



Republic of the Philippines
Department of Education
REGION X – NORTHERN MINDANAO
SCHOOLS DIVISION OF OZAMIZ CITY

December 20, 2023

DIVISIONAL MEMORANDUM

No. 375, s. 2023

**SUBMISSION OF CLIENT SATISFACTION MEASUREMENT (CSM)
RESULTS FOR FISCAL YEAR 2023**

TO : Assistant Schools Division Superintendent
Chief Education Supervisors (SGOD and CID)
Public Elementary and Secondary School Heads
All others Concerned
This Division

1. In compliance to the Regional Memorandum No. 0811 s.2023 and Unnumbered Memo from DepEd Central Office titled **Submission of Client Satisfaction Measurement (CSM) Results for Fiscal Year 2023**, this Office announces that the Division Office and schools under the DepEds Citizen's Charter shall submit their CSM results to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) on or before December 29, 2023.
2. PDF copies of the Google forms are provided for reference through this link <https://bit.ly/CSMGoogleFormsPDF>.
3. Process owners in the Division Office must ensure that Client Satisfaction Survey shall be answered by their respective clientele.
4. Queries on this matter can be addressed to ITO Regie A. Catedral for the Client Satisfaction Survey and PSDS Joel T. Aclao for the the Client Satisfaction Measurement.
5. This Office directs the immediate and wide dissemination of this Memorandum.

NIMFA R. LAGO, PhD., CESO VI
Assistant Schools Division Superintendent
OIC – Office of the Schools Division Superintendent



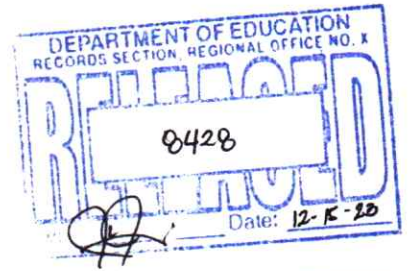
Address: IBJT Compound, Carangan, Ozamiz City
Telephone No: (088) 545-09-88
Telefax: (088) 545-09-90
Email Address: ozamiz.city@deped.gov.ph



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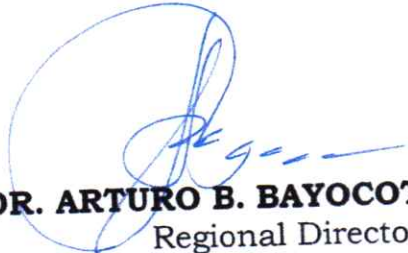
December 14, 2023

REGIONAL MEMORANDUM
No. 0811, s. 2023

SUBMISSION OF CLIENT SATISFACTION MEASUREMENT (CSM) RESULTS
FOR FISCAL YEAR 2023

To: Assistant Regional Director
Schools Division Superintendents
Assistant Schools Division Superintendents
Divisional Public Assistance Coordinators
All Others Concerned

1. Regarding the **Unnumbered Memorandum** titled **Submission of Client Satisfaction Measurement (CSM) Results for Fiscal Year 2023**, all Regional Offices (ROs), Schools Division Offices (SDOs), and schools with declared services under the DepEd's Citizen's Charter shall **submit their CSM results to the Public Affairs Service - Public Assistance Action Center (PAS-PAAC) on or before December 29**.
2. PDF copies of the Google forms are provided for reference through this link <https://bit.ly/CSMGoogleFormsPDF>.
3. Attached is the DepEd Memorandum for the complete details.
4. This Office directs the immediate and wide dissemination of this Memorandum.


DR. ARTURO B. BAYOCOT, CESO III
Regional Director

ATCH.: As stated
To be indicated in the Perpetual Index
under the following subjects:

Client Satisfaction Measurement

ORD-PAU/Fath



DepEd Regional Office X, Zone 1, Upper Balulang, Cagayan de Oro City
(088) 856-3932 | (088) 881-3137 | (088) 881-3031
Department of Education Region 10
region10@deped.gov.ph

Doc. Ref. Code	Effective Date	Rev.	Page
ROX-ORD-PAU-AMF-2023-013	08.03.23	1	1 of 2





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Annex B: Preparation of Consolidated CSM Report

The CSM Report shall be culled from the following sources:

- ARTA-prescribed CSM Form, as implemented in DepEd through DM-OUHROD-2023-0930
- Old feedback forms, e.g. DepEd CCSS Form, provided the results are converted from the old to the new Likert Scale and SQD.

