# PHILIPPINE COMPETITION COMMISSION

## Harmonized Client Satisfaction Measurement Report

### 2025 (1st Edition)

**Table of Contents**


**I. OVERVIEW** ..... 4

**II. SCOPE** ..... 5

Period Covered. ..... 5

Geographic and Office coverage. ..... 5

List of services surveyed, responses, and total number of transacting clients. ..... 5

Sampling ..... 7

**III. METHODOLOGY** ..... 9

Feedback and Collection Mechanism. ..... 9

Scoring System ..... 10

**IV. DATA AND INTERPRETATION** ..... 10

A. Demographic Profile ..... 10

*D1. Age.* ..... 10

*D2. Sex.* ..... 10

*D3. PWD.* ..... 11

*D4. Region.* ..... 11

*D5. Customer Type.* ..... 12

B. Count of Citizen's Charter (CC) Results ..... 12

*CC1 Awareness of the CC.* ..... 12

*CC2 Visibility.* ..... 13

*CC3 Helpfulness.* ..... 13

C. Count of Service Quality Dimensions (SQD) Results ..... 14

*SQD 0 (Overall Client Satisfaction).* ..... 14

*SQD 1-8 (Service Quality Dimensions).* ..... 15

D. Overall score per service ..... 16

**V. RESULTS OF THE AGENCY ACTION PLAN REPORTED FOR FY 2025:** ..... 18

**VI. CONTINUOUS AGENCY IMPROVEMENT PLAN FOR FY 2026:** ..... 25

**ANNEX A: Survey Questionnaire/s Used** ..... 27

**ANNEX B: Citizen's Charter (CC) Results** ..... 34

B.1 Citizen's Charter (External Services) ..... 34

B.2 Citizen's Charter (Internal Services) ..... 34

**ANNEX C: Service Quality Dimensions (SQDs) on External Services** ..... 35

1. Review of Mergers and Acquisitions Transactions ..... 35

2. Request for Pre-Notification Consultation ..... 35

3. Evaluation of Letters of Non-Coverage ..... 36

4. Receipt and Processing of Enforcement-Related Questions and Queries (via e-mail and online portal) ..... 36
5. Processing of Request to Avail of the Competition Orientation Outreach Program (COOP) Services ..... 37
6. Issuance of COE and SR ..... 37
**Annex D: Service Quality Dimensions (SQDs) on Internal Services** ..... 38
1. Issuance of Authenticated Copies of Commission Decisions and Resolution ..... 38
2. Issuance of Certification of No Pending Administrative Case ..... 38
3. Circulation of Library Books - Borrowing ..... 39
4. Circulation of Library Books - Returning ..... 39
5. Circulation of Library Books - Renewing/Re-borrowing ..... 40
6. Issuance of Authenticated Copies of Official Records ..... 40
7. Requisition and Issuance of Supplies and Equipment ..... 41
8. Provision of Service Vehicle ..... 41
9. Issuance of Certificate of Employment (COE) and Service Record (SR) (Internal) ..... 42
10. Issuance of Travel Authority ..... 42
11. Processing of Request for the Approval of Local Capacity Building Programs (amounting to Php 50,000.00 and below) ..... 43
12. Processing of Request for the Approval of Foreign Capacity-Building Programs ..... 43
13. Processing of Requests to Participate in Approved Capacity-Building Programs (Foreign and Local Programs) ..... 44
14. Provision of Information and Communications Technology (ICT) Services for Routine and General Requests ..... 44
15. Processing of the Certification of Availability of Allotment (CAA) ..... 45
**Annex E: What are your suggestions for the improvement of PCC Services?** ..... 46
1. External Services ..... 46
2. Internal Services ..... 46
**Annex F: What specific aspect of PCC Office service delivery would you like them to continue doing, if any?** ..... 47
1. External Services ..... 47
2. Internal Services ..... 48
**Annex G: Is there any personnel you would like to commend in relation to the service availed?** ..... 50
1. External Services ..... 50
2. Internal Services ..... 50

**Harmonized Client Satisfaction Measurement (CSM) Report**
*For Fiscal Year 2025*

## I. OVERVIEW

The Philippine Competition Commission (PCC) or the "Commission" is an independent quasi-judicial body mandated to enforce Republic Act No. 10667 or the Philippine Competition Act (PCA), which is the country's primary competition law aimed at maintaining and promoting market competition through the regulation of anti-competitive conduct.

In September 2017, the PCC released the first version of its Citizen's Charter to increase public awareness of PCC's functions and mandate and to provide basic information on a) PCC's key services; b) the performance standards that the PCC adheres to when transacting with the public; and c) support and feedback mechanisms that will allow PCC to continually improve its services.

Pursuant to Republic Act No.11032[1] and the commitment of the Commission to deliver quality service to its stakeholders, the PCC Citizen's Charter (CC) underwent revision in March 2025[2] and December 2025,[3] reflecting the ongoing efforts towards service enhancement.

The Annual Harmonized Client Satisfaction Measurement Report (HCSM) for FY 2025 yielded a response rate of 16.76% (680 out of 4,057 clients). Among those who responded, 90.44% (615 out of 680) of PCC clients were aware of the CC. Of the clients who answered the follow-up question about visibility 84.72% (521 out of 615) stated that the CC was easy to see. Additionally, 75.45% (464 out of 615) indicated that they found the CC to be helpful. Both external (92.81%) and internal (98.60%) clients reported high satisfaction, resulting in an overall score of 97.93% or Outstanding.

| | Score |
|---|---|
| CC Awareness | 90.44% |
| CC Visibility | 84.72% |
| CC Helpfulness | 75.45% |
| Response Rate | 16.76% |
| Overall Score | 97.93% |

[1] *The Ease of Doing Business and Efficient Government Service Delivery Act of 2018.*
[2] PCC Citizen's Charter (March 2025, 1st Edition)
[3] PCC Citizen's Charter (December 2025, 2nd Edition)

## II. SCOPE

Period Covered. From January to December 2025, a total of **six thousand five hundred eighteen (6,518)** transactions, both external and internal, were recorded across PCC's twenty-seven (27) external and internal services.

Geographic and Office coverage. The PCC's main office in Quezon City served as the central location for completing all these client transactions.
List of services surveyed, responses, and total number of transacting clients. All services enrolled in the Citizen's Charter were surveyed:

| EXTERNAL SERVICES | TOTAL TRANSACTIONS | TOTAL CLIENTS | RESPONSES |
|---|---|---|---|
| Evaluation of Letters of Non-Coverage | 51 | 83 | 26 |
| Request for Pre-Notification Consultation[4] | 39 | 39 | 13 |
| Review of Mergers and Acquisitions Transactions | 35 | 76 | 24 |
| Receipt and Processing of Enforcement Complaints | 3 | 3 | 0[5] |
| Receipt and Processing of Enforcement-Related Questions and Queries (Via E-mail and online portal) | 241 | 241 | 3 |
| Processing of Request to Avail of the Competition Orientation Outreach Program (COOP) Services | 6 | 7 | 7 |
| Issuance of Certificate of Employment (COE) and Service Record (SR) (External) | 11 | 11 | 3 |
| **Total External Services** | **386** | **460** | **76** |

| INTERNAL SERVICE | TOTAL TRANSACTIONS | TOTAL CLIENTS | RESPONSES |
|---|---|---|---|
| Issuance of Authenticated Copies of Commission Decisions and Resolution | 6 | 6 | 4 |
| Issuance of Certification of No Pending Administrative Case | 62 | 62 | 32 |
| Issuance of Legal Opinion | 1 | 1 | 0[6] |
| Circulation of Library Books - Borrowing | 155 | 129 | 12 |

[4] The service was previously titled 'Provision of Pre-Notification Consultation,' as reflected in the March 1st Edition of the FY 2025 Citizen's Charter.
[5] There was no recorded client feedback for the services of Receipt and Processing of Enforcement Complaints during the covered period
[6] There was no recorded client feedback for the service of Issuance of Legal Opinion during the covered period.

| INTERNAL SERVICE | TOTAL TRANSACTIONS | TOTAL CLIENTS | RESPONSES |
|---|---|---|---|
| Circulation of Library Books – Returning | 139 | 125 | 27 |
| Circulation of Library Books – Renewing/Re-borrowing | 187 | 147 | 28 |
| Issuance of Authenticated Copies of Official Records | 578 | 416 | 55 |
| Requisition and Issuance of Supplies and Equipment | 257 | 177 | 16 |
| Provision of Service Vehicle | 1470 | 390 | 95 |
| Issuance of Certificate of Employment (COE) and Service Record (SR) (Internal) | 232 | 201 | 78 |
| Issuance of Travel Authority | 97 | 92 | 37 |
| Processing of Request for the Approval of Local Capacity-Building Programs (amounting to Php 50,000.00 and below) | 82 | 82 | 1 |
| Processing of Request for the Approval of Foreign Capacity-Building Programs | 84 | 78 | 4 |
| Processing of Requests to Participate in Approved Capacity-Building Programs (Foreign and Local Programs) | 166 | 132 | 7 |
| Provision of Information and Communications Technology (ICT) Services for Routine and General Requests | 1879 | 1028 | 139 |
| Processing of the Certification of Availability of Allotment (CAA) | 737 | 531 | 69 |
| **Total Internal Services** | **6,132** | **3597** | **604** |
| **OVERALL TOTAL** | **6,518** | **4,057** | **680** |

A total of **four thousand fifty-seven (4,057)** clients (both external and internal) availed one or more of PCC's twenty-seven (27) external and internal services. Out of the four thousand fifty-seven (4,057) clients, only **six hundred eighty (680)** or **16.76%** of the clients participated in the survey. The total number of recorded feedback from external clients is **seventy-six (76)** or **11.18%** while the total number of recorded feedback from internal clients is **six hundred four (604)** or **88.82%**.

A total of **three thousand three hundred seventy-seven (3,377)** or **83.24%** of the clients were excluded because of the following reasons: (a) clients

expressed unwillingness to participate in the survey, (b) clients did not respond to the survey invitation, possibly due to concerns regarding the legitimacy or authenticity of the survey; or (c) clients' contact information could not be ascertained.

The following services had no clients in FY 2025:

| |
|---|
| 1. Issuance of Binding Ruling – Zero |
| 2. Processing of Request for the Approval of Local Capacity-Building Programs (amounting to Php 50,000.00 and above) – Zero |
| 3. Provision of Information and Communications Technology (ICT) Services for User Control and Mission Critical Requests – Zero |
| 4. Issuance of Authenticated Copies of Management Committee Meetings Summary of Discussions (SOD) – Zero |

Sampling.

For the purpose of determining the sample size for each service, the PCC made use of the sampling calculator offered by ARTA.

**Sampling Calculator Results for External Services**

| EXTERNAL SERVICES | NUMBER OF TRANSACTIONS ANNUALLY | MINIMUM NUMBER OF RESPONDENTS[7] | ACTUAL NUMBER OF RESPONDENTS FOR FY 2025 |
|---|---|---|---|
| Review of Mergers and Acquisitions Transactions | 35 | 32 | 24 |
| Request for Pre-Notification Consultation[8] | 39 | 35 | 13 |
| Evaluation of Letters on Non-Coverage | 51 | 45 | 26 |
| Receipt and Processing of Enforcement Complaints | 3 | 3 | 0 |
| Receipt and Processing of Enforcement-Related Questions and Queries (Via E-mail and online portal) | 241 | 148 | 3 |
| Processing of Request to Avail of the Competition Orientation Outreach Program (COOP) Services | 6 | 6 | 7 |
| Issuance of Certificate of Employment (COE) and Service Record (SR) (External) | 11 | 11 | 3 |

[7] This is determined using the Sample Size Calculator as prescribed in ARTA Memorandum Circular No. 2022-05, Section 4.3.3.: *https://tinyurl.com/CSMsamplesize*
[8] The service was previously titled 'Provision of Pre-Notification Consultation,' as reflected in the March 1st Edition of the FY 2025 Citizen's Charter.

**Sampling Calculator Results for Internal Services**

| INTERNAL SERVICE | NUMBER OF TRANSACTIONS ANNUALLY | MINIMUM NUMBER OF RESPONDENTS[9] | NUMBER OF RESPONDENTS FOR FY 2025 |
|---|---|---|---|
| Issuance of Authenticated Copies of Commission Decisions and Resolution | 6 | 6 | 4 |
| Issuance of Certification of No Pending Administrative Case | 62 | 54 | 32 |
| Issuance of Legal Opinion | 1 | 1 | 0 |
| Circulation of Library Books - Borrowing | 155 | 111 | 12 |
| Circulation of Library Books – Returning | 139 | 102 | 27 |
| Circulation of Library Books – Renewing/Re-borrowing | 187 | 126 | 28 |
| Issuance of Authenticated Copies of Official Records | 578 | 231 | 55 |
| Requisition and Issuance of Supplies and Equipment | 257 | 154 | 16 |
| Provision of Service Vehicle | 1,470 | 305 | 95 |
| Issuance of Certificate of Employment (COE) and Service Record (SR) (Internal) | 232 | 145 | 78 |
| Issuance of Travel Authority | 97 | 78 | 37 |
| Processing of Request for the Approval of Local Capacity-Building Programs (amounting to Php 50,000.00 and below) | 82 | 68 | 1 |
| Processing of Request for the Approval of Foreign Capacity-Building Programs | 84 | 69 | 4 |
| Processing of Requests to Participate in Approved Capacity-Building Programs (Foreign and Local Programs) | 166 | 116 | 7 |
| Provision of Information and Communications Technology (ICT) Services for Routine and General Requests | 1,879 | 319 | 139 |

[9] This is determined using the Sample Size Calculator as prescribed in ARTA Memorandum Circular No. 2022-05, Section 4.3.3.: *https://tinyurl.com/CSMsamplesize*

| INTERNAL SERVICE | NUMBER OF TRANSACTIONS ANNUALLY | MINIMUM NUMBER OF RESPONDENTS[9] | NUMBER OF RESPONDENTS FOR FY 2025 |
|---|---|---|---|
| Processing of the Certification of Availability of Allotment (CAA) | 737 | 253 | 69 |

The data presented in the tables above indicate that the PCC did not achieve the intended sample size across all enrolled services. Several factors contributed to the low response rate, including limited client availability, survey fatigue, and difficulties in reaching respondents via the designated channels (e.g., emails and calls).

