	20	20
Borrowing of Learning Materials from Libraries	10	10
Alternative Learning System (ALS) Enrollment	12	12
Issuance of Government Permit, Renewal, Recognition of Private Schools	10	10
Issuance of Special Orders for the Graduation of Private School Learners	25	25
Application for SHS Additional Track/Strand	30	30
Application for Summer Permit for Private Schools	10	10
Application for No Increase in Tuition Fee	10	10
Application for Increase in Tuition Fee	5	5
Request for Basic Education Data (from external stakeholders)	10	10
External Service Total	<b>393</b>	<b>393</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	46	46
Posting/Updating of Disbursement	55	55
Handling of Cash Advances	187	187
User Account Management for Centrally Managed Systems	128	128
Troubleshooting of ICT Equipment	76	76
Uploading of Publications	35	35
Issuance of Certificate of No Pending Case	26	26
Issuance of Foreign Official Travel Authority	2	2
Issuance of Foreign Personal Travel Authority	4	4
Application for ERF (Equivalent Record Form)	18	18
Application for Leave	124	207
Application for Retirement	5	5
Issuance of Certificate of Employment	20	20
Service Record	45	55
Loan Approval and Verification	18	18
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	25	25
Processing of Terminal Leave Benefits	15	15
Request for Correction of Name and Change of Status	10	10
Requisition and Issuance of Supplies	10	10
Property and Equipment Clearance Signing	5	5
Program Work Flow of Submission of Contextualized Learning Resources	5	5
Quality Assurance of Supplementary Learning Resource	10	10
Request for Basic Education Data (Internal Stakeholder)	15	15
Request for Data for EBEIS/LIS/NAT and Performance Indicators	22	22
Internal Service Total	<b>906</b>	<b>999</b>



### 161. Schools Division Office Pagadian City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	526	28.02%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	1	0.05%
5. No answers provided	1350	71.92%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	520	27.70%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	2	0.11%
5. N/A	0	0.00%
6. No answers provided	1355	72.19%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	520	27.70%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	2	0.11%
5. No answers provided	1355	72.19%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	2	0	4	56	1815	0	1877	99.68%
Reliability	2	1	4	54	1816	0	1877	99.63%
Access and Facilities	2	0	4	51	1820	0	1877	99.68%
Communication	2	0	4	50	1821	0	1877	99.68%
Costs	2	0	6	49	1819	1	1877	99.57%
Integrity	2	1	4	51	1819	0	1877	99.63%
Assurance	2	0	4	50	1821	0	1877	99.68%
Outcome	2	0	4	49	1822	0	1877	99.68%
<b>Overall</b>	<b>16</b>	<b>2</b>	<b>34</b>	<b>410</b>	<b>14553</b>	<b>1</b>	<b>15016</b>	<b>99.65%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	17	17
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	7	7

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	67	67
Issuance of Requested Documents (Non-CTC)	5	5
Issuance of Requested Documents (CTC and Photocopy of Documents)	2	2
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	952	952
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	4	4
Issuance of Government Permit, Renewal, Recognition of Private Schools	7	7
Issuance of Special Orders for the Graduation of Private School Learners	12	12
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	3	3
Request for Basic Education Data (from external stakeholders)	2	2
External Service Total	<b>1078</b>	<b>1078</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	5	103
Posting/Updating of Disbursement	9	103
Handling of Cash Advances	34	34
User Account Management for Centrally Managed Systems	72	72
Troubleshooting of ICT Equipment	22	22
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	3	3
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	4	4
Application for Leave	32	32
Application for Retirement	8	8
Issuance of Certificate of Employment	7	7
Service Record	101	101
Loan Approval and Verification	12	12
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	86	86
Processing of Terminal Leave Benefits	4	4
Request for Correction of Name and Change of Status	1	1
Requisition and Issuance of Supplies	340	340
Property and Equipment Clearance Signing	41	41
Program Work Flow of Submission of Contextualized Learning Resources	5	5

Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	3	3
Request for Data for EBEIS/LIS/NAT and Performance Indicators	10	10
<b>Internal Service Total</b>	<b>799</b>	<b>991</b>

### 162. Schools Division Office Zamboanga City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	75932	100.00%
2. I know what a CC is but I did not see this office's CC.	2	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	75932	100.00%
2. Somewhat easy to see	2	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	75932	100.00%
2. Somewhat helped	2	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	0	26256	49676	2	75934	100%
Reliability	0	0	0	23945	51987	2	75934	100%
Access and Facilities	0	0	0	22186	53746	2	75934	100%
Communication	0	0	1	23944	51987	2	75934	100%
Costs	0	0	0	0	2000	73932	75932	100%
Integrity	0	0	0	21855	54077	2	75934	100%
Assurance	0	0	0	26256	49676	2	75934	100%
Outcome	0	0	0	22186	53746	2	75934	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>166628</b>	<b>366895</b>	<b>73946</b>	<b>607470</b>	<b>100%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
--------------------------	------------------	---------------------------

Request for Correction of Entries in School Record	4	4
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	1759	1759
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	2311	2311
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	90	340
Issuance of Requested Documents (Non-CTC)	7337	7337
Issuance of Requested Documents (CTC and Photocopy of Documents)	8000	8000
Certification, Authentication, Verification (CAV)	109	109
Receiving and Releasing of Communication and other Documents	29408	29408
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	100	100
Accessing Available Learning Resources from LRMSD Porta	5	5
Borrowing of Learning Materials from Libraries	1	1
Alternative Learning System (ALS) Enrollment	1566	2914
Issuance of Government Permit, Renewal, Recognition of Private Schools	76	76
Issuance of Special Orders for the Graduation of Private School Learners	40	40
Application for SHS Additional Track/Strand	10	10
Application for Summer Permit for Private Schools	2	2
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	5	5
Request for Basic Education Data (from external stakeholders)	7	7
External Service Total	<b>50830</b>	<b>52428</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	1	1
Posting/Updating of Disbursement	1	1
Handling of Cash Advances	2000	2000
User Account Management for Centrally Managed Systems	12	12
Troubleshooting of ICT Equipment	12	12
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	200	250
Issuance of Foreign Official Travel Authority	19	19
Issuance of Foreign Personal Travel Authority	19	19
Application for ERF (Equivalent Record Form)	312	312
Application for Leave	6789	6789
Application for Retirement	575	575
Issuance of Certificate of Employment	6303	6303
Service Record	6250	6250
Loan Approval and Verification	917	917
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	679	679

Processing of Terminal Leave Benefits	91	91
Request for Correction of Name and Change of Status	230	230
Requisition and Issuance of Supplies	90	609
Property and Equipment Clearance Signing	150	155
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	1	1
Request for Basic Education Data (Internal Stakeholder)	163	290
Request for Data for EBEIS/LIS/NAT and Performance Indicators	290	290
<b>Internal Service Total</b>	<b>25104</b>	<b>25805</b>

### 163. Schools Division Office Zamboanga Del Norte

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	7423	99.64%
2. I know what a CC is but I did not see this office's CC.	9	0.12%
3. I learned of the CC only when I saw this office's CC.	18	0.24%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	7441	99.88%
2. Somewhat easy to see	9	0.12%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7429	99.72%
2. Somewhat helped	21	0.28%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	729	6718	3	7450	100%
Reliability	0	0	0	534	6908	8	7450	100%
Access and Facilities	0	0	0	520	6923	7	7450	100%
Communication	0	0	0	576	6870	4	7450	100%
Costs	0	0	0	0	0	7450	7450	0%
Integrity	0	0	0	107	7343	0	7450	100%

Assurance	0	0	0	103	7342	5	7450	100%
Outcome	0	0	0	105	7345	0	7450	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2674</b>	<b>49449</b>	<b>7477</b>	<b>59600</b>	<b>87.50%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	250	1500
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	450	1900
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	209	209
Issuance of Requested Documents (Non-CTC)	45	173
Issuance of Requested Documents (CTC and Photocopy of Documents)	68	1108
Certification, Authentication, Verification (CAV)	11	29
Receiving and Releasing of Communication and other Documents	158	59075
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	14	38
Accessing Available Learning Resources from LRMSD Porta	112	12342
Borrowing of Learning Materials from Libraries	73	120
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	38	38
Issuance of Special Orders for the Graduation of Private School Learners	12	12
Application for SHS Additional Track/Strand	22	22
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	2	2
Request for Basic Education Data (from external stakeholders)	15	1000
<b>External Service Total</b>	<b>1479</b>	<b>77568</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	60	154
User Account Management for Centrally Managed Systems	19	623
Troubleshooting of ICT Equipment	15	712
Uploading of Publications	0	770
Issuance of Certificate of No Pending Case	50	300
Issuance of Foreign Official Travel Authority	4	5
Issuance of Foreign Personal Travel Authority	67	112
Application for ERF (Equivalent Record Form)	250	759
Application for Leave	350	8000

Application for Retirement	150	266
Issuance of Certificate of Employment	250	800
Service Record	250	3600
Loan Approval and Verification	50	2504
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	250	1265
Processing of Terminal Leave Benefits	117	205
Request for Correction of Name and Change of Status	230	350
Requisition and Issuance of Supplies	3176	3176
Property and Equipment Clearance Signing	432	432
Program Work Flow of Submission of Contextualized Learning Resources	89	120
Quality Assurance of Supplementary Learning Resource	52	75
Request for Basic Education Data (Internal Stakeholder)	35	1500
Request for Data for EBEIS/LIS/NAT and Performance Indicators	75	1500
<b>Internal Service Total</b>	<b>5971</b>	<b>27228</b>

#### 164. Schools Division Office Zamboanga Del Sur

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	731	100.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	0	0.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	731	100.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	731	100.00%



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	2	6	25	697	0	731	98.77%
Reliability	1	1	5	26	698	0	731	99.04%
Access and Facilities	1	2	6	23	699	0	731	98.77%
Communication	1	2	6	25	697	0	731	98.77%
Costs	0	0	0	0	0	731	731	0.00%
Integrity	1	1	5	24	700	0	731	99.04%
Assurance	1	1	6	23	700	0	731	98.91%
Outcome	1	2	4	26	698	0	731	99.04%
<b>Overall</b>	<b>7</b>	<b>11</b>	<b>38</b>	<b>172</b>	<b>4889</b>	<b>731</b>	<b>5848</b>	<b>86.54%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>0</b>
Internal Services	Responses	Total Transactions
Processing of ORS	0	0

Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	717	721
Troubleshooting of ICT Equipment	14	14
Uploading of Publications	0	478
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	87
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>731</b>	<b>1300</b>

### 165. Schools Division Office Zamboanga Sibugay

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	16032	90.86%
2. I know what a CC is but I did not see this office's CC.	25	0.14%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	1588	9.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	16023	90.81%
2. Somewhat easy to see	34	0.19%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	1588	9.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	16022	90.80%

2. Somewhat helped	35	0.20%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	1588	9.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	4	378	15666	0	16048	99.98%
Reliability	0	0	2	231	15824	0	16057	99.99%
Access and Facilities	0	0	2	127	15928	0	16057	99.99%
Communication	0	0	0	96	15961	0	16057	100%
Costs	6800	1788	2	69	709	6689	16057	8.30%
Integrity	0	0	6	91	10400	0	10497	99.94%
Assurance	0	0	6	107	15944	0	16057	99.96%
Outcome	0	0	0	61	15996	0	16057	100%
<b>Overall</b>	<b>6800</b>	<b>1788</b>	<b>22</b>	<b>1160</b>	<b>106428</b>	<b>6689</b>	<b>122887</b>	<b>88.52%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	750	1000
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	500	750
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	50	75
Issuance of Requested Documents (Non-CTC)	634	645
Issuance of Requested Documents (CTC and Photocopy of Documents)	52	55
Certification, Authentication, Verification (CAV)	7	7
Receiving and Releasing of Communication and other Documents	5560	17160
Receiving of Complaints against Non-Teaching Personnel	1	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	28	28
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0

Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>7582</b>	<b>19721</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	1588	2485
User Account Management for Centrally Managed Systems	1588	2476
Troubleshooting of ICT Equipment	780	820
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	1	1
Issuance of Foreign Personal Travel Authority	127	202
Application for ERF (Equivalent Record Form)	500	750
Application for Leave	1000	1200
Application for Retirement	500	750
Issuance of Certificate of Employment	500	750
Service Record	750	1000
Loan Approval and Verification	500	750
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	1000	1200
Processing of Terminal Leave Benefits	500	750
Request for Correction of Name and Change of Status	500	750
Requisition and Issuance of Supplies	79	102
Property and Equipment Clearance Signing	150	150
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>10063</b>	<b>14136</b>

### 166. Schools Division Office Bukidnon

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	417	95.42%
2. I know what a CC is but I did not see this office's CC.	20	4.58%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	417	95.42%
2. Somewhat easy to see	20	4.58%
3. Difficult to see	0	0.00%

4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	417	95.42%
2. Somewhat helped	20	4.58%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	53	376	8	437	100%
Reliability	0	0	0	53	376	8	437	100%
Access and Facilities	0	0	0	53	376	8	437	100%
Communication	0	0	0	53	376	8	437	100%
Costs	0	0	0	53	376	8	437	100%
Integrity	0	0	0	53	376	8	437	100%
Assurance	0	0	0	53	376	8	437	100%
Outcome	0	0	0	40	389	8	437	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>411</b>	<b>3021</b>	<b>64</b>	<b>3496</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	2	4
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	3	5
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	2	4
Certification, Authentication, Verification (CAV)	2	5
Receiving and Releasing of Communication and other Documents	59	65
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDS Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0

Issuance of Government Permit, Renewal, Recognition of Private Schools	10	10
Issuance of Special Orders for the Graduation of Private School Learners	10	10
Application for SHS Additional Track/Strand	10	10
Application for Summer Permit for Private Schools	10	10
Application for No Increase in Tuition Fee	10	10
Application for Increase in Tuition Fee	10	10
Request for Basic Education Data (from external stakeholders)	11	15
External Service Total	<b>139</b>	<b>158</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	19	25
Posting/Updating of Disbursement	19	25
Handling of Cash Advances	42	50
User Account Management for Centrally Managed Systems	6	10
Troubleshooting of ICT Equipment	6	10
Uploading of Publications	6	10
Issuance of Certificate of No Pending Case	160	180
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	7	10
Property and Equipment Clearance Signing	11	15
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	11	15
Request for Data for EBEIS/LIS/NAT and Performance Indicators	11	15
Internal Service Total	<b>298</b>	<b>365</b>

### 167. Schools Division Office Cagayan De Oro City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	483	59.34%
2. I know what a CC is but I did not see this office's CC.	88	10.81%
3. I learned of the CC only when I saw this office's CC.	156	19.16%
4. I do not know what a CC is and I did not see this office's CC.	87	10.69%

5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	463	56.88%
2. Somewhat easy to see	235	28.87%
3. Difficult to see	22	2.70%
4. Not visible at all	8	0.98%
5. N/A	86	10.57%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	522	64.13%
2. Somewhat helped	200	24.57%
3. Did not help	6	0.74%
4. N/A	86	10.57%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	77	24	60	332	312	9	814	80%
Reliability	76	15	47	290	376	10	814	82.84%
Access and Facilities	80	22	54	288	336	34	814	80%
Communication	75	17	60	294	354	14	814	81%
Costs	172	50	90	267	174	61	814	58.57%
Integrity	76	20	53	262	394	9	814	81.49%
Assurance	77	16	47	260	402	12	814	82.54%
Outcome	75	19	48	282	378	12	814	82.29%
<b>Overall</b>	<b>708</b>	<b>183</b>	<b>459</b>	<b>2275</b>	<b>2726</b>	<b>161</b>	<b>6512</b>	<b>78.59%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	7	7
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	88	136
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0



Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	188	188
Borrowing of Learning Materials from Libraries	33	33
Alternative Learning System (ALS) Enrollment	9	9
Issuance of Government Permit, Renewal, Recognition of Private Schools	20	20
Issuance of Special Orders for the Graduation of Private School Learners	17	17
Application for SHS Additional Track/Strand	4	4
Application for Summer Permit for Private Schools	7	7
Application for No Increase in Tuition Fee	15	15
Application for Increase in Tuition Fee	14	14
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>402</b>	<b>450</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	37	37
Posting/Updating of Disbursement	57	57
Handling of Cash Advances	84	84
User Account Management for Centrally Managed Systems	39	39
Troubleshooting of ICT Equipment	20	20
Uploading of Publications	13	13
Issuance of Certificate of No Pending Case	12	12
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	41	125
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	22	22
Property and Equipment Clearance Signing	8	54
Program Work Flow of Submission of Contextualized Learning Resources	31	31
Quality Assurance of Supplementary Learning Resource	48	48
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>412</b>	<b>542</b>

### 168. Schools Division Office Camiguin

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	0	0.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	0	0	0	0.00%
Reliability	0	0	0	0	0	0	0	0.00%
Access and Facilities	0	0	0	0	0	0	0	0.00%
Communication	0	0	0	0	0	0	0	0.00%
Costs	0	0	0	0	0	0	0	0.00%
Integrity	0	0	0	0	0	0	0	0.00%
Assurance	0	0	0	0	0	0	0	0.00%
Outcome	0	0	0	0	0	0	0	0.00%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>0</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0

Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>0</b>	<b>0</b>

### 169. Schools Division Office El Salvador City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	120	42.70%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	161	57.30%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	106	37.72%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	7	2.49%
4. Not visible at all	18	6.41%
5. N/A	144	51.25%
6. No answers provided	6	2.14%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	103	36.65%
2. Somewhat helped	0	0.00%
3. Did not help	26	9.25%
4. N/A	150	53.38%
5. No answers provided	2	0.71%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	2	0	7	61	210	0	280	96.79%
Reliability	0	0	6	62	213	0	281	97.86%
Access and Facilities	0	2	4	62	210	3	281	97.84%
Communication	0	2	5	62	211	1	281	97.50%
Costs	5	5	14	47	143	66	280	88.79%
Integrity	0	3	6	56	216	0	281	96.80%
Assurance	0	2	7	64	208	0	281	96.80%
Outcome	0	3	4	59	215	0	281	97.51%
<b>Overall</b>	<b>7</b>	<b>17</b>	<b>53</b>	<b>473</b>	<b>1626</b>	<b>70</b>	<b>2246</b>	<b>96.24%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	4	250
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	4	120
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	4	4
Issuance of Requested Documents (Non-CTC)	36	109
Issuance of Requested Documents (CTC and Photocopy of Documents)	5	5
Certification, Authentication, Verification (CAV)	3	3
Receiving and Releasing of Communication and other Documents	52	1861
Receiving of Complaints against Non-Teaching Personnel	1	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	6	10
Borrowing of Learning Materials from Libraries	7	53
Alternative Learning System (ALS) Enrollment	2	2
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	9
<b>External Service Total</b>	<b>124</b>	<b>2427</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	17	1065
Posting/Updating of Disbursement	7	1065
Handling of Cash Advances	12	12
User Account Management for Centrally Managed Systems	29	150
Troubleshooting of ICT Equipment	9	30
Uploading of Publications	1	600
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	8	8
Application for ERF (Equivalent Record Form)	3	15
Application for Leave	7	2719
Application for Retirement	2	11
Issuance of Certificate of Employment	13	211
Service Record	10	315
Loan Approval and Verification	4	1299

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	8	78
Processing of Terminal Leave Benefits	0	9
Request for Correction of Name and Change of Status	1	18
Requisition and Issuance of Supplies	4	4
Property and Equipment Clearance Signing	2	2
Program Work Flow of Submission of Contextualized Learning Resources	3	52
Quality Assurance of Supplementary Learning Resource	5	68
Request for Basic Education Data (Internal Stakeholder)	1	1
Request for Data for EBEIS/LIS/NAT and Performance Indicators	11	143
Internal Service Total	<b>157</b>	<b>7875</b>

