



Cover Page



**City Government of Pasay**

**Client Satisfaction Measurement Report**

**2025 (1<sup>st</sup> Edition)**



1<sup>st</sup> Page



**City Government of Pasay**

# **Client Satisfaction Measurement (CSM) Report**

**2025 (1<sup>st</sup> Edition)**



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# AGENCY PROFILE

## I. Overview:

Pursuant to ARTA MC No. 2022-05, Pasay City has integrated a standardized client satisfaction framework to harmonize feedback collection and support data-driven process improvements across all local government services.

The 2025 Pasay City Government Client Satisfaction Measurement Report serves as a mandatory compliance document under ARTA Advisory No. 2025-005 (dated 24 January 2025). To streamline the process, this report must be submitted to the Authority via the designated unified submission form link.

The PCG-CSMR offers a comprehensive evaluation of the citizen experience regarding various local government services. In accordance with ARTA requirements, the report includes, but is not limited to the following critical elements:

- Scope and Coverage - the specific services and timeframe measured;
- Methodology - the techniques used for data collection and analysis;
- Results - the raw findings of the satisfaction survey; and
- Data Interpretation - a detailed analysis of what the findings mean for service delivery.

To ensure efficient compliance, the Harmonized CSM Questionnaire (HCSMQ) will be utilized as the primary instrument for conducting client surveys, as mandated by ARTA Memorandum Circular No. 2023-05.

Presented below is a summary table detailing the specific scores garnered by the City Government, offering a complete overview of the performance metrics identified during the survey phase:

**Table 1: Summary of Results on the Administration of the HCSMQ to Pasay City Government Clients for the Period of January to December 2025**

	Score
CC* Awareness	68.42%
CC* Visibility	81.41%
CC* Helpfulness	73.63%
Response Rate	7.1%
Overall Score	96.71%

\* Citizen's Charter (CC)



*Table 1* depicts the summary of results on the administration of survey questionnaires to City Government clients with 7.1% response rate for year 2025. As to CC awareness, 68.42% confirmed that they are aware of its presence at the departments/offices where they have availed services. 81.41% agreed on the visibility of the CC; and 73.63% believed that the same has been helpful during transactions with the City Government. As for the Service Quality Dimensions (SQDs) result, “Outstanding” rating of 96.71% was achieved.

## **II. Scope:**

### **A. Period Covered**

PCG conducted surveys throughout the year from January to December 2025.

### **B. Geographic and Office Coverage**

The City Government exerted its best effort to survey every client catered by its forty-three (43) departments/offices.

The City Government’s two hundred fifty-two (252) diverse services are accessible to both internal and external clients across all sixteen (16) regions. The qualified client base spans a wide demographic range, from those 19 years old and below to seniors 65 years and older.

For the purpose of the 2025 CSMR submission, the services listed herein have been cross-referenced with the 2025 Pasay City Government Citizen’s Charter (PCG CC) to ensure total alignment. Following recent consultations with ARTA, specific classifications have been updated:

- External Service Reclassification - Services from various departments that cater to both internal and external clients are now categorized as External Services. This is because they serve the general population (“ALL”), as reflected in the markings and notations of the current Citizen’s Charter.
- Internal Service Refinement: Conversely, a select number of services have been reclassified as Internal Services following a rigorous review of their specific client base.

Since 2025 PCG CC has been submitted earlier than the recent consultation, appropriate markings thereof are now reflected in the list of services included in that submission.

Also, following the July 2025 restructuring, the Pasay City Public Library (PCPL) became a division of the City Secretariat Office. While the library’s 2025 charter was filed before this change, the rest of the year was spent on the administrative transition. Consequently, two (2) external services were removed from this CSM report and were officially absorbed into the City Secretariat Office’s charter in 2026.



In line with the foregoing, the following list outlines the PCG departments and offices together with their respective services as submitted for the 2025 CSMR:

**Table 2: PCG Departments/Offices and Its Respective Services**

#	DEPARTMENT/OFFICE	SERVICE NAME	TYPE OF SERVICE
1	Business Permits and Licensing Office (BPLO)	Application for Working Permit	External
		Issuance of Certification for Non-Ownership of Business Establishment	External
		Issuance of Certification for Registered Business (Access to Record)	External
		Issuance of Certified True Copy of Mayor's/Business Permit	External
		Online Application for Business Permit	External
2	Board of Tax Appeals (BTA)	Assisting Taxpayers regarding Queries on Real Property Tax (RPT) Assessment/Collection	External
		Processing of Appeals on Real Property Tax (RPT) Assessment and Collection	External
3	City Accounting Office (CAcctgO)	Issuance of BIR Form 2307 (Certificate of Creditable Tax Withheld at Source)	External
		Bank Advice	Internal
		Certifications (Pag-IBIG)	Internal
		Certification/s (PhilHealth)	Internal
		Issuance of Certified True Copy of BIR Form 2316 (Certificate of Compensation Payment /Tax Withheld For Compensation Payment With or Without Tax Withheld)	Internal
		Payroll Transactions	Internal
		Processing and Checking of Disbursement Vouchers & Liquidation Reports	Internal
		Securing Certifications (GSIS)	Internal
4	City Administrator's Office (ADMIN)	Application for Mayor's Clearance	External
		Issuance of Special Events Permit	External
		Issuance of Temporary Business Permits	External
		Receiving Official Communications	External
5	City Assessor's Office (CAssrO)	Applying for a New or Updated Tax Declaration	External
		Cancellation of Property Records	External



		Issuance of Certified Copy/ies of Tax Declarations and/or Property Holdings, Non-Property and No-Improvement	External
		Issuance of Property Identification Map (PIM)	External
		Issuance of Real Property Tax Order of Payment	External
		Memoranda Annotation/Cancellation on Tax Declaration	External
		Reassessment/Correction of Property Records	External
		Tax Mapping/Verification of Property Location	External
6	City Anti-Drug Abuse Council (CADAC)	Treatment and Rehabilitation (Assessment, Drug Dependency Examination, Treatment Referrals)	External
7	City Budget Office (CBO)	Certification/s as to Availability of Appropriation on Obligation Request (ObR) (For 1 to 7 Transactions)	Internal
		Certification/s as to Availability of Appropriation on Obligation Request (ObR) (For 8 or More Transactions)	Internal
8	City Engineer's Office (CEO)	Accessory Building Permit Application (Advertising Billboard Construction and Installation)	External
		Accessory Building Permit Application (Temporary Sidewalk Enclosure)	External
		Accessory Building Permit Application for Fencing (including Firewall Separate from Building) and Road Construction	External
		Application for Annual Building Inspection Certificate	External
		Application for Certificate of Occupancy	External
		Application for Sanitary/Excavation Permits	External
		Application for Signage Permit	External
		Building Permit Application	External
		Engineering Permit Application (Excavation Permit)	External
		Mechanical Permit and Certificate to Operate/Use	External
		Securing Building Permit Certifications	External
Wiring Permit Application	External		



9	City Health Office (CHO)	Addressing Complaints on Sanitation	External
		Applying for New Health Certificate	External
		Applying for the Renewal of Health Certificate	External
		Applying for Sanitary Permit (New Applicants)	External
		Applying for the Renewal of Sanitary Permit	External
10	City Legal Office (CLO)	Filing of Administrative Complaints against City Government Employees	External
		Issuance of Certification of No Pending Administrative Case	Internal
		Request for Free Legal Counseling/Advice	External
		Request for Legal Opinion	Internal
		Request for Verification of No Pending Administrative Case for GSIS Loan/s	Internal
11	City Mayor's Office (CMO)	Issuance of Financial Assistance/Non-Monetary Donation	External
		Issuance of Company/Job Referrals/Certifications	External
12	City Planning and Development Office	Issuance of Certificate of Conformance (CoC) Prior to Occupancy	External
		Issuance of Certificate of Conformance for New Applicants	External
		Issuance of Certificate of Zoning Classification (CZC)	External
		Issuance of Locational Clearance (LC)	External
		Provision of Information and Data to End-Users	External
13	City Prosecutor's Office	Provision of Prosecutor's Certification of Case Status and Certified Copy of Documents	External
		Provision of Prosecutor's Clearance	External
		Receiving Criminal Complaints for Inquest Proceedings	External
		Receiving Criminal Complaints for Preliminary Investigation	External
14	City Secretariat Office (CSO)	Applying for Accreditation of Non-Government and People's Organization (NGO)	External
		Filing of Administrative Case against Erring Barangay Officials	External



		Filing of Barangay Ordinance and Resolution for Review and Approval	External
		Issuance of Certified True Copy of Local Ordinance, Resolution, Minutes of the Session, En Banc, Committee and Public Hearings and Other Legislative Records	External
		Issuance of Certificate of No Pending Case for Barangay Officials	External
15	City Tourism and Cultural Development Office (CTCDO)	Issuance of Tourism Registration Certificate	External
16	City Treasurer's Office (CTO)	Issuance of Real Property Tax Clearance Certificate	External
		Payment of Business Taxes (New or Renewal)	External
		Payment of Community Tax Certificate (CTC)	External
		Payment of Occupational/Professional Tax Receipt	External
		Payment of other Local Taxes, Fees, and Charges	External
		Payment of Penalties	External
		Payment of Real Property Taxes	External
		Payment of Transfer Taxes	External
		Securing Certificate of Payment of Real Property Tax	External
		Securing Certified True Copy of Real Property Tax Official Receipt (Form No. 56)	External
<u>17</u>	City University of Pasay (CUP)	Application for Entrance Examination	External
		Enrollment of New Students under BS Nursing Course	External
		Enrollment of New Students under Master's Degree and Law Courses	External
		Enrollment of New Students	External
		Enrollment of Old Students	External
		Enrollment of Old Students under BS Nursing Course	External
		Enrollment of Old Students under Master's Degree and Law Courses	External
		Enrollment of Transferee Students under BS Nursing Course	External



		Enrollment of Transferee Students under Master's Degree and Law Courses	External
		Enrollment of Transferee Students	External
		Issuance of Referral Letter and Certified True Copies of School Records for CHED Certifications, Authentication and Verification (CAV)	External
		Requesting for a Copy of Certificate of Grades/Units Earned/ General Weighted Average	External
		Requesting for Original Copy of Related Learning Experience (RLE) Certification (Graduates of S.Y. 2009 and Above)	External
		Requesting Original Copy of Course Description	External
		Securing Original Copy of Certificate of Good Moral Character, Graduation Certificate, and Certificate of Medium of Instruction	External
		Securing Original Copy of Diploma	External
		Securing Original Copy of Related Learning Experience (RLE) Certification (For Graduates of S.Y. 2008 and Below)	External
		Securing Transcript of Records (2 <sup>nd</sup> Request or More)	External
		Securing Transcript of Records (TOR) – 1 <sup>st</sup> Request (New Graduates)	External
		Securing Transcript of Records (TOR) 1 <sup>st</sup> Request (Graduates of 1 year ago and previous years)	External
		Securing Transcript of Records (TOR) of Undergraduate Students	External
18	City Veterinarian's Office (CVO)	Oplan Bantay Rabies Program	External
		Post Abattoir Inspection (Monitoring of Illegal Entry of Meat Product/Hot Meat and Double Dead Meat)	External
		Securing Tarpaulin and other IEC Materials re: Responsible Pet Ownership and Schedule of Oplan Bantay Rabies Program	External
		Inspection and Accreditation of Meat Delivery Vehicles	External
		Slaughterhouse Operation – Ante Mortem/Post Mortem Inspection	External



19	Cuneta Astrodome	Availing the Use of Cuneta Astrodome for Events	External
20	Derham Park and Sports Complex (DPSC)	Availing of Membership Card	External
		Availing the Use of Basketball/Volleyball Court	External
		Availing the Use of Fitness Gym	External
		Availing the Use of Main Court for Events	External
		Availing the Use of Swimming Pool	External
21	General Services Office (GSO)	Acceptance of Deliveries	External
		Inspection of Deliveries	Internal
		Processing of Documents for Payment of Basic Utilities	External
		Releasing/Issuance of Property, Plant and Equipment	External
		Releasing/Issuance of Semi-Expendable Property	External
		Releasing/Issuance of Supplies and Materials	External
		Renewal of Registration of Motor Vehicles	External
		Request for Pre-Repair Inspection	External
		Requesting for Clearance as to Property Accountability	External
		Return of Unserviceable Property/Waste Material	External
		Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) – Processing of Purchase Order (PO) and Notice to Proceed (NTP)	External
Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) – Review of Purchase Request and Other Documentary Requirements	External		
22	Human Resource Management and Development Office (HRMDO)	Issuance of Service Records (SR), Certificate of Employment (CE), Certificate of Employment and Compensation, and Other Personnel Records	Internal



		Processing Letter Referrals from the Civil Service Commission Contact Centre ng Bayan	External
		Processing Hotline 8888 Ticket Referrals	External
		Processing Terminal Leave Benefits (TLB)	Internal
		Processing Walk-In Complaints	External
		Filing of Leave Applications (For 11 or More Applications)	Internal
		Filing of Leave Application/s (For 1-10 Applications)	Internal
		Philippines Veterans Bank Loan Applications	Internal
		Processing Employee Complaints	Internal
		Processing Landbank Loan Applications	Internal
		Processing Multi-Purpose Cooperative Loan Applications	Internal
23	Information and Communications Technology Office (ICTO)	E-mail Creation (@pasay.gov.ph)	Internal
		Network Access for Pasay Domain (With or Without Internet)	Internal
		System Access for Automated Systems	Internal
		Maintenance of ICT Equipment (Hardware and Software)	Internal
		Uploading & Posting of Official Documents to Pasay City Website/Scanning of Documents	Internal
		Technical Support to the Activities of Different Offices	Internal
24	Local Civil Registry Office	Correction of Erroneous Entry Pursuant to Republic Act No. 9048 and 10172	External
		Delayed Registration of Certificate of Death and Fetal Death	External
		Delayed Registration of Certificate of Live Birth	External
		Delayed Registration of Certificate of Marriage	External
		Issuance of Certified True Copy or Certification of Registered Civil Registry Document	External
		Issuance of Marriage License	External
		Registration and Processing of Court Decree	External



		Registration of Deed/Affidavit of Legitimation, Affidavit of Acknowledgement or Admission of Paternity and Affidavit to Use the Surname of the Father	External
		Supplemental Report of Omitted Information in a Registered Civil Registry Document	External
		Timely Registration of Certificate of Death and Fetal Death	External
		Timely Registration of Certificate of Live Birth	External
		Timely Registration of Certificate of Marriage	External
25	Liga ng mga Barangay (LIGA)	Attending to Complaints against Barangay Officials for Mediation	External
		Requesting Financial Assistance for Barangay Officials	External
		Information Dissemination	External
26	Office for Senior Citizen Affairs (OSCA)	Application for Senior Citizen's Identification Card and Purchase Booklet	External
		Certifications of Identification Card (Cancellation, Certification of No Record, and Certification of Registered Senior Citizen of Pasay City)	External
27	Office of the Vice Mayor (OVM)	Approval for Payment of Terminal Leave Benefits of Separated Employees under the Legislative Department	External
		Approval of Leave Applications of Employees under the Legislative Department	Internal
		Approval of Payroll for the Salaries, Allowances and other Personnel Benefits	Internal
		Burial Assistance	External
		Educational Assistance	External
		Issuance of Referral/Endorsement Letters for Financial and Medical Assistance	External
		Issuance of Travel Authority for Official or Personal Purpose	Internal
		Medicine and Food Supplement Distribution	External
		Signing of Checks for Payment of Various Obligations	External



		Signing of Pasay City Government's Clearance Form	Internal
28	Pasay City Barangay Bureau (PCBB)	Barangay Financial Assistance	External
		Barangay Official Certification for Application of Appropriate CSC Eligibility	External
		Certification of Barangay Official Records	External
		Dissemination of Official Communication and Hotline 8888 Tickets to Concerned Barangay	External
		Educational Financial Assistance Program-Travel City Scholar Private/Semi Private Schools (New/Renewal)	External
		Filing and Processing of Barangay Official's Fidelity Bond	External
		Registration for Electronic Mamamayan ID for Residents of Pasay City (EMI PORTAL)	External
29	Pasay Cooperative and Development Office (PCDO)	Clearance from Money and Property Accountabilities	Internal
		Conduct of Cooperative Pre-Membership Seminar 269-271 27 (PMES)/Cooperative Orientation Seminar/Bayanihan Banking Program (BBP) Technology Transfer and Livelihood Skills Training	External
		Cooperative Continuous Education Program	External
		Issuance of Endorsement letter to Cooperatives Securing Business/Mayor's Permit	External
30	Pasay City Disaster Risk Reduction and Management Office (PCDRMO)	Events Risk Management Coordination	External
		Events Risk Management Deployment	External
		Request for Patient Transport/Conduction	External
		Emergency Response Operations	External
		Request for Trainings and Drills	External
		Review of Barangay DRRM Plans and Budget	External



