



BARANGAY AND COMMUNITY RELATIONS DEPARTMENT

CITIZEN'S CHARTER HANDBOOK 2024 (2nd Edition)



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MANDATE

The Barangay and Community Relations Department (BCRD) was created through Ordinance No. SP – 2563, s -2017 of Quezon City, otherwise known as *“An Ordinance Merging the Barangay Operations Center (BOC) and Community Relations Office (CRO) to be known as the Barangay and Community Relations Department and Rationalizing its Functional Structure.”* The integration of the said offices aims to ensure that the needs of the barangay and the community are efficiently addressed, by eliminating functional over – lapping and redundancy.

By virtue of the said ordinance, the Barangay and Community Relations Department (BCRD) shall oversee barangay programs, projects and activities, provide technical and administrative assistance to the barangays and shall continuously promote closer government – people relationships. It shall be oriented in providing basic services and assistance and ensuring the efficiency and effectiveness of barangay officials, government and non – government within the community.

I. VISION

The Barangay and Community Relations Department (BCRD) envision a people – centered community that is fair, healthy, safe, socially cohesive, inclusive and activated, vibrant and sustainable. It aims to build a strong sense of transparency, accountability and responsibility with the Barangay, civil society organizations and people organizations to strengthen the relationship between the City Government and the community.

II. MISSION

The Barangay and Community Relations Department (BCRD) is committed to efficiently and effectively facilitate quality services to barangay governments and communities and ensure the participation and involvement of the community in the City Government’s projects in partnership with other local government and non - government agencies, civil society organizations and people organizations, private sectors and other stakeholders where people live, work, and do business in a hospitable, progressive and peaceful environment.

SERVICE PLEDGE

The Barangay and Community Relations Department (BCRD) do pledge to our constituents that for a reliable, efficient and effective service, it will:

1. Organize trainings and seminars for barangay officials, barangay employees and members of civil society organizations and people organizations in partnership with other local government agencies;
2. Provide technical and administrative assistance to the Barangay, civil society organizations and people organizations;
3. Coordinate with every barangay for effective dissemination of information on national and local policies;
4. Monitor and assist barangay and organizations activities as well as the accreditation process of Civil Society Organizations;
5. Provide administrative assistance to incumbent and former barangay officials, regular members of Barangay Public Security Officers (BPSO) and members of Lupon Tagapamayapa and Sangguniang Kabataan (SK) officials and other barangay personnel;
6. Recognize and award the barangay who attained best practices in community development, sustainability and good health;



7. Recognize outstanding Civil Society Organizations, Community Organizations and other Volunteers Organizations; and
8. Act jointly on all applications, requests and complaints with equality and in expeditious manner.

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PLANNING AND PROGRAMMING DIVISION

External Services



PARTNERSHIP PROGRAM

1. Accreditation of Civil Society Organizations

Pursuant to the Local Government Code of 1991 and its Implementing Rules and Regulations to promote the establishment and operations of People’s Organizations (PO’s), Non – Governmental Organizations (NGO’s), and Private Sectors, **Ordinance No. SP-23, S-92** was enacted creating the NGO and PO Accreditation Committee to process the applications for accreditation of NGO’s and PO’s.

As member of the accreditation committee, the BCRD shall receive, pre – evaluate and transmit the applications for accreditation to the Office of the Secretary to the Sangguniang Panlungsod (OSSP). The Quezon City Government, through the OSSP and in coordination with the BCRD, shall prepare and issue a Certificate of Accreditation to the herein accredited organizations and shall maintain the data base of all accredited Civil Society Organizations.

Office or Division:	Barangay and Community Relations Department – Planning and Programming Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government	
Who may avail:	Community – based Civil Society Organizations in Quezon City	
CHECKLIST OF REQUIREMENTS		
WHERE TO SECURE		
Documents for Accreditation		
1. Duly-accomplished application form.	BCRD Receiving Desk/ link provided by BCRD You may also download the forms through: <ul style="list-style-type: none"> • https://quezoncity.gov.ph/departments/barangay-and-community-relations-department/ • https://tinyurl.com/QCCSOsForms 	
2. Letter of Intent addressed to the Vice Mayor, Presiding Officer of Quezon City Council thru the Chairperson of Committee on Public Affairs, Social Media and Mass Information, and People’s Participation and Head of Barangay and Community Relations Department.	BCRD Planning and Programming Division Sample Form)	
3. Board Resolution signifying intention for accreditation and the names of the duly – authorized principal and alternate representatives and their respective addresses, signed by majority of the members of the board of directors, and duly – certified by the secretary of the organization.	BCRD Planning and Programming Division (Sample Form)	
4. Copy of Updated Certificate of Registration issued by national government agencies.	Provided by the applicant	
5. Constitution/ Articles of Association and By – Laws of the organization duly signed and approved by majority of the members of the board of directors.	Provided by the applicant	
6. Quarterly Accomplishment Report/ List of duly – implemented projects and activities duly signed by the secretary of the organization.	Provided by the applicant	
7. List of current officers and members (with their	BCRD Planning and Programming Division (Sample Form)	