A. Total number of clients who completed the survey for FY 2023

Report the total number of surveyed clients with complete transactions. A transaction is considered complete when the final step of the service availed of is accomplished.

Additionally, all concerned units shall gather a minimum number of CSM responses based on the ARTA Sample Size Calculator: <https://tinyurl.com/CSMsamplesize>.

Offices shall briefly discuss their response rate results and provide reason/s why certain services were not offered or why certain services have no/low responses, as applicable.

B. Total number of transactions for FY 2023

Report the total number of transactions per service declared in the DepEd Citizen's Charter applicable to the governance unit.

Kindly note that the number of transactions shall be greater than the number of surveyed clients or survey responses.

C. Result count of SQD questions for FY 2023

Report the breakdown of the eight (8) SQD questions by result count. Kindly provide a brief analysis of the results.

D. Demographic profile

Report the breakdown of the client demographic based on the following:

- a. Age
 - i. 19 or lower
 - ii. 20-34
 - iii. 35-49
 - iv. 50-64



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- v. 65 or higher
- vi. Did not specify

- b. Sex
 - i. Male
 - ii. Female
 - iii. Did not specify

- c. Customer Type
 - i. Citizen
 - ii. Business
 - iii. Government

- d. Region of residence

Kindly provide a brief analysis of the results.

E. Count of Citizen's Charter Responses

Report the breakdown of responses on the Citizen's Charter questions by result count. Kindly provide a brief analysis of the results.

- a. Citizen's Charter Awareness
- b. Citizen's Charter Visibility
- c. Citizen's Charter Helpfulness

F. Major or most common identified feedback/concern from clients

Report the summary of feedback from clients by identifying the most frequent feedback or concerns received for FY 2023.



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Annex A: External and Internal Services to be Reported for the CSM

CSM Results shall be reported for both the external and internal services specified in Annex A of this memorandum. These services declared in the DepEd Citizen's Charter represent the services most common in each governance level. Offices shall briefly discuss their response rate results and provide reason/s why certain services were not offered or why certain services had no/low CSM responses, as applicable.

Regional Offices

External Services	Internal Services	RO Unit
N/A	1. Certification as to Availability of Funds 2. Endorsement of Request for Cash Allocation from SDOs	Accounting Section
N/A	3. Disbursement Updating 4. Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units 5. Letter of Acceptance for Downloaded Funds 6. Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority) 7. Processing of Budget Utilization Request & Status (BURS)	Budget Section
1. Payment of External and Internal Claims 2. Payment of Obligation	8. Handling of Cash Advances	Cash Section
3. Access to LRMDS Portal 4. Procedure for the Use of LRMDS Computers	N/A	Curriculum and Learning Management Division
N/A	9. Rewards and Recognition	Human Resource and



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		Development Division
<p>5. Legal Assistance to Walk-in Clients</p> <p>6. Request for Correction of Entries in School Record</p>	<p>10. Processing of communication received through the Public Assistance Action Center (PAAC)</p> <p>11. Request for Certification as to the Pendency or Non-Pendency of an Administrative Case</p>	Legal Unit
<p>7. Recognition of Professional Development Programs / Courses</p>	N/A	National Educators Academy of the Philippines – Regional Office
<p>8. Issuance of Foreign Travel Authority</p> <p>8.1. Issuance of Foreign Official Travel Authority</p> <p>8.2. Issuance of Foreign Personal Travel Authority</p>	N/A	Office of the Regional Director
<p>9. Acceptance of Employment Application (Walk-in)</p> <p>10. Acceptance of Employment Application (Online)</p> <p>11. Issuance of Certificate of Last Payment</p>	<p>12. Application for Leave</p> <p>13. Application for Retirement / Survivorship / Disability Benefit</p> <p>14. Issuance of Certificate for Remittances</p> <p>15. Issuance of Certificate of Employment and/or Service Record</p> <p>16. Issuance of Foreign Travel Authority</p> <p>16.1. Issuance of Foreign Official Travel Authority</p> <p>16.2. Issuance of Foreign Personal Travel Authority</p> <p>17. Processing of Equivalent Record Form (ERF)</p> <p>18. Processing of Study Leave</p> <p>19. Processing of Terminal Leave Benefits</p>	Personnel Section



