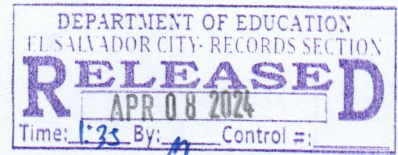


Republic of the Philippines
Department of Education
REGION X – NORTHERN MINDANAO
SCHOOLS DIVISION OF EL SALVADOR CITY



Office of the Schools Division Superintendent

April 4, 2024

DIVISION MEMORANDUM

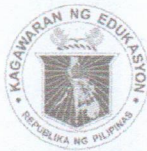
No. 143, s. 2024

**ADDENDUM AND CORRIGENDUM TO SPECIFIC PROVISIONS OF DIVISION
MEMORANDUM NO. 332 S. 2022**

To: Assistant Schools Division Superintendent
SGOD & CID Chiefs
Section Heads
Program Holders
Public Elementary School Heads
Public Secondary School Heads
All Others Concerned
This Division

1. As a matter of policy direction and provision of clear and updated instruction and in compliance with Division Memorandum No. 332, s. 2022, the field is now informed of the addendum and corrigendum of the memorandum mentioned above.
 - 1.1. Item 1.d. of D.M. 332 s. 2022, **“Establish public assistance/complaints desk where suggestion box, Client Satisfaction Survey Forms and Contact Center ng Bayan poster are visible.”** all sections in the Division Office and the schools are directed to conduct monthly retrieval of the manually accomplished Client Satisfaction Survey Form. Likewise, the same offices and schools are directed to summarize the responses using an Excel template to be sent via email.
 - 1.2. Item 1.e. of D.M. 332 s. 2022, **“Implement the feedback mechanism established in this Division; All clients must be provided with the Client Satisfaction Survey Form, either in print or through the online feedback form accessible through this link: <https://tinyurl.com/MyFeedbackMatters>”**, all sections in the Division

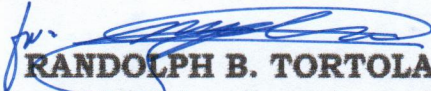




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Office are reminded to provide their clients the most updated Client Satisfaction Survey Form (*printable copy enclosed herewith*) including the online feedback form through <https://tinyurl.com/SDOElsalvadorCSM>. Schools on the other hand are instructed to implement the same following strictly the guidelines stated in DM-OUHROD-2023-0930 dated July 10, 2023.

2. Lastly, all concerned are directed to post in conspicuous places inside their offices or schools a generated QR Code of the Client Satisfaction Survey Link for easy access. All other provisions of the mentioned memorandum above shall remain in effect.
3. This Office adheres to the Equal Opportunity Principle (EOP) in the steps to be undertaken for this purpose. Hence, all decisions and actions shall be based solely on the guidelines set forth, with no discrimination on account of age, gender, identity, sexual orientation, civil status, disability, religion, ethnicity, or political affiliation.
4. Immediate and wide dissemination of this memorandum is desired.


RANDOLPH B. TORTOLA
Schools Division Superintendent

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

ARTA
CLIENT SATISFACTION SURVEY FORM

KBA



Address: Zone 3, Población, El Salvador City
Telephone No: (088) 555-0475
Website: www.depedelsalvadorcity.net
Email Address: elsalvador.city@deped.gov.ph

*Transforming Schools,
Forging Partners*





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CLIENT SATISFACTION SURVEY FORM

Start Time: ___:___
 Completion Time: ___:___
 Email: _____
 Name: _____
 Last Modified Time: ___:___

Client Information

1. Age: ___
2. Sex: ___
3. Customer Type: (Please check below)

- Business (private school, corporations, etc.)
- Citizens (general public, learners, parents, former DepEd employees, researchers, NGOs etc.)
- Government Government (current DepEd employees or employees of other government agencies & LGUs)