### 170. Schools Division Office Gingoog City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	57	34.76%
2. I know what a CC is but I did not see this office's CC.	16	9.76%
3. I learned of the CC only when I saw this office's CC.	25	15.24%
4. I do not know what a CC is and I did not see this office's CC.	64	39.02%
5. No answers provided	2	1.22%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	57	34.76%
2. Somewhat easy to see	33	20.12%
3. Difficult to see	7	4.27%
4. Not visible at all	4	2.44%
5. N/A	61	37.20%
6. No answers provided	2	1.22%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	72	43.90%
2. Somewhat helped	28	17.07%
3. Did not help	0	0.00%
4. N/A	62	37.80%
5. No answers provided	2	1.22%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	1	1	35	125	2	164	98.77%
Reliability	0	0	1	36	126	1	164	99.39%
Access and Facilities	0	0	0	38	123	3	164	100%
Communication	0	0	1	37	125	1	164	99.39%

Costs	1	3	8	30	102	16	160	91.67%
Integrity	0	2	1	33	128	0	164	98.17%
Assurance	0	2	0	39	123	0	164	98.78%
Outcome	0	2	0	40	122	0	164	98.78%
<b>Overall</b>	<b>1</b>	<b>10</b>	<b>12</b>	<b>288</b>	<b>974</b>	<b>23</b>	<b>1308</b>	<b>98.12%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	3	14139
Borrowing of Learning Materials from Libraries	1	341
Alternative Learning System (ALS) Enrollment	12	5000
Issuance of Government Permit, Renewal, Recognition of Private Schools	2	5
Issuance of Special Orders for the Graduation of Private School Learners	2	4
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	1	1
Request for Basic Education Data (from external stakeholders)	10	406
<b>External Service Total</b>	<b>31</b>	<b>19896</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	22	2000
Posting/Updating of Disbursement	22	2000
Handling of Cash Advances	2	2
User Account Management for Centrally Managed Systems	25	25
Troubleshooting of ICT Equipment	16	16
Uploading of Publications	1	1
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	10	40



Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	10	150
Quality Assurance of Supplementary Learning Resource	2	18
Request for Basic Education Data (Internal Stakeholder)	6	102
Request for Data for EBEIS/LIS/NAT and Performance Indicators	17	369
<b>Internal Service Total</b>	<b>133</b>	<b>4723</b>

### 171. Schools Division Office Lanao Del Norte

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	925	85.02%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	134	12.32%
5. No answers provided	29	2.67%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	887	81.53%
2. Somewhat easy to see	24	2.21%
3. Difficult to see	44	4.04%
4. Not visible at all	4	0.37%
5. N/A	0	0.00%
6. No answers provided	129	11.86%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	877	80.61%
2. Somewhat helped	24	2.21%
3. Did not help	57	5.24%
4. N/A	1	0.09%
5. No answers provided	129	11.86%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	5	8	175	859	32	9	97.92%
Reliability	12	5	6	173	848	36	1080	97.80%
Access and Facilities	0	3	8	167	873	29	1080	98.95%
Communication	0	3	7	162	837	69	1078	99.01%
Costs	1	3	14	165	859	34	1076	98.27%
Integrity	125	33	107	120	319	374	1078	62.46%
Assurance	0	3	7	157	880	31	1078	99.04%
Outcome	0	5	15	161	866	31	1078	98.09%
<b>Overall</b>	<b>138</b>	<b>60</b>	<b>172</b>	<b>1280</b>	<b>6341</b>	<b>636</b>	<b>7557</b>	<b>93.94%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	48	918
Issuance of Requested Documents (Non-CTC)	59	989
Issuance of Requested Documents (CTC and Photocopy of Documents)	47	10561
Certification, Authentication, Verification (CAV)	31	82
Receiving and Releasing of Communication and other Documents	196	32721
Receiving of Complaints against Non-Teaching Personnel	4	8
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	20
Accessing Available Learning Resources from LRMDs Portal	31	15272
Borrowing of Learning Materials from Libraries	9	33
Alternative Learning System (ALS) Enrollment	1	32
Issuance of Government Permit, Renewal, Recognition of Private Schools	29	29
Issuance of Special Orders for the Graduation of Private School Learners	29	29
Application for SHS Additional Track/Strand	29	29
Application for Summer Permit for Private Schools	29	29
Application for No Increase in Tuition Fee	29	29
Application for Increase in Tuition Fee	29	29
Request for Basic Education Data (from external stakeholders)	39	1568
<b>External Service Total</b>	<b>639</b>	<b>62378</b>
Internal Services	Responses	Total Transactions
Processing of ORS	170	4367

Posting/Updating of Disbursement	7	4367
Handling of Cash Advances	12	239
User Account Management for Centrally Managed Systems	124	1537
Troubleshooting of ICT Equipment	13	115
Uploading of Publications	6	642
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	8	44
Issuance of Foreign Personal Travel Authority	8	8
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	19	255
Property and Equipment Clearance Signing	23	87
Program Work Flow of Submission of Contextualized Learning Resources	22	120
Quality Assurance of Supplementary Learning Resource	19	160
Request for Basic Education Data (Internal Stakeholder)	2	873
Request for Data for EBEIS/LIS/NAT and Performance Indicators	16	363
<b>Internal Service Total</b>	<b>449</b>	<b>13177</b>

### 172. Schools Division Office Iligan City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	0	0.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	0	0.00%

2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	0	0	0	0.00%
Reliability	0	0	0	0	0	0	0	0.00%
Access and Facilities	0	0	0	0	0	0	0	0.00%
Communication	0	0	0	0	0	0	0	0.00%
Costs	0	0	0	0	0	0	0	0.00%
Integrity	0	0	0	0	0	0	0	0.00%
Assurance	0	0	0	0	0	0	0	0.00%
Outcome	0	0	0	0	0	0	0	0.00%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0

Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>0</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>0</b>	<b>0</b>

### 173. Schools Division Office Malaybalay City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	19	1.90%
4. I do not know what a CC is and I did not see this office's CC.	982	98.10%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	0	0.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%

4. Not visible at all	181	18.08%
5. N/A	820	81.92%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	972	97.10%
5. No answers provided	29	2.90%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	46	955	0	1001	100%
Reliability	0	0	0	130	871	0	1001	100%
Access and Facilities	0	0	0	232	769	0	1001	100%
Communication	0	0	0	220	781	0	1001	100%
Costs	0	0	0	25	229	747	1001	100%
Integrity	0	0	0	131	870	0	1001	100%
Assurance	0	0	0	45	956	0	1001	100%
Outcome	0	0	0	45	952	4	1001	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>874</b>	<b>6383</b>	<b>751</b>	<b>8008</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	16
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	100	980
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	50	690
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	85	243
Issuance of Requested Documents (Non-CTC)	6	50
Issuance of Requested Documents (CTC and Photocopy of Documents)	12	1239
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	54	12281
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	3	14
Accessing Available Learning Resources from LRMDS Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0

Issuance of Government Permit, Renewal, Recognition of Private Schools	16	24
Issuance of Special Orders for the Graduation of Private School Learners	8	11
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	12	15
Application for Increase in Tuition Fee	4	6
Request for Basic Education Data (from external stakeholders)	29	37
External Service Total	<b>380</b>	<b>15607</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	29	1368
Posting/Updating of Disbursement	29	1231
Handling of Cash Advances	8	8
User Account Management for Centrally Managed Systems	10	110
Troubleshooting of ICT Equipment	5	92
Uploading of Publications	2	651
Issuance of Certificate of No Pending Case	105	143
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	5	13
Application for ERF (Equivalent Record Form)	50	720
Application for Leave	60	3244
Application for Retirement	40	40
Issuance of Certificate of Employment	15	140
Service Record	32	504
Loan Approval and Verification	30	1918
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	47	262
Processing of Terminal Leave Benefits	6	6
Request for Correction of Name and Change of Status	5	117
Requisition and Issuance of Supplies	20	243
Property and Equipment Clearance Signing	25	205
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	49	49
Request for Data for EBEIS/LIS/NAT and Performance Indicators	49	49
Internal Service Total	<b>621</b>	<b>11113</b>

#### 174. Schools Division Office Misamis Occidental

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	0	0%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%



5. No answers provided	573	100%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	0	0%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. N/A	0	0%
6. No answers provided	573	100%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0%
2. Somewhat helped	0	0%
3. Did not help	0	0%
4. N/A	0	0%
5. No answers provided	573	100%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	0	0	13	115	0	129	99.22%
Reliability	1	0	0	10	121	0	132	99.24%
Access and Facilities	1	0	0	10	119	2	132	99.23%
Communication	1	0	0	11	119	0	131	99.24%
Costs	1	1	1	5	77	47	132	96.47%
Integrity	1	0	0	11	119	0	131	99.24%
Assurance	1	1	0	10	119	0	131	98.47%
Outcome	1	0	1	10	119	0	131	98.47%
<b>Overall</b>	<b>8</b>	<b>2</b>	<b>2</b>	<b>80</b>	<b>908</b>	<b>49</b>	<b>1049</b>	<b>98.70%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	5	1085
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	12	970
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	183
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	10	375
Certification, Authentication, Verification (CAV)	1	1
Receiving and Releasing of Communication and other Documents	490	10249

Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Portal	0	0
Borrowing of Learning Materials from Libraries	1	1
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>519</b>	<b>12864</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	2938
Posting/Updating of Disbursement	0	2398
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	669
Troubleshooting of ICT Equipment	0	459
Uploading of Publications	0	220
Issuance of Certificate of No Pending Case	2	65
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	17
Application for ERF (Equivalent Record Form)	1	114
Application for Leave	4	289
Application for Retirement	3	156
Issuance of Certificate of Employment	7	270
Service Record	5	3450
Loan Approval and Verification	2	8000
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	30	597
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	40
Requisition and Issuance of Supplies	0	19
Property and Equipment Clearance Signing	0	120
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>54</b>	<b>19821</b>

### 175. Schools Division Office Misamis Oriental

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	0	0%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	1037	100%
5. No answers provided	0	0%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	0	0%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. N/A	1037	100%
6. No answers provided	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0%
2. Somewhat helped	0	0%
3. Did not help	0	0%
4. N/A	1037	100%
5. No answers provided	0	0%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	42	4	33	253	702	3	1037	92.36%
Reliability	41	3	32	263	689	9	1037	92.61%
Access and Facilities	43	1	17	270	699	7	1037	94.08%
Communication	41	2	23	252	714	5	1037	93.60%
Costs	38	0	36	268	621	74	1037	92.32%
Integrity	34	2	26	306	660	9	1037	93.97%
Assurance	35	0	35	250	707	10	1037	93.18%
Outcome	41	0	38	247	696	15	1037	92.27%
<b>Overall</b>	<b>315</b>	<b>12</b>	<b>240</b>	<b>2109</b>	<b>5488</b>	<b>132</b>	<b>8296</b>	<b>93.05%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	3	67
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	181	1238
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	181	1238

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	15	2850
Issuance of Requested Documents (CTC and Photocopy of Documents)	60	2850
Certification, Authentication, Verification (CAV)	62	105
Receiving and Releasing of Communication and other Documents	100	52499
Receiving of Complaints against Non-Teaching Personnel	3	20
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	3	20
Accessing Available Learning Resources from LRMSD Porta	9	60
Borrowing of Learning Materials from Libraries	1	30
Alternative Learning System (ALS) Enrollment	2	26
Issuance of Government Permit, Renewal, Recognition of Private Schools	3	171
Issuance of Special Orders for the Graduation of Private School Learners	3	187
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	3
Request for Basic Education Data (from external stakeholders)	21	26
External Service Total	<b>647</b>	<b>61390</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	7	1029
Posting/Updating of Disbursement	7	689
Handling of Cash Advances	51	301
User Account Management for Centrally Managed Systems	4	968
Troubleshooting of ICT Equipment	0	242
Uploading of Publications	0	854
Issuance of Certificate of No Pending Case	0	67
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	42	136
Application for ERF (Equivalent Record Form)	20	499
Application for Leave	20	1779
Application for Retirement	20	89
Issuance of Certificate of Employment	29	1589
Service Record	29	1589
Loan Approval and Verification	0	1230
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	73	3201
Processing of Terminal Leave Benefits	20	265
Request for Correction of Name and Change of Status	3	67
Requisition and Issuance of Supplies	11	3215
Property and Equipment Clearance Signing	11	1800
Program Work Flow of Submission of Contextualized Learning Resources	3	60

Quality Assurance of Supplementary Learning Resource	4	24
Request for Basic Education Data (Internal Stakeholder)	21	26
Request for Data for EBEIS/LIS/NAT and Performance Indicators	15	812
Internal Service Total	<b>390</b>	<b>20531</b>

### 176. Schools Division Office Oroquieta City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	726	63.91%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	410	36.09%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. No answers provided	0	0%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1136	100%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. N/A	0	0%
6. No answers provided	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1136	100%
2. Somewhat helped	0	0%
3. Did not help	0	0%
4. N/A	0	0%
5. No answers provided	0	0%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	107	1029	0	1136	100%
Reliability	0	0	0	35	1101	0	1136	100%
Access and Facilities	0	0	0	20	1116	0	1136	100%
Communication	0	0	0	2	1134	0	1136	100%
Costs	0	0	0	0	0	1136	1136	0%
Integrity	0	0	0	0	1136	0	1136	100%
Assurance	0	0	0	6	1109	0	1115	100%
Outcome	0	0	0	0	1136	0	1136	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>170</b>	<b>7761</b>	<b>1136</b>	<b>9067</b>	<b>87.50%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMS Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	5	5
Application for SHS Additional Track/Strand	2	2
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	2	2
Request for Basic Education Data (from external stakeholders)	20	20
<b>External Service Total</b>	<b>29</b>	<b>29</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	376	376
Posting/Updating of Disbursement	357	357
Handling of Cash Advances	229	229
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	90	90
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	21	21
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	15	15
Request for Data for EBEIS/LIS/NAT and Performance Indicators	19	19
<b>Internal Service Total</b>	<b>1107</b>	<b>1107</b>

### 177. Schools Division Office Ozamiz City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	0	0%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. No answers provided	0	0%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	0	0%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. N/A	0	0%
6. No answers provided	0	0%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	0	0%
2. Somewhat helped	0	0%
3. Did not help	0	0%
4. N/A	0	0%
5. No answers provided	0	0%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	0	0	0	0	0	0%
Reliability	0	0	0	0	0	0	0	0%
Access and Facilities	0	0	0	0	0	0	0	0%
Communication	0	0	0	0	0	0	0	0%



Costs	0	0	0	0	0	0	0	0%
Integrity	0	0	0	0	0	0	0	0%
Assurance	0	0	0	0	0	0	0	0%
Outcome	0	0	0	0	0	0	0	0%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
<b>External Service Total</b>	<b>0</b>	<b>0</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0

Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>0</b>	<b>0</b>

### 178. Schools Division Office Tangub City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	15	4.32%
2. I know what a CC is but I did not see this office's CC.	3	0.86%
3. I learned of the CC only when I saw this office's CC.	3	0.86%
4. I do not know what a CC is and I did not see this office's CC.	166	47.84%
5. No answers provided	160	46.11%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	5	1.44%
2. Somewhat easy to see	3	0.86%
3. Difficult to see	1	0.29%
4. Not visible at all	0	0.00%
5. N/A	166	47.84%
6. No answers provided	172	49.57%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	5	1.44%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	166	47.84%
5. No answers provided	176	50.72%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	12	334	0	346	100%
Reliability	0	0	0	8	338	0	346	100%
Access and Facilities	0	0	0	12	315	0	327	100%
Communication	0	0	1	9	337	0	347	99.71%
Costs	0	0	0	0	200	0	200	100%
Integrity	0	0	0	0	347	0	347	100%
Assurance	0	0	0	0	347	0	347	100%
Outcome	0	0	0	0	347	0	347	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>41</b>	<b>2565</b>	<b>0</b>	<b>2607</b>	<b>99.96%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	2	160
Issuance of Requested Documents (CTC and Photocopy of Documents)	15	1910
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	132	8527
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	18	18
<b>External Service Total</b>	<b>167</b>	<b>10615</b>
Internal Services	Responses	Total Transactions
Processing of ORS	11	2752

Posting/Updating of Disbursement	21	3123
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	18	18
Request for Data for EBEIS/LIS/NAT and Performance Indicators	130	130
<b>Internal Service Total</b>	<b>180</b>	<b>6023</b>

### 179. Schools Division Office Valencia City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	0	0%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	2140	100%
5. No answers provided	0	0%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	0	0%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	247	11.54%
5. N/A	1893	88.46%
6. No answers provided	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0%

2. Somewhat helped	0	0%
3. Did not help	0	0%
4. N/A	2140	100%
5. No answers provided	0	0%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	511	1629	0	2140	100%
Reliability	0	0	0	511	1629	0	2140	100%
Access and Facilities	0	0	0	511	1629	0	2140	100%
Communication	0	0	0	511	1629	0	2140	100%
Costs	0	0	0	511	1629	0	2140	100%
Integrity	0	0	0	511	1629	0	2140	100%
Assurance	0	0	0	511	1629	0	2140	100%
Outcome	0	0	0	511	1629	0	2140	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4088</b>	<b>13032</b>	<b>0</b>	<b>17120</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	356	395
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	247	247
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMS Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	145	145
Issuance of Special Orders for the Graduation of Private School Learners	152	152
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0

Application for No Increase in Tuition Fee	38	38
Application for Increase in Tuition Fee	3	3
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>941</b>	<b>980</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	15	15
Issuance of Foreign Personal Travel Authority	15	15
Application for ERF (Equivalent Record Form)	78	78
Application for Leave	224	267
Application for Retirement	11	11
Issuance of Certificate of Employment	3	3
Service Record	203	203
Loan Approval and Verification	232	278
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	389	389
Processing of Terminal Leave Benefits	11	11
Request for Correction of Name and Change of Status	18	18
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>1199</b>	<b>1288</b>

### 180. Schools Division Office Davao City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1330	51.99%
2. I know what a CC is but I did not see this office's CC.	1035	40.46%
3. I learned of the CC only when I saw this office's CC.	139	5.43%
4. I do not know what a CC is and I did not see this office's CC.	54	2.11%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	797	31.16%
2. Somewhat easy to see	525	20.52%
3. Difficult to see	204	7.97%

4. Not visible at all	46	1.80%
5. N/A	986	38.55%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1021	39.91%
2. Somewhat helped	473	18.49%
3. Did not help	86	3.36%
4. N/A	978	38.23%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	1295	1263	0	2558	100%
Reliability	0	0	0	1233	1300	25	2558	100%
Access and Facilities	0	0	0	1292	1266	0	2558	100%
Communication	0	0	0	1292	1266	0	2558	100%
Costs	0	0	0	1292	1266	0	2558	100%
Integrity	0	0	0	1292	1266	0	2558	100%
Assurance	0	0	0	1292	1266	0	2558	100%
Outcome	0	0	0	1292	1256	0	2548	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10280</b>	<b>10149</b>	<b>25</b>	<b>20454</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	568	2600
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDS Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0



Issuance of Government Permit, Renewal, Recognition of Private Schools	87	174
Issuance of Special Orders for the Graduation of Private School Learners	24	74
Application for SHS Additional Track/Strand	1	7
Application for Summer Permit for Private Schools	10	21
Application for No Increase in Tuition Fee	2	2
Application for Increase in Tuition Fee	85	94
Request for Basic Education Data (from external stakeholders)	50	53
External Service Total	<b>827</b>	<b>3025</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	11	7817
Posting/Updating of Disbursement	11	8699
Handling of Cash Advances	111	2274
User Account Management for Centrally Managed Systems	284	417
Troubleshooting of ICT Equipment	284	432
Uploading of Publications	284	474
Issuance of Certificate of No Pending Case	568	2600
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	89	477
Request for Data for EBEIS/LIS/NAT and Performance Indicators	89	4782
Internal Service Total	<b>1731</b>	<b>27972</b>

### 181. Schools Division Office Davao Del Norte

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	338	66.93%
2. I know what a CC is but I did not see this office's CC.	25	4.95%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%

