



Republic of the Philippines
Department of Education
Region VI – Western Visayas
SCHOOLS DIVISION OF CAPIZ
Banica, Roxas City

November 14, 2023


DIVISION MEMORANDUM

No. **585**, s. 2023

**ANTI-RED TAPE ACT (ARTA) CLIENT SATISFACTION MEASUREMENT
(CSM) PROCESS FLOW**

To: OIC, Office of the Assistant Schools Division Superintendent
Chief Education Program Supervisors, SGOD & CID
Public Schools District Supervisors
Heads of Public Elementary, Secondary and Integrated Schools
All Others Concerned

1. Attached is **Regional Memorandum No. 859, s. 2023**, titled “**Anti-Red Tape Act (ARTA) Client Satisfaction Measurement (CSM) Process Flow**”.
2. Immediate dissemination of and compliance with this Memorandum are desired.


MIGUEL MAC D. APOSIN EdD, CESO V
Schools Division Superintendent

Enclosure: As stated

Reference: As stated

To be indicated in the Perpetual Index
Under the following subjects

DATA
POLICY

EVALUATION
RATINGS

FORMS MONITORING AND EVALUATION
REPORTS RULES AND REGULATIONS

PERFORMANCE
SURVEY



Address: Banica, Roxas City
Contact Number: (036) 651-8454
Email Address: capiz@deped.gov.ph
Website: <http://depedcapiz.ph>



Republic of the Philippines
Department of Education
REGION VI-WESTERN VISAYAS

REGIONAL MEMORANDUM

No. 658 s. 2023

NOV 09 2023

To: Assistant Regional Director
Schools Division Superintendents
Regional Functional Division Chiefs and Unit Heads
All Others Concerned

ANTI-RED TAPE ACT (ARTA) CLIENT SATISFACTION MEASUREMENT (CSM) PROCESS FLOW

1. Relative to Regional Memorandum No. 641, s. 2023 titled **Implementation of the Client Satisfaction Measurement (CSM) form Prescribed by the Anti-Red Tape Authority**, this Office, through the Public Affairs Unit, shall strictly implement the use of the CSM form in all the frontline services of this Regional Office.
2. Anent this, all functional divisions and units shall adhere to the following process flow in the accomplishment of the CSM form:
 - a. Upon client's entry, the guard on duty will give a visitor's pass and a copy of CSM form in exchange for his/her identification card and direct the client to the front desk officer;
 - b. The front desk officer will orient the client on how to fill up the CSM form, put a check mark or fill up the service that the client will avail of, and indicate the date and time at the back portion of the CSM form;
 - c. The front desk officer will contact the personnel in charge of the transaction through the intercom and direct the client to proceed to the concerned office;
 - d. Upon completion of the transaction, the personnel that assists the client will indicate his or her name, signature, and the time the transaction ends at the back portion of the CSM form; and
 - e. The client will answer the appropriate questions as indicated in the CSM form, drop it to the designated box at the guard house. In return, the guard will retrieve the visitor's pass and return the client's ID.
3. The accomplishment of the CSM form shall be based on the service availed of by the client.
4. The Public Affairs Unit shall:
 - a. gather and compile the CSM forms;
 - b. encode the accomplished CSM form in the online module provided by the ICT;
 - c. generate and provide concerned offices the results on a weekly basis; and
 - d. provide the offices with the original copy of the CSM for their perusal and filing.



Address: Duran Street, Iloilo City, 5000
Telephone Nos: (033) 337-0149; 336-2816
Email Address: region6@deped.gov.ph
Website: region6.deped.gov.ph



Republic of the Philippines
Department of Education
REGION VI-WESTERN VISAYAS

5. The Schools Division Offices and Schools are requested to adopt the CSM Process Flow.
6. Immediate dissemination of and compliance with this Memorandum are desired.

RAMIR B. UYTICO EdD, CESO III
Regional Director

Encl.: As stated
Reference: As stated
To be indicated in the Perpetual Index
under the following subjects:

DATA
EVALUATION
FORMS
MONITORING AND EVALUATION
PERFORMANCE
POLICY
RATINGS
REPORTS
RULES AND REGULATIONS
SURVEY

HDE/Folio - Template for issuance
DepEDRO6-PAU-Com-2023-847/October 27, 2023



Address: Duran Street, Iloilo City, 5000
Telephone Nos: (033) 337-0149; 336-2816
Email Address: region6@deped.gov.ph
Website: region6.deped.gov.ph