31	Pasay City Environment and Natural Resources (PCENRO)	Coastal Bay and Estero Clean-up Operation Services	External
		Environmental Laws and City Ordinances Seminar Schedule	External
		Establishment and Monitoring of Materials Recovery Facility (MRF) and Household	External
		Garbage and Special Operation Collection Services	External
		Issuance of Certificate of Completion or Clearance	External
		Release of Confiscated Goods from Sidewalk Vendors	External
		Sidewalk Clearing Services	External
		Street Sweeping Services	External
32	Pasay City General Hospital (PCGH)	Availing Admission Services of Pasay City General Hospital	External
		Availing of Medical Social Service Assistance (Emergency Room, Out Patient Department and Admitted Patients)	External
		Availing the Services of PhilHealth Section (Reimbursement of Out of Pocket Expenses)	External
		Availing the Services of PhilHealth Section for Discharging of Patients	External
		Availing the Services of the Emergency Room (ER) Department	External
		Availing the Services of the Laboratory Department	External
		Availing the Services of the Out-Patient Department (OPD)	External
		Availing the Services of the Radiology Department	External
		Issuance of Referrals to Inter-Agencies (Department of Health-Medical Assistance Program (DOH-MAP), Philippine Charity Sweepstakes Office (PCSO), Malasakit Center, etc.) for various assistance such as Medical Assistance, Temporary Shelter, Transportation Assistance, etc.	External



		Issuance of Senior Citizen Medical Social Service Card to Emergency Room, Out Patient Department and Admitted Senior Citizen Patients	External
		Patients for Hospital Admission	External
		Patients for Hospital Discharge	External
33	Pasay City Public Market (PCPM)	Application for the Occupancy (Award) of a Market Stall	External
		Application for the Renewal of Occupancy (Award) of a Market Stall	External
		Filing a Complaint	External
		Issuance of Certification of Registered Market Stall Holders	External
34	Pasay City Public Cemetery and Crematorium (PCPCC)	Availing Cremation Services	External
		Availing of Burial Lot/Niche/Apartment Services	External
		Availing of Interment Services	External
		Renewal of Contracts for Lot/Niches and Apartments	External
35	Pasay Social Welfare and Development Department (PSWDD)	Balik Probinsya Program	External
		Burial and Medical Assistance	External
		Day Care Services Program	External
		Disaster Response and Relief Operations	External
		Issuance of Case Summary Report	External
		Issuance of Certificate of Indigency	External
		Issuance of Certificate of Indigency and Eligibility	External
		Issuance of Parenting Capability Assessment Report	External
		Issuance of Social Case Study Report	External
		Issuance of Solo Parent ID Card	External
36	Pasay Traffic and Parking Management Office (PTPMO)	Confiscated Plate Numbers and/or Driver's License Due to Failed Emission Test	External
		Handling Traffic Related Complaints	External
		Redeeming of Apprehended Driver's License and/or Plate Numbers	External
		Requesting Traffic Permit	External
		Transportation Request (Balik-Probinsya Program)	External



		Redeeming of Impounded Vehicles	External
		Request for Traffic Management Services for Special Occasions/Events	External
37	Persons with Disability Affairs Office (PDAO)	Applying Persons with Disability Identification Card and Purchase Booklet	External
38	Public Information Office (PIO)	Complaints relayed through the Official Pasay City Public Information Office Facebook Account	External
		Providing Updated Contact Number/s of All City Government Departments/Offices and National Offices in Pasay	External
		Event Documentation (video/photo/news coverage) of the Different Activities in the City particularly those involving the City Chief Executive	Internal
39	People's Law Enforcement Board (PLEB)	Filing a Complaint against Erring Police Officer	External
		Issuance of PLEB Clearance/Certification	External
40	Public Order and Safety Unit (POSU)	Manpower Assistance during Special Events	External
		Security Assistance to City Government Departments/Offices	Internal
41	Public Employment Service Office (PESO)	Application for Special Program for the Employment of Students	External
		Job Placement for Senior Citizens and Persons with Disabilities (PWDs)	External
		Livelihood Assistance	External
		Work Immersion/On-the-Job Training	External
		Request for Skills Training Registration	External
		Accreditation of Commercial Establishment/Company	External
		Securing Referral Letter for Job Placement	External
		Tulong Panghanapbuhay para sa Disadvantaged/Displaced (TUPAD) Workers	External
42	Tricycle/Pedicab Franchising Regulatory Office (TPFRO)	Issuance of TPFRO License Plate and/or Sticker to Tricycles and Pedicabs	External
		Renewal of Franchise and/or Mayor's Permit of Tricycle or Pedicab	External



		New Franchise and Mayor's Permit for Pedicab	External
43	Urban Development and Housing Office (UDHO)	Applying for UDHO MERALCO Certificate	External
		Payment of Geronimo Homeowners Association Amortization Fess for Awarded Government Lots	External
		Resolution of Issues and Concerns presented by Informal Settlers of the Community	External
		Issuance of Assistance on the Registration and Accreditation of Homeowners Association	External

Table 2 illustrates the names and corresponding types of services offered by 43 City Government departments/offices.

**C. List of Services Surveyed, Responses, and Total Number of Transacting Clients**

**Table 3: Pasay City Government Numerical Data on Surveyed and Unsurveyed Clients**

TYPES OF SERVICES	NUMBER	SURVEYED	UNSURVEYED
External	218	171	47
Internal	34	20	14
<b>TOTAL</b>	<b>252</b>	<b>191</b>	<b>61</b>

Table 3 shows that the City Government has two hundred fifty-two (252) services: two hundred eighteen (218) are external while thirty-four (34) are internal.

Out of the 218 external services, one hundred seventy-one (171) were surveyed while forty-seven (47) remain unsurveyed.

On the other hand, out of 34 internal services, twenty (20) were surveyed while fourteen (14) were unsurveyed.

Subsequently, presented are the specific services that were subject to survey administration by the City Government



**Table 4: Pasay City Government Numerical Data on Surveyed Services vs. Total Transactions**

No.	External Services	Responses	Total Transactions
1	Accessory Building Permit Application for Fencing (including Firewall Separate from Building) and Road Construction	1	3
2	Accreditation of Commercial Establishment/Company	19	19
3	Application for Annual Building Inspection Certificate	119	1,401
4	Application for Certificate of Occupancy	356	481
5	Application for Entrance Examination	300	300
6	Application for Mayor's Clearance	150	507
7	Application for Sanitary/Excavation Permits	96	124
8	Application for Senior Citizen's Identification Card and Purchase Booklet	3,160	6,507
9	Application for Special Program for the Employment of Students	280	280
10	Application for Working Permit	383	99,102
11	Applying for a New or Updated Tax Declaration	231	421
12	Applying for Accreditation of Non-Government and People's Organization (NGO)	100	121
13	Applying for New Health Certificate	1,231	49,685
14	Applying for Sanitary Permit (New Applicants)	160	2,940
15	Applying for the Renewal of Health Certificate	65	17,115
16	Applying for the Renewal of Sanitary Permit	33	6,862



17	Applying for UDHO MERALCO Certificate	231	231
18	Applying Persons with Disability Identification Card and Purchase Booklet	257	4,868
19	Approval for Payment of Terminal Leave Benefits of Separated Employees under the Legislative Department	12	22
20	Assisting Taxpayers regarding Queries on Real Property Tax (RPT) Assessment/Collection	385	385
21	Attending to Complaints against Barangay Officials for Mediation	11	11
22	Availing Cremation Services	290	651
23	Availing of Burial Lot/Niche/Apartment Services	455	674
24	Availing of Interment Services	468	975
25	Availing the Use of Basketball/Volleyball Court	18	18
26	Availing the Use of Cuneta Astrodome for Events	14	14
27	Availing the Use of Fitness Gym	21	21
28	Availing the Use of Main Court for Events	13	13
29	Availing the Use of Swimming Pool	87	87
30	Balik Probinsya Program	6	6
31	Building Permit Application	394	811
32	Burial Assistance	20	34
33	Cancellation of Property Records	19	56
34	Certification of Barangay Official Records	78	78



35	Certifications of Identification Card (Cancellation, Certification of No Record, and Certification of Registered Senior Citizen of Pasay City)	387	387
36	Coastal Bay and Estero Clean-up Operation Services	354	354
37	Complaints relayed through the Official Pasay City Public Information Office Facebook Account	36	1,005
38	Confiscated Plate Numbers and/or Driver's License Due to Failed Emission Test	23	207
39	Cooperative Continuous Education Program	548	548
40	Correction of Erroneous Entry Pursuant to Republic Act No. 9048 and 10172	11	848
41	Delayed Registration of Certificate of Death and Fetal Death	2	37
42	Delayed Registration of Certificate of Live Birth	19	841
43	Delayed Registration of Certificate of Marriage	2	13
44	Dissemination of Official Communication and Hotline 8888 Tickets to Concerned Barangay	38	305
45	Educational Assistance	12	20
46	Educational Financial Assistance Program-Travel City Scholar Private/Semi Private Schools (New/Renewal)	1,129	4,063
47	Engineering Permit Application (Excavation Permit)	16	72
48	Enrollment of New Students	853	853
49	Enrollment of New Students under BS Nursing Course	853	853



50	Enrollment of New Students under Master's Degree and Law Courses	853	853
51	Enrollment of Old Students	853	853
52	Enrollment of Old Students under BS Nursing Course	853	853
53	Enrollment of Old Students under Master's Degree and Law Courses	853	853
54	Enrollment of Transferee Students	853	853
55	Enrollment of Transferee Students under BS Nursing Course	853	853
56	Enrollment of Transferee Students under Master's Degree and Law Courses	853	853
57	Establishment and Monitoring of Materials Recovery Facility (MRF) and Household	210	210
58	Events Risk Management Coordination	472	560
59	Filing a Complaint	63	63
60	Filing a Complaint against Erring Police Officer	8	8
61	Filing and Processing of Barangay Official's Fidelity Bond	48	344
62	Filing of Administrative Case against Erring Barangay Officials	12	12
63	Filing of Administrative Complaints against City Government Employees	13	13
64	Filing of Barangay Ordinance and Resolution for Review and Approval	135	197
65	Garbage and Special Operation Collection Services	3	3
66	Handling Traffic Related Complaints	19	171
67	Information Dissemination	16	16



68	Inspection and Accreditation of Meat Delivery Vehicles	95	100
69	Issuance of BIR Form 2307 (Certificate of Creditable Tax Withheld at Source)	334	2,523
70	Issuance of Certificate of Completion or Clearance	3	3
71	Issuance of Certificate of Conformance (Prior to Occupancy)	197	279
72	Issuance of Certificate of Conformance for New Applicants	489	2,365
73	Issuance of Certificate of Indigency	4	4
74	Issuance of Certificate of Indigency and Eligibility	173	173
75	Issuance of Certificate of Zoning Classification	3	7
76	Issuance of Certification for Non-Ownership of Business Establishment	56	65
77	Issuance of Certification for Registered Business (Access to Record)	165	289
78	Issuance of Certification of Registered Market Stall Holders	250	509
79	Issuance of Certified Copy/ies of Tax Declarations and/or Property Holdings, Non-Property and No-Improvement	328	18,349
80	Issuance of Certified True Copy of Local Ordinance, Resolution, Minutes of the Session, En Banc, Committee and Public Hearings and Other Legislative Records	47	47
81	Issuance of Certified True Copy of Mayor's/Business Permit	257	257



82	Issuance of Certified True Copy or Certification of Registered Civil Registry Document	408	9,423
83	Issuance of Company/Job Referrals, Certification, etc.	38	560
84	Issuance of Endorsement Letter to Cooperatives Securing Business/Mayor's Permit	71	71
85	Issuance of Financial Assistance/Non-Monetary Donation	122	25,609
86	Issuance of Locational Clearance (LC)	226	458
87	Issuance of Marriage License	73	1,153
88	Issuance of Parenting Capability Assessment Report (PCAR)	8	8
89	Issuance of PLEB Clearance/Certification	33	33
90	Issuance of Property Identification Map (PIM)	63	254
91	Issuance of Real Property Tax Clearance Certificate	595	9,130
92	Issuance of Real Property Tax Order of Payment	96	528
93	Issuance of Referral Letter and Certified True Copies of School Records for CHED Certifications, Authentication and Verification (CAV)	624	624
94	Issuance of Referral/Endorsement Letters for Financial and Medical Assistance	12	45
95	Issuance of Social Case Study Report	39	39
96	Issuance of Social Case Summary Report	247	247
97	Issuance of Solo Parent ID Card	24	24
98	Issuance of Special Events Permit	250	1,196
99	Issuance of Temporary Business Permits	53	100



100	Issuance of Tourism Registration Certificate	414	1,845
101	Issuance of TPFRO License Plate and/or Sticker to Tricycles and Pedicabs	401	2,512
102	Job Placement for Senior Citizens and Persons with Disabilities (PWDs)	24	40
103	Livelihood Assistance	9	90
104	Manpower Assistance during Special Events	40	40
105	Mechanical Permit and Certificate to Operate/Use	4	52
106	Medicine and Food Supplement Distribution	35	62
107	Memoranda Annotation/Cancellation on Tax Declaration	3	5
108	New Franchise and Mayor's Permit for Pedicab	32	68
109	Online Application for Business Permit	376	16,690
110	Oplan Bantay Rabies Program	76	150
111	Payment of Business Taxes (New or Renewal)	237	42,897
112	Payment of Community Tax Certificate (CTC)	624	89,501
113	Payment of Geronimo Homeowners Association Amortization Fees for Awarded Government Lots	312	312
114	Payment of Occupational/Professional Tax Receipt	150	2,280
115	Payment of other Local Taxes, Fees, and Charges	201	1,075
116	Payment of Penalties	21	311
117	Payment of Real Property Taxes	202	156,034
118	Payment of Transfer Taxes	60	5,596



119	Processing of Appeals on Real Property Tax (RPT) Assessment and Collection	32	32
120	Providing Updated Contact Number/s of All City Government Departments/Offices and National Offices in Pasay	25	540
121	Provision of Information and Data to End-Users	132	132
122	Provision of Prosecutor's Certification of Case Status and Certified Copy of Documents	376	1,332
123	Provision of Prosecutor's Clearance	3,180	4,231
124	Reassessment/Correction of Property Records	15	21
125	Receiving Criminal Complaints for Inquest Proceedings	148	2,062
126	Receiving Criminal Complaints for Preliminary Investigation	348	3,070
127	Receiving Official Communications	200	18,885
128	Redeeming of Apprehended Driver's License and/or Plate Numbers	12	108
129	Redeeming of Impounded Vehicles	11	99
130	Registration and Processing of Court Decree	5	143
131	Registration for Electronic Mamamayan ID for Residents of Pasay City (EMI PORTAL)	327	10,305
132	Registration of Deed/Affidavit of Legitimation, Affidavit of Acknowledgement or Admission of Paternity and Affidavit to Use the Surname of the Father	5	166
133	Release of Confiscated Goods from Sidewalk Vendors	5	5
134	Renewal of Contracts for Lot/Niches and Apartments	556	1,011



135	Renewal of Franchise and/or Mayor's Permit of Tricycle or Pedicab	382	2,418
136	Request for Free Legal Counseling/Advice	78	78
137	Request for Patient Transport/Conduction	85	85
138	Request for Skills Training Registration	241	241
139	Request for Traffic Management Services for Special Occasions/Events	15	135
140	Request for Trainings and Drills	100	150
141	Requesting Financial Assistance for Barangay Officials	123	144
142	Requesting for a Copy of Certificate of Grades/Units Earned/ General Weighted Average	624	624
143	Requesting for Clearance as to Property Accountability	93	391
144	Requesting for Original Copy of Related Learning Experience (RLE) Certification (Graduates of S.Y. 2009 and Above)	624	624
145	Requesting Original Copy of Course Description	624	624
146	Requesting Traffic Permit	5	45
147	Resolution of Issues and Concerns presented by Informal Settlers of the Community	112	112
148	Review of Barangay DRRM Plans and Budget	75	100
149	Securing Building Permit Certifications	9	12
150	Securing Certificate of Payment of Real Property Tax	70	9,130



