

External Service Response Rate

OFFICE OF SCHOOLS DIVISION SUPERINTENDENT				
Sub Office	Service	Clients who used the CSM	Transactions	Response Rate
Accounting Section	Issuance of Order of Payment	0	0	0%
Administrative Section	Loans Verification (On-Line)	0	200	0%
	Loans Verification (walk-in)	0	0	0%
	Signing of Fidelity Bond	0	0	0%
	Transportation Services	0	0	0%
Bids and Awards Committee Section	Sale of Bidding Documents	0	0	0%
Cash Section	Issuance of Official Receipts	0	0	0%
Legal Section	Correction of Entries in School Records	0	0	0%
	Filing of Complaint	0	0	0%
	Approval of Contracts and Legal Documents	0	0	0%
Personnel Section	Processing of Terminal Leave Benefit	0	21	0%
	Submission of Employment Application (Non-Teaching Related)	0	32	0%
Property and Supply Section	Acceptance of Supplies and Equipment	0	0	0%
Records Section	Receiving and Releasing of Documents	185	0	0%
TOTAL		185	253	73.12%
CURRICULUM IMPLEMENTATION DIVISION				
Sub Office	Service	Clients who used the CSM	Transactions	Response Rate
Learning Resource Management Section	Access to LRMDs Portal	0	0	0%
TOTAL		0	0	0%
SCHOOL GOVERNANCE AND OPERATIONS DIVISION				
Sub Office	Service	Clients who used the CSM	Transactions	Response Rate
Education Facilities	Site Inspection	0	0	0%
	Final Inspection	0	0	0%

Planning and Research Section	Request for Basic Education Data (External Stakeholders)	0	0	0%
Social Mobilization and Networking (SocMob) Section	Signing of Partnership Memorandum of Agreement	0	0	0%
TOTAL		0	0	0%
TOTAL FOR EXTERNAL SERVICES		185	253	73.12%

The table above shows that out of **253** transactions for **external**, **185** clients were able to use and accomplish both the printed and digital (online) versions, with a total response rate of **73.12%**.

For **Office of Schools Division Superintendent**, was able to attain **73.12%** CSM Ratings.

For **Curriculum Implementation Division**, was able to attain **0%** CSM Ratings.

For **School Governance and Operations Division**, was able to attain **0%** CSM Ratings.

Internal Service Response Rate

OFFICE OF SCHOOLS DIVISION SUPERINTENDENT				
Sub Office	Service	Clients who used the CSM	Transactions	Response Rate
Accounting Section	Issuance of Certificate for Remittance and Contribution	0	0	0%
	Issuance of Duplicate Copy of Certificate of Compensation Payment/Taxes Withheld (BIR Form 2316) Or Certified Copy of Transmittal to BIR District Office	0	0	0%
	Certificate of Availability of Funds for Procurement Request	0	0	0%
	Certification of Availability of Funds on Contracts and Purchase Orders	0	0	0%
	Clearance from Financial Services of Employees Transferring to Other Government Agency, Retired and Resigned Agencies	0	0	0%
	Clearance from Financial Services of Employees Transferring within the Schools Division and Applying for Leave of Absence	0	0	0%
Administrative Section	Loans Verification (On-Line)	0	200	0%
	Loans Verification (walk-in)	0	0	0%
	Signing of Fidelity Bond	0	0	0%
	Transportation Services	0	0	0%
Budget Section	Incurrence of Obligation	0	0	0%

