



Republic of the Philippines
Department of Education
 CARAGA ADMINISTRATIVE REGION
 SCHOOLS DIVISION OF BISLIG CITY



05 September 2023

DIVISION MEMORANDUM
 No. **483**, s. 2023

**IMPLEMENTATION OF CLIENT SATISFACTION MEASUREMENT (CSM) FORM
 PRESCRIBED BY THE ANTI-RED TAPE AUTHORITY**

To: Assistant Schools Division Superintendent
 Chief Educations Supervisors of Functional Division
 All School Heads
 All Personnel
This Division

1. The Department of Education is complying to the requirements of the ARTA to use the new CSM Form as a new Agency Accountability for the 2023 Performance-Based Bonus. It is imperative that all units and schools start using the DepEd CSM Form as soon as possible to avoid non-compliance of the 2023 PBB.
2. The ARTA provided the CSM Form in two formats: printed copy and online.
3. The Client Satisfaction Measurement link for the SDO is: **bit.ly/bcdesm**.
4. The following are the actions needed to the online CSM Form template in schools:
 - a. Collaborate with the ITO on the use and maintenance of the School CSM by school in the table list via **bit.ly/bisschoolcsm**.
 - b. Generate QR code/link for posting in conspicuous places in the school and inclusion in documents, emails and IEC materials
 - c. Maintain School CSM Form
 - d. Generate School CSM Report/s and forward to concerned office/s such as the Administrative Services – Records
 - e. Submit School CSM results to the SDO/RO/CO upon request.
5. All schools shall gather a minimum number of CSM responses based on the ARTA Sample Size Calculator at tinyurl.com/CSMsamplesize. Annual CSM results shall be submitted to the PAS-PAAC (not directly to ARTA) who shall then consolidate the results for the DepEd-wide report in compliance to RA 11032 and to the Performance-based bonus eligibility requirements,
6. Immediate dissemination of this memorandum is highly encouraged.

gph
GEMMA A. DE PAZ
 OIC-Schools Division Superintendent
 Office of the Schools Division Superintendent

Encl/s.:AS STATED Reference/s: NONE
 To be indicated in the Perpetual Index:
 Under the following subjects:
 ICT RECORDS ARTA CSM
 ict/epj/reg

