DEPED QUEZON
ICT UNIT
UPLOADED
Date/Time: DEC 04 2024
By: GED 8:24
Ref. No. DM 1045-24

29 November 2024

DIVISION MEMORANDUM
DM No. 1045, s. 2024

SUBMISSION OF CLIENT SATISFACTION MEASUREMENT (CSM) RESULTS

To: Assistant Schools Division Superintendents
Division Chiefs
Section Heads
Public Schools District Supervisors
School Heads
All Others Concerned

1. **In adherence to the provisions of Republic Act No. 11032**, or the **Ease of Doing Business and Efficient Government Service Delivery Act of 2018**, as implemented by the **Anti-Red Tape Authority (ARTA)**, government agencies are mandated to conduct **Client Satisfaction Measurement (CSM)** to ensure the delivery of quality public service. The feedback gathered through CSM enables us to evaluate and improve our processes to meet the expectations of our clients.

2. **In compliance with this directive and as required by the Public Affairs Service – Public Assistance Action Center (PAS-PAAC),** all offices and schools with declared processes in the Citizen's Charter must submit their **Client Satisfaction Measurement (CSM) results** on or before **December 20, 2024**.

3. **To assist in this process,** the **Client Satisfaction Feedback Team** has created a **Google Sheets file** where each office within the division is encouraged to record the total number of transactions completed for the services listed therein. Access the file via this link: **https://tinyurl.com/4zbntf3p**. This initiative is solely in preparation for the submission of CSM results and aims to streamline the consolidation of data. **Offices within the Schools Division Office are reminded** that the deadline for encoding the total number of transactions in the Google Sheets file is **December 14, 2024**.
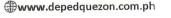
DEPEDQUEZON-TM-SDS-04-009-003

4. **Furthermore, all offices are reminded** that client feedback must be gathered using the **ARTA-prescribed Client Satisfaction Survey form** to ensure compliance with national standards and proper evaluation of service delivery.

5. **The following annexes are attached to provide detailed guidance** for the submission of CSM results:

   - **Annex A: External and Internal Services to be Reported for the CSM**
   CSM results shall be reported for both external and internal services outlined in this annex. The services specified in the DepEd Citizen's Charter represent the most common services at each governance level.

   - **Annex B: Guidelines in Preparing and Submitting CSM Results**
   Offices must adhere to the guidelines in this annex to ensure that submitted data contains no discrepancies. Any data with discrepancies will be excluded from the CSM report.

   - **Annex C: Google Form Links**
   The Central Office (CO), Regional Offices (ROs), and Schools Division Offices (SDOs) shall submit their CSM results through the Google Form links assigned to each office, as provided in this annex.

6. **Note:** The decision regarding the submission of CSM results by schools is still under discussion by the **Public Affairs Service – Public Assistance Action Center (PAS-PAAC)**. While the final decision is pending, schools are still required to prepare and consolidate their CSM results in case they are needed. A separate memorandum will be issued once it is decided that schools will need to submit the CSM results. For now, schools shall start preparing and consolidating their CSM results in anticipation of potential submission.

7. **Given the proximity of the submission deadline,** all offices are strongly encouraged to request feedback from clients who have completed transactions. This will help ensure accurate and comprehensive reporting of CSM results, which are critical for monitoring compliance with ARTA standards and improving public service delivery.

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8. **For your guidance and compliance.**

9. **Enclosed** with this memorandum are the following documents for your reference:

   - Memorandum from the Public Affairs Service (PAS) regarding the submission of the Client Satisfaction Measurement (CSM) results for Fiscal Year (FY) 2024.
   - Annex A: External and Internal Services to be Reported for the CSM.
   - Annex B: Guidelines in Preparing and Submitting CSM Results.
   - Annex C: Google Form Links for CSM Submission.

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Schools Division Superintendent
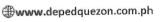
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MEMORANDUM

FOR   :   **Undersecretaries**
        Assistant Secretaries
        Bureau and Service Directors
        Division Chiefs/Office Heads
        Regional Directors
        Schools Division Superintendents
        School Heads

ATTN   :   **Regional Public Assistance Coordinators**
        Division Public Assistance Coordinators

FROM   :   **CILETTE LIBORO-CO**
        Assistant Secretary for Public Affairs Service

SUBJECT   :   **SUBMISSION OF THE CLIENT SATISFACTION MEASUREMENT (CSM) RESULTS FOR FISCAL YEAR (FY) 2024**

DATE   :   November 15, 2024

All offices from the Central Office (CO), Regional Offices (ROs), Schools Division Offices (SDOs), and schools with declared services in the DepEd Citizen's Charter are required to submit their FY 2024 Client Satisfaction Measurement (CSM) results to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) on or before December 20, 2024.