151	Securing Certified True Copy of Real Property Tax Official Receipt (Form No. 56)	65	92
152	Securing Original Copy of Certificate of Good Moral Character, Graduation Certificate, and Certificate of Medium of Instruction	624	624
153	Securing Original Copy of Diploma	624	624
154	Securing Original Copy of Related Learning Experience (RLE) Certification (For Graduates of S.Y. 2008 and Below)	624	624
155	Securing Referral Letter for Job Placement	307	307
156	Securing Transcript of Records (2nd Request or More)	624	624
157	Securing Transcript of Records (TOR) – 1st Request (New Graduates)	624	624
158	Securing Transcript of Records (TOR) 1st Request (Graduates of 1 year ago and previous years)	624	624
159	Securing Transcript of Records (TOR) of Undergraduate Students	624	624
160	Sidewalk Clearing Services	2	2
161	Signing of Checks for Payment of Various Obligations	8	12
162	Supplemental Report of Omitted Information in a Registered Civil Registry Document	5	143
163	Tax Mapping/Verification of Property Location	23	47
164	Timely Registration of Certificate of Death and Fetal Death	19	2,323



165	Timely Registration of Certificate of Live Birth	13	508
166	Timely Registration of Certificate of Marriage	62	1,673
167	Transportation Request (Balik-Probinsya Program)	15	135
168	Treatment and Rehabilitation (Assessment, Drug Dependency Examination, Treatment Referrals)	3,016	3,507
169	Tulong Panghanapbuhay para sa Disadvantaged/Displaced (TUPAD) Workers	22	22
170	Wiring Permit Application	531	1,191
171	Work Immersion/On-the-Job Training	63	63
<b>Total of Number of External Services</b>		<b>46,476</b>	<b>678,277</b>
<b>No.</b>	<b>Internal Services</b>		
1	Approval of Leave Applications of Employees under the Legislative Department	18	46
2	Approval of Payroll for the Salaries, Allowances, and other Personnel Benefits	48	50
3	Certification/s as to Availability of Appropriation on Obligation Request (ObR) (For 1 to 7 Transactions)	71	10,198
4	Certification/s as to Availability of Appropriation on Obligation Request (ObR) (For 8 or More Transactions)	71	10,198
5	Certifications (Pag-IBIG)	17	18
6	Certifications (Philhealth)	135	207



7	Issuance of Certification of No Pending Administrative Case	2,218	4,465
8	Issuance of Certified True Copy of BIR Form 2316 (Certificate of Compensation Payment/ Tax Withheld For Compensation Payment With or Without Tax Withheld)	2	2
9	Issuance of Service Record (SR), Certificate of Employment (CE), Certificate of Employment and Compensation (CEC), and other Personnel Records	3	2,643
10	Issuance of Travel Authority for Official or Personal Purpose	2	12
11	Maintenance of ICT Equipment (Hardware and Software)	71	434
12	Network Access for Pasay Domain (With or Without Internet)	14	130
13	Philippines Veterans Bank Loan Applications	1	132
14	Processing and Checking of Disbursement Vouchers & Liquidation Reports	365	7,299
15	Processing Terminal Leave Benefits (TLB)	2	230
16	Request for Legal Opinion	31	31
17	Request for Verification of No Pending Administrative Case for GSIS Loan/s	1,259	2,416
18	Securing Certifications (GSIS)	33	36
19	Security Assistance to City Government Departments/Offices	30	30
20	System Access for Automated Systems	5	60
<b>Total Number of Internal Services</b>		<b>4,396</b>	<b>38,637</b>
<b>OVERALL TOTAL</b>		<b>50,872</b>	<b>716,914</b>



Table 4 displays the services surveyed for the period of year 2025. Reflected are the number of clients that completed the survey, and the total number of transactions (*surveyed + unsurveyed clients*) during the year.

#### D. Sampling

Respondents for this study were the internal and external clients of PCG departments/offices.

The study utilized a random sampling technique, a probability-based method wherein each individual within the population has an equal likelihood of selection, thereby minimizing selection bias.

**Table 5**  
**Respondents of the Study**

Population (per Recorded Total Number of Transactions/Transacting Clients) = <b>716,914</b>	
Actual Sample (Number of clients who took the survey)	<b>50,872</b>
Response Rate to the Population	<b>7.1%</b>

Table 5 depicts that 7.1% of the clients' population were able to answer the survey. Out of seven hundred sixteen thousand, nine hundred fourteen (716,914) recorded number of transactions/transacting clients, the City Government was able to ask fifty thousand eight hundred seventy-two (50,872) clients to answer the HCSCMQ.

#### 1. Applied confidence level and margin of error

In accordance with the sampling calculator provided in the CSM Guidelines, the **95% confidence interval** and **5% margin of error** are maintained as fixed parameters. This tool served as the authoritative basis for departments and offices to determine their required sample sizes. Each office aimed to meet or exceed these recommended thresholds to ensure the statistical validity of their survey results.

**Table 6**  
**Sample Size vs. Actual Number of Respondents of the Survey**

No.	Service Name	Internal or External Service?	Number of Transactions Annually	Confidence Interval	Margin of Error	Minimum Number of Respondents	Actual Number of Respondents	Population (Total Number of Recorded Transactions/Transacting Clients)
1	Acceptance of Deliveries	External	241	95%	5%	<b>148</b>	0	241
2	Accessory Building Permit Application (Advertising)	External	0	95%	5%	<b>0</b>	0	5



	Billboard Construction and Installation)							
3	Accessory Building Permit Application (Temporary Sidewalk Enclosure)	External	0	95%	5%	0	0	1
4	Accessory Building Permit Application for Fencing (including Firewall Separate from Building) and Road Construction	External	5	95%	5%	5	1	3
5	Accreditation of Commercial Establishment/Company	External	19	95%	5%	18	19	19
6	Addressing Complaints on Sanitation	External	29	95%	5%	27	0	29
7	Application for Annual Building Inspection Certificate	External	379	95%	5%	191	119	1,401
8	Application for Certificate of Occupancy	External	315	95%	5%	173	356	481
9	Application for Entrance Examination	External	6,000	95%	5%	361	300	300
10	Application for Mayor's Clearance	External	864	95%	5%	266	150	507
11	Application for Sanitary/Excavation Permits	External	517	95%	5%	221	96	124
12	Application for Signage Permit	External	0	95%	5%	0	0	0
13	Application for Senior Citizen's Identification Card and Purchase Booklet	External	6,507	95%	5%	363	3,160	6,507
14	Application for Special Program for the Employment of Students	External	280	95%	5%	162	280	280
15	Application for the Occupancy (Award) of a Market Stall	External	0	95%	5%	0	0	0
16	Application for the Renewal of Occupancy (Award) of a Market Stall	External	0	95%	5%	0	0	0



17	Application for Working Permit	External	52,122	95%	5%	381	383	99,102
18	Applying for a New or Updated Tax Declaration	External	421	95%	5%	201	31	421
19	Applying for Accreditation of Non-Government and People's Organization (NGO)	External	121	95%	5%	92	100	121
20	Applying for New Health Certificate	External	49,685	95%	5%	381	1,231	49,685
21	Applying for Sanitary Permit (New Applicants)	External	2,940	95%	5%	340	160	2,940
22	Applying for the Renewal of Health Certificate	External	17,115	95%	5%	376	65	17,115
23	Applying for the Renewal of Sanitary Permit	External	6,862	95%	5%	364	33	6,862
24	Applying for UDHO MERALCO Certificate	External	231	95%	5%	144	231	231
25	Applying Persons with Disability Identification Card and Purchase Booklet	External	4,868	95%	5%	356	257	4,868
26	Approval for Payment of Terminal Leave Benefits of Separated Employees under the Legislative Department	External	10	95%	5%	10	12	22
27	Approval of Leave Applications of Employees under the Legislative Department	Internal	20	95%	5%	19	18	46
28	Approval of Payroll for the Salaries, Allowances and other Personnel Benefits	Internal	100	95%	5%	80	48	50
29	Assisting Taxpayers regarding Queries on Real Property Tax (RPT) Assessment/Collection	External	385	95%	5%	193	385	385
30	Attending to Complaints against Barangay Officials for Mediation	External	10	95%	5%	10	11	11
31	Availing Admission Services of Pasay City General Hospital	External	0	95%	5%	0	0	0



32	Availing Cremation Services	External	651	95%	5%	242	290	651
33	Availing of Burial Lot/Niche/Apartment Services	External	674	95%	5%	245	455	674
34	Availing of Interment Services	External	975	95%	5%	276	468	975
35	Availing of Medical Social Service Assistance (Emergency Room, Out Patient Department and Admitted Patients)	External	0	95%	5%	0	0	0
36	Availing of Membership Card	External	0	95%	5%	0	0	0
37	Availing the Services of PhilHealth Section (Reimbursement of Out of Pocket Expenses)	External	0	95%	5%	0	0	0
38	Availing the Services of PhilHealth Section for Discharging of Patients	External	0	95%	5%	0	0	0
39	Availing the Services of the Emergency Room (ER) Department	External	0	95%	5%	0	0	0
40	Availing the Services of the Laboratory Department	External	0	95%	5%	0	0	0
41	Availing the Services of the Out-Patient Department (OPD)	External	0	95%	5%	0	0	0
42	Availing the Services of the Radiology Department	External	0	95%	5%	0	0	0
43	Availing the Use of Basketball/Volleyball Court	External	18	95%	5%	17	18	18
44	Availing the Use of Cuneta Astrodome for Events	External	14	95%	5%	14	14	14
45	Availing the Use of Fitness Gym	External	21	95%	5%	20	21	21
46	Availing the Use of Main Court for Events	External	13	95%	5%	13	13	13



47	Availing the Use of Swimming Pool	External	87	95%	5%	71	87	87
48	Balik Probinsya Program	External	6	95%	5%	6	6	6
49	Bank Advice	Internal	1,599	95%	5%	310	0	1,599
50	Barangay Financial Assistance	External	25,017	95%	5%	378	0	25,017
51	Barangay Official Certification for Application of Appropriate CSC Eligibility	External	0	95%	5%	0	0	0
52	Building Permit Application	External	510	95%	5%	219	394	811
53	Burial and Medical Assistance	External	0	95%	5%	0	0	0
54	Burial Assistance	External	20	95%	5%	19	20	34
55	Cancellation of Property Records	External	56	95%	5%	49	19	56
56	Certification of Barangay Official Records	External	61	95%	5%	53	78	78
57	Certification/s as to Availability of Appropriation on Obligation Request (ObR) (For 1 to 7 Transactions)	Internal	9,206	95%	5%	369	71	10,198
58	Certification/s as to Availability of Appropriation on Obligation Request (ObR) (For 8 or More Transactions)	Internal	9,206	95%	5%	369	71	10,198
59	Certification/s (Pag-IBIG)	Internal	18	95%	5%	17	17	18
60	Certification/s (Philhealth)	Internal	207	95%	5%	135	135	207
61	Certifications of Identification Card (Cancellation, Certification of No Record, and Certification of Registered Senior Citizen of Pasay City)	External	387	95%	5%	193	387	387
62	Clearance from Money and Property Accountabilities	Internal	0	95%	5%	0	0	0



63	Coastal Bay and Estero Clean-up Operation Services	External	472	95%	5%	212	354	354
64	Complaints relayed through the Official Pasay City Public Information Office Facebook Account	External	3,500	95%	5%	346	36	1,005
65	Conduct of Cooperative Pre-Membership Seminar 269-271 27 (PMES)/Cooperative Orientation Seminar/Bayanihan Banking Program (BBP) Technology Transfer and Livelihood Skills Training	External	0	95%	5%	0	0	200
66	Confiscated Plate Numbers and/or Driver's License Due to Failed Emission Test	External	12,494	95%	5%	373	23	207
67	Cooperative Continuous Education Program	External	548	95%	5%	226	548	548
68	Correction of Erroneous Entry Pursuant to Republic Act Nos. 9048 and 10172	External	848	95%	5%	265	11	848
69	Day Care Services Program	External	0	95%	5%	0	0	0
70	Delayed Registration of Certificate of Death and Fetal Death	External	37	95%	5%	34	2	37
71	Delayed Registration of Certificate of Live Birth	External	841	95%	5%	264	19	841
72	Delayed Registration of Certificate of Marriage	External	13	95%	5%	13	2	13
73	Disaster Response and Relief Operations	External	0	95%	5%	0	0	0
74	Dissemination of Official Communication and Hotline 8888 Tickets to Concerned Barangay	External	305	95%	5%	170	38	305
75	Educational Assistance	External	15	95%	5%	14	12	20
76	Educational Financial Assistance Program-Travel City Scholar	External	4,063	95%	5%	351	1,129	4,063



	Private/Semi Private Schools (New/Renewal)							
77	E-mail Creation (@pasay.gov.ph)	Internal	15	95%	5%	14	0	15
78	Emergency Response Operations	External	30	95%	5%	28	0	0
79	Engineering Permit Application (Excavation Permit)	External	99	95%	5%	79	16	72
80	Enrollment of New Students	External	310	95%	5%	172	853	853
81	Enrollment of New Students under BS Nursing Course	External	345	95%	5%	182	853	853
82	Enrollment of New Students under Master's Degree and Law Courses	External	156	95%	5%	111	853	853
83	Enrollment of Old Students	External	3,470	95%	5%	346	853	853
84	Enrollment of Old Students under BS Nursing Course	External	345	95%	5%	182	853	853
85	Enrollment of Old Students under Master's Degree and Law Courses	External	295	95%	5%	167	853	853
86	Enrollment of Transferee Students	External	86	95%	5%	70	853	853
87	Enrollment of Transferee Students under BS Nursing Course	External	6	95%	5%	6	853	853
88	Enrollment of Transferee Students under Master's Degree and Law Courses	External	0	95%	5%	0	853	853
89	Environmental Laws and City Ordinances Seminar Schedule	External	0	95%	5%	0	0	0
90	Establishment and Monitoring of Materials Recovery Facility (MRF) and Household	External	61	95%	5%	53	210	210
91	Event Documentation (video/photo/news coverage) of the Different Activities in the City	Internal	1,000	95%	5%	278	0	500



	particularly those involving the City Chief Executive							
92	Events Risk Management Coordination	External	300	95%	5%	169	472	560
93	Events Risk Management Deployment	External	300	95%	5%	169	0	0
94	Filing a Complaint	External	63	95%	5%	54	63	63
95	Filing a Complaint against Erring Police Officer	External	8	95%	5%	8	8	8
96	Filing and Processing of Barangay Official's Fidelity Bond	External	344	95%	5%	182	48	344
97	Filing of Administrative Case against Erring Barangay Officials	External	12	95%	5%	12	12	12
98	Filing of Administrative Complaints against City Government Employees	External	15	95%	5%	14	13	13
99	Filing of Barangay Ordinance and Resolution for Review and Approval	External	197	95%	5%	130	135	197
100	Filing of Leave Application/s (For 1-10 Applications)	Internal	11,118	95%	5%	371	0	14,774
101	Filing of Leave Applications (For 11 or More Applications)	Internal	11,118	95%	5%	371	0	14,774
102	Garbage and Special Operation Collection Services	External	3	95%	5%	3	3	3
103	Handling Traffic Related Complaints	External	1,820	95%	5%	317	19	171
104	Information Dissemination	External	30	95%	5%	28	16	16
105	Inspection and Accreditation of Meat Delivery Vehicles	External	100	95%	5%	80	95	100
106	Inspection of Deliveries	Internal	241	95%	5%	148	0	241
107	Issuance of Assistance on the Registration and	External	0	95%	5%	0	0	0



