



**2023**  
**FIRST EDITION**



# CLIENT SATISFACTION MEASUREMENT (CSM) REPORT

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*Funding the Republic*

# OVERVIEW





The Bureau of the Treasury (BTr) acts as the principal custodian of the financial assets of the National Government. It makes funds available for various government programs and projects. It assists in the formulation of policies on borrowing, investment, and capital market development; in managing cash resources; in collecting taxes; and in controlling and servicing public debt.

The new harmonized survey tool, pursuant to Memorandum Circular No. 2022-05 by the Anti-Red Tape Authority (ARTA), allows for the comprehensive collection and understanding of client feedback.

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# SUMMARY OF RESULTS

	SCORE
CC Awareness:	93.95%
CC Visibility:	95.24%
CC Helpfulness:	95.06%
Response Rate:	10.70%
Overall Score:	96.22%





# METHODOLOGY

The 9 SQD questions, including the eight (8) SQD questions and the recently added SQD 0 (Overall Satisfaction) in relation to ARTA Memorandum Circular No. 2022-05, were scored using a 5-point Likert scale.

SCALE	RATING
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree



# OVERALL SCORE FORMULA

The Overall Score for the 9 SQDs were computed based on the following formula:

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



# METHODOLOGY


The interpretation of the results are as follows:

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




ONSITE

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



BUREAU OF THE TREASURY  
Intramuros, Manila



HELP US SERVE YOU BETTER!

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

Name (Optional): \_\_\_\_\_ Sex Assigned at Birth: ☐ Male ☐ Female Age: \_\_\_\_\_ Date: \_\_\_\_\_

Unit/ Office Visited: \_\_\_\_\_ Service Availed: \_\_\_\_\_

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

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. Kindly **SKIP** CC questions if services are **NOT** in the Citizen's Charter.

CC1 Do you know about the Citizen's Charter (document of an agency's services and requirements)?

☐ 1. Yes, aware before my transaction with this office

☐ 2. Yes, but aware only when I saw the CC of this office

☐ 3. No, not aware of the CC (Skip questions CC2 and CC3)

CC2 If **Yes** to the previous question, did you see this office's Citizen's Charter?

☐ 1. Yes, the CC was easy to find

☐ 2. Yes, but the CC was hard to find

☐ 3. No, I did not see this office's CC (Skip question CC3)






CC3 If **Yes** to the previous question, did you use the Citizen's Charter as a guide for the service/s you availed?

☐ 1. Yes, I was able to use the CC

☐ 2. No, I was not able to use the CC because \_\_\_\_\_

INSTRUCTIONS:

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


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

Remarks/ Suggestions on how we can further improve our services (optional): \_\_\_\_\_


THANK YOU!

ONLINE

(Online Version)



BUREAU OF THE TREASURY  
Intramuros, Manila



HELP US SERVE YOU BETTER!

This short Client Satisfaction Measurement (CSM) survey aims to track the customer experience of government offices. Your answers will enable this office to provide a better service.

Name (Optional): \_\_\_\_\_ Sex Assigned at Birth: ☐ Male ☐ Female Age: \_\_\_\_\_ Date: \_\_\_\_\_

Unit/ Office Visited: \_\_\_\_\_ Service Availed: \_\_\_\_\_

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

INSTRUCTIONS: **Check mark (✓)** your answer to the Citizen's Charter (CC) questions. Kindly **SKIP** CC questions if services are **NOT** in the Citizen's Charter.

CC1 Do you know about the Citizen's Charter (document of an agency's services and requirements)?

☐ 1. Yes, aware before my transaction with this office

☐ 2. Yes, but aware only when I saw the CC of this office

☐ 3. No, not aware of the CC (Skip questions CC2 and CC3)

CC2 If **Yes** to the previous question, did you see this office's Citizen's Charter?

☐ 1. Yes, the CC was easy to find

☐ 2. Yes, but the CC was hard to find






☐ 3. No, I did not see this office's CC (Skip question CC3)

CC3 If **Yes** to the previous question, did you use the Citizen's Charter as a guide for the service/s you availed?

☐ 1. Yes, I was able to use the CC

☐ 2. No, I was not able to use the CC because \_\_\_\_\_

INSTRUCTIONS: For SQD 0-8, please **X mark** the box that best corresponds to your answer:

SERVICE QUALITY DIMENSIONS (SQDs)	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree
SQD0. I am satisfied with the service that I availed. (Overall Satisfaction)					
SQD1. I spent an acceptable amount of time to complete my transaction. (Responsiveness)					
SQD2. The office accurately informed and followed the transaction's requirements and steps. (Reliability)					
SQD3. My online transaction (including steps and payment) was simple and convenient. (Access and Facilities)					
SQD4. I easily found information about my transaction from the office or its website. (Communication)					
SQD5. I paid an acceptable amount of fees for my transaction. (Costs)					
SQD6. I am confident my online transaction was secure. (Integrity)					
SQD7. The office's online support was available, or (if asked questions) online support was quick to respond. (Assurance)					
SQD8. I got what I needed from the government office. (Outcome)					

Remarks (optional): \_\_\_\_\_

THANK YOU!





# SAMPLING

## Applied confidence level and margin of error

In order to determine the minimum number of clients to answer the Client Satisfaction Survey Form per service, the calculator provided by ARTA was utilized by each division through this link [tinyurl.com/CSMsamplesize](https://tinyurl.com/CSMsamplesize).

Notes:  
1. Fill in the details of the service in the table.  
2. Please fill in Columns B to D.  
3. The OSM is conducted all year round, so agencies are encouraged to skip beyond the minimum number of respondents.  
4. Column B should have the actual name of the service listed in the OSM's Charter.  
5. Column C should only have an input of 'Internal' or 'External'.  
6. The Confidence Interval and Margin of Error are always fixed.