One significant contributing factor is the increasing number of phishing scams and other fraudulent online activities. Due to the high volume of suspicious emails and links circulating online, many clients have become more cautious and skeptical of external emails and online surveys. As a result, some clients tend to ignore or avoid survey invitations altogether, fearing potential security risks. This heightened vigilance, while understandable, has inadvertently led to reduced participation and overall engagement in legitimate government-administered surveys such as the HCSM.

Additionally, some clients may have opted not to participate due to time constraints or a lack of urgency in providing feedback. Based on our experience in administering the survey, clients tend to prioritize completing their primary transactions, often viewing post-service surveys as optional or non-essential. Clients who experienced neither strongly positive nor negative interactions may also feel less motivated to respond, as neutral experiences seldom prompt immediate feedback.

Survey timing[10] is another influential factor. Surveys disseminated during peak business periods or holiday seasons are more likely to be overlooked or deprioritized. Furthermore, clients may perceive that their feedback will not lead to tangible changes or improvements, resulting in a general sense of disengagement.

## III. METHODOLOGY

Feedback and Collection Mechanism. The PCC conducted the HCSM online survey. All clients participated by completing the self-administered survey online, which was distributed through two channels:

- QR codes: Clients could scan designated QR codes to access the online survey.
- Email: Clients received emails containing clickable links that directed them to the Microsoft (MS) Forms survey

[10] Regarding PCC External and Internal Services, survey administration takes place subsequent to the completion of the transaction or once the client has received the required document or service from the PCC.

Scoring System. The clients were asked to rate their level of satisfaction with their experience in transacting within the PCC using a five-point scale (i.e., Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree).

| SCALE | RATING |
|---|---|
| 5 | Strongly Agree (SA) |
| 4 | Agree (A) |
| 3 | Neither Agree nor Disagree (N) |
| 2 | Disagree (D) |
| 1 | Strongly Disagree (SD) |

The Overall score for the eight (8) Service Quality Dimensions (SQDs) was computed based on the following formula:

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

The interpretation of the results is 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 |

## IV. DATA AND INTERPRETATION

A. Demographic Profile

*D1. Age.* Out of the **six hundred eighty (680)** clients who completed the HCSM online survey, **six hundred seventy-five (675) or 99.26%** fall within the 18-59 age range, and only **five (5) or 0.74%** fall within the age range of 60 years old and above.

Breaking down the data further, among the **seventy-six (76)** external clients, **seventy-two (72)** or **94.74%** of clients fall within the age range of 18-59 years old, while **four (4)** or **5.26%** fall within the age range of 60 years old and above. On the other hand, among the **six hundred four (604)** internal clients, **six hundred three (603)** or **99.83%** of clients on internal services fall within the age range of 18-59 years old, while only **one (1)** or **0.17%** fall within the age range of 60 years old and above.

*D2. Sex.* Out of the **six hundred eighty (680)** clients who completed the HCSM online survey, **two hundred eighty-one (281)** or **41.32%** are **male**, **three**

**hundred eighty-eight (388)** or **57.06%** are **female**, and **eleven (11)** or **1.62%** of clients preferred not to disclose their sex.

Breaking down the data further, among the **seventy-six (76)** external clients, **thirty-three (33)** or **43.42%** of clients are **male**, while **forty (40)** or **52.63%** are **female** and **three (3)** or **3.95%** of clients **preferred not to disclose their sex**. On the other hand, out of the **six hundred four (604)** internal clients, **two hundred forty-eight (248)** or **41.06%**, of clients are **male**, **three hundred forty-eight (348)** or **57.62%** are **female**, and **eight (8)** or **1.32%** of clients preferred not to disclose their sex.

*D3. PWD.* Out of the **six hundred eighty (680)** clients who completed the HCSM online survey, **six hundred sixty (660)** or **97.06%** indicated that they do not identify themselves as person with disabilities (PWD), **six (6)** or **0.88%** indicated they identify themselves as person with disabilities (PWD), and **fourteen (14)** or **2.06%** preferred not to disclose their disability status.

Breaking down the data further, all **seventy-six (76)** external clients or **100%**, indicated that they do not identify as person with disabilities (PWD). On the other hand, out of the **six hundred four (604)** internal clients, **five hundred eighty-four (584)** or **96.69%** indicated that they do not identify as person with disabilities (PWD), **six (6)** or **0.99%** indicated they identify themselves as person with disabilities (PWD)**,** and **fourteen (14)** or **2.32%** preferred not to disclose their PWD status.

| DEMOGRAPHIC PROFILE | EXTERNAL | INTERNAL | OVERALL |
|---|---|---|---|
| **D1 Age** | | | |
| 1. 18-59 years old | 94.74% | 99.83% | **99.26%** |
| 2. 60 years old and above | 5.26% | 0.17% | **0.74%** |
| **D2. Sex** | | | |
| 1. Male | 43.42% | 41.06% | **41.32%** |
| 2. Female | 52.63% | 57.62% | **57.06%** |
| 3. Prefer Not to say | 3.95% | 1.32% | **1.62%** |
| **D3. PWD** | | | |
| 1. Yes | 0.00% | 0.99% | **0.88%** |
| 2. No | 100.00% | 96.69% | **97.06%** |
| 3. Prefer Not to say | 0.00% | 2.32% | **2.06%** |

*D4. Region.* Out of **six hundred eighty (680)** clients who completed the HCSM online survey, **six hundred sixty-four (664)** or **97.63%** are from the National Capital Region (NCR), **three (3)** or **0.44%** are from Region II, **five (5)** or **0.74%** is from Region III, **five (5)** or **0.74%** are from Region IV-A (CALABARZON), **one (1)** or **0.15%** is from Region V, **one (1)** or **0.15%** is from Region VI, and **one (1)** or **0.15%** is from Region VII.

Breaking down the data further, among the **seventy-six (76)** external clients, **sixty (60)** or **78.93%** are from the National Capital Region (NCR), **three (3)** or **3.95%** are from Region II, **five (5)** or **6.58%** are from Region III, **five (5)** or

**6.58%** are from Region IV-A (CALABARZON), **one (1)** or **1.32%** is from Region V, **one (1)** or **1.32%** is from Region VI, and **one (1)** or **1.32%** is from Region VII. On the other hand, all **six hundred four (604)** or **100%** of internal clients are from the National Capital Region (NCR).

| D4. REGION | EXTERNAL | INTERNAL | OVERALL |
|---|---|---|---|
| 1. Region I | 0.00% | 0.00% | 0.00% |
| 2. Region II | 3.95% | 0.00% | **0.44%** |
| 3. Region III | 6.58% | 0.00% | **0.74%** |
| 4. Region IV-A | 6.58% | 0.00% | **0.74%** |
| 5. Region IV-B | 0.00% | 0.00% | 0.00% |
| 6. Region V | 1.32% | 0.00% | **0.15%** |
| 7. Region VI | 1.32% | 0.00% | **0.15%** |
| 8. Region VII | 1.32% | 0.00% | **0.15%** |
| 9. Region VIII | 0.00% | 0.00% | 0.00% |
| 10. Region IX | 0.00% | 0.00% | 0.00% |
| 11. Region X | 0.00% | 0.00% | 0.00% |
| 12. Region XII | 0.00% | 0.00% | 0.00% |
| 13. Region XIII | 0.00% | 0.00% | 0.00% |
| 14. NCR | 78.93% | 100.000% | **97.63%** |
| 15. CAR | 0.00% | 0.00% | 0.00% |
| 16. BARMM | 0.00% | 0.00% | 0.00% |
| 17. Did not specify | 0.00% | 0.00% | 0.00% |

*D5. Customer Type.* Out of **six hundred eighty (680)** clients who completed the CSM online survey, **six hundred fourteen (614)** or **90.30%**[11] are government clients, **fifty-seven (57)** or **8.38%**, are from the business sectors, and **nine (9)** or **1.32%** are individual citizens.

Breaking down the data further, among the **seventy-six (76)** external clients, **ten (10)** or **13.16%** are government clients, **fifty-seven (57)** or **75%** are from the business sectors, and **nine (9) or 11.84%** are individual citizens. On the other hand, all **six hundred four (604) or 100%** internal clients are government clients.

| D5. CUSTOMER TYPE | EXTERNAL | INTERNAL | OVERALL |
|---|---|---|---|
| 1. Government | 13.16% | 100.00% | **90.30%** |
| 2. Business | 75.00% | 0.00% | **8.38%** |
| 3. Citizen | 11.84% | 0.00% | **1.32%** |
| 4. Did not specify | 0.00% | 0.00% | **0.00%** |

B. Count of Citizen's Charter (CC) Results

*CC1 Awareness of the CC.* In terms of awareness regarding the CC, out of the **six hundred eighty (680)** external and internal clients who completed the HCSM online survey, **five hundred ninety-eight (598)** or **87.94%** know what a CC is and saw the PCC's CC, **forty-seven (47)** or **6.91%** know the CC but did not saw in the

[11] An adjustment was made from 90.29% to 90.30% to ensure compliance with the criteria for attaining a 100% overall rating.

office, **seventeen (17)** or **2.50%** just learned the CC when it saw in the office, and **eighteen (18)** or **2.65%** are not aware of the CC and did not see one in PCC.

*CC2 Visibility.* Of the **six hundred fifteen (615)**[12] clients who are aware of the PCC's CC, **five hundred twenty-one (521)** or **84.72%** answered that the CC is easy to see, **eighty (80)** or **13.01%** answered that the CC is somewhat easy to see, **nine (9)** or **1.46%** answered that the CC is difficult to see, **three (3)** or **0.49%** answered that the CC is Not visible at all, and **two (2)** or **0.32%** indicated "N/A".

*CC3 Helpfulness.* Of the **six hundred fifteen (615)**[13] clients who are aware of the PCC's CC, **four hundred sixty-four (464)** or **75.45%** answered that the CC was very helpful in their transactions, **one hundred nine (109)** or **17.72%** answered that the CC somewhat helped in their transaction, **ten (10)** or **1.63%** answered that the CC did not help in their transactions, and **thirty-two (32)** or **5.20%** indicated "N/A".

| CITIZEN'S CHARTER ANSWERS | RESPONSES | PERCENTAGE |
|---|---|---|
| **AWARENESS** | | |
| CC1. Which of the following describes your awareness of the CC? | | |
| 1. I know what a CC is, and I saw this office's CC. | 598 | 87.94% |
| 2. I know what a CC is, but I did not see this office's CC. | 47 | 6.91% |
| 3. I learned of the CC only when I saw this office's CC. | 17 | 2.50% |
| 4. I do not know what a CC is, and I did not see this office's CC. | 18 | 2.65% |
| **TOTAL** | **680** | **100.00%** |
| **VISIBILITY** | | |
| CC2. If aware of CC, would you say that the CC of this office was…? | | |
| 1. Easy to see | 521 | 84.72% |
| 2. Somewhat easy to see | 80 | 13.01% |
| 3. Difficult to see | 9 | 1.46% |
| 4. Not visible at all | 3 | 0.49% |
| 5. N/A | 2 | 0.32% |
| **TOTAL** | **615** | **100.00%** |

| **HELPFULNESS** | | |
|---|---|---|
| CC3. If aware of CC, how much did the CC help you in your transaction? | | |
| 1. Helped very much | 464 | 75.45% |
| 2. Somewhat helped | 109 | 17.72% |
| 3. Did not help | 10 | 1.63% |
| 4. N/A | 32 | 5.20% |
| **TOTAL** | **615** | **100.00%** |

[12] This value was obtained by aggregating the responses of those who selected: a) I know what a CC is and I saw this office's CC, and (b) I learned of the CC only when I saw this office's CC.
[13] This value was obtained by aggregating the responses of those who selected: a) I know what a CC is and I saw this office's CC, and (b) I learned of the CC only when I saw this office's CC.

C. Count of Service Quality Dimensions (SQD) Results

*SQD 0 (Overall Client Satisfaction).* Out of the **six hundred eighty (680)** external and internal clients who completed the HCSM online survey, **six hundred ten (610)** or **89.71%** selected "Strongly Agree," **sixty-two (62)** or **9.12%** selected "Agree", **six (6) or 0.88%** selected "Neither Agree or Disagree", and **two (2)** or **0.29%** selected "Disagree".