4. Office Transacted with:

- OSDS
- OASDS
- Admin (Cash, Personnel, Records, Supply, General Services, Procurement)
- CID (LRMS, Instructional Management, PSDS)
- Finance (Accounting, Budget)
- ICT
- Legal
- SGOD (SMME, SocMob, Planning & Research, HRD, Facilities and School Health, Planning)

5. Services Availed: (Please Check)

<input type="checkbox"/> Travel Authority	<input type="checkbox"/> Procurement-related
<input type="checkbox"/> Other request/inquiries	<input type="checkbox"/> Private school related
<input type="checkbox"/> Feedback/compliant	<input type="checkbox"/> Basic Education Data
<input type="checkbox"/> BAC	<input type="checkbox"/> EBEIS/LIS/NAT Data and Performance Indicators
<input type="checkbox"/> Cash Advance	<input type="checkbox"/> Application-Teaching Position
<input type="checkbox"/> General Services-related	<input type="checkbox"/> Application-Teaching/Non-Teaching related
<input type="checkbox"/> Appointment (new, promotion, transfer, etc)	<input type="checkbox"/> COE-Certificate of Employment
<input type="checkbox"/> Correction of Name/Change of Status	<input type="checkbox"/> ERF-Equivalent Record Form
<input type="checkbox"/> Leave Application	<input type="checkbox"/> Loan Approval and Verification
<input type="checkbox"/> Retirement	<input type="checkbox"/> Service Record



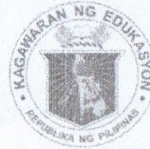


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<input type="checkbox"/> Terminal Leave	<input type="checkbox"/> CAV-Certification, Verification, Authentication
<input type="checkbox"/> Certified True Copy (CTC)/Photocopy of documents	<input type="checkbox"/> Non-Certified True Copy documents
<input type="checkbox"/> Receiving and releasing of documents	<input type="checkbox"/> Inspection, Acceptance, Distribution of LR's, Supplies, Equipments
<input type="checkbox"/> Property and Equipment Clearance	<input type="checkbox"/> Request/Issuance of Supplies
<input type="checkbox"/> Accounting related	<input type="checkbox"/> ORS-Obligation Request and Status
<input type="checkbox"/> Posting/Updating of Disbursement	<input type="checkbox"/> Create/delete/rename/reset user name
<input type="checkbox"/> Troubleshooting of ICT Equipment	<input type="checkbox"/> Uploading of Publication
<input type="checkbox"/> ALS Enrollment	<input type="checkbox"/> Access to LR Portal
<input type="checkbox"/> Borrowing of books/learning materials	<input type="checkbox"/> Contextualized Learning Resources
<input type="checkbox"/> Quality Assurance of Supplementary Learning Resources	<input type="checkbox"/> Instructional Supervision
<input type="checkbox"/> Technical Assistance	<input type="checkbox"/> Certificate of No Pending Case
<input type="checkbox"/> Correction of Entries in School Records	<input type="checkbox"/> Legal Advice/opinion
<input type="checkbox"/> Sites Titling	

6. Are you aware of the Citizen's Charter - document of the SDO services and requirements?
 Yes (if this is your answer, proceed to item 7&9)
 No (if this is your answer, proceed to item 8)
7. Did you see the SDO Citizen's Charter (online or posted in the office)?
 Yes, it was easy to find
 Yes, but it was hard to find
 No





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8. Service Quality Dimension (SQD)-Please indicate your responses by checking the boxes below.

	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	Not Applicable
SQD1- I spent an acceptable amount of time to complete my transaction (Responsiveness)						
SQD2- The Office accurately informed and followed the transaction requirements and steps (Reliability)						
SQD3- My transaction (including steps and payment) was simple and convenient) (Access and Facilities)						
SQD4- I easily found information about my transaction from the office or website (Communication)						
SQD5- I paid an acceptable amount of fees for my transaction (Cost)						
SQD6- I am confident my transaction was secure (Integrity)						
SQD7- The Office support was quick to respond (Assurance)						
SQD8- I got what I needed from the government office (Outcome)						

9. Did you use the SDO Citizen's Charter as a guide for the service you availed?