addresses, citizenship and contact numbers and other related information) duly certified by the secretary of the organization.	
8. Copy of Minutes of the annual/ organizational meeting and the attendance of the majority of the officers and members, with their affixed signatures, duly certified by the board of board secretary.	Provided by the applicant
9. Financial Statement from the previous year prepared by the Treasurer and duly audited by the Auditor.	Provided by the applicant
10. Certification from the Punong Barangay attesting to the active existence of the organization within its jurisdiction for <u>at least (1) year immediately preceding the application.</u>	Respective Barangay where the office of the organization is located.

NOTE: APPLICATION SHALL BE SUBMITTED IN THREE (3) SETS, one (1) set shall serve as the organization's received/file copy.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the BCRD Client Log Book.	1.1 Receives the Application together with the other documents.	None	5 minutes	<i>Receiving Clerk</i> BCRD Receiving Desk
2. Submit all the required documents for initial assessment and pre-evaluation.	1.2 Forward all application documents to CSO Desk Officer for initial assessment and pre-evaluation.	None		<i>Receiving Clerk</i> BCRD Receiving Desk
	1.3 Receive application documents and forward to CSO Desk Officer.	None		<i>Receiving Clerk</i> Planning and Programming Division
	1.4 Initial assessment and pre-evaluation of submitted documents.	None		<i>CSO Desk Officer</i> Planning and Programming Division
	1.5 Upon initial assessment, the documents shall be transmitted documents to the Committee on Accreditation thru the Office of the Secretary to the Sangguniang Panlungsod (bulk transmission of documents of CSO applications).	None	Within 30 days upon initial assessment and pre-evaluation of submitted documents.	<i>Assigned Staff</i> Planning and Programming Division <i>Secretary to the Sangguniang Panlungsod</i> Office of the Secretary to the Sangguniang Panlungsod
	1.6 Reading of the Application (1 st – 3 rd)	None	2 – 3 months depending on	<i>The Presiding Officer</i> City Council



	Reading).		the Calendar of activity of the City Council.	<i>Chairman</i> Committee on Public Affairs, Social and Mass Media Information and People's Participation <i>City Council</i>
	1.7 Approval of the City Council thru an Ordinance.	None		<i>The Presiding Officer</i> City Council
	1.8 Transmittal of Ordinance for processing of Certificate of Accreditation.			
	1.9 Processing of Certificate of Accreditation.	None	1 – 2 weeks depending on the number of Accredited organizations being processed	<i>CSO Desk Officer</i> BCRD
	1.10 Transmittal of Certificate of Accreditation for signature of Head of Barangay and Community Relations Department, Secretary to the Sangguniang Panlungsod, Chairman of Committee on Public Affairs, Social and Mass Media Information and People's Participation, the Presiding Officer of the City Council and the Mayor of the City.	None	1 – 2 days	<i>Assigned Staff</i> Office of the Vice Mayor <i>Head</i> Barangay and Community Relations Department <i>Secretary to the Sangguniang Panlungsod</i> Office of the Secretary to the Sangguniang Panlungsod <i>Chairman</i> Committee on Public Affairs, Social and Mass Media Information and People's Participation <i>The Presiding Officer</i> City Council <i>City Mayor</i> Office of the City Mayor
	1.11 Issuance of Certificate of Accreditation by the Office of the Vice Mayor.	None	5 minutes	<i>Assigned Staff</i> Office of the Vice Mayor
3. Receive the Certificate of Accreditation.		None	2 minutes	<i>Receiving/Releasing Clerk</i> BCRD Receiving Desk
	TOTAL:	None		

*Accreditation of CSOs shall remain valid/ accredited for the duration of the term of office of the Sangguniang Panlungsod. All NGO/PO representatives of the various Local Special Bodies/ other councils are **CO – TERMINUS** with the local Chief Executive.*



TECHNICAL AND RESEARCH SERVICES DIVISION

External Services



TECHNICAL ASSISTANCE PROGRAM

1. Provision of Barangay Data as requested by Private Individuals, Government Agencies and Private Sectors for purpose of research, planning and feasibility study.