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	20. Request for Transfer from Another Region 21. Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	
12. Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering 13. Request for Reversion	N/A	Policy, Planning and Research Division
14. Public assistance (Email) 15. Public assistance (Hotline and Walk-in) 16. Standard Freedom of Information request	N/A	Public Affairs Unit
17. Application for Opening/Additional Offering of SHS Program for Private Schools 18. Application for Tuition and Other School Fees (TOSF), No Increase, and Proposed New Fees of Private Schools 19. Issuance of Special Orders for the Graduation of Private School Learners	22. Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	Quality Assurance Division
20. Certification, Authentication, and Verification 21. Issuance of Requested Documents (CTC and Photocopy of Documents) 22. Issuance of Requested Documents (Non-CTC) 23. Receiving of Communication 24. Receiving of Complaint	N/A	Records Section



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Schools Division Offices

External Services	Internal Services	SDO Unit
N/A	1. Processing of ORS 2. Posting/Updating of Disbursement	Budget Unit
N/A	3. Handling of Cash Advances	Cash Unit
N/A	4. User Account Management for Centrally Managed Systems 5. Troubleshooting of ICT Equipment 6. Uploading of Publications	Information and Communications Technology Unit
1. Request for Correction of Entries in School Record	7. Issuance of Certificate of No Pending Case	Legal Unit
N/A	8.1 Issuance of Foreign Official Travel Authority 8.2. Issuance of Foreign Personal Travel Authority	Office of the Schools Division Superintendent
2. Acceptance of Employment Application (Teaching Position) 3. Acceptance of Employment Application (Non-Teaching and Teaching-related Positions - (promotion and entry)	9. Application for ERF (Equivalent Record Form) 10. Application for Leave 11. Application for Retirement 12. Issuance of Certificate of Employment 13. Issuance of Service Record 14. Loan Approval and Verification 15. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	Personnel Unit



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	16. Processing of Terminal Leave Benefits 17. Request for Correction of Name and Change of Status	
4. Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	18. Requisition and Issuance of Supplies 19. Property and Equipment Clearance Signing	Property and Supply
5. Issuance of Requested Documents (Non-CTC) 6. Issuance of Requested Documents (CTC and Photocopy of Documents) 7. Certification, Authentication, Verification (CAV) 8. Receiving and Releasing of Communication and other Documents 9. Receiving of Complaints against Non-Teaching Personnel 10. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	N/A	Records Unit
11. Accessing Available Learning Resources from LRMS Portal 12. Borrowing of Learning Materials from Libraries 13. Alternative Learning System (ALS) Enrollment	20. Program Work Flow of Submission of Contextualized Learning Resources 21. Quality Assurance of Supplementary Learning Resource	Curriculum Implementation Division
14. Request for Basic Education Data (from external stakeholders)	22. Request for Basic Education Data (Internal Stakeholder) 23. Request for Data for EBEIS/LIS/NAT and Performance Indicators	SGOD - Planning and Research Section



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<p>15. Issuance of Government Permit, Renewal, Recognition of Private Schools</p> <p>16. Issuance of Special Orders for the Graduation of Private School Learners</p> <p>17. Application for SHS Additional Track/Strand</p> <p>18. Application for Summer Permit for Private Schools</p> <p>19. Application for No Increase in Tuition Fee</p> <p>20. Application for Increase in Tuition Fee</p>	<p>N/A</p>	<p>SGOD - School Management, Monitoring, and Evaluation Section</p>
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Schools

