



**DEPARTMENT OF AGRICULTURE
BUREAU OF AGRICULTURE AND FISHERIES
STANDARDS**

**Harmonized CSM Report
2025 (1st Edition)**



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I. OVERVIEW

The Department of Agriculture-Bureau of Agriculture and Fisheries Standards (DA-BAFS) was created through Republic Act (RA) No. 8435 or the Agriculture and Fisheries Modernization Act (AFMA) of 1997. It is mandated to set and implement standards for fresh, primary- and secondary-processed agricultural and fishery products.

Four succeeding laws added to the original mandate of DA-BAFS, which are as follows:

1. Republic Act No. 10068 (Organic Agriculture Act of 2010), as amended by the Republic Act No. 11511 – development of organic agriculture standards; registration of organic producers (integrated organic farms, and organic input producers); product registration of organic inputs (organic soil amendments [OSA] and organic bio-control agents [OBCA]); accreditation of organic certifying bodies (OCB) performing third-party certification, and Core Participatory Guarantee System (PGS) Groups as OCB; certification and inspection of core PGS groups; and monitoring of organic agriculture facilities and products;
2. Republic Act No. 10601 (Agricultural and Fisheries Mechanization or AFMech Law of 2013) – development of standards specifications and test procedures of agricultural and fishery machinery;
3. Republic Act No. 10611 (Food Safety Act of 2013) – development of food safety standards for primary and postharvest food including organic agriculture; and
4. Republic Act No. 10817 (Philippine Halal Export Development and Promotion Act of 2016) – development of Halal standards for primary and postharvest foods.

The DA-BAFS' functions on the development and promotion of national standards, and organic agriculture regulations contribute to ensuring food safety, quality, and global competitiveness of Philippine agriculture and fishery products (including Halal and organic agriculture) and machinery, through science-based approaches and consistent with international obligations and commitments. The DA-BAFS develops Philippine National Standards (PNS) which serve as the basis of the competent authorities to develop and implement their technical regulations or Sanitary and Phytosanitary (SPS) measures.

The DA-BAFS, as one of the Trade Regulatory Government Agencies (TRGA), abides by the RA No. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act*, which requires embedding a feedback mechanism for all the products and services provided by the agency and submit a report to the Anti-Red Tape Authority (ARTA). Considering the different services provided by each government agency, the ARTA developed a client satisfaction survey that applies to every government agency and is reported uniformly.

In following the prescribed harmonized form, the feedback mechanism will not only provide compliance to the ARTA but also allow DA-BAFS to measure its satisfaction and performance in providing quality products and services to its stakeholders. The results generated in this report will show the DA-BAFS products, services, and other measures that can be improved.

The year 2025 has been an avenue for the Bureau in continually upholding its commitments to the highest standards in public service, ensuring that our stakeholders- industry partners,



farmers, and fisherfolks receive timely and quality services". **Table 1** below shows the summary for Citizen’s Charter related questions, Client Response Rate and Overall Score. It garnered an overall score of 97.02% translated as outstanding based on a 73.82% response rate.

Table 1: Citizens’ Charter related questions, Client Response Rate and Overall Score

	Score
Citizen Charter’s (CC) Awareness:	66.06 %
CC Visibility:	59.53%
CC Helpfulness:	63.46%
Response Rate:	73.82%
Overall Score:	97.02 % (Outstanding)

II. SCOPE

The report covers the Client Satisfaction Measurement (CSM) generated from January to December 2025 using the ARTA-prescribed harmonized CSM tool. The DA-BAFS collected and analyzed the responses for the external services enumerated in **Table 2**. On an average, it had a response rate of 83.56% or 331 total responses from the total of 366 transactions.

Table 2: Analysis of DA-BAFS clients and tractions

External Services	Responses	Total Transactions	Percentage of Responses per Transactions
1. Issuance of Experimental Use Permit (EUP) for Organic Bio-control Agents (OBCA) Products	12	36	33.33%
2. Issuance of Organic Input Importation or Exportation Clearance	64	64	100.00%
3. Product Registration of Organic Soil Amendments (OSA) and OBCA	96	111	86.49%
4. Accreditation of Organic Certifying Bodies (OCB) (Third-party OCB and Core Participatory Guarantee System [PGS] Groups as OCB)	49	50	98.00 %
5. Organic Certification of Five Core PGS Group Farmer-Members	105	105	100.00 %
Total:	331	366	Average 83.56%

III. METHODOLOGY

A. Instruments Used

To measure the satisfaction of our clients, DA-BAFS adopted the harmonized CSM tool by the ARTA. Table 3 below lists DA-BAFS services that use the harmonized CSM form. They cover issuance of permits, clearances, product registration, accreditation, and certification.