5. No answers provided	142	28.12%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	334	66.14%
2. Somewhat easy to see	10	1.98%
3. Difficult to see	1	0.20%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	160	31.68%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	337	66.73%
2. Somewhat helped	7	1.39%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	161	31.88%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	0	11	55	412	26	505	97.49%
Reliability	1	0	11	55	430	7	504	97.59%
Access and Facilities	1	0	10	52	429	13	505	97.76%
Communication	1	0	11	60	425	8	505	97.59%
Costs	2	0	10	62	333	98	505	97.05%
Integrity	1	0	9	50	437	7	504	97.99%
Assurance	1	0	9	54	434	7	505	97.99%
Outcome	1	1	9	74	410	7	502	97.78%
<b>Overall</b>	<b>9</b>	<b>1</b>	<b>80</b>	<b>462</b>	<b>3310</b>	<b>173</b>	<b>4035</b>	<b>97.66%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	21	22
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	18	19
Issuance of Requested Documents (CTC and Photocopy of Documents)	24	25
Certification, Authentication, Verification (CAV)	7	7
Receiving and Releasing of Communication and other Documents	191	380

Receiving of Complaints against Non-Teaching Personnel	3	3
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	5	5
Accessing Available Learning Resources from LRMDs Portal	18	19
Borrowing of Learning Materials from Libraries	12	12
Alternative Learning System (ALS) Enrollment	24	25
Issuance of Government Permit, Renewal, Recognition of Private Schools	7	7
Issuance of Special Orders for the Graduation of Private School Learners	7	7
Application for SHS Additional Track/Strand	7	7
Application for Summer Permit for Private Schools	7	7
Application for No Increase in Tuition Fee	7	7
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>358</b>	<b>552</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	33	36
Posting/Updating of Disbursement	24	25
Handling of Cash Advances	34	37
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	21	22
Issuance of Foreign Official Travel Authority	3	3
Issuance of Foreign Personal Travel Authority	20	20
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	5	5
Quality Assurance of Supplementary Learning Resource	7	7
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>147</b>	<b>155</b>

### 182. Schools Division Office Davao Del Sur

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	0	0%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. No answers provided	0	0%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	0	0%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. N/A	0	0%
6. No answers provided	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0%
2. Somewhat helped	0	0%
3. Did not help	0	0%
4. N/A	0	0%
5. No answers provided	0	0%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	0	0	0	0%
Reliability	0	0	0	0	0	0	0	0%
Access and Facilities	0	0	0	0	0	0	0	0%
Communication	0	0	0	0	0	0	0	0%
Costs	0	0	0	0	0	0	0	0%
Integrity	0	0	0	0	0	0	0	0%
Assurance	0	0	0	0	0	0	0	0%
Outcome	0	0	0	0	0	0	0	0%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>0</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0

Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>0</b>	<b>0</b>

### 183. Schools Division Office Davao Occidental

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1762	71.63%
2. I know what a CC is but I did not see this office's CC.	651	26.46%
3. I learned of the CC only when I saw this office's CC.	46	1.87%
4. I do not know what a CC is and I did not see this office's CC.	1	0.04%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1693	68.82%
2. Somewhat easy to see	704	28.62%
3. Difficult to see	17	0.69%
4. Not visible at all	0	0.00%
5. N/A	26	1.06%
6. No answers provided	20	0.81%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2024	82.28%
2. Somewhat helped	359	14.59%
3. Did not help	1	0.04%
4. N/A	76	3.09%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	2	0	10	344	2104	0	2460	99.51%
Reliability	2	0	9	453	1996	0	2460	99.55%
Access and Facilities	14	1	75	234	2136	0	2460	96.34%
Communication	14	2	29	166	2249	0	2460	98.17%
Costs	14	1	23	141	2281	0	2460	98.46%
Integrity	16	0	18	213	2213	0	2460	98.62%
Assurance	2	0	8	273	2177	0	2460	99.59%
Outcome	12	3	19	180	2246	0	2460	98.62%
<b>Overall</b>	<b>76</b>	<b>7</b>	<b>191</b>	<b>2004</b>	<b>17402</b>	<b>0</b>	<b>19680</b>	<b>98.61%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	42	130
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	1207	12321
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	72	875
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	55	55
Issuance of Government Permit, Renewal, Recognition of Private Schools	12	72
Issuance of Special Orders for the Graduation of Private School Learners	12	12
Application for SHS Additional Track/Strand	6	6
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	1	1
Application for Increase in Tuition Fee	1	1
Request for Basic Education Data (from external stakeholders)	55	55
<b>External Service Total</b>	<b>1463</b>	<b>13528</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	12	4362
Posting/Updating of Disbursement	12	4362
Handling of Cash Advances	130	2072
User Account Management for Centrally Managed Systems	135	135
Troubleshooting of ICT Equipment	20	20
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	42	220
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	68	68
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0



Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	42	1672
Property and Equipment Clearance Signing	282	282
Program Work Flow of Submission of Contextualized Learning Resources	72	72
Quality Assurance of Supplementary Learning Resource	72	72
Request for Basic Education Data (Internal Stakeholder)	55	55
Request for Data for EBEIS/LIS/NAT and Performance Indicators	55	55
Internal Service Total	<b>997</b>	<b>13447</b>

#### 184. Schools Division Office Davao Oriental

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	676	83.77%
2. I know what a CC is but I did not see this office's CC.	123	15.24%
3. I learned of the CC only when I saw this office's CC.	8	0.99%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	738	91.45%
2. Somewhat easy to see	55	6.82%
3. Difficult to see	14	1.73%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	773	95.79%
2. Somewhat helped	34	4.21%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	0	7	122	675	2	807	99.01%
Reliability	2	0	6	76	721	2	807	99.01%
Access and Facilities	2	0	32	182	589	2	807	95.78%
Communication	2	0	2	78	723	2	807	99.50%

Costs	0	0	0	0	2	783	785	100%
Integrity	2	0	2	38	763	2	807	99.50%
Assurance	2	0	2	85	716	2	807	99.50%
Outcome	2	0	4	67	732	2	807	99.25%
<b>Overall</b>	<b>13</b>	<b>0</b>	<b>55</b>	<b>648</b>	<b>4921</b>	<b>797</b>	<b>6434</b>	<b>98.94%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	2	2
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	132	685
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	79	1328
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	18	5467
Issuance of Government Permit, Renewal, Recognition of Private Schools	6	16
Issuance of Special Orders for the Graduation of Private School Learners	6	14
Application for SHS Additional Track/Strand	4	14
Application for Summer Permit for Private Schools	2	2
Application for No Increase in Tuition Fee	3	5
Application for Increase in Tuition Fee	4	4
Request for Basic Education Data (from external stakeholders)	5	5
<b>External Service Total</b>	<b>261</b>	<b>7542</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	132	4903
Posting/Updating of Disbursement	132	5503
Handling of Cash Advances	56	237
User Account Management for Centrally Managed Systems	38	501
Troubleshooting of ICT Equipment	3	6
Uploading of Publications	19	158
Issuance of Certificate of No Pending Case	7	21
Issuance of Foreign Official Travel Authority	0	0

Issuance of Foreign Personal Travel Authority	9	43
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	114	852
Property and Equipment Clearance Signing	18	83
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	15	57
Request for Data for EBEIS/LIS/NAT and Performance Indicators	3	5
<b>Internal Service Total</b>	<b>546</b>	<b>12369</b>

### 185. Schools Division Office Davao De Oro

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	0	0%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. No answers provided	0	0%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	0	0%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. N/A	0	0%
6. No answers provided	0	0%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	0	0%
2. Somewhat helped	0	0%
3. Did not help	0	0%
4. N/A	0	0%
5. No answers provided	0	0%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	0	0	0	0%
Reliability	0	0	0	0	0	0	0	0%
Access and Facilities	0	0	0	0	0	0	0	0%
Communication	0	0	0	0	0	0	0	0%
Costs	0	0	0	0	0	0	0	0%
Integrity	0	0	0	0	0	0	0	0%
Assurance	0	0	0	0	0	0	0	0%
Outcome	0	0	0	0	0	0	0	0%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>0</b>
Internal Services	Responses	Total Transactions
Processing of ORS	0	0

Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>0</b>	<b>0</b>

### 186. Schools Division Office Digos City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	5176	99.96%
2. I know what a CC is but I did not see this office's CC.	2	0.04%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	5176	99.96%
2. Somewhat easy to see	2	0.04%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	5176	99.96%

2. Somewhat helped	2	0.04%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	5176	2	5178	100%
Reliability	0	0	0	100	5075	2	5177	100%
Access and Facilities	0	0	0	0	5176	2	5178	100%
Communication	0	0	0	0	5176	2	5178	100%
Costs	0	0	0	0	5176	2	5178	100%
Integrity	0	0	0	0	5176	2	5178	100%
Assurance	0	0	0	0	5176	2	5178	100%
Outcome	0	0	0	0	5176	2	5178	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100</b>	<b>41307</b>	<b>16</b>	<b>41423</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	200	200
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	150	150
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	200	200
Issuance of Requested Documents (Non-CTC)	300	300
Issuance of Requested Documents (CTC and Photocopy of Documents)	200	200
Certification, Authentication, Verification (CAV)	100	100
Receiving and Releasing of Communication and other Documents	1800	1800
Receiving of Complaints against Non-Teaching Personnel	5	5
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	7	7
Accessing Available Learning Resources from LRMSD Porta	150	150
Borrowing of Learning Materials from Libraries	20	20
Alternative Learning System (ALS) Enrollment	300	300
Issuance of Government Permit, Renewal, Recognition of Private Schools	15	15
Issuance of Special Orders for the Graduation of Private School Learners	18	18
Application for SHS Additional Track/Strand	2	2
Application for Summer Permit for Private Schools	2	2

Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	27	27
External Service Total	<b>3496</b>	<b>3496</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	97	97
Posting/Updating of Disbursement	100	100
Handling of Cash Advances	50	50
User Account Management for Centrally Managed Systems	90	90
Troubleshooting of ICT Equipment	50	50
Uploading of Publications	20	20
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	15	15
Application for ERF (Equivalent Record Form)	100	100
Application for Leave	300	300
Application for Retirement	50	50
Issuance of Certificate of Employment	10	10
Service Record	100	100
Loan Approval and Verification	100	100
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	200	200
Processing of Terminal Leave Benefits	50	50
Request for Correction of Name and Change of Status	10	10
Requisition and Issuance of Supplies	100	100
Property and Equipment Clearance Signing	50	50
Program Work Flow of Submission of Contextualized Learning Resources	150	150
Quality Assurance of Supplementary Learning Resource	20	20
Request for Basic Education Data (Internal Stakeholder)	10	10
Request for Data for EBEIS/LIS/NAT and Performance Indicators	10	10
Internal Service Total	<b>1682</b>	<b>1682</b>

### 187. Schools Division Office Mati City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1128	72.40%
2. I know what a CC is but I did not see this office's CC.	133	8.54%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	200	12.84%
5. No answers provided	97	6.23%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1116	71.63%
2. Somewhat easy to see	167	10.72%
3. Difficult to see	5	0.32%



4. Not visible at all	113	7.25%
5. N/A	44	2.82%
6. No answers provided	113	7.25%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1077	69.13%
2. Somewhat helped	172	11.04%
3. Did not help	54	3.47%
4. N/A	155	9.95%
5. No answers provided	100	6.42%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	156	2	10	330	927	132	1557	88.21%
Reliability	155	1	3	402	869	128	1558	88.88%
Access and Facilities	155	3	7	388	853	147	1553	88.26%
Communication	155	1	6	425	838	131	1556	88.63%
Costs	14	7	19	65	550	717	1372	93.89%
Integrity	0	6	6	374	890	127	1403	99.06%
Assurance	1	5	9	413	835	140	1403	98.91%
Outcome	1	4	5	184	1001	207	1402	99.16%
<b>Overall</b>	<b>637</b>	<b>29</b>	<b>65</b>	<b>2581</b>	<b>6763</b>	<b>1729</b>	<b>11804</b>	<b>93.13%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	4	4
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	35	45
Issuance of Requested Documents (Non-CTC)	14	25
Issuance of Requested Documents (CTC and Photocopy of Documents)	12	22
Certification, Authentication, Verification (CAV)	6	11
Receiving and Releasing of Communication and other Documents	307	5076
Receiving of Complaints against Non-Teaching Personnel	1	2
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDS Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0

Issuance of Government Permit, Renewal, Recognition of Private Schools	15	15
Issuance of Special Orders for the Graduation of Private School Learners	2	2
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	2	2
Request for Basic Education Data (from external stakeholders)	41	41
External Service Total	<b>439</b>	<b>5245</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	53	3466
Posting/Updating of Disbursement	53	3466
Handling of Cash Advances	96	698
User Account Management for Centrally Managed Systems	44	44
Troubleshooting of ICT Equipment	28	28
Uploading of Publications	16	16
Issuance of Certificate of No Pending Case	4	4
Issuance of Foreign Official Travel Authority	155	155
Issuance of Foreign Personal Travel Authority	155	155
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	127	330
Property and Equipment Clearance Signing	25	25
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	71	71
Request for Data for EBEIS/LIS/NAT and Performance Indicators	137	137
Internal Service Total	<b>964</b>	<b>8595</b>

### 188. Schools Division Office Panabo City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1087	97.66%
2. I know what a CC is but I did not see this office's CC.	10	0.90%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	16	1.44%

5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1085	97.48%
2. Somewhat easy to see	12	1.08%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	16	1.44%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1071	96.23%
2. Somewhat helped	14	1.26%
3. Did not help	0	0.00%
4. N/A	28	2.52%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	1	0	32	1077	3	1113	99.91%
Reliability	0	0	0	31	1082	0	1113	100%
Access and Facilities	0	0	0	34	1076	3	1113	100%
Communication	0	0	1	27	1072	13	1113	99.91%
Costs	0	1	1	34	1068	9	1113	99.82%
Integrity	0	0	0	32	1081	0	1113	100%
Assurance	0	0	0	31	1082	0	1113	100%
Outcome	0	0	0	32	1081	0	1113	100%
<b>Overall</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>253</b>	<b>8619</b>	<b>28</b>	<b>8904</b>	<b>99.96%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	5	353
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	5	353
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0

Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Portal	22	22
Borrowing of Learning Materials from Libraries	2	2
Alternative Learning System (ALS) Enrollment	0	18
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	21
Issuance of Special Orders for the Graduation of Private School Learners	0	8
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	21
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	7	20
External Service Total	<b>41</b>	<b>818</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	12	12
Posting/Updating of Disbursement	12	12
Handling of Cash Advances	4	4
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	977	977
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	5	160
Application for Leave	6	11372
Application for Retirement	2	24
Issuance of Certificate of Employment	2	300
Service Record	5	525
Loan Approval and Verification	8	150
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	14	333
Processing of Terminal Leave Benefits	2	24
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	40
Quality Assurance of Supplementary Learning Resource	5	5
Request for Basic Education Data (Internal Stakeholder)	0	10
Request for Data for EBEIS/LIS/NAT and Performance Indicators	18	100
Internal Service Total	<b>1072</b>	<b>14048</b>

### 189. Schools Division Office Island Garden City of Samal

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	223	25.63%
2. I know what a CC is but I did not see this office's CC.	4	0.46%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	643	73.91%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	223	25.63%
2. Somewhat easy to see	4	0.46%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	643	73.91%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	223	25.63%
2. Somewhat helped	4	0.46%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	643	73.91%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	1	50	105	670	44	870	93.83%
Reliability	0	0	18	177	625	47	867	97.80%
Access and Facilities	0	1	22	200	598	48	869	97.20%
Communication	0	0	12	183	621	54	870	98.53%
Costs	0	0	30	205	566	69	870	96.25%
Integrity	0	0	10	169	641	50	870	98.78%
Assurance	0	0	11	160	651	48	870	98.66%
Outcome	0	0	13	177	631	49	870	98.42%
<b>Overall</b>	<b>0</b>	<b>2</b>	<b>166</b>	<b>1376</b>	<b>5003</b>	<b>409</b>	<b>6956</b>	<b>97.43%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	128
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	100

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	15	15
Issuance of Requested Documents (Non-CTC)	8	8
Issuance of Requested Documents (CTC and Photocopy of Documents)	2	2
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	104	104
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMS Porta	558	15889
Borrowing of Learning Materials from Libraries	5	5
Alternative Learning System (ALS) Enrollment	6	6
Issuance of Government Permit, Renewal, Recognition of Private Schools	8	8
Issuance of Special Orders for the Graduation of Private School Learners	5	5
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	9	9
Application for Increase in Tuition Fee	1	1
Request for Basic Education Data (from external stakeholders)	13	13
External Service Total	<b>735</b>	<b>16294</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	39
Issuance of Foreign Official Travel Authority	0	2
Issuance of Foreign Personal Travel Authority	1	123
Application for ERF (Equivalent Record Form)	0	78
Application for Leave	0	1250
Application for Retirement	0	35
Issuance of Certificate of Employment	0	276
Service Record	0	290
Loan Approval and Verification	0	3451
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	451
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	75	75
Property and Equipment Clearance Signing	18	18
Program Work Flow of Submission of Contextualized Learning Resources	17	17

Quality Assurance of Supplementary Learning Resource	17	17
Request for Basic Education Data (Internal Stakeholder)	5	5
Request for Data for EBEIS/LIS/NAT and Performance Indicators	2	2
<b>Internal Service Total</b>	<b>135</b>	<b>6129</b>

### 190. Schools Division Office Tagum City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	1244	51.19%
2. I know what a CC is but I did not see this office's CC.	435	17.90%
3. I learned of the CC only when I saw this office's CC.	494	20.33%
4. I do not know what a CC is and I did not see this office's CC.	216	8.89%
5. No answers provided	41	1.69%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	1196	49.22%
2. Somewhat easy to see	654	26.91%
3. Difficult to see	320	13.17%
4. Not visible at all	111	4.57%
5. N/A	98	4.03%
6. No answers provided	51	2.10%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	1345	55.35%
2. Somewhat helped	668	27.49%
3. Did not help	188	7.74%
4. N/A	173	7.12%
5. No answers provided	56	2.30%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	39	3	68	623	1652	45	2430	95.39%
Reliability	38	2	74	619	1648	49	2430	95.21%
Access and Facilities	38	3	69	585	1627	106	2428	95.26%
Communication	38	4	75	527	1728	58	2430	95.07%
Costs	43	1	57	733	806	778	2418	93.84%
Integrity	38	4	71	503	1768	46	2430	95.26%
Assurance	38	6	61	637	1646	42	2430	95.60%
Outcome	0	6	54	582	1707	43	2392	97.45%
<b>Overall</b>	<b>272</b>	<b>29</b>	<b>529</b>	<b>4809</b>	<b>12582</b>	<b>1167</b>	<b>19388</b>	<b>95.39%</b>



<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	8	8
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	109	440
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	105	211
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	165	165
Issuance of Requested Documents (Non-CTC)	295	680
Issuance of Requested Documents (CTC and Photocopy of Documents)	300	700
Certification, Authentication, Verification (CAV)	50	80
Receiving and Releasing of Communication and other Documents	360	1200
Receiving of Complaints against Non-Teaching Personnel	3	5
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	3	8
Accessing Available Learning Resources from LRMSD Porta	36	36
Borrowing of Learning Materials from Libraries	22	22
Alternative Learning System (ALS) Enrollment	3	3
Issuance of Government Permit, Renewal, Recognition of Private Schools	32	32
Issuance of Special Orders for the Graduation of Private School Learners	32	38
Application for SHS Additional Track/Strand	16	16
Application for Summer Permit for Private Schools	4	4
Application for No Increase in Tuition Fee	60	60
Application for Increase in Tuition Fee	8	8
Request for Basic Education Data (from external stakeholders)	115	121
<b>External Service Total</b>	<b>1726</b>	<b>3837</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	6	300
Posting/Updating of Disbursement	13	300
Handling of Cash Advances	10	15
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	63	63
Issuance of Foreign Personal Travel Authority	63	63
Application for ERF (Equivalent Record Form)	12	191
Application for Leave	73	10982
Application for Retirement	17	47
Issuance of Certificate of Employment	22	210
Service Record	42	306
Loan Approval and Verification	8	4859