External Services	Internal Services
<ol style="list-style-type: none">1. Acceptance of Employment Application for Teacher I Position (Walk-in)2. Acceptance of Employment Application for Teacher I Position (Online)3. Borrowing of Learning Materials from the School Library/Learning Resource Center4. Distribution of Printed Self-Learning Modules in Distance Learning Modality5. Enrollment (Walk-in)6. Enrollment (Online)7. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Walk-in)8. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Online)9. Issuance of School Clearance for different purposes10. Issuance of School Forms, Certifications, and other School Permanent Records11. Public assistance (walk-in/phone call)12. Public assistance (email/social media)13. Receiving and releasing of communications and other documents14. Reservation Process for the Use of School Facilities15. Request for Personnel Records for Teaching/Non-Teaching Personnel	<ol style="list-style-type: none">1. Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits2. Laboratory and School Inventory3. School Learning and Development



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MEMORANDUM

TO : **Regional Directors
Schools Divisions Superintendent
School Heads
All Others Concerned**

ATTN : **Regional Public Assistance Coordinators
Division Public Assistance Coordinators**

FROM : **ATTY. MICHAEL WESLEY T. POA**
Undersecretary and Chief of Staff

JASON V. MERCENE
Supervising Administrative Officer
Officer-in-Charge, Office of the Director
Public Affairs Service

SUBJECT : **SUBMISSION OF CLIENT SATISFACTION MEASUREMENT
(CSM) RESULTS FOR FISCAL YEAR 2023**

DATE : December 11, 2023

All Regional Offices (ROs), Schools Division Offices (SDOs), and schools are requested to submit their FY 2023 Client Satisfaction Mechanism (CSM) Results for services declared in the DepEd Citizen's Charter¹ to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) on or before December 29, 2023.

This is pursuant to Memorandum Circular (MC) No. 2019-002-A titled "*Supplemental Guidelines on Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2019-002 or the Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, Otherwise Known as the "Ease of Doing*

¹ DepEd Citizen's Charter: <https://www.deped.gov.ph/wp-content/uploads/DepEd-Citizens-Charter-2022.pdf>



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Business and Efficient Government Service Delivery Act of 2018, and its *Implementing Rules and Regulations* which states that all government agencies shall submit their Client Satisfaction Measurement (CSM) report every year.

Additionally, ARTA Memorandum Circular (MC) No. 2022-05 titled *“Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement”* provides the harmonized CSM tool that will enable government agencies to assess the overall satisfaction and feedback of their clients on the service they availed. The implementation of the CSM Form was further reiterated in DepEd through DM-OUHROD-2023-0930 titled *“Implementation of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti-Red Tape Authority”* issued on July 12, 2023.

To aid in the preparation of the FY 2023 CSM Results, all concerned are reminded of the following:

- a. Results shall be reported for both the external and internal services specified in Annex A of this memorandum. These services declared in the DepEd Citizen’s Charter represent the services most common in each governance level.
- b. Results shall be culled from the ARTA-prescribed CSM Form, as implemented in DepEd through DM-OUHROD-2023-0930.

However, CSM results obtained from previous feedback forms, e.g. old DepEd CCSS Form, may still be included in the submission. Kindly refer to the provided conversion for reference:

PREVIOUS CSM FORM		ARTA-PRESCRIBED CSM FORM
5-Point Likert Scale		
5	Outstanding	Strongly Agree
4	Very Satisfied	Agree
3	Satisfied	Neither Agree nor Disagree
2	Unsatisfied	Disagree
1	Poor	Strongly Disagree
Service Quality Dimensions		
<i>Considered as N/A since this has no counterpart in the previous feedback form.</i>		SQD0
Responsiveness		SQD1
Reliability		SQD2
Access and Facilities		SQD3
Communication		SQD4



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Costs	SQD5
Integrity	SQD6
Assurance	SQD7
Outcome	SQD8

- c. The CSM Results shall cover feedback received from both online and hard copies of the CSM Forms. Offices that have not yet encoded client feedback from the CSM Form hard copies may use the template that can be downloaded through the link: <https://bit.ly/CSMResultsTemplate>. Note that the template provided shall only be used internally by the RO/SDO/school and shall not be submitted to the PAAC.
- d. The Regional Public Assistance Coordinators (RPACs) and Division Public Assistance Coordinators (DPACs) shall be in-charge of gathering and submitting the CSM Results from the concerned units. Thus, each RO and SDO shall submit only **ONE** (1) Consolidated CSM Result (covering all concerned units) to the PAAC. There shall likewise be only one (1) CSM Result per school. Annex B includes the information needed for the report.
- e. Only submissions to PAAC through the links provided shall be considered in crafting the DepEd-wide FY 2023 CSM Report.