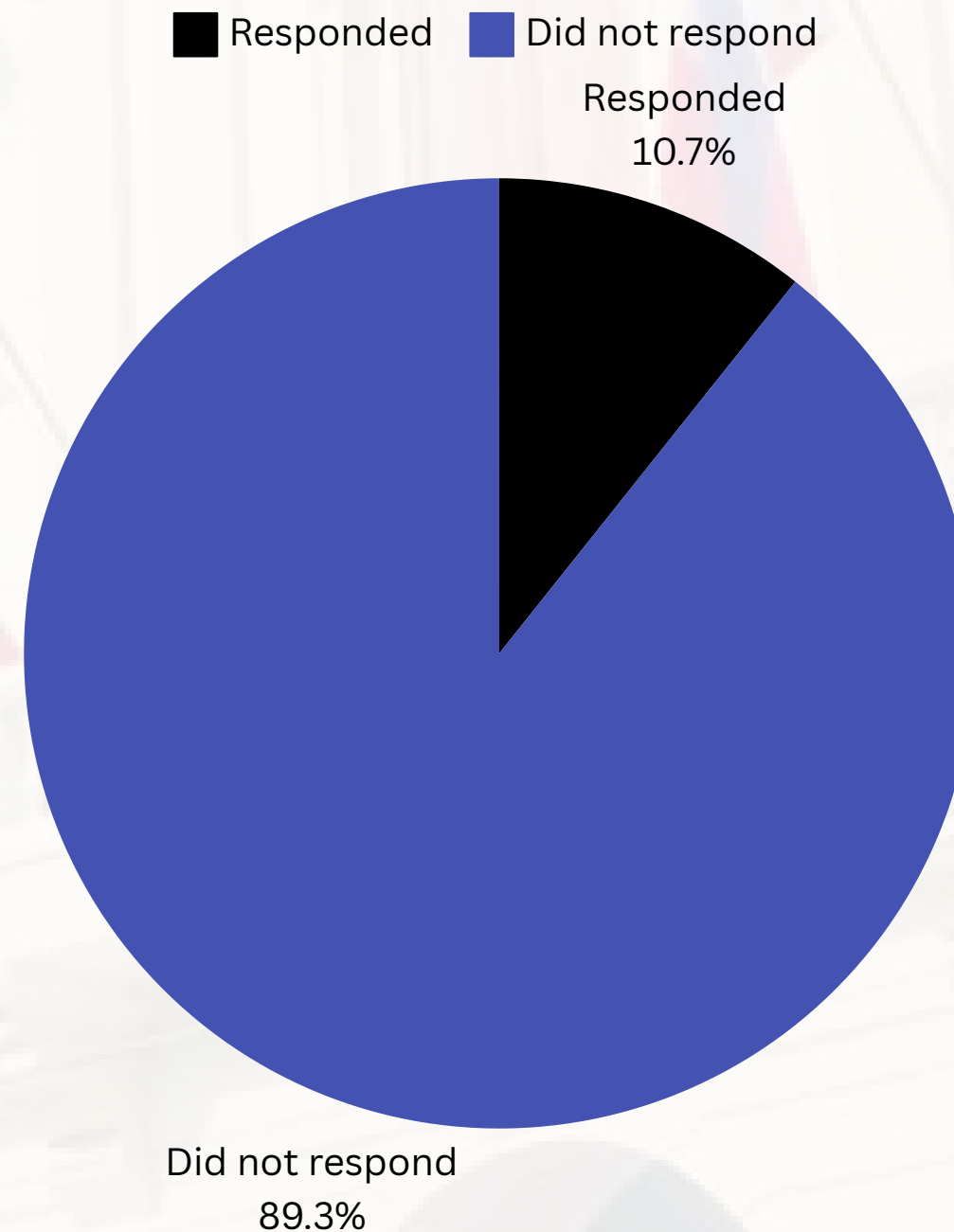
Service No.	Service Name	Internal or External Service?	Number of transactions annually	Confidence Interval	Margin of Error	Minimum number of respondents
1	Provision of Data or Information on Debt Securities to Various Agencies/Office	External	40	95%	5%	34
2	Provision of Statement of Total Mkt held by DTs as Interest Income on GS Issuance to various Bank Holders	External	111	95%	5%	86
3	Provision of Report on Reimbursement for Bond Interest/Redemption Payments due on the 10-year Agrarian Reform (AR) Bonds issued by NG	External	90	95%	5%	78
4	Claims for Interest/Redemption Payments by PDIC/IC Liquidated Receiver/Liquidator of insured and insured and certified and OBP bank entry registers & GS transferred by BSP to DOT-BTs pursuant to RA 7652 (The New Central Bank Act)	External	2	95%	5%	2
5	Provision of Data or Information on NG External Debt to Various Agencies/Office	External	52	95%	5%	47
6	Issuance of Recognition/Accreditation of Financial Institution (FI) as a Government Securities Eligible	External	1	95%	5%	1
7	Issuance of Certification Letter and National Registry of Scripless Securities (NRS) Portfolio Statement by Third Party Auditor of Registry Participants	External	82	95%	5%	68
8	Request for the creation of a new account in NRS	External	121	95%	5%	92
9	Review of Process and Arrangements in National Collection System / Arrangement	External	114	95%	5%	125
10	Preparation of comments on Commission on Audit (COA) Audit Observation Memorandum (AOM)	External	3	95%	5%	3
11	Reply/Comments on Commission on Audit (COA) Audit Observation Memorandum (AOM)	External	1	95%	5%	1
12	Payment of Fidelity Bond Premium of Bonds/BTs-Officials/Employees	External	117	95%	5%	98
13	Request for Funding and Processing of Payment of Terminal Leave Benefit of Retiree	External	94	95%	5%	76
14	Issuance of Certification of Departed National Collections	External	1623	95%	5%	311
15	Configuration of NRS Telnet and issuance to System Users	External	48	95%	5%	43
16	Configuration of NRS Virtual Private Network (VPN) Connection	External	90	95%	5%	78
17	Preparation/Submission of Certification as Color Image	External		95%	5%	6
18	Request for Processing of Payment to Supplier for Projects Prepared through Public Bidding	External	50	95%	5%	44
19	Request for Processing of Payment to Supplier for Projects Prepared through Shopping, Small Value Procurement and Lease of Goods	External	3	95%	5%	3
20	Request for Release of Retention Money for Projects Prepared through Shopping, SVP, Lease of Goods	External	8	95%	5%	6
21	Request for Legal Services: Conduct of Legal Investigation	External	8	95%	5%	6
22	Request for Legal Services: Conduct of Documentation	External	32	95%	5%	28
23	Request for Legal Advisory on Tax Exemption	External	47	95%	5%	42
24	Request for Legal Advisory - Other Request for Legal Opinion	External	2	95%	5%	2
25	Request for Reactivation of Unclaimed Balance Accounts	External	21	95%	5%	20
26	Request for Reactivation of Old Unclaimed Balance Accounts	External	8	95%	5%	6
27	Preparation of Partition Paper	External	9	95%	5%	6
28	Fidelity Bonding	External	161,896	95%	5%	323
29	Certification/Confirmation of Departed National Collections	External	52,856	95%	5%	311
30	Re-Order of NDS Checks	External	4,179	95%	5%	249
31	Authority to Open Bank Account/Change or Transfer of Depository Bank/Bank Branch/Current Account	External	2,440	95%	5%	325

# RESULTS OF THE HARMONIZED CSM





# RESPONSE RATE



In aggregate, **26,577** responses or **10.7%** were gathered, while **221,730** or **89.3%** did not respond to the survey from a total population of **248,307**.

Difficulties in the retrieval of the survey forms from the clients who do not return or answer the survey form resulted in a low response rate. It further aggravated due to uncontrollable circumstances given the time constraint of getting the feedback from the Bureau's clients.

External Services	Responses	Total Transactions
Provision of Data or information on Debt Securities to Various Agencies/Office	27	40
Provision of Statement of Taxes Withheld by BTr on Interest Income on GS Investments on Bond Holders	2	111
Provision of Report on Reimbursement for Bond Interest/Redemption Payments due on the 10-year Agrarian Reform (AR) Bonds Issued by NG	4	10
Payments Division: Claim for Interest / Redemption Payment by PDIC / IC designated Receiver/Liquidator of matured and unredeemed certificated and CBP book-entry registered GS transferred by BSP to DOF-BTr pursuant to RA 7653 (The New Central Bank Act)	No transactions made from clients	No transactions made from clients
Provision of Data or information on NG External Debt to Various Agencies/Offices	53	53
Issuance of Recognition /Accreditation of Financial Institution (FI) as a Government Securities Eligible	1	1
Issuance of Certification Letter and National Registry of Scripless Securities (NRoSS) Portfolio Statement by Third Party Auditors of Registry Participants	6	82



External Services	Responses	Total Transactions
Request for the creation of a tax-exempt account in NRoSS	6	121
Scripless Securities Registration Division: Claim for Interest / Redemption Payment by PDIC / IC designated Receiver/ Liquidator of matured and unredeemed certificated and CBP book-entry registered GS transferred by BSP to DOF-BTr pursuant to RA 7653 (The New Central Bank Act)	2	2
Review of Process and Assistance in National Collection System / Arrangement	43	184
Preparation of comments on Commission on Audit (COA) Audit Observation Memorandum (AOM)	3	3
Reply/Comment on Commission on Audit (COA) Audit Observation Memorandum (AOM)	1	1
Payment of Fidelity Bond Premium of Bonded BTr-Officials/Employees	117	117
Request for Funding and Processing of Payment of Terminal Leave Benefits of Retirees	19	94

