



Republic of the Philippines
Department of Education
REGION IV-A CALABARZON
SCHOOLS DIVISION OF BATANGAS

21 November 2024

UNNUMBERED MEMORANDUM

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

To: Assistant Schools Division Superintendents
Chief- Curriculum Implementation Division (CID)
Chief- School Governance and Operations Division (SGOD)
Education Program Supervisors
Public Schools District Supervisors
Public Elementary and Secondary School Heads
All Others Concerned

1. Attached herewith is the Public Affairs Service Memorandum dated November 15, 2024, Submission of the Client Satisfaction Measurement (CSM) Results for Fiscal Year (FY) 2024.
2. For your information, guidance, and widest dissemination.


MARITES A. IBANEZ, CESO VI
Schools Division Superintendent

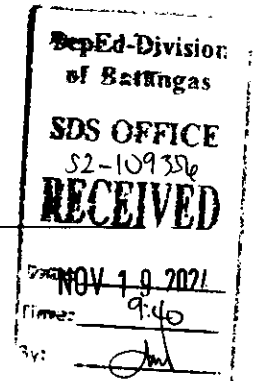
MBA/Submission of the Client Satisfaction Measurement (CSM) Results for Fiscal Year (FY) 2024/
S2-109356/11-21-24



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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

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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

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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 RPAC's and DPAC's

Annex E: Transmittal Memo Template

MC No. 2019-002

MC No. 2022-05

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