



Republic of the Philippines
Department of Education
REGION I
SCHOOLS DIVISION OF THE CITY OF BATAC

DIVISION MEMORANDUM
No. 237, s. 2024

06 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

1. 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.
2. 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.
3. 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.
4. 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



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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/RML/divmemo-CSM Results 2024
December 06, 2024



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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.region1@deped.gov.ph or through telephone number (072) 682-23-24 local 106 or 0968-5161347.
4. For immediate dissemination and strict compliance.

For the Regional Director:

RHODA T. RAZON
Director IV

Encl.: As Stated
Reference: PAS Memorandum
To be indicated in the Perpetual Index
Under the following subjects:

DATA REPORTS

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



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