This requirement is 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.

In accordance with Section 3 (b), Rule IV of the IRR of RA 11032, government agencies shall collect client satisfaction feedback for all services, both external and internal. In 2022, the ARTA issued MC No. 2022-05 titled *"Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement"* adopting a harmonized and standardized CSM tool to effectively evaluate overall client satisfaction and gather feedback on the services provided by government agencies. The CSM report enables agencies to systematically assess and improve the quality of their services. By gathering valuable client feedback, the CSM report identifies strengths and areas for improvement, fostering a culture of continuous enhancement

in service delivery. Furthermore, it promotes accountability and transparency by publicly reporting the results, thereby building trust in the operations of government offices.

To ensure that accurate and correct data are submitted to PAS-PAAC for consolidation and processing, all concerned offices and schools should adhere to the following guidelines:

a. **Only offices with declared services in the DepEd Citizen's Charter are REQUIRED to submit.** Please refer to Annex A on the complete list of offices and services per governance level;

b. Survey results for both external and internal services shall be reported;

c. **Survey responses shall only be extracted from the ARTA-prescribed CSM Form.** PAS-PAAC will not consider data culled from the old feedback forms e.g. CCSS Form to ensure consistency and avoid any confusion in converting the results;

d. **Survey responses, both collected online or from hard copies of the ARTA-prescribed CSM Forms, shall be submitted.** Offices and schools can utilize this template to encode client feedback from CSM Form hard copies for easy consolidation with the online survey responses: https://bit.ly/TemplateCSMResults. Kindly download the excel file. Note that the template is not required to be submitted to PAS-PAAC and shall only be used internally by the office or school;

e. Instructions and reminders in preparing and submitting the offices' CSM results are provided in Annex B;

f. **Concerned offices and schools shall submit through the Google Form links provided in Annex C.** Please be reminded that PAS-PAAC will only accept submissions through the links. Hence, email or hard copy submissions of the data shall not be considered;

g. Offices and schools shall only submit **one (1) CSM result per declared service;**

h. Each concerned unit and school is responsible for consolidating and submitting their own CSM results. To ensure that all relevant offices in the ROs and SDOs submit their CSM results, **the Regional Public Assistance Coordinators (RPACs) and Division Public Assistance Coordinators (DPACs) must submit a Memorandum (Annex D) signed by their Regional Director (RD) or Schools Division Superintendent (SDS) confirming/attesting that all offices with declared services within their governance level have provided their CSM data.** RPACs and DPACs shall

submit the said Memorandum through this link: https://bit.ly/CSMResultsSubmission.

i.   **The CO, ROs, SDOs, and schools shall also upload a Memorandum (Annex E),** signed by their Undersecretary/Assistant Secretary/Bureau or Service Director, RD, SDS, or School Head to ensure the truthfulness, accuracy, and completeness of the CSM results through the assigned Google Form links in Annex C; and

j.   RPACs and DPACs are encouraged to guide the concerned units and schools in preparing their CSM results. Field offices and schools are also advised to address any concerns regarding CSM with their respective RPAC or DPAC first.

All offices are reminded to secure both digital and physical copies of the CSM Forms and maintain integrity during the preparation of the CSM Report as section 4.8.2 of ARTA MC No. 2022-05 states that "The ARTA reserves the right to request proof of survey results, including the completed paper surveys and the Excel file of the aggregated data."

Note that non-compliance to ARTA regulations, as stipulated in RA 11032, may lead to administrative liabilities.

For any clarification or concern, please contact Ms. Grazielle Anne A. Sarical or Ms. Ariane L. Lerma, 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 and Internal Services to be Reported for the CSM
Annex B: Guidelines in Preparing and Submitting CSM Results
Annex C: Google Form Links
Annex D: CSM Submission Memo Template for RPACs and DPACs
Annex E: Transmittal Memo Template
MC No. 2019-002
MC No. 2022-05

Communications Division, DepEd Complex, Meralco Avenue, Pasig City 1600
Telephone No.: (02) 6316033/ 6332120

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

CSM Results shall be reported for both external and internal services outlined in this annex. The services specified in the DepEd Citizen's Charter represent the most common services at each governance level.

