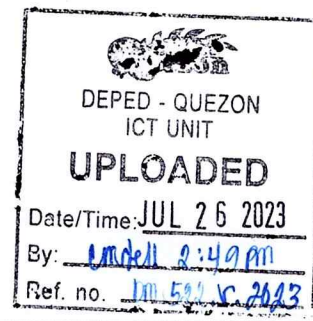




Republic of the Philippines
Department of Education
Region IV-A
SCHOOLS DIVISION OF QUEZON PROVINCE



19 July 2023

DIVISION MEMORANDUM

DM No. 522, s. 2023

**IMPLEMENTATION OF CLIENT SATISFACTION MEASUREMENT (CSM) FORM
PRESCRIBED BY THE ANTI-RED TAPE AUTHORITY**

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

1. Relative to Republic Act (RA) No. 11032 Section 20 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, the DepEd Central Office thru the BHROD issued Memorandum DM-OUHROD-2023-0930 Re: *Implementation Of Client Satisfaction Measurement (Csm) Form Prescribed By The Anti-Red Tape Authority* which requires agencies embed feedback mechanism and client satisfaction measurement and report results based on guidelines issued by the Anti-Red Tape Authority (ARTA).
2. In view thereof, all offices and schools are instructed to use the ARTA-prescribed Client Satisfaction Measurement (CSM) Form for uniform reporting which can either be in print and/or online. Please be guided by the dissemination and use of the DepEd CSM Form thru Enclosure No. 2.
3. Translation to the local language is highly encouraged; other than that, **no modification** (removal/addition of services and other revisions) **is allowed**.
4. Below are the actions to be taken by the School and Schools Division with corresponding link.

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Governance Level	Action Needed	CSM Form (links)
School	<p>ICT Coordinator/ admin-in-charge</p> <ol style="list-style-type: none"> Collaborate with the ITO on the use and maintenance of the School CSM Form; ensure setting on Form shows "Accept Responses" Generate QR code/link for posting in conspicuous places in the school and inclusion in documents, emails, and IEC materials Maintain School CSM Form Generate School CSM Report/s and forward to concerned office/s <p>School Personnel</p> <ol style="list-style-type: none"> Disseminate to clients printed forms or fillout through online to answer Client Satisfaction Measurement (CSM) 	<p>Online Form Template for duplication and implementation https://bit.ly/SchoolCSM</p> <p>CSM Form Template bit.ly/DepEdQuezonCSMForm</p> <p>Summary of CSM Report to SDO bit.ly/CSMConsolidator</p> <p>Summary of CSM Report to CO TBA</p>
Schools Division Office	<p>ICT Unit</p> <ol style="list-style-type: none"> Generate the QR code/link for posting in conspicuous places in the SDO and inclusion in documents, emails, and IEC materials Maintain SDO CSM Form Generate SDO CSM Report/s and forward to concerned office/s Submit SDO CSM results to the CO upon request <p>Schools Division Personnel</p> <ol style="list-style-type: none"> Disseminate to client sprinted forms or fillout through online to answer Client Satisfaction Measurement (CSM) 	<p>Online Form Template For internal and external clients</p> <div style="text-align: center;"> <p>SDO Quezon Province Client Satisfaction Measurement (CSM) bit.ly/DepEdQuezonCSM</p> </div> <p>bit.ly/DepEdQuezonCSM</p> <p>CSM Form Template bit.ly/DepEdQuezonCSMForm</p> <p>Summary of CSM Report to CO TBA</p>

5. All schools and SDOs shall gather a minimum number of CSM responses based on the ARTA Sample Size Calculator at <https://tinyurl.com/CSMsamplesize>. Annual CSM

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result shall be submitted to the PAS-PAAC (not directly to ARTA) who shall then consolidate the results for the DepEd-wide report in compliance to RA 11032 and to the Performance-Based Bonus eligibility requirements.

6. Enclosed with the Memorandum are the following:

Enclosure No. 1: Frontline Office Services/ Transactions

Enclosure No. 2: Guide to the Dissemination and Use of the DepEd CSM Form

Enclosure No. 3: Sample QR Code Poster


ROMMEL C. BAUTISTA, CESO V
Schools Division Superintendent 

parmjd/f07/19/2023

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Region IV-A
SCHOOLS DIVISION OF QUEZON PROVINCE