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	84	411
Processing of Terminal Leave Benefits	2	6
Request for Correction of Name and Change of Status	9	49
Requisition and Issuance of Supplies	108	108
Property and Equipment Clearance Signing	56	56
Program Work Flow of Submission of Contextualized Learning Resources	22	22
Quality Assurance of Supplementary Learning Resource	12	12
Request for Basic Education Data (Internal Stakeholder)	13	15
Request for Data for EBEIS/LIS/NAT and Performance Indicators	25	30
Internal Service Total	<b>660</b>	<b>18045</b>

### 191. Schools Division Office General Santos City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1056	80.80%
2. I know what a CC is but I did not see this office's CC.	29	2.22%
3. I learned of the CC only when I saw this office's CC.	170	13.01%
4. I do not know what a CC is and I did not see this office's CC.	26	1.99%
5. No answers provided	26	1.99%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1103	84.39%
2. Somewhat easy to see	131	10.02%
3. Difficult to see	21	1.61%
4. Not visible at all	21	1.61%
5. N/A	5	0.38%
6. No answers provided	26	1.99%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1085	83.01%
2. Somewhat helped	148	11.32%
3. Did not help	22	1.68%
4. N/A	26	1.99%
5. No answers provided	26	1.99%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	5	116	1159	27	1307	99.61%
Reliability	0	0	2	117	1108	0	1227	99.84%
Access and Facilities	0	0	3	111	1188	5	1307	99.77%
Communication	0	0	2	123	1178	4	1307	99.85%

Costs	1	0	2	19	365	913	1300	99.22%
Integrity	0	2	2	101	1187	15	1307	99.69%
Assurance	0	0	0	108	1199	0	1307	100%
Outcome	0	0	0	101	1198	1	1300	100%
<b>Overall</b>	<b>1</b>	<b>2</b>	<b>16</b>	<b>796</b>	<b>8582</b>	<b>965</b>	<b>10362</b>	<b>99.75%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	3	285
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	5	404
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	41	81
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	738	738
Receiving of Complaints against Non-Teaching Personnel	2	2
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	2	2
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	10
Issuance of Special Orders for the Graduation of Private School Learners	20	30
Application for SHS Additional Track/Strand	0	4
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	6	115
<b>External Service Total</b>	<b>817</b>	<b>1671</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	7	4175
Posting/Updating of Disbursement	7	3750
Handling of Cash Advances	84	84
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	14	45
Uploading of Publications	3	6
Issuance of Certificate of No Pending Case	0	108
Issuance of Foreign Official Travel Authority	7	8
Issuance of Foreign Personal Travel Authority	89	107

Application for ERF (Equivalent Record Form)	24	42
Application for Leave	13	897
Application for Retirement	2	121
Issuance of Certificate of Employment	0	0
Service Record	6	55
Loan Approval and Verification	17	7021
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	65	898
Processing of Terminal Leave Benefits	4	4
Request for Correction of Name and Change of Status	6	88
Requisition and Issuance of Supplies	80	283
Property and Equipment Clearance Signing	36	52
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	26	26
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	972
<b>Internal Service Total</b>	<b>490</b>	<b>18742</b>

### 192. Schools Division Office Kidapawan City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	4390	87.94%
2. I know what a CC is but I did not see this office's CC.	35	0.70%
3. I learned of the CC only when I saw this office's CC.	110	2.20%
4. I do not know what a CC is and I did not see this office's CC.	12	0.24%
5. No answers provided	445	8.91%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	4356	87.26%
2. Somewhat easy to see	139	2.78%
3. Difficult to see	40	0.80%
4. Not visible at all	12	0.24%
5. N/A	0	0.00%
6. No answers provided	445	8.91%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	4390	87.94%
2. Somewhat helped	141	2.82%
3. Did not help	11	0.22%
4. N/A	0	0.00%
5. No answers provided	450	9.01%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	1	0	170	4820	1	4992	99.98%
Reliability	0	0	1	175	4816	0	4992	99.98%
Access and Facilities	0	0	0	207	4600	8	4815	100%
Communication	0	0	0	171	4644	0	4815	100%
Costs	6	3	8	18	289	913	1237	94.75%
Integrity	1	0	0	179	1612	0	1792	99.94%
Assurance	0	0	1	173	4718	0	4892	99.98%
Outcome	0	0	3	182	4807	0	4992	99.94%
<b>Overall</b>	<b>7</b>	<b>4</b>	<b>13</b>	<b>1275</b>	<b>30306</b>	<b>922</b>	<b>32527</b>	<b>99.32%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	186	335
Issuance of Requested Documents (Non-CTC)	283	283
Issuance of Requested Documents (CTC and Photocopy of Documents)	106	106
Certification, Authentication, Verification (CAV)	25	25
Receiving and Releasing of Communication and other Documents	3288	3288
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	3	3
Accessing Available Learning Resources from LRMDs Portal	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	10	10
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	2	5
<b>External Service Total</b>	<b>3903</b>	<b>4055</b>
Internal Services	Responses	Total Transactions
Processing of ORS	132	132

Posting/Updating of Disbursement	20	20
Handling of Cash Advances	50	50
User Account Management for Centrally Managed Systems	118	150
Troubleshooting of ICT Equipment	15	15
Uploading of Publications	20	20
Issuance of Certificate of No Pending Case	131	173
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	54	58
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	209	335
Property and Equipment Clearance Signing	48	50
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	129	183
Request for Data for EBEIS/LIS/NAT and Performance Indicators	163	399
<b>Internal Service Total</b>	<b>1089</b>	<b>1585</b>

### 193. Schools Division Office Koronadal City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	45	8.17%
2. I know what a CC is but I did not see this office's CC.	156	28.31%
3. I learned of the CC only when I saw this office's CC.	281	51.00%
4. I do not know what a CC is and I did not see this office's CC.	69	12.52%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	47	8.53%
2. Somewhat easy to see	242	43.92%
3. Difficult to see	180	32.67%
4. Not visible at all	60	10.89%
5. N/A	22	3.99%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	116	21.05%

2. Somewhat helped	308	55.90%
3. Did not help	91	16.52%
4. N/A	36	6.53%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	227	321	3	551	100%
Reliability	0	0	2	225	324	0	551	99.64%
Access and Facilities	0	0	1	206	342	2	551	99.82%
Communication	0	0	3	219	326	3	551	99.45%
Costs	0	0	21	231	292	7	551	96.14%
Integrity	0	0	0	231	320	0	551	100%
Assurance	0	0	0	224	326	1	551	100%
Outcome	0	0	0	219	332	0	551	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>27</b>	<b>1782</b>	<b>2583</b>	<b>16</b>	<b>4408</b>	<b>99.38%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	25	25
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	12	12
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	39	39
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	12	12
Borrowing of Learning Materials from Libraries	10	10
Alternative Learning System (ALS) Enrollment	12	12
Issuance of Government Permit, Renewal, Recognition of Private Schools	1	1
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0



Application for No Increase in Tuition Fee	1	1
Application for Increase in Tuition Fee	1	1
Request for Basic Education Data (from external stakeholders)	5	5
External Service Total	<b>118</b>	<b>118</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	19	19
Posting/Updating of Disbursement	9	9
Handling of Cash Advances	74	74
User Account Management for Centrally Managed Systems	12	12
Troubleshooting of ICT Equipment	15	15
Uploading of Publications	12	12
Issuance of Certificate of No Pending Case	8	8
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	8	8
Application for ERF (Equivalent Record Form)	9	9
Application for Leave	12	12
Application for Retirement	4	4
Issuance of Certificate of Employment	18	18
Service Record	18	18
Loan Approval and Verification	66	265
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	30	30
Processing of Terminal Leave Benefits	12	12
Request for Correction of Name and Change of Status	21	21
Requisition and Issuance of Supplies	33	33
Property and Equipment Clearance Signing	15	15
Program Work Flow of Submission of Contextualized Learning Resources	13	13
Quality Assurance of Supplementary Learning Resource	15	15
Request for Basic Education Data (Internal Stakeholder)	5	5
Request for Data for EBEIS/LIS/NAT and Performance Indicators	5	5
Internal Service Total	<b>433</b>	<b>632</b>

#### 194. Schools Division Office North Cotabato

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3	3.37%
2. I know what a CC is but I did not see this office's CC.	3	3.37%
3. I learned of the CC only when I saw this office's CC.	3	3.37%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	80	89.89%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	3	3.37%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%

4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	86	96.63%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	3.37%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	86	96.63%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	1	17	0	18	100%
Reliability	0	0	0	2	16	0	18	100%
Access and Facilities	0	0	0	1	17	0	18	100%
Communication	0	0	0	1	17	0	18	100%
Costs	0	0	0	0	11	7	18	100%
Integrity	0	0	0	2	16	0	18	100%
Assurance	0	0	0	0	18	0	18	100%
Outcome	0	0	0	2	16	0	18	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>128</b>	<b>7</b>	<b>144</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDS Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0

Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>0</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	57	7606
Posting/Updating of Disbursement	0	7606
Handling of Cash Advances	32	784
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	800
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	113
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>89</b>	<b>16909</b>

### 195. Schools Division Office Sarangani

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2539	81.59%
2. I know what a CC is but I did not see this office's CC.	97	3.12%
3. I learned of the CC only when I saw this office's CC.	128	4.11%
4. I do not know what a CC is and I did not see this office's CC.	348	11.18%

5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	2662	85.54%
2. Somewhat easy to see	159	5.11%
3. Difficult to see	69	2.22%
4. Not visible at all	51	1.64%
5. N/A	171	5.49%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2669	85.76%
2. Somewhat helped	78	2.51%
3. Did not help	144	4.63%
4. N/A	221	7.10%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	157	2665	290	3112	100%
Reliability	0	0	0	133	2687	292	3112	100%
Access and Facilities	0	0	0	109	2609	292	3010	100%
Communication	0	0	0	110	2698	304	3112	100%
Costs	0	0	0	84	2448	478	3010	100%
Integrity	0	0	0	107	2713	292	3112	100%
Assurance	0	0	0	69	2751	292	3112	100%
Outcome	0	0	0	54	2766	292	3112	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>823</b>	<b>21337</b>	<b>2532</b>	<b>24692</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	532	800
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0

Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Portal	90	90
Borrowing of Learning Materials from Libraries	5	5
Alternative Learning System (ALS) Enrollment	90	90
Issuance of Government Permit, Renewal, Recognition of Private Schools	3	3
Issuance of Special Orders for the Graduation of Private School Learners	9	9
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	166	166
External Service Total	<b>895</b>	<b>1163</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	194	194
Posting/Updating of Disbursement	194	194
Handling of Cash Advances	102	110
User Account Management for Centrally Managed Systems	130	427
Troubleshooting of ICT Equipment	50	95
Uploading of Publications	0	1306
Issuance of Certificate of No Pending Case	50	154
Issuance of Foreign Official Travel Authority	2	2
Issuance of Foreign Personal Travel Authority	114	114
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	57	540
Property and Equipment Clearance Signing	1289	1289
Program Work Flow of Submission of Contextualized Learning Resources	10	10
Quality Assurance of Supplementary Learning Resource	5	5
Request for Basic Education Data (Internal Stakeholder)	10	10
Request for Data for EBEIS/LIS/NAT and Performance Indicators	10	10
Internal Service Total	<b>2217</b>	<b>4460</b>

### 196. Schools Division Office South Cotabato

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4107	77.37%
2. I know what a CC is but I did not see this office's CC.	526	9.91%
3. I learned of the CC only when I saw this office's CC.	619	11.66%
4. I do not know what a CC is and I did not see this office's CC.	56	1.06%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	4523	85.21%
2. Somewhat easy to see	632	11.91%
3. Difficult to see	151	2.84%
4. Not visible at all	0	0.00%
5. N/A	2	0.04%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4837	91.13%
2. Somewhat helped	461	8.69%
3. Did not help	0	0.00%
4. N/A	10	0.19%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	3	15	1307	3964	19	5308	99.66%
Reliability	0	0	14	1182	4091	20	5307	99.74%
Access and Facilities	0	4	20	1630	3632	22	5308	99.55%
Communication	0	5	20	1597	3656	30	5308	99.53%
Costs	0	0	0	1022	2051	2139	5212	100%
Integrity	0	0	16	893	4371	28	5308	99.70%
Assurance	0	0	12	1106	4162	28	5308	99.77%
Outcome	0	2	11	1439	3828	28	5308	99.75%
<b>Overall</b>	<b>0</b>	<b>14</b>	<b>108</b>	<b>10176</b>	<b>29755</b>	<b>2314</b>	<b>42367</b>	<b>99.71%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	2
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	2	1700
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	4	900

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	153	153
Issuance of Requested Documents (Non-CTC)	36	40
Issuance of Requested Documents (CTC and Photocopy of Documents)	44	50
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	383	94412
Receiving of Complaints against Non-Teaching Personnel	5	5
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	10	10
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	132	200
Issuance of Special Orders for the Graduation of Private School Learners	67	81
Application for SHS Additional Track/Strand	44	50
Application for Summer Permit for Private Schools	28	30
Application for No Increase in Tuition Fee	26	28
Application for Increase in Tuition Fee	19	20
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>953</b>	<b>97681</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	383	5632
Posting/Updating of Disbursement	254	633
Handling of Cash Advances	1404	28625
User Account Management for Centrally Managed Systems	306	806
Troubleshooting of ICT Equipment	85	93
Uploading of Publications	181	273
Issuance of Certificate of No Pending Case	1368	1454
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	4	2330
Application for Retirement	3	56
Issuance of Certificate of Employment	2	130
Service Record	6	132
Loan Approval and Verification	5	530
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	4	1003
Processing of Terminal Leave Benefits	3	56
Request for Correction of Name and Change of Status	1	34
Requisition and Issuance of Supplies	145	145
Property and Equipment Clearance Signing	196	196
Program Work Flow of Submission of Contextualized Learning Resources	0	0



Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>4350</b>	<b>42128</b>

### 197. Schools Division Office Sultan Kudarat

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	0	0%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. No answers provided	0	0%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	0	0%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. N/A	0	0%
6. No answers provided	0	0%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	0	0%
2. Somewhat helped	0	0%
3. Did not help	0	0%
4. N/A	0	0%
5. No answers provided	0	0%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	0	0	0	0	0	0%
Reliability	0	0	0	0	0	0	0	0%
Access and Facilities	0	0	0	0	0	0	0	0%
Communication	0	0	0	0	0	0	0	0%
Costs	0	0	0	0	0	0	0	0%
Integrity	0	0	0	0	0	0	0	0%
Assurance	0	0	0	0	0	0	0	0%
Outcome	0	0	0	0	0	0	0	0%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
<b>External Service Total</b>	<b>0</b>	<b>0</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>0</b>	<b>0</b>

### 198. Schools Division Office Tacurong City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	753	94.13%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. No answers provided	47	5.88%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	753	94.13%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. N/A	0	0%
6. No answers provided	47	5.88%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	753	94.13%
2. Somewhat helped	0	0%
3. Did not help	0	0%
4. N/A	0	0%
5. No answers provided	47	5.88%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	1	2	14	782	1	800	99.62%
Reliability	0	0	2	16	780	2	800	99.75%
Access and Facilities	0	0	0	26	770	4	800	100%
Communication	0	0	3	19	776	2	800	99.62%

Costs	0	3	3	19	548	227	800	98.85%
Integrity	0	0	2	15	781	2	800	99.75%
Assurance	0	0	1	13	784	2	800	99.87%
Outcome	0	0	1	13	783	3	800	99.87%
<b>Overall</b>	<b>0</b>	<b>4</b>	<b>14</b>	<b>135</b>	<b>6004</b>	<b>243</b>	<b>6400</b>	<b>99.67%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	5	5
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	26	150
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	29	100
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	19	362
Issuance of Requested Documents (Non-CTC)	16	23
Issuance of Requested Documents (CTC and Photocopy of Documents)	4	10
Certification, Authentication, Verification (CAV)	2	2
Receiving and Releasing of Communication and other Documents	41	250
Receiving of Complaints against Non-Teaching Personnel	1	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	2	2
Accessing Available Learning Resources from LRMSD Porta	12	30
Borrowing of Learning Materials from Libraries	42	80
Alternative Learning System (ALS) Enrollment	6	50
Issuance of Government Permit, Renewal, Recognition of Private Schools	9	10
Issuance of Special Orders for the Graduation of Private School Learners	4	5
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	3	3
Request for Basic Education Data (from external stakeholders)	40	80
<b>External Service Total</b>	<b>261</b>	<b>1163</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	35	2979
Posting/Updating of Disbursement	18	2941
Handling of Cash Advances	63	80
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	10	20
Issuance of Foreign Official Travel Authority	4	10
Issuance of Foreign Personal Travel Authority	6	10

Application for ERF (Equivalent Record Form)	5	20
Application for Leave	48	60
Application for Retirement	13	35
Issuance of Certificate of Employment	35	40
Service Record	97	130
Loan Approval and Verification	10	800
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	131	207
Processing of Terminal Leave Benefits	4	10
Request for Correction of Name and Change of Status	4	20
Requisition and Issuance of Supplies	25	389
Property and Equipment Clearance Signing	5	35
Program Work Flow of Submission of Contextualized Learning Resources	8	30
Quality Assurance of Supplementary Learning Resource	7	50
Request for Basic Education Data (Internal Stakeholder)	9	20
Request for Data for EBEIS/LIS/NAT and Performance Indicators	2	10
<b>Internal Service Total</b>	<b>539</b>	<b>7896</b>

### 199. Schools Division Office Agusan Del Norte

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	8727	87.68%
2. I know what a CC is but I did not see this office's CC.	11	0.11%
3. I learned of the CC only when I saw this office's CC.	462	4.64%
4. I do not know what a CC is and I did not see this office's CC.	753	7.57%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	8514	85.54%
2. Somewhat easy to see	476	4.78%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	922	9.26%
6. No answers provided	41	0.41%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	8672	87.13%
2. Somewhat helped	242	2.43%
3. Did not help	0	0.00%
4. N/A	922	9.26%
5. No answers provided	117	1.18%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	2	5392	4559	0	9953	99.98%
Reliability	0	0	6	5099	4848	0	9953	99.94%
Access and Facilities	0	0	1	5289	4662	1	9953	99.99%
Communication	0	0	2	5283	4667	0	9952	99.98%
Costs	0	0	0	55	1585	583	2223	100%
Integrity	0	0	6	5160	4741	46	9953	99.94%
Assurance	0	0	0	4983	4967	3	9953	100%
Outcome	0	0	0	4021	4328	0	8349	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>17</b>	<b>35282</b>	<b>34357</b>	<b>633</b>	<b>70289</b>	<b>99.98%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	462	462
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	366	366
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Porta	13	13
Borrowing of Learning Materials from Libraries	16	16
Alternative Learning System (ALS) Enrollment	28	100
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
<b>External Service Total</b>	<b>885</b>	<b>957</b>
Internal Services	Responses	Total Transactions
Processing of ORS	0	0

Posting/Updating of Disbursement	0	0
Handling of Cash Advances	1208	1920
User Account Management for Centrally Managed Systems	255	255
Troubleshooting of ICT Equipment	40	40
Uploading of Publications	75	75
Issuance of Certificate of No Pending Case	552	552
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	136	136
Application for Leave	1622	1622
Application for Retirement	85	85
Issuance of Certificate of Employment	1604	1604
Service Record	1702	1702
Loan Approval and Verification	989	989
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	648	648
Processing of Terminal Leave Benefits	29	29
Request for Correction of Name and Change of Status	87	87
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	22	22
Quality Assurance of Supplementary Learning Resource	14	14
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>9068</b>	<b>9780</b>

## 200. Schools Division Office Agusan Del Sur

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	0	0%
2. I know what a CC is but I did not see this office's CC.		
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. No answers provided	0	0%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	0	0%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. N/A	0	0%
6. No answers provided	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0%



2. Somewhat helped	0	0%
3. Did not help	0	0%
4. N/A	0	0%
5. No answers provided	0	0%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	0	0	0	0%
Reliability	0	0	0	0	0	0	0	0%
Access and Facilities	0	0	0	0	0	0	0	0%
Communication	0	0	0	0	0	0	0	0%
Costs	0	0	0	0	0	0	0	0%
Integrity	0	0	0	0	0	0	0	0%
Assurance	0	0	0	0	0	0	0	0%
Outcome	0	0	0	0	0	0	0	0%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0

Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>0</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>0</b>	<b>0</b>

## 201. Schools Division Office Bayugan City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1948	92.41%
2. I know what a CC is but I did not see this office's CC.	24	1.14%
3. I learned of the CC only when I saw this office's CC.	92	4.36%
4. I do not know what a CC is and I did not see this office's CC.	3	0.14%
5. No answers provided	41	1.94%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1886	89.47%
2. Somewhat easy to see	162	7.69%
3. Difficult to see	12	0.57%

4. Not visible at all	5	0.24%
5. N/A	2	0.09%
6. No answers provided	41	1.94%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1933	91.70%
2. Somewhat helped	125	5.93%
3. Did not help	9	0.43%
4. N/A	0	0.00%
5. No answers provided	41	1.94%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	345	1761	0	2106	100%
Reliability	0	0	0	396	1710	0	2106	100%
Access and Facilities	0	0	0	356	1750	0	2106	100%
Communication	0	0	0	333	1773	0	2106	100%
Costs	1311	0	168	100	152	370	2101	14.56%
Integrity	0	0	0	349	1757	0	2106	100%
Assurance	0	0	0	350	1756	0	2106	100%
Outcome	0	0	0	348	1758	0	2106	100%
<b>Overall</b>	<b>1311</b>	<b>0</b>	<b>168</b>	<b>2577</b>	<b>12417</b>	<b>370</b>	<b>16843</b>	<b>89.32%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	265	330
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDS Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0

Issuance of Government Permit, Renewal, Recognition of Private Schools	1	6
Issuance of Special Orders for the Graduation of Private School Learners	5	30
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	10	60
Application for Increase in Tuition Fee	5	30
Request for Basic Education Data (from external stakeholders)	145	145
External Service Total	<b>431</b>	<b>601</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	13	13
Handling of Cash Advances	15	15
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	26	26
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	950	1055
Property and Equipment Clearance Signing	80	90
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	279	279
Request for Data for EBEIS/LIS/NAT and Performance Indicators	312	312
Internal Service Total	<b>1675</b>	<b>1790</b>

## 202. Schools Division Office Bislig City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2457	56.98%
2. I know what a CC is but I did not see this office's CC.	18	0.42%
3. I learned of the CC only when I saw this office's CC.	16	0.37%
4. I do not know what a CC is and I did not see this office's CC.	371	8.60%

5. No answers provided	1450	33.63%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	2445	62.02%
2. Somewhat easy to see	34	0.86%
3. Difficult to see	13	0.33%
4. Not visible at all	370	9.39%
5. N/A	0	0.00%
6. No answers provided	1080	27.40%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2471	57.31%
2. Somewhat helped	379	8.79%
3. Did not help	11	0.26%
4. N/A	1	0.02%
5. No answers provided	1450	33.63%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	18	549	3373	2	3942	99.54%
Reliability	0	0	1	533	3406	2	3942	99.97%
Access and Facilities	0	0	1	533	3386	22	3942	99.97%
Communication	0	0	0	162	3775	5	3942	100%
Costs	0	0	0	370	1	3570	3941	100%
Integrity	0	0	21	504	3414	3	3942	99.47%
Assurance	0	0	0	514	3426	2	3942	100%
Outcome	0	0	1	162	3404	5	3572	99.97%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>42</b>	<b>3327</b>	<b>24185</b>	<b>3611</b>	<b>31165</b>	<b>99.87%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	230	515
Issuance of Requested Documents (Non-CTC)	306	615
Issuance of Requested Documents (CTC and Photocopy of Documents)	178	290
Certification, Authentication, Verification (CAV)	13	13
Receiving and Releasing of Communication and other Documents	757	4501

Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Portal	42	47
Borrowing of Learning Materials from Libraries	26	28
Alternative Learning System (ALS) Enrollment	45	45
Issuance of Government Permit, Renewal, Recognition of Private Schools	1	1
Issuance of Special Orders for the Graduation of Private School Learners	6	6
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	1	1
Application for No Increase in Tuition Fee	7	7
Application for Increase in Tuition Fee	1	1
Request for Basic Education Data (from external stakeholders)	15	15
External Service Total	<b>1629</b>	<b>6086</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	334	1834
Posting/Updating of Disbursement	388	2319
Handling of Cash Advances	181	280
User Account Management for Centrally Managed Systems	340	2459
Troubleshooting of ICT Equipment	151	170
Uploading of Publications	43	43
Issuance of Certificate of No Pending Case	170	170
Issuance of Foreign Official Travel Authority	2	2
Issuance of Foreign Personal Travel Authority	18	18
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	370	137
Property and Equipment Clearance Signing	70	81
Program Work Flow of Submission of Contextualized Learning Resources	24	26
Quality Assurance of Supplementary Learning Resource	28	30
Request for Basic Education Data (Internal Stakeholder)	108	145
Request for Data for EBEIS/LIS/NAT and Performance Indicators	86	110
Internal Service Total	<b>2313</b>	<b>7824</b>

### 203. Schools Division Office Butuan City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	366	100%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. No answers provided	0	0%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	366	100%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. N/A	0	0%
6. No answers provided	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	366	100%
2. Somewhat helped	0	0%
3. Did not help	0	0%
4. N/A	0	0%
5. No answers provided	0	0%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	36	330	0	366	100%
Reliability	0	0	0	43	323	0	366	100%
Access and Facilities	0	0	0	66	300	0	366	100%
Communication	0	0	0	12	354	0	366	100%
Costs	0	0	0	97	269	0	366	100%
Integrity	0	0	0	68	298	0	366	100%
Assurance	0	0	0	47	319	0	366	100%
Outcome	0	0	0	36	330	0	366	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>405</b>	<b>2523</b>	<b>0</b>	<b>2928</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0



Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	2830
External Service Total	<b>0</b>	<b>2830</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	183	2468
Posting/Updating of Disbursement	164	3200
Handling of Cash Advances	19	31
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0

Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	3224
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	354
Internal Service Total	<b>366</b>	<b>9277</b>

#### 204. Schools Division Office Cabadbaran City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2588	78.66%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	29	0.88%
4. I do not know what a CC is and I did not see this office's CC.	673	20.46%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	2587	78.63%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	702	21.34%
6. No answers provided	1	0.03%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2588	78.66%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	702	21.34%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	342	2948	0	3290	100%
Reliability	0	0	0	307	2983	0	3290	100%
Access and Facilities	0	0	0	219	3071	0	3290	100%
Communication	0	0	15	833	2442	0	3290	99.54%
Costs	0	0	0	580	702	2008	3290	100%
Integrity	0	0	15	860	2415	0	3290	99.54%
Assurance	0	0	6	299	2985	0	3290	99.82%
Outcome	0	0	7	233	3050	0	3290	99.79%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>43</b>	<b>3673</b>	<b>20596</b>	<b>2008</b>	<b>26320</b>	<b>99.84%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	349	349
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	268	268
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	145	145
Issuance of Government Permit, Renewal, Recognition of Private Schools	11	11
Issuance of Special Orders for the Graduation of Private School Learners	4	4
Application for SHS Additional Track/Strand	3	12
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	10	10
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	44	52
<b>External Service Total</b>	<b>834</b>	<b>851</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	660	1110
Posting/Updating of Disbursement	288	1110
Handling of Cash Advances	249	249
User Account Management for Centrally Managed Systems	60	60
Troubleshooting of ICT Equipment	30	30
Uploading of Publications	5	5
Issuance of Certificate of No Pending Case	78	78
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	5	5
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	243	243
Property and Equipment Clearance Signing	32	32
Program Work Flow of Submission of Contextualized Learning Resources	268	268
Quality Assurance of Supplementary Learning Resource	268	268
Request for Basic Education Data (Internal Stakeholder)	103	118
Request for Data for EBEIS/LIS/NAT and Performance Indicators	167	167
Internal Service Total	<b>2456</b>	<b>3743</b>

### 205. Schools Division Office Dinagat Islands

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	96	75.59%
2. I know what a CC is but I did not see this office's CC.	12	9.45%
3. I learned of the CC only when I saw this office's CC.	18	14.17%
4. I do not know what a CC is and I did not see this office's CC.	1	0.79%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	94	74.02%
2. Somewhat easy to see	32	25.20%
3. Difficult to see	0	0.00%
4. Not visible at all	1	0.79%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	95	74.80%
2. Somewhat helped	31	24.41%
3. Did not help	0	0.00%
4. N/A	1	0.79%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	32	95	0	127	100%
Reliability	0	0	0	46	81	0	127	100%
Access and Facilities	0	0	0	49	78	0	127	100%
Communication	0	0	0	45	82	0	127	100%

Costs	0	0	0	25	102	0	127	100%
Integrity	0	0	0	29	98	0	127	100%
Assurance	0	0	0	26	101	0	127	100%
Outcome	0	0	0	22	105	0	127	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>274</b>	<b>742</b>	<b>0</b>	<b>1016</b>	<b>100%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>0</b>	<b>0</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	48	48
Posting/Updating of Disbursement	45	45
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	30	42
Troubleshooting of ICT Equipment	4	42
Uploading of Publications	0	42
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0

Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>127</b>	<b>219</b>

## 206. Schools Division Office Siargao

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	2286	72.94%
2. I know what a CC is but I did not see this office's CC.	193	6.16%
3. I learned of the CC only when I saw this office's CC.	20	0.64%
4. I do not know what a CC is and I did not see this office's CC.	372	11.87%
5. No answers provided	263	8.39%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	2255	75.57%
2. Somewhat easy to see	201	6.74%
3. Difficult to see	18	0.60%
4. Not visible at all	333	11.16%
5. N/A	64	2.14%
6. No answers provided	113	3.79%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	2293	73.17%
2. Somewhat helped	335	10.69%
3. Did not help	32	1.02%
4. N/A	149	4.75%
5. No answers provided	325	10.37%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	111	654	2157	0	2922	96.20%
Reliability	0	0	119	662	2141	0	2922	95.93%
Access and Facilities	0	0	113	649	2160	0	2922	96.13%
Communication	0	0	119	454	2349	0	2922	95.93%
Costs	0	0	0	212	264	2446	2922	100%
Integrity	0	0	113	648	2161	0	2922	96.13%
Assurance	0	0	118	609	2195	0	2922	95.96%
Outcome	0	0	118	416	2176	0	2710	95.95%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>811</b>	<b>4304</b>	<b>15603</b>	<b>2446</b>	<b>23164</b>	<b>96.53%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	259	2378
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	341	596
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	118	170
Issuance of Requested Documents (Non-CTC)	15	129
Issuance of Requested Documents (CTC and Photocopy of Documents)	124	183
Certification, Authentication, Verification (CAV)	4	4
Receiving and Releasing of Communication and other Documents	374	14277
Receiving of Complaints against Non-Teaching Personnel	15	16
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	5	5
Accessing Available Learning Resources from LRMSD Porta	28	37
Borrowing of Learning Materials from Libraries	36	40
Alternative Learning System (ALS) Enrollment	21	22
Issuance of Government Permit, Renewal, Recognition of Private Schools	5	5
Issuance of Special Orders for the Graduation of Private School Learners	4	4
Application for SHS Additional Track/Strand	2	2
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	14	14
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	78	78
<b>External Service Total</b>	<b>1443</b>	<b>17960</b>
Internal Services	Responses	Total Transactions
Processing of ORS	15	3579



Posting/Updating of Disbursement	13	3580
Handling of Cash Advances	309	1061
User Account Management for Centrally Managed Systems	75	75
Troubleshooting of ICT Equipment	43	43
Uploading of Publications	15	15
Issuance of Certificate of No Pending Case	7	29
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	9	10
Application for ERF (Equivalent Record Form)	151	372
Application for Leave	28	583
Application for Retirement	12	47
Issuance of Certificate of Employment	7	84
Service Record	24	376
Loan Approval and Verification	31	1209
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	73	174
Processing of Terminal Leave Benefits	8	42
Request for Correction of Name and Change of Status	7	49
Requisition and Issuance of Supplies	212	60
Property and Equipment Clearance Signing	35	39
Program Work Flow of Submission of Contextualized Learning Resources	34	37
Quality Assurance of Supplementary Learning Resource	26	28
Request for Basic Education Data (Internal Stakeholder)	187	187
Request for Data for EBEIS/LIS/NAT and Performance Indicators	158	158
Internal Service Total	<b>1479</b>	<b>11837</b>

### 207. Schools Division Office Surigao City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	649	49.92%
2. I know what a CC is but I did not see this office's CC.	15	1.15%
3. I learned of the CC only when I saw this office's CC.	400	30.77%
4. I do not know what a CC is and I did not see this office's CC.	236	18.15%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	615	47.31%
2. Somewhat easy to see	419	32.23%
3. Difficult to see	10	0.77%
4. Not visible at all	44	3.38%
5. N/A	212	16.31%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	896	68.92%

2. Somewhat helped	148	11.38%
3. Did not help	57	4.38%
4. N/A	199	15.31%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	35	1261	4	1300	100%
Reliability	0	0	0	35	1261	4	1300	100%
Access and Facilities	0	0	0	92	1204	4	1300	100%
Communication	0	0	0	63	1233	4	1300	100%
Costs	0	0	0	32	474	790	1296	100%
Integrity	0	0	0	68	1228	4	1300	100%
Assurance	0	0	0	30	1266	4	1300	100%
Outcome	0	0	0	80	1216	4	1300	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>435</b>	<b>9143</b>	<b>818</b>	<b>10396</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	112	112
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	2	4
Receiving and Releasing of Communication and other Documents	174	3222
Receiving of Complaints against Non-Teaching Personnel	1	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	3	3
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	5	5
Issuance of Special Orders for the Graduation of Private School Learners	4	4
Application for SHS Additional Track/Strand	2	2
Application for Summer Permit for Private Schools	4	4

Application for No Increase in Tuition Fee	14	14
Application for Increase in Tuition Fee	10	10
Request for Basic Education Data (from external stakeholders)	85	85
External Service Total	<b>416</b>	<b>3466</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	290	348
User Account Management for Centrally Managed Systems	82	1
Troubleshooting of ICT Equipment	82	82
Uploading of Publications	82	82
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	1	1
Issuance of Foreign Personal Travel Authority	15	15
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	112	120
Property and Equipment Clearance Signing	50	50
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	85	85
Request for Data for EBEIS/LIS/NAT and Performance Indicators	85	85
Internal Service Total	<b>884</b>	<b>869</b>

## 208. Schools Division Office Surigao Del Norte

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	7808	99.83%
2. I know what a CC is but I did not see this office's CC.	13	0.17%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. No answers provided	0	0%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	7796	99.68%
2. Somewhat easy to see	12	0.15%
3. Difficult to see	13	0.17%

4. Not visible at all	0	0%
5. N/A	0	0%
6. No answers provided	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7821	100%
2. Somewhat helped	0	0%
3. Did not help	0	0%
4. N/A	0	0%
5. No answers provided	0	0%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	270	7551	0	7821	100%
Reliability	0	0	0	441	7380	0	7821	100%
Access and Facilities	0	0	0	75	7746	0	7821	100%
Communication	0	0	0	65	7756	0	7821	100%
Costs	0	0	0	0	561	7260	7821	100%
Integrity	0	0	0	270	7551	0	7821	100%
Assurance	0	0	0	450	7371	0	7821	100%
Outcome	0	0	0	666	7155	0	7821	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2237</b>	<b>53071</b>	<b>7260</b>	<b>62568</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	345	3012
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	374	4111
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	392	6320
Issuance of Requested Documents (CTC and Photocopy of Documents)	210	452
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	380	8508
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDS Porta	1852	1852
Borrowing of Learning Materials from Libraries	1224	1224
Alternative Learning System (ALS) Enrollment	40	40

Issuance of Government Permit, Renewal, Recognition of Private Schools	9	9
Issuance of Special Orders for the Graduation of Private School Learners	4	4
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	25	25
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	4	4
External Service Total	<b>4859</b>	<b>25561</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	352	3570
Posting/Updating of Disbursement	356	3820
Handling of Cash Advances	340	2755
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	3	3
Issuance of Foreign Personal Travel Authority	30	33
Application for ERF (Equivalent Record Form)	79	97
Application for Leave	842	3393
Application for Retirement	9	53
Issuance of Certificate of Employment	90	118
Service Record	27	33930
Loan Approval and Verification	255	723
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	297	1193
Processing of Terminal Leave Benefits	21	53
Request for Correction of Name and Change of Status	5	27
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	23	23
Quality Assurance of Supplementary Learning Resource	23	23
Request for Basic Education Data (Internal Stakeholder)	90	96
Request for Data for EBEIS/LIS/NAT and Performance Indicators	120	120
Internal Service Total	<b>2962</b>	<b>50030</b>

### 209. Schools Division Office Surigao Del Sur

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1647	91.55%
2. I know what a CC is but I did not see this office's CC.	80	4.45%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%

5. No answers provided	72	4.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1652	91.83%
2. Somewhat easy to see	84	4.67%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	63	3.50%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1683	93.55%
2. Somewhat helped	53	2.95%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	63	3.50%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	20	4	21	169	1509	5	1728	97.39%
Reliability	14	4	20	146	1537	5	1726	97.79%
Access and Facilities	14	0	17	170	1520	5	1726	98.20%
Communication	22	4	12	157	1526	5	1726	97.79%
Costs	14	4	25	203	1404	64	1714	97.39%
Integrity	18	0	23	122	1557	5	1725	97.62%
Assurance	18	4	16	166	1521	5	1730	97.80%
Outcome	18	4	13	133	1557	5	1730	97.97%
<b>Overall</b>	<b>138</b>	<b>24</b>	<b>147</b>	<b>1266</b>	<b>12131</b>	<b>99</b>	<b>13805</b>	<b>97.74%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	69	84
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	69	84
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	11	15
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0

Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Portal	36	40
Borrowing of Learning Materials from Libraries	36	40
Alternative Learning System (ALS) Enrollment	36	40
Issuance of Government Permit, Renewal, Recognition of Private Schools	10	10
Issuance of Special Orders for the Graduation of Private School Learners	14	15
Application for SHS Additional Track/Strand	14	15
Application for Summer Permit for Private Schools	5	5
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	6	7
External Service Total	<b>306</b>	<b>355</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	7	10
Issuance of Foreign Personal Travel Authority	7	10
Application for ERF (Equivalent Record Form)	69	84
Application for Leave	69	84
Application for Retirement	110	154
Issuance of Certificate of Employment	110	154
Service Record	110	154
Loan Approval and Verification	324	2074
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	69	84
Processing of Terminal Leave Benefits	110	154
Request for Correction of Name and Change of Status	110	154
Requisition and Issuance of Supplies	132	201
Property and Equipment Clearance Signing	174	324
Program Work Flow of Submission of Contextualized Learning Resources	36	40
Quality Assurance of Supplementary Learning Resource	36	40
Request for Basic Education Data (Internal Stakeholder)	20	21
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>1493</b>	<b>3742</b>



## 210. Schools Division Office Tandag City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	287	14.35%
2. I know what a CC is but I did not see this office's CC.	1	0.05%
3. I learned of the CC only when I saw this office's CC.	10	0.50%
4. I do not know what a CC is and I did not see this office's CC.	1702	85.10%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	285	14.25%
2. Somewhat easy to see	2	0.10%
3. Difficult to see	1	0.05%
4. Not visible at all	16	0.80%
5. N/A	1696	84.80%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	285	14.25%
2. Somewhat helped	0	0.00%
3. Did not help	15	0.75%
4. N/A	1699	84.95%
5. No answers provided	1	0.05%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	4	2	4	38	1950	2	2000	99.50%
Reliability	0	0	0	53	1946	0	1999	100%
Access and Facilities	2	0	1	46	924	1027	2000	99.69%
Communication	0	0	0	55	1945	0	2000	100%
Costs	3	0	0	24	1879	92	1998	99.84%
Integrity	0	0	2	45	1953	0	2000	99.90%
Assurance	0	0	1	44	1955	0	2000	99.95%
Outcome	0	0	1	54	1945	0	2000	99.95%
<b>Overall</b>	<b>9</b>	<b>2</b>	<b>9</b>	<b>359</b>	<b>14497</b>	<b>1121</b>	<b>15997</b>	<b>99.85%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	10	10
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	10	10

