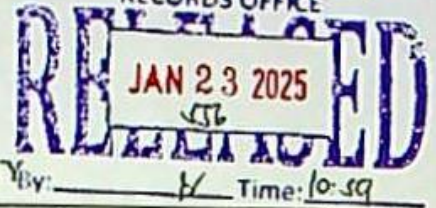




Republic of the Philippines  
**Department of Education**  
REGION I  
SCHOOLS DIVISION OF DAGUPAN CITY

DepEd SDO Dagupan City  
RECORDS OFFICE



Office of the Schools Division  
Superintendent

January 22, 2025

**DIVISION MEMORANDUM**

No.: 33, s. 2025

**DIVISION-BASED CLIENT SATISFACTION MEASUREMENT COMMITTEE OF SDO  
DAGUPAN CITY FOR FY 2025**

To: Assistant Schools Division Superintendent  
Chiefs of Functional Division- CID & SGOD  
Education Program Supervisors  
Public Schools District Supervisors  
Other Personnel Concerned

1. 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.
2. To ensure that accurate and correct data are submitted to Public Affairs Service - Public Assistance Action Center (PAS-PAAC) for consolidation and processing, the Schools Division Office of Dagupan City - Client Satisfaction Measurement Committee is as follows:

Chairperson: ROWENA C. BANZON, EdD, CESO V

Vice-Chairperson: ANNA LIZA M. CHAN

Members: MARIA LINDA R. VENTENILLA

EDILBERTO R. ABALOS

MYREL ANGELICA N. LOPEZ

ATTY. JOSE O. OVIEDO

REYNANTE B. INFANTE

GILLIANE JESSA S. CASACLANG



Address: Burgos St., Poblacion Oeste, Dagupan City  
Telephone: (075) 653-4101  
Website: [depeddagupan.com](http://depeddagupan.com)  
email: [dagupan.city@deped.gov.ph](mailto:dagupan.city@deped.gov.ph)



Republic of the Philippines  
**Department of Education**  
REGION I  
SCHOOLS DIVISION OF DAGUPAN CITY

Office of the Schools Division  
Superintendent

HAYDEE C. MAIQUEZ (PAC - Focal Person)

BETHANY VENICE S. BAUTISTA

Secretariat  
(Data Collection):

JELLIE A. SOLIS (CID)

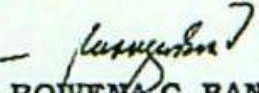
ROBET BRUCE B. DELA CRUZ (SGOD)

GIM V. CALULUT (OSDS)

CZAR ODELL B. BOHOL (OSDS)

ARIANE MAE S. OLLADO (SGOD)

3. All concerned personnel shall adhere to the following guidelines:
  - a. Survey results shall be collected and reported to the PAC - Focal Person every week for consolidation;
  - b. Survey responses shall only be extracted from the ARTA-prescribed CSM Form;
  - c. Only offices with declared services in the DepEd Citizen's Charter are required to submit. Please see enclosure Annex A.
4. Immediate dissemination of and compliance with this memorandum is desired.

  
ROWENA C. BANZON EdD, CESO V  
Schools Division Superintendent



Republic of the Philippines  
**Department of Education**

**Schools Division Offices**

<b>External Services</b>	<b>Internal Services</b>	<b>SDO Unit</b>
N/A	1. Processing of ORS 2. 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
2. Acceptance of Employment Application (Teaching Position) 3. Acceptance of Employment Application (Non-Teaching and Teaching-related Positions - (promotion and entry)	9. Application for ERF (Equivalent Record Form) 10. Application for Leave 11. Application for Retirement 12. Issuance of Certificate of Employment 13. Issuance of Service Record 14. Loan Approval and Verification 15. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	Personnel Unit

Communications Division, DepEd Complex, Meralco Avenue, Pasig City 1604  
Telephone No.: (02) 6316033/ 6332121





Republic of the Philippines  
**Department of Education**

	16. Processing of Terminal Leave Benefits 17. 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. Issuance of Requested Documents (Non-CTC) 6. Issuance of Requested Documents (CTC and Photocopy of Documents) 7. Certification, Authentication, Verification (CAV) 8. Receiving and Releasing of Communication and other Documents 9. Receiving of Complaints against Non-Teaching Personnel 10. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	N/A	Records Unit
11. Accessing Available Learning Resources from LRMS Portal 12. Borrowing of Learning Materials from Libraries 13. 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

Communications Division, DepEd Complex, Meralco Avenue, Pasig City 160  
 Telephone No. (02) 6316033/ 633212





Republic of the Philippines  
**Department of Education**

15. Issuance of Government Permit, Renewal, Recognition of Private Schools	N/A	SGOD - School Management, Monitoring, and Evaluation Section
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		



Communications Division, DepEd Complex, Meralco Avenue, Pasig City 160  
Telephone No.: (02) 6316033/ 633212