



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
DILG-NAPOLCOM Center, EDSA corner Quezon Avenue
West Triangle, Quezon City

March 23, 2018

MEMORANDUM CIRCULAR
No. 2018-41

T O : MUNICIPAL MAYORS, DILG REGIONAL DIRECTORS AND OTHERS CONCERNED

SUBJECT : GUIDELINES FOR THE IMPLEMENTATION OF CITIZEN SATISFACTION INDEX SYSTEM IN 15 ASSISTANCE TO MUNICIPALITIES PROGRAM BENEFICIARIES TOWARDS IMPROVING CITIZEN'S PARTICIPATION IN LOCAL INVESTMENT PROGRAMMING AND LOCAL PLANNING PROCESS

1. Introduction

- 1.1 The Citizen Satisfaction Index System (CSIS) is a set of data tools and mechanisms designed to generate relevant citizens' feedback on the local governments' service delivery performance.
- 1.2 The Local Government Support Fund, also known as, the Assistance to Local Governments aims to further provide the local government units the support to fully carry out the devolved functions of ensuring the welfare of the people.
- 1.3 The CSIS is undertaken by the DILG to empower local government units by helping them perform their mandate of ensuring the welfare of the citizens (Section 16, RA 7160) and provide supervision in areas for improvement in the delivery of basic public services mandated by the Local Government Code of 1991 (Section 17, RA 7160).
- 1.4 The integration aims to provide selected Assistance to Municipalities (AM) beneficiaries a more systematic and inclusive procedure of considering the current needs and persistent concerns of citizens in the concerned jurisdictions through the use of survey research methods.
- 1.5 The following guidelines provide governing policies to direct, authorize or regulate the different processes, procedures and work instructions in undertaking the activities relative to the 2018 implementation of the CSIS in the selected municipalities.

2. Coverage

The following 15 target municipalities are chosen based on the following criteria:
1) eligible recipient of the Assistance to Municipalities (AM) program for 2018;
2) availability of Local Resource Institute(s) that shall provide research services; and
3) awardee of SGLG.

| Region | Target Municipality |
|----------|------------------------------|
| CAR | Banaue, Ifugao |
| I | Bauang, La Union |
| II | Villaverde, Nueva Vizcaya |
| III | Macabebe, Pampanga |
| IV-A | Pagsanjan, Laguna |
| MIMAROPA | Odiongan, Romblon |
| V | Juban, Sorsogon |
| VI | Culasi, Antique |
| VII | Alicia, Bohol |
| VIII | Guiuan, Eastern Samar |
| IX | Dumalinao, Zamboanga del Sur |
| X | Alubijid, Misamis Oriental |
| XI | Kapalong, Davao del Norte |
| XII | Surallah, South Cotabato |
| Caraga | Carmen, Agusan del Norte |

3. Implementation Timelines

The different activities shall be guided by the following general timelines within 2018.

| Activity | Timelines |
|---|--------------------|
| 1. MOA signing with LRIs | March-April |
| 2. Briefing of Field Officers, PDs, and RFPs | February |
| 3. Training of LRIs | Mid-April |
| 4. Cascading of Fieldwork Protocols to FIs | April-May |
| 5. Data Gathering/Fieldwork | April-June |
| 6. Data Entry/Processing and Report Preparation | May – June |
| 7. Submission of Citizen Satisfaction Reports | June – July |
| 8. Utilization Conferences | August – September |

4. CSIS Partners and Implementers

The institutional arrangements for the CSIS implementation in the above-listed municipalities will be consistent with the 2018 implementation guidelines provided in **DILG MC 2017-169**.

5. Survey Methodology

The methodology which includes sampling methods, training, service areas for assessment, questionnaire and CSIS manual shall follow the usual guidelines as set by the DILG through **MC 2017-169**.

6. Utilization Conferences (UCs)

- 6.1 Utilization conferences shall be conducted to present the results to the functionaries and decisionmakers of the target municipalities. It shall involve the preliminary identification of key development issues and prioritization of interventions deemed to address these challenges as suggested by the results. The main intention of the UC is to provide an avenue for decision makers to decide on the projects to be funded by the AM based on citizen-centered evaluation of the development challenges faced in the communities.

6.2 All UCs shall be conducted only upon approval of the BLGS after final evaluation and revision of the CS Reports submitted by the LRIs.

6.3 All decision-makers in the Local Development Councils and relevant functionaries in the respective target municipalities are enjoined to participate in the UCs.

7. Citizen-driven Priority Actions Plans (CPAPs)

7.1 All concerned target LGUs are enjoined to formulate the CPAP during the Utilization Conference. The Regional Office shall present the mechanics of the workshop during the said activity.

7.2 The chosen AM project by the LDC should be chosen among the development interventions proposed in the CPAP.

8. Utilization of CSIS Data

8.1 The CSIS data shall be used primarily for agenda-setting activities of the respective development councils in the target SLGF or Assistance to Municipalities program (AM).

8.2 In the event that interested parties are interested to use the data beyond the intended purpose of the projects, the general guidelines as stipulated in **MC 2017-169** on the confidentiality in the use of CSIS data shall be applied.

9. Approval and Promulgation

This Circular is hereby approved and promulgated.

DILG Regional Directors concerned shall cause the widest dissemination of this Circular in their respective Regions, particularly in the target municipalities. All Municipal Mayors concerned are hereby enjoined to participate and support the CSIS activities pursuant to the roles and modes of engagement specified in the said set of guidelines.

For the information and guidance for all concerned.


EDUARDO M. AÑO
Officer-in-Charge, DILG

