

Republic of the Philippines

Department of Education

REGION VII – CENTRAL VISYAS Schools Division of Cebu Province

December 14, 2023

DIVISION MEMORANDUM No. 554, s. 2023

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

To: Assistant Schools Division Superintendents
Public Schools District Supervisors
School Principals/School Heads
All Concerned Personnel

- 1. Attached herewith is the unnumbered memorandum from the Office of the Undersecretary and Chief of Staff of the Department of Education, as guidelines in the compliance of the Submission of Client Satisfaction Measurement Results for Fiscal Year 2023.
- 2. For information and strict compliance.

SENEN PRISCILO P. PAULIN, CESO V

Schools Division Superintendent

SPPP/jcd





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Telephone No.: (032) 424-9000

Email Address: cebu.province@deped.gov.ph



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

JASÓN/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

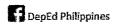
December 11, 2023

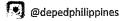
All Regional Offices (ROs), Schools Division Offices (SDOs), and schools are requested to submit their FY 2023 Client Satisfaction Mechanism (CSM) Results for services declared in the DepEd Citizen's Charter¹ to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) on or before December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

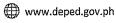
¹ DepEd Citizen's Charter: https://www.deped.gov.ph/wp-content/uploads/DepEd-Citizens-Charter-2022.pdf













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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:

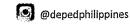
- a. Results shall be reported for both the external and internal services specified in Annex A of this memorandum. These services declared in the DepEd Citizen's Charter represent the services most common in each governance level.
- b. Results shall be culled from the ARTA-prescribed CSM Form, as implemented 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:

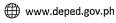
	PREVIOUS CSM FORM	ARTA-PRESCRIBED CSM FORM
	5-Point Lil	cert Scale
5	Outstanding	Strongly Agree
4	Very Satisfied	Agree
3	Satisfied	Neither Agree nor Disagree
2	Unsatisfied	Disagree
1	Poor	Strongly Disagree
Service Quality Dimensions		
Con	sidered as N/A since this has	
no	counterpart in the previous	SQD0
	feedback form.	
	Responsiveness	SQD1
	Reliability	SQD2
	Access and Facilities	SQD3
	Communication	SQD4













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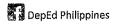
Costs	SQD5
Integrity	SQD6
Assurance	SQD7
Outcome	SQD8

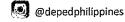
- c. The CSM Results shall cover feedback received from both online and hard copies of the CSM Forms. Offices that have not yet encoded client feedback from the CSM Form hard copies may use the template that can be downloaded through the link: https://bit.ly/CSMResultsTemplate. Note that the template 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	NOFFICE	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











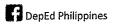




 Policy, Planning and Research Division Office of the 	
Division	
Office of the	
Regional	
Director https://bit.ly/DepEd2023CSM_RO_C	2
Personnel	
Section	
Public Affairs	
Unit	
- One officer	
Assurance https://bit.ly/DepEd2023CSM_RO_I	2
Division	
Records Section	
Budget Unit	
• Cash Unit	
a Information and	
Communications https://bit.ly/DepEd2023CSM_SDO_	<u>A</u>
Technology Unit	
• Legal Unit	
• Office of the	
Schools Division https://bit.ly/DepEd2023CSM SDO	\underline{B}
Superintendent	
Personnel Unit	
Property and	
Schools Supply	
Division Office Records Unit https://bit.ly/DepEd2023CSM_SDO_	С
• Curriculum	
Implementation	
Division	
• SGOD -	
Planning and	
Research	
Section	
• SGOD - School https://bit.ly/DepEd2023CSM_SDO	$\overline{\mathbb{D}}$
Management,	
Monitoring, and	
Evaluation	
Section	
Schools (External Services) https://bit.ly/DepEd2023CSM ExtScho	ools
Schools (Internal 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 noncompliant 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

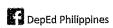
MC No. 2019-002-A MC No. 2022-05

MC No. 2023-1

DM-OUHROD-2023-0930















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

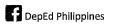
CSM Results shall be reported for both the external and internal services specified in Annex A of this memorandum. These services declared in the DepEd Citizen's Charter represent the services most common in each governance level. Offices shall briefly discuss their response rate results and provide 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	Certification as to Availability of Funds Endorsement of Request for Cash Allocation from SDOs	Accounting Section
N/A	 Disbursement Updating Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units Letter of Acceptance for Downloaded Funds Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority) Processing of Budget Utilization Request & Status (BURS) 	Budget Section
Payment of External and Internal Claims Payment of Obligation	8. Handling of Cash Advances	Cash Section
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











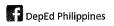




Γ			Development Division
	5. Legal Assistance to Walk-in Clients6. Request for Correction of Entries in School Record	 10. Processing of communication received through the Public Assistance Action Center (PAAC) 11. Request for Certification as to the Pendency or Non-Pendency of an Administrative Case 	Legal Unit
į	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
The state of the s	9. Acceptance of Employment Application (Walk-in) 10. Acceptance of Employment Application (Online) 11. Issuance of Certificate of Last Payment	 12. Application for Leave 13. Application for Retirement / Survivorship / Disability Benefit 14. Issuance of Certificate for Remittances 15. Issuance of Certificate of Employment and/or Service Record 16. Issuance of Foreign Travel Authority 16.1. Issuance of Foreign Official Travel Authority 16.2. Issuance of Foreign Personal Travel Authority 17. Processing of Equivalent Record Form (ERF) 18. Processing of Study Leave 19. Processing of Terminal Leave Benefits 	Personnel Section