Central Office

Concerned Office/Unit	External Services	Internal Services
Accounting Division	N/A	1. Processing of Disbursement Vouchers – Big-Ticket Goods (Supplies, Materials, Equipment and Motor Vehicles) 2. Processing of Disbursement Vouchers – Consultancy 3. Processing of Disbursement Vouchers – Infrastructure 4. Processing of Disbursement Vouchers – General Support Services (Janitorial, Security, Maintenance, Garbage Collection and Disposal, and similar services) 5. Processing of Disbursement Vouchers – Rental Contract 6. Processing of Disbursement Vouchers – Repairs and Maintenance of Equipment and Motor Vehicles 7. Processing of Disbursement Vouchers – Board and Lodging 8. Processing of Disbursement Vouchers – Supplies, Materials & Equipment(Non-Big-Tickets)

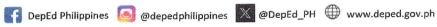|		
		9. Processing of Disbursement Vouchers – Meals
		10. Processing of Disbursement Vouchers – Training
		11. Processing of Disbursement Vouchers – Honorarium
		12. Processing of Disbursement Vouchers – Cash Advance for Activities
		13. Processing of Disbursement Vouchers – Cash Advance for Salaries, Wages, Allowance, and Other Similar Expenses
		14. Processing of Disbursement Vouchers – Foreign Travel
		15. Processing of Disbursement Vouchers – Local Travel
		16. Processing of Disbursement Vouchers – Salaries for Regular Employees
		17. Processing of Disbursement Vouchers - Salaries for Contract of Service
		18. Processing of Disbursement Vouchers – Petty Cash Fund
		19. Processing of Disbursement Vouchers – Gasoline Expenses
		20. Processing of Disbursement Vouchers – Allowances and Other Forms of Compensation
		21. Processing of Disbursement Vouchers – Terminal Leave

		22. Processing of Disbursement Vouchers – Collective Negotiation Agreement (CNA) Incentives
		23. Processing of Disbursement Vouchers – Special Counsel Allowance
		24. Processing of Disbursement Vouchers – Financial Assistance
		25. Processing of Disbursement Vouchers – Fund Transfers
		26. Processing of Disbursement Vouchers – Utilities
		27. Processing of Disbursement Vouchers – Communication Mobile
		28. Processing of Disbursement Vouchers – Overtime
		29. Processing of Disbursement Vouchers – Extraordinary and Miscellaneous Expenses
		30. Processing of Disbursement Vouchers – Registration Fees
		31. Processing of Disbursement Vouchers – Remittances
		32. Processing of Disbursement Vouchers – Plane Fare (DBM Procurement)
		33. Processing of Disbursement Vouchers – Advertising
		34. Processing of Disbursement Vouchers – Subscription Newspaper
		35. Application for Provident Fund Loan

		36. Processing of Liquidation Report - Petty Cash Fund (PCF) 37. Processing of Liquidation Report – Training and Activities 38. Processing of Liquidation Report – Foreign Travel 39. Processing of Liquidation Report – Local Travel 40. Processing of Liquidation Report – Payroll Fund for Salaries, Wages, Allowances and Other Similar Expenses 41. Pre-Audit of Budget Estimates 42. Pre-Audit of Various Authorities 43. Request for Application, Renewal and Cancellation of Bond 44. Request for Approval of the Contracts of Various Projects/Transactions 45. Issuance of GSIS and Pag-IBIG Certificate of Remittances 46. Application for Certification of Remittances 47. Request for BIR Form 2306 and 2307 48. Request for Photocopy of Supporting Documents from Paid and Filed Transactions 49. Application for Agency Code/Activation of Organization Code
Budget Division	N/A	1. Processing of Request for Obligation of Allotment 2. Preparation/Issuance of Sub-Allotment Release Order (Sub-ARO) 3. Certification of Availability of Allotment

