

PMD-OED-2023-06

25 January 2023

SECRETARY ERNESTO V. PEREZ Director General Anti-Red Tape Authority (ARTA)

Dear Sec. Perez:

We respectfully submit to your office the attached copy of the CY2022 Client Satisfaction Survey Results for the Metals Industry Research and Development Center (MIRDC).

This is in compliance with ARTA Memorandum Circular 2020-07, series of 2020, or the Guidelines on the Designation of a Committee on Anti-Red Tape (CART) for government agencies. As required in Item 6.2.11 of the said MC, the CART shall report to the ARTA not later than the last working day of January of each year the results of the client satisfaction survey for each service based on the guidelines issued by the ARTA.

We are pleased to inform you that out of 1,207 respondents for CY2022, 1,050 (**87%**) rated our services as 'Outstanding', 152 (**12.59%**) considered our services as 'Very Satisfactory', and the remaining 5 respondents provided a 'Satisfactory' rating. Our ratings using the various Service Quality Dimensions recommended by the AO25 secretariat all range between 4 to 5 (Very Satisfactory – Outstanding).

We shall continue to support ARTA's initiatives for ensuring the delivery of efficient government services.

Thank you very much.

Very truly yours,





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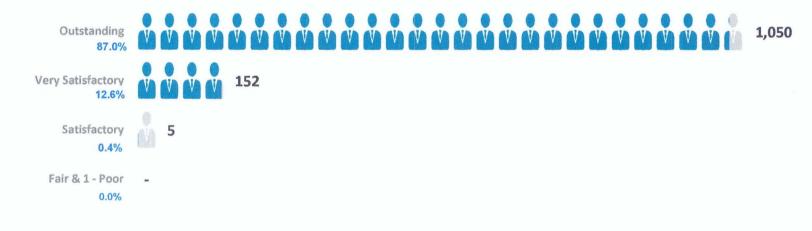
MIRDC CY2022 Client Satisfaction Survey Results

OVERALL PERFORMANCE OF THE CENTER BASED ON CSS RESPONSES January to December 2022 (New CSS Form Rev. 4)

		1	ATD		MPRD		PD	TI	ac			TS	SS		
	Percentage (Overall)	Calibration and Dimensional Measurement	Metals and Material Testing	Physical Metallurgy	3D Printing	Research and Development	Research and Development	Technical Consultancy	Technology Transfer	Facility Rental	Heat Treatment	Machining	Metal Casting	Surface Finishing	Welding and Fabrication
5 Oustanding	87.0%	90%	96%	85%	69%	40%	0%	88%	80%	0%	80%	73%	100%	0%	84%
4 Very Satisfactory	12.6%	9%	4%	14%	31%	60%	100%	11%	20%	0%	20%	25%	0%	0%	16%
3 Satisfactory	0.4%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%
2 Fair & 1 - Poor	0.0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	0%	100%

Breakdown of Respondents' Rating

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Prepared by DIDDER B. SIBAL

Planning Officer II

RESTITUTO FELIPE R. GABUYA

Planning Officer IV



Division /			CSS Re	sponses	
Delivery Unit	Service Area	5 - Oustanding	4 - Very Satisfactory	3 - Satisfactory	2 - Fair & 1 - Poor
ATD	Corrosion Laboratory	89%	11%	0%	0%
	Instrumentation Laboratory	91%	7%	2%	0%
	Mechanical Laboratory	99%	1%	0%	0%
	Metrology Laboratory	89%	11%	0%	0%
	Non-Destructive Testing	100%	0%	0%	0%
	Physical/Chemical Laboratory	98%	2%	0%	0%
MPRD	Physical Metallurgy	85%	14%	1%	0%
	3D Printing	69%	31%	0%	0%
	Research and Development	40%	60%	0%	0%
PD	Research and Development	0%	100%	0%	0%
TDD	Technical Consultancy	88%	11%	0%	0%
	Technology Transfer	80%	20%	0%	0%
TSSS	Heat Treatment	80%	20%	0%	0%
	Machining	73%	25%	2%	0%
	Metal Casting	100%	0%	0%	0%
	Surface Finishing	-	-	-	-
	Welding and Fabrication	84%	16%	0%	0%
	Overall	87.0%	12.6%	0.4%	0%

Breakdown of CSS Responses per Service Area January to December 2022

Prepared by:

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DIDDIER B. SIBAL

Planning Officer II

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RESTITUTO FELIPE R. GABUYA Planning Officer IV Noted by:

