



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

December 2, 2024

DIVISION MEMORANDUM

No. **902** s. 2024

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

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

- This Office disseminates the attached Memorandum from the Office of the Assistant Secretary for Public Affairs Unit, dated November 15, 2024 requiring all Schools Division Offices and Public Elementary and Secondary Schools to submit their FY 2024 Client Satisfaction Measurement (CSM) Results for internal and external services declared in the Citizen's Charter for FY 2024.
- 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 15, 2024**.

GOVERNANCE LEVEL	UNIT/OFFICE	SERVICES		RESPONDENT
		External	Internal	
Schools Division Office	Budget Unit	N/A	1. Processing of ORS 2. Posting/Updating of Disbursement	CSM Reports per unit shall be consolidated and encoded by the DPAC under the Administrative Office.
	Cash Unit	N/A	1. Handling of Cash Advances	
	ICT Unit	N/A	1. User Account Management for Centrally Managed Systems 2. Troubleshooting of ICT Equipment 3. Uploading of Publications	
	Legal Unit	1. Request for Correction of Entries in School Record	2. Issuance of Certificate of No Pending Case	
	Office of the Schools Division Superintendent	N/A	1.1 Issuance of Foreign Official Travel Authority 1.2. Issuance of Foreign Personal Travel Authority	
	Personnel Unit	1. Acceptance of Employment Application for Initial	3. Application for ERF (Equivalent Record Form) 4. Application for Leave	



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	Evaluation (Teaching Position) 2. Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	5. Application for Retirement 6. Issuance of Certificate of Employment 7. Issuance of Service Record 8. Loan Approval and Verification 9. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer) 10. Processing of Terminal Leave Benefits 11. Request for Correction of Name and Change of Status
Property and Supply Unit	1. Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	2. Requisition and Issuance of Supplies 3. Property and Equipment Clearance Signing
Records Unit	1. Issuance of Requested Documents (Non-CTC) 2. Issuance of Requested Documents (CTC and Photocopy of Documents) 3. Certification, Authentication, Verification (CAV) 4. Receiving and Releasing of Communication and other Documents 5. Receiving of Complaints against Non-Teaching Personnel 6. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	N/A
Curriculum Implementation Division	1. Accessing Available Learning Resources from LRMS Portal 2. Borrowing of Learning Materials from Libraries 3. Alternative Learning System (ALS) Enrollment	4. Program Workflow of Submission of Contextualized Learning Resources 5. Quality Assurance of Supplementary Learning Resource
SGOD - Planning and Research Section	1. Request for Basic Education Data (from external stakeholders)	2. Request for Basic Education Data (Internal Stakeholder) 3. Request for Data for EBEIS/LIS/NAT and Performance Indicators
SGOD - School Management, Monitoring, and Evaluation Section	1. Issuance of Government Permit, Renewal, Recognition of Private Schools 2. Issuance of Special Orders for the Graduation of Private School Learners 3. Application for SHS Additional Track/Strand 4. Application for Summer Permit for Private Schools 5. Application for No Increase in Tuition Fee	N/A



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	6. Application for Increase in Tuition Fee		
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GOVERNANCE LEVEL	SERVICES	RESPONDENT AND SIGNATORY	LINK
Schools (External Services)	1. Acceptance of Employment Application for Teacher I Position (Walk-in) 2. Acceptance of Employment Application for Teacher I Position (Online) 3. Borrowing of Learning Materials from the School Library/Learning Resource Center 4. Distribution of Printed Self-Learning Modules in Distance Learning Modality 5. Enrollment (Walk-in) 6. Enrollment (Online) 7. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Walk-in) 8. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Online) 9. Issuance of School Clearance for different purposes 10. Issuance of School Forms, Certifications, and other School Permanent Records 11. Public assistance (walk-in/phone call) 12. Public assistance (email/social media) 13. Receiving and releasing of communications and other documents 14. Reservation Process for the Use of School Facilities 15. Request for Personnel Records for Teaching/Non-Teaching Personnel	One respondent per school who shall report data for the school	https://bit.ly/DepEd2024CSM_ExtSchoolsA OR https://bit.ly/DepEd2024CSM_ExtSchoolsB
Schools (Internal Services)	16. Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits 17. Laboratory and School Inventory 18. School Learning and Development	One respondent per school who shall report data for the school	https://bit.ly/DepEd2024CSM_IntSchools

3. The schools shall also upload the **Memorandum (Annex E)** signed by the school head to ensure the truth, accuracy, and completeness of the CSM Results. The Memorandum shall be addressed to CILETTE LIBORO-CO, Assistant Secretary for 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.



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- 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.
 - Survey responses, **both collected online or from hard copies of the ARTA-prescribed CSM Forms, shall be submitted.** Offices and schools can utilize this template to encode client feedback from CSM Form hard copies for easy consolidation with the online survey responses: <https://bit.ly/TemplateCSMResults>. Kindly download the excel file. Note that the template is not required to be submitted to PAS-PAAC and shall only be used internally by the office or school;
 - 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/elemCSMresults2024>
For Secondary Schools: <https://bit.ly/secCSMresults2024>
6. All concerned Unit Heads at the Division Level shall submit their accomplished CSM Results (printed copy) to the Administrative Office not later than December 13, 2024. A Memorandum transmittal (Annex E) 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. Also, please take note that non-compliance to ARTA regulations, as stipulated in RA 11032, may lead to administrative liabilities.
8. Enclosures may be downloaded through this link:



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- Annex E - Transmittal Memo Template
- DepEd Issuances and Regional Memorandum:
<https://bit.ly/CSMReportreferences2024>

9. For more information, please contact the SDO Pampanga Administrative Services at aoas.pampanga@deped.gov.ph or call (045) 435-9998.

10. Immediate dissemination of and strict compliance with this Memorandum is directed.

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

Encl.: As stated
AOAS/12-68-24

