Republic of the Philippines

Department of Education

Region VIII
SCHOOLS DIVISION OF CALBAYOG CITY

January 28, 2025

DIVISION MEMORANDUM
PRS-2025- _069_

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

To : Assistant Schools Division Superintendent
SGOD and CID Chiefs
Education Program Supervisors
Public School District Supervisors
Unit/Section Heads
Public Elementary and Secondary School Heads
All Others Concerned

1. In accordance with Memorandum DM-OUHROD-2023-0930 titled "Implementation of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti-Red Tape Authority (ARTA)", this Office mandates all functional divisions, units/sections, and schools to implement and utilize the CSM form to assess overall client satisfaction and perception following the provision of both external and internal services.

2. In this regard, the implementation of the CSM form and the management of results within the **functional divisions and units/sections of the Schools Division Office** are outlined as follows:

Responsible Person/Office	Action Needed	Schedule
Division ITO	Conduct monthly maintenance checks of the online CSM Form for each office	Every last Friday of each month
All SDO Offices	Use the online CSM form via the link and QR code provided by the ITO or utilize the printed copy of the CSM form	After each completed transaction throughout the year
Admin. Officer V	Distribute the printed CSM Form (with control number) to each SDO Office	Every last Friday of each month
Admin. Officer V	Track and report the monthly utilization of the printed CSM form per office	Every last Friday of each month
Records Officer	Retrieve the printed forms from the Guard House and encode the CSM results into the Google Form.	Every last Thursday of each month
Division ITO	Organize the SDO CSM Results per office and forward it to the DIO	Every 1st Monday of each month
DIO	Distribute the summary of CSM results to	On or before the 1st

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	each SDO office	Wednesday of each month
DIO	Submit the Monthly Report and Analysis of the Division's CSM results to the SDS and ASDS	On or before the 1st Wednesday of each month

3.   Furthermore, **schools** are required to implement the CRM Form, which is available in two formats: printed copy and online.

    a. The **printed copy** of the ARTA CSM Form is ready for printing and can be downloaded via this link: **bit.ly/CSMSchools**

    b. For the **online CSM form**, available for duplication and implementation, use the link: **bit.ly/CalbayogSchoolCSM**. The **school's ICT coordinator or the administrative-in-charge** shall:

        i. Collaborate with the Division ITO for the use and maintenance of the School CSM Form;
        ii. Ensure that the Form is set to "Accept Responses";
        iii. Generate a QR code/link for posting in visible areas around the school and including it in documents, emails, and IEC materials;
        iv. Maintain the School CSM Form, generate School CSM reports, and forward them to the concerned office(s);
        v. Submit the School CSM results to the Central Office upon request.

4.   While the removal or addition of services and other revisions are prohibited, all governance levels are encouraged to include a translation of the provided template into the local language.

5.   Accordingly, all functional divisions, units/sections, and schools must collect a minimum number of CSM responses as determined by the ARTA's Sample Size Calculator, available at **tinyurl.com/CSMsamplesize**.

6.   For more information or any concerns, please contact Galina V. Panela of the Planning and Research Section (PRS) via email at galina.panela@deped.gov.ph.

7.   Immediate dissemination of and compliance with this Memorandum are desired.

MARGARITO A. CADAYONA JR. CESO VI
Assistant Schools Division Superintendent
Officer-in-Charge
Office of the Schools Division Superintendent

RELEASED
DATE: JAN 28 20
BY: ___ 8:47

Enclosure: None
Reference: As stated
To be indicated in the Perpetual Index under the following subjects:
    CSM IMPLEMENTATION   FEEDBACK

SGOD-PRS-GVP