Table 3. Form used to measure client satisfaction with DA-BAFS external services

Form	External Services
Harmonized CSM Questionnaire ver. 2022 - <i>A prescribed form adopted by government agencies for every transaction or issuance (Annexes A, B, and C)</i>	<ul style="list-style-type: none"> - Issuance of Experimental Use Permit (EUP) for Organic Bio-control Agents (OBCA) Products - Issuance of Organic Input Importation or Exportation Clearance - Product Registration of Organic Soil Amendments (OSA) and OBCA - Accreditation of Organic Certifying Bodies (OCB) - Organic Certification of Five Core PGS Group Farmer-Members

The CSM tools were used to assess how satisfied our clients were with the above-cited services, specifically in terms of attending to their needs on queries/concerns; accepting application documents; feedback and issuance of regulatory documents; staff responsiveness and interaction; and office facility. Likewise, the CSM tools gathered information on other needed services, and suggestions/recommendations for the DA-BAFS to serve them better. An online version of the CSM tools were also available and being used by the DA-BAFS.

Three Citizen Charter (CC) related questions and eight Service Quality Dimensions (SQD) questions were asked, specifically for the issuance of EUP, organic input importation/exportation clearance, product registration of OSA and OBCA, accreditation of OCB and organic certification of five core PGS group farmer-members.

For CSM and SQD questionnaires, the DA-BAFS used the Five Point Likert Scale to measure the client's response to the services provided in Table 4. The scale of 1 has an equivalent rating of strongly disagree while the scale of 5 corresponds to strongly agree.

Table 4. Five Point Likert Scale for Harmonized CSM Questionnaire

Scale	SQD Questionnaire Rating
1	Strongly Disagree
2	Disagree

3	Neither Agree nor Disagree
4	Agree
5	Strongly Agree

B. Procedure for Collection of Data

The clients were requested to accomplish a relevant tool every after a service has been rendered to them.

C. Procedure for Data Analysis

The overall scoring for regulatory issuances was identified through the percentage of respondents that rated “Agree” and “Strongly Agree” and shall attain an overall percentage equal to or greater than 80.00 percent with an equivalent of a “Satisfactory” rating or higher. The formula below shows the computation for Overall Rating.

$$\text{Overall Score} = \frac{\text{Number of "Strongly Agree" + Number of "Agree" answers}}{\text{Total Number of Respondents - No of "N/A" answers}}$$

Meanwhile, **Table 5** shows the percentage and the corresponding descriptive rating for the overall score from the SQD questionnaire. The average numerical rating is converted to the total percentage and shall attain an overall percentage equal to or greater than 80 percent with an equivalent of a “Satisfactory” rating or higher following the Table 5 descriptive rating.

Table 5. Percentage and Descriptive Rating for the Overall Score

Percentage	Rating
Below 60%	Poor
60.0% to 79.9%	Fair
80.% to 89.9%	Satisfactory
90.0 % to 94.9	Very Satisfactory
95.0% to 100.0%	Outstanding

IV. DATA AND INTERPRETATION

A. Demographics of Respondents

The data in **Table 6** shows that the majority of the clients of DA-BAFS for its external services, particularly on Organic Agriculture regulations, are business entities or dealing with business (65.60%). This was followed by private citizens at 34.10%.

Table 6. Distribution of DA-BAFS Respondents by Customer Type

Customer Type	Responses	Percentage (%)
1.Citizen	113	34.1%
2.Business	217	65.6%
3.Government	1	0.3%
Total	331	100.0

B. Count of CC and SQD Results

Table 7: Citizens Charter Results

CC Awareness. The results show that awareness is fairly strong overall at 62.08 % or about two-thirds of the overall client who received DA-BAFS services. The remaining percentage are either not aware or aware only upon seeing the CC poster in the office. **These results are due to most of the services being rendered outside and directly to the farmers, discussions on the CC are mostly expanded to detail all the information needed by the stakeholder.**

CC Visibility. While most people find it visible, about 40.47% (combined difficult and not visible) struggle to locate CC. This suggests that our poster and information materials need to be improved for increased visibility.