REA C. CASTRO OIC, PMD

Citizen/Client Satisfaction Score per Service Area January to December 2022

		ni se na mana ang ang ang ang ang ang ang ang ang		n ann an ann an an Ann an A	CSS Respons	ses	And the first of the state of the		
Service Area	Responsiven ess to Queries/	Fairness/ Trustworthiness of Transaction	Quality of Product/ Service	Timeliness in Completion of Job/	Reasonable cost of Product/	Accessibility of service and facilities	Clarity of Processes	Knowledge & Competence of Frontline Staff	Average Score
ATD									
Corrosion Laboratory	4.96	4.96	4.96	4.94	4.94	4.89	4.96	4.94	4.95
Instrumentation Laboratory	4.85	4.87	4.89	4.89	4.89	4.89	4.89	4.89	4.88
Mechanical Laboratory	4.95	4.99	4.99	4.95	4.97	4.99	4.97	5.00	4.98
Metrology Laboratory	4.88	4.89	4.88	4.89	4.91	4.92	4.91	4.94	4.90
Non-Destructive Testing	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
Physical/Chemical Laboratory	4.96	4.96	4.98	4.66	4.88	4.96	4.72	4.96	4.89
MPRD									
Physical Metallurgy	4.79	4.82	4.79	4.80	4.82	4.80	4.76	4.86	4.80
3D Printing	4.73	4.73	4.35	4.42	4.85	4.69	4.54	4.96	4.66
Research and Development	4.80	5.00	4.20	4.00	5.00	4.80	4.00	4.40	4.53
PD									
Research and Development	4.00	4.00	3.00	4.00	4.00	4.00	4.00	4.00	3.88
TDD									
Technical Consultancy	4.87	4.88	4.83	4.81	4.79	4.82	4.83	4.88	4.84
Technology Transfer	5.00	4.80	4.80	4.80	4.80	4.80	4.80	5.00	4.85
TSSS									
Heat Treatment	4.77	4.73	4.77	4.82	4.66	4.77	4.75	4.84	4.76
Machining	4.73	4.71	4.75	4.60	4.59	4.72	4.73	4.78	4.70
Metal Casting	5.00	4.92	4.92	4.83	4.92	5.00	5.00	5.00	4.95
Surface Finishing	-	-	-	-	-	-	-	-	-
Welding and Fabrication	4.82	4.87	4.84	4.63	4.71	4.84	4.84	4.89	4.81
Overall	4.82	4.82	4.68	4.69	4.80	4.81	4.73	4.83	4.77

Prepared by:

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DIDDIER B. SIBAL Planning Officer II

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RESTITUTO FELIPE R. GABUYA Planning Officer IV

Noted by:

REA C. CASTRO

Summary of Citizen/Client Satisfaction Survey (CCSS) Ratings January to December 2022 New CSS Form Rev. 4

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SERVICE AREA/RATING	Responsiveness to Queries/ concerns	Fairness/ Trustworthiness of Transaction	Quality of Product/ <u>Service</u>	<u>Timeliness in</u> Completion of Job/ <u>Service</u>	Reasonable cost of Product/ Service	Accessibility of service and facilitiles	<u>Clarity of</u> <u>Processes</u>	Knowledge & Competence of Frontline Staff	<u>OVERALL</u> RATING
ATD		·····	L						and to all the product of the second seco
Calibration and Dimension	nal Measurement				and a new field of the second seco			Analysis was shown in the part of particular second	
5 - Oustanding	88%	89%	89%	90%	91%	92%	91%	93%	90%
4 - Very Satisfactory	10%	10%	10%	9%	8%	7%	8%	7%	9%
3 - Satisfactory	2%	1%	1%	1%	1%	1%	1%	1%	1%
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	0%	0%	0%	0%	0%
e and an and a second secon						No.	of Respondents	121	
			No. an	d % of customers	who rated the ser	vice as very satis	factory or better	120	99%
			Ne	o. and % of custor	ners who rated the	e service as satis	factory or better	121	100%
ATD									
Metals and Material Testin	g								
5 - Oustanding	96%	98%	98%	89%	95%	96%	91%	98%	96%
4 - Very Satisfactory	4%	2%	2%	11%	5%	4%	9%	2%	4%
3 - Satisfactory	0%	0%	0%	0%	0%	0%	0%	0%	0%
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	0%	0%	0%	0%	0%
na ann an an ann an Anna ann an Anna an		Ann an ei an einige oan de het kennen het einige en de het het het het het het het het het he		and a second second second second second second second second second	kan benerati kenyan dan kanya ka	No.	of Respondents	224	
			No. an	d % of customers	who rated the ser	vice as very satis	factory or better	224	100%
			No	o. and % of custor	ners who rated the	service as satis	factory or better	224	100%
		The second s	9999)	an an an 1999 anns an anns an an anns a	Cannon ann an Maria ann an ann an tarthachan ann an tarthachan ann ann ann ann ann ann ann ann ann	ar an far fa breiding af 1917 _{to beg} apa an fan een an paka af koning stear i bran			
IPRD									a fan fersen an fers
D Printing								New York and the Collection of the Twee Advances of Advances	
5 - Oustanding	73%	73%	62%	65%	85%	69%	58%	96%	69%
4 - Very Satisfactory	27%	27%	12%	12%	15%	31%	38%	4%	31%
3 - Satisfactory	0%	0%	27%	23%	0%	0%	4%	0%	0%
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	0%	0%	0%	0%	0%
	a Banana ana amin'ny faritr'o amin'ny faritr'o amin'ny faritr'o amin'ny faritr'o amin'ny faritr'o amin'ny farit	**************************************	9987 ya adama kanya si ang kanya na mang			No.	of Respondents	26	
				d % of customers				26	and the second

