



# **MUNICIPAL GOVERNMENT OF SAN RAFAEL**

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



## **I. Overview:**

The Municipal Government of San Rafael (MGO San Rafael) is a first class municipality and one of the 21 municipalities and three cities that compose the Province of Bulacan. In ensuring compliance with Section I, Rule VI of the IRR of R.A. 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, MGO San Rafael adheres to the responsibility to render fast, efficient, convenient, reliable service and ensure no complaints are being processed beyond the prescribed processing time.

As stated in the ARTA Memorandum Circular (MC) No. 2022-02, government agencies shall provide the harmonized CSM survey to clients who have completed a transaction.

## **II. Scope:**

MGO San Rafael conducted surveys throughout the year from January 2022 to December 2022

MGO San Rafael surveyed every client that visited the offices, as well as those that contacted MGO San Rafael through email if any.

The survey used the agency's existing CSM tool. It asked clients four (4) questions related to Citizen's Charter and eight (8) Service Quality Dimensions to be used for FY 2023:

The people who served me are courteous and helpful;

The processing of my permit/transaction is fast;

The office and its facilities are clean and orderly;

There are flowcharts and directional materials that are helpful to the clients.



The services MGO San Rafael surveyed are the following:

| <b>External Services</b>   | <b>Responses</b> | <b>Total Transactions</b> |
|--|------------------|---------------------------|
| Issuance of Communiy Mortgage Plan Certificate                                   | 230              | 479                       |
| Issuance of Endorsement and Recommendation                                       | 155              | 298                       |
| Issuance of Affidavit of low Income  | 62               | 121                       |
| Issuance of business permit  | 782              | 1404                      |
| Issuance of Certification  | 125              | 235                       |
| Issuance of Municipal Mayor's Clearance  | 150              | 284                       |
| Issuance of Tricycle Franchise   | 240              | 442                       |
| Birthing Services  | 250              | 269                       |
| Issuance of Medical/Health Certificate   | 2854             | 3963                      |
| Issuance of Sanitary Permit  | 829              | 1221                      |
| Out-Patient Consultation   | 14317            | 20714                     |
| Application for Marriage License   | 280              | 474                       |
| Delayed Registration of Civil Registry Documents                                 | 275              | 507                       |
| Issuance of Transcription Certificate of Birth, Marriage and Death               | 1500             | 2024                      |
| Timely Registration of Civil Registry Documents                                  | 800              | 1318                      |
| Issuance of Certified True Copy of Tax Declaration                               | 3112             | 6224                      |
| Issuance of Certified True Copy of Tax Map                                       | 133              | 266                       |
| Issuance of Property Certification   | 791              | 1582                      |
| Issuance of Building Permit- Commercial  | 315              | 509                       |
| Issuance of Building Permit –Residential   | 50               | 76                        |
| Issuance of Certificate of Electrical Inspection                                 | 350              | 576                       |
| Issuance of Occupancy Permit   | 800              | 1562                      |
| Issuance of Certificate of Indigency   | 100              | 210                       |
| Issuance of Pre-marriage Counselling Certificate                                 | 70               | 150                       |
| Issuance of Purchase Booklets  | 400              | 600                       |
| Issuance of Social Case Study Report   | 240              | 655                       |
| Provision of Aid to Individual in Crisis Situation                               | 600              | 1400                      |
| Provision of Identification cards  | 400              | 500                       |
| Processing of Development permit (DP) and reclassification of Agricultural Lands | 24               | 27                        |



|   |              |              |
|---|--------------|--------------|
| Issuance of DP and Reclassification of Agricultural Lands                   | 10           | 12           |
| Issuance of Locational Clearance  | 80           | 95           |
| Issuance of Community Tax Certificate (CTC) – Corporation                   | 48           | 95           |
| Issuance of Community Tax Certificate (CTC) – Individual                    | 3125         | 6326         |
| Real Property Tax Payment   | 7250         | 14614        |
| Distribution of Certified/Hybrid Seeds                                      | 2028         | 3123         |
| Distribution of Non-Organic/Chemical Fertilizers                            | 110          | 140          |
| Distribution of Organic Fertilizers and Vegetable Seeds                     | 300          | 500          |
| Registration of Farmers to Registry System for Basic Section in Agriculture | 180          | 210          |
| <b>Internal Services</b>  |              |              |
| Certificate of Employment   | 210          | 404          |
| Issuance of Service Record  | 40           | 63           |
| <b>TOTAL</b>  | <b>43365</b> | <b>73065</b> |

In aggregate, 43,365 people were able to answer the survey, among a population of 73,065. This resulted in a 59% response rate for 2022.

### III. Methodology:

For physical clients, surveys were handed out and collected by the concerned personnel immediately at the end of the transaction.

The interpretation of the results are as follows:

| Scale | Average   | Rating            |
|-------|-----------|-------------------|
| 1     | 1.00-1.49 | Needs Improvement |
| 2     | 1.50-2.49 | Fair              |
| 3     | 2.50-3.49 | Satisfactory      |
| 4     | 3.5-4.49  | Very Satisfactory |
| 5     | 4.50-5.00 | Excellent         |



#### IV. Results of the feedback mechanism for FY 2022:

##### A. Count of CC and SQD results

Most respondents rated MGO San Rafael “Excellent” in terms of the four (4) questions related to service quality dimensions. Recording a score range of 4.83-4.93.

