



Republic of the Philippines
Department of Education
REGION III – CENTRAL LUZON
SCHOOLS DIVISION OFFICE - SCIENCE CITY OF MUÑOZ

August 2, 2024

SCHOOLS DIVISION MEMORANDUM

No. 258, s. 2024

**REITERATION ON THE IMPLEMENTATION OF CUSTOMER SATISFACTION
MEASUREMENT**

To : SDO Personnel
Public Elementary and Secondary School Heads
All Others Concerned

1. Pursuant to Memorandum DM-OUHROD-2023-0930 titled Implementation of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti-Red Tape Authority with reference to Sec. 20 of RA No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 mandates government to establish a feedback mechanism and incorporate its results to the annual agency report.
2. In this regard, all clients including School Heads, teaching and non-teaching personnel, and stakeholders are **REQUIRED** to complete the Customer Satisfaction Measurement for all business transactions at the Schools Division Office (SDO) using the QR Code provided below:



or thru this link - <https://tinyurl.com/CSMFormDepedSCM>



Address: Brgy. Rizal, Science City of Muñoz, 3119
Telephone No.: (044) 806 -2192; Email Address: munozone.science.city@deped.gov.ph



Republic of the Philippines
Department of Education
REGION III - CENTRAL LUZON
SCHOOLS DIVISION OFFICE - SCIENCE CITY OF MUÑOZ

3. The QR code and link are also posted on the website www.depedscm.com and displayed at various locations within the SDO.
4. Strict compliance with this Memorandum is hereby enjoined.



JOHANNA N. GERVACIO PhD, CESO V
Schools Division Superintendent ♀

Encl : As Stated
Reference : As Stated

To be indicated in the Perpetual Index
Under the following subjects:

CLIENT SATISFACTION MEASUREMENT

*OSDS/ ImplementationOfClientSatisfactionMeasurement
August 02, 2024*



Address: Brgy. Rizal, Science City of Muñoz, 3119
Telephone No.: (044) 806 -2192; Email Address: munozone.science.city@deped.gov.ph