



Republic of the Philippines
Department of Education
Cordillera Administrative Region
Schools Division of Tabuk City



Office of the School Divisions Superintendent

December 11, 2024

Division Memorandum

No. 516 series, 2024

To: All Elementary and Secondary School Heads
Administrative Officer II
COS (Administrative Support Personnel)

DEADLINE FOR THE SUBMISSION OF THE SCHOOL'S CLIENT SATISFACTION MEASUREMENT (CSM) RESULTS FOR FISCAL YEAR (FY) 2024

1. Pursuant to the Regional Memorandum No. 847, series 2024 and Unnumbered Memorandum from the Public-Affairs Service, DepEd, Central Office dated November 15, 2024, all Schools within the SDO-Tabuk City, with declared services in the DepEd Citizen's Charter are required to submit their Client Satisfaction Measurement (CSM) results for Fiscal Year (FY) 2024. ***The deadline for the Submission is on or before December 20, 2024.***

2. This directive complies with Memorandum Circular (MC) No. 2019-002, "Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act (RA) 11032." And the Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2022-05, which prescribes a harmonized and standardized CSM tool for collecting satisfaction feedback.

3. The following guidelines are reiterated for strict compliance in preparing and submitting the CSM results:

a. Only offices with declared services in the DepEd Citizen's Charter are required to submit their CSM results. Refer to Annex A for the list of applicable services;

b. Survey results for both external and internal services must be reported using the ARTA-prescribed CSM Form;

c. Data collection may be conducted both online and through hard copy CSM Forms, encoded using the template available at this link: <https://bit.ly/TemplateCSMResults>;

d. Submissions from the Schools Division Offices (SDOs) and schools must be made exclusively through the Google Form links provided in Annex C. **Submission via email or in hand copy will NOT be accepted;**

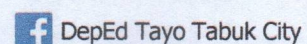
Schools (External Services) https://bit.ly/DepEd2024CSM_ExtSchoolsA

https://bit.ly/DepEd2024CSM_ExtSchoolsB

Schools (Internal Services) https://bit.ly/DepEd2024CSM_IntSchools



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- f. Schools shall submit only one (1) CSM result per declared service;
- g. Schools shall upload a Transmittal Memorandum (Annex E) signed by School Head to ensure truthfulness, accuracy, and completeness. Transmittal Memorandum shall be submitted through the assigned Google Form links in Annex C;
5. Non-compliance with this directive and ARTA regulations may result in administrative liabilities, as stipulated in RA 11032.
6. Should there be any queries/clarifications, please contact Ms. Dorothy S. Asingal, Administrative Officer V via her fb messenger or CP No. 09453666094
7. Immediate disseminations of this memorandum are directed.

BENEDICTA B. GAMATERO PhD, CESO V
Schools Division Superintendent