External Services	Responses	Total Transactions
Issuance of Certification of Deposited National Collections	50	1,623
Configuration of NRoSS Tokens and Issuance to System Users	48	48
Configuration of NRoSS Virtual Private Network (VPN) Connection	10	10
Preparation/Submission of Certification on Excess Income	No feedback received from clients	9
Request for Processing of Payment to Suppliers for Projects Procured through Public Bidding	3	3
Request for Processing of Payment to Suppliers for Projects Procured through Shopping, Small Value Procurement and Lease of Venue	47	50
Request for Release of Retention Money for Projects Procured through Shopping, SVP, Lease of Venue	No transactions made from clients	No transactions made from clients

External Services	Responses	Total Transactions
Request for Legal Services: Conduct of Legal Investigation	No transactions made from clients	No transactions made from clients
Request for Legal Services: Contract Documentation	3	32
Request for Legal Advisory on Tax Exemption	33	47
Request for Legal Advisory – Other Request for Legal Opinion	No feedback received from clients	3
Request for Reactivation of Unclaimed Balances Accounts	21	21
Request for Reactivation of Old Unclaimed Balances Accounts	No transactions made from clients	No transactions made from clients
Preparation of Position Paper	No transactions made from clients	No transactions made from clients



External Services	Responses	Total Transactions
Fidelity Bonding	21,622	181,806
Certification/Confirmation of Deposited National Collections	3,142	52,559
Re-Order of MDS Checks	1,026	9,179
Authority to Open Bank Account/Change or Transfer of Depository Bank/Bank Branch/Current Account	288	2,098
<b>TOTAL</b>	<b>26,577</b>	<b>248,307</b>





# NO TRANSACTION / NO FEEDBACK RECEIVED

**Five (5) services had no clients in 2023, since there was no transaction completed:**

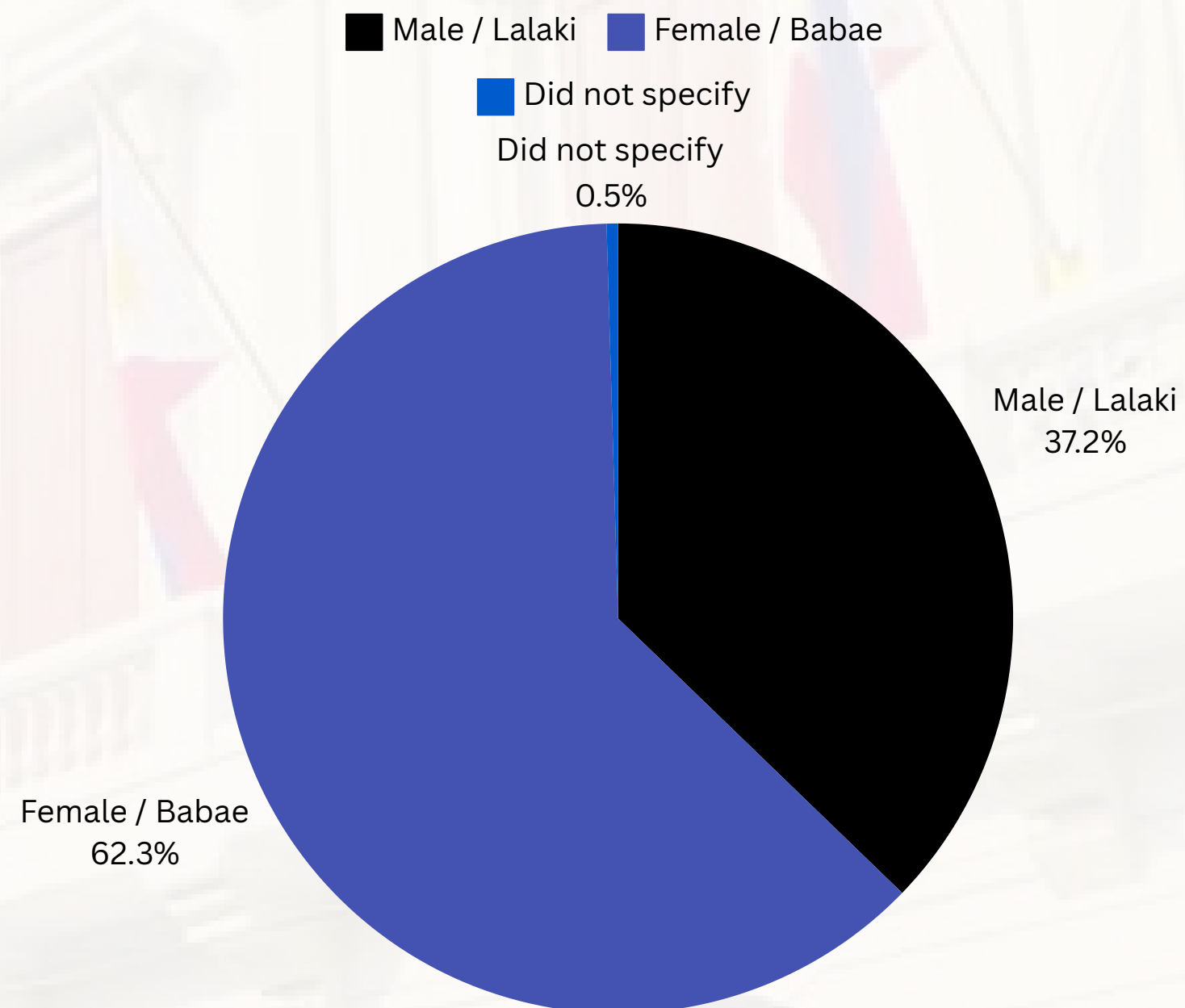
1. Payments Division: Claim for Interest / Redemption Payment by PDIC / IC designated Receiver/Liquidator of matured and unredeemed certificated and CBP book-entry registered GS transferred by BSP to DOF-BTr pursuant to RA 7653 (The New Central Bank Act)
2. Complaints and Investigation Division: Request for Legal Services - Conduct of Legal Investigation
3. Law and Litigation Division: Reactivation of Old Unclaimed Balances
4. Law and Litigation Division: Preparation of Position Paper
5. Property and Supply Management Division: Request for Release of Retention Money for Projects Procured through Shopping, SVP, Lease of Venue

However, **the following services did not have any client feedback received** even though there were accomplished transactions. The BTr personnel also made constant efforts to follow-up with the clients, but there was no response received.

1. Securities and Documentation Division: Request for Legal Advisory - Other Request for Legal Opinion
2. Fiscal Planning and Assessment Division: Preparation/Submission of Certification on Excess Income



