



Republic of the Philippines

Department of Education

REGION III- CENTRAL LUZON

SCHOOLS DIVISION OF SCIENCE CITY OF MUÑOZ

29 June 2026

SCHOOLS DIVISION MEMORANDUM

No. 121, s. 2026

UTILIZATION OF THE ENHANCED CLIENT SATISFACTION MEASUREMENT (CSM) TOOL

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

1. Relative to Anti-Red Tape Authority (ARTA) Memorandum No. 2022-005 titled *Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement*, this Office, through the Schools Division Office Committee on Anti-Red Tape (SDO-CART), reiterates the strict compliance of all functional divisions and public schools of SDO with the utilization of the CSM and the submission of the corresponding reports.
2. Effective **July 1, 2026**, the CSM may be accessed through the HRIS account of an employee using the link <https://hris.depedscm.com>. A designated kiosk was still placed in front of the Records Section. All SDO employees shall remind their clients to accomplish the CSM after the completion of their transactions.
3. Likewise, all units with declared services in the Citizen's Charter shall submit an analysis and interpretation of the feedback gathered for their respective units covering the period January to June 2026. The deadline for submission is July 6, 2026.
4. Furthermore, Schoolheads are encouraged to establish a mechanism for gathering client feedback and measuring client satisfaction. This is to ensure compliance with the required monthly consolidation of client feedback and the submission of the annual report.
5. Attached are the step-by-step guide to the new CSM interface, the list of declared services in the CSM, and the template to be used for the analysis.
6. Immediate and strict compliance of this Memorandum is desired.

Encl: ARTA Memorandum No. 2022-005
Reference: None
To be indicated in the Perpetual Index
Under the following subjects:

CLIENT SATISFACTION MEASUREMENT

SDO-CART/ New CSM
006/ June 29, 2026

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by:



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Enclosure No. 1 to Schools Division Memorandum No. 221, s. 2026

STEP-BY-STEP GUIDE IN ACCOMPLISHING CLIENT SATISFACTION MEASUREMENT (CSM) IN THE SDO

1. If you want to read the Citizen Charter first, click the blue button named “*Citizen Charter*.” If you will provide feedback, click the yellow button named “*Client Survey*.”



2. Fill-out the Client Information and click “*Next*.”

Client Information
Please provide your basic details to begin.

Sex
 Male Female

Age

Client Type
 Citizen Business Government

3. Select the Department you will transact with and click “*Next*.”

Select Department
Choose the department you visited.

Accounting Unit	ADMINISTRATIVE UNIT	Budget Unit
Cash Unit	Information and Communications Technology Unit	Legal Unit
PAYROLL	personal Unit	PROCUREMENT
property and Supply Unit	Records Unit	



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4. Select which service you will avail from that department and click “Next.”



5. Answer the survey from *Citizen Charter* section up to the *Service Quality Dimension (SQD)*. You may also provide comments or suggestions, if you wish to. Click “Submit Survey” thereafter.

Feedback Questionnaire

Please rate each aspect of the service.

Citizens Charter

Which of the following best describes your awareness of CC?

- I know what a CC is and I saw this office's CC.
- I learned of the CC only when I saw this office's CC.
- I learned of the CC only when I saw this office's CC.
- I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

SQD0. I am satisfied with the service that I availed

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree
- Not Applicable

SQD1. I spent a reasonable amount of time for my transaction

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree
- Not Applicable

Comments and Suggestions



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Submit Survey

Enclosure No. 2 to Schools Division Memorandum No. 271, s. 2026



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LIST OF SDO UNITS WITH DECLARED SERVICES AND ARE REQUIRED TO GATHER FEEDBACK