Establishing a Data Bank of all data related to Barangay and Community, Civil Society Organizations and private sectors. This shall serve as a repository of all information and data – useful for research and planning, feasibility studies of private individuals and representatives from private and government agencies.

Office or Division:	Barangay and Community Relations Department – Technical and Research Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Private individuals and Representatives from private and government offices and agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Data Request Form/ Letter request		BCRD Receiving Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request or fill-up request form.	1.1 Receive the letter request or the filled-up request form.	None	4 minutes	<i>Receiving Clerk</i> BCRD Receiving Desk
	1.2 Data request is routed to records officer for marginal note.	None		<i>Receiving Officer</i> Records Section
	1.3 Request is routed to Technical and Research Services Division (TRSD).	None		<i>Assigned Staff</i> Records Section
	1.4 Request is forwarded to TRSD Head for approval.	None		<i>Head</i> Technical and Research Services Division
	1.5 Once the request is approved, assigned staff shall search for the requested data.	None		<i>Assigned Staff</i> Technical and Research Services Division
	1.6 If the data is not readily available, the request shall be routed to BCRD Head for approval.	None	1 – 2 days	



	1.7 Upon approval, the data shall be gathered at Barangays thru our Coordinators and shall be forwarded to TRSD.	None		<i>Assigned Staff</i> Operations and Monitoring Division <i>Assigned Staff</i> Technical and Research Services Division
	1.8 Release the requested data to the client.	None	1 minute	<i>Assigned Staff</i> Technical and Research Services Division
2. Receive the requested data.		None		
	TOTAL:	None	5 minutes (for readily available data) 1-2 days (for not readily available data)	



**ADMINISTRATIVE DIVISION
RECORDS SECTION
External Services**



ADMINISTRATIVE ASSISTANCE FOR INCUMBENT AND FORMER BARANGAY OFFICIALS

1. Issuance of Service Records, Certification and Authentication

- A. Service Records
 - 1. Service Records for Commutation of leave credits
 - 2. Service Records for Civil Service Eligibility
 - 3. Service Records for Employment for Barangay Officials and Barangay Employees
- B. Certification
 - 1. Certification for Fidelity Bond
 - 2. Certification for Medical Reimbursement
 - 3. Certification for Authentication
 - 4. Certification for Civil Service Eligibility
 - 5. Certification for Scholarship Assistance

Office or Division:	Barangay and Community Relations Department – Records Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	The heirs of incumbent and former Barangay Officials, regular members of Barangay Public Officers (BPSO), members of Lupon Tagapamayapa and Sangguniang Kabataan (SK) officials.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Service Records	
1. Request Form	BCRD Receiving Desk
2. Payment receipt	City Treasurer's Department/ Barangay where the client resides
A. Certification	
1. Certification for Fidelity Bond	
a. Any of the following supportive documents:	
NBI Clearance	National Bureau of Investigation Office
Police Clearance	Police Station Office where the client resides
Prosecutor's Clearance	Prosecutor's Office where the client resides
MTC Clearance	MTC Office where the client resides
RTC Clearance	RTC Office where the client resides
Fiscal Clearance	Fiscal Office where the client resides
b. Request form	BCRD Receiving Desk
c. Payment receipt	City Treasurer's Department/ Barangay where the client resides
2. Certification for Medical Reimbursement	
a. Request form	BCRD Receiving Desk
3. Certification for Authentication	
a. Request form	BCRD Receiving Desk
b. Payment receipt	City Treasurer's Department/ Barangay where the client resides
4. Certification for Civil Service Eligibility	
a. Request form	BCRD Receiving Desk
b. Payment receipt	City Treasurer's Department/ Barangay where the client resides



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>(Same process for Service Records and Certification)</i>				
1. Fill-up request form.	1.1 Receive the request form.	₱50.00 per Service Records/ Certification except Medical Reimbursement and Scholarship	5 minutes	Receiving Clerk BCRD Receiving Desk
	1.2 Give order payment slip to the client.			City Treasurer's Office Respective Barangay where the client resides
2. Pay the necessary amount as written under Section 19 of Ordinance No. SP-1452, S-2004 (The Quezon City Revenue Code as Amended) to the City Treasurer's Office or respective Barangay where the client resides.				
3. Submit payment receipt to BCRD receiving desk.	3.1 Request is routed to Records Section Head for approval.			Receiving Clerk BCRD Receiving Desk
	3.2 Once approved, assigned staff shall process the requested document.			Head Records Section
	3.3 Requested document shall be routed to BCRD Head for approval.			Head BCRD
	3.4 Forward the approved request to Receiving/ Releasing Clerk.			Assigned Staff Office of the Department Head, BCRD
	4.1 Release the requested document to the client.			Receiving/Releasing Clerk BCRD Receiving Desk



