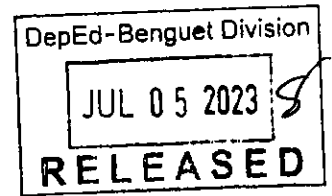




Republic of the Philippines
Department of Education
Schools Division of Benguet



04 July 2023


DIVISION MEMORANDUM

No. 217 s. 2023

ENHANCED TEMPLATE OF CLIENT SATISFACTION MEASUREMENT (CSM) FORM

TO: Office of the Assistant Schools Division Superintendent
Chief SGOD and CID
All Public Schools District Supervisors & Coordinating Principals
School Heads, Teaching and Non-Teaching Personnel
All Others Concerned

1. The Schools Division of Benguet issues the **Enhanced Template of the Client Satisfaction Measurement (CSM)** adopted from the **Anti-Red Tape Authority (ARTA)**.
2. The CSM aims to track the customer experience of government offices and provide feedback on the services rendered by the office. Further, the results of the CSM shall be utilized for the improvement and enhancement of the delivery of services of the functional divisions and units of the SDO.
3. The districts, schools, and learning centers may adopt or contextualize the **Sample CSM Form** attached to this memorandum.
4. Consolidation and analysis of the responses of clients from the CSM shall be conducted monthly. The results shall be presented during meetings, conferences, learning action cells (LAC) sessions, and District or School Monitoring, Evaluation, and Adjustment (DisMEA/SMEA) Conferences.
5. Further, the districts, schools, and learning centers shall implement appropriate security measures to maintain the confidentiality, integrity, and availability of the personal data of its clients in accordance with RA 10173 or the Data Privacy Act of 2012.
6. The implementation and compliance of CSM will be monitored by the Division Monitoring Team whenever they will conduct school visits.
7. Immediate and widest dissemination of this memorandum is desired.


SALLY L. BANAKEN-ULLALIM CESO V
Schools Division Superintendent⁴

sgod/smme



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Control No. _____



DEPARTMENT OF EDUCATION
CORDILLERA ADMINISTRATIVE REGION
SCHOOLS DIVISION OF BENGUET
Wangal, La Trinidad, Benguet

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client Type: ___ Citizen ___ Business ___ Government (Employee or another agency)
Date: _____ Sex: ___ Male ___ Female Age: _____
Place of Residence: _____ Service/s Availed: _____

INSTRUCTIONS: Check mark (/) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

1. I know what a CC is, and I saw this office's CC.
2. I know what a CC is, but I did NOT see this office's CC.
3. I learned of the CC only when I saw this office's CC.
4. I do not know what a CC is, and I did not see one in this office. (Answer "N/A" on CC2 and CC3)

CC2 If aware of a CC (answered 1-3 in CC1), would you say that the CC of this office was...?

- | | |
|-------------------------|-----------------------|
| 1. Easy to see | 4. Not visible at all |
| 2. Somewhat easy to see | 5. N/A |
| 3. Difficult to see | |

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

1. Helped very much
2. Somewhat helped
3. Did not help
4. N/A