

SCHOOLS DIVISION OFFICE OF BATAAN

DEC 1 5 2023

DIVISION MEMORANDUM No. 475, s. 2023

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

To: Assistant Schools Division Superintendent Chief Education Supervisors **Education Program Supervisors Public Schools District Supervisors** SDO Unit Heads Public Elementary and Secondary School Heads All Others Concerned

- This Office disseminates the herein attached Memorandum from the Public 1. Affairs Service of the Department of Education re: Submission of Client Satisfaction Measurement (CSM) Result for Fiscal Year 2023.
- 2. Attention is invited to Sections e and f of the said Memorandum and to the deadline of submission.
- 3. Wide dissemination of and strict compliance to this Memorandum is enjoined.

CAROLINA S. VIOLETA, EdD, CESO VI

Schools Division Superintendent

To be included in the Perpetual Index Under the following: CLIENT SATISFACTION





















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

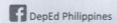
All Regional Offices (ROs), Schools Division Offices (SDOs), and schools are requested to submit their FY 2023 Client Satisfaction Mechanism (CSM) Results for services declared in the DepEd Citizen's Charter¹ to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) on or before December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

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















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:

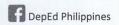
- a. Results shall be reported for both the external and internal services specified in Annex A of this memorandum. These services declared in the DepEd Citizen's Charter represent the services most common in each governance level.
- b. Results shall be culled from the ARTA-prescribed CSM Form, as implemented 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 Qualit	y Dimensions		
	dered as N/A since this has counterpart in the previous feedback form.	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
	 Accounting Section Budget Section Cash Section Curriculum and Learning Management Division 	https://bit.ly/DepEd2023CSM_RO_A
Regional Office	 Human Resource and Development Division Legal Unit National Educators Academy of the Philippines – Regional Office 	https://bit.ly/DepEd2023CSM_RO_B













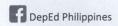


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	 Policy, Planning 			
	and Research			
	Division			
	 Office of the 			
	Regional			
	Director	https://bit.ly/DepEd2023CSM_RO_C		
	 Personnel 			
	Section			
	• Public Affairs			
	Unit			
	Quality	1-through this 1-d Don Edonous CSM DO D		
	Assurance	https://bit.ly/DepEd2023CSM_RO_D		
	Division			
	Records Section			
	Budget Unit			
	• Cash Unit			
	Information and			
	Communications	https://bit.ly/DepEd2023CSM_SDO_A		
	Technology Unit			
	• Legal Unit			
	• Office of the			
	Schools Division			
	Superintendent	https://bit.ly/DepEd2023CSM_SDO_B		
	Personnel Unit			
	Property and			
	Supply			
Schools	December Unit			
Division Office	Curriculum	https://bit.ly/DepEd2023CSM_SDO_C		
	Implementation Division			
	• SGOD -	4,		
	Planning and			
	Research Section			
	• SGOD - School	https://bit.ly/DepEd2023CSM_SDO_D		
		ittps.//bit.iy/DepEd2023C3Ni_3DO_D		
	Management,			
	Monitoring, and			
	Evaluation			
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	kternal Services)	https://bit.ly/DepEd2023CSM_ExtSchools		
Schools (in	iternal Services)	https://bit.ly/DepEd2023CSM_IntSchools		

















- 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



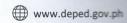














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Annex A: External and Internal Services to be Reported for the CSM

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 N/A	1. Certification as to Availability of Funds 2. Endorsement of Request for Cash Allocation from SDOs 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	
Payment of External and Internal Claims	(BURS) 8. Handling of Cash Advances	Cash Section
2. Payment of Obligation		
3. Access to LRMDS Portal4. 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
5. Legal Assistance to Walk-in Clients6. Request for Correction of Entries in School Record	 10. Processing of communication received through the Public Assistance Action Center (PAAC) 11. Request for Certification as to the Pendency or Non-Pendency of an Administrative Case 	Legal Unit
7. Recognition of Professional Development Programs / Courses	N/A	National Educators Academy of the Philippines - Regional Office
8. Issuance of Foreign Travel Authority 8.1. Issuance of Foreign Official Travel Authority 8.2. Issuance of Foreign Personal Travel Authority	N/A	Office of the Regional Director
9. Acceptance of Employment Application (Walk-in) 10. Acceptance of Employment Application (Online) 11. Issuance of Certificate of Last Payment	 Application for Leave Application for Retirement / Survivorship / Disability Benefit Issuance of Certificate for Remittances Issuance of Certificate of Employment and/or Service Record Issuance of Foreign Travel Authority 16.1. Issuance of Foreign Official Travel Authority 16.2. Issuance of Foreign Personal Travel Authority Processing of Equivalent Record Form (ERF) Processing of Study Leave Processing of Terminal Leave Benefits 	Personnel Section















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	20. Request for Transfer from Another Region21. 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















Department of Education

Schools Division Offices

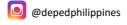
	External Services	Internal Services	SDO Unit
	N/A	 Processing of ORS Posting/Updating of Disbursement 	Budget Unit
	N/A	3. Handling of Cash Advances	Cash Unit
	N/A	 4. User Account Management for Centrally Managed Systems 5. Troubleshooting of ICT Equipment 6. Uploading of Publications 	Information and 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
3.	Acceptance of Employment Application (Teaching Position) Acceptance of Employment Application (Non-Teaching and Teaching-related Positions - (promotion and entry)	 Application for ERF (Equivalent Record Form) Application for Leave Application for Retirement Issuance of Certificate of Employment Issuance of Service Record Loan Approval and Verification Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer) 	Personnel Unit

















Department of Education

		16. Processing of Terminal Leave Benefits17. 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
5.6.	Issuance of Requested Documents (Non-CTC) Issuance of Requested Documents (CTC and Photocopy of Documents)		
7.8.	Certification, Authentication, Verification (CAV) Receiving and Releasing of Communication and other Documents	N/A	Records Unit
9.	Receiving of Complaints against Non-Teaching Personnel Receiving of Complaints against Teaching Personnel (Multi-stage Processing)		
12.	Accessing Available Learning Resources from LRMDS Portal Borrowing of Learning Materials from Libraries 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













Department of Education

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

Schools

	External Services		Internal Services
1.	Acceptance of Employment	1.	Issuance of Special Order for
	Application for Teacher I Position		Service Credits and Certification
	(Walk-in)		of Compensatory Time Credits
2.	Acceptance of Employment	2.	Laboratory and School Inventory
	Application for Teacher I Position	3.	School Learning and
	(Online)		Development
3.	Borrowing of Learning Materials		
	from the School Library/Learning		
	Resource Center		
4.	Distribution of Printed Self-		
	Learning Modules in Distance		
_	Learning Modality		
	Enrollment (Walk-in)		
	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		
0	(Online) Issuance of School Clearance for		
9.	different purposes		
10	. Issuance of School Forms,		
10	Certifications, and other School		
	Permanent Records		
11	Public assistance (walk-in/phone		
	call)		
12	. Public assistance (email/social		
	media)		
13	Receiving and releasing of		
	communications and other		
	documents		
14	. Reservation Process for the Use		
	of School Facilities		
15	. Request for Personnel Records for		
	Teaching/Non-Teaching		
	Personnel		