CC Helpfulness. Among those who used it, the majority found it helpful at 63.46%. However, more than one-third did not find it useful, which suggests issues with clarity, completeness, or relevance based on the client's perspective.

Citizens Charter Answers	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's services and requirements)?		
1. Yes, aware before my transaction with this office	203	62.08%
2. Yes, but aware only when I saw the CC of this office	13	3.98 %
3. No, not aware of the CC (skip question CC2 and CC3)	111	33.94%
CC2. I am aware of CC, would you say that the CC of this office was...?		
1. Easy to see	178	59.93%
2. Difficult to see	41	13.71%
3. Not visible at all	80	26.76%
CC3. If Yes to the previous question, did you use the Citizen's Charter as a guide for the service/s you availed?		
1. Helped very much	165	63.46%
2. Did not helped	95	36.54%

Table 8. Service Quality Dimensions Results

All service quality dimensions gained outstanding results which are all more than 95.00%, while rating for costs are not applicable since all DA-BAFS services are free of charge. Further, the overall rating of 97.02% for all service quality dimensions shows the "Outstanding" performance of the DA-BAFS on its services.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Rating (Percentage)
Responsiveness	272	44	7	3	3	2	331	96.05%
Reliability	297	28	2	0	2	2	331	98.78%
Access and Facilities	277	42	6	1	1	4	331	97.55%
Communication	270	41	12	2	0	6	331	95.69%
Costs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	282	33	8	0	2	6	331	96.92%
Assurance	280	35	9	0	2	5	331	96.63%
Outcome	291	25	6	0	2	7	331	97.53%
Overall	1,969	248	50	6	12	32	2,317	97.02%

C. Overall Score Per Service

Table 9. Percentage per Service

The breakdown of rating per services shows that our services are consistently at a “very satisfactory or outstanding” level. Issuance of importation/exportation clearance shows the highest rating with 99.78%. while the product registration of OSA and OBCA has the lowest rating at 94.63%.

External Services	Overall Rating	Interpretation
1. Issuance of Experimental Use Permit (EUP) for Organic Biocontrol Agents (OBCA) Products	95.24%	Outstanding
2. Issuance of Organic input importation or Exportation Clearance	99.78%	Outstanding
3. Product Registration of Organic Soil Amendments (OSA) and OBCA	94.63%	Very Satisfactory
4. Accreditation of Organic Certifying Bodies (OCB)	98.20%	Outstanding
5. Organic Certification of Five Core PGS Group Farmer-Members	97.32%	Outstanding
Overall	97.03%	Outstanding

C. Interpretation of Data

Based on the results of CSM per service of DA-BAFS, the following were established:

1. On Issuance of EUP for OBCA Products, Organic Input Importation or Exportation Clearance, Accreditation of OCBs and Organic Certification of Five Core PGS Group Farmer-Members gained “Outstanding” overall score, while the Product Registration of OSA and OBCA gained a “Very Satisfactory” rating. Feedback on inspections and field activities emphasized that these were **well-organized, thorough, and clearly explained**, with participants noting that discussions were **easy to understand**,



structured, and respectful. Many respondents highlighted the **valuable learnings gained**, including appreciation for **non-compliance (NC) findings as opportunities for improvement and added knowledge.**

Clients appreciated learning from inspections and NCs. This points to an opportunity to **formalize learning materials, summaries, or post-inspection guides** so clients can better retain and apply knowledge.

2. All answers to CC related questions showed that at least 66.06 % of the DA-BAFS' clients are aware of CC whether before the transaction or have seen the CC poster while transacting in the office. An average 59.53% of the clients were able to find the CC the easiest. Further 63.46% of the clients were able to utilize the CC.

V. RESULTS OF THE AGENCY ACTION PLAN REPORTED IN 2024

In 2025, the DA-BAFS continues to improve and streamline its processes. All action plans from the identified areas for improvement during ARTA inspection were addressed, except for the submission of the whole-of-government reengineering manual. Further the DA-BAFS is continuing its transition to offer services through digital platforms.

VI. CONTINUOUS AGENCY IMPROVEMENT PLAN FOR 2026

The identified DA-BAFS CC external services will continue to be measured, as applicable, through the ARTA-prescribed harmonized CSM tool. CC related and SQD questionnaires are being integrated to other CSM tools for external and internal services.

