

Annex A

CSM Response Rate Monitoring Form

Date when service is availed: _____

Service Availed:

External Services

1. Accreditation of Civil Society Organizations (CSOs) ☐
2. Issuance of Certificate of Training on Pre-Marriage Orientation (PMO) through the E-Learning Platform ☐
3. Request for Information and Documents Pursuant to Freedom of Information (FOI) Law ☐
4. Request for the issuance of 1st indorsement Certification for Customs-Duty exemption on Importation of Contraceptives ☐
5. Request for Population data, information, and Other Technical Assistance/Services ☐
6. Request for Media Interviews/Guestings and Appearances ☐
7. Request for Issuance of Bidding Documents ☐

Internal Services

1. Request for Administrative Services and Documents ☐
2. Request for Issuance of Personnel Records and Related Services ☐

Other Services Not Included in Current Citizen's Charter:

Actual Number of CSM Responses

(No. of clients that completed the survey)

Total Number of Transactions

(Total Clients Served=Surveyed and Unsurveyed)

Response Rate

Prepared by:

Noted by:

(Name of Service Provider)

(Position)

Date: _____

(Name of CSM focal person)

(Position)

Date: _____