



Republic of the Philippines
Department of Education
Region III
SCHOOLS DIVISION OF PAMPANGA

December 18, 2023

DIVISION MEMORANDUM
No. **666** s. 2023

**SUBMISSION OF CLIENT SATISFACTION MEASUREMENT (CSM) RESULTS
FOR THE FISCAL YEAR 2023**

To: Assistant Schools Division Superintendents
SGOD and CID Chiefs
Division Unit Heads
Public Elementary and Secondary School Heads
Division Public Assistance Coordinator
Elementary and Secondary School Public Assistance Coordinators
Others Concerned

1. This Office disseminates the attached Memorandum from Atty. Michael Wesley T. Poa, DepEd Undersecretary and Chief of Staff, dated December 11, 2023 and Regional Memorandum No. 682, s. 2023 requiring all Schools Division Offices and Public Elementary and Secondary Schools to submit their FY 2023 Client Satisfaction Measurement (CSM) Results for services declared in the Citizen's Charter for FY 2023.
2. The School Head with the assistance of the School Public Assistance Coordinator (SPAC) shall be responsible for the gathering and submitting the CSM Results of their school. Thus, the schools shall be directly submitting their CSM Results through the links provided below not later than **December 27, 2023**.

GOVERNANCE LEVEL	RESPONDENT AND SIGNATORY	LINK
Schools (External Services)	One respondent per school who shall report data for the school	https://bit.ly/DepEd2023CSM_ExtSchoolsA https://bit.ly/DepEd2023CSM_ExtSchoolsB
Schools (Internal Services)	One respondent per school who shall report data for the school	https://bit.ly/DepEd2023CSM_IntSchools

3. The schools shall also upload the **Memorandum (Annex C)** signed by the the school head to ensure the truth, accuracy, and completeness of the CSM



Address: High School Blvd., Brgy. Lourdes, City of San Fernando (P)
Telephone No.: (045) 435-2728; (045) 435-7404
Email Address: pampanga@deped.gov.ph
Website: www.depedpampanga.ph



Republic of the Philippines
Department of Education
Region III
SCHOOLS DIVISION OF PAMPANGA


Results. The Memorandum shall be addressed to Mr. Jason V. Mercene, Supervising Administrative Officer, Officer-in-Charge, Office of the Director, Public Affairs Service.

4. Moreover, schools are strictly reminded of the following requirements:
- Survey results shall match the total result counts in the demographic profile, Citizen's Charter responses, and SQDs.
 - School Heads or SPAC or school personnel assigned by the school head shall be the only ones to accomplish the Google form links and submit the CSM results of the concerned unit.
 - PAAC will only accept submissions made through the link on or before the set deadline. Email or hard copy submission shall **NOT** be recorded or considered in crafting the CSM Report.
 - Any misinterpretation, discrepancy, or duplication in the data or consolidated submission may result in tagging the school as non-compliant to this requirement.
 - SDQ0 – is only applicable to old CCSS forms. You may include the results of feedbacks from the old CCSS results by using the conversion table found in the attached Memorandum.
 - "Additionally, all concerned units shall gather a minimum number of CSM responses based on the ARTA Sample Size Calculator: <https://tinyurl.com/CSMsamplesize>. This template shall be used for reference only and will not be submitted.
 - Justification or explanation letter for internal and external services without feedback.
5. The Administrative Office shall monitor the submission status of CSM Results of schools by encoding the needed information on this link.
- For Elementary Schools: <https://bit.ly/elemCSMresults2023>
For Secondary Schools: <https://bit.ly/secCSMresults2023>
6. All concerned Unit Heads at the Division Level shall submit their accomplished CSM Results to the Administrative Office not later than December 22, 2023. A Memorandum transmittal (Annex C) shall also be signed and submit by the Unit head. The DPAC shall encode the gathered CSM Results in the DepEd link for the Division Level. Only one CSM Result shall be accomplished per functional unit.
7. Consequently, non-compliance with the submission of the CSM Report will result in the isolation of from the grant of the PBB pay-out.
8. PDF copies of the Google forms are also provided for reference through this link: <https://bit.ly/CSMGoogleFormsPDF>.