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	31	31
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	1046	1046
Borrowing of Learning Materials from Libraries	350	350
Alternative Learning System (ALS) Enrollment	60	60
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	2	2
External Service Total	<b>1509</b>	<b>1509</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	1	1
Posting/Updating of Disbursement	1	1
Handling of Cash Advances	2	2
User Account Management for Centrally Managed Systems	7	7
Troubleshooting of ICT Equipment	2	2
Uploading of Publications	4	4
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	12	12
Application for ERF (Equivalent Record Form)	4	4
Application for Leave	66	66
Application for Retirement	2	2
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	101	101
Property and Equipment Clearance Signing	33	33
Program Work Flow of Submission of Contextualized Learning Resources	150	150

Quality Assurance of Supplementary Learning Resource	102	102
Request for Basic Education Data (Internal Stakeholder)	2	2
Request for Data for EBEIS/LIS/NAT and Performance Indicators	2	2
<b>Internal Service Total</b>	<b>491</b>	<b>491</b>

### 211. Schools Division Office Abra

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	813	88.27%
2. I know what a CC is but I did not see this office's CC.	76	8.25%
3. I learned of the CC only when I saw this office's CC.	32	3.47%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	830	90.12%
2. Somewhat easy to see	90	9.77%
3. Difficult to see	1	0.11%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	852	92.51%
2. Somewhat helped	68	7.38%
3. Did not help	1	0.11%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	1	3	3	124	788	2	921	99.24%
Reliability	1	1	19	149	749	2	921	97.71%
Access and Facilities	3	1	15	120	780	2	921	97.93%
Communication	0	2	31	114	772	2	921	96.41%
Costs	780	123	5	1	12	0	921	1.41%
Integrity	2	12	24	123	758	2	921	95.87%
Assurance	2	5	20	130	762	2	921	97.06%
Outcome	1	3	3	127	785	2	921	99.24%
<b>Overall</b>	<b>790</b>	<b>150</b>	<b>120</b>	<b>888</b>	<b>5406</b>	<b>14</b>	<b>7368</b>	<b>85.61%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	2	2
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	60	60
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	75	75
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	10	10
Issuance of Requested Documents (Non-CTC)	38	38
Issuance of Requested Documents (CTC and Photocopy of Documents)	35	35
Certification, Authentication, Verification (CAV)	22	22
Receiving and Releasing of Communication and other Documents	213	213
Receiving of Complaints against Non-Teaching Personnel	2	2
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	3	3
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	11	11
Issuance of Special Orders for the Graduation of Private School Learners	29	29
Application for SHS Additional Track/Strand	9	9
Application for Summer Permit for Private Schools	2	2
Application for No Increase in Tuition Fee	3	3
Application for Increase in Tuition Fee	5	5
Request for Basic Education Data (from external stakeholders)	30	30
<b>External Service Total</b>	<b>549</b>	<b>549</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	15	15
Posting/Updating of Disbursement	13	13
Handling of Cash Advances	42	42
User Account Management for Centrally Managed Systems	3	3
Troubleshooting of ICT Equipment	1	1
Uploading of Publications	2	2
Issuance of Certificate of No Pending Case	7	7
Issuance of Foreign Official Travel Authority	5	5
Issuance of Foreign Personal Travel Authority	16	16
Application for ERF (Equivalent Record Form)	27	27
Application for Leave	31	31
Application for Retirement	11	11
Issuance of Certificate of Employment	21	21
Service Record	28	28
Loan Approval and Verification	37	37

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	52	52
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	15	15
Property and Equipment Clearance Signing	16	16
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	17	17
Request for Data for EBEIS/LIS/NAT and Performance Indicators	13	13
Internal Service Total	<b>372</b>	<b>372</b>

## 212. Schools Division Office Apayao

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1039	99.71%
2. I know what a CC is but I did not see this office's CC.	3	0.29%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	892	85.60%
2. Somewhat easy to see	150	14.40%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1042	99.71%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	3	0.29%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	122	920	0	1042	100%
Reliability	0	0	0	102	940	0	1042	100%
Access and Facilities	0	0	0	103	939	0	1042	100%
Communication	0	0	0	100	942	0	1042	100%

Costs	0	0	0	0	5	1034	1039	100%
Integrity	0	0	0	88	954	0	1042	100%
Assurance	0	0	0	107	935	0	1042	100%
Outcome	0	0	0	93	949	0	1042	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>715</b>	<b>6584</b>	<b>1034</b>	<b>8333</b>	<b>100%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	25	25
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	25	25
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	1	1
Issuance of Requested Documents (Non-CTC)	88	88
Issuance of Requested Documents (CTC and Photocopy of Documents)	19	19
Certification, Authentication, Verification (CAV)	11	11
Receiving and Releasing of Communication and other Documents	183	183
Receiving of Complaints against Non-Teaching Personnel	7	7
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	2	2
Accessing Available Learning Resources from LRMSD Porta	5	5
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	3	3
Issuance of Special Orders for the Graduation of Private School Learners	3	3
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	5	5
<b>External Service Total</b>	<b>378</b>	<b>378</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	150	150
Posting/Updating of Disbursement	150	150
Handling of Cash Advances	0	25
User Account Management for Centrally Managed Systems	3	3
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	30	30
Issuance of Certificate of No Pending Case	5	5
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	2	2

Application for ERF (Equivalent Record Form)	25	25
Application for Leave	34	34
Application for Retirement	25	25
Issuance of Certificate of Employment	34	34
Service Record	25	25
Loan Approval and Verification	25	25
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	34	34
Processing of Terminal Leave Benefits	25	25
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	48	48
Property and Equipment Clearance Signing	25	25
Program Work Flow of Submission of Contextualized Learning Resources	5	5
Quality Assurance of Supplementary Learning Resource	5	5
Request for Basic Education Data (Internal Stakeholder)	10	10
Request for Data for EBEIS/LIS/NAT and Performance Indicators	4	4
<b>Internal Service Total</b>	<b>664</b>	<b>689</b>

### 213. Schools Division Office Baguio City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	266	66.83%
2. I know what a CC is but I did not see this office's CC.	66	16.58%
3. I learned of the CC only when I saw this office's CC.	38	9.55%
4. I do not know what a CC is and I did not see this office's CC.	24	6.03%
5. No answers provided	4	1.01%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	325	81.66%
2. Somewhat easy to see	69	17.34%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	4	1.01%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	333	83.67%
2. Somewhat helped	63	15.83%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	2	0.50%



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	6	0	0	7	320	63	396	98.20%
Reliability	6	0	0	7	320	63	396	98.20%
Access and Facilities	6	0	0	7	320	63	396	98.20%
Communication	6	0	0	7	320	63	396	98.20%
Costs	6	0	0	7	320	63	396	98.20%
Integrity	6	0	0	7	320	63	396	98.20%
Assurance	6	0	0	7	320	63	396	98.20%
Outcome	6	0	0	7	320	63	396	98.20%
<b>Overall</b>	<b>48</b>	<b>0</b>	<b>0</b>	<b>56</b>	<b>2560</b>	<b>504</b>	<b>3168</b>	<b>98.20%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	24	843
Issuance of Special Orders for the Graduation of Private School Learners	64	1927
Application for SHS Additional Track/Strand	64	1643
Application for Summer Permit for Private Schools	64	967
Application for No Increase in Tuition Fee	62	2794
Application for Increase in Tuition Fee	15	24
Request for Basic Education Data (from external stakeholders)	0	0
<b>External Service Total</b>	<b>293</b>	<b>8198</b>
Internal Services	Responses	Total Transactions
Processing of ORS	15	480

Posting/Updating of Disbursement	15	265
Handling of Cash Advances	46	2385
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	15	1345
Issuance of Foreign Personal Travel Authority	15	23
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>106</b>	<b>4498</b>

#### 214. Schools Division Office Benguet

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	1574	85.40%
2. I know what a CC is but I did not see this office's CC.	167	9.06%
3. I learned of the CC only when I saw this office's CC.	67	3.64%
4. I do not know what a CC is and I did not see this office's CC.	2	0.11%
5. No answers provided	33	1.79%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	1597	86.65%
2. Somewhat easy to see	222	12.05%
3. Difficult to see	13	0.71%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	11	0.60%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	1573	85.35%

2. Somewhat helped	248	13.46%
3. Did not help	9	0.49%
4. N/A	2	0.11%
5. No answers provided	11	0.60%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	1	115	1717	10	1843	99.95%
Reliability	0	0	1	114	1723	5	1843	99.95%
Access and Facilities	0	0	2	137	1696	8	1843	99.89%
Communication	0	0	1	110	1728	4	1843	99.95%
Costs	0	0	0	0	70	1127	1197	100.00%
Integrity	0	0	1	122	1710	10	1843	99.95%
Assurance	0	0	1	131	1702	9	1843	99.95%
Outcome	0	0	1	129	1710	3	1843	99.95%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>858</b>	<b>12056</b>	<b>1176</b>	<b>14098</b>	<b>99.95%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	29	31
Issuance of Requested Documents (CTC and Photocopy of Documents)	10	10
Certification, Authentication, Verification (CAV)	39	43
Receiving and Releasing of Communication and other Documents	350	3870
Receiving of Complaints against Non-Teaching Personnel	2	2
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	8	8
Accessing Available Learning Resources from LRMSD Porta	265	850
Borrowing of Learning Materials from Libraries	175	320
Alternative Learning System (ALS) Enrollment	104	104
Issuance of Government Permit, Renewal, Recognition of Private Schools	12	12
Issuance of Special Orders for the Graduation of Private School Learners	7	7
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0

Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	9	9
Request for Basic Education Data (from external stakeholders)	130	130
External Service Total	<b>1140</b>	<b>5396</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	3	3
Issuance of Foreign Personal Travel Authority	67	81
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	70	85
Quality Assurance of Supplementary Learning Resource	63	75
Request for Basic Education Data (Internal Stakeholder)	231	231
Request for Data for EBEIS/LIS/NAT and Performance Indicators	269	269
Internal Service Total	<b>703</b>	<b>744</b>

### 215. Schools Division Office Ifugao

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	6094	90.24%
2. I know what a CC is but I did not see this office's CC.	610	9.03%
3. I learned of the CC only when I saw this office's CC.	48	0.71%
4. I do not know what a CC is and I did not see this office's CC.	1	0.01%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	5750	85.15%
2. Somewhat easy to see	970	14.36%
3. Difficult to see	32	0.47%

4. Not visible at all	0	0.00%
5. N/A	1	0.01%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6328	93.71%
2. Somewhat helped	422	6.25%
3. Did not help	2	0.03%
4. N/A	1	0.01%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	10	20	20	880	5806	17	6753	99.26%
Reliability	0	0	54	927	5742	30	6753	99.20%
Access and Facilities	0	0	62	1067	5606	18	6753	99.08%
Communication	0	2	9	966	5684	92	6753	99.83%
Costs	1	0	4	39	140	6537	6721	97.28%
Integrity	0	0	22	871	5371	489	6753	99.65%
Assurance	0	0	3	931	5332	487	6753	99.65%
Outcome	0	0	10	825	5482	436	6753	99.84%
<b>Overall</b>	<b>11</b>	<b>22</b>	<b>184</b>	<b>6506</b>	<b>39163</b>	<b>8106</b>	<b>53992</b>	<b>99.22%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	454	791
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	569	1655
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	396	1900
Issuance of Requested Documents (Non-CTC)	20	50
Issuance of Requested Documents (CTC and Photocopy of Documents)	35	80
Certification, Authentication, Verification (CAV)	6	6
Receiving and Releasing of Communication and other Documents	1500	30000
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	1	1
Accessing Available Learning Resources from LRMDS Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0

Issuance of Government Permit, Renewal, Recognition of Private Schools	32	32
Issuance of Special Orders for the Graduation of Private School Learners	32	32
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	32	32
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	11	17
External Service Total	<b>3088</b>	<b>34596</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	405	4095
Posting/Updating of Disbursement	405	4095
Handling of Cash Advances	110	110
User Account Management for Centrally Managed Systems	27	40
Troubleshooting of ICT Equipment	5	10
Uploading of Publications	5	50
Issuance of Certificate of No Pending Case	90	444
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	11	11
Application for ERF (Equivalent Record Form)	78	182
Application for Leave	380	9384
Application for Retirement	87	87
Issuance of Certificate of Employment	24	24
Service Record	358	6810
Loan Approval and Verification	520	1654
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	500	500
Processing of Terminal Leave Benefits	13	13
Request for Correction of Name and Change of Status	36	36
Requisition and Issuance of Supplies	396	1900
Property and Equipment Clearance Signing	73	110
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	50	300
Request for Data for EBEIS/LIS/NAT and Performance Indicators	92	2466
Internal Service Total	<b>3665</b>	<b>32321</b>

## 216. Schools Division Office Kalinga

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	229	93.85%
2. I know what a CC is but I did not see this office's CC.	7	2.87%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	6	2.46%

5. No answers provided	2	0.82%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	225	92.21%
2. Somewhat easy to see	6	2.46%
3. Difficult to see	4	1.64%
4. Not visible at all	7	2.87%
5. N/A	0	0.00%
6. No answers provided	2	0.82%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	222	90.98%
2. Somewhat helped	3	1.23%
3. Did not help	2	0.82%
4. N/A	15	6.15%
5. No answers provided	2	0.82%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	4	1	1	38	199	1	244	97.53%
Reliability	0	2	1	37	201	3	244	98.76%
Access and Facilities	0	2	3	45	189	5	244	97.91%
Communication	1	2	2	33	203	3	244	97.93%
Costs	10	5	2	18	177	32	244	91.98%
Integrity	0	1	9	26	206	2	244	95.87%
Assurance	1	1	4	31	201	6	244	97.48%
Outcome	1	4	4	23	208	4	244	96.25%
<b>Overall</b>	<b>17</b>	<b>18</b>	<b>26</b>	<b>251</b>	<b>1584</b>	<b>56</b>	<b>1952</b>	<b>96.71%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	8	586
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	2	436
Certification, Authentication, Verification (CAV)	1	1
Receiving and Releasing of Communication and other Documents	38	24584



Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	8	8
Borrowing of Learning Materials from Libraries	3	3
Alternative Learning System (ALS) Enrollment	8	8
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>68</b>	<b>25626</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	2	2
Posting/Updating of Disbursement	1	1
Handling of Cash Advances	5	5
User Account Management for Centrally Managed Systems	30	30
Troubleshooting of ICT Equipment	1	1
Uploading of Publications	2	2
Issuance of Certificate of No Pending Case	120	120
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	3	456
Property and Equipment Clearance Signing	0	86
Program Work Flow of Submission of Contextualized Learning Resources	7	7
Quality Assurance of Supplementary Learning Resource	5	5
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>176</b>	<b>715</b>

## 217. Schools Division Office Mountain Province

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	3199	99.66%
2. I know what a CC is but I did not see this office's CC.	8	0.25%
3. I learned of the CC only when I saw this office's CC.	3	0.09%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	3099	96.54%
2. Somewhat easy to see	111	3.46%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	3098	96.51%
2. Somewhat helped	112	3.49%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	0	909	2301	0	3210	100%
Reliability	0	0	0	910	2300	0	3210	100%
Access and Facilities	0	0	0	909	2301	0	3210	100%
Communication	0	0	0	909	2301	0	3210	100%
Costs	0	0	0	908	512	1752	3172	100%
Integrity	0	0	0	908	2302	0	3210	100%
Assurance	0	0	0	910	2294	6	3210	100%
Outcome	0	0	0	908	2296	0	3204	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7271</b>	<b>16607</b>	<b>1758</b>	<b>25636</b>	<b>100%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	243	882
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	343	343
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	55	154

Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	28	28
Receiving and Releasing of Communication and other Documents	277	13419
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	10	10
Issuance of Special Orders for the Graduation of Private School Learners	28	28
Application for SHS Additional Track/Strand	6	6
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	7	7
Request for Basic Education Data (from external stakeholders)	25	25
External Service Total	<b>1022</b>	<b>14902</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	76	5635
Posting/Updating of Disbursement	246	5737
Handling of Cash Advances	0	2425
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	62	62
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	16
Application for ERF (Equivalent Record Form)	107	107
Application for Leave	160	14520
Application for Retirement	57	57
Issuance of Certificate of Employment	248	248
Service Record	160	2206
Loan Approval and Verification	43	764
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	97	97
Processing of Terminal Leave Benefits	11	11
Request for Correction of Name and Change of Status	13	13
Requisition and Issuance of Supplies	0	1275
Property and Equipment Clearance Signing	0	107
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	65	65

Request for Data for EBEIS/LIS/NAT and Performance Indicators	843	843
Internal Service Total	<b>2188</b>	<b>34188</b>

### 218. Schools Division Office Tabuk City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	446	97.81%
2. I know what a CC is but I did not see this office's CC.	7	1.54%
3. I learned of the CC only when I saw this office's CC.	3	0.66%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	423	92.76%
2. Somewhat easy to see	33	7.24%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	441	96.71%
2. Somewhat helped	15	3.29%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	48	408	0	456	100.00%
Reliability	0	0	2	36	418	0	456	99.56%
Access and Facilities	0	0	2	39	315	0	356	99.44%
Communication	0	0	1	39	406	10	456	99.78%
Costs	1	5	10	9	90	241	356	86.09%
Integrity	0	0	1	25	303	127	456	99.70%
Assurance	0	0	0	34	422	0	456	100.00%
Outcome	0	0	0	22	434	0	456	100.00%
<b>Overall</b>	<b>1</b>	<b>5</b>	<b>16</b>	<b>252</b>	<b>2796</b>	<b>378</b>	<b>3448</b>	<b>98.07%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	127	240
Issuance of Requested Documents (Non-CTC)	65	75
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	5	5
Receiving and Releasing of Communication and other Documents	145	160
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	10	10
<b>External Service Total</b>	<b>352</b>	<b>490</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	15	1359
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	41	285
Property and Equipment Clearance Signing	41	51
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	4	4
Request for Data for EBEIS/LIS/NAT and Performance Indicators	3	3
<b>Internal Service Total</b>	<b>104</b>	<b>1702</b>

### 219. Schools Division Office Caloocan City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	230	58.82%
2. I know what a CC is but I did not see this office's CC.	100	25.58%
3. I learned of the CC only when I saw this office's CC.	17	4.35%
4. I do not know what a CC is and I did not see this office's CC.	5	1.28%
5. No answers provided	39	9.97%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	279	71.36%
2. Somewhat easy to see	80	20.46%
3. Difficult to see	30	7.67%
4. Not visible at all	1	0.26%
5. N/A	1	0.26%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	244	62.40%
2. Somewhat helped	103	26.34%
3. Did not help	10	2.56%
4. N/A	3	0.77%
5. No answers provided	31	7.93%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	7	0	1	74	298	8	388	97.89%
Reliability	11	6	3	69	301	0	390	94.87%
Access and Facilities	10	2	0	77	301	1	391	96.92%
Communication	8	0	2	61	319	0	390	97.44%

Costs	8	2	7	57	316	0	390	95.64%
Integrity	7	3	6	60	315	0	391	95.91%
Assurance	6	2	1	61	320	1	391	97.69%
Outcome	7	3	3	47	328	2	390	96.65%
<b>Overall</b>	<b>64</b>	<b>18</b>	<b>23</b>	<b>506</b>	<b>2498</b>	<b>12</b>	<b>3121</b>	<b>96.63%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	35	35
Issuance of Requested Documents (CTC and Photocopy of Documents)	18	18
Certification, Authentication, Verification (CAV)	27	27
Receiving and Releasing of Communication and other Documents	20	20
Receiving of Complaints against Non-Teaching Personnel	12	12
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	50	50
Accessing Available Learning Resources from LRMSD Porta	13	13
Borrowing of Learning Materials from Libraries	11	11
Alternative Learning System (ALS) Enrollment	13	13
Issuance of Government Permit, Renewal, Recognition of Private Schools	43	43
Issuance of Special Orders for the Graduation of Private School Learners	8	8
Application for SHS Additional Track/Strand	5	5
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	13	13
Request for Basic Education Data (from external stakeholders)	0	0
<b>External Service Total</b>	<b>268</b>	<b>268</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	5	5
Posting/Updating of Disbursement	4	4
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	16	16
Troubleshooting of ICT Equipment	1	1
Uploading of Publications	1	1
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	37	37
Issuance of Foreign Personal Travel Authority	34	34



Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	12	12
Quality Assurance of Supplementary Learning Resource	13	13
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>123</b>	<b>123</b>

## 220. Schools Division Office Las Piñas City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	870	53.94%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	46	2.85%
5. No answers provided	697	43.21%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	830	51.46%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	44	2.73%
4. Not visible at all	0	0.00%
5. N/A	42	2.60%
6. No answers provided	697	43.21%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	853	52.88%
2. Somewhat helped	1	0.06%
3. Did not help	0	0.00%
4. N/A	62	3.84%
5. No answers provided	697	43.21%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	1	30	240	1326	15	1613	98.00%
Reliability	0	2	27	242	1340	2	1613	98.20%
Access and Facilities	3	2	34	231	1324	19	1613	97.55%
Communication	1	2	36	235	1336	3	1613	97.58%
Costs	11	7	48	244	1085	218	1613	95.27%
Integrity	0	2	22	211	1367	5	1607	98.50%
Assurance	0	2	24	209	1374	4	1613	98.38%
Outcome	1	2	31	214	1363	2	1613	97.89%
<b>Overall</b>	<b>17</b>	<b>20</b>	<b>252</b>	<b>1826</b>	<b>10515</b>	<b>268</b>	<b>12898</b>	<b>97.67%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	1	9
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	7	128
Issuance of Requested Documents (Non-CTC)	14	19
Issuance of Requested Documents (CTC and Photocopy of Documents)	14	119
Certification, Authentication, Verification (CAV)	3	3
Receiving and Releasing of Communication and other Documents	262	30578
Receiving of Complaints against Non-Teaching Personnel	0	1
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	110
Accessing Available Learning Resources from LRMDs Portal	722	3972
Borrowing of Learning Materials from Libraries	177	177
Alternative Learning System (ALS) Enrollment	6	39
Issuance of Government Permit, Renewal, Recognition of Private Schools	10	29
Issuance of Special Orders for the Graduation of Private School Learners	2	23
Application for SHS Additional Track/Strand	0	2
Application for Summer Permit for Private Schools	1	2
Application for No Increase in Tuition Fee	1	1
Application for Increase in Tuition Fee	1	4
Request for Basic Education Data (from external stakeholders)	3	7
<b>External Service Total</b>	<b>1224</b>	<b>35223</b>
Internal Services	Responses	Total Transactions
Processing of ORS	4	1530

Posting/Updating of Disbursement	0	1908
Handling of Cash Advances	1	629
User Account Management for Centrally Managed Systems	10	471
Troubleshooting of ICT Equipment	8	153
Uploading of Publications	1	1139
Issuance of Certificate of No Pending Case	14	77
Issuance of Foreign Official Travel Authority	0	53
Issuance of Foreign Personal Travel Authority	9	9
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	1456
Property and Equipment Clearance Signing	1	158
Program Work Flow of Submission of Contextualized Learning Resources	15	15
Quality Assurance of Supplementary Learning Resource	264	984
Request for Basic Education Data (Internal Stakeholder)	3	9
Request for Data for EBEIS/LIS/NAT and Performance Indicators	59	218
<b>Internal Service Total</b>	<b>389</b>	<b>8809</b>

## 221. Schools Division Office Makati City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	740	72.98%
2. I know what a CC is but I did not see this office's CC.	1	0.10%
3. I learned of the CC only when I saw this office's CC.	273	26.92%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	860	84.81%
2. Somewhat easy to see	152	14.99%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	2	0.20%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	981	96.75%

2. Somewhat helped	33	3.25%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	3	1	12	73	922	3	1014	98.42%
Reliability	3	0	14	73	920	3	1013	98.32%
Access and Facilities	1	2	15	75	916	5	1014	98.22%
Communication	3	3	12	70	923	3	1014	98.22%
Costs	4	2	23	69	825	91	1014	96.86%
Integrity	1	5	15	69	921	3	1014	97.92%
Assurance	1	3	10	70	927	3	1014	98.62%
Outcome	2	4	9	70	923	4	1012	98.51%
<b>Overall</b>	<b>18</b>	<b>20</b>	<b>110</b>	<b>569</b>	<b>7277</b>	<b>115</b>	<b>8109</b>	<b>98.14%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	12	12
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	266	266
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	61	61
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	4	4
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	57	60
Issuance of Special Orders for the Graduation of Private School Learners	3	3
Application for SHS Additional Track/Strand	2	2
Application for Summer Permit for Private Schools	1	1

Application for No Increase in Tuition Fee	2	2
Application for Increase in Tuition Fee	15	16
Request for Basic Education Data (from external stakeholders)	4	4
External Service Total	<b>427</b>	<b>431</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	2	2
Posting/Updating of Disbursement	3	3
Handling of Cash Advances	19	20
User Account Management for Centrally Managed Systems	4	4
Troubleshooting of ICT Equipment	13	13
Uploading of Publications	4	4
Issuance of Certificate of No Pending Case	9	9
Issuance of Foreign Official Travel Authority	6	6
Issuance of Foreign Personal Travel Authority	5	5
Application for ERF (Equivalent Record Form)	50	50
Application for Leave	41	41
Application for Retirement	9	9
Issuance of Certificate of Employment	43	43
Service Record	63	63
Loan Approval and Verification	89	89
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	201	201
Processing of Terminal Leave Benefits	4	4
Request for Correction of Name and Change of Status	9	9
Requisition and Issuance of Supplies	3	3
Property and Equipment Clearance Signing	3	3
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	4	4
Request for Data for EBEIS/LIS/NAT and Performance Indicators	3	3
Internal Service Total	<b>587</b>	<b>588</b>

## 222. Schools Division Office Malabon City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	2233	37.03%
2. I know what a CC is but I did not see this office's CC.	45	0.75%
3. I learned of the CC only when I saw this office's CC.	50	0.83%
4. I do not know what a CC is and I did not see this office's CC.	39	0.65%
5. No answers provided	3663	60.75%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	2065	34.25%
2. Somewhat easy to see	65	1.08%
3. Difficult to see	9	0.15%

4. Not visible at all	5	0.08%
5. N/A	38	0.63%
6. No answers provided	3848	63.81%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2237	37.10%
2. Somewhat helped	72	1.19%
3. Did not help	5	0.08%
4. N/A	52	0.86%
5. No answers provided	3664	60.76%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	6	34	234	5747	8	6029	99.34%
Reliability	0	2	30	246	5746	5	6029	99.47%
Access and Facilities	0	3	54	260	5498	214	6029	99.02%
Communication	0	2	52	346	5565	64	6029	99.09%
Costs	0	9	46	201	4936	753	5945	98.94%
Integrity	0	3	33	218	5768	7	6029	99.40%
Assurance	0	1	29	247	5747	5	6029	99.50%
Outcome	0	2	31	1718	4272	6	6029	99.45%
<b>Overall</b>	<b>0</b>	<b>28</b>	<b>309</b>	<b>3470</b>	<b>43279</b>	<b>1062</b>	<b>48148</b>	<b>99.28%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	321	415
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	120	139
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	15	15
Issuance of Requested Documents (CTC and Photocopy of Documents)	64	132
Certification, Authentication, Verification (CAV)	6	7
Receiving and Releasing of Communication and other Documents	3054	34953
Receiving of Complaints against Non-Teaching Personnel	6	6
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	6	47
Accessing Available Learning Resources from LRMDS Porta	202	202
Borrowing of Learning Materials from Libraries	108	427
Alternative Learning System (ALS) Enrollment	16	16

Issuance of Government Permit, Renewal, Recognition of Private Schools	3	3
Issuance of Special Orders for the Graduation of Private School Learners	4	4
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	87	88
External Service Total	<b>4012</b>	<b>36454</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	200	3174
Posting/Updating of Disbursement	0	3174
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	2	92
Troubleshooting of ICT Equipment	0	155
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	24	24
Issuance of Foreign Official Travel Authority	3	3
Issuance of Foreign Personal Travel Authority	65	65
Application for ERF (Equivalent Record Form)	130	266
Application for Leave	189	223
Application for Retirement	28	37
Issuance of Certificate of Employment	230	258
Service Record	648	2829
Loan Approval and Verification	0	4888
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	240	370
Processing of Terminal Leave Benefits	7	7
Request for Correction of Name and Change of Status	47	47
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	30	30
Request for Data for EBEIS/LIS/NAT and Performance Indicators	175	175
Internal Service Total	<b>2018</b>	<b>15817</b>

### 223. Schools Division Office Mandaluyong City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	153	84.53%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	28	15.47%



5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	153	84.53%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	28	15.47%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	153	84.53%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	28	15.47%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	181	0	181	100%
Reliability	0	0	0	0	181	0	181	100%
Access and Facilities	0	0	0	1	180	0	181	100%
Communication	0	0	0	0	181	0	181	100%
Costs	0	0	0	0	181	0	181	100%
Integrity	0	0	0	0	181	0	181	100%
Assurance	0	0	0	0	181	0	181	100%
Outcome	0	0	0	0	181	0	181	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1447</b>	<b>0</b>	<b>1448</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	3	11
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0

Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMDs Portal	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	3	7
Issuance of Special Orders for the Graduation of Private School Learners	2	7
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	7
Application for Increase in Tuition Fee	1	7
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>9</b>	<b>39</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	52	910
Posting/Updating of Disbursement	52	910
Handling of Cash Advances	4	43
User Account Management for Centrally Managed Systems	2	63
Troubleshooting of ICT Equipment	12	16
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	36	54
Issuance of Foreign Official Travel Authority	1	40
Issuance of Foreign Personal Travel Authority	13	40
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>172</b>	<b>2076</b>

## 224. Schools Division Office Manila

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	813	87.99%
2. I know what a CC is but I did not see this office's CC.	59	6.39%
3. I learned of the CC only when I saw this office's CC.	7	0.76%
4. I do not know what a CC is and I did not see this office's CC.	45	4.87%
5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	713	77.16%
2. Somewhat easy to see	166	17.97%
3. Difficult to see	0	0.00%
4. Not visible at all	1	0.11%
5. N/A	44	4.76%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	800	86.58%
2. Somewhat helped	116	12.55%
3. Did not help	0	0.00%
4. N/A	8	0.87%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	2	0	0	40	882	0	924	99.78%
Reliability	1	1	1	40	881	0	924	99.68%
Access and Facilities	0	0	2	47	875	0	924	99.78%
Communication	1	0	1	37	885	0	924	99.78%
Costs	1	0	3	39	871	0	914	99.56%
Integrity	0	1	2	47	874	0	924	99.68%
Assurance	0	1	5	31	887	0	924	99.35%
Outcome	1	4	1	41	877	0	924	99.35%
<b>Overall</b>	<b>6</b>	<b>7</b>	<b>15</b>	<b>322</b>	<b>7032</b>	<b>0</b>	<b>7382</b>	<b>99.62%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	1	400
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	1	100

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	27	225
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	28	316
External Service Total	<b>57</b>	<b>1041</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	240	1324
Posting/Updating of Disbursement	240	1324
Handling of Cash Advances	91	91
User Account Management for Centrally Managed Systems	43	43
Troubleshooting of ICT Equipment	29	29
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	62	223
Issuance of Foreign Personal Travel Authority	62	223
Application for ERF (Equivalent Record Form)	0	200
Application for Leave	4	485
Application for Retirement	0	305
Issuance of Certificate of Employment	1	11
Service Record	1	15
Loan Approval and Verification	0	1000
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	1000
Processing of Terminal Leave Benefits	0	95
Request for Correction of Name and Change of Status	0	200
Requisition and Issuance of Supplies	7	225
Property and Equipment Clearance Signing	34	225
Program Work Flow of Submission of Contextualized Learning Resources	0	0

Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	14	14
Request for Data for EBEIS/LIS/NAT and Performance Indicators	39	131
Internal Service Total	<b>867</b>	<b>7163</b>

## 225. Schools Division Office Marikina City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	0	0%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. No answers provided	907	100%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	0	0%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. N/A	0	0%
6. No answers provided	907	100%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0%
2. Somewhat helped	0	0%
3. Did not help	0	0%
4. N/A	0	0%
5. No answers provided	907	100%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	1	1	59	46	799	1	907	93.27%
Reliability	1	1	9	64	831	1	907	98.79%
Access and Facilities	1	1	5	52	847	1	907	99.23%
Communication	1	0	6	54	845	1	907	99.23%
Costs	1	0	57	31	489	329	907	89.97%
Integrity	1	1	5	49	850	1	907	99.23%
Assurance	1	1	4	46	854	1	907	99.34%
Outcome	1	0	5	40	860	1	907	99.34%
<b>Overall</b>	<b>8</b>	<b>5</b>	<b>150</b>	<b>382</b>	<b>6375</b>	<b>336</b>	<b>7256</b>	<b>97.30%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	3	40
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	214	473
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	29	100
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	35	441
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMS Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	7	32
Issuance of Special Orders for the Graduation of Private School Learners	1	9
Application for SHS Additional Track/Strand	1	4
Application for Summer Permit for Private Schools	1	2
Application for No Increase in Tuition Fee	1	2
Application for Increase in Tuition Fee	1	2
Request for Basic Education Data (from external stakeholders)	12	22
<b>External Service Total</b>	<b>305</b>	<b>1127</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	177	2150
Posting/Updating of Disbursement	6	6
Handling of Cash Advances	134	1072
User Account Management for Centrally Managed Systems	37	37
Troubleshooting of ICT Equipment	30	30
Uploading of Publications	4	30
Issuance of Certificate of No Pending Case	2	105
Issuance of Foreign Official Travel Authority	11	22
Issuance of Foreign Personal Travel Authority	15	27
Application for ERF (Equivalent Record Form)	6	256
Application for Leave	2	7080
Application for Retirement	4	56
Issuance of Certificate of Employment	7	1818
Service Record	8	3214
Loan Approval and Verification	14	4981

Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	4	450
Processing of Terminal Leave Benefits	2	4
Request for Correction of Name and Change of Status	5	41
Requisition and Issuance of Supplies	75	930
Property and Equipment Clearance Signing	35	451
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	12	22
Request for Data for EBEIS/LIS/NAT and Performance Indicators	12	20
<b>Internal Service Total</b>	<b>602</b>	<b>22802</b>

### 226. Schools Division Office Muntinlupa City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	149	44.08%
2. I know what a CC is but I did not see this office's CC.	5	1.48%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. No answers provided	184	54.44%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	154	45.56%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	184	54.44%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	154	45.56%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	184	54.44%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	0	7	331	0	338	100%
Reliability	0	0	0	9	329	0	338	100%
Access and Facilities	0	0	0	7	331	0	338	100%



Communication	0	0	0	0	338	0	338	100%
Costs	0	0	0	0	154	184	338	100%
Integrity	0	0	0	5	333	0	338	100%
Assurance	0	0	0	4	334	0	338	100%
Outcome	0	0	0	0	330	8	338	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>32</b>	<b>2480</b>	<b>192</b>	<b>2704</b>	<b>100%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	22	22
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	55	55
External Service Total	<b>77</b>	<b>77</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	12	12
Posting/Updating of Disbursement	10	10
Handling of Cash Advances	95	95
User Account Management for Centrally Managed Systems	20	20
Troubleshooting of ICT Equipment	12	12
Uploading of Publications	5	5
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0

Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	22	25
Property and Equipment Clearance Signing	10	15
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	50	50
Request for Data for EBEIS/LIS/NAT and Performance Indicators	25	30
<b>Internal Service Total</b>	<b>261</b>	<b>274</b>

### 227. Schools Division Office Navotas City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	377	40.49%
2. I know what a CC is but I did not see this office's CC.	32	3.44%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	139	14.93%
5. No answers provided	383	41.14%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	387	41.57%
2. Somewhat easy to see	10	1.07%
3. Difficult to see	9	0.97%
4. Not visible at all	139	14.93%
5. N/A	0	0.00%
6. No answers provided	386	41.46%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	398	42.75%
2. Somewhat helped	8	0.86%
3. Did not help	8	0.86%
4. N/A	131	14.07%
5. No answers provided	386	41.46%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	15	0	4	67	842	3	931	97.75%
Reliability	13	0	4	74	840	0	931	98.17%
Access and Facilities	14	1	3	72	834	7	931	98.05%
Communication	13	1	2	67	848	0	931	98.28%
Costs	21	1	16	62	819	12	931	95.87%
Integrity	13	2	2	63	849	2	931	98.17%
Assurance	13	2	0	71	841	4	931	98.38%
Outcome	13	2	1	71	819	25	931	98.23%
<b>Overall</b>	<b>115</b>	<b>9</b>	<b>32</b>	<b>547</b>	<b>6692</b>	<b>53</b>	<b>7448</b>	<b>97.86%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	38	38
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	25	25
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	11	11
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	12	12
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	119	119
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	8	8
Accessing Available Learning Resources from LRMDs Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	7	7
Issuance of Special Orders for the Graduation of Private School Learners	2	2
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	3	3
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	1	1
<b>External Service Total</b>	<b>226</b>	<b>226</b>
Internal Services	Responses	Total Transactions
Processing of ORS	115	115

Posting/Updating of Disbursement	115	115
Handling of Cash Advances	124	124
User Account Management for Centrally Managed Systems	109	109
Troubleshooting of ICT Equipment	41	41
Uploading of Publications	8	8
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	5	5
Issuance of Foreign Personal Travel Authority	28	28
Application for ERF (Equivalent Record Form)	13	13
Application for Leave	21	21
Application for Retirement	8	8
Issuance of Certificate of Employment	19	19
Service Record	26	26
Loan Approval and Verification	23	23
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	15	15
Processing of Terminal Leave Benefits	3	3
Request for Correction of Name and Change of Status	3	3
Requisition and Issuance of Supplies	11	11
Property and Equipment Clearance Signing	11	11
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	7	7
Internal Service Total	<b>705</b>	<b>705</b>

## 228. Schools Division Office Parañaque City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	657	97.33%
2. I know what a CC is but I did not see this office's CC.	18	2.67%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. No answers provided	0	0%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	657	97.33%
2. Somewhat easy to see	18	2.67%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. N/A	0	0%
6. No answers provided	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	657	97.33%

2. Somewhat helped	18	2.67%
3. Did not help	0	0%
4. N/A	0	0%
5. No answers provided	0	0%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	650	25	675	100%
Reliability	0	0	0	6	669	0	675	100%
Access and Facilities	0	0	0	0	675	0	675	100%
Communication	0	0	0	0	675	0	675	100%
Costs	0	0	0	0	296	379	675	100%
Integrity	0	0	0	6	669	0	675	100%
Assurance	0	0	0	0	656	19	675	100%
Outcome	0	0	0	0	675	0	675	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>4965</b>	<b>423</b>	<b>5400</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	25	27
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0

Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>25</b>	<b>27</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	277	987
User Account Management for Centrally Managed Systems	35	38
Troubleshooting of ICT Equipment	87	113
Uploading of Publications	161	275
Issuance of Certificate of No Pending Case	19	19
Issuance of Foreign Official Travel Authority	19	20
Issuance of Foreign Personal Travel Authority	52	60
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	<b>650</b>	<b>1512</b>

## 229. Schools Division Office Pasay City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	413	97.64%
2. I know what a CC is but I did not see this office's CC.	10	2.36%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. No answers provided	0	0%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	413	97.64%
2. Somewhat easy to see	10	2.36%
3. Difficult to see	0	0%