	-T	Terretories	T	T	1				
SERVICE AREA/RATING	Responsiveness to Queries/ concerns	Fairness/ Trustworthiness of Transaction	Quality of Product/ Service	<u>Timeliness in</u> Completion of Job/ Service	Reasonable cost of Product/ Service	Accessibility of service and facilitiles	<u>Clarity of</u> Processes	Knowledge & Competence of Frontline Staff	OVERALL RATING
			L			Idointiles		Tonuine Otan	
			N	o. and % of custo	mers who rated th	e service as satis	sfactory or better	26	100%
MPRD				canal and a far a second second Bargers of Andrew			an a		
Physical Metallurgy	nation (assumption) and a second s		and the design of the standard day between						and an electric and a state of the state of
5 - Oustanding	81%	82%	82%	81%	82%	81%	77%	86%	85%
4 - Very Satisfactory	17%	18%	14%	17%	17%	17%	22%	14%	14%
3 - Satisfactory	2%	0%	3%	2%	1%	2%	1%	0%	1%
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	1%	0%	1%	0%	0%
						No.	of Respondents	181	
			No. an	d % of customers	who rated the se	rvice as very satis	sfactory or better	180	99%
			No	o. and % of custo	mers who rated th	e service as satis	sfactory or better	181	100%
MPRD									
Research and Developme	ent								
E Quetending	80%	100%	200/	00/	100%	800%	10%	10%	10%

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5 - Oustanding	80%	100%	20%	0%	100%	80%	40%	40%	40%
4 - Very Satisfactory	20%	0%	80%	100%	0%	20%	20%	60%	60%
3 - Satisfactory	0%	0%	0%	0%	0%	0%	40%	0%	0%
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	0%	0%	0%	0%	0%
						No.	of Respondents	5	
			No. an	d % of customers	who rated the ser	vice as very satis	sfactory or better	5	100%
			N	o. and % of custor	ners who rated th	e service as satis	sfactory or better	5	100%

5 - Oustanding	0%	0%	0%	0%	0%	0%	0%	0%	0%
- Very Satisfactory	100%	100%	0%	100%	100%	100%	100%	100%	100%
- Satisfactory	0%	0%	100%	0%	0%	0%	0%	0%	0%
- Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	0%	0%	0%	0%	0%
						No.	of Respondents	1	
			No. an	d % of customers	who rated the se	rvice as very satis	sfactory or better	1	100%
			No	o. and % of custor	ners who rated th	e service as satis	factory or better	1	100%