Bureau of Curriculum Development - Special Curricular Programs Division	N/A	1. Application for Special Program in Foreign Language
Bureau of Education Assessment – Education Assessment Division	1. PEPT Onsite Registration 2. PEPT Online Registration 3. PEPT Computer-Based Test 4. Verification and Re-issuance of Certificate of Rating (COR) via Online Platform	N/A
Bureau of Human Resource and Organizational Development – Personnel Division	N/A	1. Issuance of Foreign Official Travel Authority 2. Issuance of Foreign Personal Travel Authority 3. Issuance of Certificate of Employment and Service Record 4. Order of Transfer and Reassignment 5. Application for Leave 6. Application for Retirement 7. Processing of Terminal Leave Benefits
Cash Division	1. Payment of Obligation through Cash Advance (including Petty Cash) 2. Payment of Obligation through Checks or LDDAP-ADA	N/A
Education Facilities Division	1. Evaluation of New Technology/Construction Materials for School Buildings 2. Project Design of DepEd School Building Programs and Projects 3. Payment of Obligation to Contractors with Existing Infrastructure Contract with DepEd Central Office 4. Payment of Obligation to Supplier with Existing Contract with DepEd Central Office for the	N/A

	Supply and Delivery of School Furniture	
Employee Accounts Management Division	1. Evaluation of Application for APDS Accreditation/ Re-accreditation Process	2. Provident Fund Loan Application 3. Provident Fund Online Loan Application
Information and Communications Technology Service – Solutions Development Division	N/A	1. Google Workspace and Microsoft 365 User Account Issuance and Management (in Office Application) 2. Google Workspace and Microsoft 365 User Account Issuance and Management (via Email) 3. Official DepEd Website Modification or Addition of Section 4. Migration of an Existing Website to the Official DepEd Domain
Information and Communications Technology – User Support Division	1. Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) – walk-in 2. Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) - online	3. Processing of Enterprise Human Resource Information System (EHRIS) requests – walk-in 4. Processing of Enterprise Human Resource Information System (EHRIS) requests – email 5. Processing of Learner Information System requests from end-users 6. Virtual Events Assistance Service
Legal Service	N/A	1. Issuance of Certification of No Pending or Pendency of Administrative Case and Clearance 2. Request for an Update on the Status of a Case in the Central Office 3. Request for Legal Opinion 4. Review of Memorandum of Agreement/Understanding, Procurement Contracts, and Ordinary Contracts

Legal Service – Investigation Division	1. Filing of Administrative Complaint	N/A
Legal Service – Legal Division	1. Endorsement for Duty and Tax Exemptions of Private Basic Education Schools 2. Filing of Appeal 3. Filing for Motion for Reconsideration	N/A
National Educators Academy of the Philippines - Professional Development Division	N/A	1. Scholarship Application
National Educators Academy of the Philippines – Quality Assurance Division	1. Online Orientation for Learning Service Providers 2. Authorization of Learning Service Providers 3. Recognition of Professional Development at the NEAP Central Office	N/A
Office of the Secretary	1. External Document Service	2. Internal Document Service
Public Affairs Service – Public Assistance Action Center	1. DepEd Action through Email (action@deped.gov.ph, Hotline 8888 and referrals from CSC, PCC, ARTA) 2. Hotline and Walk-in Facilities 3. Standard FOI Request through Walk-in Facility, action@deped.gov.ph, and Online	
Public Affairs Service – Publications Division	1. Issuance of Advisory 2. Issuance of DepEd Memorandum and DepEd Order signed by the Secretary 3. Provision of Copies of DepEd Issuances	4. Issuance of Office Memorandum, Office Order, Memorandum with Limited Application 5. Material Production/Binding/Cutting

Records Division	1. Issuance of Requested Documents 2. Issuance of Requested Documents – walk-in 3. Issuance of Requested Documents – online	N/A

Regional Office

Concerned Office/Unit	External Services	Internal Services
Accounting Section	N/A	1. Certification as to Availability of Funds 2. Endorsement of Request for Cash Allocation from SDOs
Budget Section	N/A	1. Disbursement Updating 2. Downloading/Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units 3. Letter of Acceptance for Downloaded Funds 4. Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority) 5. Processing of Budget Utilization Request & Status (BURS)
Cash Section	1. Payment of External and Internal Claims 2. Payment of Obligation	3. Handling of Cash Advances
Curriculum and Learning Management Division	1. Access to LRMDS Portal 2. Procedure for the Use of LRMDS Computers	N/A
Human Resource and Development Division	N/A	1. Rewards and Recognition
Legal Unit	1. Legal Assistance to Walk-in Clients 2. Request for Correction of Entries in School Record	3. Processing of communication received through the Public