Enclosure No. 1

FRONTLINE OFFICES SERVICES/TRANSACTIONS

1. SCHOOLS DIVISION SUPERINTENDENT
 - Travel authority
 - Other requests/inquiries
 - Feedback/Complaint
2. ASSISTANT SCHOOLS DIVISION SUPERINTENDENT
 - BAC
 - Other requests/inquiries
 - Feedback/Complaint
3. ADMINISTRATIVE SERVICES
 - a. Cash, General Services, Procurement
 - Cash Advance
 - General Services-related
 - Procurement-related
 - Other requests/inquiries
 - b. Personnel
 - Application – Teaching Position
 - Application – Non-Teaching/Teaching-related
 - Appointment (new, promotion, transfer, etc)
 - COE – Certificate of Employment
 - Correction of Name/Change of Status
 - ERF – Equivalent Record Form
 - Leave Application
 - Loan Approval and Verification
 - Retirement
 - Service Record
 - Terminal Leave
 - Other requests/inquiries
 - c. Property and Supply
 - Inspection/Acceptance/Distribution of LR's, Supplies, Equipment
 - Property and Equipment Clearance
 - Request/Issuance of Supplies
 - Other requests/inquiries
 - d. Records
 - CAV-Certification, Authentication, Verification
 - Certified True Copy (CTC)/Photocopy of documents
 - Non-Certified True Copy documents
 - Receiving & releasing of documents
 - Other requests/inquiries
 - Feedback/Complaint

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4. CURRICULUM IMPLEMENTATION DIVISION (LRMDS, INSTRUCTIONAL MGT., PSDS)
 - ALS Enrollment
 - Acces to LR Portal
 - Borrowing of books/learning materials
 - Contextualized Learning Resources
 - Quality Assurance of Supplementary Learning Resources
 - Instructionl Supervision
 - Technical assistance
 - Other requests/inquiries
5. FINANCE (Accounting, Budget)
 - Accounting-related
 - ORS-Obligation request and Status
 - Posting/updating of Disbursement
 - Other requests/inquiries
6. ICT – Information and Communication Technology
 - Create/delete/rename/reset user accounts
 - Troubleshooting of ICT equipment
 - Uploading of publications
 - Other requests/inquiries
7. LEGAL – Legal Services
 - Certificate of No Pending Case
 - Correction of Entries in School Record
 - Feedback/Complaints
 - Legal advice/opinion
 - Sites titling
8. SCHOOLS GOVERNANCE AND OPERATIONS DIVISION
 - a. Planning and Research, SMME, SMN, HRD, Facilities, School Health and Nutrition
 - Private school-related
 - Basic Education Data
 - EBEIS/LIS/NAT Data and performance Indicators
 - Other requests/inquiries
 - b. Private School related
 - Additional SHS track for private schools
 - Increase in tuition/other school fees (TOSF)
 - No increase in tuition/other school fees
 - Private schools' permit/recognition/renewal
 - Special Orders – graduation of private schools' learners
 - Summer permit for private schools
 - Other private school concerns
9. Schools
 - Enrollment
 - Teacher I application
 - Certified true copy (CTC) of documents
 - Personnel records (COE, service record etc)

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- Distribution of modules
- Borrowing of books/learning materials
- Inventory (school/laboratory)
- Learning and Development (L&D)
- Public Assistance (feedback/complaints)
- Receiving/releasing of documents
- Clearance
- School permanent records
- Service Credits/Certification of Compensatory Time Credits
- Use/rental of school facilities (gym, etc)
- Other request/ inquiries

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Enclosure No. 2

Guide to the Dissemination and Use of the DepEd CSM Form

Number the forms –
handwritten or stamp

The Form provided by ARTA is print-ready but can be re-typed. No revisions allowed on the ARTA CSM Form other than the ones specified on this guide.

Control No. _____

Stamp/print SDO/CO office name or School ID or Name

ADDRESS _____

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 not to answer this form.

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

Date: _____ Sex: Male Female Age: _____

Region of residence: _____ 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 Citizen's Charter (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. (Answer 'N/A' on CC2 and CC3)

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

1. Easy to see 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see

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 3. Did not help
 2. Somewhat helped 4. N/A

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

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A Not Applicable
SQD0 I am satisfied with the service that I availed						
SQD1 I spent a reasonable amount of time for my transaction						
SQD2 The office followed the transaction's requirements and steps based on the information provided						
SQD3 The steps (including payment) I needed to do for my transaction were easy and simple						
SQD4 I easily found information about my transaction from the office or its website						
SQD5 I paid a reasonable amount of fees for my transaction						
SQD6 Fees the office was fair to everyone, or walang palakasan, during my transaction						
SQD7 I was treated courteously by the staff and (if asked for help) the staff was helpful						
SQD8 I got what I needed from the government office, or if denied, denial of request was sufficiently explained to me						

Suggestions on how we can further improve our services (optional): _____

Email address (optional): _____

THANK YOU!

Questions on the Citizen's Charter:
 For offices with services declared in the Citizen's Charter – leave this as is.
 Otherwise, cross this out.

Translation to the local language is allowed

This form can be resized as long it is still readable.

Recycled paper can also be used only if the reverse side does not contains sensitive and/or confidential information.