4. Not visible at all	0	0%
5. N/A	0	0%
6. No answers provided	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	413	97.64%
2. Somewhat helped	10	2.36%
3. Did not help	0	0%
4. N/A	0	0%
5. No answers provided	0	0%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	0	413	10	423	100%
Reliability	0	0	0	0	413	10	423	100%
Access and Facilities	0	0	0	0	413	10	423	100%
Communication	0	0	0	0	413	10	423	100%
Costs	0	0	0	0	21	392	413	100%
Integrity	0	0	0	0	413	10	423	100%
Assurance	0	0	0	0	413	10	423	100%
Outcome	0	0	0	0	413	10	423	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2912</b>	<b>462</b>	<b>3374</b>	<b>100%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	5	5
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	6	6
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	6	6
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	6	6
Issuance of Requested Documents (Non-CTC)	5	5
Issuance of Requested Documents (CTC and Photocopy of Documents)	5	5
Certification, Authentication, Verification (CAV)	5	5
Receiving and Releasing of Communication and other Documents	5	5
Receiving of Complaints against Non-Teaching Personnel	5	5
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	5	5
Accessing Available Learning Resources from LRMDS Porta	5	5
Borrowing of Learning Materials from Libraries	5	5
Alternative Learning System (ALS) Enrollment	5	5



Issuance of Government Permit, Renewal, Recognition of Private Schools	10	10
Issuance of Special Orders for the Graduation of Private School Learners	10	10
Application for SHS Additional Track/Strand	10	10
Application for Summer Permit for Private Schools	10	10
Application for No Increase in Tuition Fee	10	10
Application for Increase in Tuition Fee	10	10
Request for Basic Education Data (from external stakeholders)	10	10
External Service Total	<b>138</b>	<b>138</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	17	17
Posting/Updating of Disbursement	17	17
Handling of Cash Advances	21	21
User Account Management for Centrally Managed Systems	41	41
Troubleshooting of ICT Equipment	41	41
Uploading of Publications	41	41
Issuance of Certificate of No Pending Case	5	5
Issuance of Foreign Official Travel Authority	3	3
Issuance of Foreign Personal Travel Authority	3	3
Application for ERF (Equivalent Record Form)	6	6
Application for Leave	6	6
Application for Retirement	6	6
Issuance of Certificate of Employment	6	6
Service Record	6	6
Loan Approval and Verification	6	6
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	6	6
Processing of Terminal Leave Benefits	6	6
Request for Correction of Name and Change of Status	6	6
Requisition and Issuance of Supplies	6	6
Property and Equipment Clearance Signing	6	6
Program Work Flow of Submission of Contextualized Learning Resources	5	5
Quality Assurance of Supplementary Learning Resource	5	5
Request for Basic Education Data (Internal Stakeholder)	10	10
Request for Data for EBEIS/LIS/NAT and Performance Indicators	10	10
Internal Service Total	<b>285</b>	<b>285</b>

### 230. Schools Division Office Pasig City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	974	74.46%
2. I know what a CC is but I did not see this office's CC.	321	24.54%
3. I learned of the CC only when I saw this office's CC.	13	0.99%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%

5. No answers provided	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	1294	98.93%
2. Somewhat easy to see	14	1.07%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
6. No answers provided	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1302	99.54%
2. Somewhat helped	6	0.46%
3. Did not help	0	0.00%
4. N/A	0	0.00%
5. No answers provided	0	0.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	3	0	0	60	1229	6	1298	99.77%
Reliability	3	0	0	60	1239	6	1308	99.77%
Access and Facilities	3	0	0	64	1235	6	1308	99.77%
Communication	3	0	0	64	1235	6	1308	99.77%
Costs	3	0	3	87	1209	6	1308	99.54%
Integrity	3	0	0	61	1238	6	1308	99.77%
Assurance	3	0	0	60	1239	6	1308	99.77%
Outcome	2	0	0	60	1239	6	1307	99.85%
<b>Overall</b>	<b>23</b>	<b>0</b>	<b>3</b>	<b>516</b>	<b>9863</b>	<b>48</b>	<b>10453</b>	<b>99.75%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	10	22
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	5	950
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	6	133
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	41	44
Issuance of Requested Documents (Non-CTC)	11	22
Issuance of Requested Documents (CTC and Photocopy of Documents)	10	16
Certification, Authentication, Verification (CAV)	24	53
Receiving and Releasing of Communication and other Documents	475	1300

Receiving of Complaints against Non-Teaching Personnel	3	5
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	3	5
Accessing Available Learning Resources from LRMDs Portal	18	25
Borrowing of Learning Materials from Libraries	3	11
Alternative Learning System (ALS) Enrollment	63	88
Issuance of Government Permit, Renewal, Recognition of Private Schools	71	93
Issuance of Special Orders for the Graduation of Private School Learners	5	30
Application for SHS Additional Track/Strand	7	15
Application for Summer Permit for Private Schools	6	10
Application for No Increase in Tuition Fee	6	10
Application for Increase in Tuition Fee	6	10
Request for Basic Education Data (from external stakeholders)	11	21
External Service Total	<b>784</b>	<b>2863</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	26	125
Posting/Updating of Disbursement	26	52
Handling of Cash Advances	19	148
User Account Management for Centrally Managed Systems	98	110
Troubleshooting of ICT Equipment	12	43
Uploading of Publications	15	210
Issuance of Certificate of No Pending Case	37	67
Issuance of Foreign Official Travel Authority	7	18
Issuance of Foreign Personal Travel Authority	5	26
Application for ERF (Equivalent Record Form)	4	68
Application for Leave	13	128
Application for Retirement	11	28
Issuance of Certificate of Employment	6	59
Service Record	20	213
Loan Approval and Verification	33	587
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	21	144
Processing of Terminal Leave Benefits	7	13
Request for Correction of Name and Change of Status	12	28
Requisition and Issuance of Supplies	28	96
Property and Equipment Clearance Signing	56	72
Program Work Flow of Submission of Contextualized Learning Resources	20	33
Quality Assurance of Supplementary Learning Resource	21	30
Request for Basic Education Data (Internal Stakeholder)	13	22
Request for Data for EBEIS/LIS/NAT and Performance Indicators	14	22
Internal Service Total	<b>524</b>	<b>2342</b>

### 231. Schools Division Office Quezon City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	8227	87.29%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	264	2.80%
4. I do not know what a CC is and I did not see this office's CC.	429	4.55%
5. No answers provided	505	5.36%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	8380	88.91%
2. Somewhat easy to see	100	1.06%
3. Difficult to see	0	0.00%
4. Not visible at all	15	0.16%
5. N/A	422	4.48%
6. No answers provided	508	5.39%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8416	89.29%
2. Somewhat helped	57	0.60%
3. Did not help	0	0.00%
4. N/A	437	4.64%
5. No answers provided	515	5.46%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	49	58	140	1464	7625	89	9425	97.35%
Reliability	60	91	113	1626	7474	61	9425	97.18%
Access and Facilities	41	67	131	2225	6887	74	9425	97.44%
Communication	55	154	216	2440	6442	118	9425	95.43%
Costs	43	45	141	2102	6624	461	9416	97.44%
Integrity	53	87	113	2425	6708	39	9425	97.30%
Assurance	44	82	131	2371	6757	40	9425	97.26%
Outcome	63	112	169	1952	7051	78	9425	96.32%
<b>Overall</b>	<b>408</b>	<b>696</b>	<b>1154</b>	<b>16605</b>	<b>55568</b>	<b>960</b>	<b>75391</b>	<b>96.97%</b>

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	25	33
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	3369	24859
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	446	10166

Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	132	320
Issuance of Requested Documents (Non-CTC)	34	96
Issuance of Requested Documents (CTC and Photocopy of Documents)	581	760
Certification, Authentication, Verification (CAV)	81	642
Receiving and Releasing of Communication and other Documents	128	32686
Receiving of Complaints against Non-Teaching Personnel	15	95
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	25	177
Accessing Available Learning Resources from LRMS Porta	24	31000
Borrowing of Learning Materials from Libraries	23	23
Alternative Learning System (ALS) Enrollment	71	1950
Issuance of Government Permit, Renewal, Recognition of Private Schools	120	128
Issuance of Special Orders for the Graduation of Private School Learners	41	48
Application for SHS Additional Track/Strand	35	38
Application for Summer Permit for Private Schools	4	5
Application for No Increase in Tuition Fee	5	6
Application for Increase in Tuition Fee	50	53
Request for Basic Education Data (from external stakeholders)	410	581
External Service Total	<b>5619</b>	<b>103666</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	34	34
Posting/Updating of Disbursement	34	3185
Handling of Cash Advances	112	1468
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0
Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	67	726
Issuance of Foreign Official Travel Authority	227	389
Issuance of Foreign Personal Travel Authority	68	174
Application for ERF (Equivalent Record Form)	131	677
Application for Leave	1619	18163
Application for Retirement	51	234
Issuance of Certificate of Employment	36	138
Service Record	254	718
Loan Approval and Verification	367	569
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	158	843
Processing of Terminal Leave Benefits	23	59
Request for Correction of Name and Change of Status	11	38
Requisition and Issuance of Supplies	209	230
Property and Equipment Clearance Signing	160	200
Program Work Flow of Submission of Contextualized Learning Resources	0	0

Quality Assurance of Supplementary Learning Resource	0	110
Request for Basic Education Data (Internal Stakeholder)	240	285
Request for Data for EBEIS/LIS/NAT and Performance Indicators	5	11
<b>Internal Service Total</b>	<b>3806</b>	<b>28251</b>

### 232. Schools Division Office San Juan City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	309	88.54%
2. I know what a CC is but I did not see this office's CC.	10	2.87%
3. I learned of the CC only when I saw this office's CC.	26	7.45%
4. I do not know what a CC is and I did not see this office's CC.	4	1.15%
5. No answers provided	0	0.00%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	314	89.97%
2. Somewhat easy to see	30	8.60%
3. Difficult to see	1	0.29%
4. Not visible at all	0	0.00%
5. N/A	4	1.15%
6. No answers provided	0	0.00%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	321	91.98%
2. Somewhat helped	22	6.30%
3. Did not help	0	0.00%
4. N/A	6	1.72%
5. No answers provided	0	0.00%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	1	26	317	5	349	99.71%
Reliability	0	0	1	22	321	3	347	99.71%
Access and Facilities	0	0	1	19	277	52	349	99.66%
Communication	0	0	4	21	318	6	349	98.83%
Costs	0	0	1	5	51	292	349	98.25%
Integrity	0	0	1	21	325	2	349	99.71%
Assurance	0	0	1	15	333	0	349	99.71%
Outcome	1	0	1	20	326	1	349	99.43%
<b>Overall</b>	<b>1</b>	<b>0</b>	<b>11</b>	<b>149</b>	<b>2268</b>	<b>361</b>	<b>2790</b>	<b>99.38%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
--------------------------	------------------	---------------------------

Request for Correction of Entries in School Record	1	1
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	50	6657
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	62	62
Issuance of Special Orders for the Graduation of Private School Learners	9	9
Application for SHS Additional Track/Strand	1	1
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	6	6
Request for Basic Education Data (from external stakeholders)	0	0
External Service Total	<b>129</b>	<b>6736</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	2	657
Posting/Updating of Disbursement	1	1025
Handling of Cash Advances	4	185
User Account Management for Centrally Managed Systems	9	86
Troubleshooting of ICT Equipment	15	178
Uploading of Publications	4	154
Issuance of Certificate of No Pending Case	130	130
Issuance of Foreign Official Travel Authority	1	1
Issuance of Foreign Personal Travel Authority	37	37
Application for ERF (Equivalent Record Form)	1	1
Application for Leave	0	0
Application for Retirement	1	1
Issuance of Certificate of Employment	4	4
Service Record	7	7
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	1	1



Processing of Terminal Leave Benefits	2	2
Request for Correction of Name and Change of Status	1	1
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>220</b>	<b>2470</b>

### 233. Schools Division Office Taguig City and Pateros

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	83	0.69%
2. I know what a CC is but I did not see this office's CC.	26	0.21%
3. I learned of the CC only when I saw this office's CC.	27	0.22%
4. I do not know what a CC is and I did not see this office's CC.	21	0.17%
5. No answers provided	11948	98.70%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	88	0.73%
2. Somewhat easy to see	17	0.14%
3. Difficult to see	18	0.15%
4. Not visible at all	14	0.12%
5. N/A	17	0.14%
6. No answers provided	11951	98.73%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	379	3.12%
2. Somewhat helped	28	0.23%
3. Did not help	4	0.03%
4. N/A	24	0.20%
5. No answers provided	11707	96.42%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	34	1	421	2365	9266	51	12138	96.23%
Reliability	3	5	406	2287	9364	45	12110	96.57%
Access and Facilities	2	3	129	2342	9262	82	11820	98.86%
Communication	21	9	424	2343	9268	60	12125	96.24%
Costs	4	14	428	1891	7871	1900	12108	95.63%
Integrity	6	5	127	2297	9265	118	11818	98.82%

Assurance	4	3	123	2291	9339	57	11817	98.89%
Outcome	1	2	127	2517	9115	52	11814	98.89%
<b>Overall</b>	<b>75</b>	<b>42</b>	<b>2185</b>	<b>18333</b>	<b>72750</b>	<b>2365</b>	<b>95750</b>	<b>97.52%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	3
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	1804	1808
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	291	291
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	12
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMSD Porta	0	8
Borrowing of Learning Materials from Libraries	0	8
Alternative Learning System (ALS) Enrollment	0	8
Issuance of Government Permit, Renewal, Recognition of Private Schools	10	103
Issuance of Special Orders for the Graduation of Private School Learners	8	33
Application for SHS Additional Track/Strand	5	23
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	5
Application for Increase in Tuition Fee	5	8
Request for Basic Education Data (from external stakeholders)	0	0
<b>External Service Total</b>	<b>2123</b>	<b>2310</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	0	0
Posting/Updating of Disbursement	0	0
Handling of Cash Advances	532	603
User Account Management for Centrally Managed Systems	61	245
Troubleshooting of ICT Equipment	48	160
Uploading of Publications	20	4000
Issuance of Certificate of No Pending Case	0	29
Issuance of Foreign Official Travel Authority	0	230
Issuance of Foreign Personal Travel Authority	0	40
Application for ERF (Equivalent Record Form)	543	543
Application for Leave	843	843

Application for Retirement	82	82
Issuance of Certificate of Employment	30	30
Service Record	4164	4164
Loan Approval and Verification	2235	2235
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	1424	1424
Processing of Terminal Leave Benefits	0	15
Request for Correction of Name and Change of Status	0	16
Requisition and Issuance of Supplies	0	235
Property and Equipment Clearance Signing	0	30
Program Work Flow of Submission of Contextualized Learning Resources	0	8
Quality Assurance of Supplementary Learning Resource	0	8
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>9982</b>	<b>14940</b>

### 234. Schools Division Office Valenzuela City

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	0	0%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	50	100%
5. No answers provided	0	0%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	0	0%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. N/A	50	100%
6. No answers provided	0	0%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	0	0%
2. Somewhat helped	0	0%
3. Did not help	0	0%
4. N/A	50	100%
5. No answers provided	0	0%

<b>Service Quality Dimensions</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Overall</b>
Responsiveness	0	0	0	8	42	0	50	100%

Reliability	0	0	0	8	42	0	50	100%
Access and Facilities	0	0	0	8	42	0	50	100%
Communication	0	0	0	8	42	0	50	100%
Costs	0	0	0	0	0	50	50	0%
Integrity	0	0	0	8	42	0	50	100%
Assurance	0	0	0	10	40	0	50	100%
Outcome	0	0	0	8	42	0	50	100%
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>58</b>	<b>292</b>	<b>50</b>	<b>400</b>	<b>87.50%</b>

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	0	0
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	0	0
Issuance of Requested Documents (Non-CTC)	0	0
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	0
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	0	0
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMS Porta	0	0
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	0	0
Application for SHS Additional Track/Strand	0	0
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
Request for Basic Education Data (from external stakeholders)	0	0
<b>External Service Total</b>	<b>0</b>	<b>0</b>
<b>Internal Services</b>	<b>Responses</b>	<b>Total Transactions</b>
Processing of ORS	25	66
Posting/Updating of Disbursement	25	66
Handling of Cash Advances	0	0
User Account Management for Centrally Managed Systems	0	0
Troubleshooting of ICT Equipment	0	0

Uploading of Publications	0	0
Issuance of Certificate of No Pending Case	0	0
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	0	0
Application for ERF (Equivalent Record Form)	0	0
Application for Leave	0	0
Application for Retirement	0	0
Issuance of Certificate of Employment	0	0
Service Record	0	0
Loan Approval and Verification	0	0
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	0	0
Request for Correction of Name and Change of Status	0	0
Requisition and Issuance of Supplies	0	0
Property and Equipment Clearance Signing	0	0
Program Work Flow of Submission of Contextualized Learning Resources	0	0
Quality Assurance of Supplementary Learning Resource	0	0
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
<b>Internal Service Total</b>	<b>50</b>	<b>132</b>

### 235. Schools

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1. I know what a CC is and I saw this office's CC.	5,228,047	60.06%
2. I know what a CC is but I did not see this office's CC.	551,036	6.33%
3. I learned of the CC only when I saw this office's CC.	1,103,841	12.68%
4. I do not know what a CC is and I did not see this office's CC.	1,822,033	20.93%
5. No answers provided	0	0%
<b>CC2. If aware of CC, would you say that the CC of this office was... ?</b>		
1. Easy to see	5,568,518	63.90%
2. Somewhat easy to see	723,642	8.30%
3. Difficult to see	324,055	3.72%
4. Not visible at all	514,379	5.90%
5. N/A	1,583,858	18.18%
6. No answers provided	0	0%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	5,773,792	67.53%
2. Somewhat helped	600,450	7.02%
3. Did not help	376,377	4.40%
4. N/A	1,799,818	21.05%
5. No answers provided	0	0%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	101,115	21,507	94,117	1,473,687	6,737,643	55,138	8,483,207	97.43%
Reliability	34,992	14,868	86,598	1,427,184	6,868,836	41,254	8,473,732	98.38%
Access and Facilities	51,379	19,307	93,602	1,411,024	6,738,053	164,320	8,477,685	98.02%
Communication	35,842	15,819	94,166	1,448,820	6,869,524	51,850	8,516,021	98.28%
Costs	500,135	62,909	116,449	889,161	4,176,156	2,486,109	8,230,919	88.17%
Integrity	30,906	13,716	80,523	1,695,898	7,081,615	51,937	8,954,595	98.59%
Assurance	30,191	14,268	80,298	1,338,137	6,932,183	40,463	8,435,540	98.51%
Outcome	23,220	12,661	80,403	1,295,104	6,972,830	46,883	8,431,101	98.61%
<b>Overall</b>	<b>807,780</b>	<b>175,055</b>	<b>726,156</b>	<b>10,979,015</b>	<b>52,376,840</b>	<b>2,937,954</b>	<b>68,002,800</b>	<b>97%</b>

External Services	Responses	Total Transactions
Acceptance of Employment Application for Teacher I Position (walk-in)	93,050	118,065
Acceptance of Employment Application for Teacher I Position (online)	19,775	31,384
Borrowing of Learning Materials from the School Library/Learning Resource Center	825,359	1,049,955
Distribution of Printed Self-Learning Modules in Distance Learning Modality	1,842,653	2,260,361
Enrollment (walk-in)	2,151,734	3,287,206
Enrollment (online)	225,548	316,592
Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (walk-in)	514,440	664,821
Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (online)	97,225	127,860
Issuance of School Clearance for different purposes	167,372	213,106
Issuance of School Forms, Certifications, and other School Permanent Records	981,394	1,302,284
Public assistance (walk-in/phone call)	436,665	658,308
Public assistance (email/social media)	265,748	590,615
Receiving and releasing of communications and other documents	460,624	857,254
Reservation Process for the Use of School Facilities	101,748	131,359
Request for Personnel Records for Teaching/Non-Teaching Personnel	162,235	201,815
External Service Total	<b>8,855,893</b>	<b>15,264,978</b>
Internal Services	Responses	Total Transactions
Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits	214,032	307,822
Laboratory and School Inventory	209,131	271,484
School Learning and Development	315,607	389,310
Internal Service Total	<b>1,268,201</b>	<b>4,061,522</b>