



Republic of the Philippines
OFFICE OF THE PRESIDENT
COMMISSION ON HIGHER EDUCATION
Regional Office III

RELEASED
JAN 19 2021
CHEDRO III

CHEDRO-III MEMORANDUM
No. 001, series of 2021

For : ALL PRESIDENTS OF PUBLIC AND PRIVATE HIGHER EDUCATION INSTITUTIONS (HEIs) IN REGION III

Attention : VICE PRESIDENTS FOR ACADEMIC AFFAIRS, REGISTRARS, NSTP COORDINATORS, BOARD SECRETARIES, SCHOLARSHIP COORDINATORS, FINANCE OFFICERS

Subject : FY 2020 CITIZEN CLIENT SATISFACTION SURVEY (CCSS) WITH DEADLINE ON 21 JANUARY 2021

Date : 19 JANUARY 2021

Pursuant to Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2020-07 Series of 2020, "Guidelines on the Designation of a Committee on Anti-Red Tape (CART) in the Agencies Concerned in Compliance with R.A. 11032, Otherwise Known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and its Implementing Rules and Regulations (IRR)", all government agencies are required to conduct Citizen Client Satisfaction Survey for each service provided to clients and report the results to ARTA.

In this connection, the following HEI officials are requested to rate specific CHEDRO III services under jurisdiction for the period January 1 to December 31, 2020, using the survey instrument which can be accessed through this link: <https://forms.gle/UBdqGTYXyko4Urx5>, on or before 21 January 2021.

HEI Official/Rater	CHEDRO III Service
Vice President for Academic Affairs	Application for Initial Permit (GP); Government Recognition (GR); Certificate of Program Compliance (COPC) for Undergraduate Programs, except Medicine, Dentistry, Nursing, Engineering, Bachelor of Science in Marine Transportation (BSMT), Bachelor of Science in Maritime Engineering (BSMarE), Programs Without Existing Policies, Standards and Guidelines (PSGs) and those under the Legal Education Board (LEB)
Registrar	Application for Issuance of Special Orders (SOs)
NSTP Coordinator	Application for National Service Training Program (NSTP) Serial Numbers
Vice President for Academic Affairs	Application for Renewal Permit to Operate Undergraduate Programs, except Medicine, Dentistry, Nursing, Engineering, Bachelor of Science in Marine Transportation (BSMT), Bachelor of Science in Maritime Engineering (BSMarE), Programs Without Existing Policies, Standards and Guidelines (PSGs) and those under the Legal Education Board (LEB)

HEI Official/Rater	CHEDRO III Service
Vice President for Academic Affairs	Filing of Complaints, Appeals or Motions for Reconsideration
HEI Board Secretary	Request for Endorsement of Articles of Incorporation and By-Laws of New Private Higher Education Institutions (PHEIs) to SEC
Scholarship Coordinator	Request for Payment of Financial Benefits for STUFAPs Grantees
Vice President for Academic Affairs	Procedure in Processing Request for Curricula of Academic Programs, except those that are OPSD-Based and under the Legal Education Board (LEB)
Finance Officer	Application for Increase in Tuition and Other School Fees(TOSF)

Should there be any queries or clarification, the designated staff of the President may coordinate directly with Ms. Jo Ann C. Gamboa, at telephone number (045) 402-6659 or email at chedro3@ched.gov.ph.

For the HEI Officials' immediate action, please.

MARIA TERESITA MACANAS-SEMANA, PhD, CESO IV
Officer-In-Charge, Office of the Director IV