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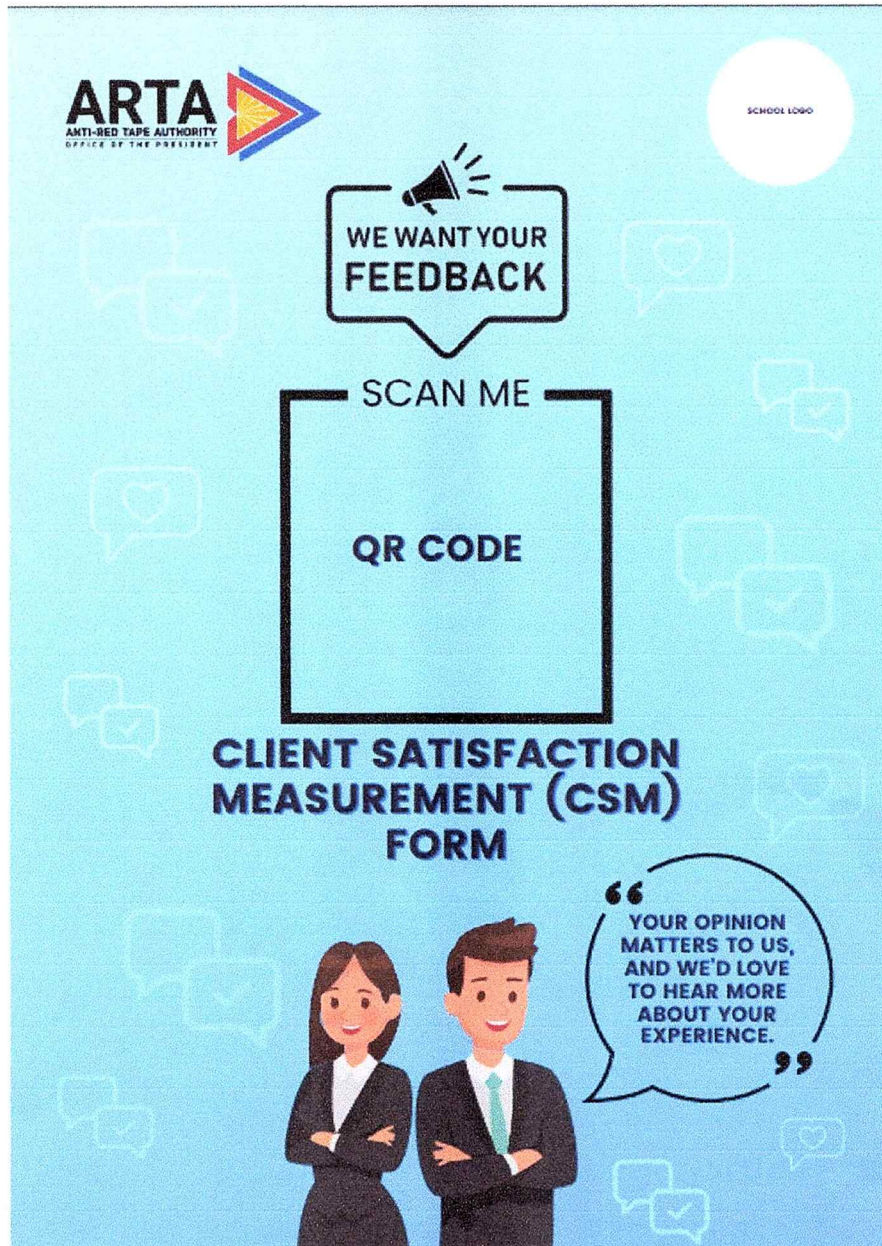
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Enclosure No. 3

Sample QR Code Poster



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Republika ng Pilipinas

Department of Education


OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM

DM-OUHROD-2023-0930

TO : **UNDERSECRETARIES
ASSISTANT SECRETARIES
BUREAU AND SERVICE DIRECTORS
REGIONAL DIRECTORS
SCHOOLS DIVISION SUPERINTENDENTS
ALL OTHERS CONCERNED**

FROM : 
GLORIA JUMAMIL-MERCADO
*Undersecretary for Human Resource and Organizational Development and
DepEd CART Vice Chairperson*

SUBJECT : **IMPLEMENTATION OF THE CLIENT SATISFACTION MEASUREMENT
(CSM) FORM PRESCRIBED BY THE ANTI-RED TAPE AUTHORITY**

DATE : 10 July 2023

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. Rule IV, Section 3(b) of the Implementing Rules and Regulations of the Law likewise requires that agencies embed feedback mechanism and client satisfaction measurement and report results based on guidelines issued by the Anti-Red Tape Authority (ARTA).