	20. Request for Transfer from Another Region	
	21. Stoppage/Deletion of	
	Deductions in the Payroll	
	(Loans and Insurances)	
12. Generation of School		
IDs for New Schools		Policy,
and/or Adding or	N/A	Planning and
Updating of SHS	11/21	Research
Program Offering		Division
13. Request for Reversion		
14. Public assistance		
(Email)		Public Affairs
15. Public assistance	N/A	Unit
(Hotline and Walk-in) 16. Standard Freedom of		OIIIt
Information request		
17. Application for	22. Application for	
Opening/Additional	Establishment, Merging,	
Offering of SHS	Conversion, and Naming/	
Program for Private	Renaming of Public Schools	
Schools	and Separation of Public	
18. Application for Tuition	Schools	Ouglitz
and Other School Fees		Quality Assurance
(TOSF), No Increase,		Division
and Proposed New Fees		Division
of Private Schools	, ·	
19. Issuance of Special		
Orders for the		
Graduation of Private		
School Learners		
20. Certification, Authentication, and		
Verification		
21. Issuance of Requested		
Documents (CTC and		
Photocopy of	/-	Records
Documents)	N/A	Section
22. Issuance of Requested		
Documents (Non-CTC)		
23. Receiving of		
Communication		
24. Receiving of Complaint		













Schools Division Offices

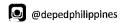
External Services	Internal Services	SDO Unit
N/A	 Processing of ORS Posting/Updating of Disbursement 	Budget Unit
N/A	3. Handling of Cash Advances	Cash Unit
N/A	 4. User Account Management for Centrally Managed Systems 5. Troubleshooting of ICT Equipment 6. Uploading of Publications 	Information and Communications Technology Unit
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
Acceptance of Employment Application (Teaching Position) 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













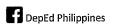




4	Inspection, Acceptance,	 16. Processing of Terminal Leave Benefits 17. Request for Correction of Name and Change of Status 18. Requisition and Issuance of Supplies 	_
	Textbooks, Supplies, and Equipment	19. Property and Equipment Clearance Signing	Property and Supply
5 6	Documents (Non-CTC)		
7	Certification, Authentication, Verification (CAV)	DI /A	Records Unit
8	of Communication and other Documents	N/A	Records Omt
9	against Non-Teaching Personnel		
	O. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)		
	Accessing Available Learning Resources from LRMDS Portal Borrowing of Learning	20. Program Work Flow of Submission of Contextualized Learning Resources	Curriculum Implementation
1	Materials from Libraries 3. Alternative Learning System (ALS) Enrollment	21. Quality Assurance of Supplementary Learning Resource	Division
1	4. 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

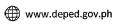














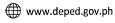
15. Issuance of Government Permit, Renewal, Recognition of Private Schools 16. Issuance of Special Orders for the Graduation of Private School Learners 17. Application for SHS Additional Track/Strand 18. Application for Summer Permit for Private Schools 19. Application for No Increase in Tuition Fee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

	External Services		Internal Services
1.		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		•
5.	Enrollment (Walk-in)		
6.	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		
	(Online)	ŧ	
9.	Issuance of School Clearance for		
	different purposes		
10	Issuance of School Forms,		
	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		

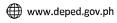














Annex B: Preparation of Consolidated CSM Report

The CSM Report shall be culled from the following sources:

- ARTA-prescribed CSM Form, as implemented in DepEd through DM-OUHROD-2023-0930
- Old feedback forms, e.g. DepEd CCSS Form, provided the results are converted from the old to the new Likert Scale and SQD.

A. Total number of clients who completed the survey for FY 2023

Report the total number of surveyed clients with complete transactions. A transaction is considered complete when the final step of the service availed of is accomplished.

Additionally, all concerned units shall gather a minimum number of CSM responses based on the ARTA Sample Size Calculator: https://tinyurl.com/CSMsamplesize.

Offices shall briefly discuss their response rate results and provide reason/s why certain services were not offered or why certain services have no/low responses, as applicable.

B. Total number of transactions for FY 2023

Report the total number of transactions per service declared in the DepEd Citizen's Charter applicable to the governance unit.

Kindly note that the number of transactions shall be greater than the number of surveyed clients or survey responses.

C. Result count of SQD questions for FY 2023

Report the breakdown of the eight (8) SQD questions by $\underline{\text{result count}}$. Kindly provide a brief analysis of the results.

D. Demographic profile

Report the breakdown of the client demographic based on the following:

- a. Age
 - i. 19 or lower
 - ii. 20-34
 - iii. 35-49
 - iv. 50-64















- v. 65 or higher
- vi. Did not specify
- b. Sex
 - i. Male
 - ii. Female
 - iii. Did not specify
- c. Customer Type
 - i. Citizen
 - ii. Business
 - iii. Government
- d. Region of residence

Kindly provide a brief analysis of the results.

E. Count of Citizen's Charter Responses

Report the breakdown of responses on the Citizen's Charter questions by result count. Kindly provide a brief analysis of the results.

- a. Citizen's Charter Awareness
- b. Citizen's Charter Visibility
- c. Citizen's Charter Helpfulness

F. Major or most common identified feedback/concern from clients

Report the summary of feedback from clients by identifying the most frequent feedback or concerns received for FY 2023.







Communications Division, DepEd Complex, Meralco Avenue, Pasig City 1600



Telephone No.: (02) 6316033/6332120