



Republic of the Philippines
Department of Education
REGION III – CENTRAL LUZON
SCHOOLS DIVISION OFFICE OF NUEVA ECIJA

DEP-ED SDO N.E.
RELEASE
JUL 14 2023
RECORDS SECTION

DIVISION MEMORANDUM
No. **205**, s. 2023

14 July 2023

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

To: Assistants Schools Division Superintendents
Chiefs, SGOD and CID
Division Section/Unit Heads
Public Schools District Supervisors
Public Elementary and Secondary School Heads
District and School ICT Coordinators
All Others Concerned

1. Relative to Regional Memorandum No. 364, s. 2023, Memorandum (DM-OUHROD-2023-0930): Implementation of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti-Red Tape Authority” and ARTA Memorandum Circular No. 2022-05 titled “Guidelines on the Harmonized Client Satisfaction Measurement”, **all governance levels in the department must immediately implement the CSM.**
2. In view thereof, all offices and schools are instructed on using 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.
3. The ARTA provided the CSM Form in two formats: printed copy and online. The printed copy (Enclosure No. 1) is print ready but may be resized before printing. Translation to the local language is highly encourage; other than that, no other modification is allowed. Enclosure No. 2 contains the Guide to the Dissemination and use of the DepEd CSM Form.

Governance Level	Action Needed	CSM Form (Online for duplication and implementation)
Division Office	<p>ICT unit</p> <ol style="list-style-type: none">1. generate the QR code/link for posting in conspicuous places in the SDO and inclusion in documents, emails, and IEC materials.2. Maintain SDO CSM Form3. Generate SDO CSM Report/s and forward to concerned office/s.4. Submit SDO CSM results to the Central Office upon request. <p>Offices</p> <ol style="list-style-type: none">1. Disseminate to clients printed forms or fill out through online to answer	<p>CSM Form (Online for duplication and implementation)</p> <p>Online Form Template bit.ly/SDONE-CSM</p> <p>CSM Form Template bit.ly/ SDO-CSM-FORM</p>

	Client Satisfaction Measurement (CSM).	
School	<p>ICT Coordinator/ admin in-charge</p> <ol style="list-style-type: none"> 1. collaborate with the ICT Unit on the use and maintenance of the School CSM Form; ensure setting on Forms shows "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 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. 	<p>Online Form Template bit.ly/SDOCSM</p> <p>CSM Form Template bit.ly/SCHOOL-CSM-FORM</p>

4. 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.
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 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.
6. Enclosed herewith are the following:
Enclosure No. 1: Office Services/Transaction
Enclosure No. 2: Guide to the Dissemination and Use of the DepEd CSM Form
Enclosure No. 3: Sample QR Code Poster
7. Immediate dissemination and strict compliance of this memorandum is desired.


Engr. EDGARD C. DOMINGO, PhD, CESO V
 Schools Division Superintendent

Encl: As stated.

Reference: DM-OUHROD-2023-0930

To be included in Perpetual Index

Under the following subjects:

IMPLEMENTATION

CLIENT SATISFACTION MEASUREMENT

ANTI-RED TAPE AUTHORITY

DM 2023 IMPLEMENTATION OF THE CLIENT SATISFACTION MEASUREMENT (CSM) FROM PRESCRIBED BY THE ANTI-RED TAPE AUTHORITY
1-7/RSE 06-14-2023



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Enclosure No. 1

OFFICES SERVICES/TRANSACTIONS

1. SDS

- Travel authority
- Other requests/inquiries
- Feedback/Complaint

2. ASDS

- BAC
- Other requests/inquiries
- Feedback/Complaint

3. ADMINISTRATIVE SERVICES

I. Cash, General Services, Procurement

- Cash Advance
- General Services-related
- Procurement-related
- Other requests/inquiries

II. 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

III. Property and Supply

- Inspection/Acceptance/Distribution of LRs, Supplies, Equipment
- Property and Equipment Clearance
- Request/Issuance of Supplies
- Other requests/inquiries

IV. 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

4. CID – Curriculum Implementation Division (LRMS, Instructional Management, PSDS)

- ALS Enrollment
- Access to LR Portal
- Borrowing of books/learning materials
- Contextualized Learning Resources
- Quality Assurance of Supplementary Learning Resources
- Instructional 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. **SGOD** – Schools Governance and Operations Division
 - I. **M&E, SocMob, Planning & Research, HRD, Facilities, School Health & Nutrition)**
 - Private school-related
 - Basic Education Data
 - EBEIS/LIS/NAT Data and Performance Indicators
 - Other requests/inquiries

 - II. **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 1 application
 - Certified True Copy (CTC) of Documents
 - Personnel records (COE, service record, etc.)
 - 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 requests/inquiries

Enclosure No. 2

GUIDE TO THE DISSEMINATION AND USE OF THE DEPED CSM FORM

Number the forms –
handwritten or stamp

Control No. _____

Stamp/print RO/SDO/CO office name or School ID & name
HELP US SERVE YOU BETTER!

418 CSD0000023
DISSEMINATION AND IDENTIFICATION
FORM/FORMULARY #79 2012
REVISED 01/2013

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 to not 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 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 SOD 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
SDD0. I am satisfied with the service that I availed.						
SDD1. I spent a reasonable amount of time for my transaction.						
SDD2. The office followed the transaction's requirements and steps based on the information provided.						
SDD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SDD4. I easily found information about my transaction from the office or its website.						
SDD5. I paid a reasonable amount of fees for my transaction.						
SDD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SDD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SDD8. 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!

