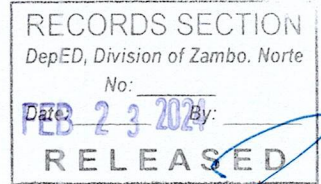




Republic of the Philippines
Department of Education
REGION IX

SCHOOLS DIVISION OF ZAMBOANGA DEL NORTE

Office of the Schools Division Superintendent



February 23, 2024

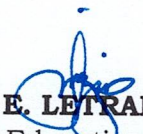
Division Memorandum
No. 125, s. 2024

SUBMISSION OF MONTHLY CLIENT SATISFACTION MEASUREMENT (CSM) RESULT

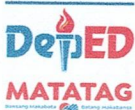
TO: PSDSs'/PICDs
School Heads, Public Elementary and Secondary Schools
District PACs/ District AO II

1. In reference to the Memorandum dated December 11, 2023 on the Submission of Client Satisfaction Measurement (CSM) Results for Fiscal Year 2023, this office enjoins the district and school in-charge of the CSM to submit school and district consolidated monthly reports every 8th day of the succeeding month starting from the month of January 2024.
2. In order for this division to submit a timely CSM report to DepEd RO IX- Public Affairs Unit, this office shall devise a mechanism thru online monitoring to avoid duplication of documents.
3. Hence, the District Public Assistance Officers (DPACs) and the District AO IIs are requested to download the template which can be accessed thru: **depedzn.net/link/zncsmreporttemplate2024**. The template shall be re-uploaded for the creation of a link to be submitted to **depedzn.net/link/ZNCsMReportLink** on or before March 1, 2024. The assistance of the School/District ICT can be requested.
4. The PSDSs'/ PICDs and the School Heads are enjoined to oversee the implementation of the CSM in schools, the posting of the Citizen's Charter (latest edition) in a conspicuous place, and the collection of data in a timely manner. To reiterate, CSM materials may be accessed thru depedzn.net/link/CSM2023 for reference.
5. In addition, the Division Public Assistance Coordinator (DPAC) shall monitor the compliance of the CSM implementation, and the submission of reports to the Regional or Central Office when necessary.
6. For any queries, please contact Nicollette Ria E. Tangon thru 09685211332 or at pac.sdozn@deped.gov.ph.
7. Widest dissemination of this memorandum is desired.

For the Schools Division Superintendent:


JOY E. LETRAN-SINGSON EMD
Chief Education Supervisor, SGOD
Office-In-Charge

ret/2023 CSM Report Submission
DM- /02232024



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