



Republic of the Philippines
Department of Education

Region I
SCHOOLS DIVISION OFFICE OF PANGASINAN II

Office of the Schools Division Superintendent

DIVISION MEMORANDUM

No. 662, Series 2024

To: **PUBLIC SCHOOLS DISTRICT SUPERVISOR
SCHOOL HEADS OF ELEMENTARY and SECONDARY SCHOOLS
SCHOOL CLIENT SATISFACTION MEASUREMENT COORDINATORS**

Date: **November 20, 2024**

Subject: **SUBMISSION OF THE CLIENT SATISFACTION MEASUREMENT
(CSM) RESULTS FOR FISCAL YEAR (FY) 2024**

PARTICULARS

Memorandum Circular (MC) No. 2019-002 titled "*Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act No. 11032, Otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations (IRR)*", states that all government agencies are required to submit their Client Satisfaction Measurement Report (CSM) annually.

In compliance therewith, schools are hereby required to submit their Client Satisfaction Measurement result **on or before December 20, 2024**, through the links provided below:

Schools External Services:

https://bit.ly/DepEd2024CSM_ExtSchoolsA

https://bit.ly/DepEd2024CSM_ExtSchoolsB

Schools Internal Services

https://bit.ly/DepEd2024CSM_IntSchools

PDF copies of the Google Forms are also provided for reference through this link: <https://bit.ly/2024CSMGoogleFormsPDF>

The schools shall also upload a Memorandum (Annex "E"), signed by the School Head to ensure the truthfulness, accuracy, and completeness of the CSM results through the assigned Google Form links provided above.

For any clarification or concern, please contact the SDO - Office of the Legal Unit through the following:

Email Address: pang2legal@deped.gov.ph ; Phone Number: 0908-882-7638

Note that non-compliance to ARTA regulations, as stipulated in RA 11032, may lead to administrative liabilities. Immediate dissemination of and strict compliance with the Memorandum is directed.


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