This translates to a **98.82% (Outstanding)** overall client satisfaction rating for SQD 0.

| SQD 0 | SA | A | N | D | SD | N/A | Total Responses | Overall[14] |
|---|---|---|---|---|---|---|---|---|
| | 610 | 62 | 6 | 2 | 0 | 0 | 680 | 98.82%[15] |

Breaking down the data further, among the **seventy-six (76)** external clients who completed the CSM online survey, **forty-seven (47) or 61.84%** selected "Strongly Agree", **twenty-five (25) or 32.89%** selected "Agree", **three (3)** or **3.95%** selected "Neither Agree or Disagree", and **one (1)** or **1.32%** selected "Disagree".

This translates to a **94.74% (Very Satisfactory)** overall client satisfaction rating for SQD 0 of External Services.

| EXTERNAL SERVICES | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| SQD 0 | SA | A | N | D | SD | N/A | Total Responses | Overall |
| | 47 | 25 | 3 | 1 | 0 | 0 | 76 | 94.74%[16] |

Furthermore, among the **six hundred-four (604)** internal clients who completed the HCSM online survey, **five hundred sixty-three (563)** or **93.20%** selected "Strongly Agree", **thirty-seven (37)** or **6.13%** selected "Agree", **three (3)** or **0.50%** selected "Neither Agree or Disagree", and **one (1)** or **0.17%** selected "Disagree".

This translates to a **99.34% (Outstanding)** overall client satisfaction rating for SQD 0 of Internal Services.

| INTERNAL SERVICES | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| SQD 0 | SA | A | N | D | SD | N/A | Total Responses | Overall |
| | 563 | 37 | 3 | 1 | 0 | 0 | 604 | 99.34%[17] |

[14] This is computed by taking the sum of those who answered, "Strongly Agree" and "Agree," then dividing it by the total number of respondents who answered the question (excluding those who said "N/A").
[15] Note for Computation: 672/680=98.82%
[16] Note for Computation: 72/76=94.74%
[17] Note for Computation: 600/604=99.34%

*SQD 1-8 (Service Quality Dimensions).* Out of the six hundred eighty (680) clients who completed the HCSM online survey, the overall rating for each SQD is as follows:

For the SQDs, **Reliability** and **Outcome** both received the highest rating at **99.26%**, followed by **Responsiveness** and **Integrity,** both at **97.94%. Costs** received the lowest rating at **66.67%.** Collectively, the **SQDs** achieved an **overall rating of 97.93% (Outstanding).**

| SQD | SA | A | N | D | SD | N/A | Total Responses | Overall[18] |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 599 | 67 | 8 | 5 | 1 | 0 | 680 | **97.94%** |
| Reliability | 602 | 73 | 4 | 1 | 0 | 0 | 680 | **99.26%** |
| Access and Facilities | 584 | 79 | 14 | 3 | 0 | 0 | 680 | **97.50%** |
| Communication | 576 | 84 | 19 | 1 | 0 | 0 | 680 | **97.06%** |
| Costs | 5 | 11 | 7 | 1 | 0 | 0 | 24 | **66.67%** |
| Integrity | 580 | 86 | 14 | 0 | 0 | 0 | 680 | **97.94%** |
| Assurance | 597 | 67 | 16 | 0 | 0 | 0 | 680 | **97.65%** |
| Outcome | 613 | 62 | 3 | 2 | 0 | 0 | 680 | **99.26%** |
| **Overall** | 4,156 | 529 | 85 | 13 | 1 | 0 | 4,784 | **97.93%**[19] |

Breaking down the data further, out of the seventy-six (76) clients who completed the HCSM online survey for External Services, the overall rating for each SQDs are as follows:

For the SQDs, **Outcome** received the highest rating at **98.68%**, followed by **Reliability** at **97.37%. Costs** received the lowest rating at **66.67%.** Collectively, the **SQDs** achieved an **overall rating of 92.81% (Very Satisfactory).**

| EXTERNAL SERVICES | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| SQD | SA | A | N | D | SD | N/A | Total Responses | Overall |
| Responsiveness | 46 | 27 | 1 | 1 | 1 | 0 | 76 | 96.05% |
| Reliability | 42 | 32 | 2 | 0 | 0 | 0 | 76 | 97.37% |
| Access and Facilities | 38 | 30 | 6 | 2 | 0 | 0 | 76 | 89.47% |
| Communication | 38 | 30 | 7 | 1 | 0 | 0 | 76 | 89.47% |
| Costs | 5 | 11 | 7 | 1 | 0 | 0 | 24 | 66.67% |
| Integrity | 43 | 28 | 5 | 0 | 0 | 0 | 76 | 93.42% |
| Assurance | 44 | 27 | 5 | 0 | 0 | 0 | 76 | 93.42% |
| Outcome | 48 | 27 | 0 | 1 | 0 | 0 | 76 | 98.68% |
| **Overall** | 304 | 212 | 33 | 6 | 1 | 0 | 556 | **92.81%**[20] |

Furthermore, out of the six hundred-four (604) clients who completed the HCSM online survey for Internal Services, the overall rating for each SQDs are as follows:

For the SQDs, **Reliability** received the highest rating at **99.50%**, followed by **Outcome** at **99.34%. Communication** received the lowest rating at **98.01%.** Collectively, the **SQDs** achieved an **overall rating of 98.60% (Outstanding).**

[18] This is computed by taking the sum of those who answered, "Strongly Agree" and "Agree," then dividing it by the total number of respondents who answered the question (excluding those who said "N/A").
[19] Note for Computation: 4,685/4,784 = 97.93%
[20] Note for Computation: 516/566 = 92.81%

| INTERNAL SERVICES | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| SQD | SA | A | N | D | SD | N/A | Total Responses | Overall |
| Responsiveness | 553 | 40 | 7 | 4 | 0 | 0 | 604 | 98.18% |
| Reliability | 560 | 41 | 2 | 1 | 0 | 0 | 604 | 99.50% |
| Access and Facilities | 546 | 49 | 8 | 1 | 0 | 0 | 604 | 98.51% |
| Communication | 538 | 54 | 12 | 0 | 0 | 0 | 604 | 98.01% |
| Costs | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A[21] |
| Integrity | 537 | 58 | 9 | 0 | 0 | 0 | 604 | 98.51% |
| Assurance | 553 | 40 | 11 | 0 | 0 | 0 | 604 | 98.18% |
| Outcome | 565 | 35 | 3 | 1 | 0 | 0 | 604 | 99.34% |
| **Overall** | 3,852 | 317 | 52 | 7 | 0 | 0 | 4,228 | **98.60%**[22] |

D. Overall score per service

Out of the five hundred fifty-six (556) total responses for external services, **five hundred sixteen (516) or 92.81%** that rated Strongly Agree and Agree. Out of four thousand two hundred twenty-eight (4,228) total responses for internal services, **four thousand one hundred sixty-nine (4,169)** or **98.60%** rated Strongly Agree and Agree.

| EXTERNAL SERVICES[23] | TOTAL SA + A | TOTAL RESPONSES | OVERALL RATING[24] |
|---|---|---|---|
| Review of Mergers and Acquisitions Transactions[25] | 167 | 192 | 86.98% |
| Request for Pre-Notification Consultation[26] | 86 | 91 | 94.51% |
| Evaluation of Letters of Non-Coverage | 173 | 182 | 95.05% |
| Receipt and Processing of Enforcement-Related Questions and Queries (via e-mail and online portal) | 20 | 21 | 95.24% |
| Processing of Request to Avail of the Competition Orientation Outreach Program (COOP) Services | 49 | 49 | 100.00% |
| Issuance of Certificate of Employment (COE) and Service Record (SR) | 21 | 21 | 100.00% |
| **External Services Total** | **516** | **556** | **92.81%**[27] |

[21] Only the Review of Mergers and Acquisitions Transactions requires Cost to be factored into the Service Quality Dimension (SQD).
[22] Note for Computation: 4,169/4,228 = 98.60%
[23] No availed services for Issuance of Binding Ruling, while no recorded response for the service of Receipt and Processing of Enforcement Complaints.
[24] This is computed by taking the sum of those who answered, "Strongly Agree" and "Agree," then dividing it by the total number of respondents who answered the question (excluding those who said "N/A").
[25] Only Review of Mergers and Acquisitions Transactions has Cost in all SQD's
[26] The service was previously titled 'Provision of Pre-Notification Consultation,' as reflected in the March 1st Edition of the FY 2025 Citizen's Charter.
[27] Note for Computation: 516/556 = 92.81%

| INTERNAL SERVICES[28] | TOTAL SA + A | TOTAL RESPONSES | OVERALL RATING |
|---|---|---|---|
| Issuance of Authenticated Copies of Commission Decisions and Resolution | 28 | 28 | 100.00% |
| Issuance of Certification of No Pending Administrative Case | 219 | 224 | 97.77% |
| Circulation of Library Books - Borrowing | 83 | 84 | 98.81% |
| Circulation of Library Books – Returning | 183 | 189 | 96.83% |
| Circulation of Library Books – Renewing/Re-borrowing | 195 | 196 | 99.49% |
| Issuance of Authenticated Copies of Official Records | 385 | 385 | 100.00% |
| Requisition and Issuance of Supplies and Equipment | 110 | 112 | 98.21% |
| Provision of Service Vehicle | 652 | 665 | 98.05% |
| Issuance of Certificate of Employment (COE) and Service Record (SR) (Internal) | 538 | 546 | 98.53% |
| Issuance of Travel Authority | 254 | 259 | 98.07% |
| Processing of Request for the Approval of Local Capacity-Building Programs (amounting to Php 50,000.00 and below) | 6 | 7 | 85.71% |
| Processing of Request for the Approval of Foreign Capacity-Building Programs | 28 | 28 | 100.00% |
| Processing of Requests to Participate in Approved Capacity-Building Programs (Foreign and Local Programs) | 49 | 49 | 100.00% |
| Provision of Information and Communications Technology (ICT) Services for Routine and General Requests | 957 | 973 | 98.36% |
| Processing of the Certification of Availability of Allotment (CAA) | 482 | 483 | 99.79% |
| **Internal Services Total** | **4,169** | **4,228** | **98.60%[29]** |
| **OVERALL SCORE TOTAL** | **4,685** | **4,784** | **97.93%[30]** |

Out of four thousand seven hundred eighty-four (4,784) responses, **four thousand six hundred eighty-five (4,685)** indicated “Strongly Agree” and “Agree”, resulting in an overall satisfaction rating of **97.93% (Outstanding).**

[28] No availed services for Processing of Request for the Approval of Local Capacity-Building Programs (amounting to Php 50,000.01 and above), Provision of Information and Communications Technology (ICT) Services for User Control and Mission Critical Requests, and Issuance of Authenticated Copies of Management Committee Meetings Summary of Discussions (SOD), while no recorded response for the service of Issuance of Legal Opinion.
[29] Note for Computation: 4,169/4,228 = 98.60%
[30] Note for Computation: 4,685/4,784 = 97.93%

## V. RESULTS OF THE AGENCY ACTION PLAN REPORTED FOR FY 2025:

| ACTION PLAN | STATUS |
|---|---|
| Ensure sustained compliance with all statutory and regulatory requirements, including the provisions outlined in RA No. 11032, its Implementing Rules and Regulations (IRR), and all subsequent issuances promulgated by the Anti-Red Tape Authority (ARTA). | PCC submitted the following:<br>• **14 January 2025**: Special Order formally constituting the PCC Committee on Anti-Red Tape (CART), Office of the Executive Director Memorandum designating PCC officials and personnel to the PCC CART and its Technical Working Group (TWG) and Secretariat. Subsequently, the Special Order on the Reconstitution of the PCC CART was uploaded to ARTEMIS on March 03, 2025.<br>• **25 February 2025**: PCC Zero Backlog Program including Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a Backlog.<br>• **06 March 2025**: PCC Annual Regulatory Plan (ARP).<br>• **31 March 2025**: PCC Citizen's Charter 1st Edition.<br>• **18 December 2025:** PCC Citizen's Charter 2nd Edition. |
| Ensure transparency by publishing the Client Satisfaction Measurement Report through the PCC website for all clients to access | **25 March 2025:** The PCC published the FY 2024 Harmonized Client Satisfaction Measurement (HCSM) Report on its official website under the Transparency Seal page. |
| Develop and implement new digital initiatives, or improve existing ones, to automate and streamline client transaction processing and query handling systems. | *There were no new initiatives introduced, as the programs launched in FY 2025 have proven to be effective, well-structured, and successfully implemented across the agency. These existing initiatives continue to streamline processes, enhance operational efficiency, and support the agency's strategic objectives, negating the immediate need for additional programs.*<br><br>**<u>Enhanced Initiatives:</u>**<br><br>1. Review of Mergers and Acquisitions Transactions<br>• **16 December 2025:** MAO Case Management Access ("MCAS")<br><br>2. Evaluation of Letters of Non-Coverage |

| ACTION PLAN | STATUS |
|---|---|
| | • **16 December 2025**: MAO Case Management Access ("MCAS")<br><br>**<u>Continual Implementation of Initiatives:</u>**<br><br>1. Review of Mergers and Acquisitions Transactions<br>• Mergers and Acquisitions Office E-Notification Filing System<br>• Integrated Information Management Application ("IIMA")<br><br>2. Request for Pre-Notification Consultation[31]<br>• Online/e-mail submission of request for PNC<br>• Conduct of Online PNC<br><br>3. Evaluation of Letters of Non-Coverage<br>• Mergers and Acquisitions Office E-Notification Filing System<br><br>4. Receipt and Processing of Enforcement Complaints<br>• Online/e-mail submission of Enforcement-Related Questions and Queries<br><br>5. Receipt and Processing of Enforcement-Related Questions and Queries (via E-mail and online portal)<br>PCC Client Appointment System ("PCAS")<br>6. Issuance of Binding Ruling<br>• PCC Client Appointment System ("PCAS")<br><br>7. Processing of Request to Avail of the Competition Orientation Outreach Program (COOP) Services<br>• **February 2023**: A dedicated section has been incorporated into the PCC website to provide easier access for clients seeking to avail of the Competition Orientation Outreach Program (COOP) |

