




Republic of the Philippines  
**Department of Education**  
REGION VII - CENTRAL VISAYAS  
Schools Division OF NEGROS ORIENTAL

**Office of the Schools Division  
Superintendent**

OFFICE MEMORANDUM  
CID-2023- 953

TO : Assistant Schools Division Superintendents  
Chiefs, CID & SGOD  
Section Heads  
All Others Concerned

From : By the Authority of the Schools Division Superintendent:

  
**LANI B. YURONG**  
Administrative Officer V  
Office In-charge  
12/15/23

Subject : **SUBMISSION OF CUSTOMER SATISFACTION MEASUREMENT (CSM)  
RESULTS FOR FISCAL YEAR 2023**

Date : December 15, 2023

1. Attached is DepEd Memorandum requiring all Regional Offices (ROs), Schools Division Offices (SDOs), and schools to submit the FY 2023 Client Satisfaction Measurement (CSM) Results for services declared in the DepEd Citizen's Charter. In view of this, all Section Heads are advised to inform all personnel on the compliance on the "Implementation of the Harmonized Client Satisfaction Measurement".
2. It was observed that not all section/unit offices are requiring their clients to fill-up the online *Client Satisfaction Measurement Form Prescribed by the Anti-Red Tape Authority* as shown on the attached data from the ITO office. All are reminded to comply to have enough data to submit to the Public Affairs Service - Public Assistance Action Center (PAS-PAAC) on or before December 29, 2023.
3. For your information and compliance.

NCO/ MKP-JMA-NLR/CID/NLR/caa

10 DEC 2023



Address: Kagawasan Avenue, Capitol Area, Daro, Dumaguete City  
Telephone Nos.: (035) 225-2838 / 225-2376 / 422-7644

 DepEd TAYO SDO Negros Oriental

 [negros.oriental@deped.gov.ph](mailto:negros.oriental@deped.gov.ph)

 [www.depednegor.net](http://www.depednegor.net)



Republic of the Philippines  
**Department of Education**

**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 Charter<sup>1</sup> 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

<sup>1</sup> DepEd Citizen's Charter: <https://www.deped.gov.ph/wp-content/uploads/DepEd-Citizens-Charter-2022.pdf>

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Telephone No.: (02) 6316033/ 6332120





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*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 Quality Dimensions		
<i>Considered as N/A since this has no counterpart in the previous feedback form.</i>		SQD0
Responsiveness		SQD1
Reliability		SQD2
Access and Facilities		SQD3
Communication		SQD4

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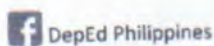
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Costs	SQD5
Integrity	SQD6
Assurance	SQD7
Outcome	SQD8

- 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
Regional Office	<ul style="list-style-type: none"> <li>Accounting Section</li> <li>Budget Section</li> <li>Cash Section</li> <li>Curriculum and Learning Management Division</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_RO_A">https://bit.ly/DepEd2023CSM_RO_A</a>
	<ul style="list-style-type: none"> <li>Human Resource and Development Division</li> <li>Legal Unit</li> <li>National Educators Academy of the Philippines - Regional Office</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_RO_B">https://bit.ly/DepEd2023CSM_RO_B</a>

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	<ul style="list-style-type: none"> <li>• Policy, Planning and Research Division</li> </ul>	
	<ul style="list-style-type: none"> <li>• Office of the Regional Director</li> <li>• Personnel Section</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_RO_C">https://bit.ly/DepEd2023CSM_RO_C</a>
	<ul style="list-style-type: none"> <li>• Public Affairs Unit</li> <li>• Quality Assurance Division</li> <li>• Records Section</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_RO_D">https://bit.ly/DepEd2023CSM_RO_D</a>
Schools Division Office	<ul style="list-style-type: none"> <li>• Budget Unit</li> <li>• Cash Unit</li> <li>• Information and Communications Technology Unit</li> <li>• Legal Unit</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_SDO_A">https://bit.ly/DepEd2023CSM_SDO_A</a>
	<ul style="list-style-type: none"> <li>• Office of the Schools Division Superintendent</li> <li>• Personnel Unit</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_SDO_B">https://bit.ly/DepEd2023CSM_SDO_B</a>
	<ul style="list-style-type: none"> <li>• Property and Supply</li> <li>• Records Unit</li> <li>• Curriculum Implementation Division</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_SDO_C">https://bit.ly/DepEd2023CSM_SDO_C</a>
	<ul style="list-style-type: none"> <li>• SGOD - Planning and Research Section</li> <li>• SGOD - School Management, Monitoring, and Evaluation Section</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_SDO_D">https://bit.ly/DepEd2023CSM_SDO_D</a>
	Schools (External Services)	<a href="https://bit.ly/DepEd2023CSM_ExtSchools">https://bit.ly/DepEd2023CSM_ExtSchools</a>
	Schools (Internal Services)	<a href="https://bit.ly/DepEd2023CSM_IntSchools">https://bit.ly/DepEd2023CSM_IntSchools</a>