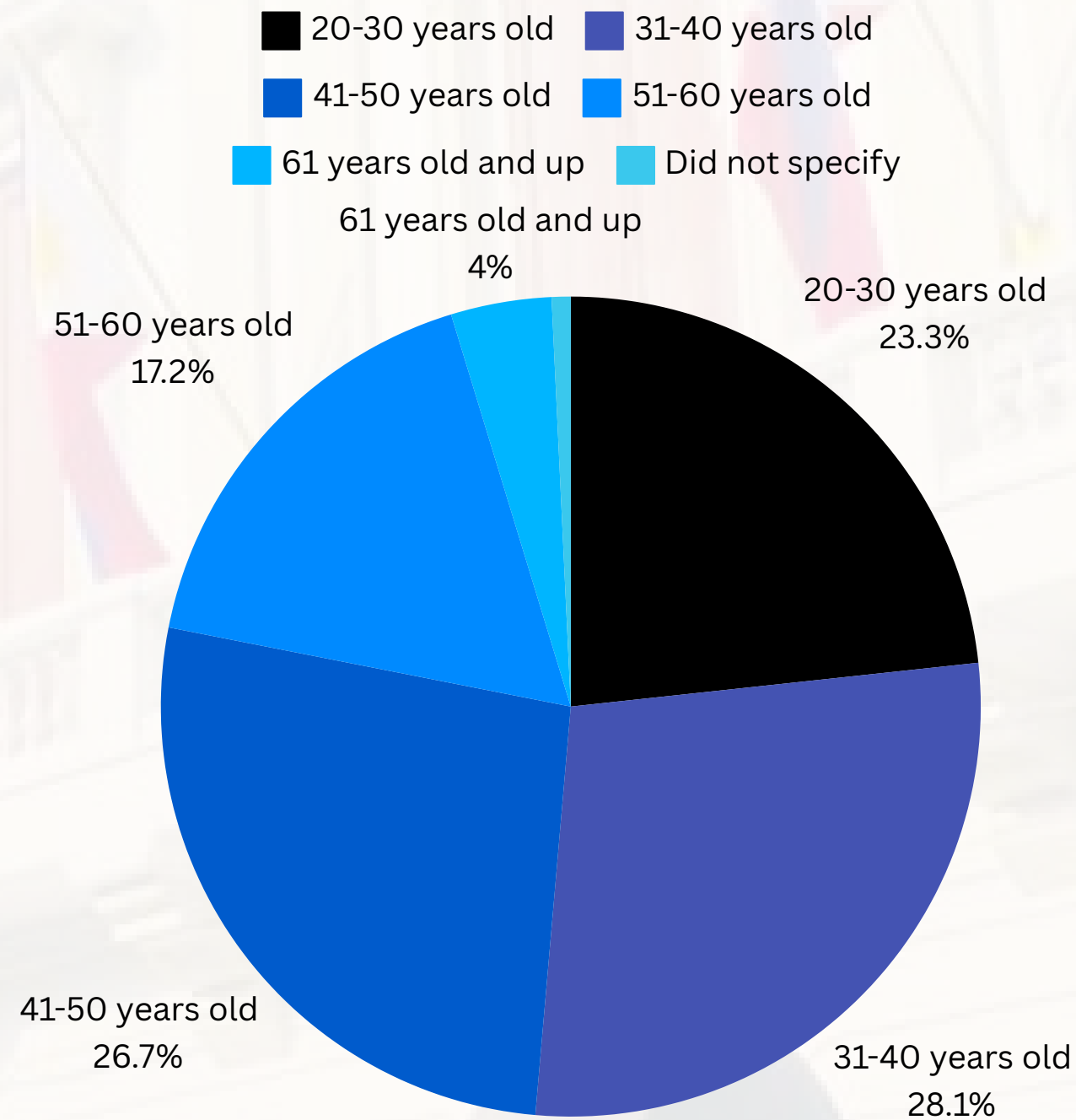
# DEMOGRAPHIC PROFILES - SEX



Out of the 26,577 responses gathered, the gender distribution reveals that the majority of respondents were **female**, accounting for **62.3% (16,559)**, while 37.2% (9,894) were male. The remaining 0.5% (124) did not indicate whether they were male or female.



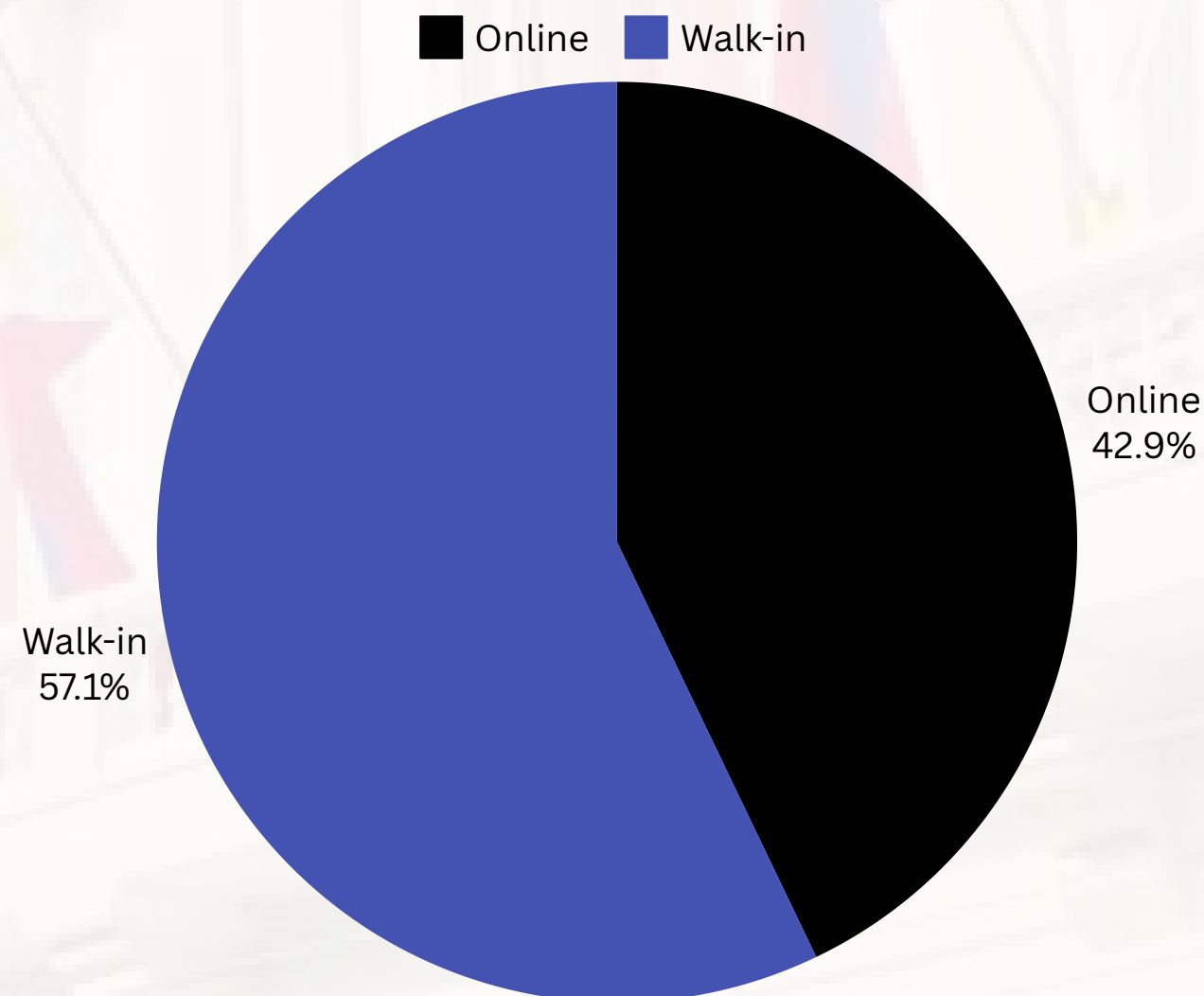
# DEMOGRAPHIC PROFILES - AGE GROUP



For the age group, the largest segment of respondents fell within the **31-40 age bracket**, constituting **28.1% (7,464)** of the total, closely followed by those aged 41-50, which accounted for 26.7% (7,100). Other age groups were also represented: 23.3% (6,191) were between 20-30 years old, 17.2% (4,568) were aged 51-60, and 4.0% (1,055) were 61 years old and above. The remaining 0.8% (199) did not answer. This illustrates that most of the respondents who transacted with Bureau services were in the middle age bracket.



