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

DepEd Ozamiz City
RELEASED
By:
Date: 10:10 9/4/26

September 1, 2026

DIVISION MEMORANDUM
No. 419 s. 2026

REMINDERS ON UPDATING THE SCHOOL'S CITIZEN'S CHARTER IN ALIGNMENT WITH THE DEPED CITIZEN'S CHARTER 2026 AND STRICT IMPLEMENTATION OF CLIENT SATISFACTION MEASUREMENT

TO : OIC - Assistant Schools Division Superintendent
Chief Education Supervisors, CID and SGOD
Public Elementary and Secondary School Heads
All Administrative Officer II
This Division

1. Pursuant to Memorandum DM-OUHRODI-2026-1133 and in compliance with Republic Act (RA) No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, this Office hereby directs all schools to implement the DepEd Citizen's Charter 2026 (2nd Edition) with link https://www.deped.gov.ph/wp-content/uploads/DepEd-Citizens-Charter-2026-2nd-Edition.pdf.

2. In line with Memorandum Circular No. 2019-002 issued by the Anti-Red Tape Authority (ARTA), all schools are required to visibly display the School's Citizen's Charter 2026 on their Information Bulletin Boards and upload it on their official website and/or official Facebook page effective immediately.

3. Schools must ensure that clients are assisted well with the step-by-step processes of the School's Citizen's Charter.

4. Moreover, schools must strictly implement the harmonized Client Satisfaction Measurement survey (as attached) per DM-OUHROD-2023-0930, in electronic or hard copy, which shall be consolidated by the Administrative Officer II. A weekly report shall be submitted to the School Head to verify data and tangible evidence to assist the school in determining the effectiveness of the implemented streamlining and process improvement through the identified indicators or service dimensions.

5. A consolidated yearly Client Satisfaction Measurement Report shall also be submitted to the Division Office in a prescribed template and date of submission, which will commence starting this year.

6. All PSDSs and School Heads are hereby directed to ensure strict compliance with this Memorandum.

DIONESIO L. LIWAGON, JR., CESO VI
Assistant Schools Division Superintendent
OIC, Schools Division Superintendent

Reference: as stated
To be indicated in the Perpetual Index
under the following subjects:

CITIZEN'S CHARTER **CLIENT SATISFACTION MEASUREMENT**

DJBY, DM Reminders on Updating the School's Citizen's Charter in Alignment with the DepEd Citizen's Charter 2026 and Strict Implementation of Client Satisfaction Measurement _ September 1, 2026

ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION MEASUREMENT FORM
PSA Approval No.: ARTA-2242-3
Expires on 31 July 2023

Republic of the Philippines

Department of Education

REGION X- NORTHERN MINDANAO

SCHOOLS DIVISION OF OZAMIZ CITY

HELP US SERVE YOU BETTER!

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

Client type:	☐ Citizen ☐ Business ☐ Government (Employee or another agency)		
Date:	Sex: ☐ Male ☐ Female		Age:
Office Visited	Service Availed:		

INSTRUCTIONS: **Check mark (✓)** your answer to the **Citizen's Charter (CC)** questions. The Citizen's Charter is an official document that reflects the services of a government agency/office, including its requirements, fees, and processing times, among others.

CC1: Which of the following best describes your awareness of a CC?

- ☐ 1. I know what a CC is, and I saw this office's CC.
- ☐ 2. I know what a CC is, but I did NOT see this office's CC.
- ☐ 3. I learned of the CC only when I saw this office's CC.
- ☐ 4. I do not know what a CC is, and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

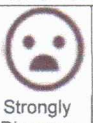
CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this was...?

☐ 1. Easy to see ☐ 2. Somewhat easy to see ☐ 3. Difficult to see ☐ 4. Not visible at all ☐ 5. N/A

CC3: If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

☐ 1. Helped very much ☐ 2. Somewhat helped ☐ 3. Did not help ☐ 4. N/A

INSTRUCTIONS: For SQD 0-8, please put a **Check mark (✓)** in the column that best corresponds to your answer.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	 Strongly Disagree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent an acceptable amount of time on my transaction.						
SQD2. he office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) the denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services(optional):

Email address(optional):

ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION MEASUREMENT FORM
PSA Approval No.: ARTA-2242-3
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PAAC FORM 1(A)
WALK-IN CLIENT INFORMATION AND FEEDBACK FORM

Data Privacy

☐ *I consent to the collection, use, and processing of my personal data in accordance with the Data Privacy Act of 2012 for the purpose of client documentation and feedback management.*

☐ *I do not consent to the collection, use, and processing of my personal data in accordance with the Data Privacy Act of 2012 for the purpose of client documentation and feedback management.*

I.CLIENT INFORMATION

Reference Code: WLK-202__-	**Date and Time (MM/DD/YY & hh:mm):**

NATURE: ☐ Complaint ☐ Query ☐ Request ☐ Follow-up
☐ Commendation ☐ Suggestion ☐ Others (please specify):

Name:		Contact Number:	
Address:		Email Address:	

Concerns:

Details:
(Please continue on separate sheet/s if necessary)

Is the client a **Minor?** ☐ Yes ☐ No

If yes, Name of Guardian:	Signature:

Note(s) from Action Officer:

Action Officer Signature Over Printed Name

STATUS / ACTION TAKEN: ☐ Resolved ☐ Referred
☐ Pending ☐ Other