Report prepared by DA-BAFS Committee on Anti-Red Tape (CART) Secretariat:

JENINA B. CUSAY

Science Research Specialist II, Organic Agriculture Division (OAD)

Recommending approval by Chairperson of DA-BAFS CART:

MARK F. MATUBANG

Chief Science Research Specialist, OAD

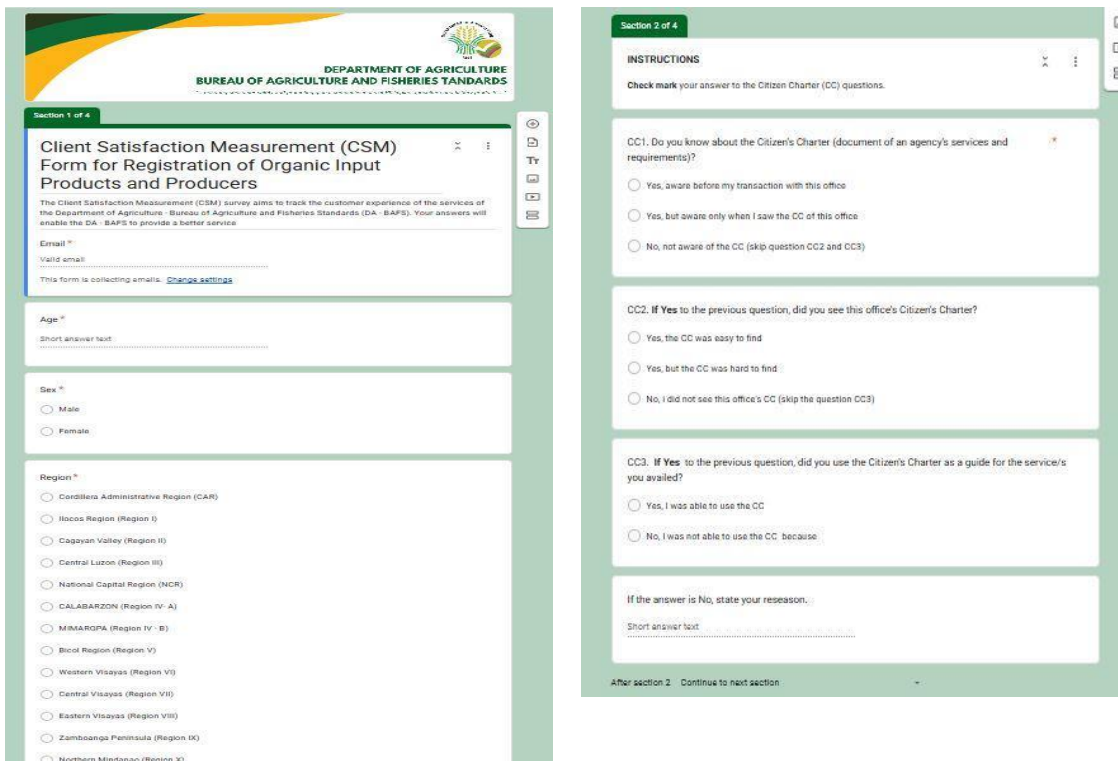
Report approved and submitted by:

KAREN KRISTINE A. ROSCOM, PFT, PhD, CESO III

Director IV, DA-BAFS

ANNEX A

DA-BAFS' CSM Form Used for Issuance of EUP for OBCA Products, Organic Input Importation or Exportation Clearance; and Product Registration of OSA and OBCA from January to December 2026



Section 1 of 4

Client Satisfaction Measurement (CSM) Form for Registration of Organic Input Products and Producers

The Client Satisfaction Measurement (CSM) survey aims to track the customer experience of the services of the Department of Agriculture - Bureau of Agriculture and Fisheries Standards (DA - BAFS). Your answers will enable the DA - BAFS to provide a better service.

Email *
Valid email
This form is collecting emails. [Change settings](#)

Age *
Short answer text

Sex *
 Male
 Female

Region *
 Cordillera Administrative Region (CAR)
 Ilocos Region (Region I)
 Cagayan Valley (Region II)
 Central Luzon (Region III)
 National Capital Region (NCR)
 CALABARZON (Region IV - A)
 MIMAROPA (Region IV - B)
 Bicol Region (Region V)
 Western Visayas (Region VI)
 Central Visayas (Region VII)
 Eastern Visayas (Region VIII)
 Zamboanga Peninsula (Region IX)
 Northern Mindanao (Region X)

Section 2 of 4

INSTRUCTIONS
Check mark your answer to the Citizen Charter (CC) questions.