# DEMOGRAPHIC PROFILES - CUSTOMER CATEGORY

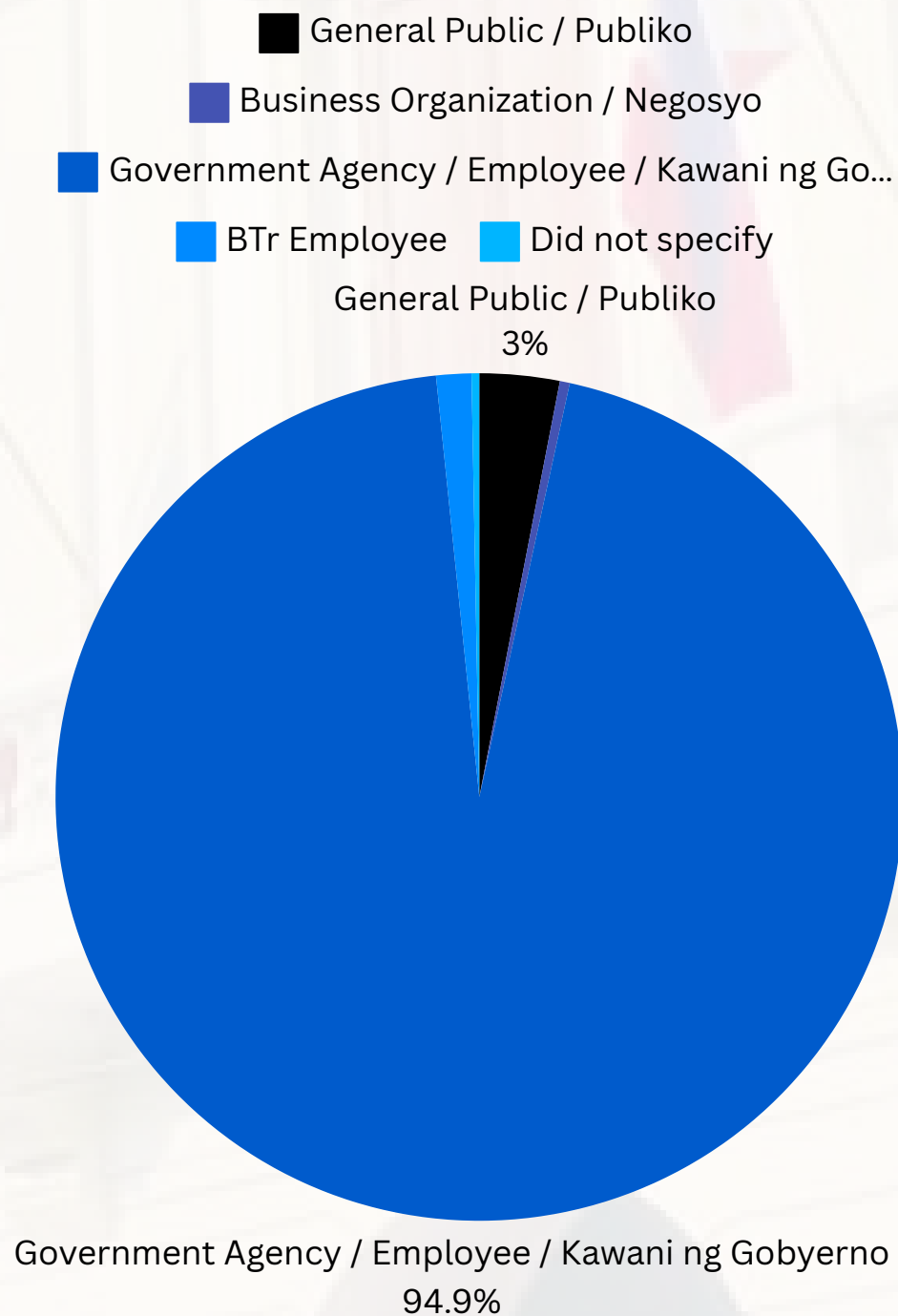


Furthermore, the survey revealed that **57.1% (15,182)** of respondents **preferred walk-in visits** instead of transacting online. Specifically, only 42.9% (11,395) of respondents favored online transactions. This means that clients perceive in-person transactions as more efficient compared to transacting online. The respondents also perceived the potential issues like poor internet connectivity, or might experience technical problems in BTr systems like Online Fidelity Bonding System (OFBS) and the back-and-forth submissions of forms and/or documents which are more tedious and risky on their part since there are those who prefer to transact physically find it more favorable on their part to get immediate response from the Bureau personnel to assist them immediately with their other queries.





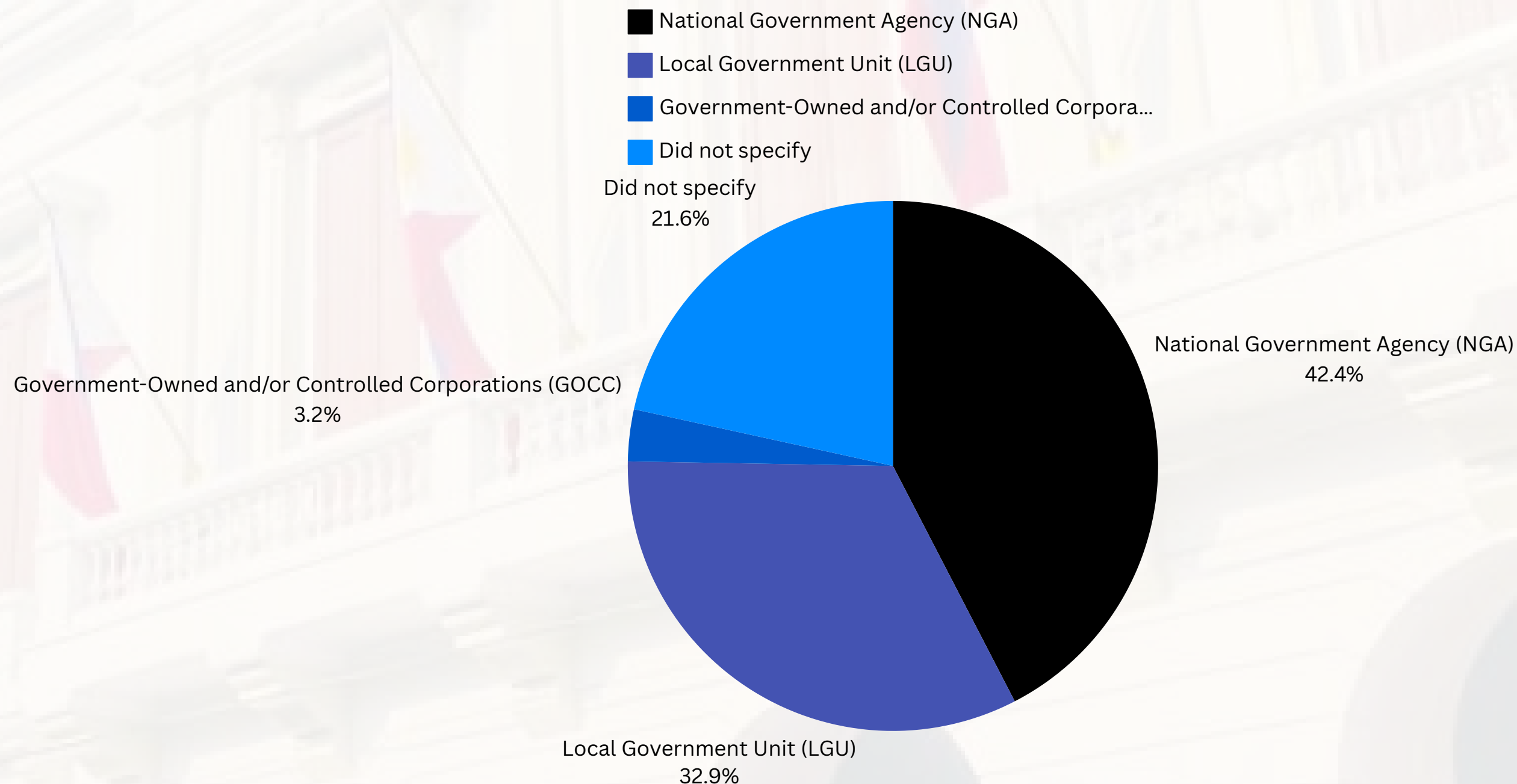
# DEMOGRAPHIC PROFILES - TYPE OF CUSTOMER



In regard to the type of customer, the data shows that the majority of Bureau clients served for the year 2023 belonged to various **government agencies**, accounting for **94.9% (25,232)** respondents. The remaining percentage represents the following: the General Public comprising 3.1% (810), followed by BTr employees of 1.3% (356), while business organizations comprising 0.3% (101) and the least figure of 0.29% (78) represents those who did not answer. The results showed that the Bureau services are beneficial to the various government agencies given the high rating, while for the rest the group showed a lesser percentage pertaining to their arising needs.



