



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

December 4, 2023

DIVISION MEMORANDUM

No. **631**, 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. Relative to Regional Memorandum No. 859, s. 2023, titled Anti-Red Tape Act (ARTA) Client Satisfaction Measurement (CSM) Process Flow, this office shall strictly implement the use of CSM form in all frontline services of this office.
2. Starting December 6, 2023, all functional divisions and units shall adhere to the following process flow in the accomplishment of the CSM:
 - a. Upon client's entry, the guard on duty will give a visitor's pass in exchange of his/her identification card and direct the client to the front desk officer. If the client is a DepEd Capiz personnel, he/she will be required of either a Locator Slip, Authority to Travel or Leave Form;
 - 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 either in the electronic or hard copy of the CSM form;
 - c. Upon completion of the transaction, the personnel in charge will assist the client to accomplish the CSM form either through e-tablet or hard copy, indicating his or her name and signature (optional); and



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- d. The client will answer the appropriate questions as indicated in the CSM electronic form, or drop the accomplished hard copy in the designated box at the front desk officer in exchange of the Certificate of Appearance and completion stub. For those who submitted the CSM through e-tablet, the completion stub will be issued at the office where it was accomplished. The guard on duty will retrieve the visitor's pass and completion stub in exchange of the client's ID.
3. 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



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Department of Education
REGION VI-WESTERN VISAYAS

REGIONAL MEMORANDUM

No. 059 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.



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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:

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