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

DIVISION MEMORANDUM
No. 750, s. 2024

11 DEC 2024

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

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

1. 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 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.

2. In addition, ARTA Memorandum Circular No. 2022-05, titled *Guidelines on 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.

3. In compliance to Regional Memorandum No. 1634 s. 2024, which disseminates the 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.

4. All offices, units/sections in the Schools Division Office (SDO) and schools are required to submit their FY 2024 Client Satisfaction Measurement (CSM) results **on or before December 20, 2024.**

5. Anent this, CSM Results shall be submitted through the Google links provided in the Annex C of the said Memorandum.

6. School Heads are required to upload a signed Memorandum (Annex E) to the link provided and submit a copy to the Records receiving section to ensure the truth, accuracy, and completeness of the CSM Results.

7. In the preparation of the FY 2024 CSM Results, it shall cover feedback received from both online and hard copies of the CSM Forms. Schools that have not yet encoded client feedback from the CSM Form hard copies any use the template that can be downloaded through the link: https://bit.ly/CSMResults Template.

SDCB RECORDS UNIT
2418670

Asuncion Street, 16-S Quiling Sur,
City of Batac, Ilocos Norte
Telephone No.: (077) 677-1993
DepEd Batac City batac.city@deped.gov.ph www.csdbatac.com

8. Further instructions, important reminders and the annexes stated in the memorandum can be downloaded through the link:

https://tinyurl.com/SDCB-CSM2024

9. 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 t he 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.**

10. For widest information and strict compliance of all concerned.

ANSELMO R. ALUDINO, VPA
Schools Division Superintendent

Encl.: Regional Memorandum 1634 s. 2024
Memorandum from the Public Affairs Service
Reference: MC 2019-002
MC 2022-05

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

DATA REPORTS

RML/divmemo-CSM Results 2024 submission
December 11, 2024

SDCB RECORDS UNIT
2417878
Department of Education
Schools Division of the City of Baguio
RECEIVED
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BY: TIME: 9:02

Republic of the Philippines
Department of Education
REGION I

DEPARTMENT OF EDUCATION
RECORDS SECTION REGION I
RECEIVED
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By:
DEC 02 2024

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

Republic of the Philippines
Department of Education
PUBLIC AFFAIRS SERVICE

DEPARTMENT OF EDUCATION
RECEIVED
RECORDS SECTION REGIONAL OFFICE NO. 1
DEC 02 2024
BY: TIME: 10:45

MEMORANDUM

FOR : **Undersecretaries**
Assistant Secretaries
Bureau and Service Directors
Division Chiefs/Office Heads
Regional Directors
Schools Division Superintendents
School Heads

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

FROM : **CILETTE LIBORO-CO**
Assistant Secretary for Public Affairs Service

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SUBJECT : **SUBMISSION OF THE CLIENT SATISFACTION MEASUREMENT (CSM) RESULTS FOR FISCAL YEAR (FY) 2024**

DATE : November 15, 2024

All offices from the Central Office (CO), Regional Offices (ROs), Schools Division Offices (SDOs), and schools with declared services in the DepEd Citizen's Charter are required to submit their FY 2024 Client Satisfaction Measurement (CSM) results to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) on or before December 20, 2024.

This requirement is in accordance with 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.

In accordance with Section 3 (b), Rule IV of the IRR of RA 11032, government agencies shall collect client satisfaction feedback for all services, both external and internal. In 2022, the ARTA issued MC No. 2022-05 titled *"Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement"* adopting a harmonized and standardized CSM tool to effectively evaluate overall client satisfaction and gather feedback on the services provided by government agencies. The CSM report enables agencies to systematically assess and improve the quality of their services. By gathering valuable client feedback, the CSM report identifies strengths and areas for improvement, fostering a culture of continuous enhancement

in service delivery. Furthermore, it promotes accountability and transparency by publicly reporting the results, thereby building trust in the operations of government offices.

To ensure that accurate and correct data are submitted to PAS-PAAC for consolidation and processing, all concerned offices and schools should adhere to the following guidelines:

a. **Only offices with declared services in the DepEd Citizen's Charter are REQUIRED to submit**. Please refer to Annex A on the complete list of offices and services per governance level;

b. Survey results for both external and internal services shall be reported;

c. **Survey responses shall only be extracted from the ARTA-prescribed CSM Form.** PAS-PAAC will not consider data culled from the old feedback forms e.g. CCSS Form to ensure consistency and avoid any confusion in converting the results;

d. **Survey responses, both collected online or from hard copies of the ARTA-prescribed CSM Forms, shall be submitted.** Offices and schools can utilize this template to encode client feedback from CSM Form hard copies for easy consolidation with the online survey responses: https://bit.ly/TemplateCSMResults. Kindly download the excel file. Note that the template is not required to be submitted to PAS-PAAC and shall only be used internally by the office or school;

e. Instructions and reminders in preparing and submitting the offices' CSM results are provided in Annex B;

f. **Concerned offices and schools shall submit through the Google Form links provided in Annex C.** Please be reminded that PAS-PAAC will only accept submissions through the links. Hence, email or hard copy submissions of the data shall not be considered;

g. Offices and schools shall only submit **one (1) CSM result per declared service**;

h. Each concerned unit and school is responsible for consolidating and submitting their own CSM results. To ensure that all relevant offices in the ROs and SDOs submit their CSM results, **the Regional Public Assistance Coordinators (RPACs) and Division Public Assistance Coordinators (DPACs) must submit a Memorandum (Annex D) signed by their Regional Director (RD) or Schools Division Superintendent (SDS) confirming/attesting that all offices with declared services within their governance level have provided their CSM data**. RPACs and DPACs shall

submit the said Memorandum through this link: https://bit.ly/CSMResultsSubmission.

i. **The CO, ROs, SDOs, and schools shall also upload a Memorandum (Annex E),** signed by their Undersecretary/Assistant Secretary/Bureau or Service Director, RD, SDS, or School Head to ensure the truthfulness, accuracy, and completeness of the CSM results through the assigned Google Form links in Annex C; and

j. RPACs and DPACs are encouraged to guide the concerned units and schools in preparing their CSM results. Field offices and schools are also advised to address any concerns regarding CSM with their respective RPAC or DPAC first.

All offices are reminded to secure both digital and physical copies of the CSM Forms and maintain integrity during the preparation of the CSM Report as section 4.8.2 of ARTA MC No. 2022-05 states that "The ARTA reserves the right to request proof of survey results, including the completed paper surveys and the Excel file of the aggregated data."

Note that non-compliance to ARTA regulations, as stipulated in RA 11032, may lead to administrative liabilities.

For any clarification or concern, please contact Ms. Grazielle Anne A. Sarical or Ms. Ariane L. Lerma, 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 and Internal Services to be Reported for the CSM
Annex B: Guidelines in Preparing and Submitting CSM Results
Annex C: Google Form Links
Annex D: CSM Submission Memo Template for RPACs and DPACs
Annex E: Transmittal Memo Template
MC No. 2019-002
MC No. 2022-05