[31] The service was previously titled 'Provision of Pre-Notification Consultation,' as reflected in the March 1st Edition of the FY 2025 Citizen's Charter.

| ACTION PLAN | STATUS |
|---|---|
| | • Online/e-mail submission of the accomplished and signed COOP Request Form (“CRF”)<br>• Conduct webinars/online orientations, in lieu of in-person orientations<br>• Introduced a standardized program for the conduct of the webinars<br><br>8. Circulation of Library Books – Borrowing<br>• Library Automated Borrowing-Returning-Renewing System (LABS)<br><br>9. Circulation of Library Books – Returning<br>• Library Automated Borrowing-Returning-Renewing System (LABS)<br><br>10. Circulation of Library Books –– Renewing/Re-borrowing<br>• Library Automated Borrowing-Returning-Renewing System (LABS)<br><br>11. Issuance of Authenticated Copies of Commission Decisions and Resolutions<br>• Sending e-copy of the requested Authenticated document.<br><br>12. Issuance of Legal Opinion<br>• Development of electronic or online and/or paperless application systems, payment systems, new service delivery channels, and contactless transactions<br>• Creating capacities for data management and analytics<br>• Modernization of existing systems and applications<br><br>13. Issuance of Certification of No Pending Administrative Case<br>• Development of electronic or online and/or paperless application systems, payment systems, new service delivery channels, and contactless transactions<br>• Modernization of existing systems and applications |

| ACTION PLAN | STATUS |
|---|---|
| | 14. Issuance of Authenticated Copies of Official Records<br>• Request/s are processed through the AO-Service Request System Portal<br><br>15. Provision of Service Vehicle<br>• General Services Division – Motor Pool Reservation System (GSD-MPRS)<br><br>16. Requisition and Issuance of Supplies and Equipment<br>• Request/s are processed through the AO-Service Request System Portal<br><br>17. Issuance of Certificate of Employment (COE) and Service Record (SR)<br>• Request/s are processed through the AO-Service Request System Portal<br>• In 2025, the portal's email notification functionality was updated, in coordination with the AO-ICTD, to incorporate the Client Satisfaction Measurement Survey questionnaire through QR code and modified URL, in compliance with ARTA requirements.<br><br>18. Issuance of Travel Authority<br>• Request/s are processed through the AO-Service Request System Portal<br>• In 2025, the portal's email notification functionality was updated, in coordination with the AO-ICTD, to incorporate the Client Satisfaction Measurement Survey questionnaire through QR code and modified URL, in compliance with ARTA requirements.<br><br>19. Processing of Request for the Approval of Local Capacity-Building Programs (amounting to Php 50,000.00 and below)<br>• The online approval of requests is included and defined in the revised Office Procedure on Attendance to Capacity Building Programs |

| ACTION PLAN | STATUS |
| --- | --- |
| | • Offices and employees can submit online their nominations and requests to attend L&D programs<br>• The Personnel Development Committee and its Secretariat, the Human Capital Management Division, maintain an online repository of the materials and information on the various requested programs and nominations for easy access, sharing and retrieval<br>• The Human Capital Management Division maintains an online database for easy sharing and processing of information relative to previously approved L&D programs and their participants.<br><br>20. Processing of Request for the Approval of Local Capacity-Building Programs (amounting to Php 50,000.01 and above)<br>• The online approval of requests is included and defined in the revised Office Procedure on Attendance to Capacity Building Programs<br>• Offices and employees can submit online their nominations and requests to attend L&D programs<br>• The Personnel Development Committee and its Secretariat, the Human Capital Management Division, maintain an online repository of the materials and information on the various requested programs and nominations for easy access, sharing and retrieval<br>• The Human Capital Management Division maintains online database for easy sharing and processing of information relative to previously approved L&D programs and their participants.<br><br>21. Processing of Request for the Approval of Foreign Capacity-Building Programs<br>• The online approval of requests is included and defined in the revised |

| ACTION PLAN | STATUS |
|---|---|
| | Office Procedure on Attendance to Capacity Building Programs<br>• Offices and employees can submit their nominations and requests online to attend L&D programs<br>• The Personnel Development Committee and its Secretariat, the Human Capital Management Division, maintain an online repository of the materials and information on the various requested programs and nominations for easy access, sharing and retrieval<br>• The Human Capital Management Division maintains an online database for easy sharing and processing of information relative to previously approved L&D programs and their participants.<br><br>22. Processing of Requests to Participate in Approved Capacity Building Programs (Foreign and Local Programs)<br>• The online approval of requests is included and defined in the revised Office Procedure on Attendance to Capacity Building Programs<br>• Offices and employees can submit their nominations and requests online to attend L&D programs<br>• The Personnel Development Committee and its Secretariat, the Human Capital Management Division, maintain an online repository of the materials and information on the various requested programs and nominations for easy access, sharing and retrieval<br>• The Human Capital Management Division maintains an online database for easy sharing and processing of information relative to previously approved L&D programs and their participants.<br>23. Provision of Information and Communications Technology (ICT) Services for Routine and General Requests |

| ACTION PLAN | STATUS |
|---|---|
| | • AO-Service Request System Portal<br><br>24. Provision of ICT Services for User Control and Mission Critical Requests<br>• AO-Service Request System Portal<br><br>25. Processing of Certification of Availability of Allotment (CAA)<br>• Online processing of CAA using MS Outlook application as the main platform for receiving, evaluating and endorsing paperless transactions for funding (March 2020)<br>• Development of a systematic repository of approved electronic records and relevant supporting documents (November 2020)<br>• Enabling data linkages of storage files and locations in MS SharePoint and TeamSite (August 2021)<br><br>26. Issuance of Authenticated Copies of Management Committee Meetings Summary of Discussions (SOD)<br>• Availability of the requested Authenticated Summary of Discussions (SOD) in electronic format.<br><br>27. PCC E-Bid Submission System (Online or Electronic Submission and Receipt of Bids in the PCC)<br>• Remote bid participation, subject to electronic submission guidelines, while maintaining the option for physical or electronic bid submission.<br><br>*Note: Initiatives tagged as "Continual Implementation" were examined by concerned offices to be consistently efficient, streamlined, and relevant in FY 2025.* |

| ACTION PLAN | STATUS |
|---|---|
| Foster a culture of continuous improvement by recognizing and awarding employees and units for exceptional performance, innovation, public service, and contribution to organizational success. | **06 February 2025:** The PCC held an awarding ceremony for Program on Awards and Incentives for Service Excellence (PRAISE).<br><br>**December 11, 2025:** The PCC conducted the FY 2025 Quality Management System (QMS) Awards, along with the 2nd awarding of the PCC Program on Awards and Incentives for Service Excellence (PRAISE).<br><br>This annual recognition program aims to acknowledge the commitment and contributions of PCC offices and employees in upholding quality management principles and standards within the organization. |
| Expand training and capacity-building programs for frontline personnel and support units to further improve service delivery, responsiveness, and client relations. | **16 December 2025:** The PCC CART Secretariat conducted a Re-echo Orientation on the Anti-Red Tape Authority's (ARTA) Ease of Doing Business (EODB) compliances for frontline personnel and concerned offices. It is aimed to reinforce awareness and ensure consistent understanding of the applicable regulatory requirements for frontline service delivery and office personnel. |

## VI. CONTINUOUS AGENCY IMPROVEMENT PLAN FOR FY 2026:

In line with the PCC's commitment to continually improve the delivery services to its stakeholders, the PCC shall:

1) Sustain full compliance with all applicable statutory and regulatory requirements, including the provisions of Republic Act No. 11032, its Implementing Rules and Regulations (IRR), and all subsequent issuances promulgated by the Anti-Red Tape Authority (ARTA).

2) Streamline the consolidation of HCSM data by deploying uniform, automated reporting tools designed to mitigate manual entry risks and resolve historical tallying inconsistencies.

3) Strengthening digital transformation initiatives by developing and implementing new systems, or enhancing existing platforms, to automate and streamline client transaction processing and query management.

4) Cultivate a culture of continuous improvement and excellence by recognizing and rewarding employees and units for outstanding performance, innovation,

commitment to public service, and meaningful contributions to organizational effectiveness.

5) Promote transparency and accountability by publishing the CSM Report on the official PCC website, ensuring accessibility to all stakeholders and clients.

   Regularly undertake process review and comprehensive reviews of frontline and support services to identify process inefficiencies, eliminate redundant or non-value-adding steps, and streamline workflows.

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*Approved by:*

**Kenneth V. Tanate, PhD**
Executive Director / Chairperson, PCC CART

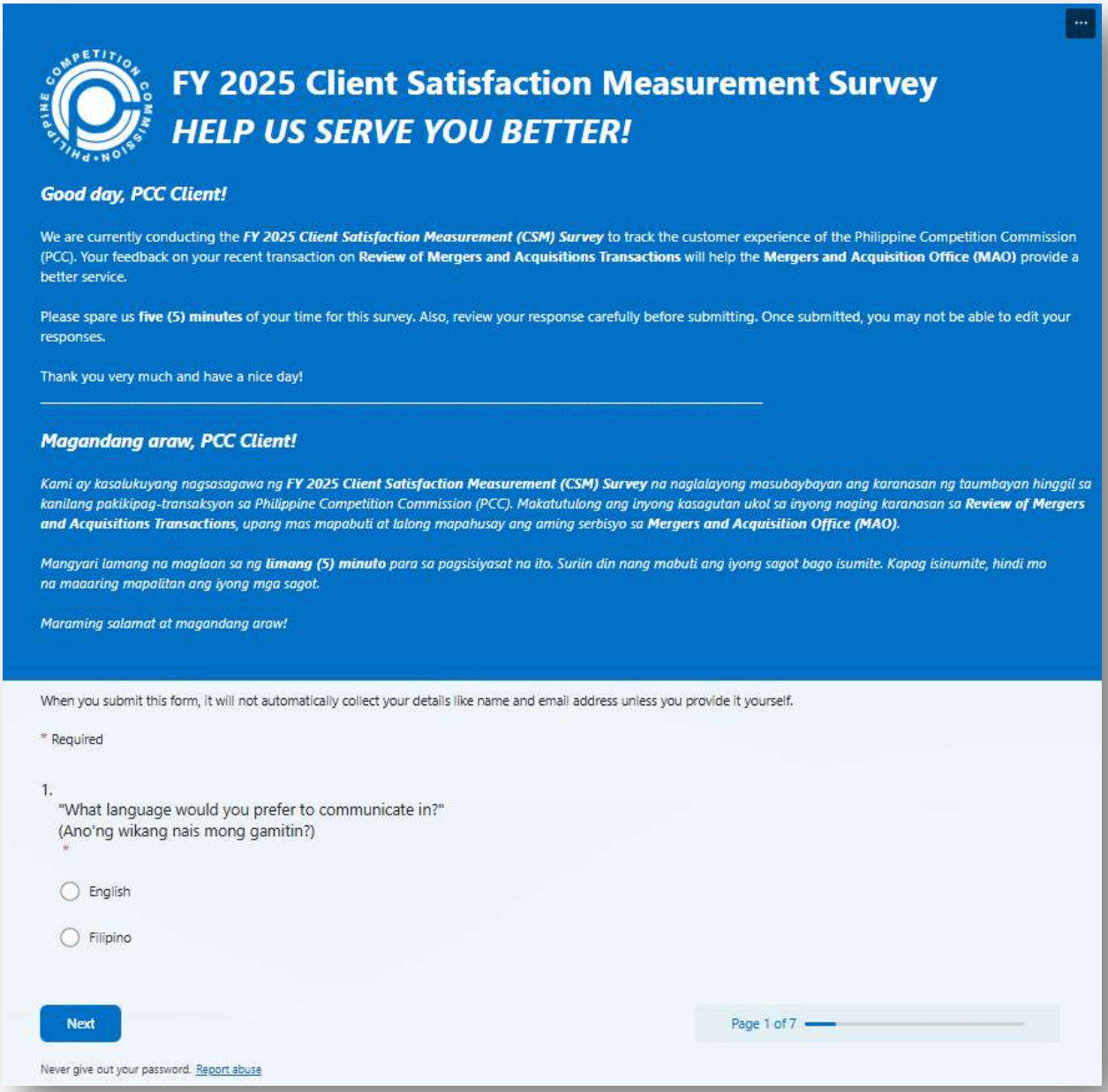
**15 April 2026**

## ANNEX A: Survey Questionnaire/s Used

The Philippine Competition Commission (PCC) is implementing the Client Satisfaction Measurement (CSM) Survey through Microsoft Forms as part of its ongoing digitalization efforts. This initiative supports PCC's commitment to modernizing service delivery, improving data collection efficiency, and enhancing client accessibility.

