



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



OFFICE OF THE SECRETARY

MEMORANDUM CIRCULAR
 No. 2016-42

March 28, 2016

TO : ALL CITY MAYORS AND DILG REGIONAL DIRECTORS CONCERNED

SUBJECT : MONITORING AND EVALUATION OF CITIZEN-DRIVEN PRIORITY ACTION PLANS IN CITIES WHERE CSIS SURVEYS WERE CONDUCTED

The Citizen Satisfaction Index System is a set of data tools designed to collect relevant citizen's feedback on the reach and quality of local public services. CSIS surveys were initially implemented once in each of the 140 cities in 16 regions from 2013 to 2015.

Utilization Conferences were conducted by the DILG with the LGU officials, representatives of the academe and the civil society organizations to formally present and discuss their citizens' level of satisfaction on local public services. During the said activity, Citizen-driven Priority Action Plans were formulated by the participants in order to identify development interventions that LGUs deemed to respond or rectify the suggested gaps identified from the CSIS survey results.

After the implementation of the CSIS-related activities in these cities, there is a need to know how far LGUs were able to implement commitments in their CPAPs. This will provide the Department information on how LGUs were able to respond to feedback from the citizens as generated through the CSIS. These sets of information can also aid in tracking LGU expenditures and accomplishments attributable to the use of CSIS data.

In order to determine how far the LGUs were able to implement the said commitments, there is a need to monitor and evaluate the LGU's accomplishments based on the CPAP.

In light of the above, LGUs, where CSIS surveys were conducted in 2013-2015 (Annex A), are hereby enjoined to provide their respective DILG Field Offices information on the status of the accomplishments of their CPAP.

DILG Regional Offices, through their field offices, are instructed to undertake web-based monitoring and evaluation processes on the CPAP accomplishments. DILG Regional Offices 6 and 7 will temporarily be in charge of consolidating information from cities in the newly-created Negros Island Region (NIR) since CSIS-related activities were under their supervision before the creation of the new region.

For guidance and compliance.


MEL SENEN S. SARMIENTO
 Secretary



2013 CSIS TARGET AREAS

No.	Region	Target LGU
1	Region I (Ilocos Region)	Laoag
2		Candon
3	Region II (Cagayan Valley)	Tuguegarao
4	Region III (Central Luzon)	Balanga
5		Cabanatuan
6		Mabalacat
7		Olongapo
8		San Fernando
9		Tarlac
10	Region IV-A (CALABARZON)	Batangas
11		Lipa
12		Sta. Rosa
13		Lucena
14	Region IV-B (MIMAROPA)	Puerto Princesa
15	Region V (Bicol)	Legazpi
16		Tabaco
17		Naga
18		Masbate
19		Sorsogon
20	Region VI (Western Visayas)	Iloilo
21		Bacolod
22		Kabankalan
23		Sagay
24	Region VII (Central Visayas)	Cebu
25	Region IX (Zamboanga Peninsula)	Dipolog
26	Region X (Northern Mindanao)	Oroquieta
27		Ozamiz
28		Cagayan de Oro
29	Region XI (Davao)	Davao
30	Region XII (SOCCSKSARGEN)	Kidapawan
31		Tacurong
32	Region XIII (CARAGA)	Surigao
33		Bislig
34	CAR	Baguio

**TARGET CITIES FOR THE 2014
CITIZEN SATISFACTION INDEX SYSTEM IMPLEMENTATION**

No.	REGION	PROVINCE	TARGET CITY
1	1	Ilocos Norte	Batac
2		Ilocos Sur	Vigan
3		La Union	San Fernando
4		Pangasinan	Dagupan
5	2	Isabela	Santiago
6	3	Nueva Ecija	Meycauayan
7		Nueva Ecija	Science City of Munoz
8		Pampanga	Angeles
9	4A	Laguna	Cabuyao
10		Laguna	Calamba
11		Rizal	Antipolo
12		Batangas	Tanauan
13	4B	Oriental Mindoro	Calapan
14	5	Albay	Ligao
15		Camarines Sur	Iriga
16	6	Capiz	Roxas
17		Neg. Occidental	Silay
18		Negros Occidental	Talisay
19	7	Cebu	Lapu-Lapu
20		Cebu	Mandaue
21		Neg. Oriental	Dumaguete
22	8	Samar	Calbayog
23	9	Zamboanga del Norte	Dapitan
24		Zamboanga del Sur	Pagadian
25	10	Bukidnon	Malaybalay
26		Bukidnon	Valencia
27		Lanao del Norte	Iligan
28	11	Davao del Sur	Digos
29	12	Maguindanao	Cotabato
30		South Cotabato	General Santos
31		South Cotabato	Koronadal
32	13	Agusan del Norte	Bayugan
33		Agusan del Norte	Cabadbaran
34		Agusan del Norte	Butuan
35		Surigao del Sur	Tandag
36	NCR		Caloocan
37			Las Piñas
38			Makati
39			Malabon
40			Mandaluyong
41			Manila
42			Marikina
43			Muntinlupa

44			Navotas
45			Parañaque
46			Pasay
47			Pasig
48			Quezon
49			San Juan
50			Taguig
51			Valenzuela
52	CAR	Kalinga	Tabuk

Region	Province	Target City
I	1 Pangasinan	Alaminos
	2 Pangasinan	San Carlos
	3 Pangasinan	Urdaneta
	Ilocos Sur	Vigan
II	4 Isabela	Cauayan
	5 Isabela	Iligan
III	6 Bulacan	Malolos
	7 Bulacan	San Jose del Monte
	8 Nueva Ecija	San Jose
	10 Nueva Ecija	Palayan
	9 Nueva Ecija	Gapan
IV-A	11 Cavite	Bacoor
	12 Cavite	Cavite
	13 Cavite	Dasmariñas
	14 Cavite	Imus
	15 Cavite	Tagaytay
	16 Cavite	Trece Martires
	17 Laguna	Biñan
	18 Laguna	San Pablo
	19 Laguna	San Pedro
	20 Quezon	Tayabas
VI	21 Iloilo	Passi
	22 Negros Occidental	Bago
	23 Negros Occidental	Cadiz
	24 Negros Occidental	Escalante
	25 Negros Occidental	Himamaylan
	26 Negros Occidental	La Carlota
	27 Negros Occidental	San Carlos
	28 Negros Occidental	Sipalay
	29 Negros Occidental	Victorias
VII	30 Bohol	Tagbilaran
	31 Cebu	Bogo
	32 Cebu	Danao
	33 Cebu	Carcar
	34 Cebu	Naga
	35 Cebu	Talisay
	36 Cebu	Toledo
	37 Negros Oriental	Bais
	38 Negros Oriental	Tanjay
39 Negros Oriental	Bayawan	

	40 Negros Oriental	Canlaon
	41 Negros Oriental	Guihulngan
VIII	42 Eastern Samar	Borongan
	43 Leyte	Baybay
	44 Leyte	Tacloban
	45 Leyte	Ormoc
	46 Samar (Western Samar)	Catbalogan
	47 Southern Leyte	Maasin
IX	48 Basilan	Isabela
	49 Zamboanga del Norte	Zamboanga
X	50 Misamis Occidental	Tangub
	51 Misamis Occidental	Gingoog
	52 Misamis Oriental	El Salvador
XI	53 Davao del Norte	IGACOS
	54 Davao del Norte	Panabo
	55 Davao del Norte	Tagum
	56 Davao Oriental	Mati