	Accreditation of Homeowners Association							
108	Issuance of BIR Form 2307 (Certificate of Creditable Tax Withheld at Source)	External	2,523	95%	5%	334	334	2,523
109	Issuance of Certificate of No Pending Case for Barangay Officials	External	0	95%	5%	0	0	0
110	Issuance of Certificate of Completion or Clearance	External	3	95%	5%	3	3	3
111	Issuance of Certificate of Conformance (Prior to Occupancy)	External	316	95%	5%	174	197	279
112	Issuance of Certificate of Conformance for New Applicants	External	2,466	95%	5%	332	489	2,365
113	Issuance of Certificate of Indigency	External	8	95%	5%	8	4	4
114	Issuance of Certificate of Indigency and Eligibility	External	173	95%	5%	119	173	173
115	Issuance of Certificate of Zoning Classification	External	10	95%	5%	10	3	7
116	Issuance of Certification for Non-Ownership of Business Establishment	External	91	95%	5%	74	56	65
117	Issuance of Certification for Registered Business (Access to Record)	External	212	95%	5%	137	165	289
118	Issuance of Certification of No Pending Administrative Case	Internal	2,500	95%	5%	333	2,218	4,465
119	Issuance of Certification of Registered Market Stall Holders	External	509	95%	5%	219	250	509
120	Issuance of Certified Copy/ies of Tax Declarations and/or Property Holdings, Non-Property and No-Improvement	External	18,349	95%	5%	376	328	18,349
121	Issuance of Certified True Copy of BIR Form 2316 (Certificate of Compensation Payment)	Internal	2	95%	5%	2	2	2



	/Tax Withheld For Compensation Payment With or Without Tax Withheld)							
122	Issuance of Certified True Copy of Local Ordinance, Resolution, Minutes of the Session, En Banc, Committee and Public Hearings and Other Legislative Records	External	47	95%	5%	42	47	47
123	Issuance of Certified True Copy of Mayor's/Business Permit	External	690	95%	5%	247	257	777
124	Issuance of Certified True Copy or Certification of Registered Civil Registry Document	External	9,423	95%	5%	369	408	9,423
125	Issuance of Company/Job Referrals/Certifications	External	38	95%	5%	35	38	560
126	Issuance of Endorsement Slip to Cooperatives Securing Business/Mayor's Permit	External	71	95%	5%	60	71	71
127	Issuance of Financial Assistance/Non-Monetary Donation	External	20,887	95%	5%	377	122	25,609
128	Issuance of Locational Clearance (LC)	External	467	95%	5%	211	226	458
129	Issuance of Marriage License	External	1,153	95%	5%	288	73	1,153
130	Issuance of Parenting Capability Assessment Report	External	8	95%	5%	8	8	8
131	Issuance of PLEB Clearance/Certification	External	33	95%	5%	30	33	33
132	Issuance of Property Identification Map (PIM)	External	254	95%	5%	153	63	254
133	Issuance of Real Property Tax Clearance Certificate	External	9,130	95%	5%	369	595	9,130
134	Issuance of Real Property Tax Order of Payment	External	528	95%	5%	223	96	528
135	Issuance of Referral Letter and Certified True	External	883	95%	5%	268	624	624



	Copies of School Records for CHED Certifications, Authentication and Verification (CAV)							
136	Issuance of Referral/Endorsement Letters for Financial and Medical Assistance	External	28	95%	5%	26	12	45
137	Issuance of Referrals to Inter-Agencies (Department of Health-Medical Assistance Program (DOH-MAP), Philippine Charity Sweepstakes Office (PCSO), Malasakit Center, etc.) for various assistance such as Medical Assistance, Temporary Shelter, Transportation Assistance, etc.	External	0	95%	5%	0	0	0
138	Issuance of Senior Citizen Medical Social Service Card to Emergency Room, Out Patient Department and Admitted Senior Citizen Patients	External	0	95%	5%	0	0	0
139	Issuance of Service Record (SR), Certificate of Employment (CE), Certificate of Employment and Compensation (CEC), and other Personnel Records	Internal	3,131	95%	5%	342	3	2,643
140	Issuance of Social Case Study Report	External	39	95%	5%	35	39	39
141	Issuance of Social Case Summary Report	External	247	95%	5%	151	247	247
142	Issuance of Solo Parent ID Card	External	24	95%	5%	23	24	24
143	Issuance of Special Events Permit	External	1,183	95%	5%	290	250	1,196
144	Issuance of Temporary Business Permits	External	49	95%	5%	44	53	100
145	Issuance of Tourism Registration Certificate	External	1,205	95%	5%	291	414	1,845



146	Issuance of TPFRO License Plate and/or Sticker to Tricycles and Pedicabs	External	2,512	95%	5%	333	401	2,512
147	Issuance of Travel Authority for Official or Personal Purpose	Internal	12	95%	5%	12	2	12
148	Job Placement for Senior Citizens and Persons with Disabilities (PWDs)	External	24	95%	5%	23	24	24
149	Livelihood Assistance	External	9	95%	5%	9	9	9
150	Maintenance of ICT Equipment (Hardware and Software)	Internal	136	95%	5%	101	71	434
151	Manpower Assistance during Special Events	External	30	95%	5%	28	40	40
152	Mechanical Permit and Certificate to Operate/Use	External	137	95%	5%	101	4	52
153	Medicine and Food Supplement Distribution	External	30	95%	5%	28	35	62
154	Memoranda Annotation/Cancellation on Tax Declaration	External	5	95%	5%	5	3	5
155	Network Access for Pasay Domain (With or Without Internet)	Internal	130	95%	5%	97	14	130
156	New Franchise and Mayor's Permit for Pedicab	External	68	95%	5%	58	32	68
157	Online Application for Business Permit	External	12,157	95%	5%	372	376	16,690
158	Oplan Bantay Rabies Program	External	150	95%	5%	108	76	150
159	Patients for Hospital Admission	External	0	95%	5%	0	0	0
160	Patients for Hospital Discharge	External	0	95%	5%	0	0	0
161	Payment of Business Taxes (New or Renewal)	External	42,897	95%	5%	381	237	42,897
162	Payment of Community Tax Certificate (CTC)	External	89,501	95%	5%	383	624	89,501



163	Payment of Geronimo Homeowners Association Amortization Fees for Awarded Government Lots	External	312	95%	5%	172	312	312
164	Payment of Occupational/Professional Tax Receipt	External	2,280	95%	5%	329	150	2,280
165	Payment of other Local Taxes, Fees, and Charges	External	1,075	95%	5%	283	201	1,075
166	Payment of Penalties	External	311	95%	5%	172	21	311
167	Payment of Real Property Taxes	External	156,034	95%	5%	383	202	156,034
168	Payment of Transfer Taxes	External	5,596	95%	5%	360	60	5,596
169	Payroll Transactions	Internal	4,775	95%	5%	356	0	4,775
170	Philippines Veterans Bank Loan Applications	Internal	132	95%	5%	98	1	132
171	Post Abattoir Inspection (Monitoring of Illegal Entry of Meat Product/Hot Meat and Double Dead Meat)	External	0	95%	5%	0	0	0
172	Processing and Checking of Disbursement Vouchers & Liquidation Reports	Internal	7,299	95%	5%	365	365	7,299
173	Processing Employee Complaints	Internal	10	95%	5%	10	0	6
174	Processing Hotline 8888 Ticket Referrals	External	502	95%	5%	218	0	420
175	Processing Landbank Loan Applications	Internal	630	95%	5%	239	0	500
176	Processing Letter Referrals from the Civil Service Commission Contact Centre ng Bayan	External	4	95%	5%	4	0	7
177	Processing Multi-Purpose Cooperative Loan Applications	Internal	250	95%	5%	152	0	300
178	Processing of Appeals on Real Property Tax (RPT)	External	32	95%	5%	30	32	32



	Assessment and Collection							
179	Processing of Documents for Payment of Basic Utilities	External	3,120	95%	5%	342	0	3,120
180	Processing Terminal Leave Benefits (TLB)	Internal	194	95%	5%	129	2	230
181	Processing Walk-In Complaints	External	10	95%	5%	10	0	14
182	Providing Updated Contact Number/s of All City Government Departments/Offices and National Offices in Pasay	External	800	95%	5%	260	25	540
183	Provision of Information and Data to End-Users	External	132	95%	5%	98	132	132
184	Provision of Prosecutor's Certification of Case Status and Certified Copy of Documents	External	1,332	95%	5%	298	376	1,332
185	Provision of Prosecutor's Clearance	External	4,231	95%	5%	352	3,180	4,231
186	Reassessment/Correction of Property Records	External	21	95%	5%	20	15	21
187	Receiving Criminal Complaints for Inquest Proceedings	External	2,062	95%	5%	324	148	2,062
188	Receiving Criminal Complaints for Preliminary Investigation	External	3,070	95%	5%	342	348	3,070
189	Receiving Official Communications	External	10,797	95%	5%	371	200	18,885
190	Redeeming of Apprehended Driver's License and/or Plate Numbers	External	108	95%	5%	84	12	108
191	Redeeming of Impounded Vehicles	External	1,331	95%	5%	298	11	99
192	Registration and Processing of Court Decree	External	370	95%	5%	189	3	370
193	Registration for Electronic Mamamayan ID for	External	10,305	95%	5%	370	327	10,305



	Residents of Pasay City (EMI PORTAL)							
194	Registration of Deed/Affidavit of Legitimation, Affidavit of Acknowledgement or Admission of Paternity and Affidavit to Use the Surname of the Father	External	166	95%	5%	116	5	166
195	Release of Confiscated Goods from Sidewalk Vendors	External	5	95%	5%	5	5	5
196	Releasing/Issuance of Property, Plant and Equipment	External	110	95%	5%	86	0	110
197	Releasing /Issuance of Semi Expendable Property	External	110	95%	5%	86	0	110
198	Releasing/Issuance of Supplies and Materials	External	110	95%	5%	86	0	0
199	Renewal of Contracts for Lot/Niches and Apartments	External	1,011	95%	5%	279	556	1,011
200	Renewal of Franchise and/or Mayor's Permit of Tricycle or Pedicab	External	2,418	95%	5%	332	382	2,418
201	Renewal of Registration of Motor Vehicles	External	101	95%	5%	80	0	101
202	Request for Free Legal Counseling/Advice	External	80	95%	5%	66	78	78
203	Request for Legal Opinion	Internal	40	95%	5%	36	31	31
204	Request for Patient Transport/Conduction	External	30	95%	5%	28	85	85
205	Request for Pre-Repair Inspection	External	131	95%	5%	98	0	131
206	Request for Skills Training Registration	External	241	95%	5%	148	241	241
207	Request for Traffic Management Services for Special Occasions/Events	External	74	95%	5%	62	15	135
208	Request for Trainings and Drills	External	150	95%	5%	108	100	150



209	Request for Verification of No Pending Administrative Case for GSIS Loan/s	Internal	2,000	95%	5%	322	1,259	2,416
210	Requesting Financial Assistance for Barangay Officials	External	120	95%	5%	92	123	144
211	Requesting for a Copy of Certificate of Grades/Units Earned/ General Weighted Average	External	964	95%	5%	275	624	624
212	Requesting for Clearance as to Property Accountability	External	391	95%	5%	194	93	931
213	Requesting for Original Copy of Related Learning Experience (RLE) Certification (Graduates of S.Y. 2009 and Above)	External	1,184	95%	5%	290	624	624
214	Requesting Original Copy of Course Description	External	26	95%	5%	24	624	624
215	Requesting Traffic Permit	External	83	95%	5%	68	5	45
216	Resolution of Issues and Concerns presented by Informal Settlers of the Community)	External	112	95%	5%	87	112	112
217	Return of Unserviceable Property/Waste Material	External	63	95%	5%	54	0	63
218	Review of Barangay DRRM Plans and Budget	External	150	95%	5%	108	75	100
219	Securing Building Permit Certifications	External	32	95%	5%	30	9	12
220	Securing Certificate of Payment of Real Property Tax	External	9,130	95%	5%	369	70	9,130
221	Securing Certifications (GSIS)	Internal	36	95%	5%	33	33	33
222	Securing Certified True Copy of Real Property Tax Official Receipt (Form No. 56)	External	92	95%	5%	74	65	92



223	Securing Original Copy of Certificate of Good Moral Character, Graduation Certificate, and Certificate of Medium of Instruction	External	1,297	95%	5%	297	624	624
224	Securing Original Copy of Diploma	External	1,873	95%	5%	319	624	624
225	Securing Original Copy of Related Learning Experience (RLE) Certification (For Graduates of S.Y. 2008 and Below)	External	0	95%	5%	0	624	624
226	Securing Referral Letter for Job Placement	External	307	95%	5%	171	307	307
227	Securing Tarpaulin and other IEC Materials re: Responsible Pet Ownership and Schedule of Oplan Bantay Rabies Program	External	0	95%	5%	0	0	0
228	Securing Transcript of Records (2nd Request or More)	External	600	95%	5%	234	624	624
229	Securing Transcript of Records (TOR) - 1st Request (New Graduates)	External	566	95%	5%	229	624	624
230	Securing Transcript of Records (TOR) 1st Request (Graduates of 1 year ago and previous years)	External	320	95%	5%	175	624	624
231	Securing Transcript of Records (TOR) of Undergraduate Students	External	184	95%	5%	125	624	624
232	Security Assistance to City Government Departments/Offices	Internal	30	95%	5%	28	30	30
233	Sidewalk Clearing Services	External	16	95%	5%	15	2	2
234	Signing of Checks for Payment of Various Obligations	External	36	95%	5%	33	33	62
235	Signing of Pasay City Government's Clearance Form	Internal	0	95%	5%	0	0	0



236	Slaughterhouse Operation – Ante Mortem/Post Mortem Inspection	External	10	95%	5%	10	0	10
237	Street Sweeping Services	External	0	95%	5%	0	0	0
238	Supplemental Report of Omitted Information in a Registered Civil Registry Document	External	143	95%	5%	104	5	143
239	System Access for Automated Systems	Internal	60	95%	5%	52	5	60
240	Tax Mapping/Verification of Property Location	External	47	95%	5%	42	23	47
241	Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) – Processing of Purchase Order (PO) and Notice to Proceed (NTP)	External	138	95%	5%	102	0	168
242	Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) – Review of Purchase Request and Other Documentary Requirements	External	273	95%	5%	160	0	273
243	Technical Support to the Activities of Different Offices	Internal	71	95%	5%	60	0	71
244	Timely Registration of Certificate of Death and Fetal Death	External	2,323	95%	5%	330	19	2,323
245	Timely Registration of Certificate of Live Birth	External	508	95%	5%	219	13	508
246	Timely Registration of Certificate of Marriage	External	1,673	95%	5%	313	62	1,673
247	Transportation Request (Balik-Probinsya Program)	External	87	95%	5%	71	15	135
248	Treatment and Rehabilitation	External	2,500	95%	5%	333	3,016	3,507



	(Assessment, Drug Dependency Examination, Treatment Referrals)							
249	Tulong Panghanapbuhay para sa Disadvantaged/Displaced (TUPAD) Workers	External	22	95%	5%	21	22	22
250	Uploading & Posting of Official Documents to Pasay City Website/Scanning of Documents	Internal	961	95%	5%	275	0	961
251	Wiring Permit Application	External	1,541	95%	5%	308	531	1,191
252	Work Immersion/On-the-Job Training	External	63	95%	5%	54	63	63

Table 6 illustrates the target sample size for each service offered by PCG departments and offices, calculated based on annual historical transaction data. It also details the actual number of respondents surveyed in 2025 relative to the total population of recorded transactions for that year.

The data shows that some departments/offices have surpassed the recommended sample size for their survey respondents; however, some have not even reached the sample size nor surveyed any clients.

Certain offices demonstrated best practices in survey administration, resulting in sample sizes that reached or surpassed recommended thresholds. External services providing immediate client outcomes saw the highest engagement levels and some of these are enumerated hereunder.

Services offered by the City University of Pasay such as Securing Original Copy of Certificate of Good Moral Character, Graduation Certificate, and Certificate of Medium of Instruction, Securing Original Copy of Diploma, Securing Original Copy of Related Learning Experience (RLE) Certification (For Graduates of S.Y. 2008 and Below), Securing Referral Letter for Job Placement, Securing Transcript of Records (2nd Request or More) were surveyed surpassingly the sample size. Students as clients are likewise referred as captive audience, since they can be reached collectively in classrooms or via school portals, leading to much higher response rates.