The data below shows the breakdown of the results per service quality dimension.

| CSM TOOL<br>(Service Quality Dimension)  | Needs<br>Improve<br>ment | Fair | Satis<br>factory | Very<br>Satis<br>factory | Excellent | Responses | Rating      |
|--|--------------------------|------|------------------|--------------------------|-----------|-----------|-------------|
| The people who serves me are courteous and helpful                             |                          |      | 52               | 1923                     | 41390     | 43365     | 4.93        |
| The processing of my permit/transaction is fast                                |                          |      | 58               | 3099                     | 40208     | 43365     | 4.85        |
| The office and its facilities are clean and orderly                            |                          | 1    | 16               | 1634                     | 41714     | 43365     | 4.90        |
| There are flowcharts and directional materials that are helpful to the clients |                          |      | 7                | 6151                     | 37207     | 43365     | 4.83        |
| <b>Overall</b>   |                          | 1    | 133              | 12807                    | 160519    | 173460    | <b>4.88</b> |

##### B. Average score per service

Looking at the scores per service, respondents rated the service either “Very Satisfactory or “Excellent” with their completed transactions, recording a score range of 4.54-5.00. No service garnered a score of 3.49 or lower.

As a result, MGO San Rafael recorded an Overall score of 4.88, which translates to “Excellent”.

The data below shows the Overall rating of each service surveyed.



| External Services  | Overall Rating |
|--|----------------|
| Issuance of Communiy Mortgage Plan Certificate                                   | 4.9            |
| Issuance of Endorsement and Recommendation                                       | 4.9            |
| Issuance of Affidavit of low Income  | 4.84           |
| Issuance of business permit  | 4.80           |
| Issuance of Certification  | 4.89           |
| Issuance of Municipal Mayor's Clearance  | 4.86           |
| Issuance of Tricycle Franchise   | 4.94           |
| Birthing Services  | 4.90           |
| Issuance of Medical/Health Certificate   | 4.88           |
| Issuance of Sanitary Permit  | 4.86           |
| Out-Patient Consultation   | 4.88           |
| Application for Marriage License   | 4.95           |
| Delayed Registration of Civil Registry Documents                                 | 4.95           |
| Issuance of Transcription Certificate of Birth, Marriage and Death               | 4.90           |
| Timely Registration of Civil Registry Documents                                  | 4.90           |
| Issuance of Certified True Copy of Tax Declaration                               | 5.00           |
| Issuance of Certified True Copy of Tax Map                                       | 4.54           |
| Issuance of Property Certification   | 4.57           |
| Issuance of Building Permit- Commercial  | 4.89           |
| Issuance of Building Permit –Residential   | 4.86           |
| Issuance of Certificate of Electrical Inspection                                 | 4.90           |
| Issuance of Occupancy Permit   | 4.89           |
| Issuance of Certificate of Indigency   | 4.82           |
| Issuance of Pre-marriage Counselling Certificate                                 | 4.98           |
| Issuance of Purchase Booklets  | 4.92           |
| Issuance of Social Case Study Report   | 4.94           |
| Provision of Aid to Individual in Crisis Situation                               | 4.90           |
| Provision of Identification cards  | 4.92           |
| Processing of Development permit (DP) and reclassification of Agricultural Lands | 4.74           |
| Issuance of DP and Reclassification of Agricultural Lands                        | 4.65           |



|   |             |
|---|-------------|
| Issuance of Locational Clearance  | 4.76        |
| Issuance of Community Tax Certificate (CTC) – Corporation                   | 4.95        |
| Issuance of Community Tax Certificate (CTC) – Individual                    | 4.97        |
| Real Property Tax Payment   | 4.97        |
| Distribution of Certified/Hybrid Seeds                                      | 4.99        |
| Distribution of Non-Organic/Chemical Fertilizers                            | 4.95        |
| Distribution of Organic Fertilizers and Vegetable Seeds                     | 4.97        |
| Registration of Farmers to Registry System for Basic Section in Agriculture | 4.94        |
| <b>External Service Overall</b>   | <b>4.88</b> |
| <b>Internal Services</b>  |             |
| Certificate of Employment   | 4.70        |
| Issuance of Service Record  | 4.68        |
| <b>Internal Service Overall</b>   | <b>4.69</b> |
| <b>Overall</b>  | <b>4.78</b> |

**V. Results of the Agency Action Plan reported in FY 2021:**

No result reported since Harmonized CSM tool under ARTA MC No. 2022-05 was issued only after FY 2021.

**VI. Continuous Agency Improvement Plan for FY 2023:**

Our agency shall implement the use of the Harmonized Client Satisfaction Measurement (CSM) questions prescribed by the Authority and submit the CSM reports covering CY 2023 and onwards to comply with ARTA Memorandum Circular No. 2022-05.

**LADY AIZA S. MAPOY**  
**Chairperson, CART**