



Republic of the Philippines
DEPARTMENT OF FINANCE
BUREAU OF LOCAL GOVERNMENT FINANCE
8F EDPB Bldg., Bangko Sentral ng Pilipinas Complex, Roxas Blvd. cor. P. Ocampo Sr. St., 1004, Manila
blgf.gov.ph | records@blgf.gov.ph



MEMORANDUM

TO : **All BLGF Regional Directors and Regional Focal Persons**

FROM : **CONSOLACION Q. AGCAOILI**
Executive Director

SUBJECT : **Advisory on the Accomplishment of Customer Satisfaction Survey for the Issuance of Certificate of Net Debt Service Ceiling (NDSC) and Borrowing Capacity (BC)**

DATE : **October 3, 2023**

In line with the Quality Management System (QMS) and ISO 9001:2015 commitments of this Bureau, and for the evaluation of documentary requirements relative to the request for the issuance of Certificate of Net Debt Service Ceiling and Borrowing Capacity (CNDSC/BC) of local government units (LGUs), all Regional Directors and Regional Focal Persons are hereby directed to comply with this Bureau's Order No. 003.2022, dated January 4, 2022, on the accomplishment of the BLGF customer satisfaction survey (CSS), to wit:

*"Additionally, ROs shall be evaluated through a merit system on the positive feedbacks received from the borrowing LGUs and lending institutions. ROs that will obtain feedback from at least 50% of the total number of LGUs in their respective jurisdiction which were issued with CNDSC/BC for the fiscal year, shall be ranked according to the ratings received from the survey. In this regard, **ROs are instructed to further encourage the stakeholders to accomplish the BLGF customer satisfaction survey.**" (emphasis supplied)*

All concerned shall endeavor to obtain CSS response for transactions made regarding LGU requests for the issuance of CNDSC/BC.

For strict compliance.



Consolacion Q. Agcaoili
C. Q. AGCAOILI