SERVICE AREA/RATING	Responsiveness to Queries/ concerns	Fairness/ Trustworthiness of Transaction	Quality of Product/ Service	<u>Timeliness in</u> Completion of Job/ <u>Service</u>	Reasonable cost of Product/ Service	Accessibility of service and facilitiles	<u>Clarity of</u> Processes	Knowledge & Competence of Frontline Staff	OVERAL RATING
TDD-TABDS	ter for an								
Technical Consultancy	Na nganangan adalah karangan badi darapat di na Karanan menaharat apad keti dalah Ka		nter e Maxa y a se a se ha sa tras e no francé lord financia de la financia de la financia de la financia de la	8 - 2014 2014 2014 2014 2014 2014 2014 2014					
5 - Oustanding	87%	87%	83%	80%	77%	83%	83%	88%	88%
4 - Very Satisfactory	12%	12%	15%	17%	18%	15%	16%	12%	11%
3 - Satisfactory	0%	0%	1%	1%	0%	1%	0%	0%	0%
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	1%	2%	2%	4%	1%	1%	0%	0%
a an agus an bha agus agus agus an an bhanna inn is an bhana an barann an bh		An example of the second s	ann a tha ann an an an ann ann ann ann ann ann	ant provide a second		No.	of Respondents	426	
			No an	d % of customers	who rated the ser	vice as verv satis	factory or better	425	99.8%
					mers who rated the			426	100%
DD-TABDS								120	
echnology Transfer						de grip de la constant de la constant de constant de constant de la desentation de la constant de la desentati	an an ann ann Mhaillen gag bai deisead an sghùs da sa		analy an inclusion of the root of the second
5 - Oustanding	100%	80%	80%	80%	80%	80%	80%	100%	80%
4 - Very Satisfactory	0%	20%	20%	20%	20%	20%	20%	0%	20%
3 - Satisfactory	0%	0%	0%	0%	0%	0%	0%	0%	0%
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	0%	0%	0%	0%	0%
		A construction of the cons				No.	of Respondents	5	
			No an	d % of customors	who rated the ser			5	100%
					mers who rated the		- 1	5	100%
			140	, and 70 of custor					
					ners who rated the	. 301 1100 03 3013	, ,	<u> </u>	10070
-222		R.,	an a						10076
								<u> </u>	100%
acility Rental	0%		0%	0%					
acility Rental 5 - Oustanding	0%	0%	0%	0%	0%	0%	0%	0%	0%
acility Rental 5 - Oustanding 4 - Very Satisfactory	0%	0%	0%	0%	0% 0%	0% 0%	0% 0%	0% 0%	0% 0%
Facility Rental 5 - Oustanding 4 - Very Satisfactory 3 - Satisfactory	0% 0%	0% 0%	0% 0%	0% 0%	0% 0% 0%	0% 0% 0%	0% 0% 0%	0% 0% 0%	0% 0% 0%
acility Rental5- Oustanding4- Very Satisfactory3- Satisfactory2- Fair & 1 - Poor	0% 0% 0%	0% 0% 0%	0% 0% 0%	0% 0% 0%	0% 0% 0%	0% 0% 0% 0%	0% 0% 0% 0%	0% 0% 0% 0%	0% 0% 0%
acility Rental 5 - Oustanding 4 - Very Satisfactory 3 - Satisfactory	0% 0%	0% 0%	0% 0%	0% 0%	0% 0% 0%	0% 0% 0% 0% 0%	0% 0% 0% 0%	0% 0% 0% 0% 0%	0% 0% 0%
acility Rental5- Oustanding4- Very Satisfactory3- Satisfactory2- Fair & 1 - Poor	0% 0% 0%	0% 0% 0%	0% 0% 0% 0%	0% 0% 0% 0%	0% 0% 0% 0%	0% 0% 0% 0% 0% No.	0% 0% 0% 0% of Respondents	0% 0% 0% 0% 0% 0%	0% 0% 0%
 4 - Very Satisfactory 3 - Satisfactory 2 - Fair & 1 - Poor 	0% 0% 0%	0% 0% 0%	0% 0% 0% 0% No. an	0% 0% 0% 0% d % of customers	0% 0% 0%	0% 0% 0% 0% 0% No. vice as very satis	0% 0% 0% 0% of Respondents factory or better	0% 0% 0% 0% 0%	0% 0% 0%