		Assistance Action Center (PAAC) 4. Request for Certification as to the Pendency or Non-Pendency of an Administrative Case
National Educators Academy of the Philippines – Regional Office	1. Recognition of Professional Development Programs / Courses	N/A
Office of the Regional Director	1. Issuance of Foreign Travel Authority 1.1. Issuance of Foreign Official Travel Authority 1.2. Issuance of Foreign Personal Travel Authority	N/A
Personnel Section	1. Acceptance of Employment Application (Walk-in) 2. Acceptance of Employment Application (Online) 3. Issuance of Certificate of Last Payment	4. Application for Leave 5. Application for Retirement / Survivorship / Disability Benefit 6. Issuance of Certificate for Remittances 7. Issuance of Certificate of Employment and/or Service Record 8. Issuance of Foreign Travel Authority 8.1. Issuance of Foreign Official Travel Authority 8.2. Issuance of Foreign Personal Travel Authority 9. Processing of Equivalent Record Form (ERF) 10. Processing of Study Leave 11. Processing of Terminal Leave Benefits 12. Request for Transfer from Another Region 13. Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)
Policy, Planning and Research Division	1. Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering	N/A

	2. Request for Reversion	
Public Affairs Unit	1. Public assistance (Email) 2. Public assistance (Hotline and Walk-in) 3. Standard Freedom of Information Request through Walk-In Facility and Mail	N/A
Quality Assurance Division	1. Application for Opening/Additional Offering of SHS Program for Private Schools 2. Application for Tuition and Other School Fees (TOSF), No Increase, and Proposed New Fees of Private Schools 3. Issuance of Special Orders for the Graduation of Private School Learners	4. Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools
Records Section	1. Certification, Authentication, and Verification 2. Issuance of Requested Documents (CTC and Photocopy of Documents) 3. Issuance of Requested Documents (Non-CTC) 4. Receiving of Communication 5. Receiving of Complaint 6. Document Routing and Tracking using the Documented Management System	N/A

Schools Division Office

Concerned Office/Unit	External Services	Internal Services
Budget Unit	N/A	1. Processing of ORS 2. Posting/Updating of Disbursement
Cash Unit	N/A	1. Handling of Cash Advances

Information and Communications Technology Unit	N/A	1. User Account Management for Centrally Managed Systems 2. Troubleshooting of ICT Equipment 3. Uploading of Publications
Legal Unit	1. Request for Correction of Entries in School Record	2. Issuance of Certificate of No Pending Case
Office of the Schools Division Superintendent	N/A	1.1 Issuance of Foreign Official Travel Authority 1.2. Issuance of Foreign Personal Travel Authority
Personnel Unit	1. Acceptance of Employment Application for Initial Evaluation (Teaching Position) 2. Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	3. Application for ERF (Equivalent Record Form) 4. Application for Leave 5. Application for Retirement 6. Issuance of Certificate of Employment 7. Issuance of Service Record 8. Loan Approval and Verification 9. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer) 10. Processing of Terminal Leave Benefits 11. Request for Correction of Name and Change of Status
Property and Supply Unit	1. Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	2. Requisition and Issuance of Supplies 3. Property and Equipment Clearance Signing
Records Unit	1. Issuance of Requested Documents (Non-CTC) 2. Issuance of Requested Documents (CTC and Photocopy of Documents) 3. Certification, Authentication, Verification (CAV) 4. Receiving and Releasing of Communication and other Documents	N/A

	5. Receiving of Complaints against Non-Teaching Personnel 6. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	
Curriculum Implementation Division	1. Accessing Available Learning Resources from LRMDS Portal 2. Borrowing of Learning Materials from Libraries 3. Alternative Learning System (ALS) Enrollment	4. Program Work Flow of Submission of Contextualized Learning Resources 5. Quality Assurance of Supplementary Learning Resource
SGOD - Planning and Research Section	1. Request for Basic Education Data (from external stakeholders)	2. Request for Basic Education Data (Internal Stakeholder) 3. Request for Data for EBEIS/LIS/NAT and Performance Indicators
SGOD - School Management, Monitoring, and Evaluation Section	1. Issuance of Government Permit, Renewal, Recognition of Private Schools 2. Issuance of Special Orders for the Graduation of Private School Learners 3. Application for SHS Additional Track/Strand 4. Application for Summer Permit for Private Schools 5. Application for No Increase in Tuition Fee 6. Application for Increase in Tuition Fee	N/A

School

External Services	Internal Services
1. Acceptance of Employment Application for Teacher I Position (Walk-in) 2. Acceptance of Employment Application for Teacher I Position (Online)	16. Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits 17. Laboratory and School Inventory 18. School Learning and 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) 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: Guidelines in Preparing and Submitting CSM Results

Offices must adhere to the following guidelines to ensure that submitted data contains no discrepancies. Any data with discrepancies will be excluded from the CSM report.

