



Republic of the Philippines
Department of Education

Region XII
City Schools Division of Tacurong

February 20, 2024

DIVISION MEMORANDUM
OSDS No. 028 s. 2024

ORIENTATION ON CLIENT SATISFACTION MEASUREMENT (CSM)

To: Chiefs of the Functional Divisions
Elementary and Secondary School Heads
Administrative Officer V/Division Public Assistance Coordinator
Unit/Section Heads
ICTO
School Public Assistance Coordinators (SPACs)/
Administrative Officer II/ADAs
This Office

1. In view of the implementation of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti-Red Tape Authority (ARTA), there will be a half day orientation on how to accomplish the CSM Form on February 23, 2024 at 1:00 o'clock in the afternoon.
2. Participants to the said activity are the Chiefs of functional divisions, all members of the CID and SGOD, Division Public Assistance Coordinator (DPAC), Unit/Section Heads, ICTO, In-Charge of the Public Assistance and Complaint Desks (PACD), and school-based non-teaching personnel (Administrative Officer II/PDO/Administrative Assistants) designated as School Public Assistance Coordinators (SPACs).
3. Consonance with DepEd Order No. 002, s. 2024 (Immediate Removal of Administrative Tasks of Public School Teachers), teachers shall not be designated as SPACs. Hence, all schools are required to update the list of designated SPACs (non-teaching personnel) through this link <https://rb.gy/hcp9q6> on or before 12:00 noon of February 22, 2024.
4. School Heads shall ensure that teachers who were previously designated as SPAC shall be relieved and to be replaced by non-teaching personnel. The updated list shall be the basis of attendance to the Orientation.
5. Expenses relative to the said Orientation shall be charged to Division MOOE subject to accounting and auditing rules and regulations.
6. All concerned officials and personnel are enjoined to attend.



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7. Wide dissemination of this Memorandum is desired.


GILDO G. MOSQUEDA, CEO VI
Schools Division Superintendent

Enclosures: None
Reference: Memorandum DM-OUHROD-23-0930
Allotment: None
To be indicated in the Perpetual Index under the following subjects:

MEASUREMENT

ORIENTATION

PUBLIC ASSISTANCE

ZBP/OSDS-Admin./DM/ ORIENTATION ON CLIENT SATISFACTION MEASUREMENT (CSM)/ February 20, 2024



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