4. Receive the requested document.				
	TOTAL:	₱50.00 per Service Records/ Certification except Medical Reimbursement and Scholarship	5 minutes	



2. Burial Assistance for the heirs of Incumbent and Former Barangay Officials

Facilitation of Burial Benefits for the heirs of incumbent and former Barangay Officials, regular members of Barangay Public Officers (BPSO), members of Lupon Tagapamayapa and Sangguniang Kabataan (SK) officials.

Office or Division:	Barang and Community Relations Department – Records Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	The heirs of incumbent and former Barangay Officials, regular members of Barangay Public Officers (BPSO), members of Lupon Tagapamayapa and Sangguniang Kabataan (SK) officials.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate (1 original & 2 photocopies)		Local Civil Registry Office of the city/municipality where the wedding was celebrated, Philippine Statistics Authority Office		
a. If the deceased is single, please attached the Birth Certificate & Marriage Certificate of the parents.		Local Civil Registry Office of the city/municipality where the wedding was celebrated, Philippine Statistics Authority Office		
2. Marriage Contract (1 original & 2 photocopies)		Local Civil Registry Office of the city/municipality where the wedding was celebrated, Philippine Statistics Authority Office		
a. If the Wife/Husband/Parents or other members of the family are deceased, please attach the Death Certificate.		Local Civil Registry Office of the city/municipality where the wedding was celebrated, Philippine Statistics Authority Office		
3. Birth Certificate of the Children (1 original & 2 photocopies)		Philippine Statistics Authority Office		
a. If the daughter is married, please attach the Marriage Contract.		Local Civil Registry Office of the city/municipality where the wedding was celebrated, Philippine Statistics Authority Office		
b. If deceased, please attach the Death Certificate.		Local Civil Registry Office of the city/municipality where the wedding was celebrated, Philippine Statistics Authority Office		
4. Notarized Affidavit of Waiver of the Children/Wife/Husband (3 original copies)		Provided by the applicant		
5. Photocopies of Government issued/Valid Identification Card (I.D.) of the claimant (2 copies)		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
6. Photocopy of Government issued/Valid Identification Card (I.D.) of the children (1 copy)		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1.1 Request and necessary documents shall be received.	None		<i>Receiving Clerk</i> BCRD Receiving Desk
	1.2 Request shall be forwarded to assigned staff in-charge to be processed.	None		
	1.3 Concerned staff shall email the City Budget Department the necessary information (amount, date of death,	None		<i>Assigned Staff</i> BCRD



	claimant, name of deceased, position, barangay, cause of death) of the beneficiary.			
	1.4 The City Budget Department shall request for Advice of Allotment of the beneficiary.	None	10 minutes	<i>City Budget Department</i>
	1.5 Assigned staff shall make an Obligation Request, Disbursement Request, Letter for Mayor and Certification of beneficiary as proof for being an employee of barangay.	None		<i>Assigned Staff BCRD</i>
	1.6 Assigned staff shall forward the necessary documents of beneficiary for approval.	None		
	1.7 Upon approval, all necessary documents shall be forwarded to City Budget Department for evaluation and approval.	None		
	1.8 The City Budget Department shall forward the necessary documents to the City Accounting Department for evaluation.	None	Approximately 2 months	<i>City Budget Department</i>
	1.9 The City Accounting Department shall process the documents to return of assets and forward to BCRD for transmittal upon approval.	None		<i>City Accounting Department</i>
	1.10 Assigned staff shall transmit the approved documents to the Office of the City Mayor.	None		<i>Office of the City Mayor</i>
	1.11 The Office of the City Mayor shall forward the approved documents to the City Treasurer's Office to produce cheque for beneficiary.	None		<i>City Treasurer's Office</i>
	1.12 The City Treasurer's Office shall forward cheque and necessary documents to Office of the City	None		<i>Office of the City Administrator</i>