CC1. Do you know about the Citizen's Charter (document of an agency's services and requirements)?

Yes, aware before my transaction with this office
 Yes, but aware only when I saw the CC of this office
 No, not aware of the CC (skip question CC2 and CC3)

CC2. If Yes to the previous question, did you see this office's Citizen's Charter?

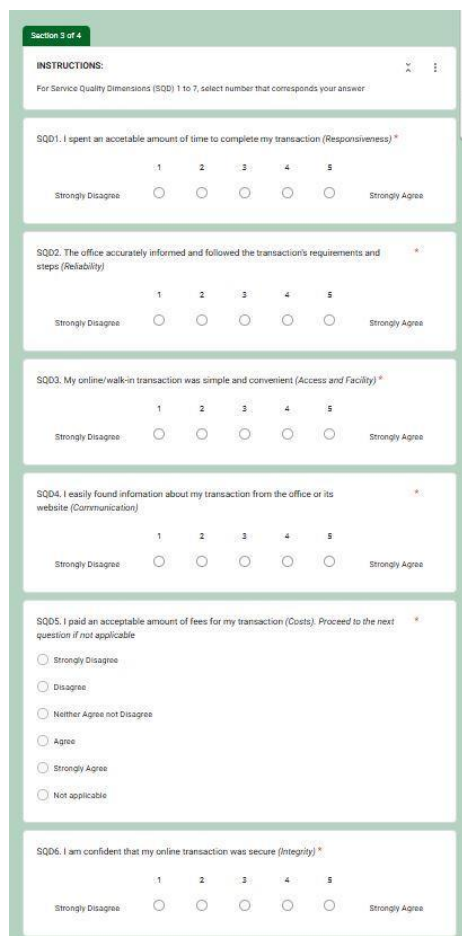
Yes, the CC was easy to find
 Yes, but the CC was hard to find
 No, I did not see this office's CC (skip the question CC3)

CC3. If Yes to the previous question, did you use the Citizen's Charter as a guide for the service/s you availed?

Yes, I was able to use the CC
 No, I was not able to use the CC because

If the answer is No, state your reason.
Short answer text

After section 2 Continue to next section



Section 3 of 4

INSTRUCTIONS:
For Service Quality Dimensions (SQD) 1 to 7, select number that corresponds your answer

SQD1. I spent an acceptable amount of time to complete my transaction (Responsiveness) *

1 2 3 4 5
Strongly Disagree Strongly Agree

SQD2. The office accurately informed and followed the transaction's requirements and steps (Reliability) *

1 2 3 4 5
Strongly Disagree Strongly Agree

SQD3. My online/walk-in transaction was simple and convenient (Access and Facility) *

1 2 3 4 5
Strongly Disagree Strongly Agree

SQD4. I easily found information about my transaction from the office or its website (Communication) *

1 2 3 4 5
Strongly Disagree Strongly Agree

SQD5. I paid an acceptable amount of fees for my transaction (Costs). Proceed to the next question if not applicable *


Strongly Disagree
 Disagree
 Neither Agree nor Disagree
 Agree
 Strongly Agree
 Not applicable

SQD6. I am confident that my online transaction was secure (Integrity) *

1 2 3 4 5
Strongly Disagree Strongly Agree

ANNEX B

DA-BAFS' CSM Form Used for the Accreditation of Organic Certifying Bodies from January to December 2026

	BUREAU OF AGRICULTURE AND FISHERIES STANDARDS Accreditation of Organic Certifying Bodies	Version 3.0
CLIENT SATISFACTION MEASUREMENT		


This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction/activity will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

