

Republic of the Philippines Devartment of Education

REGION I SCHOOLS DIVISION OF THE CITY OF BATAC.

DIVISION MEMORANDUM No. 737, s. 2024

0 6 DEC 2024

ORIENTATION ON THE SUBMISSION OF CLIENT SATISFACTION MEASUREMENT (CSM) REPORT 2024

To: Assistant Schools Division Superintendent Chief Education Supervisors Unit and Section Heads Elementary and Secondary School Heads All Others Concerned

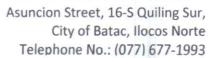
- Relative to Memorandum Circular (MC) No. 2019-002 titled, "Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, Otherwise Known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and Its Implementing Rules and Regulations (IRR)," which states that all government agencies are required to submit their CSM report annually.
- Regional Memorandum No. 1634 s. 2024 disseminates on the submission of the 2024 Client Satisfaction Measurement (CSM) for services declared in the DepEd Citizen's Charter on or before December 20, 2024.
- Anent this, all concerned unit/section heads and School heads or their representatives are required to attend the orientation on the Client Satisfaction Measurement (CSM) on December 10, 2024, from 1:00pm to 5:00pm at SDO Conference Hall.
- The orientation aims to ensure that all unit/section and schools are capacitated in preparing their data for the CSM report every year in compliance with Memorandum Circular (MC) No. 2022-05 titled, "Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement released by the Anti-Red Tape Authority (ARTA).
- 5. For information, guidance and compliance.

ANSELMO R. ALUDINO Schools Division Superintendent















Encl.: Regional Memorandum 1634 s. 2024 Reference: MC 2019-002 MC 2022-05

To be indicated in the Perpetual Index under the following subjects:

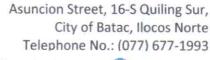
DATA REPORTS

 $2417878/2416949/\mathsf{RML/divmemo\text{-}CSM}$ Results 2024 December 06, 2024

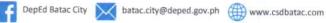


















Republic of the Philippines **Department of Education**

REGION I



REGIONAL MEMORANDUM

No. 1634 s. 2024

SUBMISSION OF CLIENT SATISFACTION MEASUREMENT (CSM) RESULTS FOR FISCAL YEAR (FY) 2024

To: Schools Division Superintendents

School Heads

Division Public Assistance Coordinators

- 1. This Office, through the Public Affairs Unit, disseminates the enclosed Memorandum from the Public Affairs Service on the submission of the 2024 Client Satisfaction Measurement (CSM) for services declared in the DepEd Citizen's Charter, on or before December 20, 2024.
- 2. The Division Public Assistance Coordinators (DPACs) or assigned CSM focal from the SDO shall be in-charge of gathering and submitting the CSM Results from the concerned units. Offices and schools shall only submit **one** (1) CSM result per declared service through the assigned links.
- 3. Instructions and important reminders are stated in the said Memorandum.
- 4. For queries, you may contact the Public Affairs Unit through email paac.region ladeped.gov.ph or through telephone number (072) 682-23-24 local 106 or 0968-5161347.
- For immediate dissemination and strict compliance.

For the Regional Director:

RHODA T. FAZON

Encl.: As Stated

Reference: PAS Memorandum

To be indicated in the <u>Perpetual Index</u> Under the following subjects:

DATA REPORTS

ORD-PAU/jds/RM_Submission of 2024 CSM Results December 2, 2024









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