Remarkably, CADAC's Treatment and Rehabilitation (Assessment, Drug Dependency Examination, Treatment Referrals) service surpassed the sample size during survey administration. Survey administration for clients being referred to treatment yields high response rates because the survey can be integrated into the intake or transition process, making completion a standard step in receiving care. Since these individuals are actively seeking help, they have a high personal stake and perceive the survey as a way to ensure their specific needs are met after the interview, consultation or referral process. Furthermore, the structured environment of a clinic or agency allows staff to



provide immediate guidance, removing the technical or motivational barriers that usually cause people to ignore external surveys.

Perceived by borrowers as a mandatory, high-stakes requirement for securing loan approval and final disbursement, CLO's internal service pertaining to Request for Verification of No Pending Administrative Case for GSIS Loan/s survey administration resulted to high response rate too.

Other units yielded negligible results, ranging from low figures to zero. This discrepancy suggests a combination of lenient enforcement and "survey fatigue," where internal clients prioritized high workloads over participation.

Meanwhile, it was previously reported that the PCGH also administers questionnaires prescribed by the Department of Health (DOH). There was a suggestion to merge the DOH and the PCG-CSM questionnaires, but most of the contents differ when it comes to data/information and perceptions being asked. This could have contributed to the zero output of CSMQ of that office answered for year 2025.

## 2. Discussion of response rates

On an aggregate basis, the survey reached a sample of 50,872 individuals from a total client population of 716,914. This represents a 7.1% response rate for the 2025 reporting period.

In certain instances, the prescribed minimum number of respondents was not achieved. Analysis suggests this was due to a combination of administrative leniency, difficulties navigating digital platforms (QR codes/Google Forms), general 'survey fatigue,' and the time-sensitive nature of the clients' transactions.

Meanwhile, hereunder are the services that have been catered, but were not surveyed by its clients in 2025:

**Table 7: Pasay City Government Unsurveyed Services**

### **External Services**

1. Acceptance of Deliveries
2. Accessory Building Permit Application (Advertising Billboard Construction and Installation)
3. Accessory Building Permit Application (Temporary Sidewalk Enclosure)
4. Addressing Complaints on Sanitation
5. Application for Signage Permit
6. Application for the Occupancy (Award) of a Market Stall
7. Application for the Renewal of Occupancy (Award) of a Market Stall
8. Availing Admission Services of Pasay City General Hospital
9. Availing of Medical Social Service Assistance (Emergency Room, Out Patient Department and Admitted Patients)
10. Availing of Membership Card
11. Availing the Services of PhilHealth Section (Reimbursement of Out of Pocket Expenses)



12. Availing the Services of PhilHealth Section for Discharging of Patients
13. Availing the Services of the Emergency Room (ER) Department
14. Availing the Services of the Laboratory Department
15. Availing the Services of the Out-Patient Department (OPD)
16. Availing the Services of the Radiology Department
17. Barangay Financial Assistance
18. Barangay Official Certification for Application of Appropriate CSC Eligibility
19. Burial and Medical Assistance
20. Conduct of Cooperative Pre-Membership Seminar (PMES)/Cooperative Orientation Seminar/Bayanihan Banking Program (BBP) Technology Transfer and Livelihood Skills Training
21. Day Care Services Program
22. Disaster Response and Relief Operations
23. Emergency Response Operations
24. Environment Laws and City Ordinances Seminar Schedule
25. Events Risk Management Deployment
26. Issuance of Assistance on the Registration and Accreditation of Homeowners Association
27. Issuance of Certificate of No Pending Case for Barangay Officials
28. Issuance of Referrals to Inter-Agencies (Department of Health-Medical Assistance Program (DOH-MAP), Philippine Charity Sweepstakes Office (PCSO), Malasakit Center, etc.) for various assistance such as Medical Assistance, Temporary Shelter, Transportation Assistance, etc.
29. Issuance of Senior Citizen Medical Social Service Card to Emergency Room, Out Patient Department and Admitted Senior Citizen Patients
30. Patients for Hospital Admission
31. Patients for Hospital Discharge
32. Post Abattoir Inspection (Monitoring of Illegal Entry of Meat Product/Hot Meat and Double Dead Meat)
33. Processing Letter Referrals from the Civil Service Commission Contact Centre ng Bayan
34. Processing of Documents for Payment of Basic Utilities
35. Processing Hotline 8888 Ticket Referrals
36. Processing Walk-In Complaints
37. Releasing/Issuance of Property, Plant and Equipment
38. Releasing/Issuance of Semi-Expendable Property
39. Releasing/Issuance of Supplies and Materials
40. Renewal of Registration of Motor Vehicles
41. Request for Pre-Repair Inspection
42. Return of Unserviceable Property/Waste Material
43. Securing Tarpaulin and other IEC Materials re: Responsible Pet Ownership and Schedule of Oplan Bantay Rabies Program
44. Slaughterhouse Operation – Ante Mortem/Post Mortem Inspection
45. Street Sweeping Services
46. Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) – Processing of Purchase Order (PO) and Notice to Proceed (NTP)



47. Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) – Review of Purchase Request and Other Documentary Requirements

### **Internal Services**

1. Bank Advice
2. Clearance from Money and Property Accountabilities
3. E-mail Creation
4. Event Documentation (video/photo/news coverage) of the Different Activities in the City particularly those involving the City Chief Executive
5. Filing of Leave Applications (For 1-10 Applications)
6. Filing of Leave Applications (For 11 or More Applications)
7. Inspection of Deliveries
8. Payroll Transactions
9. Processing Employee Complaints
10. Processing Landbank Loan Applications
11. Processing Multi-Purpose Cooperative Loan Applications
12. Signing of Pasay City Government's (PCG) Clearance Form
13. Technical Support to the Activities of Different Offices
14. Uploading & Posting of Official Documents to Pasay City Website/Scanning of Documents

*Table 7* presents the 47 external and 14 internal services that were left unsurveyed for the period of year 2025, respectively.

### **III. Methodology:**

Clients' satisfaction on the availment of services were measured through the process of survey administration, data gathering, tabulation, analysis, and inferential statistics.

#### **A. Mode of Survey Implementation**

In accordance with standardized procedures, the HCSMQ was administered through department-specific QR codes and manual forms. This dual-mode approach allowed both internal and external clients to provide feedback conveniently within a 5-to-10-minute timeframe. To complement the survey, suggestion boxes and Data Privacy Notices were strategically positioned at PACDs and transaction areas to ensure both accessibility and legal compliance.

The HCSMQ has five (5) main parts. The first part asked for clients' demographic profile; Part II are the three (3) questions related to CC awareness; Part III comprised eight (8) questions related to SQDs, Part IV is a question/item for suggestion/s on service improvement; and Part V is the provision of email address, which is optional.

#### **Part I. Demographic Profile**

- Client Type, Age, Sex, Highest Educational Attainment, Region of Residence



- Service Aailed

## Part II. CC

- Awareness
- Visibility
- Helpfulness

## Part III. SQDs

- Responsiveness
- Reliability
- Access and Facilities
- Communication
- Costs
- Integrity
- Assurance
- Outcome

## Part IV. Suggestion/s on Service Improvement

## Part V. Provision of Email Address

Standardized instructions are provided to ensure data accuracy across both submission platforms. For digital respondents, the interface utilizes tick-boxes, dropdown lists, and text entry fields. Conversely, those opting for onsite accomplishment provide their responses by manually marking and completing the printed questionnaire.

Prior to the conduct of the survey, the PCG-HRMDO has scheduled interventions for the Ease of Doing Business-Efficient Government Service Delivery (EODB-EGSD) Point Persons/Administrative Officers with regard to the methodology of the HCSM.

As to the **statistical treatment**, survey data were collected, classified, and tabulated. To facilitate accurate interpretation and logical analysis of data, the following statistical measures were utilized:

1. Percentage. It is also known as related frequency. This was utilized to describe the frequency of scores obtained by the respondents.

$$\% = n/N$$

Where:

$$\% = \text{percent}$$



N = total number of cases  
n = member of particular group

2. Frequency Distribution. This was used to orderly present the various data representing the subject and the observations, which served as the bases of describing the set data to be collected to achieve the results of this study.

$$P = \frac{F}{N} \times 100$$

Where:

P = Percentage  
F = Frequency  
N = Total Number of Cases

3. Opinion Index. A five (5)-point Likert scale was used to measure respondents' **agreement** with various statements. The scoring system used for this study shall provide further discussion for this part (*please refer to Table 8*).

### B. Feedback and Collection Mechanisms

The PCG-HRMDO-Learning and Development Division generated google drive links wherein departments/offices can access their corresponding google forms for both onsite and online versions of the HCSMQ. Also, departments/offices had the opportunity to regularly check, update, and monitor the accomplishment of these forms, for the preparation of their respective reports.

For onsite clients, accomplished HCSMQs were dropped in the suggestion boxes by the clients; and eventually, retrieved and collected by the PACD Officer of the Day at the end of each day's transaction.

### C. Scoring System

#### 1. Table of the Scale and Its Equivalent Number

The 8 SQD Questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall Score. The interpretation of the results are as follows:

**Table 8: Likert Scale Used for the Survey's Scoring System**

Scale	Average	Rating
1	1.00-1.49	Strongly Disagree
2	1.50-2.49	Disagree



3	2.50-3.49	Neither Agree nor Disagree
4	3.50-4.49	Agree
5	4.50-5.00	Strongly Agree

Table 8 displays the Likert Scale ranging from 1-5, the equivalent average and corresponding rating thereof.

#### D. Interpretation of Numerical Results

The overall score for the 8 SQDs were computed based on the following formula:

$$\text{OVERALL SCORE: } \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$$

**Table 9: Numerical Results Interpretation**

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

Table 9 shows the percentage brackets and corresponding adjectival ratings for the numerical results interpretation.

### IV. Result of the HCSM FY 2025:

#### A. Client Demographic

##### 1. Age and Sex

External and internal clients of PCG departments/offices were the respondents for this study.

In order to establish their demographic profile, information/data on age bracket, and sex were collected.

**Table 10: Demographic Profile of the Clients Who Participated in the Survey Administration**

AGE AND SEX	EXTERNAL	INTERNAL	OVERALL
19-Lower	17.67%	0%	14.72%
20-34	26.61%	6.33%	23.22%



35-49	34.08%	14.58%	30.83%
50-64	13.47%	12.15%	13.25%
65 Above	2.85%	14.65%	4.82%
Did Not Specify	5.32%	52.29%	13.16%
Male	47.8%	18.3%	42.39%
Female	48.5%	21.9%	43.68%
Did Not Specify	3.7%	59.8%	13.93%

Table 10 shows that the age groups 35-49 got the highest percentage of clients who answered the HCSMQ, while the least percentage came from the 65 and above cluster for garnering 4.82%.

The result can be attributed to the following facts and observations:

- Most clients prioritize the swift completion of their transactions, often resulting in a tendency to focus only on the survey items that can be answered quickly and easily.
- Clients aged 65 and above may demonstrate less meticulousness when completing the survey, as age-related factors can often make navigating detailed or lengthy forms more challenging for the senior demographic.
- The '65 and above' demographic tended to be less exhaustive in their responses, likely due to age-related constraints that affect the ease of completing multi-part assessments.

Age significantly influences survey engagement, as older and younger respondents interact differently with questionnaire design and cognitive requirements. These variations in how different age groups process and respond to specific features often lead to distinct, age-related patterns in the final survey data.

In terms of sex, the majority or 43.68% of the respondents are female, while 42.39% are male. However, 13.93% opted not to disclose or failed to specify their sex.

Responses based on sex can have a significant impact on survey results. Male and female have different brain structures, which can cause diverse ways of thinking, feeling, and behaving. Sex-disaggregated data reveals that male and female respondents often approach survey questions from different perspectives. These variations in cognitive and behavioral tendencies can result in distinct patterns regarding how services are evaluated and reported.

## 2. Region

Aside from the information/data on their age bracket and sex, the region of residence of the clients was also gathered.



**Table 11: Clients' Region of Residence per Type of Service Availed**

REGION	EXTERNAL	INTERNAL	OVERALL
Region I	0.02%	0%	0.02%
Region II	0.01%	0%	0.01%
Region III	0.26%	0%	0.26%
Region IV-A	1.40%	0%	1.40%
MIMAROPA	0.02%	0%	0.02%
Region V	0.04%	0%	0.04%
Region VI	0.05%	0%	0.05%
Region VII	0%	0%	0%
Region VIII	0.03%	0%	0.03%
Region IX	0%	0%	0%
Region X	0%	0%	0%
Region XI	0%	0%	0%
Region XII	0.01%	0%	0.01%
NCR	97.32%	98.18%	97.33 %
CAR	0%	0%	0%
BARMM	0%	0%	0%
Did Not Specify	0.84%	1.82%	0.83%

Table 11 shows that most of the respondents or 97.33% reside in the National Capital Region (NCR), while Regions VII, IX, X, XI, CAR, and BARMM got zero respondents.

### 3. Customer Type

In addition to the foregoing demographic profile inputs, hereunder is the table pertaining to the types of customers/clients who participated in the survey of the City Government in 2025:

**Table 12: Client Type Who Participated in the Survey Administration**

CLIENT TYPE	EXTERNAL	INTERNAL	OVERALL
Citizen	80.94%	0%	67.91%
Business	7.55%	10%	7.94%
Government	8.58%	86.9%	21.19%
Did not specify	2.93%	3.10%	2.96%

Table 12 describes the types of customers/clients who participated in the survey. The largest percentage came from the citizen group with an equivalent percentage of 67.91%, while 2.96% of the clients did not specify their specific client type.

Given the extensive efforts and rigorous processes undertaken by all stakeholders, the collected demographic data is considered representative of the total client population that transacted with the City Government in 2025.



## B. CC Results

**Table 13. CC Results**

<b>Citizen Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1: Alin sa mga sumusunod ang pinakanaglalarawan ng iyong kamalayan sa Gabay ng Mamamayan? (Which of the following best describes your awareness of a CC?)</b>		
1. Alam ko kung ano ang CC at nakita ko ang CC ng tanggapang ito. (I know what a CC is and I saw this office's CC.)	18,233	68.42%
2. Alam ko kung ano ang CC pero hindi ko nakita ang CC ng tanggapang ito. (I know what a CC is but I did NOT see this office's CC.)	1,914	7.18%
3. Nalaman ko lang ang CC nung makita ko ang CC ng tanggapang ito. (I learned of the CC only when I saw this office's CC.)	5,030	18.87%
4. Hindi ko alam ang CC at hindi rin nakakita sa tanggapang ito. (Sagutan ng 'N/A' sa CC2 at CC3) (I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)	1,473	5.53%
<b>CC2: Kung alam mo ang CC (nasagutang kodigo 1-3 sa CC1), masasabi mo ba na ang CC ng tanggapang ito ay...? (If aware of CC [answered codes 1-3 in CC1], would you say that the CC of this office is ...?)</b>		
1. Madaling makita. (Easy to see)	21,692	81.41%
2. Medyo madaling makita (Somewhat easy to see)	2,656	9.97%
3. Mahirap makita (Difficult to see)	912	3.42%
4. Hindi nakikita (Not visible at all)	440	1.65%
5. Hindi naaangkop (N/A)	945	3.55%
<b>CC3: Kung alam mo ang CC (nasagutang kodigo 1-3 sa CC1), gaano kalaki ang naitulong ng CC sa iyong transaksyon? (If aware of CC [answered codes 1-3 in CC1], how much did the CC help you in your transaction?)</b>		
1. Nakatulong ng malaki (Helped very much)	19,555	73.63%
2. Medyo nakatulong (Somewhat helped)	4,888	18.41%
3. Hindi nakatulong (Did not help)	414	1.56%
4. Hindi naaangkop (N/A)	1,700	6.40%

*Table 13 displays the CC results. While the majority or 68.42% of the respondents know the existence of a CC, 5.53% of the clients were still unaware of it.*

Meanwhile, among those who knew the CC, 81.41% of them expressed that the CC was easily seen; yet 1.65% told that it was not visible. Further, 73.63% pointed out that the utilization of CC really helped them in availing services while 1.56% claimed that the same did not help at all.