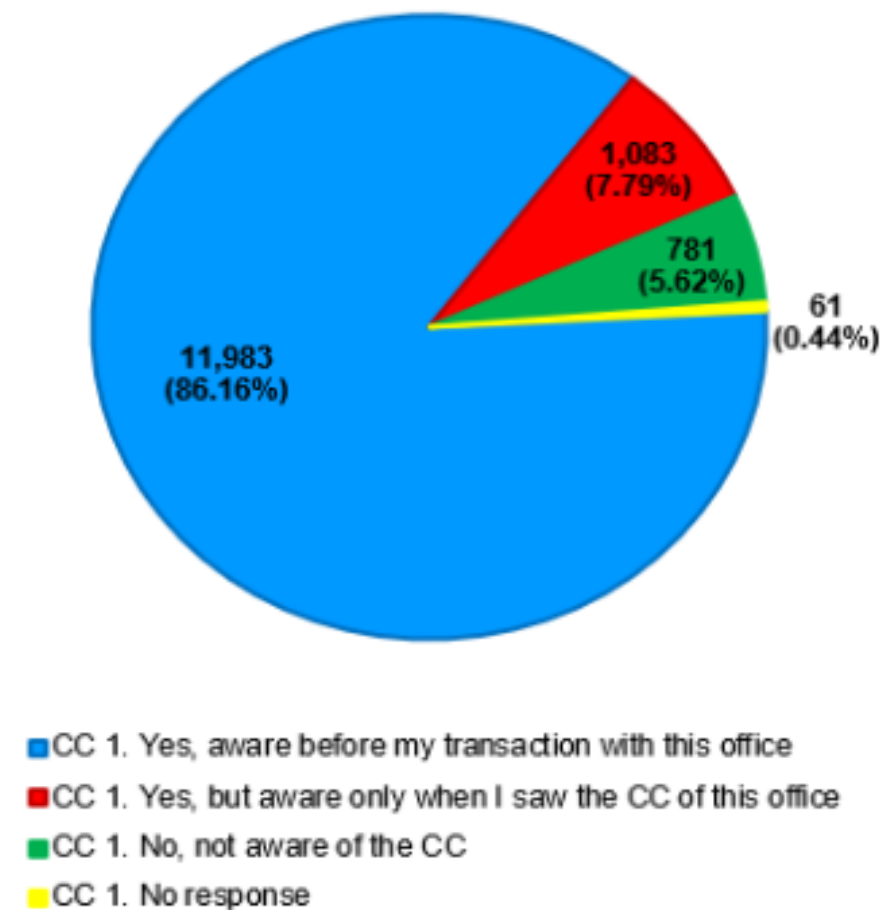
# DEMOGRAPHIC PROFILES - TYPE OF GOV. OFFICE



In terms of the type of Government Office, the survey shows that the majority were from the **National Government Agency (NGA)** comprising **42.40% (11,269)**, followed by those in the Local Government Unit (LGU) accounting for the 32.87% (8,736). Those who did not answer accounted for 21.57% (5,732), while the remaining 3.16% (840) were from the Government-Owned and/or Controlled Corporations (GOCCs).

