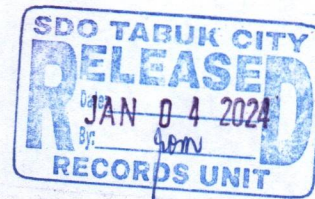




Republic of the Philippines
Department of Education
Cordillera Administrative Region
SCHOOLS DIVISION OFFICE OF TABUK CITY
Tabuk City, Kalinga



January 3, 2024

Division MEMORANDUM

No. 03, s. 2024

COMPLIANCE TO THE CLIENT SATISFACTION MEASUREMENT (CSM)

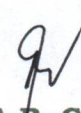
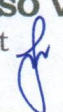
To: Asst. Schools Division Superintendent
Chief Education Program Supervisors
Education Program Supervisors
Public Schools District Supervisors
Head of Units and Offices
Public Elementary and Secondary School Heads/TICs
All others concerned

1. Pursuant to Memorandum Circular (MC) No. 2019-002-A titled "Supplemental Guidelines on Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2019-002 or the Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, Otherwise Known as the Ease of Doing Business, the Schools Division of Tabuk City, issues the following guidelines for compliance of all concerned:

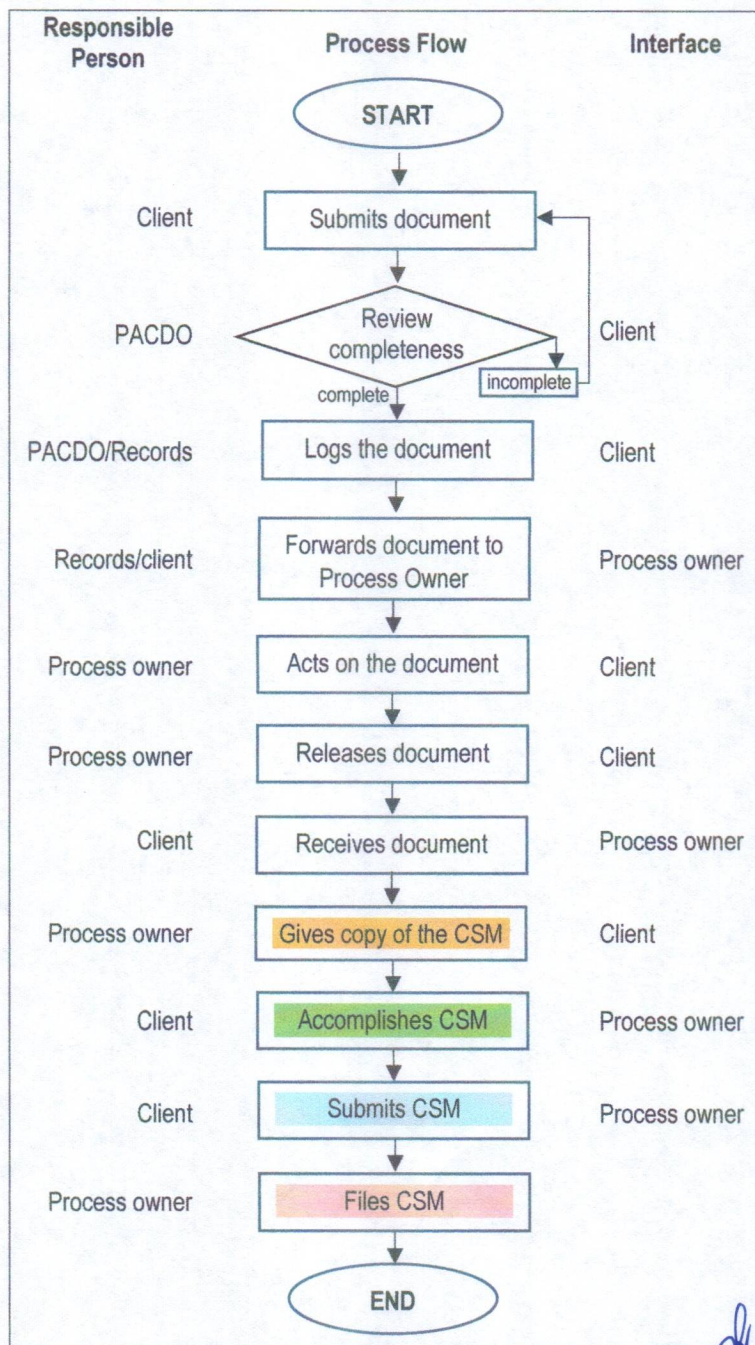
- a. Offices, units and sections in the Schools Division Office shall ensure that all of their clients are able to accomplish the Client Satisfaction Survey (CSM) that corresponds to the service/s they availed;
- b. Process owners shall keep in their respective office copies of the CSM and ensure that clients were able to accomplish the same at the end of every transaction;
- c. Process owners shall submit the CSM monthly summary to the Office of the Administrative Officer V for consolidation. They are to secure and compile the accomplished CSM forms and made these forms available in the event of ARTA monitoring and verification procedures.

2. The procedure manual for accomplishing the Client Satisfaction Measurement (CSM) is provided in the attached enclosure of this memorandum. The orientation of which shall be announced in a separate advisory.

3. Immediate dissemination of and compliance to this memorandum is desired.


BENEDICTA B. GAMATERO PhD, CESO V
Schools Division Superintendent 

Client Satisfaction Measurement (CSM) Procedure Manual



(Handwritten signature)