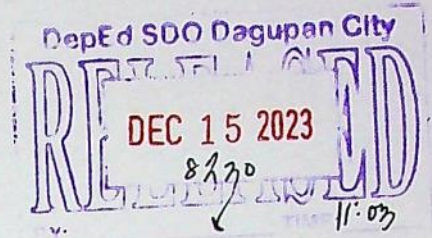




Republic of the Philippines
Department of Education

REGION I

SCHOOLS DIVISION OFFICE DAGUPAN CITY



Office of the Schools Division

Superintendent

Division Memorandum

No. 459 s. 2023

To: Assistant Schools Division Superintendent
 Chief Education Supervisors
 Public Schools District Supervisors
 School Heads
 Division Public Assistance Coordinators and School Public Assistance
 Coordinators
 Division IT Officer and School ICT Coordinators
 All Others Concerned

From: OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT

Date: December 14, 2023

Subject: **SUBMISSION OF CLIENT SATISFACTION MEASUREMENT
 RESULTS FOR FISCAL YEAR 2023**

1. In compliance with RA 110322 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and DM-OUHROD-2023-0930 titled the "Implementation of the Client Satisfaction Measurement Form Prescribed by the Anti-Red Tape Authority", this Office informs the field to submit their FY 2023 Client Satisfaction Mechanism (CSM) Results for services declared in the DepEd Citizen's Charter to the Public Affairs Service – Public Assistance Action Center **on or before December 29, 2023.**
2. All concerned are reminded of the following:
 - a. Results shall be reported for both external and internal services specified in Annex A. These services represent the services most common in each governance level.
 - b. Results shall be culled from the ARTA-prescribed CSM Form. However, feedback obtained from old DepEd CCSS Form may still be included in the submission. Below is the provided conversion for reference:

	Previous CSM Form	ARTA-Prescribed CSM Form
1	Outstanding	Strongly Agree
2	Very Satisfied	Agree



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**Office of the Schools Division
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3	Satisfied	Neither Agree nor Disagree
4	Unsatisfied	Disagree
5	Poor	Strongly Disagree
Service Quality Dimension		
	<i>Considered N/A as this has no counterpart in the previous form</i>	SQD0
	Responsiveness	SQD1
	Reliability	SQD2
	Access and Facilities	SQD3
	Communication	SQD4
	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 Form. Client feedback may be encoded using the template at <https://bit.ly/CSMResultsTemplate>. The template may be used internally by the SDO and school and shall not be submitted to PAAC.
- d. The Division Public Assistance Coordinators (DPAC) and the Division IT Officer shall be in-charge of gathering and submitting the CSM Results from concerned units in the Division Office. The School PAC and School ICT Coordinator are in-charge of gathering and submitting the results for schools. Only **ONE consolidated CSM Result** shall be submitted to the PAAC.
- e. Only submission to PAAC through the links provided shall be considered in crafting the DepEd-wide FY 2023 CSM Report:

GOVERNANCE LEVEL	OFFICE	LINK
Schools Division Office	<ul style="list-style-type: none"> • Budget Unit • Cash Unit • Information and Communication Technology Unit • Legal Unit 	https://bit.ly/DepEd2023CSM_SDO_A



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DAGUPAN CITY



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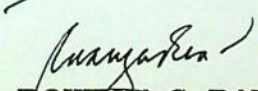
**Office of the Schools Division
Superintendent**

	<ul style="list-style-type: none">• Office of the Schools Division Superintendent• Personnel Unit	https://bit.ly/DepEd2023CSM_SDO_B
	<ul style="list-style-type: none">• Property and Supply• Records Unit• Curriculum Implementation Division	https://bit.ly/DepEd2023CSM_SDO_C
	<ul style="list-style-type: none">• SGOD – Planning and Research Section• SGOD – School Management, Monitoring, and Evaluation Section	https://bit.ly/DepEd2023CSM_SDO_D
Schools (External Services)		https://bit.ly/DepEd2023CSM_ExtSchools
Schools (Internal Services)		https://bit.ly/DepEd2023CSM_IntSchools

- f. DPACs and schools shall upload a Memorandum (Annex C) signed by the Schools Division Superintendent/School Head to ensure the truth, accuracy, and completeness of the CSM Results.

It shall be highlighted that the submission of the CSM Report is also part of the Agency Accountability as stated in MC No. 2023-1 titled "Guidelines on the Grant of Performance-Based Bonus for FY 2023 Under Executive Order 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.**"

3. Immediate and widest dissemination of this memorandum is desired.


ROWENA C. BANZON, CESO V
Schools Division Superintendent



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