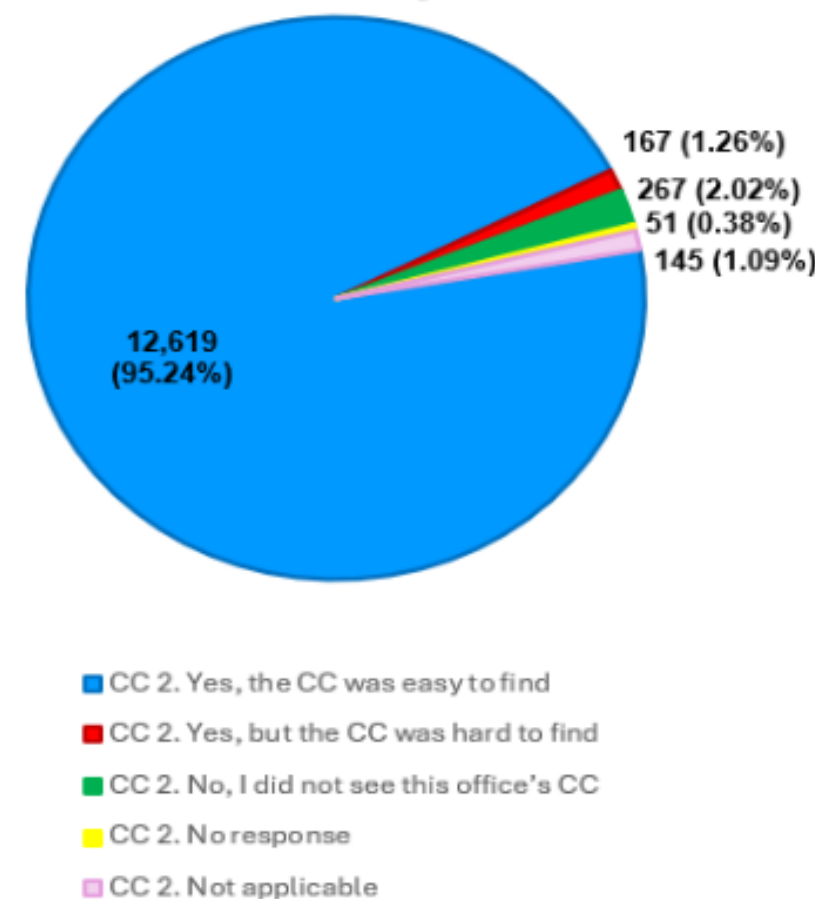
## B. RESULTS ON THE CITIZEN'S CHARTER-RELATED QUESTIONS

### AWARENESS



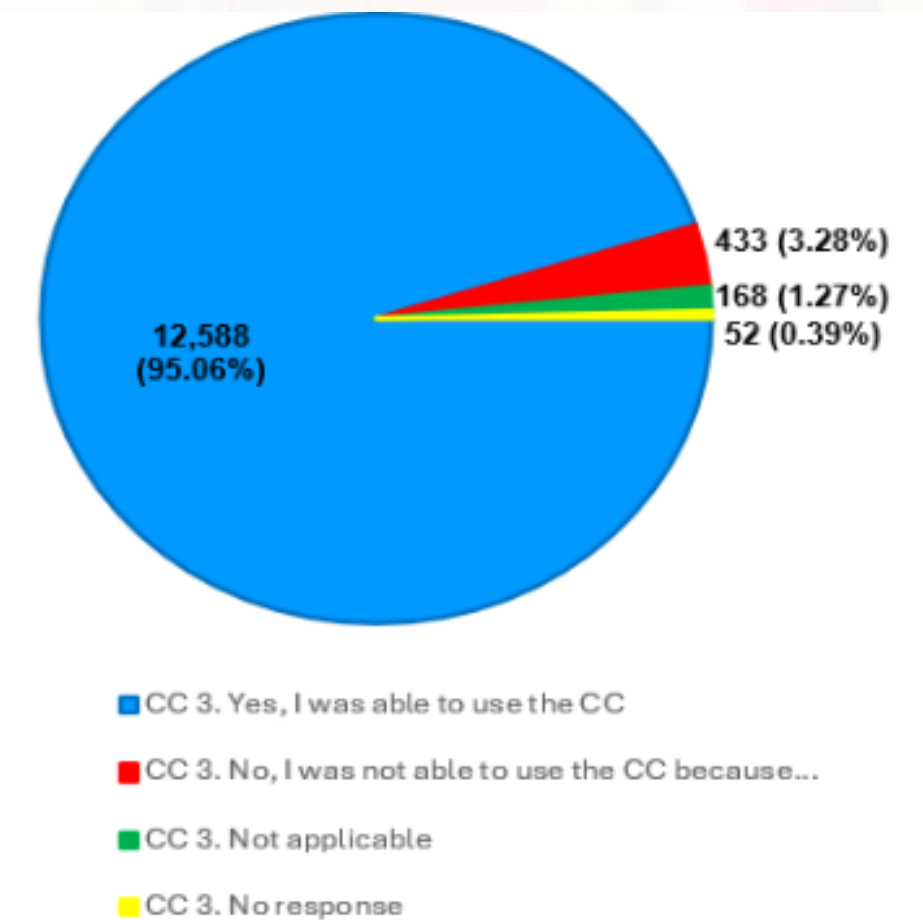
86.16% of the respondents indicated that they were aware of the existence of the Citizen's Charter before their transaction with the Bureau, 7.79% answered that they were only aware of the CC when they saw it in the office, and only 5.62% of all the respondents stated that they were not aware that the office has a Citizen's Charter. The no response question received 0.44% from the respondents because of their lack of participation to answer the CC-related questions, thus affecting the collection of truthful feedback that compromise the quality of survey data.

### VISIBILITY



On visibility, 95.24% were able to find the Citizen's Charter easily, and a few (1.26%) stated that the CC was difficult to find. For easier visibility, the Bureau provided a TV screen for clients showing the contents of the CC. Only 2.02% of the total clients responded that they haven't seen the CC in the office.

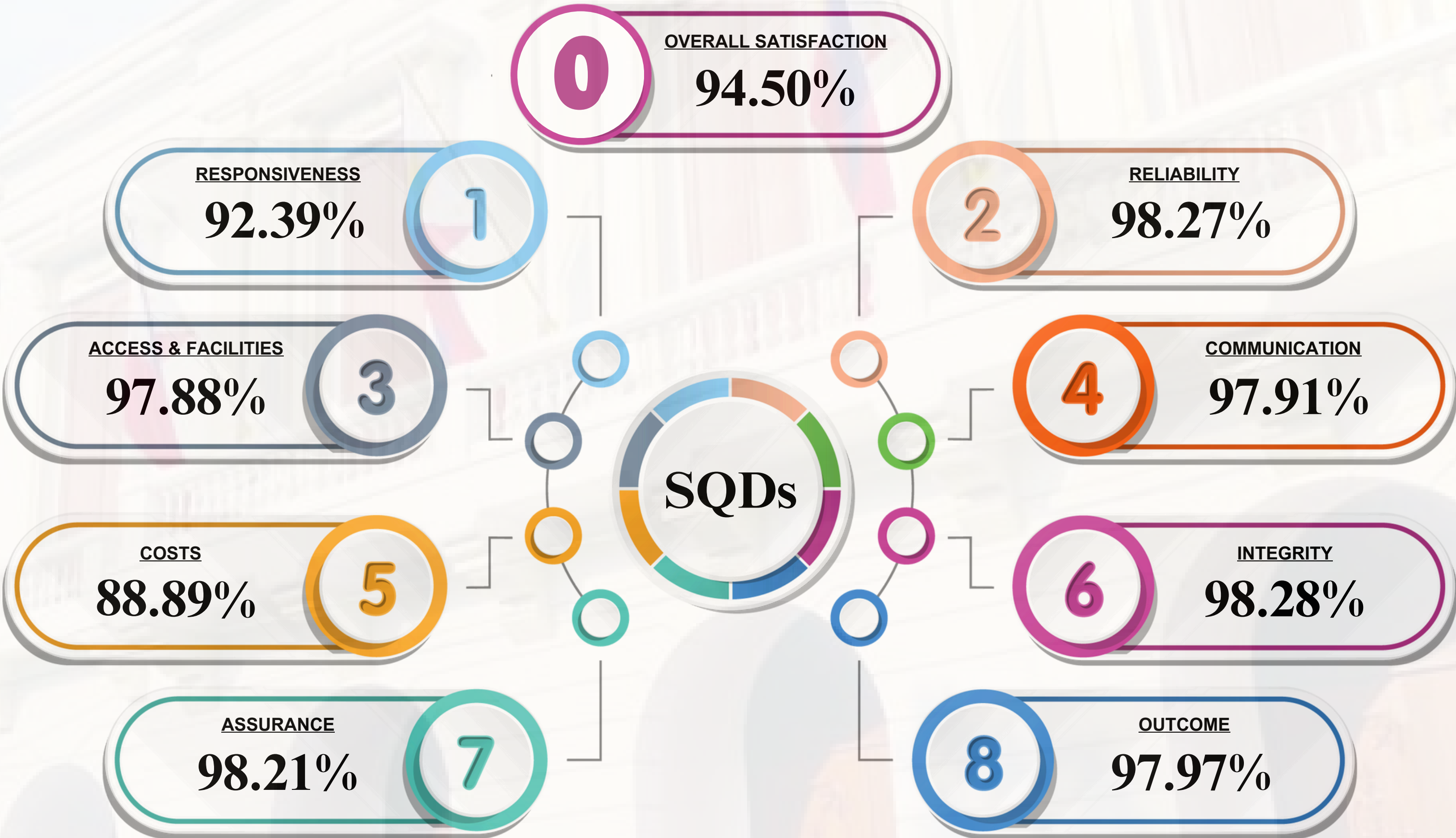
### HELPFULNESS



95.06% stated that they utilized the CC while 3.28% of the respective respondents weren't able to use the CC. Some of the clients preferred to be guided by the Bureau's personnel to transact directly with their concerns and/or needed process/requirements. However, the no response question got 0.39% indicating that the clients are comfortable transacting with the Bureau services even without using the Citizen's Charter as they were fully aware of the process of their transaction.



# A. CLIENT SATISFACTION BY SERVICE QUALITY DIMENSION (SQDs)





# OVERALL RATING OF SQD.0 AND SQD 1 TO 8

## SQD. 0

SQD. 0 (Overall Satisfaction) got an overall score of **94.50%** which is equivalent to a **VERY SATISFACTORY** rating.

## SQD. 1-8

SQDs. 1 to 8 got an overall score of **96.22%** which is equivalent to an **OUTSTANDING** rating.

The total rating of SQD. 0 and SQD. 1 to 8 resulted in a **95.36%** overall score or **OUTSTANDING**. Generally, all the SQDs garnered impressive results depicting the Bureau's high standards and good performance in delivering quality public service.

## COMBINED RESULT

OVERALL SCORE

SQD. 0 OF EACH  
SERVICE







# SQD. 0 OF EACH SERVICE

External Services	Percentage
Provision of Data or information on Debt Securities to Various Agencies/Office	93.33%
Provision of Statement of Taxes Withheld by BTr on Interest Income on GS Investments on Bond Holders	100%
Provision of Report on Reimbursement for Bond Interest/Redemption Payments due on the 10-year Agrarian Reform (AR) Bonds Issued by NG	100%
Payments Division: Claim for Interest / Redemption Payment by PDIC / IC designated Receiver/Liquidator of matured and unredeemed certificated and CBP book-entry registered GS transferred by BSP to DOF-BTr pursuant to RA 7653 (The New Central Bank Act)	No transaction completed
Provision of Data or information on NG External Debt to Various Agencies/Offices	100%
Issuance of Recognition /Accreditation of Financial Institution (FI) as a Government Securities Eligible	SQD. 0 is not applicable since the feedback received for this still used the old feedback form, not the harmonized CSM tool.