Presented below is a sample Client Satisfaction Measurement (CSM) Survey form distributed to PCC clients:

### 1) Client Demographic



**FY 2025 Client Satisfaction Measurement Survey**

***HELP US SERVE YOU BETTER!***

***Good day, PCC Client!***

We are currently conducting the ***FY 2025 Client Satisfaction Measurement (CSM) Survey*** to track the customer experience of the Philippine Competition Commission (PCC). Your feedback on your recent transaction on **Review of Mergers and Acquisitions Transactions** will help the **Mergers and Acquisition Office (MAO)** provide a better service.

Please spare us **five (5) minutes** of your time for this survey. Also, review your response carefully before submitting. Once submitted, you may not be able to edit your responses.

Thank you very much and have a nice day!

***Magandang araw, PCC Client!***

*Kami ay kasalukuyang nagsasagawa ng **FY 2025 Client Satisfaction Measurement (CSM) Survey** na naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikipag-transaksyon sa Philippine Competition Commission (PCC). Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa **Review of Mergers and Acquisitions Transactions**, upang mas mapabuti at lalong mapahusay ang aming serbisyo sa **Mergers and Acquisition Office (MAO)**.*

*Mangyari lamang na maglaan sa ng **limang (5) minuto** para sa pagsisiyasat na ito. Suriin din nang mabuti ang iyong sagot bago isumite. Kapag isinumite, hindi mo na maaaring mapalitan ang iyong mga sagot.*

*Maraming salamat at magandang araw!*

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

* Required

1. "What language would you prefer to communicate in?" (Ano'ng wikang nais mong gamitin?) *

- English
- Filipino

Next

Page 1 of 7

Never give out your password. Report abuse

**FY 2025 Client Satisfaction Measurement Survey**
***HELP US SERVE YOU BETTER!***

* Required

As part of the government's initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge client satisfaction on the frontline services of the Philippine Competition Commission (PCC). Your insights will greatly help the PCC improve its product and/or service delivery and meet your expectations to serve you better in the future. We take precautions to protect your information. By participating in this survey, you are giving consent to disclose all the provided information to PCC, and for PCC to process this information.

For the purposes of this client satisfaction survey. You may read more about your data privacy here: https://www.phcc.gov.ph/privacy-policy/.

Service Availed: **Review of Mergers and Acquisitions Transactions**

2. Client Type: *

- ◯ Citizen
- ◯ Business
- ◯ Government (Employee or another agency)

3. Date today *

Please input date (M/d/yyyy)

4. Sex *

- ◯ Male
- ◯ Female
- ◯ Prefer not to say

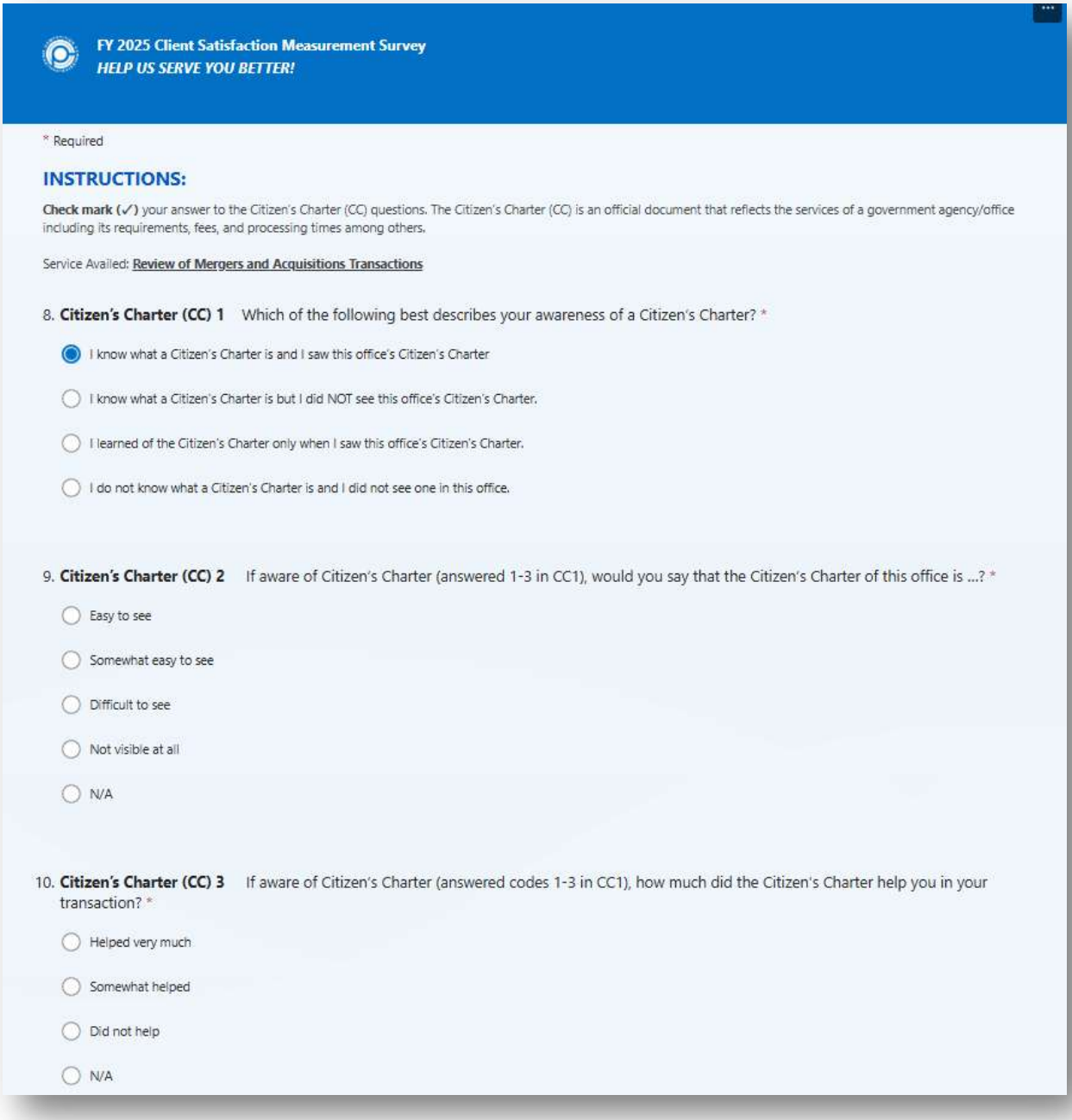
6. Do you identify yourself as a person with disability (PWD)? *

- ◯ Yes
- ◯ No
- ◯ Prefer not to say

7. Region of Residence: *

- ◯ National Capital Region (**NCR**)
- ◯ Cordillera Administrative Region (**CAR**)
- ◯ **Region I** – Ilocos Region
- ◯ **Region II** – Cagayan Valley
- ◯ **Region III** – Central Luzon
- ◯ **Region IV-A** – CALABARZON
- ◯ **Region IV-B** - MIMAROPA
- ◯ **Region V** – Bicol Region

## 2) Citizen's Charter results



FY 2025 Client Satisfaction Measurement Survey
*HELP US SERVE YOU BETTER!*

* Required

**INSTRUCTIONS:**

**Check mark (✓)** your answer to the Citizen's Charter (CC) questions. The Citizen's Charter (CC) is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

Service Availed: Review of Mergers and Acquisitions Transactions

8. **Citizen's Charter (CC) 1** Which of the following best describes your awareness of a Citizen's Charter? *
   - (●) I know what a Citizen's Charter is and I saw this office's Citizen's Charter
   - ( ) I know what a Citizen's Charter is but I did NOT see this office's Citizen's Charter.
   - ( ) I learned of the Citizen's Charter only when I saw this office's Citizen's Charter.
   - ( ) I do not know what a Citizen's Charter is and I did not see one in this office.

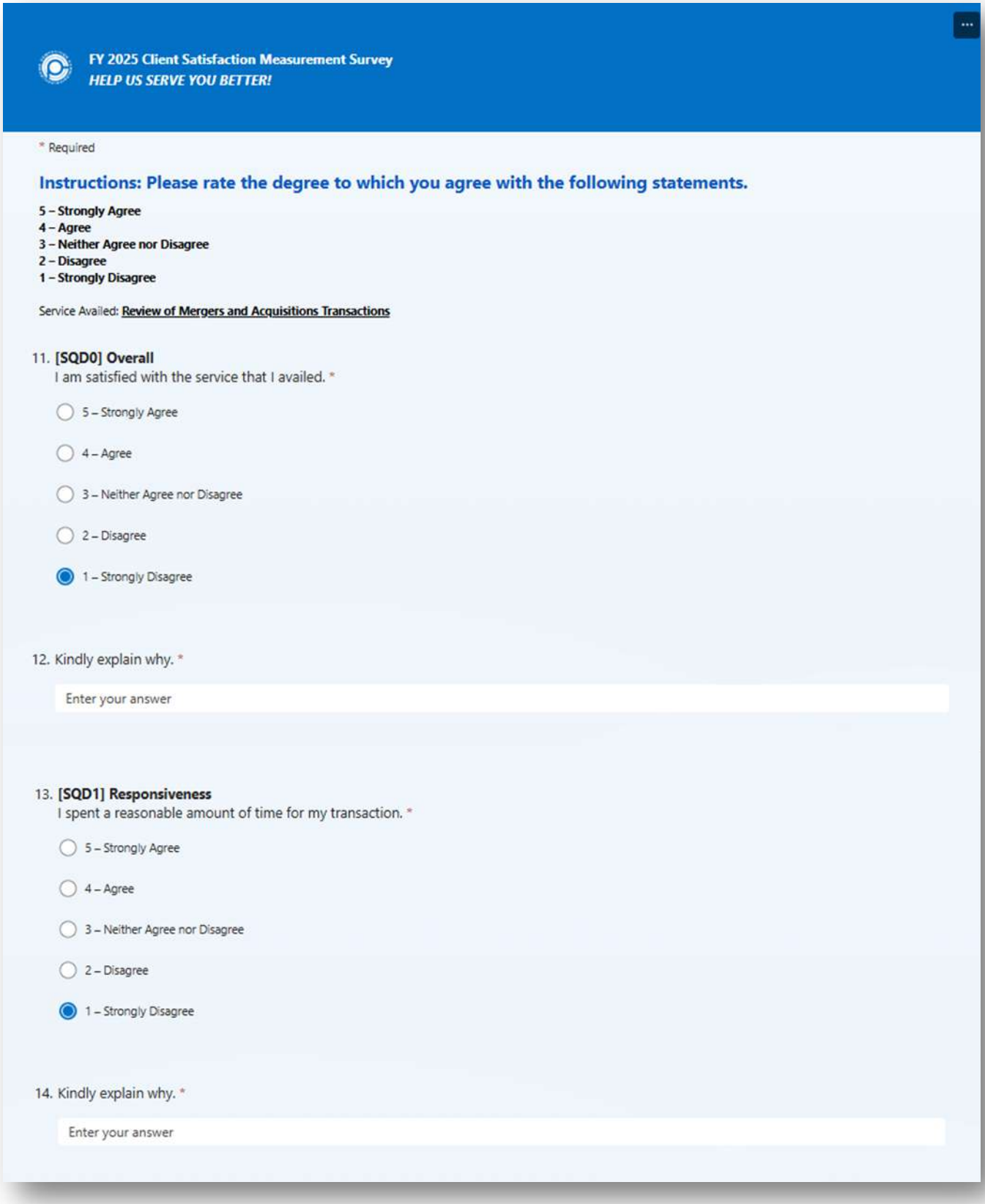
9. **Citizen's Charter (CC) 2** If aware of Citizen's Charter (answered 1-3 in CC1), would you say that the Citizen's Charter of this office is ...? *
   - ( ) Easy to see
   - ( ) Somewhat easy to see
   - ( ) Difficult to see
   - ( ) Not visible at all
   - ( ) N/A

10. **Citizen's Charter (CC) 3** If aware of Citizen's Charter (answered codes 1-3 in CC1), how much did the Citizen's Charter help you in your transaction? *
    - ( ) Helped very much
    - ( ) Somewhat helped
    - ( ) Did not help
    - ( ) N/A

Utilizing MS Forms enables real-time monitoring of responses, ensures wider reach through online dissemination, reduces paper-based processes, and supports environmentally sustainable practices.

Additionally, using a digital tool enhances data security and integrity, ensures accurate and organized data storage, and allows swift generation of reports to meet compliance and transparency requirements.

