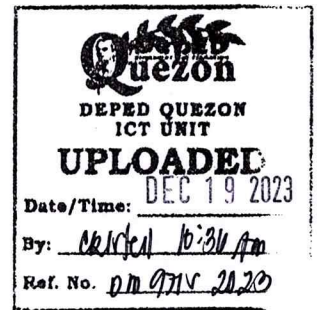




Republic of the Philippines
Department of Education
 Region IV-A
 SCHOOLS DIVISION OF QUEZON PROVINCE



14 December 2023

DIVISION MEMORANDUM

DM No. 971, s. 2023

SUBMISSION OF CITIZEN/CLIENT SATISFACTION SURVEY (CCSS) RESULTS FOR FY 2023

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

- In line with the implementation of Republic Act (RA) No. 11032, also known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, all functional Division/Section Heads/Chiefs, through the Public Assistance Action Center (PAAC) Focal Person, and School Heads are advised to submit the results of their citizen/client satisfaction surveys for services outlined in the DepEd Citizen's Charter. Please submit the results via the link provided below on or before **December 29, 2023**.

Governance Level	Office	Link
Schools Division Office	✓ Budget Unit ✓ Cash Unit ✓ Information and Communications Technology Unit ✓ Legal Unit	https://bit.ly/DepEd2023CSM_SDO_A
	✓ Office of the Schools Division Superintendent ✓ Personnel Unit	https://bit.ly/DepEd2023CSM_SDO_B
	✓ Property and Supply ✓ Records Unit	https://bit.ly/DepEd2023CSM_SDO_C

DEPEDQUEZON-TM-SDS-04-009-003



Address: Sitio Fori, Brgy. Talipan, Pagbilao, Quezon
 Trunkline #: (042) 784-0366, (042) 784-0164,
 (042) 784-0391, (042) 784-0321



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Governance Level	Office	Link
	✓ Curriculum Implementation Division	
	✓ SGOD - Planning and Research Section ✓ SGOD - School Management, Monitoring, and Evaluation Section	https://bit.ly/DepEd2023CSM_SDO_D
	✓ Budget Unit ✓ Cash Unit ✓ Information and Communications Technology Unit	https://bit.ly/DepEd2022CCSS_SDO_C
	Schools (External Services)	https://bit.ly/DepEd2023CSM_ExtSchools
	Schools (Internal Services)	https://bit.ly/DepEd2023CSM_IntSchools

*Please see attached related memorandum for reference.

- For SDO monitoring, please upload all MOVs/screenshots of submissions to the link provided using the QR Code below. A DepEd email is required.



- For SDO frontline services, the Division PAAC Focal person shall coordinate with the respective offices for uploading and responding to the required CSM results.
- Please refer to the attached Memorandum for further instruction.

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5. **Note that if DepEd is deemed eligible for the grant of the FY 2023 PBB, failure to submit the said report may lead to isolation from the grant of Performance-Based Bonus (PBB) payout.**

6. Widest dissemination of and compliance to this Memorandum is desired.


ROMMEL C. BAUTISTA, CESOV
Schools Division Superintendent

Parmjdf12/14/2023

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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

JASON 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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Telephone No.: (02) 6316033/ 6332120



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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 Likert 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		
Considered as N/A since this has no counterpart in the previous feedback form.		SQD0
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	OFFICE	LINK
Regional Office	<ul style="list-style-type: none"> Accounting Section Budget Section Cash Section Curriculum and Learning Management Division 	https://bit.ly/DepEd2023CSM_RO_A
	<ul style="list-style-type: none"> Human Resource and Development Division Legal Unit National Educators Academy of the Philippines – Regional Office 	https://bit.ly/DepEd2023CSM_RO_B



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	<ul style="list-style-type: none"> • Policy, Planning and Research Division 	
	<ul style="list-style-type: none"> • Office of the Regional Director • Personnel Section 	https://bit.ly/DepEd2023CSM_RO_C
	<ul style="list-style-type: none"> • Public Affairs Unit • Quality Assurance Division • Records Section 	https://bit.ly/DepEd2023CSM_RO_D
Schools Division Office	<ul style="list-style-type: none"> • Budget Unit • Cash Unit • Information and Communications Technology Unit • Legal Unit 	https://bit.ly/DepEd2023CSM_SDO_A
	<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



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- 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 non-compliant 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



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