# SQD. 0 OF EACH SERVICE

External Services	Percentage
Issuance of Certification Letter and National Registry of Scripless Securities (NRoSS) Portfolio Statement by Third Party Auditors of Registry Participants	100%
Request for the creation of a tax-exempt account in NRoSS	100%
Scripless Securities Registration Division: Claim for Interest / Redemption Payment by PDIC / IC designated Receiver/ Liquidator of matured and unredeemed certificated and CBP book-entry registered GS transferred by BSP to DOF-BTr pursuant to RA 7653 (The New Central Bank Act)	SQD. 0 is not applicable since the feedback received for this still used the old feedback form, not the harmonized CSM tool.
Review of Process and Assistance in National Collection System / Arrangement	100%
MAAD: Preparation of comments on Commission on Audit (COA) Audit Observation Memorandum (AOM)	100%
BRAD: Reply/Comments on Commission on Audit (COA) Audit Observation Memorandum (AOM)	100%



# SQD. 0 OF EACH SERVICE

External Services	Percentage
Payment of Fidelity Bond Premium of Bonded BTr-Officials/Employees	100%
Request for Funding and Processing of Payment of Terminal Leave Benefits of Retirees	100%
Issuance of Certification of Deposited National Collections	87.50%
Configuration of NRoSS Tokens and Issuance to System Users	100%
Configuration of NRoSS Virtual Private Network (VPN) Connection	100%
Preparation/Submission of Certification on Excess Income	No feedback received
Request for Processing of Payment to Suppliers for Projects Procured through Public Bidding	100%
Request for Processing of Payment to Suppliers for Projects Procured through Shopping, Small Value Procurement and Lease of Venue	100%





# SQD. 0 OF EACH SERVICE

External Services	Percentage
Request for Release of Retention Money for Projects Procured through Shopping, SVP, Lease of Venue	No feedback received
Request for Legal Services: Conduct of Legal Investigation	No transaction completed
Request for Legal Services: Contract Documentation	100%
Request for Legal Advisory on Tax Exemption	100%
Request for Legal Advisory – Other Request for Legal Opinion	No feedback received
Request for Reactivation of Unclaimed Balances Accounts	100%
Request for Reactivation of Old Unclaimed Balances Accounts	No transaction completed
Preparation of Position Paper	No transaction completed



# SQD. 0 OF EACH SERVICE

External Services	Percentage
Fidelity Bonding	98.30%
Certification/Confirmation of Deposited National Collections	76.08%
Re-Order of MDS Checks	99.05%
Authority to Open Bank Account/Change or Transfer of Depository Bank/Bank Branch/Current Account	97.86%
<b>External Service SQD. 0 Overall</b>	<b>94.50%</b>

OVERALL SCORE  
SQD. 1-8 OF EACH  
SERVICE







# SQD. 1-8 OF EACH SERVICE

External Services	Percentage
Provision of Data or information on Debt Securities to Various Agencies/Office	95.77%
Provision of Statement of Taxes Withheld by BTr on Interest Income on GS Investments on Bond Holders	100%
Provision of Report on Reimbursement for Bond Interest/Redemption Payments due on the 10-year Agrarian Reform (AR) Bonds Issued by NG	100%
Payments Division: Claim for Interest / Redemption Payment by PDIC / IC designated Receiver/Liquidator of matured and unredeemed certificated and CBP book-entry registered GS transferred by BSP to DOF-BTr pursuant to RA 7653 (The New Central Bank Act)	No transaction completed
Provision of Data or information on NG External Debt to Various Agencies/Offices	100%
Issuance of Recognition /Accreditation of Financial Institution (FI) as a Government Securities Eligible	100%



# SQD. 1-8 OF EACH SERVICE

External Services	Percentage
Issuance of Certification Letter and National Registry of Scripless Securities (NRoSS) Portfolio Statement by Third Party Auditors of Registry Participants	85.71%
Request for the creation of a tax-exempt account in NRoSS	100%
Scripless Securities Registration Division: Claim for Interest / Redemption Payment by PDIC / IC designated Receiver/ Liquidator of matured and unredeemed certificated and CBP book-entry registered GS transferred by BSP to DOF-BTr pursuant to RA 7653 (The New Central Bank Act)	100%
Review of Process and Assistance in National Collection System / Arrangement	100%
MAAD: Preparation of comments on Commission on Audit (COA) Audit Observation Memorandum (AOM)	100%
BRAD: Reply/Comments on Commission on Audit (COA) Audit Observation Memorandum (AOM)	100%



# SQD. 1-8 OF EACH SERVICE

External Services	Percentage
Payment of Fidelity Bond Premium of Bonded BTr-Officials/Employees	99.76%
Request for Funding and Processing of Payment of Terminal Leave Benefits of Retirees	100%
Issuance of Certification of Deposited National Collections	93.38%
Configuration of NRoSS Tokens and Issuance to System Users	100%
Configuration of NRoSS Virtual Private Network (VPN) Connection	100%
Preparation/Submission of Certification on Excess Income	No feedback received
Request for Processing of Payment to Suppliers for Projects Procured through Public Bidding	100%
Request for Processing of Payment to Suppliers for Projects Procured through Shopping, Small Value Procurement and Lease of Venue	99.70%





# SQD. 1-8 OF EACH SERVICE

External Services	Percentage
Request for Release of Retention Money for Projects Procured through Shopping, SVP, Lease of Venue	No feedback received
Request for Legal Services: Conduct of Legal Investigation	No transaction completed
Request for Legal Services: Contract Documentation	100%
Request for Legal Advisory on Tax Exemption	100%
Request for Legal Advisory – Other Request for Legal Opinion	No feedback received
Request for Reactivation of Unclaimed Balances Accounts	95.92%
Request for Reactivation of Old Unclaimed Balances Accounts	No transaction completed
Preparation of Position Paper	No transaction completed



# SQD. 1-8 OF EACH SERVICE

External Services	Percentage
Fidelity Bonding	96.97%
Certification/Confirmation of Deposited National Collections	98.68%
Re-Order of MDS Checks	99.33%
Authority to Open Bank Account/Change or Transfer of Depository Bank/Bank Branch/Current Account	98.14%
<b>External Service Overall</b>	<b>96.22%</b>



# FREE RESPONSES

The Bureau clients also provided positive feedback in the survey form. The responses show that the BTr personnel efficiently and effectively delivered the services to its clients and they are very satisfied with the availed service/transaction.

“Outstanding service”

“Your service was fast.”

“As always, BTr employees are always prompt and reliable.”

“Very accommodating and helpful. Kudos to your service!”

“Keep up your EXCELLENT SERVICE!”

“Very satisfactory services offered. Friendly staff”

“I commend the prompt facilitation of our requests regarding on our Fidelity Bond renewal”

“The employees are very helpful, providing detailed instructions about the process of filing the fidelity bond application as well as online transactions. They help me a lot. Thank you.”

“OFBS is efficient”

“Excellent Transaction. Very easy to use and convenient to the user of this site. Keep up the system. Respect!!!”

“The staff are very warm and accommodating as always and all queries/ document requests are promptly attended to.”

“Fast service and very accommodating. Keep up the good work!”

“Excellent Service”

“Fast and reliable transaction.”

“Mabilis na po ang Serbisyo po nyo. Keep it up and Congrats po.”

“THANK YOU PO FOR BEING COURTEOUS AND ACCOMMODATING”

“VERY SATISFIED.”





*Funding the Republic*