## C. SQD Results

Hereunder are the results of SQD for External and Internal Services:



**Table 14. SQD Results for External Services**

SQDs	Lubos na hindi sumasang-ayon (Strongly Disagree)	Hindi sumasang-ayon (Disagree)	Neutral (Neither Agree nor Disagree)	Sang-ayon (Agree)	Lubos na Sumasang-ayon (Strongly Agree)	Hindi Naaangkop (Not Applicable)	TOTAL RESPONSES	OVERALL SCORE
SQD (Overall Satisfaction)	298	112	381	5,203	16,589	81	22,664	96.50%
Responsiveness	377	130	463	9,572	13,501	50	24,093	95.97%
Reliability	276	72	374	8,574	15,003	95	24,394	97.03%
Access and Facilities	220	96	359	7,727	13,425	5141	26,968	96.91%
Communication	231	62	421	8,955	13,970	138	23,777	96.98%
Costs	117	69	283	5,799	8,049	8847	23,164	96.72%
Integrity	213	70	430	8,905	13,982	1062	24,662	96.98%
Assurance	153	26	375	8,273	14,618	1070	24,515	97.64%
Outcome	113	60	479	8,559	14,679	759	24,649	97.27%
<b>OVERALL</b>	1998	697	3565	71,567	123,816	17243	218,886	96.90%

According to the results for External Services in Table 14, the organization achieved a high overall rating of 96.90%. The dimension of Assurance emerged as the strongest performing area, earning a 97.64% rating, which reflects a staff that is consistently helpful and treats patrons with the utmost courtesy. In contrast, Responsiveness received the lowest score at 95.97%; however, this still represents an outstanding level of approval, with clients confirming that the time spent availing of services remained well within reasonable expectations. Overall, these metrics demonstrate a sustained commitment to excellence across all measured service quality dimensions.



**Table 15. SQD Results for Internal Services**

SQDs	Lubos na hindi sumasang-ayon (Strongly Disagree)	Hindi sumasang-ayon (Disagree)	Neutral (Neither Agree nor Disagree)	Sang-ayon (Agree)	Lubos na Sumasang-ayon (Strongly Agree)	Hindi Naaangkop (Not Applicable)	TOTAL RESPONSES	OVERALL SCORE
SQD (Overall Satisfaction)	20	35	62	484	1,345	86	2,032	93.99%
Responsiveness	12	23	58	687	1,245	79	2,104	95.41%
Reliability	5	33	74	364	1,498	61	2,035	94.33%
Access and Facilities	16	34	56	442	1478	54	2,080	94.77%
Communication	36	49	63	526	1,331	45	2,050	92.62%
Costs	21	45	38	230	1,526	142	2,002	94.41%
Integrity	14	24	45	258	1,594	78	2,013	95.71%
Assurance	18	37	52	412	1,487	45	2,051	94.67%
Outcome	17	47	32	354	1,542	32	2,024	95.18%
<b>OVERALL</b>	159	327	480	3,757	13,046	622	18,391	94.57%

Table 15 shows an overall rating of 94.57% for Internal Services, led by Integrity at 95.71%, which underscores high levels of trust in the organization’s ethical transparency. While Communication received the lowest rating at 92.62%, it maintains an "Outstanding" classification; however, this indicates a minor opportunity to improve the dissemination of internal guidelines to ensure a more seamless experience for all patrons.

**Table 16. Overall SQD Results**

SQDs	Lubos na hindi sumasang-ayon (Strongly Disagree)	Hindi sumasang-ayon (Disagree)	Neutral (Neither Agree nor Disagree)	Sang-ayon (Agree)	Lubos na Sumasang-ayon (Strongly Agree)	Hindi Naaangkop (Not Applicable)	TOTAL RESPONSES	OVERALL SCORE
SQD (Overall Satisfaction)	318	147	443	5,687	17,934	167	24,696	96.30%
Responsiveness	389	153	521	10,259	14,746	129	26,197	95.92%
Reliability	281	105	448	8,938	16,501	156	26,429	96.83%



Access and Facilities	236	130	415	8,169	14,903	5,195	29,048	96.73%
Communication	267	111	484	9,481	15,301	183	25,827	96.64%
Costs	138	114	321	6,029	9,575	8,989	25,166	96.46%
Integrity	227	94	475	9,163	15,576	1,140	26,675	96.88%
Assurance	171	63	427	8,685	16,105	1,115	26,566	97.40%
Outcome	130	107	511	8,913	16,221	791	26,673	97.11%
<b>OVERALL</b>	<b>2,157</b>	<b>1,024</b>	<b>4,045</b>	<b>75,324</b>	<b>136,862</b>	<b>17,865</b>	<b>237,277</b>	<b>96.71%</b>

Table 16 presents the overall SQD results. 96.30% of the respondents considered themselves as very satisfied clients/patrons. Among the SQDs measured, the highest confirmation from the clients came from the Assurance dimension, garnering 97.40%. Clients were very pleased with the result of their transaction with the City Government. For the lowest, but still is equivalent to outstanding rating, was the dimension for Responsiveness, earning 95.92% approval. Customers agreed that all concerned PCG employees were very responsive in terms of assisting them as they availed the services.

As for overall SQD results, most respondents were *Very Satisfied* with PCG in terms of the 8 SQDs, recording a score range of 95.92-97.40%.

PCG recorded an Overall Score of 96.71%, which translates to *Outstanding*.

The data below shows the breakdown of the overall result per SQD.

**Table 17. Overall Score per Service**

SERVICE NAME	OVERALL SCORE
Accessory Building Permit Application for Fencing (including Firewall Separate from Building) and Road Construction	100%
Accreditation of Commercial Establishment/Company	100%
Application for Annual Building Inspection Certificate	99.7%
Application for Certificate of Occupancy	100%
Application for Entrance Examination	84.88%
Application for Mayor's Clearance	0%
Application for Sanitary/Excavation Permits	99.8%
Application for Senior Citizen's Identification Card and Purchase Booklet	95.5%
Application for Special Program for the Employment of Students	85.52%



Application for Working Permit	96.9%
Applying for a New or Updated Tax Declaration	94.2%
Applying for Accreditation of Non-Government and People's Organization (NGO)	100%
Applying for New Health Certificate	97.6%
Applying for Sanitary Permit (New Applicants)	97.28%
Applying for the Renewal of Health Certificate	98.62%
Applying for the Renewal of Sanitary Permit	96.9%
Applying for UDHO MERALCO Certificate	70.64%
Applying Persons with Disability Identification Card and Purchase Booklet	95%
Approval for Payment of Terminal Leave Benefits of Separated Employees under the Legislative Department	93.14%
Approval of Leave Applications of Employees under the Legislative Department	98.1%
Approval of Payroll for the Salaries, Allowances, and other Personnel Benefits	95.6%
Assisting Taxpayers regarding Queries on Real Property Tax (RPT) Assessment/Collection	100%
Attending to Complaints against Barangay Officials for Mediation	95.5%
Availing Cremation Services	98.66%
Availing of Burial Lot/Niche/Apartment Services	99.1%
Availing of Interment Services	97.8%
Availing the Use of Basketball/Volleyball Court	100%
Availing the Use of Cuneta Astrodome for Events	100%
Availing the Use of Fitness Gym	100%
Availing the Use of Main Court for Events	100%
Availing the Use of Swimming Pool	73.58%
Balik Probinsya Program	100%
Building Permit Application	100%



Burial Assistance	100%
Cancellation of Property Records	95.3%
Certification of Barangay Official Records	97.5%
Certification/s as to Availability of Appropriation on Obligation Request (ObR) (For 1 to 7 Transactions)	100%
Certification/s as to Availability of Appropriation on Obligation Request (ObR) (For 8 or More Transactions)	100%
Certifications (Pag-IBIG)	100%
Certifications (Philhealth)	100%
Certifications of Identification Card (Cancellation, Certification of No Record, and Certification of Registered Senior Citizen of Pasay City)	98.2%
Coastal Bay and Estero Clean-up Operation Services	100%
Complaints relayed through the Official Pasay City Public Information Office Facebook Account	95.68%
Confiscated Plate Numbers and/or Driver's License Due to Failed Emission Test	91.3%
Cooperative Continuous Education Program	100%
Correction of Erroneous Entry Pursuant to Republic Act No. 9048 and 10172	88.89%
Delayed Registration of Certificate of Death and Fetal Death	100%
Delayed Registration of Certificate of Live Birth	100%
Delayed Registration of Certificate of Marriage	100%
Dissemination of Official Communication and Hotline 8888 Tickets to Concerned Barangay	100%
Educational Assistance	95%
Educational Financial Assistance Program-Travel City Scholar Private/Semi Private Schools (New/Renewal)	94.9%
Engineering Permit Application (Excavation Permit)	100%
Enrollment of New Students	89.09%
Enrollment of New Students under BS Nursing Course	89.09%
Enrollment of New Students under Master's Degree and Law Courses	89.09%
Enrollment of Old Students	89.09%



Enrollment of Old Students under BS Nursing Course	89.09%
Enrollment of Old Students under Master's Degree and Law Courses	89.09%
Enrollment of Transferee Students	89.09%
Enrollment of Transferee Students under BS Nursing Course	89.09%
Enrollment of Transferee Students under Master's Degree and Law Courses	89.09%
Establishment and Monitoring of Materials Recovery Facility (MRF) and Household	100%
Events Risk Management Coordination	100%
Filing a Complaint	88.4%
Filing a Complaint against Erring Police Officer	100%
Filing and Processing of Barangay Official's Fidelity Bond	95.5%
Filing of Administrative Case against Erring Barangay Officials	100%
Filing of Administrative Complaints against City Government Employees	100%
Filing of Barangay Ordinance and Resolution for Review and Approval	100%
Garbage and Special Operation Collection Services	100%
Handling Traffic Related Complaints	100%
Information Dissemination	99.2%
Inspection and Accreditation of Meat Delivery Vehicles	100%
Issuance of BIR Form 2307 (Certificate of Creditable Tax Withheld at Source)	100%
Issuance of Certificate of Completion or Clearance	100%
Issuance of Certificate of Conformance (Prior to Occupancy)	98.14%
Issuance of Certificate of Conformance for New Applicants	98.68%
Issuance of Certificate of Indigency	100%
Issuance of Certificate of Indigency and Eligibility	100%
Issuance of Certificate of Zoning Classification	100%
Issuance of Certification for Non-Ownership of Business Establishment	100%
Issuance of Certification for Registered Business (Access to	97.3%



Record)	
Issuance of Certification of No Pending Administrative Case	100%
Issuance of Certification of Registered Market Stall Holders	97.7%
Issuance of Certified Copy/ies of Tax Declarations and/or Property Holdings, Non-Property and No-Improvement	95.9%
Issuance of Certified True Copy of BIR Form 2316 (Certificate of Compensation Payment /Tax Withheld For Compensation Payment With or Without Tax Withheld)	100%
Issuance of Certified True Copy of Local Ordinance, Resolution, Minutes of the Session, En Banc, Committee and Public Hearings and Other Legislative Records	100%
Issuance of Certified True Copy of Mayor's/Business Permit	97.9%
Issuance of Certified True Copy or Certification of Registered Civil Registry Document	98.75%
Issuance of Company/Job Referrals, Certification, etc.	100%
Issuance of Endorsement Slip to Cooperatives Securing Business/Mayor's Permit	100%
Issuance of Financial Assistance/Non-Monetary Donation	99.1%
Issuance of Locational Clearance (LC)	98.07%
Issuance of Marriage License	99.24%
Issuance of Parenting Capability Assessment Report (PCAR)	100%
Issuance of PLEB Clearance/Certification	100%
Issuance of Property Identification Map (PIM)	95.5%
Issuance of PWD IDs and Purchase Booklets	95%
Issuance of Real Property Tax Clearance Certificate	94%
Issuance of Real Property Tax Order of Payment	98%
Issuance of Referral Letter and Certified True Copies of School Records for CHED Certifications, Authentication and Verification (CAV)	82.79%
Issuance of Referral/Endorsement Letters for Financial and Medical Assistance	100%



Issuance of Service Record (SR), Certificate of Employment (CE), Certificate of Employment and Compensation (CEC), and other Personnel Records	100%
Issuance of Social Case Study Report	100%
Issuance of Social Case Summary Report	100%
Issuance of Solo Parent ID Card	100%
Issuance of Special Events Permit	0%
Issuance of Temporary Business Permits	0%
Issuance of Tourism Registration Certificate	91.7%
Issuance of Travel Authority for Official or Personal Purpose	
Issuance of TPFRO License Plate and/or Sticker to Tricycles and Pedicabs	92.7%
Job Placement for Senior Citizens and Persons with Disabilities (PWDs)	94.54%
Livelihood Assistance	98.48%
Maintenance of ICT Equipment (Hardware and Software)	100%
Manpower Assistance during Special Events	100%
Mechanical Permit and Certificate to Operate/Use	99.4%
Medicine and Food Supplement Distribution	99.1%
Memoranda Annotation/Cancellation on Tax Declaration	100%
Network Access for Pasay Domain (With or Without Internet)	100%
New Franchise and Mayor's Permit for Pedicab	93.8%
Online Application for Business Permit	97.8%
Oplan Bantay Rabies Program	100%
Payment of Business Taxes (New or Renewal)	92%
Payment of Community Tax Certificate (CTC)	97%
Payment of Geronimo Homeowners Association Amortization Fees for Awarded Government Lots	69.21%
Payment of Occupational/Professional Tax Receipt	93%
Payment of other Local Taxes, Fees, and Charges	84%
Payment of Penalties	93%
Payment of Real Property Taxes	99%



Payment of Transfer Taxes	99%
Philippines Veterans Bank Loan Applications	100%
Processing and Checking of Disbursement Vouchers & Liquidation Reports	100%
Processing of Appeals on Real Property Tax (RPT) Assessment and Collection	100%
Processing Terminal Leave Benefits (TLB)	100%
Providing Updated Contact Number/s of All City Government Departments/Offices and National Offices in Pasay	95.5%
Provision of Information and Data to End-Users	93.33%
Provision of Prosecutor's Certification of Case Status and Certified Copy of Documents	100%
Provision of Prosecutor's Clearance	100%
Reassessment/Correction of Property Records	97.8%
Receiving Criminal Complaints for Inquest Proceedings	100%
Receiving Criminal Complaints for Preliminary Investigation	100%
Receiving Official Communications	0%
Redeeming of Apprehended Driver's License and/or Plate Numbers	95.17%
Redeeming of Impounded Vehicles	96.81%
Registration and Processing of Court Decree	100%
Registration for Electronic Mamamayan ID for Residents of Pasay City (EMI PORTAL)	93.1%
Registration of Deed/Affidavit of Legitimation, Affidavit of Acknowledgement or Admission of Paternity and Affidavit to Use the Surname of the Father	100%
Release of Confiscated Goods from Sidewalk Vendors	100%
Renewal of Contracts for Lot/Niches and Apartments	97.9%
Renewal of Franchise and/or Mayor's Permit of Tricycle or Pedicab	94.82%
Request for Free Legal Counseling/Advice	100%
Request for Legal Opinion	100%
Request for Patient Transport/Conduction	100%
Request for Skills Training Registration	93.29%



Request for Traffic Management Services for Special Occasions/Events	100%
Request for Trainings and Drills	100%
Request for Verification of No Pending Administrative Case for GSIS Loan/s	100%
Requesting Financial Assistance for Barangay Officials	98.4%
Requesting for a Copy of Certificate of Grades/Units Earned/ General Weighted Average	82.79%
Requesting for Clearance as to Property Accountability	98.4%
Requesting for Original Copy of Related Learning Experience (RLE) Certification (Graduates of S.Y. 2009 and Above)	82.79%
Requesting Original Copy of Course Description	82.79%
Requesting Traffic Permit	98.4%
Resolution of Issues and Concerns presented by Informal Settlers of the Community	62.95%
Review of Barangay DRRM Plans and Budget	100%
Securing Building Permit Certifications	100%
Securing Certificate of Payment of Real Property Tax	96%
Securing Certifications (GSIS)	100%
Securing Certified True Copy of Real Property Tax Official Receipt (Form No. 56)	96%
Securing Original Copy of Certificate of Good Moral Character, Graduation Certificate, and Certificate of Medium of Instruction	83.2%
Securing Original Copy of Diploma	83.2%
Securing Original Copy of Related Learning Experience (RLE) Certification (For Graduates of S.Y. 2008 and Below)	83.2%
Securing Referral Letter for Job Placement	90.93%
Securing Transcript of Records (2nd Request or More)	83.2%
Securing Transcript of Records (TOR) – 1st Request (New Graduates)	83.2%
Securing Transcript of Records (TOR) 1st Request (Graduates of 1 year ago and previous years)	83.2%
Securing Transcript of Records (TOR) of Undergraduate Students	83.2%



Security Assistance to City Government Departments/Offices	100%
Sidewalk Clearing Services	100%
Signing of Checks for Payment of Various Obligations	100%
Supplemental Report of Omitted Information in a Registered Civil Registry Document	100%
System Access for Automated Systems	100%
Tax Mapping/Verification of Property Location	96.3%
Timely Registration of Certificate of Death and Fetal Death	100%
Timely Registration of Certificate of Live Birth	100%
Timely Registration of Certificate of Marriage	97.96%
Transportation Request (Balik-Probinsya Program)	100%
Treatment and Rehabilitation (Assessment, Drug Dependency Examination, Treatment Referrals)	100%
Tulong Panghanapbuhay para sa Disadvantaged/Displaced (TUPAD) Workers	78.16%
Wiring Permit Application	100%
Work Immersion/On-the-Job Training	94.11%

Table 17 presents the Overall Score per Service for SQD survey part (with answers). Several services from different departments/offices got the highest affirmation when it comes to SQD for achieving the grade of 100%, while Resolution of Issues and Concerns presented by Informal Settlers of the Community under the UDHO got the lowest rating of 62.95%.