Concerned Office/Unit	External Service	Internal Service
Budget Unit	None	1. Processing of ORS - 30 minutes
Accounting Unit	None	1. Posting/Updating of Disbursement - 8 minutes
Cash Unit	1. Claiming of Checks for Payment of Obligation (made through Checks) - 30 minutes	1. Handling of Cash Advances - 1 day, 6 hours
Information and Communications Technology Unit	None	1. User Account Management for Centrally Managed Systems - 38 minutes
		2. Troubleshooting of ICT Equipment - 2 hours and 7 minutes
		3. Uploading of Publications - 16 minutes
Legal Unit	1. Correction of Entries in School Records - 2 days and 1 hour	1. Issuance of Certificate of No Pending Case - 15 minutes
	2. Legal Assistance to Walk-in Clients - 2 hours, 5 minutes	
Personnel Unit	1. Acceptance of Application for Reclassification of Teaching Positions - 1 hour, 15 minutes	1. Application for Equivalent Record Form (ERF) - 1 hour, 50 minutes
	2. Acceptance of Employment (Non-Teaching and Teaching-Related Positions) - 1 hour, 10 minutes (online); 1 hour, 30 minutes (walk-in)	2. Application for Leave - 3 hours, 55 minutes
	3. Issuance of Certificate of Employment (COE) - 58 minutes	3. Application for Retirement - 5 days, 1 hour
	4. Issuance of Service Record (SR) - 56 minutes	4. Issuance of Certificate of Employment (COE) - 14 minutes
		5. Issuance of Foreign Official Travel Authority - 7 days
		6. Issuance of Foreign Personal Travel Authority - 5 days
		7. Issuance of Service Record (SR) - 30 Minutes to 2 days
		8. Loan Approval and Verification - 55 minutes
		9. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer) - 1 hour, 15 minutes
		10. Processing of Terminal Leave Benefits - 3 hours, 55 minutes



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		11. Request for Correction of Name and Change of Status - 1 day and 3 minutes
Property and Supply Unit	1. Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/ Equipment) – Central Office (CO)-Procured with Logistics Services - 2 days, 25 minutes	1. Requisition and Issuance of Supplies - 21 minutes
	2. Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/ Equipment) – Central Office (CO)-Procured - 2 days, 25 minutes	2. Property and Equipment Clearance Signing - 15 minutes
	3. Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/ Equipment) - 1 day, 45 Minutes	
	4. Request for Certificate of Final Acceptance or Certificate of Completion - 2 Hours, 5 Minutes	
	5. Request for Supplier's Performance Evaluation - 1 Hour, 50 Minutes	
Records Unit	1. Issuance of Academic School Record (Referral from the School of the Non-Availability of School Records - 2 hours and 35 minutes (if present); 1 hour and 40 minutes (if not present)	None
	2. Issuance of Academic School Records for Certification, Authentication, and Verification (CAV) of ALS and PEPT Completers/Passers - 3 hours (if available); 4 hours and 35 minutes (if not available)	
	3. Issuance of Academic School Records for Certification, Authentication, and Verification (CAV) for Learners from Closed Private Schools - 2 hours and 45 minutes (if present); 3 hours and 30 minutes (if not present)	
	4. Issuance of Requested Documents – Walk-In - 5 hours and 30 minutes	
	5. Issuance of Requested Documents – Online - 4 hours and 50 minutes	
	6. Handling of Incoming Communications - 20 minutes (walk-in); 25 minutes (e-mail)	



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Curriculum Implementation Division	<ol style="list-style-type: none"> 1. Borrowing and Returning of Supplementary Learning Resources from Library Hub - 2 hours, 50 minutes (borrowing); 1 hour, 30 minutes (returning) 2. Registration for an Account in the LRMS Portal - 1 day, 4 hours, 10 minutes 	<ol style="list-style-type: none"> 1. Quality Assurance of Supplementary Learning Resource - 7 days, 15 minutes 2. Submission of Contextualized Learning Resources - 45 days
SGOD - Planning and Research Section	<ol style="list-style-type: none"> 1. Request for Basic Education Data - 2 days, 6 hours, 17 minutes 	<ol style="list-style-type: none"> 1. Request for Basic Education Data (Internal Stakeholder) - 2 days, 4 hours, 32 minutes 2. Request for Data for EBEIS/LIS/NAT and Performance Indicators - 50 minutes
SGOD - School Management, Monitoring, and Evaluation Section	<ol style="list-style-type: none"> 1. Application for the Issuance of Government Recognition to Private Schools (Kindergarten, Elementary, and Junior High School levels) - 9 days, 1 hour, 20 minutes 2. Application for the Issuance of Government Permit to Operate for the Opening/Establishment of New Kindergarten, Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) Levels/Additional Grade Level for Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) for Private Schools - 9 days, 1 hour, 20 minutes 3. Application for the Issuance of Special Orders (SO) for Graduation of Private School Learners - 3 days, 7 hours, 30 minutes 4. Application for the Opening/Additional Offering of Senior High School (SHS) Program for Private Schools - 6 days, 35 minutes 5. Application for the Renewal of Government Permit to Operate of Kindergarten, Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) Levels of Private Schools - 9 days, 1 hour, 20 minutes 6. Application of Summer Permit for Private Schools - 2 days, 1 hour, 10 minutes 7. Application for Tuition and Other Fees Increase, No Increase, and Proposed New Fees 	None