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- 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](mailto: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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ID	Start time	Completion time	Email	Age	Sex	Customer Type	Office transacted v
1	9/5/23 17:43:22	9/5/23 17:44:30	anonymous	18	Female	Government Government (current DepEd employees or employees of other government agencies & LGUs)	SGOD - School Gov
2	9/6/23 11:35:37	9/6/23 11:39:05	anonymous	24	Male	Citizen (general public, learners, parents, former DepEd employees, researchers, NGOs etc.)	Admin (Cash, Persc
3	9/6/23 11:36:10	9/6/23 11:40:21	anonymous	23	Male	Citizen (general public, learners, parents, former DepEd employees, researchers, NGOs etc.)	Admin (Cash, Persc
4	9/6/23 11:19:45	9/6/23 11:42:51	anonymous	47	Male	Government Government (current DepEd employees or employees of other government agencies & LGUs)	Admin (Cash, Persc
5	9/6/23 14:55:16	9/6/23 14:58:15	anonymous	35	Male	Government Government (current DepEd employees or employees of other government agencies & LGUs)	ICT
6	9/7/23 9:18:10	9/7/23 9:21:08	anonymous	40	Female	Citizen (general public, learners, parents, former DepEd employees, researchers, NGOs etc.)	SGOD - School Gov
7	9/8/23 9:44:53	9/8/23 9:46:53	anonymous	33	Female	Government Government (current DepEd employees or employees of other government agencies & LGUs)	SGOD - School Gov
8	9/14/23 16:08:14	9/14/23 16:10:27	anonymous	55	Female	Government Government (current DepEd employees or employees of other government agencies & LGUs)	SDS - Schools Divisi
9	9/19/23 11:56:35	9/19/23 11:59:24	anonymous	34	Male	Government Government (current DepEd employees or employees of other government agencies & LGUs)	SGOD - School Gov
10	9/25/23 8:54:52	9/25/23 8:59:09	anonymous	52	Female	Government Government (current DepEd employees or employees of other government agencies & LGUs)	ICT
11	9/25/23 13:19:12	9/25/23 13:23:26	anonymous	35	Female	Government Government (current DepEd employees or employees of other government agencies & LGUs)	ICT
12	10/2/23 8:46:40	10/2/23 8:49:44	anonymous	32	Female	Government Government (current DepEd employees or employees of other government agencies & LGUs)	Legal
13	10/2/23 13:10:44	10/2/23 13:12:17	anonymous	38	Female	Government Government (current DepEd employees or employees of other government agencies & LGUs)	Legal
14	10/2/23 13:13:25	10/2/23 13:15:00	anonymous	42	Female	Business (private school, corporations, etc.)	Legal
15	10/4/23 15:48:23	10/4/23 15:49:49	anonymous	29	Male	Government Government (current DepEd employees or employees of other government agencies & LGUs)	ASDS - Assistant Sc
16	10/4/23 15:51:54	10/4/23 15:53:35	anonymous	43	Female	Government Government (current DepEd employees or employees of other government agencies & LGUs)	ASDS - Assistant Sc
17	10/4/23 15:53:57	10/4/23 15:56:48	anonymous	45	Female	Government Government (current DepEd employees or employees of other government agencies & LGUs)	ASDS - Assistant Sc
18	10/4/23 15:58:23	10/4/23 16:01:14	anonymous	45	Female	Government Government (current DepEd employees or employees of other government agencies & LGUs)	ASDS - Assistant Sc
19	10/6/23 9:52:25	10/6/23 9:53:40	anonymous	28	Female	Government Government (current DepEd employees or employees of other government agencies & LGUs)	ICT

No data:

- 1) CPO
- 2) Educ. Facilities Section
- 3) Records
- 4) Supply
- 5) HRMO- Personnel
- 6) Admin Section
- 7) Health Section