



Republic of the Philippines
Department of Education
REGION IX, ZAMBOANGA PENINSULA
SCHOOLS DIVISION OF DAPITAN CITY

OFFICE MEMORANDUM

To: Assistant Schools Division Superintendent
CID & SGOD Chiefs & Staff
OSDS Section / Unit Heads
All Others Concerned

From: **DANNY B. CORDOVA, EdD, CESO VI**
Schools Division Superintendent

Subject: **POSTING OF CITIZEN'S CHARTER AND SUBMISSION OF CY 2024
CLIENT SATISFACTION MEASUREMENT (CSM) SURVEY REPORTS**

Date: 12 January 2024

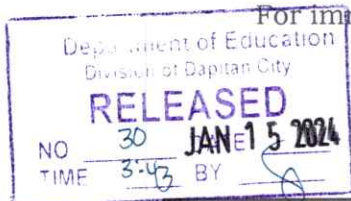
Pursuant to Memorandum No. DM-OUHROD-2023-0930, all agencies are required to migrate to the ARTA-prescribed Client Satisfaction Measurement (CSM) Form for uniform reporting. The harmonized CSM is a survey tool that assesses overall satisfaction and perception after a client avails an external (frontline) or internal service.

In this regard, all personnel in the SDO Proper are instructed to institutionalize this feedback mechanism guided by the following instructions:

- 1) All chiefs and section heads must ensure that hard copies of the Citizen's Charter are posted in the office lobby and respective offices. These must be visible and accessible to the clients (Link: bit.ly/deped-citizens-charter);
- 2) The Division ITO shall also upload on the official Division Website the latest version of the Citizen's Charter. He is further advised to embed the online format of the CSM in the same webpage (Link: bit.ly/deped-dapitan-csm);
- 3) It shall be the primary duty of the Public Assistance and Complaints Desk Officer of the Day (OD) to provide clients hard copy of the CSM form or link to the online version of the CSM Form. At the end of the working day, the OD shall encode the CSM Forms which were manually filled-out by clients to the online platform as part of the consolidation process (Link: bit.ly/dap-csm-files);
- 4) At the end of every month, all sections are required to report the total number of surveyed clients with complete transactions. Additionally, all concerned units shall gather a **minimum number of CSM responses** based on the ARTA-prescribed sample size calculations (Link: bit.ly/dap-csm-2023).

You may contact the Division Public Assistance Coordinator for more information or for any query or clarification.

For immediate and strict compliance.



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