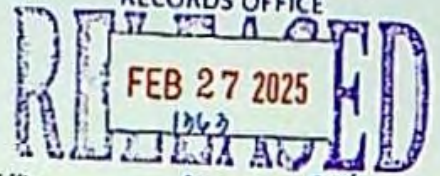




Republic of the Philippines
Department of Education
REGION I
SCHOOLS DIVISION OF DAGUPAN CITY

DepEd SDO Dagupan City
RECORDS OFFICE



Time: 9:46

Office of the Schools Division
Superintendent

February 24, 2025


DIVISION MEMORANDUM

No.: 101, s. 2025

**ADOPTION AND IMPLEMENTATION OF THE CLIENT SATISFACTION
MEASUREMENT FORMS 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 compliance to Section 20 of Republic Act (RA) No. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* mandates government agencies to establish a feedback mechanism and incorporate its results to the annual agency report.
2. To ensure that accurate and correct data are submitted to Public Affairs Service - Public Assistance Action Center (PAS-PAAC) for consolidation and processing, a simplified **online** and **in-paper form** for Client Satisfaction Measurement FY 2025 shall be adopted and used.
3. Attached are the sample Client Satisfaction Measurement for reference.
4. All concerned personnel, relative to the gathering, collection and consolidation 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.
5. Immediate dissemination of and compliance with this memorandum is desired.


ROWENA C. BANZON EdD, CESO V
Schools Division Superintendent



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



Department of Education
Region I
SCHOOLS DIVISION OFFICE
Dagupan City



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SGOD UNIT/ OFFICE: _____

Service: _____

Client type : Citizen Business Government (employee or another agency)

Name: (optional) _____ Date: _____ Time: _____

Sex: _____ Age: _____

Office/Person visited: _____ Service Availed: _____

INSTRUCTIONS: Check mark (/) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

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 3. I learned of the CC only when I saw this office's CC.
 4. I do not know what a CC is and I did not see one in this office.

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was?

1. Easy to see
 2. Somewhat easy to see
 3. Difficult to see
 4. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

1. Helped very much
 2. Somewhat helped
 3. Did not help
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INSTRUCTION:

For SQD 0-8, please put check mark (/) on the column that best corresponds to your answer.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
SQD 0 - I am satisfied with the service that I availed.					
SQD 1 - I spent a reasonable amount of time for my transaction (Responsiveness)					
SQD 2 - The office followed the transaction's requirements and steps based on the information provided. (Reliability)					
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SQD 7 - I was treated courteously by the staff, and (if I asked help) the staff was helpful. (Assurance)					
SQD 8 - I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. (Outcome)					

Suggestions on how we can further improve our services _____



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CID UNIT/ OFFICE: _____

Service: _____

Client type : **Citizen** **Business** **Government** (employee or another agency)

Name: (optional) _____ Date: _____ Time: _____

Sex: _____ Age: _____

Office/Person visited: _____ Service Availed: _____

INSTRUCTIONS: Check mark (/) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

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CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

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CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

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ACCOUNTING UNIT

Service: _____

Client type : Citizen Business Government (employee or another agency)

Name: (optional) _____ Date: _____ Time: _____

Sex: _____ Age: _____

Office/Person visited: _____ Service Availed: _____

INSTRUCTIONS: Check mark (/) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

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BUDGET UNIT

Service: Posting/Updating of Disbursement Processing of ORS
 Others: _____

Client type: Citizen Business Government (employee or another agency)

Name: (optional) _____ Date: _____ Time: _____

Sex: _____ Age: _____

Office/Person visited: _____ Service Availed: _____

INSTRUCTIONS: Check mark (/) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

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CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

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INSTRUCTION:

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SQD 0 - I am satisfied with the service that I availed.					
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CASH UNIT

Service: Handling of Cash Advances Others: _____

Client type: Citizen Business Government (employee or another agency)

Name: (optional) _____ Date: _____ Time: _____

Sex: _____ Age: _____

Office/Person visited: _____ Service Availed: _____

INSTRUCTIONS: Check mark (/) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

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CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was?

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CID UNIT

- Service:**
- Accessing Available Learning Resources from LRMS Portal
 - Borrowing of Learning Materials from Libraries
 - ALS Enrolment
 - Program Work Flow of Submission of Contextualized Learning Resources
 - Quality Assurance of Supplementary Learning Resources
 - Others: _____

Client type : Citizen Business Government (employee or another agency)

Name: (optional) _____ Date: _____ Time: _____

Sex: _____ Age: _____

Office/Person visited: _____ Service Availed: _____

INSTRUCTIONS: Check mark (/) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

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ICT UNIT

Service: User Account Management for Centrally Managed Systems
 Troubleshooting of ICT Equipment Uploading of Publications
 Others: _____

Client type : Citizen Business Government (employee or another agency)