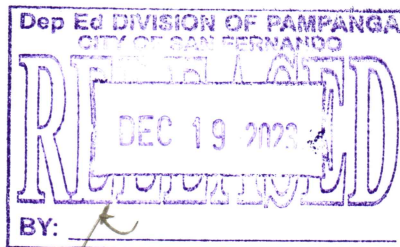
Republic of the Philippines
Department of Education
Region III
SCHOOLS DIVISION OF PAMPANGA

9. Enclosures may be downloaded through this link:
- Memorandum (Annex C) Template: <https://bit.ly/CSMAnnexC>
 - DepEd Issuances and Regional Memorandum: <https://bit.ly/CSM2023Enclosures>
 - FY 2023 Client Satisfaction Measurement (CSM) Frequently Asked Questions (FAQs): <http://bit.ly/3GPjZfz>
10. For more information, please contact the SDO Pampanga Administrative Services at aoas.pampanga@deped.gov.ph or call (045) 435-9998.
11. Immediate dissemination of and strict compliance with this Memorandum is directed.


ROMEO M. ALIP, PhD, CESO V
Schools Division Superintendent

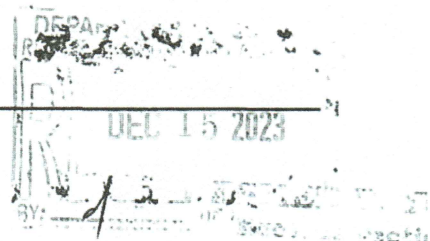
Encl.: As stated
AOAS/12-116-23

000000024892





Republic of the Philippines
Department of Education
REGION III-CENTRAL LUZON



REGIONAL MEMORANDUM

No. 682, s. 2023

**SUBMISSION OF CLIENT SATISFACTION MEASUREMENT RESULTS
FOR THE FISCAL YEAR 2023**

To : Schools Division Superintendents
Division Public Assistance Coordinators
Public Elementary and Secondary School Heads
All Others Concerned

1. This Office respectfully enjoins all Schools Division Offices (SDOs) and Public Elementary and Secondary Schools in the region to submit their Fiscal Year (FY) 2023 Client Satisfaction Mechanism (CSM) Results for services declared in the Citizen's Charter on or before **December 29, 2023**.
2. The Division Public Assistance Coordinator (DPAC) shall be in charge of gathering, consolidating, analyzing, and submitting the CSM Results from the concerned units in the SDOs and schools. The DPAC shall input the required data to the links provided by the DepEd Public Assistance Action Center, and only submission to such links shall be considered in crafting the Department of Education (DepEd)-wide FY 2023 CSM Report.
3. Moreover, SDOs and schools are **not allowed** to directly submit their report to the Anti-Red Tape Authority or any oversight agency. The submission of the CSM Report is also part of the Agency Accountabilities as stated in Memorandum Circular No. 2023-1 titled "Guidelines on the Grant of the Performance-Based Bonus (PBB) for FY 2023 Under Executive Order (EO) No. 80, s. 2012 and EO 201, s. 2016."
4. Consequently, non-compliance with the submission of the CSM Report will result in the isolation from the grant of the PBB pay-out.



Republic of the Philippines
Department of Education
REGION III-CENTRAL LUZON

5. Please find enclosed the necessary documents and information for your reference and further inquiries. Should you require any additional clarification, you may reach out to Mrs. Michelle C. Lacson, Regional Information Officer, and Mr. Kim Jayson G. Villezca, Regional Public Assistance Coordinator, Public Affairs Unit through email at pau.ro3@deped.gov.ph and pac.ro3@deped.gov.ph.