	Administrator for approval.			
	1.13 The Office of the City Administrator shall transmit to the City Treasurer's Office Cash Division for the release of cheque.	None		<i>City Treasurer's Office</i>
	1.14 Assigned staff at BCRD shall inform the claimant of the availability of cheque through assigned coordinator of respective barangay of beneficiary.	None	Within the day of availability of cheque.	<i>Assigned Staff BCRD</i>
2. Claimant shall claim the cheque at the City Treasurer's Department Cash division.		None	2 minutes	
3. Claimant shall encash the cheque through Landbank.		None	5 minutes	
	TOTAL:	None		



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a Feedback?	<p>Fill-up the feedback and complaint form and drop it to the box located at the BCRD.</p> <p>Clients can also direct their feedback to the office via the following:</p> <ul style="list-style-type: none"> • Telephone Number: (8) 988-4242 locals 8169, 8191 and 8526 • E-mail Address: BCRD@quezoncity.gov.ph
How feedback is processed?	The BCRD Feedback and Complaint Officer will open the suggestion drop box on a daily basis and evaluate/ segregate each form (suggestions, compliments and complaints).
How to file a complaint?	<p>A. For complaints: the feedback and complaint officer shall start the investigation and forward the complaint to the person/party involved for their information and explanation;</p> <p>After the investigation process, the feedback and complaint officer will make a report and shall submit it to the BCRD Head for appropriate action.</p> <p>B. For suggestions and compliments, the feedback and complaint officer shall record and compile each feedback submitted.</p> <p>The said feedbacks will be forwarded to the concerned division and to the Department Head.</p> <p>Feedbacks requiring answers shall be answered by the concerned division within 3 days upon receipt.</p>
How complaints are processed?	<p>The assigned Officer evaluates the complaint, then interviews the client and provides information on the complaint procedure.</p> <p>The complaint is then endorsed to the concerned division or person for appropriate action.</p> <p>The concerned division or person addresses the complaint and provides feedback.</p> <p>The assigned Officer mails/emails the report on action taken to the client.</p>



Contact Information of BCRD, PCC, and CCB

For inquiries and follow-ups on complaints and suggestions, clients may contact the following number and look for the feedback and complaint officer.

BCRD:

BCRD@quezoncity.gov.ph

(8) 988-4242 locals 8169, 8191 and 8526

PCC:

pcc@malacanang.gov.ph

8888

CCB:

email@contactcenterngbayan.gov.ph

0908-881-6565



LIST OF DIVISIONS/SECTIONS

Office of the Department Head: Mr. Ricardo B. Corpuz Department Head III	2 nd Floor Community Center Bldg., Quezon City Hall Compd., Diliman, Q.C.	BCRD@quezoncity.gov.ph 8191
Office of the Assistant Department Head: Ms. Gracia Rowena F. Dela Cruz Acting Assistant Department Head	2 nd Floor Community Center Bldg., Quezon City Hall Compd., Diliman, Q.C.	8169
Administrative Division: Blesilda C. Agpawa Acting Division Head	2 nd Floor Community Center Bldg., Quezon City Hall Compd., Diliman, Q.C.	8191
Technical and Research Services Division: Ms. Margarita M. Villanueva Acting Division Head	2 nd Floor Community Center Bldg., Quezon City Hall Compd., Diliman, Q.C.	8169
Operations and Monitoring Division: Mr. Gerardo A. Lobo Acting Division Head	2 nd Floor Community Center Bldg., Quezon City Hall Compd., Diliman, Q.C.	8169
Planning and Programming Division: Mr. Gerry H. Delloso Acting Division Head	2 nd Floor Community Center Bldg., Quezon City Hall Compd., Diliman, Q.C.	8526



ANNEX A

Control No: _____



QUEZON CITY GOVERNMENT

ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION
MEASUREMENT FORM
PSA Approval No.: ARTA-2242-3

DEPARTMENT/OFFICE

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.

(Ang Client Satisfaction Measurement (CSM) na ito ay sinusubaybayan ang bawat karanasan ng mga kliyente sa tanggapan ng Gobyerno. Ang inyong tugon sa katatapos lang na transaksyong isinagawa ay makakatulong sa tanggapang ito para sa mas maayos at mabisang serbisyo. Ang personal na impormasyong ibinahagi ay mananatiling kumpidensyal, ang hindi pagsagot sa form na ito ay opsiyonal.)

Client type (*Uri ng Kliyente*): Citizen Business Government (Employee or another agency)

Date (*Petsa*): _____ Sex (*Kasarian*): Male Female Age (*Edad*): _____

Region of residence (*Rehiyon ng Paninirahan*): _____

Service Availed (*Nakuhang Serbisyo*): _____

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.