GOVERNANCE LEVEL	OFFICE	LINK
Regional Office	<ul style="list-style-type: none">Accounting SectionBudget SectionCash SectionCurriculum and Learning Management Division	https://bit.ly/DepEd2023CSM_RO_A
	<ul style="list-style-type: none">Human Resource and Development DivisionLegal UnitNational Educators Academy of the Philippines – Regional Office	https://bit.ly/DepEd2023CSM_RO_B



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- f. RPACs, DPACs, and schools shall upload a Memorandum (Annex C) signed by the Regional Director / Schools Division Superintendent / School Head to ensure the truth, accuracy, and completeness of the CSM Results.
- g. Email or hard copy submissions shall NOT be recorded by the PAAC. Likewise, any misrepresentation, discrepancy, or duplication in the data or consolidated submission may result in tagging the RO/SDO/school as non-compliant to this requirement.
- h. ROs, SDOs, and schools are not allowed to submit their report directly to the ARTA or any oversight agency.

It shall be highlighted that the submission of the CSM Report is also part of the Agency Accountabilities as stated in MC No. 2023-1 titled "*Guidelines on the Grant of the Performance-Based Bonus (PBB) for FY 2023 Under Executive Order (EO) No. 80, s. 2012 and EO No. 201, s. 2016.*" **Thus, if DepEd is deemed eligible for the grant of the FY 2023 PBB, non-compliance to the submission of the CSM Report will result in the isolation from the grant of the PBB payout.**

Likewise, all offices are reminded to safeguard the soft and hard copies of the CSM Forms and uphold integrity in the preparation of CSM Report since 4.8.2 of ARTA MC 2022-05 states that "The ARTA reserves the right to request proof of the survey results, including the answered paper surveys and the Excel file of the aggregated data".

For more information, please contact Ms. Grazielle Anne A. Sarical or Ms. Ariane G. Llegado, PAS-PAAC, through the following:

Email address: depedactioncenter@deped.gov.ph

Phone numbers: 8638-7530, 8633-1942

Viber mobile number: 09672498552

Immediate dissemination of and strict compliance with this issuance is directed.

Enclosures:

Annex A: External Services to be Reported for the CSM

Annex B: Preparation of Consolidated CSM Report

Annex C: Transmittal Memo Template

MC No. 2019-002-A

MC No. 2022-05

MC No. 2023-1

DM-OUHROD-2023-0930



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Telephone No.: (02) 6316033/ 6332138



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	<ul style="list-style-type: none"> • Policy, Planning and Research Division 	
	<ul style="list-style-type: none"> • Office of the Regional Director • Personnel Section 	https://bit.ly/DepEd2023CSM_RO_C
	<ul style="list-style-type: none"> • Public Affairs Unit • Quality Assurance Division • Records Section 	https://bit.ly/DepEd2023CSM_RO_D
Schools Division Office	<ul style="list-style-type: none"> • Budget Unit • Cash Unit • Information and Communications Technology Unit • Legal Unit 	https://bit.ly/DepEd2023CSM_SDO_A
	<ul style="list-style-type: none"> • Office of the Schools Division Superintendent • Personnel Unit 	https://bit.ly/DepEd2023CSM_SDO_B
	<ul style="list-style-type: none"> • Property and Supply • Records Unit • Curriculum Implementation Division 	https://bit.ly/DepEd2023CSM_SDO_C
	<ul style="list-style-type: none"> • SGOD - Planning and Research Section • SGOD - School Management, Monitoring, and Evaluation Section 	https://bit.ly/DepEd2023CSM_SDO_D
	Schools (External Services)	https://bit.ly/DepEd2023CSM_ExtSchools
Schools (Internal Services)	https://bit.ly/DepEd2023CSM_IntSchools	



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