I. Required CSM Data

A. Total number of clients who completed the survey for FY 2024

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

- All concerned units shall gather a minimum number of CSM responses based on the ARTA Sample Size Calculator: https://tinyurl.com/CSMsamplesize. The results in the sample calculator are not required to be submitted to PAS-PAAC. Offices can use this to determine if they have achieved the minimum number of survey results.

- Offices should briefly discuss their response rate results and explain why certain services were either not offered or received no/low responses, as applicable.

B. Total number of transactions for FY 2024

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

- **Number of transactions shall be greater than the number of surveyed clients or survey responses**. Kindly refer to the sample below for reference:

CORRECT		INCORRECT	
Number of transactions	Number of survey responses	Number of transactions	Number of survey responses
100	90	100	150
100	100	0	100

- Submit only whole numbers for transactions or survey responses. Kindly refer to the sample below for reference:

CORRECT		INCORRECT	
Number of transactions	Number of survey responses	Number of transactions	Number of survey responses
100	90	90.56	86.7
100	100		

C. Result count per SDQ for FY 2024

- Report the breakdown of all SQDs by result count:
  - SQD0
  - SQD1 (Responsiveness)
  - SQD2 (Reliability)
  - SQD3 (Access & Facility)
  - SQD4 (Communication)
  - SQD5 (Costs)
  - SQD6 (Integrity)
  - SQD7 (Assurance)
  - SQD8 (Outcome)

D. Result count per 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.   50-54
    - 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
    - iv.   Did not specify

- Provide a brief analysis of the results.

E. Result count per CC response

- Report the breakdown of responses per CC response
  - CC Awareness (CC1)
  - CC Helpfulness (CC2)
  - CC Visibility (CC3)
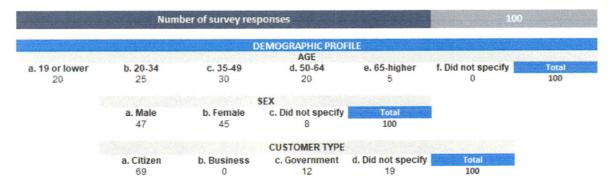
F. Major or most common identified feedback/concern from clients

- Report the summary of feedback from clients by identifying the most frequent feedback or concerns received for FY 2024

II. Reminders for Submitting CSM Data

A. Survey results shall **match** the total result counts in the demographic profile, CC responses, and SQDs. Kindly refer to the samples below for reference:
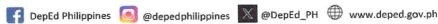
- Demographic profile

Number of survey responses						100

DEMOGRAPHIC PROFILE						
AGE						
a. 19 or lower	b. 20-34	c. 35-49	d. 50-64	e. 65-higher	f. Did not specify	Total
20	25	30	20	5	0	100

SEX			
a. Male	b. Female	c. Did not specify	Total
47	45	8	100

CUSTOMER TYPE				
a. Citizen	b. Business	c. Government	d. Did not specify	Total
69	0	12	19	100

- CC Responses

Number of survey responses						100

CITIZEN'S CHARTER						
CC1						
	1	2	3	4	Did not specify	Total
	60	10	13	8	9	100
CC2						
1	2	3	4	5	Did not specify	Total
54	22	2	5	8	9	100
CC3						
	1	2	3	4	Did not specify	Total
	56	24	3	8	9	100

- SQDs

Number of survey responses						100

SQD0						
STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	Total
0	1	3	8	85	3	100

SQD1						
STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	Total
2	1	1	8	85	3	100

Number of survey responses						100

SQD2

STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	Total
3	1	1	7	85	3	100

SQD3

STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	Total
3	2	1	6	85	3	100

SQD4

STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	Total
3	2	3	4	85	3	100

SQD5

STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	Total
3	1	1	7	85	3	100

SQD6

STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	Total
0	2	1	9	85	3	100

SQD7

STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	Total
2	1	1	8	85	3	100

SQD8

STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	Total
1	2	2	7	85	3	100

B. Any misrepresentation, discrepancy, or duplication in the submitted data may result in tagging the CO, RO, SDO, or school as non-compliant with this requirement.