### 3) Service Quality Dimension results



FY 2025 Client Satisfaction Measurement Survey
*HELP US SERVE YOU BETTER!*

* Required

**Instructions: Please rate the degree to which you agree with the following statements.**

**5 – Strongly Agree**
**4 – Agree**
**3 – Neither Agree nor Disagree**
**2 – Disagree**
**1 – Strongly Disagree**

Service Availed: **Review of Mergers and Acquisitions Transactions**

11. **[SQD0] Overall**
I am satisfied with the service that I availed. *

- ○ 5 – Strongly Agree
- ○ 4 – Agree
- ○ 3 – Neither Agree nor Disagree
- ○ 2 – Disagree
- ◉ 1 – Strongly Disagree

12. Kindly explain why. *

Enter your answer

13. **[SQD1] Responsiveness**
I spent a reasonable amount of time for my transaction. *

- ○ 5 – Strongly Agree
- ○ 4 – Agree
- ○ 3 – Neither Agree nor Disagree
- ○ 2 – Disagree
- ◉ 1 – Strongly Disagree

14. Kindly explain why. *

Enter your answer

15. **[SQD2] Reliability**
The office followed the transaction's requirements and steps based on the information provided.
*

- ○ 5 – Strongly Agree
- ○ 4 – Agree
- ○ 3 – Neither Agree nor Disagree
- ○ 2 – Disagree
- ◉ 1 – Strongly Disagree

16. Kindly explain why. *

Enter your answer

17. **[SQD3] Access and Facilities**
The steps (including payment) I needed to do for my transaction were easy and simple.
*

- ○ 5 – Strongly Agree
- ○ 4 – Agree
- ○ 3 – Neither Agree nor Disagree
- ○ 2 – Disagree
- ◉ 1 – Strongly Disagree

18. Kindly explain why. *

Enter your answer

19. **[SQD4] Communication**
I easily found information about my transaction in the office or its website.
*

- ○ 5 – Strongly Agree
- ○ 4 – Agree
- ○ 3 – Neither Agree nor Disagree
- ○ 2 – Disagree
- ◉ 1 – Strongly Disagree

20. Kindly explain why. *

Enter your answer

21. **[SQD5] Costs**
I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)
*

- ○ 5 – Strongly Agree
- ○ 4 – Agree
- ○ 3 – Neither Agree nor Disagree
- ○ 2 – Disagree
- ◉ 1 – Strongly Disagree

22. Kindly explain why. *

Enter your answer

23. **[SQD6] Integrity**
I am confident my online transaction was secure.
*

- ○ 5 – Strongly Agree
- ○ 4 – Agree
- ○ 3 – Neither Agree nor Disagree
- ○ 2 – Disagree
- ◉ 1 – Strongly Disagree

24. Kindly explain why. *

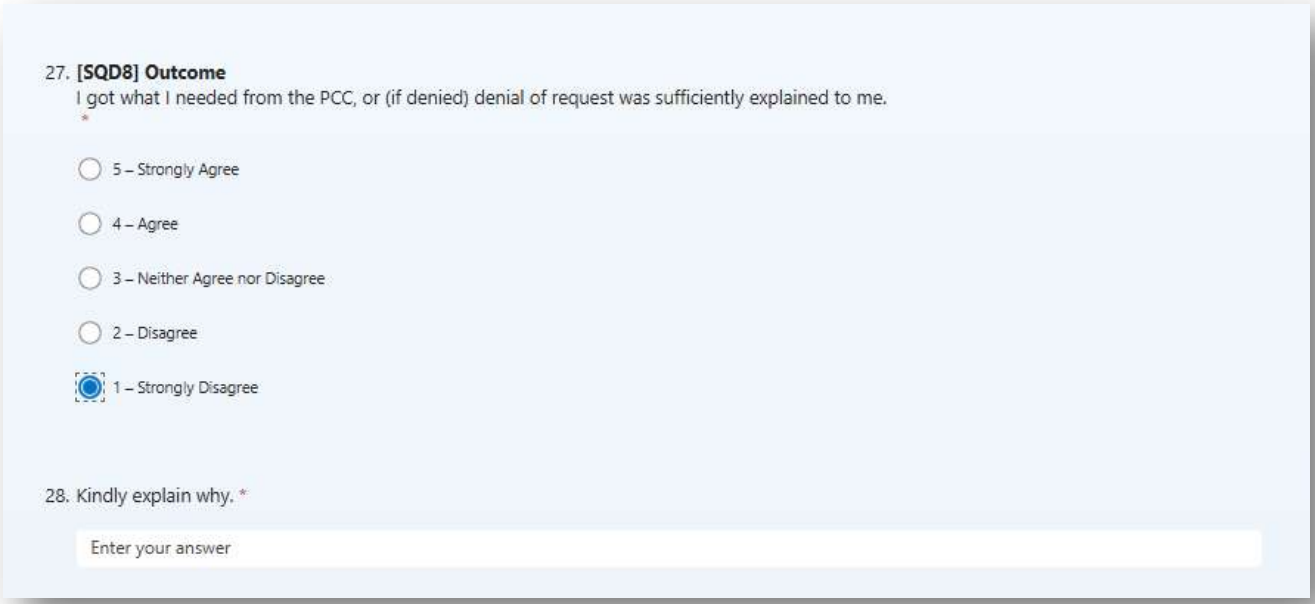
Enter your answer

25. **[SQD7] Assurance**
The office's online support was available, and (if asked questions) online support was quick to respond.
*

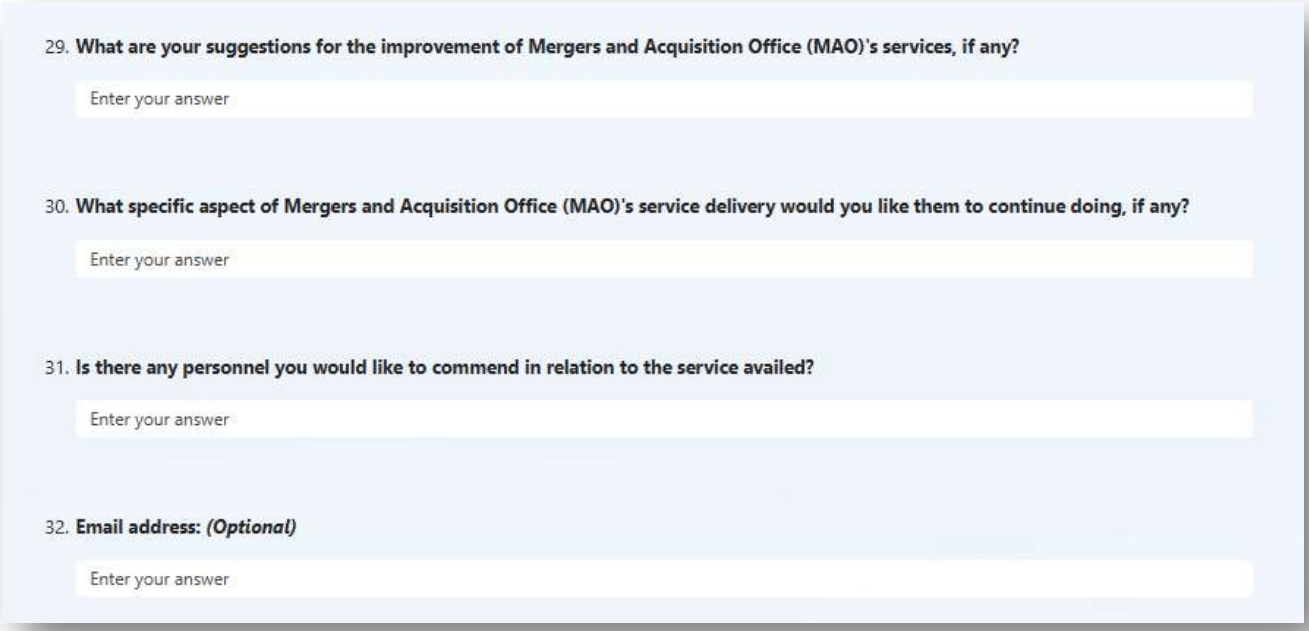
- ○ 5 – Strongly Agree
- ○ 4 – Agree
- ○ 3 – Neither Agree nor Disagree
- ○ 2 – Disagree
- ◉ 1 – Strongly Disagree

26. Kindly explain why. *

Enter your answer




## 4) Free Responses



## ANNEX B: Citizen's Charter (CC) Results

B.1 Citizen's Charter (External Services)

| Citizen's Charter | Responses | Percentage |
|---|---|---|
| CC1. Which of the following describes your awareness of the CC? | | |
| 1. I know what a CC is and I saw this office's CC. | **37** | **48.68%** |
| 2. I know what a CC is but I did not see this office's CC. | **20** | **26.32%** |
| 3. I learned of the CC only when I saw this office's CC. | **8** | **10.53%** |
| 4. I do not know what a CC is and I did not see this office's CC. | **11** | **14.47%** |
| | | |
| CC2. If aware of CC, would you say that the CC of this office was…? | | |
| 1. Easy to see | **26** | **57.79%** |
| 2. Somewhat easy to see | **15** | **33.33%** |
| 3. Difficult to see | **2** | **4.44%** |
| 4. Not visible at all | **1** | **2.22%** |
| 5. N/A | **1** | **2.22%** |
| | | |
| CC3. If aware of CC, how much did the CC help you in your transaction? | | |
| 1. Helped very much | **24** | **53.33%** |
| 2. Somewhat helped | **17** | **37.78%** |
| 3. Did not help | **1** | **2.22%** |
| 4. N/A | **3** | **6.67%** |

B.2 Citizen's Charter (Internal Services)

| Citizen's Charter Answers | Responses | Percentage |
|---|---|---|
| CC1. Which of the following describes your awareness of the CC? | | |
| 1. I know what a CC is and I saw this office's CC. | **561** | **92.88%** |
| 2. I know what a CC is but I did not see this office's CC. | **27** | **4.47%** |
| 3. I learned of the CC only when I saw this office's CC. | **9** | **1.49%** |
| 4. I do not know what a CC is and I did not see this office's CC. | **7** | **1.16%** |
| | | |
| CC2. If aware of CC, would you say that the CC of this office was…? | | |
| 1. Easy to see | **495** | **86.99%** |
| 2. Somewhat easy to see | **64** | **11.25%** |
| 3. Difficult to see | **7** | **1.23%** |
| 4. Not visible at all | **2** | **0.35%** |
| 5. N/A | **1** | **0.18%** |
| | | |
| CC3. If aware of CC, how much did the CC help you in your transaction? | | |
| 1. Helped very much | **440** | **77.33%** |
| 2. Somewhat helped | **91** | **15.99%** |
| 3. Did not help | **9** | **1.58%** |
| 4. N/A | **29** | **5.10%** |

## ANNEX C: Service Quality Dimensions (SQDs) on External Services

1. Review of Mergers and Acquisitions Transactions

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 9 | 13 | 0 | 1 | 1 | 0 | 24 | 91.67% |
| Reliability | 9 | 14 | 1 | 0 | 0 | 0 | 24 | 95.83% |
| Access and Facilities | 5 | 16 | 2 | 1 | 0 | 0 | 24 | 87.50% |
| Communication | 7 | 12 | 4 | 1 | 0 | 0 | 24 | 79.17% |
| Cost | 5 | 11 | 7 | 1 | 0 | 0 | 24 | 66.67% |
| Integrity | 9 | 13 | 2 | 0 | 0 | 0 | 24 | 91.67% |
| Assurance | 9 | 12 | 3 | 0 | 0 | 0 | 24 | 87.50% |
| Outcome | 13 | 10 | 0 | 1 | 0 | 0 | 24 | 95.83% |
| **Overall** | **66** | **101** | **19** | **5** | **1** | **0** | **192** | **86.98%** |

2. Request for Pre-Notification Consultation[32]

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 7 | 5 | 1 | 0 | 0 | 0 | 13 | 92.31% |
| Reliability | 5 | 8 | 0 | 0 | 0 | 0 | 13 | 100.00% |
| Access and Facilities | 7 | 5 | 1 | 0 | 0 | 0 | 13 | 92.31% |
| Communication | 6 | 5 | 2 | 0 | 0 | 0 | 13 | 84.62% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 7 | 5 | 1 | 0 | 0 | 0 | 13 | 92.31% |
| Assurance | 8 | 5 | 0 | 0 | 0 | 0 | 13 | 100.00% |
| Outcome | 8 | 5 | 0 | 0 | 0 | 0 | 13 | 100.00% |
| **Overall** | **48** | **38** | **5** | **0** | **0** | **0** | **91** | **94.51%** |

[32] The service was previously titled 'Provision of Pre-Notification Consultation,' as reflected in the March 1st Edition of the FY 2025 Citizen's Charter.