TAGUBILIN: Lagyan ng tsek (✓) ang iyong sagot sa bawat tanong sa Citizen's Charter (CC). Ang **Citizen's Charter** ay isang opisyal na dokumento na sumasailalim sa mga serbisyo ng isang ahensiya/opisina ng gobyerno kasama ang mga kinakailangan, bayad, at oras ng pagproseso nito bukod sa iba pa.

CC1 Which of the following best describes your awareness of a CC? (*Alin sa mga sumusunod ang pinaka-naglalarawan ng iyong kamalayan sa CC?*)

1. I know what a CC is and I saw this office's CC. (*Alam ko kung ano ang CC at nakita ito sa kanilang opisina*)
2. I know what a CC is but I did NOT see this office's CC. (*Alam ko kung ano ang CC ngunit hindi ko nakita ito sa kanilang opisina*)
3. I learned of the CC only when I saw this office's CC. (*Natutunan ko kung ano ang CC nung nakita ko ito sa kanilang opisina*)
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) (*Hindi ko alam kung ano ang CC at wala akong nakita sa kanilang opisina. (Sagutin ng 'N/A' ang CC2 at CC3))*)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office is? (*Kung ikaw ay may nalalaman patungkol sa CC, masasabi mo ba na ang CC ng opisinang ito ay?*)

1. Easy to see (*Madaling makita*) 4. Not visible at all (*Hindi nakikita*)
2. Somewhat easy to see (*Medyo madaling makita*) 5. N/A (*Hindi naaangkop*)
3. Difficult to see (*Mahirap makita*)

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? (*Kung may nalalaman sa CC (Sinagutan ang mga CC 1-3 sa CC1), gaano kalaki ang naitulong nito sa iyong transaksyon?*)

1. Helped very much (*Sobrang nakatulong*) 3. Did not help (*Hindi nakatulong*)
2. Somewhat helped (*Medyo nakatulong*) 4. N/A (*Hindi naaangkop*)

Please continue to the next page (at the back)
(*Mangyaring magpatuloy sa susunod na pahina*)








ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION
MEASUREMENT FORM
PSA Approval No.: ARTA-2242-3

INSTRUCTIONS:

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

TAGUBILIN: Para naman sa SQD 0-8, pakilagyan ng tsek (✓) ang hanay na pinaka-angkop sa iyong sagot.

	 Strongly Disagree (Lubos na hindi sumasang-ayon)	 Disagree (Hindi sumasang-ayon)	 Neither Agree nor Disagree (Sapat lamang)	 Agree (Sumasang-ayon)	 Strongly Agree (Lubos na sumasang-ayon)	N/A Not Applicable (Hindi naaangkop)
SQD0. I am satisfied with the service that I availed. <i>(Ako ay nasiyahan sa serbisyo.)</i>						
SQD1. I spent a reasonable amount of time for my transaction. <i>(Ako ay gumugol ng tamang oras lamang para sa aking transaksyon.)</i>						
SQD2. The office followed the transaction's requirements and steps based on the information provided. <i>(Ang opisina ay sumunod sa kinakailangang hakbang base sa impormasyong ibinigay.)</i>						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple. <i>(Ang hakbang (kasama na ang pagbabayad) na kinailangan kong gawin para sa transaksyon ay madali at simple lamang.)</i>						
SQD4. I easily found information about my transaction from the office or its website. <i>(Madali kong nahanap ang impormasyon patungkol sa aking transaksyon mula sa opisina o sa website nito.)</i>						
SQD5. I paid a reasonable amount of fees for my transaction. <i>(Ako ay nagbayad ng tamang halaga lamang para sa aking transaksyon.)</i>						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction. <i>(Naramdaman kong pantay ang opisina sa lahat o "walang palakasan", sa aking transaksyon.)</i>						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful. <i>(Magalang ako na tinrato ng mga empleyado (kapag nagpatulong) ay agad nilang tinutulungan.)</i>						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. <i>(Nakuha ko ang kailangan ko sa ahensya ng gobyerno, o (kung tinanggihan) ang pagtanggì sa kahilingan ay maayos at sapat na ipinaliwanag sa akin.)</i>						

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

Mga suhestiyon kung paano pa mapapabuti ang aming serbisyo (opsyonal)

Email address (optional): _____

THANK YOU!
SALAMAT