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Responsiveness to Queries/ concerns	<u>Fairness/</u> <u>Trustworthiness of</u> <u>Transaction</u>	Quality of Product/ Service	<u>Timeliness in</u> Completion of Job/ <u>Service</u>	Reasonable cost of Product/ Service	Accessibility of service and facilitiies	<u>Clarity of</u> Processes	Knowledge & Competence of Frontline Staff	OVERALL RATING
23%	27%	23%	18%	30%	23%	25%	16%	20%
0%	0%	0%	0%	2%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%
					No.	of Respondents	44	
		No. an	d % of customers	who rated the ser	vice as very satis	sfactory or better	44	100%
		No	o. and % of custor	mers who rated th	e service as satis	sfactory or better	44	100%
			anger man Pilla distant suk sing a sing ngangangan na sing ngangan suk sing ngangan suk sing ngangan suk sing n Ngang ngang sing ngang			en and the second and a second se	1.22752222222222222222222222222222222222	
				an a	an a	enalding a part of the state of the part interaction of the state.	na provinsi a fisika na kalendara ya kana kana kana kana	
7.40/	700/	770/	0.49/		700/	700/	2001	700/
74%	72%	77%	64%	63%	73%	73%	80%	73%
24%	27%	21%	34%	33%	27%	26%	19%	25%
24% 2%	27% 1%	21% 1%	34% 2%	33% 4%	27% 1%	26% 1%	19% 2%	25% 2%
24% 2% 0%	27% 1% 0%	21% 1% 1%	34% 2% 1%	33% 4% 0%	27% 1% 0%	26% 1% 0%	19% 2% 0%	25% 2% 0%
24% 2%	27% 1%	21% 1%	34% 2%	33% 4%	27% 1% 0% 0%	26% 1%	19% 2%	25% 2%
24% 2% 0%	27% 1% 0%	21% 1% 1% 0%	34% 2% 1% 0%	33% 4% 0%	27% 1% 0% 0% No.	26% 1% 0% 0% of Respondents	19% 2% 0% 0%	25% 2% 0%
	23% 0% 0%	23% 27% 0% 0% 0% 0%	concerns Iransaction 23% 27% 23% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	concerns Iransaction Service 23% 27% 23% 18% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	concerns Iransaction Service 23% 27% 23% 18% 30% 0% 0% 0% 0% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Concerns Transaction Service Tacilities 23% 27% 23% 18% 30% 23% 0% 0% 0% 0% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	concerns Iransaction Service Tacilities 23% 27% 23% 18% 30% 23% 25% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Concerns Iransaction Service Iracilities Frontline Staff 23% 27% 23% 18% 30% 23% 25% 16% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 144

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5 - Oustanding	100%	92%	92%	83%	92%	100%	100%	100%	100%
4 - Very Satisfactory	0%	8%	8%	17%	8%	0%	0%	0%	0%
3 - Satisfactory	0%	0%	0%	0%	0%	0%	0%	0%	0%
? - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	0%	0%	0%	0%	0%

No. and % of customers who rated the service as very satisfactory or better 12 100% 12 100%

No. and % of customers who rated	the service as	satisfactory or	better
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TSSS												
urface Finishing												
5 - Oustanding	0%	0%	0%	0%	0%	0%	0%	0%	0%			
4 - Very Satisfactory	0%	0%	0%	0%	0%	0%	0%	0%	0%			
3 - Satisfactory	0%	0%	0%	0%	0%	0%	0%	0%	0%			

SERVICE AREA/RATING	Responsiveness to Queries/ concerns	<u>Fairness/</u> <u>Trustworthiness of</u> <u>Transaction</u>	Quality of Product/ Service	<u>Timeliness in</u> Completion of Job/ <u>Service</u>	Reasonable cost of Product/ Service	Accessibility of <u>service and</u> <u>facilitiles</u>	<u>Clarity of</u> <u>Processes</u>	Knowledge & Competence of Frontline Staff	OVERALL RATING
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	0%	0%	0%	0%	0%
						No.	of Respondents	0	
No. and % of customers who rated the service as very satisfactory or better No. and % of customers who rated the service as satisfactory or better								0	-
								0	-
SSS									
Velding and Fabrication			****						
5 - Oustanding	82%	87%	84%	66%	76%	84%	84%	89%	84%
4 - Very Satisfactory	18%	13%	16%	32%	18%	16%	16%	11%	16%
3 - Satisfactory	0%	0%	0%	3%	5%	0%	0%	0%	0%
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	0%	0%	0%	0%	0%
						No.	of Respondents	38	
No. and % of customers who rated the service as very satisfactory or better								38	100%
No. and % of customers who rated the service as satisfactory or better								38	100%
	No.	and % of cust	omers who ra	ted the Cente	r's services as	very satisfac	tory or better	1202	99.6%

No. and % of customers who rated the Center's services as satisfactory or better 1207 100%

Total No.of Respondents 1207

Note:

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Prepared by: DIDDIER B. SIBAL

Planning Officer II

Checked by:

RESTITUTO FELIPE GABUYA

RESTITUTO FELIPE GABU Planning Officer IV Noted by:

REA C. CASTRO OIC. PMD