3. Evaluation of Letters of Non-Coverage

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 18 | 8 | 0 | 0 | 0 | 0 | 26 | 100.00% |
| Reliability | 17 | 8 | 1 | 0 | 0 | 0 | 26 | 96.15% |
| Access and Facilities | 17 | 6 | 2 | 1 | 0 | 0 | 26 | 88.46% |
| Communication | 15 | 10 | 1 | 0 | 0 | 0 | 26 | 96.15% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 17 | 7 | 2 | 0 | 0 | 0 | 26 | 92.31% |
| Assurance | 17 | 7 | 2 | 0 | 0 | 0 | 26 | 92.31% |
| Outcome | 16 | 10 | 0 | 0 | 0 | 0 | 26 | 100.00% |
| **Overall** | **117** | **56** | **8** | **1** | **0** | **0** | **182** | **95.05%** |

4. Receipt and Processing of Enforcement-Related Questions and Queries (via e-mail and online portal)

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 3 | 0 | 0 | 0 | 0 | 0 | 3 | 100.00% |
| Reliability | 2 | 1 | 0 | 0 | 0 | 0 | 3 | 100.00% |
| Access and Facilities | 0 | 2 | 1 | 0 | 0 | 0 | 3 | 66.67% |
| Communication | 1 | 2 | 0 | 0 | 0 | 0 | 3 | 100.00% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 2 | 1 | 0 | 0 | 0 | 0 | 3 | 100.00% |
| Assurance | 1 | 2 | 0 | 0 | 0 | 0 | 3 | 100.00% |
| Outcome | 2 | 1 | 0 | 0 | 0 | 0 | 3 | 100.00% |
| **Overall** | **11** | **9** | **1** | **0** | **0** | **0** | **21** | **95.24%** |

5. Processing of Request to Avail of the Competition Orientation Outreach Program (COOP) Services

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 6 | 1 | 0 | 0 | 0 | 0 | 7 | 100.00% |
| Reliability | 6 | 1 | 0 | 0 | 0 | 0 | 7 | 100.00% |
| Access and Facilities | 6 | 1 | 0 | 0 | 0 | 0 | 7 | 100.00% |
| Communication | 6 | 1 | 0 | 0 | 0 | 0 | 7 | 100.00% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 5 | 2 | 0 | 0 | 0 | 0 | 7 | 100.00% |
| Assurance | 6 | 1 | 0 | 0 | 0 | 0 | 7 | 100.00% |
| Outcome | 6 | 1 | 0 | 0 | 0 | 0 | 7 | 100.00% |
| **Overall** | **41** | **8** | **0** | **0** | **0** | **0** | **49** | **100.00%** |

6. Issuance of COE and SR

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 3 | 0 | 0 | 0 | 0 | 0 | 3 | 100.00% |
| Reliability | 3 | 0 | 0 | 0 | 0 | 0 | 3 | 100.00% |
| Access and Facilities | 3 | 0 | 0 | 0 | 0 | 0 | 3 | 100.00% |
| Communication | 3 | 0 | 0 | 0 | 0 | 0 | 3 | 100.00% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 3 | 0 | 0 | 0 | 0 | 0 | 3 | 100.00% |
| Assurance | 3 | 0 | 0 | 0 | 0 | 0 | 3 | 100.00% |
| Outcome | 3 | 0 | 0 | 0 | 0 | 0 | 3 | 100.00% |
| **Overall** | **21** | **0** | **0** | **0** | **0** | **0** | **21** | **100.00%** |

## Annex D: Service Quality Dimensions (SQDs) on Internal Services

1. Issuance of Authenticated Copies of Commission Decisions and Resolution

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 3 | 1 | 0 | 0 | 0 | 0 | 4 | 100.00% |
| Reliability | 3 | 1 | 0 | 0 | 0 | 0 | 4 | 100.00% |
| Access and Facilities | 3 | 1 | 0 | 0 | 0 | 0 | 4 | 100.00% |
| Communication | 3 | 1 | 0 | 0 | 0 | 0 | 4 | 100.00% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 4 | 0 | 0 | 0 | 0 | 0 | 4 | 100.00% |
| Assurance | 4 | 0 | 0 | 0 | 0 | 0 | 4 | 100.00% |
| Outcome | 4 | 0 | 0 | 0 | 0 | 0 | 4 | 100.00% |
| **Overall** | **14** | **0** | **0** | **0** | **0** | **0** | **14** | 100.00% |

2. Issuance of Certification of No Pending Administrative Case

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 31 | 1 | 0 | 0 | 0 | 0 | 32 | 100.00% |
| Reliability | 31 | 1 | 0 | 0 | 0 | 0 | 32 | 100.00% |
| Access and Facilities | 30 | 2 | 0 | 0 | 0 | 0 | 32 | 100.00% |
| Communication | 28 | 1 | 3 | 0 | 0 | 0 | 32 | 90.63% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 29 | 2 | 1 | 0 | 0 | 0 | 32 | 96.88% |
| Assurance | 30 | 1 | 1 | 0 | 0 | 0 | 32 | 96.88% |
| Outcome | 30 | 2 | 0 | 0 | 0 | 0 | 32 | 100.00% |
| **Overall** | **209** | **10** | **5** | **0** | **0** | **0** | **224** | **97.77%** |

3. Circulation of Library Books - Borrowing

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 11 | 1 | 0 | 0 | 0 | 0 | 12 | 100.00% |
| Reliability | 10 | 2 | 0 | 0 | 0 | 0 | 12 | 100.00% |
| Access and Facilities | 11 | 1 | 0 | 0 | 0 | 0 | 12 | 100.00% |
| Communication | 10 | 1 | 1 | 0 | 0 | 0 | 12 | 91.67% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 10 | 2 | 0 | 0 | 0 | 0 | 12 | 100.00% |
| Assurance | 10 | 2 | 0 | 0 | 0 | 0 | 12 | 100.00% |
| Outcome | 11 | 1 | 0 | 0 | 0 | 0 | 12 | 100.00% |
| **Overall** | **73** | **10** | **1** | **0** | **0** | **0** | **84** | **98.81%** |

4. Circulation of Library Books - Returning

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 26 | 1 | 0 | 0 | 0 | 0 | 27 | 100.00% |
| Reliability | 25 | 2 | 0 | 0 | 0 | 0 | 27 | 100.00% |
| Access and Facilities | 26 | 1 | 0 | 0 | 0 | 0 | 27 | 100.00% |
| Communication | 25 | 1 | 1 | 0 | 0 | 0 | 27 | 96.30% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 22 | 3 | 2 | 0 | 0 | 0 | 27 | 92.59% |
| Assurance | 24 | 1 | 2 | 0 | 0 | 0 | 27 | 92.59% |
| Outcome | 25 | 1 | 1 | 0 | 0 | 0 | 27 | 96.30% |
| **Overall** | **173** | **10** | **6** | **0** | **0** | **0** | **189** | **96.83%** |

5. Circulation of Library Books - Renewing/Re-borrowing

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 26 | 2 | 0 | 0 | 0 | 0 | 28 | 100.00% |
| Reliability | 26 | 2 | 0 | 0 | 0 | 0 | 28 | 100.00% |
| Access and Facilities | 26 | 2 | 0 | 0 | 0 | 0 | 28 | 100.00% |
| Communication | 26 | 2 | 0 | 0 | 0 | 0 | 28 | 100.00% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 25 | 2 | 1 | 0 | 0 | 0 | 28 | 96.43% |
| Assurance | 26 | 2 | 0 | 0 | 0 | 0 | 28 | 100.00% |
| Outcome | 26 | 2 | 0 | 0 | 0 | 0 | 28 | 100.00% |
| **Overall** | **181** | **14** | **1** | **0** | **0** | **0** | **196** | **99.49%** |

6. Issuance of Authenticated Copies of Official Records

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 55 | 0 | 0 | 0 | 0 | 0 | 55 | 100.00% |
| Reliability | 55 | 0 | 0 | 0 | 0 | 0 | 55 | 100.00% |
| Access and Facilities | 53 | 2 | 0 | 0 | 0 | 0 | 55 | 100.00% |
| Communication | 54 | 1 | 0 | 0 | 0 | 0 | 55 | 100.00% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 53 | 2 | 0 | 0 | 0 | 0 | 55 | 100.00% |
| Assurance | 54 | 1 | 0 | 0 | 0 | 0 | 55 | 100.00% |
| Outcome | 53 | 2 | 0 | 0 | 0 | 0 | 55 | 100.00% |
| **Overall** | **377** | **8** | **0** | **0** | **0** | **0** | **385** | 100.00% |

7. Requisition and Issuance of Supplies and Equipment

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 15 | 1 | 0 | 0 | 0 | 0 | 16 | 100.00% |
| Reliability | 16 | 0 | 0 | 0 | 0 | 0 | 16 | 100.00% |
| Access and Facilities | 15 | 0 | 1 | 0 | 0 | 0 | 16 | 93.75% |
| Communication | 15 | 0 | 1 | 0 | 0 | 0 | 16 | 93.75% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 16 | 0 | 0 | 0 | 0 | 0 | 16 | 100.00% |
| Assurance | 16 | 0 | 0 | 0 | 0 | 0 | 16 | 100.00% |
| Outcome | 16 | 0 | 0 | 0 | 0 | 0 | 16 | 100.00% |
| **Overall** | **109** | **1** | **2** | **0** | **0** | **0** | **112** | 98.21% |

8. Provision of Service Vehicle

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 82 | 11 | 1 | 1 | 0 | 0 | 95 | 97.89% |
| Reliability | 81 | 13 | 1 | 0 | 0 | 0 | 95 | 98.95% |
| Access and Facilities | 79 | 13 | 2 | 1 | 0 | 0 | 95 | 96.84% |
| Communication | 78 | 15 | 2 | 0 | 0 | 0 | 95 | 97.89% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 79 | 14 | 2 | 0 | 0 | 0 | 95 | 97.89% |
| Assurance | 80 | 13 | 2 | 0 | 0 | 0 | 95 | 97.89% |
| Outcome | 83 | 11 | 1 | 0 | 0 | 0 | 95 | 98.95% |
| **Overall** | **562** | **90** | **11** | **2** | **0** | **0** | **665** | **98.05%** |

9. Issuance of Certificate of Employment (COE) and Service Record (SR) (Internal)

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 72 | 5 | 1 | 0 | 0 | 0 | 78 | 98.72% |
| Reliability | 72 | 5 | 0 | 1 | 0 | 0 | 78 | 98.72% |
| Access and Facilities | 72 | 5 | 1 | 0 | 0 | 0 | 78 | 98.72% |
| Communication | 72 | 5 | 1 | 0 | 0 | 0 | 78 | 98.72% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 66 | 11 | 1 | 0 | 0 | 0 | 78 | 98.72% |
| Assurance | 71 | 5 | 2 | 0 | 0 | 0 | 78 | 97.44% |
| Outcome | 73 | 4 | 0 | 1 | 0 | 0 | 78 | 98.72% |
| **Overall** | **498** | **40** | **6** | **2** | **0** | **0** | **546** | 98.53% |

10. Issuance of Travel Authority

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 34 | 1 | 1 | 1 | 0 | 0 | 37 | 94.59% |
| Reliability | 36 | 1 | 0 | 0 | 0 | 0 | 37 | 100.00% |
| Access and Facilities | 37 | 0 | 0 | 0 | 0 | 0 | 37 | 100.00% |
| Communication | 34 | 3 | 0 | 0 | 0 | 0 | 37 | 100.00% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 34 | 3 | 0 | 0 | 0 | 0 | 37 | 100.00% |
| Assurance | 34 | 0 | 3 | 0 | 0 | 0 | 37 | 91.89% |
| Outcome | 37 | 0 | 0 | 0 | 0 | 0 | 37 | 100.00% |
| **Overall** | **246** | **8** | **4** | **1** | **0** | **0** | **259** | 98.07% |

11. Processing of Request for the Approval of Local Capacity Building Programs (amounting to Php 50,000.00 and below)

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 100.00% |
| Reliability | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 100.00% |
| Access and Facilities | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0.00% |
| Communication | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 100.00% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 100.00% |
| Assurance | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 100.00% |
| Outcome | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 100.00% |
| **Overall** | **5** | **1** | **1** | **0** | **0** | **0** | **7** | **85.71%** |

12. Processing of Request for the Approval of Foreign Capacity-Building Programs

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 4 | 0 | 0 | 0 | 0 | 0 | 4 | 100.00% |
| Reliability | 4 | 0 | 0 | 0 | 0 | 0 | 4 | 100.00% |
| Access and Facilities | 4 | 0 | 0 | 0 | 0 | 0 | 4 | 100.00% |
| Communication | 4 | 0 | 0 | 0 | 0 | 0 | 4 | 100.00% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 4 | 0 | 0 | 0 | 0 | 0 | 4 | 100.00% |
| Assurance | 4 | 0 | 0 | 0 | 0 | 0 | 4 | 100.00% |
| Outcome | 4 | 0 | 0 | 0 | 0 | 0 | 4 | 100.00% |
| **Overall** | **28** | **0** | **0** | **0** | **0** | **0** | **28** | **100.00%** |

13. Processing of Requests to Participate in Approved Capacity-Building Programs (Foreign and Local Programs)

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 6 | 1 | 0 | 0 | 0 | 0 | 7 | 100.00% |
| Reliability | 6 | 1 | 0 | 0 | 0 | 0 | 7 | 100.00% |
| Access and Facilities | 6 | 1 | 0 | 0 | 0 | 0 | 7 | 100.00% |
| Communication | 6 | 1 | 0 | 0 | 0 | 0 | 7 | 100.00% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 6 | 1 | 0 | 0 | 0 | 0 | 7 | 100.00% |
| Assurance | 6 | 1 | 0 | 0 | 0 | 0 | 7 | 100.00% |
| Outcome | 6 | 1 | 0 | 0 | 0 | 0 | 7 | 100.00% |
| **Overall** | **42** | **7** | **0** | **0** | **0** | **0** | **49** | 100.00% |

14. Provision of Information and Communications Technology (ICT) Services for Routine and General Requests

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 124 | 9 | 4 | 2 | 0 | 0 | 139 | 95.68% |
| Reliability | 129 | 9 | 1 | 0 | 0 | 0 | 139 | 99.28% |
| Access and Facilities | 126 | 10 | 3 | 0 | 0 | 0 | 139 | 97.84% |
| Communication | 123 | 14 | 2 | 0 | 0 | 0 | 139 | 98.56% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 127 | 10 | 2 | 0 | 0 | 0 | 139 | 98.56% |
| Assurance | 127 | 11 | 1 | 0 | 0 | 0 | 139 | 99.28% |
| Outcome | 130 | 8 | 1 | 0 | 0 | 0 | 139 | 99.28% |
| **Overall** | **886** | **71** | **14** | **2** | **0** | **0** | **973** | **98.36%** |

