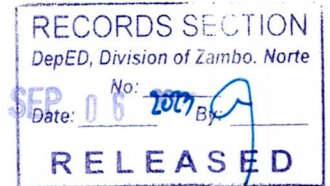




Republic of the Philippines  
**Department of Education**  
REGION IX

SCHOOLS DIVISION OF ZAMBOANGA DEL NORTE



**Office of the Schools Division Superintendent**

September 6, 2023

Division Memorandum  
No. 388, s. 2023

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

TO: Public Schools District Supervisors and PICDs  
School Heads, Public Elementary and Secondary Schools  
Division Committee on Anti-Red Tape (DART)  
All Concerned

1. This has reference to Memorandum DM- OUHROD-2023- 0930 titled, *Implementation of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti- Red Tape Authority*, mandating the immediate implementation of the CSM Form at all governance levels in DepEd.
2. In view of this implementation, this office shall conduct a virtual orientation on **September 15, 2023** at 9:00 AM through the MS Teams link: [depedzn.net/link/znCSM2023](https://depedzn.net/link/znCSM2023), with the participation of the PSDSs' and PICDs, District AO II, and District Information Officers/ District Public Assistance Action Coordinators. Kindly send a representative if the expected participant is unable to attend.
3. All schools, through the PSDS/ PICD, and the SDO shall submit a monthly CSM result to Nicollette Ria E. Tangon, Division PAAC Focal, for consolidation of report in compliance to RA 11032 and to the PBB eligibility requirements. The issuances and copy of the printable CSM Form is available through [depedzn.net/link/CSM2023](https://depedzn.net/link/CSM2023).
4. For more information or any clarification, kindly contact Ms. Nicollette Ria E. Tangon at 09685211332 or through [nicolletteria.tangon@deped.gov.ph](mailto:nicolletteria.tangon@deped.gov.ph).
5. Widest dissemination of this memorandum is desired.

**ROY C. TUBALLA EMD, JD, CESO VI**  
Schools Division Superintendent

PAAC/nret/ CSM Implementation  
DM \_\_\_ - 2023/09062023



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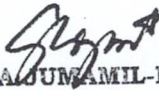
Republika ng Pilipinas

## 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	<a href="https://bit.ly/SchoolCSM">https://bit.ly/SchoolCSM</a> 
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	<a href="https://bit.ly/SDOCSM">https://bit.ly/SDOCSM</a> 
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	<a href="https://bit.ly/ROCSM">https://bit.ly/ROCSM</a>

	<p>inclusion in documents, emails, and IEC materials</p> <ol style="list-style-type: none"> <li>3. maintain RO CSM Form</li> <li>4. generate RO CSM Report/s and forward to concerned office/s</li> <li>5. submit RO CSM results to the Central Office upon request</li> <li>6. collaborate with SDOs in using and maintaining their CSM Form</li> </ol>	
Central Office	<p>DepEd CART representative / designated staff per office to</p> <ol style="list-style-type: none"> <li>1. generate QR code/link for posting in conspicuous places in the CO and inclusion in documents, emails, and IEC materials</li> <li>2. maintain CSM Form</li> <li>3. generate CSM Report/s and forward to concerned office/s</li> <li>4. submit CSM results to the PAAC upon request</li> </ol>	<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 BHRD-OED through email at [citizenscharter@deped.gov.ph](mailto:citizenscharter@deped.gov.ph).

Enclosures: As stated