



Republic of the Philippines

Department of Education

Region VIII

SCHOOLS DIVISION OF CALBAYOG CITY

December 18, 2024

DIVISION MEMORANDUM

No. 668, s. 2024

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

To: Assistant Schools Division Superintendent
Chief Education Supervisors (SGOD & CID)
Public Elementary & Secondary School Heads
Unit/Section Heads (Planning, Legal, ICT, Budget, Cash, Supply, Records)
All Others Concerned

1. The Public Affairs Service - Public Assistance Action Center (PAS-PAAC) is crafting the DepEd Client Satisfaction Measurement (CSM) Report for Fiscal Year (FY) 2024. Hence, all concerned offices in the Schools Division Offices (SDOs), and schools are requested to submit their CSM results for services declared in the 2024 DepEd Citizen's Charter (1st Edition) on or before **December 20, 2024**.
2. 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.
3. Concerned offices and schools shall submit through the Google Form link:

OSDS-BUDGET UNIT	https://bit.ly/DepEd2024CSM_SDO_BU
OSDS-CASH UNIT	https://bit.ly/DepEd2024CSM_SDO_CU



Address: P2 Brgy. Hamorawon, Calbayog City, Samar

Email Address: calbayogcity@doped.gov.ph

Website: <https://calbayogcity.doped.gov.ph/>



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OSDS-ICTU	https://bit.ly/DepEd2024CSM_SDO ICTU
OSDS-LEGAL UNIT	https://bit.ly/DepEd2024CSM_SDO LU
OSDS-SDS Office Proper	https://bit.ly/DepEd2024CSM_SDO OSDS
OSDS-PERSONNEL UNIT	https://bit.ly/DepEd2024CSM_SDO PU
OSDS-PROPERTY & SUPPLY UNIT	https://bit.ly/DepEd2024CSM_SDO PSU
OSDS-RECORDS UNIT	https://bit.ly/DepEd2024CSM_SDO RU
CID	https://bit.ly/DepEd2024CSM_SDO CID
SGOD-SPLANNING & RESEARCH OFFICES	https://bit.ly/DepEd2024CSM_SDO PRS
SGOD-SSMME	https://bit.ly/DepEd2024CSM_SDO SMMES
Schools (External Services) ¹	https://bit.ly/DepEd2024CSM_ExtSchoolsA
	https://bit.ly/DepEd2024CSM_ExtSchoolsB
Schools (Internal Services)	https://bit.ly/DepEd2024CSM_IntSchools

4. Immediate dissemination and strict compliance of all concerned are desired.

DEPED DIVISION OF CALBAYOG
RELEASED
 DATE: DEC 19 2024
 CALBAYOG CITY

fac. *MS*
MARGARITO A. CADAYONA PhD, CESO VI
 Assistant Schools Division Superintendent
 Officer In-Charge
 Office of the Schools Division Superintendent
 SO # 142 s. 2024



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