



Republic of the Philippines

# Department of Education

REGION III- CENTRAL LUZON

SCHOOLS DIVISION OF SCIENCE CITY OF MUÑOZ

February 16, 2024

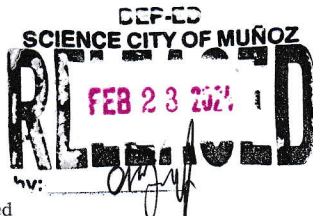
## SCHOOLS DIVISION MEMORANDUM

No. 072, s. 2024

### CY 2024 CUSTOMER CLIENT SATISFACTION MEASUREMENT (CSM)

To: Assistant Schools Division Superintendent  
Chief Education Supervisors  
Public Elementary and Secondary Schoolheads  
All Others Concerned

1. Pursuant to ARTA Memorandum Circular No. 2022-05 entitled *Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement* and DM-OUHROD-2023-0930 titled *Implementation of the Client Satisfaction Measurement (CSM) Form prescribed by the Anti-Red Tape Authority*, this Office mandates all schools and offices in the Schools Division to remind clients to provide feedback to the services provided to them.
2. In addition, all schools and offices should display their Citizen Charter in an area visible to the clients visiting their premises. This is to ensure that the clients are fully aware of the processes and timeline of every transaction provided to them.
3. To establish the internal process of Client Satisfaction Measurement (CSM), attached is the Office Process in entertaining Walk-in Clients and the Roles and Responsibilities of SDO Personnel to determine the overall CSM Result.
4. It is with utmost importance that all feedback be gathered by the office. However, the attached internal and external services, as identified by ARTA was to be prioritized.
5. Immediate and strict compliance of this Memorandum is desired.



**JOHANNA N. GERVACIO PhD, CESQ V**  
Schools Division Superintendent

Encl: As stated  
Reference: ARTA MC 2022-05, DM-OUHROD-2023-0930  
To be indicated in the Perpetual Index  
Under the following subjects:

CLIENT SATISFACTION MEASUREMENT

REA FY 2024 CLIENT SATISFACTION MEASUREMENT  
001/February 16, 2024



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Enclosure No. 1 to Schools Division Memorandum No. 072, s. 2024

### **OFFICE PROCESS IN ENTERTAINING WALK-IN CLIENTS**

1. Walk-in clients shall fill out the visitor's Log sheet at the Guard Post and the guard on duty shall issue a CSM Form to the client. If possible, they may opt to fill out online.
2. The client will go to their concerned office for transaction and Administrative assistant shall remind them to complete the demographics area in the CSM Form.
3. The client shall return to the guard on duty after the transaction and drop the CSM form (for offline feedback) or show the screenshot of successful feedback (for online transaction)

### **ROLES AND RESPONSIBILITIES - OVERALL CUSTOMER'S SATISFACTION (CSM) RATING**

#### **Collecting the customer feedback**

All clients, both walk-in and remote transactions, must complete the Customer Satisfaction Measurement Form. For remote transactions, all Functional Divisions, units, and Sections must provide the CSM Link or QR code after the client has availed the service/s. This is to gather opinions and ratings regarding their experience with the office. The Administrative Aide in the Administrative unit shall have a weekly collection of the CSM Form from the guard.

#### **Calculating the Overall Average Rating**

To calculate the overall average rating received from the customer feedback, all the individual rating shall be summed up and divided by the total number of responses. This will have the statistical data by the secretary of the Schools Division Superintendent.

#### **Communicating the Rating**

The feedback collected weekly will be announced weekly during the flag raising ceremony.

#### **Submission**

The DPAC shall submit the results gathered to the link provided by the PAAC.





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**Schools Division Offices**

External Services	Internal Services	SDO Unit
N/A	1. Processing of ORS 2. Posting/Updating of Disbursement	Budget Unit
N/A	3. Handling of Cash Advances	Cash Unit
N/A	4. User Account Management for Centrally Managed Systems 5. Troubleshooting of ICT Equipment 6. Uploading of Publications	Information and Communications Technology Unit
1. Request for Correction of Entries in School Record	7. Issuance of Certificate of No Pending Case	Legal Unit
N/A	8.1 Issuance of Foreign Official Travel Authority 8.2. Issuance of Foreign Personal Travel Authority	Office of the Schools Division Superintendent
2. Acceptance of Employment Application (Teaching Position) 3. Acceptance of Employment Application (Non-Teaching and Teaching-related Positions - (promotion and entry)	9. Application for ERF (Equivalent Record Form) 10. Application for Leave 11. Application for Retirement 12. Issuance of Certificate of Employment 13. Issuance of Service Record 14. Loan Approval and Verification 15. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	Personnel Unit



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	16. Processing of Terminal Leave Benefits 17. Request for Correction of Name and Change of Status	
4. Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	18. Requisition and Issuance of Supplies 19. Property and Equipment Clearance Signing	Property and Supply
5. Issuance of Requested Documents (Non-CTC) 6. Issuance of Requested Documents (CTC and Photocopy of Documents) 7. Certification, Authentication, Verification (CAV) 8. Receiving and Releasing of Communication and other Documents 9. Receiving of Complaints against Non-Teaching Personnel 10. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	N/A	Records Unit
11. Accessing Available Learning Resources from LRMS Portal 12. Borrowing of Learning Materials from Libraries 13. Alternative Learning System (ALS) Enrollment	20. Program Work Flow of Submission of Contextualized Learning Resources 21. Quality Assurance of Supplementary Learning Resource	Curriculum Implementation Division
14. Request for Basic Education Data (from external stakeholders)	22. Request for Basic Education Data (Internal Stakeholder) 23. Request for Data for EBEIS/LIS/NAT and Performance Indicators	SGOD - Planning and Research Section



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15. Issuance of Government Permit, Renewal, Recognition of Private Schools 16. Issuance of Special Orders for the Graduation of Private School Learners 17. Application for SHS Additional Track/Strand 18. Application for Summer Permit for Private Schools 19. Application for No Increase in Tuition Fee 20. Application for Increase in Tuition Fee	N/A	SGOD - School Management, Monitoring, and Evaluation Section
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**Schools**

<b>External Services</b>	<b>Internal Services</b>
<ol style="list-style-type: none"><li>1. Acceptance of Employment Application for Teacher I Position (Walk-in)</li><li>2. Acceptance of Employment Application for Teacher I Position (Online)</li><li>3. Borrowing of Learning Materials from the School Library/Learning Resource Center</li><li>4. Distribution of Printed Self-Learning Modules in Distance Learning Modality</li><li>5. Enrollment (Walk-in)</li><li>6. Enrollment (Online)</li><li>7. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Walk-in)</li><li>8. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Online)</li><li>9. Issuance of School Clearance for different purposes</li><li>10. Issuance of School Forms, Certifications, and other School Permanent Records</li><li>11. Public assistance (walk-in/phone call)</li><li>12. Public assistance (email/social media)</li><li>13. Receiving and releasing of communications and other documents</li><li>14. Reservation Process for the Use of School Facilities</li><li>15. Request for Personnel Records for Teaching/Non-Teaching Personnel</li></ol>	<ol style="list-style-type: none"><li>1. Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits</li><li>2. Laboratory and School Inventory</li><li>3. School Learning and Development</li></ol>