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.

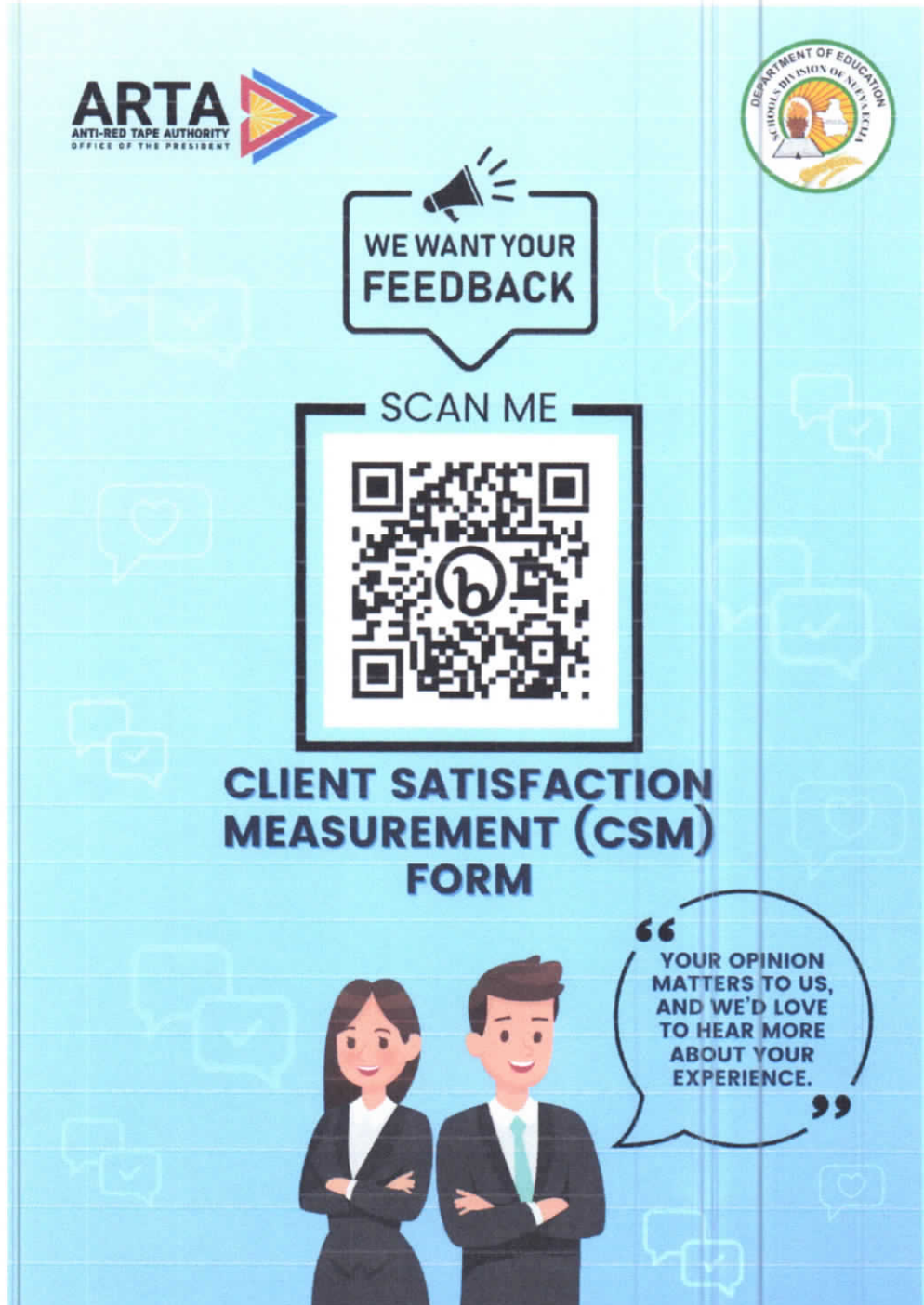
Questions on the Citizen's Charter:
For offices with services declared in the Citizen's Charter – leave this as is. Otherwise, cross this out.

Translation to the local language is allowed.

Form can be resized as long it is still readable.
Recycled paper can also be used only if the reverse side does not contain sensitive and/or confidential information.

Enclosure No. 3

SAMPLE QR CODE POSTER



The poster features a light blue background with a grid pattern and faint icons of speech bubbles and hearts. At the top left is the ARTA logo (Anti-Red Tape Authority, Office of the President) and at the top right is the Department of Education logo. A central call to action reads "WE WANT YOUR FEEDBACK" with a megaphone icon. Below this is a QR code labeled "SCAN ME" with a small 'b' logo in the center. The main title "CLIENT SATISFACTION MEASUREMENT (CSM) FORM" is prominently displayed. At the bottom, two business professionals are shown with a speech bubble that says "YOUR OPINION MATTERS TO US, AND WE'D LOVE TO HEAR MORE ABOUT YOUR EXPERIENCE."

ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT

DEPARTMENT OF EDUCATION
SAHAYU SA BUNAYAN NG AKADEMIKA

WE WANT YOUR
FEEDBACK

SCAN ME

**CLIENT SATISFACTION
MEASUREMENT (CSM)
FORM**

“
YOUR OPINION
MATTERS TO US,
AND WE'D LOVE
TO HEAR MORE
ABOUT YOUR
EXPERIENCE.
”