Name: (optional) _____ **Date:** _____ **Time:** _____

Sex: _____ **Age:** _____

Office/Person visited: _____ **Service Availed:** _____

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LEGAL UNIT

Service: Request for Correction of Entries in School Record
 Issuance of Certificate of No Pending Case
 Others: _____

Client type : Citizen Business Government (employee or another agency)

Name (optional): _____ Date: _____ Time: _____

Sex: _____ Age: _____

Office/Person visited: _____ Service Availed: _____

INSTRUCTIONS: Check mark (/) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

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OSDS UNIT

- Service: Issuance of Foreign Official Travel Authority
 Issuance of Foreign Personal Travel Authority
 Others: _____

Client type: Citizen Business Government (employee or another agency)

Name: (optional) _____ Date: _____ Time: _____

Sex: _____ Age: _____

Office/Person visited: _____ Service Availed: _____

INSTRUCTIONS: Check mark (/) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

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PERSONNEL UNIT

- Service: Acceptance of Employment Application for Initial Evaluation (Teaching Position)
 Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-related Positions both promotion and entry)
 Application of ERF 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) Others: _____
 Processing of Terminal Leave Benefits
 Request for Correction of Name and Change of Status

Client type : Citizen Business Government (employee or another agency)

Name: (optional) _____ Date: _____ Time: _____

Sex: _____ Age: _____

Office/Person visited: _____ Service Availed: _____

INSTRUCTIONS: Check mark (/) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

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Region I
SCHOOLS DIVISION OFFICE
Dagupan City



HELP US SERVE YOU BETTER

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

PROPERTY & SUPPLY UNIT

- Service: Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment
 Requisition and Issuance of Supplies
 Property and Equipment Clearance Signing
 Other: _____

Client type : Citizen Business Government (employee or another agency)

Name: (optional) _____ Date: _____ Time: _____

Sex: _____ Age: _____

Office/Person visited: _____ Service Availed: _____

INSTRUCTIONS: Check mark (/) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

1. I know what a CC is and I saw this office's CC.
 2. I know what a CC is but I did NOT see this office's CC.
 3. I learned of the CC only when I saw this office's CC.
 4. I do not know what a CC is and I did not see one in this office.

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was?

1. Easy to see
 2. Somewhat easy to see
 3. Difficult to see
 4. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

1. Helped very much
 2. Somewhat helped
 3. Did not help
 4. N/A

INSTRUCTION:

For SQD 0-8, please put check mark (/) on the column that best corresponds to your answer

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
SQD 0 - I am satisfied with the service that I availed.					
SQD 1 - I spent a reasonable amount of time for my transaction (Responsiveness)					
SQD 2 - The office followed the transaction's requirements and steps based on the information provided (Reliability)					
SQD 3 - The steps (including payment) I needed to do for my transaction were easy and simple (Access and Facilities)					
SQD 4 - I easily found information about my transaction from the office or its website (Communication)					
SQD 5 - I paid a reasonable amount of fees for my transaction (Costs)					
SQD 6 - I feel the office was fair to everyone, or "walang palakasan" during my transaction (Integrity)					
SQD 7 - I was treated courteously by the staff, and (if I asked help) the staff was helpful. (Assurance)					
SQD 8 - I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. (Outcome)					

Suggestions on how we can further improve our services _____



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RECORDS UNIT

- Service: Issuance of Requested Documents (non-CTC)
 Issuance of Requested Documents (CTC and photocopy of documents)
 Certification, Authentication, and Verification
 Receiving and Releasing of Communication and Other Documents
 Receiving of Complaints against Non-Teaching Personnel
 Receiving of Complaints against Teaching Personnel (Multi-stage processing)
 Others: _____

Client type : Citizen Business Government (employee or another agency)

Name. (optional) _____ Date: _____ Time _____

Sex: _____ Age: _____

Office/Person visited: _____ Service Availed: _____

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SGOD PLANNING & RESEARCH UNIT

- Service: Request for Basic Education Data (from External Stakeholders)
 Request for Basic Education Data (Internal Stakeholders)
 Request for EBEIS/LIS/NAT and Performance Indicators
 Others: _____

Client type : Citizen Business Government (employee or another agency)

Name: (optional) _____ Date: _____ Time: _____

Sex: _____ Age: _____

Office/Person visited: _____ Service Availed: _____

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SGOD-SMME UNIT

- Service:**
- Issuance of Government Permit, Renewal, Recognition of Private School
 - Issuance of Special Orders for the Graduation of Private School Learners
 - Application for SHS Additional Track/Strand
 - Application for Summer Permit for Private Schools
 - Application for No Increase in Tuition Fee
 - Application for Increase in Tuition Fee
 - Others: _____

Client type : Citizen Business Government (employee or another agency)

Name: (optional) _____ Date: _____ Time: _____

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