However, all services under the City Administrator's Office garnered 0% in their respective SQD scoring. No scores were recorded in this part, which revealed that some respondents have not completely answered the HCSMQ leaving the SQD or other parts of the questionnaire unaccomplished; thus, the presentation of available data.

Along the process of this investigation, it was revealed that some of the respondents were able to provide answers for all the questionnaire parts, while others were not. The inputs, which were not provided are treated as "missing data". These can be considered as bad or dirty survey data since information is absent. So as not to skew the study results, a data cleaning application was undertaken for this study by filtering or removing any bad or unnecessary information.

"Following the principle that poor-quality input data yields poor-quality results (Garreta, as cited by Roldos, 2022), this study identifies 'speeders' and 'survey fatigue' as the primary sources of dirty data. By addressing respondents who answer without reading and those who leave questions blank



due to exhaustion, this agency ensures that the final report is based on high-quality, meaningful feedback.

#### **D. Free Responses**

Clients were given opportunity to indicate free response/s to question/item based on their knowledge, feeling, and understanding during the process of service availment. The detailed response to the last parts of the survey pertaining to *suggestion/s on service improvement* and provision of *email address* are not limited to a set of selections; and are likewise, optional.

#### **E. Observations and Recommendations on the Survey Result**

As to the analysis of the results of this study, the PCG arrived with the following observations and recommendations:

##### **1. Observations**

- Some of the clients were not willing to participate due to:
  - Time constraints
  - Number of questions/items indicated the survey
  - Most of them are just after with the completion of the service availment
  - “Survey fatigue” experience
- Other customers left no comment or other recommendations.
- Other survey respondents are identified as "speeders" - individuals who provide answers to every item without fully comprehending the content. This behavior is typically driven by a desire to finish the survey as quickly as possible and immediately deposit the form into the suggestion box.
- A notable number of respondents bypassed the qualitative segments of the survey. These omissions occurred primarily in sections requiring free-text entries, where clients were asked to articulate specific information or perceptions rather than selecting from predefined options.
- Most customers still need to be educated/assisted in answering the survey.
- Some clients simply refused to answer the survey.
- There are cases wherein the nature of service has something to do with the survey response rate and result.



## 2. Recommendations

- Encourage more clients to participate during survey administration using strategies or techniques that will likely let them join (small rewards or simple perks will do).
- Intensify the implementation of survey administration after each completed transaction of clients.
- Continuous information dissemination on the proper utilization of g-forms and google drive.
- Continuous implementation of HRD interventions on the strict implementation of EODB-EGSD Act of 2018 or RA 11032.
- Additional training should be implemented to improve the services and communication skills of frontline personnel or employees who are assigned in government transactions.
- To improve respondent engagement, survey instruments should be kept short and direct, ideally consisting of only three to five (3-5) key questions. This adjustment acknowledges that customers and clients are often time-constrained and focused on their primary business. For more comprehensive assessments, the validation of secondary metrics can be shifted to alternative methods, such as onsite inspections conducted by the appropriate authorities.
- There is still a need for PCG to improve its online portals/apps and improve the connectivity in the communities.

## V. Result of the Agency Action Plan Reported in the Previous Year (FY 2024)

Hereunder are the initiatives carried out by the City Government for the improvement of service delivery, as contained in Pasay City Government existing/current Reengineering Plan:

### A. Accessible computer systems/technology for stakeholders.

1. *Digital Service Portals*: Implementation of online application portals for streamlined service delivery and integrated digital feedback channels.
2. *Accessible Workflows*: Published simplified, bilingual (English/Filipino) workflow guides on social media to enhance transparency and client comprehension.
3. *Bilingual Feedback Tools*: Developed standardized English and Filipino feedback forms, including automated Google Forms for real-time satisfaction tracking.



4. *On-site Digital Assistance*: Established a dedicated PACD desktop station at the CTO to assist clients without mobile devices or those requiring technical support with the CSMQ.
5. *QR Code Integration*: Optimized the distribution of the Client Satisfaction Measurement Questionnaire (CSMQ) through strategic QR code placement.
6. *Centralized Data Management*: Maintained a synchronized online database of onsite and digital CSMQ responses to streamline monitoring and reporting.

## **B. Infomercials in availing services**

1. *Multimedia Information Campaigns*: Production and deployment of service infomercials across official social media pages and digital portals to increase public awareness.
2. *Digital Signage Integration*: Utilization of TV monitors within key departments to display the Citizen's Charter and real-time service updates for waiting clients.
3. *Centralized Information Hub*: Maintenance of a dedicated information kiosk at the City Hall ground floor to provide immediate assistance and navigation for visitors.

## **C. Strictly follow the information in the CC**

1. *Localized Information Access*: Displayed the *Gabay ng Mamamayan* (Citizen's Charter) on large-format tarpaulins in Filipino, strategically posted in high-visibility areas to ensure service transparency.
2. *Adherence to Service Standards*: Facilitated the timely issuance of permits and certifications in strict accordance with the processing times mandated by the Citizen's Charter and Zero Backlog Policy.
3. *Performance Recognition*: Integrated positive client feedback and commendations into Quarterly Stakeholders' meetings to highlight service excellence.
4. *Inter-Agency Resolution*: Conducted root-cause analysis of service delivery issues through collaborative sessions with the PCCART, PCRRT, and EODB-EGSD focal persons.
5. *Multi-Channel CC Distribution*: Digitized the Citizen's Charter via information kiosks and the official city website, complemented by physical copies available at all PACD stations.



#### **D. Punish the fixers to warn others**

1. *Capacity Building for RA 11032*: Conducted a series of digital orientations and meetings focused on EODB-EGSD provisions to ensure strict adherence to RA 11032, successfully increasing employee awareness and reducing service-related complaints.
2. *Legal Endorsement Protocol*: Established a formal referral system where complaints involving potential violations of the EODB-EGSD Law are promptly endorsed to the City Legal Office for investigation and appropriate legal action.

In addition to this, PCG-HRMDO-L&DD, formulated effective ways to strengthen the implementation of the survey mechanism, to wit:

- *Standardized Feedback Instrument*: Reconstructed the Harmonized Client Satisfaction Measurement (HCSM) questionnaire into a unified, bilingual format (English and Filipino). This localized approach ensures that stakeholders have a comprehensive understanding of the metrics, leading to more accurate data collection.
- *Digital Monitoring System*: Issued a formal memorandum establishing dedicated Google Drive links for both online and onsite versions of the HSMQ. These links are monitored in real-time by EODB-EGSD Point Persons to ensure consistent data entry and evaluation.
- *Capacity Building & Information Dissemination*: Facilitated a series of online orientations and meetings to cascade updates and amendments regarding the HCSMQ, ensuring uniform implementation across all departments.
- *HRMDO Technical Coaching*: Provided targeted one-on-one and team coaching sessions through the HRMDO to equip assigned personnel with the technical skills necessary for effective survey administration.
- *RA 11032 Compliance*: Maintained a continuous program of orientations and meetings focused on the provisions of RA 11032, fostering a culture of strict adherence to Ease of Doing Business standards.
- *Inter-Agency Collaboration*: Actively engaged in consultation meetings with ARTA regarding new issuances, with representation from the PCCART/PCCRT members and secretariat to ensure local policies remain aligned with national mandates.



## VI. Continuous Agency Improvement Plan for FY 2027

**Table 18: PCG Service Improvement Plan FY 2027**

GAPS	INTERVENTIONS-SPECIFIC IMPROVEMENT (WITH ACTION STEPS)	RESPONSIBLE UNIT/PERSON	TIME FRAME
<p>1. The need to intensify client participation during survey administration.</p>	<ul style="list-style-type: none"> <li>• <i>Stakeholder Consultation:</i> Convene coordination meetings with various departments, PCCART, and PCRRT to align on participation strategies and best practices.</li> <li>• <i>Client Pulse Check:</i> Conduct a "Client Pulse Check" to identify engagement gaps and gather direct qualitative feedback on service delivery.</li> <li>• <i>Incentive Program:</i> Establish specialized booths offering "thank-you" tokens—such as refreshments or small treats—to clients upon completion of their transactions and surveys.</li> <li>• <i>Documentation &amp; Reporting:</i> Systematically document all interventions and outcomes to track the effectiveness of the participation drive.</li> </ul>	<p>All Departments/ Offices</p> <p>HRMDO, PCCART, PCRRT, HRMDO, CTO, CMO, CBO, Office of the Secretary to the Sangguniang Panlungsod.</p>	<p>2027 onwards</p>



GAPS	INTERVENTIONS-SPECIFIC IMPROVEMENT (WITH ACTION STEPS)	RESPONSIBLE UNIT/PERSON	TIME FRAME
<p>1. The need to inform ARTA with regard to feedback on survey features.</p>	<ul style="list-style-type: none"> <li>● <i>Survey Optimization:</i> Propose revisions to streamline the Harmonized Client Satisfaction Measurement (HCSM), ensuring questions are concise, direct, and focused on key performance indicators.</li> <li>● <i>Stakeholder Consultation:</i> Facilitate focused discussions during Quarterly Stakeholders' Meetings to solicit specific feedback on survey clarity and length.</li> <li>● <i>Regulatory Advocacy with ARTA:</i> Actively coordinate with the Anti-Red Tape Authority (ARTA) to discuss survey optimization during: <ul style="list-style-type: none"> <li>➤ On-site visits/validations and official consultation meetings; and</li> <li>➤ The submission of the CSMR.</li> </ul> </li> <li>● <i>Impact Documentation:</i> Maintain a comprehensive record of all proposed survey refinements and the subsequent administrative actions taken.</li> </ul>	<p>All Departments/ Offices, PCCART, PCRRT</p> <p>HRMDO</p>	<p>2027</p>



GAPS	INTERVENTIONS-SPECIFIC IMPROVEMENT (WITH ACTION STEPS)	RESPONSIBLE UNIT/PERSON	TIME FRAME
<p>2. Continuous information dissemination on the proper utilization of g-forms and google drive.</p>	<ul style="list-style-type: none"> <li>● <i>Digital Literacy &amp; Systems Maintenance:</i> Sustained the information campaign on the optimized use of Google Forms and Google Drive to ensure data integrity and streamlined feedback collection.</li> <li>● <i>Stakeholder Integration:</i> Incorporated technical walkthroughs into scheduled quarterly and semestral stakeholders' meetings to align all departments on digital reporting standards.</li> <li>● <i>Multimedia Support:</i> Developed a roadmap for instructional infomercials or the use of Agency's Learning Management System (LMS), pending finalization of the survey's structural enhancements and features.</li> <li>● <i>Targeted Technical Coaching:</i> Facilitated hands-on coaching sessions for frontline staff and administrative officers to improve proficiency in managing digital feedback tools.</li> </ul>	<p>All Departments/ Offices, PCCART, PCRRT</p> <p>HRMDO</p> <p>HRMDO, CUP</p> <p>HRMDO</p>	<p>2027 onwards</p>



GAPS	INTERVENTIONS-SPECIFIC IMPROVEMENT (WITH ACTION STEPS)	RESPONSIBLE UNIT/PERSON	TIME FRAME
	<ul style="list-style-type: none"> <li>• <i>Monitoring &amp; Documentation:</i> Compiled comprehensive accomplishment reports detailing the technical interventions and training milestones achieved.</li> </ul>	HRMDO	
<p>3. The need to continuously communicate with PCCART, PCCRT, EODB- about the law provisions; and likewise, promote uninterrupted service delivery and improvement.</p>	<ul style="list-style-type: none"> <li>• <i>Capacity Development Execution:</i> Systematically implemented targeted interventions using the LMS or inclusion of budget for this purpose in the Annual Investment Plan.</li> <li>• <i>Monitoring and Evaluation (M&amp;E):</i> Developed detailed post-intervention reports to document the execution of the plan and assess its impact on service delivery and employee performance.</li> </ul>	HRMDO	2027 onwards
<p>4. The need to improve online applications/ portals' features and solve connectivity issues.</p>	<ul style="list-style-type: none"> <li>• <i>Digital Infrastructure Enhancement:</i> Spearheaded the optimization of online service portals and the expansion of community-level connectivity to bridge the digital divide.</li> <li>• <i>Strategic Recommendations:</i> Facilitated the submission of comprehensive technical</li> </ul>	BPLO, CMO, Admin, HRMDO, ICTO, CEO, CBO, CTO, Departments/Offices	2027 onwards



GAPS	INTERVENTIONS-SPECIFIC IMPROVEMENT (WITH ACTION STEPS)	RESPONSIBLE UNIT/PERSON	TIME FRAME
	<p>plans and policy recommendations from lead departments to modernize digital service delivery.</p> <ul style="list-style-type: none"> <li>● <i>Inter-Agency Technical Collaboration:</i> Ensured the active involvement of the Information and Communications Technology Office (ICTO) and the City Engineering Office (CEO) in the joint assessment and execution of infrastructure interventions.</li> <li>● <i>Monitoring and Evaluation (M&amp;E):</i> Developed detailed accomplishment reports to track the progress of connectivity projects and system upgrades.</li> </ul>		

Table 18 outlines the Improvement Plan that translates HCSM findings into concrete organizational growth. By detailing specific action steps, assigning accountability to particular units or individuals, and establishing firm timelines, the table ensures that survey feedback results in measurable improvements rather than remaining as static data. This structured framework not only facilitates a transparent "Plan-Do-Check-Act" cycle but also aligns every intervention with the organization's long-term goals for operational excellence and customer satisfaction.

As stated in last year's report, hereunder is the monitoring and evaluation report as to the status of implementation of PCG-HRMDO CAPDEV Plan FYs 2023-2025.



**Table 19: PCG-HRMDO CAPDEV Plan & Accomplishment Monitoring Matrix  
(2023–2025)**

<b>Desired State of Capacity</b>	<b>Capacity Development Intervention</b>	<b>Expected Output</b>	<b>Target of Capacity Development</b>	<b>Incurred Expenses</b>	<b>Remarks on Actual Accomplishment</b>
<b>Functional PCCART</b>	Institutional Activation: Orientation on PCCART functions and roles.	100% of PCCART members oriented.	PCCART Members	PhP212,720.00 – for the orientations conducted in 2025;	Conducted orientations last April 2025, with ARTA as LSP.
	Sustained Governance: Conduct of regular meetings and sessions.	Approved Minutes; Issued technical reports.	PCCART Members	No expenses incurred for meetings conducted via Zoom Application;	Held Quarterly Stakeholders Meetings and other meetings relative to the strict implementation of EODB-EGSD from 2023-2025.
<b>Functional PCRRT</b>	Institutional Activation: Orientation on PCRRT mandates and reform.	100% of PCRRT members oriented.	PCRRT Members	Food expenses (c/o Admin Office) during the frontline service validation in May 2025;	Activation of GCs attached to the committees.
	Regulatory Oversight: Quarterly meetings and legislative review.	Approved Minutes; Local Ordinances/ Resolutions.	PCRRT Members	Budget for personnel services	Implementation of ordinances relative to services/service improvement deliveries.  Participation of committee members during the frontline service inspection last May 2025.
<b>Advanced Technical Competency</b>	Specialized Reorientation: Training on RA 11032 and ARTA issuances.	Certified Advanced Proficiency of Focal Persons.	ARTA Point Persons; PCCART/ PCRRT Members	No expenses incurred for interventions conducted via Zoom Application;	Participation in scheduled ARTA interventions via Zoom App or face-to-face format.  Conducted orientations last April 2025, with ARTA as LSP.