	Certification of Availability of Allotment	0	0	0%
Cash Section	Issuance of Official Receipts	0	0	0%
Information and Communications Technology (ICT) Section	Processing of DepEd Email Account	0	0	0%
	Troubleshooting of ICT Equipment	0	0	0%
Personnel Section	Application Equivalent Records Form (ERF)	0	299	0%
	Application for Leave	0	0	0%
	Application for Retirement	0	0	0%
	Correction of Name and Change of Status	0	0	0%
	Foreign Travel Authority- Official	0	0	0%
	Issuance Certificate of Employment	0	0	0%
	Issuance Certificate of No-Pending Case	0	0	0%
	Issuance Service Record	0	0	0%
	Processing of Appointment	0	0	0%
	Uploading of Publications	0	0	0%
Property and Supply Section	Distribution of Textbooks, Supplies and Equipment	0	0	0%
Records Section	Handling of Incoming Documents	0	0	0%
	Handling of Outgoing Documents	0	0	0%
	Access, Disclosure, and Issuance of Requested Documents	0	0	0%
	Certification, Authentication, Verification (CAV) (School referral/Closed School/ALS)	0	0	0%
TOTAL		0	499	0%
CURRICULUM IMPLEMENTATION DIVISION				
Sub Office	Service	Clients who used the CSM	Transactions	Response Rate
Learning Resource Management Section	Borrowing of Reading Materials from the SDO Library	0	0	0%
	Quality Assurance of Learning Resource	0	0	0%
	Submission of the Contextualized Learning Resource	0	0	0%
TOTAL		0	0	0%
SCHOOL GOVERNANCE AND OPERATIONS DIVISION				

Sub Office	Service	Clients who used the CSM	Transactions	Response Rate
Education Facilities	Condemnation and Demolition of School Buildings	0	0	0%
Human Resource Development (HRD) Section	Review and Checking of Training Proposals	0	0	0%
Health Section	Issuance of Medical Certificate (Teaching and Non-Teaching Related)	0	0	0%
	Issuance of Medical Certificate for Return to Duty (Teaching and Non- Teaching Related)	0	0	0%
Planning and Research Section	Request for Basic Education Data (Internal Stakeholders)	0	0	0%
School Management Monitoring and Evaluation (SMME) Section	Request on QATAME	0	0	0%
TOTAL		0	0	0%
TOTAL FOR INTERNAL SERVICES		0	499	0%
OVER-ALL TOTAL FOR EXTERNAL AND INTERNAL SERVICES		185	552	33.51%

The table above shows that out of **499** transactions for **internal**, **0** clients were able to use and accomplish both the printed and digital (online) versions, with a total response rate of **0.00%**.

For **Office of Schools Division Superintendent**, was able to attain **0%** CSM Ratings.

For **Curriculum Implementation Division**, was able to attain **0%** CSM Ratings.

For **School Governance and Operations Division**, was able to attain **0%** CSM Ratings.

For the overall rate of external and internal services, SDO San Carlos City Pangasinan was able to attain **33.51% CSM Rating**, out of **552** responses within the **Q2 2025**, **185** of clients were able to use and accomplish the digital version.

External Services Service Quality Dimension Summary

Service	Service Quality Dimension	1 (Strongly Disagree)	2 (Disagree)	3 (Neutral)	4 (Agree)	5 (Strongly Agree)	N/A	Total Responses	Overall
External Service	Responsiveness	0	0	0	1	184	0	185	100%
	Reliability	0	0	0	1	184	0	185	100%
	Access & Facilities	0	0	0	1	184	0	185	100%
	Communication	0	0	0	1	184	0	185	100%
	Costs	0	0	0	1	0	184	185	100%

Service	Service Quality Dimension	1 (Strongly Disagree)	2 (Disagree)	3 (Neutral)	4 (Agree)	5 (Strongly Agree)	N/A	Total Responses	Overall
	Integrity	0	0	0	1	184	0	185	100%
	Assurance	0	0	0	1	184	0	185	100%
	Outcome	0	0	0	1	184	0	185	100%
Overall Total		0	0	0	8	1288	184	1480	100.00%

Internal Services Service Quality Dimension Summary

Service	Service Quality Dimension	1 (Strongly Disagree)	2 (Disagree)	3 (Neutral)	4 (Agree)	5 (Strongly Agree)	N/A	Total Responses	Overall
Internal Service	Responsiveness	0	0	0	0	0	0	0	0%
	Reliability	0	0	0	0	0	0	0	0%
	Access & Facilities	0	0	0	0	0	0	0	0%
	Communication	0	0	0	0	0	0	0	0%
	Costs	0	0	0	0	0	0	0	0%
	Integrity	0	0	0	0	0	0	0	0%
	Assurance	0	0	0	0	0	0	0	0%
	Outcome	0	0	0	0	0	0	0	0%
Overall Total		0	0	0	0	0	0	0	0.00%