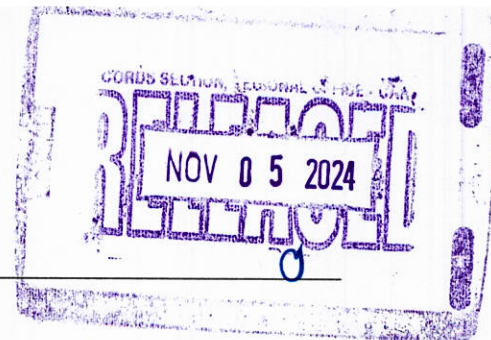




Republic of the Philippines
Department of Education
CARAGA REGION



REGIONAL MEMORANDUM

No. **1192**, s. 2024

NOV 04 2024

To: Schools Division Superintendents
All Others Concerned

UTILIZATION OF FULLY AUTOMATED ONLINE CSM SURVEY FORM

1. In line with Memorandum DM-OUHROD- 2024-1379 dated July 17, 2024, regarding the *Updating the DepEd Citizen's Charter and Client Satisfaction Measurement (CSM) Form in Regional and Schools Division Office Websites*, this office informs the field of the availability of the new, innovative, and fully automated CSM survey form, and inviting all Division Offices to adopt this system.
2. This aims to provide all SDOs with a convenient, efficient, and accurate tool for gathering, analysing, and reporting customer feedback, fostering the culture of Continuous Improvement within the Department and ensuring full compliance with the ARTA.
3. Among the important features of this innovation are the following:
 - a. **Automatic real-time Data Collection and Analysis:** No need for manual consolidation, allowing the office to receive and analyze customer feedback in real-time. Reports and data analysis can be generated daily, weekly, or monthly, with a single click, at any time.
 - b. **Increased Response Rates.** Enables personnel to respond faster to issues and concerns raised by the customer feedback, while the user-friendly interface and tri-lingual (English, Filipino, Cebuano) options increase the likelihood of customer response.
 - c. **Guided Interface.** Guides the customer to access only the unique form tailored to the office transacted and services availed, thus eliminating unnecessary navigation to the services not relevant to the customer's needs.
4. To avail of this system, the **SDO may send a Letter Request** to the Regional Director via pau_caraga@deped.gov.ph or contact the Public Affairs Unit at (085) 225-1151; 0961-737-0875, or 0977-739-44-53.



Address: J.P. Rosales Avenue, Butuan City
Trunkline No: (082) 225-1151
Telefax No: (085) 342-5959
Email: caraga@deped.gov.ph
Website: caraga.deped.gov.ph



2024-11-18070

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5. For your information and guidance.

MARIA INES C. ASUNCION
Director III
Officer In-Charge
Office of the Regional Director

BY THE AUTHORITY OF THE REGIONAL DIRECTOR:

JOEL B. ROSALES
Chief, Administrative Services Division

Encl.: NONE

Reference: NONE

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

SURVEY

ORD/pat
11/04/2024



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