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	<p>of Private Schools - 3 days, 6 hours, 20 minutes</p> <p>8. Application for Voluntary (Temporary/Permanent) Closure of Private Schools - 2 days, 40 minutes</p> <p>9. Endorsement of Voluntary (Temporary/Permanent) Closure of Private Schools - 1 day, 2 hours, 15 minutes</p>	
SGOD - HRD	1. Recognition of Professional Development (PD) Programs – SDO Level - 12 days and 40 minutes	None

LIST OF SCHOOL SERVICES THAT REQUIRE TO GATHER FEEDBACK

External Service	Internal Service
1. Acceptance of Employment Application for Teacher I Position – Online - 2 hours, 35 minutes	1. Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits - 1 day, 40 minutes
2. Acceptance of Employment Application for Teacher I Position – Walk-in - 1 hour, 20 minutes	2. Laboratory and School Inventory - 3 days, 40 minutes
3. Administration of the Philippine Early Childhood and Development (ECD) Checklist - 3 hours, 35 minutes	3. School Learning and Development - 2 days, 3 hours, 35 minutes
4. Borrowing of Learning Materials from the School Library / Learning Resource Center - 20 minutes	
5. Distribution and Usage of Printed Self-Learning Modules in Distance Learning Modality - 44 minutes	
6. Enrollment – Online - 1 hour, 10 minutes	
7. Enrollment – Walk-in - 40 minutes (regular); 1 hour, 50 minutes (SNED); 1 day, 3 hours (ALS Elem/JHS)	
8. Handling of Incoming Documents - 30 minutes	
9. Issuance of Learners' Academic Records for Certification for Local Employment - 3 hours, 59 minutes	
10. Issuance of Academic School Records (ASR) for Certification, Authentication and Verification (CAV) - 5 hours, 15 minutes (if available); 3 hours (if not available)	



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11. Issuance of Reconstructed Diploma - 2 days, 23 minutes	
12. Issuance of School Form 10 – Elementary and Junior High School - 4 days, 2 hours	
13. Issuance of School Form 10 – Senior High School - 1 hour, 45 minutes	
14. Issuance of School Form 9 (SF 9), Good Moral Certificate, and Certificate of Enrollment - 9 minutes (SF 9); 54 minutes (Good Moral/certificate of enrolment)	
15. Public Assistance (Email / Social Media) - 20 minutes	
16. Public Assistance (Walk-in) - 1 hour	
17. Request for Certificate of Last Payment for Retired/Transferring Teaching/Non-Teaching Personnel (Implementing Unit) - 1 hour, 10 minutes	
18. Reservation Process for the Use of School Facilities - 4 days, 2 hours, 57 minutes	



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Enclosure No. 3 to Schools Division Memorandum No. 221, s. 2026

TEMPLATE TO BE USED FOR THE ANALYSIS OF FEEDBACK GATHERED CONSOLIDATED CLIENT SATISFACTION MEASUREMENT (CSM) RESULTS

Unit: _____

Reporting Period: January-June 2026

Table 1. Client Type of Respondents by Service Availed

Service Availed	No. of Respondents	Government	Citizen	Business	Total
Other Services Availed					
Total					

Table 2. Sex of Respondents by Service Availed

Service Availed	Male	Female	Total
Other Services Availed			
Total			

Table 3. Age Distribution of Respondents by Service Availed

Service Availed	19 or Below	20-34	35-49	50-64	65 or Above	Total
Other Services Availed						
Total						

Analysis:



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Table 4. Summary of Citizen's Charter Responses by Service Availed

Service Availed	CC1 Awareness	CC2 Visibility	CC3 Helpfulness	Overall Interpretation
Other Services Availed				
Total				

Analysis:

Table 5. Summary of Service Quality Dimensions (SQD) by Service Availed

Service Availed	SQD0	SQD1	SQD2	SQD3	SQD4	SQD5	SQD6	SQD7	SQD8	Overall
Other Services Availed										
Total										

Analysis:

Overall Assessment:



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