PART A. CITIZEN'S CHARTER

Customer Type	<input type="checkbox"/> Citizen <input type="checkbox"/> Business <input type="checkbox"/> Government (Employee or another agency)					
Date		Region of Residence:				
Sex:	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Preferred not to say		Age			
Organization:			Contact details: (email/contact no.)			
Purpose/Service Availed:						
I. INSTRUCTIONS: Check Mark (✓) your answer to the Citizen Charter (CC) questions.						
CC1.	<i>Do you know about the Citizen Charter (document of an agency's services and requirements)?</i> 1. Yes, aware before my transaction with the DA-BAFS 2. Yes, but aware only when I saw the CC of the DA-BAFS 3. No, not aware of the CC (skip CC2 and CC3)					
CC2.	<i>If Yes to the previous question, did you see this office's Citizen's Charter?</i> 1. Yes, the CC was easy to find. 2. Yes, but the CC was hard to find. 3. No, I did not see this office's CC (skip the question CC3)					
CC3.	<i>If Yes to the previous question, did you use the Citizen's Charter as a guide for the service/s you availed?</i> 1. Yes, I was able to use the CC 2. No, I was not able to use the CC because _____					
II. INSTRUCTIONS: For SQD 1 to 7, Check Mark (✓) that corresponds your answer:						
5- Strongly Agree 4- Agree 3- Neither agree nor disagree 2- Disagree 1- Strongly Disagree						
Category		Rating				
		5	4	3	2	1
SQD1.	I spent an acceptable amount of time to complete my transaction (<i>Responsiveness</i>)					
SQD2.	The office accurately informed and followed the transaction's requirements and steps (<i>Reliability</i>)					
SQD3.	My online/walk-in transaction was simple and convenient (<i>Access and Facility</i>)					
SQD4.	I easily found information about my transaction from the office or its website (<i>Communication</i>)					
SQD5.	I am confident that my online transaction was secure (<i>Integrity</i>)					
SQD6.	The office online support was available, or (if asked questions) online support was quick to respond (<i>Assurance</i>)					
SQD7.	I got what I needed from the government office (<i>Outcome</i>)					
REMARKS / COMMENTS (Optional)						

ANNEX C

DA-BAFS' CSM Form Used for the Organic Certification of Five Core PGS Group Farmer-Members from January to December 2026

	BUREAU OF AGRICULTURE AND FISHERIES STANDARDS Accreditation of Core Participatory Guarantee System (PGS) Group as Organic Certifying Bodies	BAF-S-OP-CAD-02-F-09 Version 2 Reference Number
CLIENT SATISFACTION MEASUREMENT		
<p>This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.</p>		
Customer Type	<input checked="" type="checkbox"/> Citizens <input type="checkbox"/> Business <input type="checkbox"/> Government (Employee or another agency)	
Date		Region of Residence:
Sex:	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Preferred not to say	
Organization:		Age:
Purpose/Service Availed:		Contact details: (email/contact no.)
I. INSTRUCTIONS: Check Mark (✓) your answer to the Citizen Charter (CC) questions.		
CC1.	Do you know about the Citizen Charter (document of an agency's services and requirements)? <input checked="" type="checkbox"/> 1. Yes, aware before my transaction with the DA-BAFS <input type="checkbox"/> 2. Yes, but aware only when I saw the CC of the DA-BAFS <input type="checkbox"/> 3. No, not aware of the CC (skip CC2 and CC3)	
CC2.	If yes to the previous question, did you see this office's Citizen's Charter ? <input type="checkbox"/> 1. Yes, the CC was easy to find. <input type="checkbox"/> 2. Yes, but the CC was hard to find. <input type="checkbox"/> 3. No, I did not see this office's CC (skip the question CC3)	
CC3.	If yes to the previous question, did you use the Citizen's Charter as a guide for the service/s you availed? <input checked="" type="checkbox"/> 1. Yes, I was able to use the CC. <input type="checkbox"/> 2. No, I was not able to use the CC because _____	
II. INSTRUCTIONS: For SQD 1 to 7, Check Mark (✓) that corresponds your answer: 5- Strongly Agree 4- Agree 3- Neither agree nor disagree 2- Disagree 1- Strongly Disagree		
	Category	Rating
		5 4 3 2 1
SQD1.	I spent an acceptable amount of time to complete my transaction (Responsiveness)	
SQD2.	The office accurately informed and followed the transaction's requirements and steps (Reliability)	
SQD3.	My online/walk-in transaction was simple and convenient (Access and Facility)	
SQD4.	I easily found information about my transaction from the office or its website (Communication)	
SQD5.	I am confident that my online transaction was secure (Integrity)	
SQD6.	The office online support was available, or (if asked questions) online support was quick to respond (Assurance)	
SQD7.	I got what I needed from the government office (Outcome)	
REMARKS / COMMENTS (Optional) <div style="border: 1px solid black; height: 40px;"></div>		

*****CONFIDENTIAL*****

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