In the past years, the Department of Education (DepEd) was able to comply with the abovementioned requirements through the implementation of a DepEd-wide Citizen/Client Satisfaction Survey (CCSS) Form led by the Bureau of Human Resource and Organizational Development–Organization Effectiveness Division (BHROD-OED) and processing of feedback by the Public Affairs Service - Public Assistance Action Center (PAS-PAAC) and its counterparts in the field offices and schools.

However, the issuance of ARTA Memorandum Circular No. 2022-05 titled *Guidelines on the Harmonized Client Satisfaction Measurement* (Enclosure No. 1) **requires all agencies to convert its feedback mechanism to the ARTA-prescribed Client Satisfaction Measurement (CSM) Form for uniform reporting.** The harmonized CSM is a survey tool that assesses overall satisfaction and perception after a client avails an external (frontline) or internal service.

In this regard, this Memorandum is being issued to **immediately implement the CSM Form at all governance levels in the Department.** The ARTA provided the CSM Form in two formats: printed copy and online.



The ARTA CSM Form printed copy (Enclosure No. 2) is print-ready but may be resized before printing. Translation to the local language is highly encouraged; other than that, no other modification is allowed. Enclosure No. 3 contains the Guide to the Dissemination and Use of the DepEd CSM Form.


On the other hand, the online CSM Form template from ARTA was converted into an MS Teams Form by the BHROD-OED, with one online form each for schools, Schools Division Offices (SDOs) and Regional Offices (ROs). The Information Technology Officer (ITO) in ROs and SDOs and ICT Coordinator/personnel in-charge in schools shall be responsible for duplicating and sustaining the online Form at their governance level without affecting the content and conditional logic of the CSM Form template. The schools, SDOs, and ROs may use Google Forms, Microsoft Forms, or any other platform for their online CSM.

For units in the Central Office (CO), the link to the online CSM Forms shall be emailed to your respective offices; with each Form expected to be adopted and maintained by each unit.

The action needed and link to the online CSM Form template per governance level is specified in Table 1 below.

Table 1: Client Satisfaction Measurement per DepEd Governance Level

Governance Level	Action Needed	CSM Form (Online) for duplication and implementation
School	ICT Coordinator / admin in-charge 1. collaborate with the ITO on the use and maintenance of the School CSM Form; ensure setting on Form shows "Accept Responses" 2. generate QR code/link for posting in conspicuous places in the school and inclusion in documents, emails, and IEC materials 3. maintain School CSM Form 4. generate School CSM Report/s and forward to concerned office/s 5. submit School CSM results to the Central Office upon request	https://bit.ly/SchoolCSM 
Schools Division Office	IT Officer in SDO to 1. duplicate RO CSM Form and save on SDO drive and change setting to "Accept Responses" 2. generate QR code/link for posting in conspicuous places in the SDO and inclusion in documents, emails, and IEC materials 3. maintain SDO CSM Form 4. generate SDO CSM Report/s and forward to concerned office/s 5. submit SDO CSM results to the Central Office upon request 6. disseminate School CSM Form to schools and assist them in the use and maintenance of said Form	https://bit.ly/SDOCSM 
Regional Office	IT Officer in RO to 1. duplicate CSM Form and save on RO drive and change setting to "Accept Responses" 2. generate QR code/link for posting in conspicuous places in the RO and	https://bit.ly/ROCSM

	<p>inclusion in documents, emails, and IEC materials</p> <ol style="list-style-type: none"> 3. maintain RO CSM Form 4. generate RO CSM Report/s and forward to concerned office/s 5. submit RO CSM results to the Central Office upon request 6. collaborate with SDOs in using and maintaining their CSM Form 	
Central Office	<p>DepEd CART representative / designated staff per office to</p> <ol style="list-style-type: none"> 1. generate QR code/link for posting in conspicuous places in the CO and inclusion in documents, emails, and IEC materials 2. maintain CSM Form 3. generate CSM Report/s and forward to concerned office/s 4. submit CSM results to the PAAC upon request 	<p>Link and QR code to be emailed separately per CO office. In the meantime, offices may start using the hard copy of the CSM Form.</p>

While the **removal/addition of services and other revisions are not allowed**, all governance levels are enjoined to include a translation to the local language of the template provided. The inclusion or posting of a link/QR code to the online form in email, snail mail, IEC materials are also highly encouraged to ensure wide dissemination of said form.

All schools, SDOs, ROs, and CO units shall gather a minimum number of CSM responses based on the ARTA Sample Size Calculator at <https://tinyurl.com/CSMsamplesize>. Annual CSM results shall be submitted to the PAS-PAAC (not directly to ARTA) who shall then consolidate the results for the DepEd-wide report in compliance to RA 11032 and to the Performance-Based Bonus eligibility requirements. The agency-wide report is due on the last working day of January of every year.

Implementation of this Memorandum is effective immediately.

For more information, please contact the BHROD-OED through email at citizenscharter@deped.gov.ph.

Enclosures: As stated