Annex C: Google Form Links

The CO, ROs, SDOs, and schools shall submit their CSM results through the Google Form links assigned to offices provided below.

GOVERNANCE LEVEL	OFFICE	LINK
Central Office	• Bureau of Curriculum Development – Special Curricular Programs Division • Bureau of Education Assessment – Education Assessment Division • Cash Division • Education Facilities Division • Employee Accounts Management Division	https://bit.ly/DepEd2024CSM_CO_A
	• Office of the Secretary • Information and Communications Technology –User Support Division • Legal Service • Legal Service – Investigation Division • Legal Service – Legal Division	https://bit.ly/DepEd2024CSM_CO_B
	• National Educators Academy of the Philippines – Quality Assurance Division • Public Affairs Service – Public Assistance Action Center • Public Affairs Service – Publications Division • Records Division	https://bit.ly/DepEd2024CSM_CO_C
	• Budget Division • Bureau of Human Resource and Organizational Development – Personnel Division	https://bit.ly/DepEd2024CSM_CO_D

Communications Division, DepEd Complex, Meralco Avenue, Pasig City 1600
Telephone No.: (02) 6316033/ 6332120

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	• Information and Communications Technology Service – Solutions Development Division • National Educators Academy of the Philippines – Professional Development Division	
	Accounting Division (Items 1-16)	https://bit.ly/DepEd2024CSM_AD_A
	Accounting Division (Items 17-32)	https://bit.ly/DepEd2024CSM_AD_B
	Accounting Division (Items 33-49)	https://bit.ly/DepEd2024CSM_AD_C
Regional Office	Accounting Section	https://bit.ly/DepEd2024CSM_RO_AS
	Budget Section	https://bit.ly/DepEd2024CSM_RO_BS
	Cash Section	https://bit.ly/DepEd2024CSM_RO_CS
	Curriculum and Learning Management Division	https://bit.ly/DepEd2024CSM_RO_CLMD
	Human Resource and Development Division	https://bit.ly/DepEd2024CSM_RO_HRDD
	Legal Unit	https://bit.ly/DepEd2024CSM_RO_LU
	National Educators Academy of the Philippines – Regional Office	https://bit.ly/DepEd2024CSM_RO_NEAP
	Office of the Regional Director	https://bit.ly/DepEd2024CSM_RO_ORD
	Personnel Section	https://bit.ly/DepEd2024CSM_RO_PS
	Policy, Planning and Research Division	https://bit.ly/DepEd2024CSM_RO_PPRD
	Public Affairs Unit	https://bit.ly/DepEd2024CSM_RO_PAU
	Quality Assurance Division	https://bit.ly/DepEd2024CSM_RO_QAD
	Records Section	https://bit.ly/DepEd2024CSM_RO_RS
Schools Division Office	Budget Unit	https://bit.ly/DepEd2024CSM_SDO_BU
	Cash Unit	https://bit.ly/DepEd2024CSM_SDO_CU
	Information and Communications Technology Unit	https://bit.ly/DepEd2024CSM_SDO_ICTU
	Legal Unit	https://bit.ly/DepEd2024CSM_SDO_LU
	Office of the Schools Division Superintendent	https://bit.ly/DepEd2024CSM_SDO_OSDS
	Personnel Unit	https://bit.ly/DepEd2024CSM_SDO_PU

	Property and Supply Unit	https://bit.ly/DepEd2024CSM_SDO_PSU
	Records Unit	https://bit.ly/DepEd2024CSM_SDO_RU
	Curriculum Implementation Division	https://bit.ly/DepEd2024CSM_SDO_CID
	SGOD - Planning and Research Section	https://bit.ly/DepEd2024CSM_SDO_PRS
	SGOD - School Management, Monitoring, and Evaluation Section	https://bit.ly/DepEd2024CSM_SDO_SMMES
Schools (External Services)[1]		https://bit.ly/DepEd2024CSM_ExtSchoolsA
		https://bit.ly/DepEd2024CSM_ExtSchoolsB
Schools (Internal Services)		https://bit.ly/DepEd2024CSM_IntSchools

[1] Schools must accomplish all links for the external and internal services.