6. For guidance and strict compliance.


MAY B. ECLAR, PhD, CESO III
Regional Director

Encl.: Annex A: External Services to be Reported for the CSM
Annex B: Preparation of Consolidated CSM Report
Annex C: Transmittal Memo Template
References: MC. Nos. 2019-002-A, 2022-05, 2023-01
DepEd Memorandum OUHROD-2023-0930
To be indicated in the Perpetual Index
under the following subjects:

ASSISTANCE	CSM RESULTS
PUBLIC CONCERNS	RELATIONS

PAU1/pau2
December 13, 2023



Republic of the Philippines
Department of Education

**FY 2023 CLIENT SATISFACTION MEASUREMENT (CSM) FREQUENTLY
ASKED QUESTIONS (FAQs)**

QUESTION/CONCERN	ANSWER
1. Is there any way to modify the arrangement of the 5-Point Likert Scale on the ARTA-prescribed form?	No. ARTA has no recent MCs indicating that the arrangement of the 5-Point Likert Scale can be modified. Hence, it is better to follow the ARTA-prescribed form.
2. There are more or less 45,000 schools nationwide. Can Google Forms handle all the responses considering that in the last part of the form, there is a need to upload a signed memorandum / endorsement letter?	Yes. An Excel spreadsheet can handle 1,048,576 rows and 16,384 columns at a time. However, considering the concerns raised by our schools in accomplishing the Google Form for external services, we updated the links. We sent the updated links for Schools – External Services to ROs, SDOs, RPACs, and DPACs through email on December 19, Tuesday.
3. Can offices submit 'zero' as number of transactions for services that received no clients?	Yes. However, offices must briefly discuss their response rate results and provide reason/s why certain services have no/low responses.
4. Will DPACs be the ones to submit/encode the CSM results of schools?	No. Schools can submit their CSM results through the links provided.
5. Do concerned units have to submit individually signed memorandum / endorsement letters?	No. ROs/SDOs must submit only one memorandum / endorsement letter signed by their head of office.
6. What should the offices indicate for old feedback forms with no data/information regarding the Citizen's Charter, demographic profile, and SQD0?	Indicate the number of survey responses or feedback forms with no data/information regarding the Citizen's Charter, demographic profile, and SQD0 on the 'brief analysis' part.
7. Aside from the RPACs and DPACs, are technical officers allowed to submit CSM results?	Yes, as long as only one person will accomplish the Google Form.



Communications Division, DepEd Complex, Meralco Avenue, Pasig City 1600
Telephone No.: (02) 6316033/ 6332120



Republic of the Philippines
Department of Education

<p>8. Can RPACs and DPACs monitor if schools under their jurisdiction have submitted their CSM results?</p>	<p>Unfortunately, PAAC can't create and release another tracker to monitor the submission of offices and schools due to a lack of manpower. However, RPACs and DPACs can coordinate with PAAC on the list of schools that have submitted their CSM results.</p>
<p>9. Google form has no option/field for school ID. There are schools which have the same name.</p>	<p>Schools may indicate their school ID in the section which requires the submission of their school name.</p>
<p>10. What should offices do for services that are not applicable anymore?</p>	<p>Offices/schools are still required to submit CSM results for services that are not applicable anymore, regardless if they have no/low responses.</p> <p>PAAC shall also raise this concern with the BHROD-OED since they are in charge of the Citizen's Charter.</p>
<p>11. Should offices still submit the number of survey responses for a certain service that falls below the minimum sample size / respondents?</p>	<p>Yes.</p>
<p>12. Will the RPACs and DPACs submit the CSM results of the concerned units individually?</p>	<p>Yes. Please note that the concerned units will still be the ones to prepare their CSM results. However, the RPACs and DPACs shall submit their results on the provided Google form links.</p>



Communications Division, DepEd Complex, Meralco Avenue, Pasig City 1600
 Telephone No.: (02) 6316033/ 6332120