Desired State of Capacity	Capacity Development Intervention	Expected Output	Target of Capacity Development	Incurred Expenses	Remarks on Actual Accomplishment
<b>Digitized Service Standards</b>	Digital Signage Integration: Procurement and installation of TV monitors.	Operational digital signage in all frontline offices.	City Departments; Transacting Public	Budget for supplies; Expenses of office/s for the purchase and installation of TV monitors	Some departments have already utilized TV monitors to advertise their services. While there were previous proposals, new proposal will be submitted for year 2027.
<b>Standardized Feedback Mechanisms</b>	Physical Feedback Calibration: Installation of acrylic boxes at PACD stations.	Unified physical feedback mechanism deployed city-wide.	City Departments; Transacting Public	None to this date	While there were previous proposals, budget for this project was already included in the 2026 Annual Investment Plan of the HRMDO amounting to PhP270,000.00.
<b>Inclusive Regulatory Governance</b>	Civil Society Integration: Formal inclusion of Civil Society Organizations (CSOs) in PCRRT deliberations.	CSO-validated local regulations; Active participation.	City Officials; CSOs; General Public	None to this date	The Annual Regulatory Plan (ARP) serves as a transparent roadmap that enables CSOs to move from reactive observers to proactive partners by providing the timing needed for formal participation. By listing upcoming regulations, the ARP ensures that CSOs can validate local rules through the PCRRT before finalization, fostering inclusive governance. While this is a core requirement of the



Desired State of Capacity	Capacity Development Intervention	Expected Output	Target of Capacity Development	Incurred Expenses	Remarks on Actual Accomplishment
					National Policy on Regulatory Management System (NPRMS), LGUs are currently exempt from the previous and current submissions and should wait for specific guidelines before implementing its own plans.
<b>Optimized Transactional Efficiency</b>	Business Process Re-engineering: Systematic stocktaking and motion studies.	Streamlined workflows; Verified Zero Backlog Reports.	Lead Departments; General Public	Budget for supplies and personnel services	This was regularly reminded to all EODB-EGSD Point Persons during preparation of their CCs.  Submitted Zero Backlog Reports revealed service improvements for almost 97% departments/offices of the City Government have no pending transactions.

Table 19 presents the consolidated matrix, which captured the previous inputs in the PCG-HRMDO CAPDEV Plan into a formal Monitoring and Evaluation (M&E) Plan. It is structured to track the transition from the foundational year (2023) into the multi-year implementation cycle (2023–2025).

## VII. Index

- A. The PCG-HCSMQ
- B. List of Departments/Offices Covered
- C. HCSM Results of Each Department/Office
  - 1. Response Rates of Each Department/Office
  - 2. CC Results of Each Department/Office
  - 3. SQD Results of Each Department/Office



# **Index A - The PCG-HCSMQ**



## A. The PCG-HCSMQ

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

Bersyon para sa Online Sarbey  
(Online Version)

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



Pamahalaang Lungsod Pasay  
(Pasay City Government)



### TULUNGAN NIYO KAMING MAS MAHUSAY KAYONG MAPAGLINGKURAN! (HELP US SERVE YOU BETTER!)

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikipagtransaksyon sa mga tanqapan ng qobyerno. Makakatulong ang inyong kasaqutan ukol sa inyong naqinq karanasan sa kakatanos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring piliin na hindi sagutan ang sarbey na ito.

*(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.)*

Uri ng kliyente (Client type):

- Mamamayan (Citizen)
- Negosyo (Business)
- Gobyerno (Empleyado o Ahensya) (Government [Employee or another agency])

Petsa (Date): \_\_\_\_\_ Edad (Age): \_\_\_\_\_ Kasarian (Sex): \_\_\_\_\_ Rehiyon (Region of residence): \_\_\_\_\_

Uri ng transaksyon o serbisyo (Service availed): \_\_\_\_\_

**PANUTO:** Lagyan ng tsek (✓) ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensiya/ opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

*(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: Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?  
(Which of the following best describes your awareness of a CC?)

- Alam ko ang CC at nakita ko ito sa napuntahang opisina.  
*(I know what a CC is and I saw this office's CC.)*
- Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina.  
*(I know what a CC is but I did NOT see this office's CC.)*
- Nalaman ko ang CC nang makita ko ito sa napuntahang opisina.  
*(I learned of the CC only when I saw this office's CC.)*
- Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina. (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)  
*(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: Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...  
(If aware of CC [answered 1-3 in CC1], would you say that the CC of this office was...?)

- Madaling makita (Easy to see)
- Medyo madaling makita (Somewhat easy to see)
- Mahirap makita (Difficult to see)
- Hindi makita (Not visible at all)
- N/A

CC3: Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?  
(If aware of CC [answered codes 1-3 in CC1], how much did the CC help you in your transaction?)

- Sobrang nakatulong (Helped very much)
- Nakatulong naman (Somewhat helped)
- Hindi nakatulong (Did not help)
- N/A



ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT  
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PANUTO: Para sa SQD 0-8, lagyan ng tsek (✓) ang hanay na pinakaangkop sa iyong sagot.  
(For SQD 0-8, please put a check mark [✓] on the column that best corresponds to your answer.)

	☹ Lubos na hindi sumasang-ayon (Strongly Disagree)	☹ Hindi sumasang-ayon (Disagree)	☹ Walang kinikilingan (Neither Agree nor Disagree)	☺ Sumasang-ayon (Agree)	☺ Labis na sumasang-ayon (Strongly Agree)	N/A (Not applicable)
<b>SQD0.</b> Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan. (I am satisfied with the service that I availed.)						
<b>SQD1.</b> Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon. (I spent a reasonable amount of time for my transaction.)						
<b>SQD2.</b> Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay. (The office followed the transaction's requirements and steps based on the information provided.)						
<b>SQD3.</b> Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang. (The steps [including payment] I needed to do for my transaction were easy and simple.)						
<b>SQD4.</b> Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito. (I easily found information about my transaction from the office or its website.)						
<b>SQD5.</b> Nagbayad ako ng makatwirang halaga para sa aking transaksyon. (Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.) (I paid a reasonable amount of fees for my transaction. [If service was free, mark the 'N/A' column.])						
<b>SQD6.</b> Natitiyak kong ligtas ang aking online na transaksyon. (I am confident my online transaction was secure.)						
<b>SQD7.</b> Mayroong suportang pang-online ang tanggapan, at (kung tatanungin), mabilis ang naging pagtugon nito. (The office's online support was available, and [if asked questions] online support was quick to respond.)						
<b>SDQ8.</b> Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin. (I got what I needed from the government office, or [if denied] denial of request was sufficiently explained to me.)						

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal)  
(Suggestions on how we can further improve our services [optional])

Email address (opsyonal)  
(Email address [optional])

**SALAMATI  
(THANK YOU!)**



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

Bersyon para sa Onsite Sarbey  
(Onsite Version)

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MEASUREMENT FORM  
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Pamahalaang Lungsod Pasay  
(Pasay City Government)



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- Gobyerno (Empleyado o Ahensya) (Government [Employee or another agency])

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**CC1:** Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?  
(Which of the following best describes your awareness of a CC?)

- Alam ko ang CC at nakita ko ito sa napuntahang opisina.  
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(I know what a CC is but I did NOT see this office's CC.)
- Nalaman ko ang CC nang makita ko ito sa napuntahang opisina.  
(I learned of the CC only when I saw this office's CC.)
- Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina. (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)  
(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:** Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...  
(If aware of CC [answered 1-3 in CC1], would you say that the CC of this office was...?)

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- Mahirap makita (Difficult to see)
- Hindi makita (Not visible at all)
- N/A

**CC3:** Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?  
(If aware of CC [answered codes 1-3 in CC1], how much did the CC help you in your transaction?)

- Sobrang nakatulong (Helped very much)
- Nakatulong naman (Somewhat helped)
- Hindi nakatulong (Did not help)
- N/A



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

PANUTO: Para sa SQD 0-8, lagyan ng tsek (✓) ang hanay na pinakaangkop sa iyong sagot.

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

	☺ Lubos na hindi sumasang-ayon (Strongly Disagree)	☹ Hindi sumasang-ayon (Disagree)	☺ Walang kinikilingan (Neither Agree nor Disagree)	☺ Sumasang-ayon (Agree)	☹ Labis na sumasang-ayon (Strongly Agree)	N/A (Not applicable)
SQD0. Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan. (I am satisfied with the service that I availed.)						
SQD1. Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon. (I spent a reasonable amount of time for my transaction.)						
SQD2. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay. (The office followed the transaction's requirements and steps based on the information provided.)						
SQD3. Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang. (The steps [including payment] I needed to do for my transaction were easy and simple.)						
SQD4. Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito. (I easily found information about my transaction from the office or its website.)						
SQD5. Nagbayad ako ng makatwirang halaga para sa aking transaksyon. (Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.) (I paid a reasonable amount of fees for my transaction. [If service was free, mark the 'N/A' column.])						
SQD6. Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon. (I feel the office was fair to everyone, or "walang palakasan", during my transaction.)						
SQD7. Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin. (I was treated courteously by the staff, and [if asked for help] the staff was helpful.)						
SDQ8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin. (I got what I needed from the government office, or [if denied] denial of request was sufficiently explained to me.)						

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal)  
(Suggestions on how we can further improve our services [optional])

Email address (opsyonal)  
(Email address [optional])

**SALAMATI!**  
**(THANK YOU!)**



# **Index B - List of Departments/ Offices Covered**



### **B. List of Departments/Offices Covered**

<b>NO.</b>	<b>DEPARTMENT/OFFICE</b>
1	BPLO
2	BTA
3	CAcctgO
4	ADMIN
5	CAssrO
6	CADAC
7	CBO
8	CEO
9	CHO
10	CLO
11	CMO
12	CPDO
13	CPO
14	CSO
15	CTO
16	CUP
17	CVO
18	Cuneta Astrodome
19	DPSC
20	GSO
21	HRMDO
22	ICTO
23	LCRO
24	Liga ng mga Barangay
25	OSCA
26	OVM
27	PCBB
28	PCDO
29	PCDRRMO
30	PESO
31	PCENRO
32	PCGH
33	PCPM
34	PCPCC
35	PSWDD



36	PTPMO
37	PDAO
38	PIO
39	PLEB
40	POSU
41	TCDO
42	TPFRO
43	UDHO



# **Index C - CSM Results of Each Department/Office**



# **Index C1 - Response Rates of Each Department/Office**



### C1. Response Rates of Each Department/Office

NO.	DEPARTMENT/OFFICE	RESPONSE RATE
1	BPLO	1.1%
2	BTA	100%
3	CAcctgO	5.4%
4	ADMIN	0%
5	CAssrO	1.8%
6	CADAC	86%
7	CBO	0.70%
8	CEO	38.3%
9	CHO	1.9%
10	CLO	51.4%
11	CMO	0.6%
12	CPDO	28.7%
13	CPO	37.9%
14	CSO	78%
15	CTO	0.7%
16	CUP	100%



NO.	DEPARTMENT/OFFICE	RESPONSE RATE
17	CVO	100%
18	Cuneta Astrodome	N/A
19	DPSC	100%
20	GSO	2%
21	HRMDO	0.02%
22	ICTO	5.4%
23	LCRO	3.6%
24	Liga ng mga Barangay	87.7%
25	OSCA	51.5%
26	OVM	54.4%
27	PCBB	4%
28	PCDO	24.6%
29	PCDRRMO	81.8%
30	PCENRO	100%
31	PESO	66.9%
32	PCGH	N/A
33	PCPM	54.7%
34	PCPCC	53.4%



<b>NO.</b>	<b>DEPARTMENT/OFFICE</b>	<b>RESPONSE RATE</b>
35	PSWDD	100%
36	PTPMO	0.6%
37	PDAO	5.3%
38	PIO	3%
39	PLEB	100%
40	POSU	100%
41	TCDO	22.4%
42	TPFRO	16.3%
43	UDHO	100%



# **Index C2 - CC Results of Each Department/Office**



**C2. CC Results of Each Department/Office**

<b>NO.</b>	<b>DEPARTMENT/OFFICE</b>	<b>CC1 OVERALL</b>	<b>CC2 OVERALL</b>	<b>CC3 OVERALL</b>
1	BPLO	85.8%	87.2%	93.2%
2	BTA	100%	100%	100%
3	CAcctgO	95%	99.4%	99.9%
4	ADMIN	0%	0%	0%
5	CAssrO	72.4%	78.2%	72.8%
6	CADAC	84.3%	84.4%	79.8%
7	CBO	97.2%	100%	94.6%
8	CEO	91.5%	98.9%	95.8%
9	CHO	53.8%	56.4%	59.1%
10	CLO	100%	100%	100%
11	CMO	77.6%	73%	80.3%
12	CPDO	97.3%	99.9%	97.6%
13	CPO	74.5%	75.9%	77.1%
14	CSO	100%	100%	100%
15	CTO	73.7%	75.1%	81.2%
16	CUP	83%	77%	69%



NO.	DEPARTMENT/OFFICE	CC1 OVERALL	CC2 OVERALL	CC3 OVERALL
17	CVO	80%	74%	91%
18	Cuneta Astrodome	N/A	N/A	N/A
19	DPSC	64.8%	61.9%	61.2%
20	GSO	98.2%	95.6%	95.6%
21	HRMDO	83.3%	83.3%	83.3%
22	ICTO	86.7%	78.9%	83.3%
23	LCRO	68.8%	77.97%	77.8%
24	Liga ng mga Barangay	98%	94%	91%
25	OSCA	61%	68.6%	74.5%
26	OVM	83.87%	90%	94%
27	PCBB	78.4%	80.7%	78.7%
28	PCDO	92%	91%	83%
29	PCDRRMO	100%	100%	100%
30	PCENRO	100%	100%	100%
31	PESO	49.7%	56%	55.8%
32	PCGH	N/A	N/A	N/A



<b>NO.</b>	<b>DEPARTMENT/OFFICE</b>	<b>CC1 OVERALL</b>	<b>CC2 OVERALL</b>	<b>CC3 OVERALL</b>
33	PCPM	91%	90%	99%
34	PCPCC	89.1%	90.5%	92.5%
35	PSWDD	42.2%	48.4%	42.6%
36	PTPMO	81%	74%	82%
37	PDAO	41%	30%	35%
38	PIO	49.2%	100%	90%
39	PLEB	78.1%	58.5%	87.8%
40	POSU	79%	84%	73%
41	TCDO	78.3%	80.7%	85%
42	TPFRO	35%	46%	47%
43	UDHO	63.4%	56.6%	52.8%



# **Index C3 - SQD Results of Each Department/Office**



**C3. SQD Results of Each Department/Office**

<b>NO.</b>	<b>DEPARTMENT/OFFICE</b>	<b>SQD OVERALL</b>
1	BPLO	97.8%
2	BTA	100%
3	CAcctgO	100%
4	ADMIN	0%
5	CAssrO	96.3%
6	CADAC	95.11%
7	CBO	99.82%
8	CEO	99.94%
9	CHO	97.59%
10	CLO	100%
11	CMO	100%
12	CPDO	98.33%
13	CPO	100%
14	CSO	100%
15	CTO	93%
16	CUP	82.73%
17	CVO	100%
18	Cuneta Astrodome	
19	DPSC	97.18%
20	GSO	97.53%



NO.	DEPARTMENT/OFFICE	SQD OVERALL
21	HRMDO	100%
22	ICTO	100%
23	LCRO	98.65%
24	Liga ng mga Barangay	98.29%
25	OSCA	96%
26	OVM	98.14%
27	PCBB	94.8%
28	PCDO	100%
29	PCDRRMO	100%
30	PCENRO	100%
31	PESO	90.61%
32	PCGH	0%
33	PCPM	98.1%
34	PCPCC	98.32%
35	PSWDD	100%
36	PTPMO	96.66%
37	PDAO	95%
38	PIO	91.3%
39	PLEB	100%
40	POSU	100%
41	TCDO	91.72 %



NO.	DEPARTMENT/OFFICE	SQD OVERALL
42	TPFRO	93.76%
43	UDHO	68.52%



# **CSM Report**

## **2025 (1<sup>st</sup> Edition)**