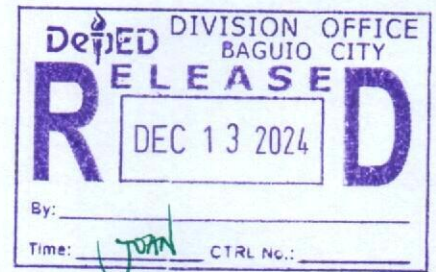




Republic of the Philippines
Department of Education
CORDILLERA ADMINISTRATIVE REGION
SCHOOLS DIVISION OF BAGUIO CITY



December 13, 2024

DIVISION MEMORANDUM
No. **727-2024**

**REITERATION OF THE SUBMISSION OF THE CLIENT SATISFACTON
MEASUREMENT (CSM) RESULTS FOR THE FISCAL YEAR (FY) 2024**

To: Public Schools District Supervisors
Public School Heads
School-based Administrative Officers II/IV
All Others Concerned

1. In line with the directive of the higher office to ensure timely submission of performance-related data, this is to reiterate the submission of Client Satisfaction Measurement (CSM) results for Fiscal Year (FY) 2024.
2. All concerned schools are reminded to consolidate and submit their respective CSM results using the following links no later than December 20, 2024.

Schools (External Services) 1	https://bit.ly/DepEd2024CSM_ExtSchoolsA https://bit.ly/DepEd2024CSM_ExtSchoolsB
Schools (Internal Services)	https://bit.ly/DepEd2024CSM_IntSchools

3. Attached to this memorandum is the transmittal template, which should be submitted upon completing the specified Google Forms. Kindly provide this Office with a copy of the CSM Report and a screenshot of the submission confirmation.
4. For further inquiries or clarifications, please contact Mr. Frederick Arciaga at (074) 442-7819 or through his Messenger account, Erick Shags.
5. For information, guidance and strict compliance.

SORAYA T. FACULO PhD, CESO VI
Schools Division Superintendent

For the Schools Division Superintendent:

NIEVES D. EBANIO
Administrative Officer V

OSDS/AS/nde



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DepEd Tayo Baguio City <https://depedpines.com>

(INSERT LETTERHEAD)

MEMORANDUM

TO : **CILETTE LIBORO-CO**
Assistant Secretary for Public Affairs Service

FROM : **NAME OF UNDERSECRETARY / ASSISTANT SECRETARY /
BUREAU OR SERVICE DIRECTOR / REGIONAL DIRECTOR /
SCHOOLS DIVISION SUPERINTENDENT / SCHOOL HEAD**

SUBJECT : **TRANSMITTAL OF THE FY 2024 CLIENT SATISFACTION
MEASUREMENT (CSM) RESULTS**

DATE : (Insert Date)

In reference to the memorandum on the Submission of FY 2024 Client Satisfaction Measurement (CSM) Results requiring all concerned offices and schools to submit their CSM Results to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC), this Office hereby transmits the **FY 2024 CSM Results for (name of office)**.

This Office declares that the CSM Form was implemented for both the external and internal services declared in the DepEd Citizen's Charter, as required under DM-OUHROD-2023-0930 titled "Implementation of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti-Red Tape Authority" issued on 12 July 2023.

This Office acknowledges that the submission of the CSM Results complies with the Memorandum Circular (MC) No. 2019-002 titled "*Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, Otherwise Known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and Its Implementing Rules and Regulations (IRR)*," requiring all government agencies to submit their CSM Report annually.

Additionally, this Office understands that any office delivering services that fails to submit their CSM Results, without providing a valid explanation for why the service/s were not offered or had no/low CSM respondents, may be deemed non-compliant with this requirement.

This Office attests to the truthfulness, accuracy, and completeness of the submitted CSM Results.

For any clarification or concern, please contact (name of CO office focal person / RPAC / DPAC / School Head) through (insert email address and/or contact number).

Thank you.