15. Processing of the Certification of Availability of Allotment (CAA)

| Service Quality Dimension | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 63 | 6 | 0 | 0 | 0 | 0 | 69 | 100.00% |
| Reliability | 66 | 3 | 0 | 0 | 0 | 0 | 69 | 100.00% |
| Access and Facilities | 58 | 11 | 0 | 0 | 0 | 0 | 69 | 100.00% |
| Communication | 59 | 9 | 1 | 0 | 0 | 0 | 69 | 98.55% |
| Cost | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Integrity | 61 | 8 | 0 | 0 | 0 | 0 | 69 | 100.00% |
| Assurance | 66 | 3 | 0 | 0 | 0 | 0 | 69 | 100.00% |
| Outcome | 66 | 3 | 0 | 0 | 0 | 0 | 69 | 100.00% |
| **Overall** | **439** | **43** | **1** | **0** | **0** | **0** | **483** | **99.79%** |

## Annex E: What are your suggestions for the improvement of PCC Services?

1. External Services

| Evaluation of Letters of Non-Coverage |
|---|
| 1. I'm satisfied with the services<br>2. The deadlines for submission was quite short.<br>3. Not to be too technical with the rules and be more business-friendly. Too much back and forth on the authorized signatories when the PCC rules weren't too clear.<br>4. PCC SharePoint Facility - to adjust the deadline if technical difficulty is experienced during uploading of documents.<br>5. None. Continue to be helpful to your clients.<br>6. Deadline for submission of lacking requirement should exclude holidays, Saturdays & Sundays since there is no office during these days.<br>7. Simplified process for submission and documentation needed.<br>8. Please continue being a good example of government service.<br>9. We're good with the current process of requesting non-coverage letter or notices.<br>10. Overall, the services of the Mergers and Acquisitions Office (MAO) have been satisfactory, though providing a consolidated guidelines or FAQs on requirements and processes can be very helpful. |
| **Request for Pre-Notification Consultation**[33] |
| 1. Allow for telephone follow-up.<br>2. No suggestions for now.<br>3. The policy posted in the website re the notification for unsolicited PPPs is no longer applicable, yet no information saying the same is available. This can be very confusing. |
| **Review of Mergers and Acquisitions Transactions** |
| 1. Streamline the process. The anti-competition mandate should not be used to delay legitimate transactions.<br>2. Focus more on critical sectors that have monopolistic dynamics.<br>3. Do away with the appointment system. |
| **Processing of Request to Avail of the Competition Orientation Outreach Program (COOP) Services** |
| 1. Your services are already excellent and well-organized. If possible, please continue enhancing communication channels and provide more opportunities for capacity-building activities that reach more participants. |

2. Internal Services

| Issuance of Authenticated Copies of Commission Decisions and Resolution |
|---|
| 1. None, the OCCS-DMASD was able to provide the service I requested within a reasonable amount of time. |
| **Issuance of Certification of No Pending Administrative Case** |
| 1. To systematize the project. Just like the AO SRS.<br>2. None so far, as I'm very satisfied with the swift coordination with LSD in availing their assistance for the certification issuance. |
| **Circulation of Library Books - Borrowing** |
| 1. Keep up the good work. |
| **Circulation of Library Books - Returning** |
| 1. Continue the good work.<br>2. Keep up the good work. |

[33] The service was previously titled 'Provision of Pre-Notification Consultation,' as reflected in the March 1st Edition of the FY 2025 Citizen's Charter

| |
|---|
| 3. Use scented air humidifier for a fresher ambience of the library. |
| **Circulation of Library Books – Renewing/Re-borrowing** |
| 1. Keep up the good work. |
| **Issuance of Authenticated Copies of Official Records** |
| 1. It should be timely manner.<br>2. None so far as I am satisfied with the AO-GSD services. |
| **Requisition and Issuance of Supplies and Equipment** |
| 1. None, the request is seamless. |
| **Provision of Service Vehicle** |
| 1. I propose implementing a feature in the MPRS that allows for the automatic or direct signing of trip tickets. This could streamline the approval process, reduce manual intervention, and enhance operational efficiency.<br>2. I hope that the cleaning materials in the van will be kept properly not exposed.<br>3. On my observations so far none. The AO-GSD's service that I have availed so far meets my expectation. Thank you.<br>4. Suggesting AO-GSD to reserve a single van for delivery of docs/service of subpoena for operating units of PCC, CEO/MAO/OCCS, in a way to avoid delays from PCC complying with legal periods, i.e., because of the nature of the work of the operating units, there may be times where subpoena should be served within the day/the next day. We encounter difficulty in reserving a van since it is not available the day after preparing trip tickets, even if tagged as urgent. Since in the service of subpoena, we bear the name of the PCC, it would be more appropriate to have a van ready to ensure smooth service of subpoenas to the entities concerned. If the van is not used, GSD may coordinate with the concerned operating office instead to provide the van for others' use.<br>5. None for now, as I am satisfied with the service I have availed. |
| **Issuance of Certificate of Employment (COE) and Service Record (SR) (Internal)** |
| 1. None so far, the overall service was great.<br>2. For fixing of links.<br>3. I can't think of any, as I'm satisfied with the assistance I received.<br>4. Keep it up! |
| **Processing of Requests to Participate in Approved CapacityBuilding Programs (Foreign and Local Programs)** |
| 1. I can't think of any at the moment, as I'm very satisfied with the services provided. |
| **Provision of Information and Communications Technology (ICT) Services for Routine and General Requests** |
| 1. None, service was already VS.<br>2. Keep it up!<br>3. None, Papa P is perfect. P stands for perfect. |

## Annex F: What specific aspect of PCC Office service delivery would you like them to continue doing, if any?

1. External Services

| |
|---|
| **Evaluation of Letters of Non-Coverage** |
| 1. Prompt action and reply.<br>2. Online services.<br>3. Accommodating.<br>4. Quick response for LNC applications.<br>5. They respond quite quickly.<br>6. Their quick reply to query.<br>7. Very easy to communicate with the MAO for any concerns. |

| |
|---|
| 8. very professional and open to discussions.<br>9. Their efficiency and timely reply.<br>10. Online service delivery. |
| **Request for Pre-Notification Consultation[34]** |
| 1. Online.<br>2. Provide guidance to entities as to what would constitute compliant documents to the requirements sought by PCC.<br>3. Responding to email communications. |
| **Review of Mergers and Acquisitions Transactions** |
| 1. More lead time.<br>2. Availability for questions.<br>3. Service was unexpectedly professional and good for a government office.<br>4. The thoroughness was impressive.<br>5. fast response. |
| **Processing of Request to Avail of the Competition Orientation Outreach Program (COOP) Services** |
| 1. Prompt response and easy communication. Very approachable.<br>2. Please continue your prompt and courteous responses, as well as your well-prepared and engaging training programs. Your professionalism and dedication to service are truly commendable. |

2. Internal Services

| |
|---|
| **Issuance of Authenticated Copies of Commission Decisions and Resolution** |
| 1. Constant communication with the requestor to provide updates regarding the service requested. |
| **Issuance of Certification of No Pending Administrative Case** |
| 1. Their promptness.<br>2. The request was completed in a timely manner.<br>3. Once submitted, my requested document was given with no issues or delay. I appreciate this very much.<br>4. Fast and accommodating.<br>5. Very efficient processing.<br>6. Prompt certification issuance. |
| **Circulation of Library Books - Borrowing** |
| 1. More journal article subscription.<br>2. Jonathan Santos.<br>3. Sir Jonathan Santos.<br>4. Mr. Jonathan Santos always assists me promptly.<br>5. Sir Nathan from the library was very helpful and still is. |
| **Circulation of Library Books - Returning** |
| 1. Easy process of borrowing/returning.<br>2. Their efficiency.<br>3. Everything.<br>4. The swiftness of borrowing/returning through their online portal.<br>5. Everything. |
| **Circulation of Library Books – Renewing/Re-borrowing** |
| 1. More journal article subscription |
| **Issuance of Authenticated Copies of Official Records** |
| 1. Fast processing<br>2. customer service |

[34] The service was previously titled 'Provision of Pre-Notification Consultation,' as reflected in the March 1st Edition of the FY 2025 Citizen's Charter.

3. Their Swift action. Very fast.
4. The fast processing
5. Prompt replies and action

**Requisition and Issuance of Supplies and Equipment**

1. The prompt action and fast replies/acknowledgement.

**Provision of Service Vehicle**

1. All of it, the GSS (Housekeeping, Motorpool), Property and Supply, the Cashier and also the records. Because we need it. I mean the we in the OCCS, find their services essential in our function as an Office.
2. Prompt response to vehicle request.
3. The MPRS System.
4. Fast transaction on reservation of vehicle.
5. ALL GOOD.
6. Being able to communicate, event though it pass working hours, they able to reply and communicate. Thank you po GSD.
7. The promptness of the assistance.
8. Quickly response to inquiry.
9. Responsiveness.

**Issuance of Certificate of Employment (COE) and Service Record (SR) (Internal)**

1. A Seamless transaction.
2. they are doing a good job.
3. Prompt response to inquiries and their clear communication throughout the process
4. Every time there are queries, the staff are responsive and courteous in accommodating them.
5. Everything.
6. nothing specific, but everything.
7. friendliness & accommodation.

**Provision of Information and Communications Technology (ICT) Services for Routine and General Requests**

1. Efficient handling of technical support requests and timely resolution of IT issues.
2. I hope that they continue on their immediate response on future service request problems as this helps offices to continue smoothly with their operations.
3. Responsive to queries and concerns.
4. Promptness in responding to requests.
5. Immediate action on the requests.

**Issuance of Travel Authority**

1. Responsive to the inquiries of the offices.
2. Continue the efficiency in issuing travel authorities.
3. Very quick turnaround time.

**Processing of Request for the Approval of Foreign Capacity-Building Programs**

1. Continuous assistance to applicants of L&D programs/trainings/seminars.

**Processing of Requests to Participate in Approved Capacity-Building Programs (Foreign and Local Programs)**

1. Requests to Participate in Approved Capacity Building Programs (Foreign and Local Programs).
2. Responsiveness and efficiency in addressing HR-related concerns.

**Provision of Information and Communications Technology (ICT) Services for Routine and General Requests**

1. Staff was very helpful and prompt.
2. Addressing requests promptly.
3. Keep up the good work.
4. Responsive and accommodating.
5. Continue the level of service.
6. Prompt response and quick addressing of requests.

7. Prompt response and resolution.
8. Just keep up the good work!
9. Quick action.
10. Communicating with the requestor once request ticket is received.
11. Prompt response to the request.
12. Prompt response, easy communications, kind and approachable personnel
13. Ang mabilis and propesyonal nilang serbisyo.
14. Nothing, I am satisfied.
15. Prompt service.

**Processing of the Certification of Availability of Allotment (CAA)**

1. Being fast and reliable, get answers easily with different queries.
2. None so far. The services provided are excellent, efficient and on-time.
3. Fast transaction for the (ORS and Funding or PR).

**Annex G: Is there any personnel you would like to commend in relation to the service availed?**

1. External Services

| PCC Personnel | Frequency |
|---|---|
| Atty. Glen Villanueva | 3 |
| Atty. Marinel Jeil N. Ladringan | 3 |
| Atty. Katherine Baldos | 1 |
| Atty. Franzine F. Foronda | 1 |
| Atty. Micah Cacdac | 1 |
| Atty. Mario T. Rosete III | 1 |
| Atty. Mac Vincent Javier | 1 |
| Jessica Marie A. Gianan | 1 |
| Ma. Patricia Chesca M. Encarnado | 1 |
| Ms. Anne Victoria L. Alcala | 1 |
| Dir. Arnold Tenorio | 1 |
| Danice N. Elizalde | 1 |

2. Internal Services

| PCC Personnel | Frequency |
|---|---|
| Charles A. Nacional | 12 |
| Gelina L. Espeleta | 10 |
| Nes Justine L. Torres | 8 |
| Cedric Dave D. Sinad | 7 |
| Adriel S. Delos Reyes | 7 |
| Luijen O. San Juan | 6 |
| Jonathan J. Santos | 5 |
| Gretchen Hazelle D. Quindoza | 4 |
| Lea C. Gomez | 3 |
| Alvilhen N. Siquig | 3 |
| Mark Jayson R. Fajutnao | 3 |
| Marie Josephine Anne M. Abucejo | 3 |
| Ellis Mikhail M. Mangune | 3 |
| Jonh Leonard M. Mercardo | 2 |
| Carlo Juan Phillippe Dadap | 2 |
| Catherine C. Valenzuela | 2 |
| Manuel DC. Manahan Jr. | 2 |

| PCC Personnel | Frequency |
|---|---|
| Pia Micah M. Vasquez | 2 |
| Pamela C. Cosico | 2 |
| Ma. Concepcion Pillares | 1 |
| Atty. Ana Cecilia M. Garduque-Gumpal | 1 |
| Atty. Michelle Diana P. Maniwang-Basa | 1 |
| Vivian Sarah J. Beltran | 1 |
| Teejay Yoshiumi J. Sakuma | 1 |
| Ma. Celeste S. Dizon | 1 |
| Maria-Elaine A. Penaflor | 1 |
| Meonel B. Nunez | 1 |
| Juan Mariano | 1 |
| Ariane Amor C. Mungao | 1 |
| Sam D.R. Ciudad | 1 |
| Samuelle David S. Onchengco | 1 |
| Jan Mauie A. Gunio | 1 |
| Warren Paul A. Nicdao | 1 |
| Bernard L. Tinonas | 1 |
| Lenet D. Laudencia | 1 |
| Cherry Pie M. Garay | 1 |