Republic of the Philippines
Department of Education
REGION VIII
SCHOOLS DIVISION OF NORTHERN SAMAR

November 24, 2026

DIVISION MEMORANDUM
No. 491 , s. 2026

SUBMISSION OF THE CLIENT SATISFACTION MEASUREMENT (CSM) RESULTS FOR FISCAL YEAR 2026

To: Office of the Assistant Schools Division Superintendents
Chief, Curriculum and Implementation Division
Chief, Schools Governance and Operations Division
Public Schools District Supervisors/District In-Charge
Elementary and Secondary School Heads
School Administrative Officers
All Others Concerned

1. Pursuant to the pertinent issuances of the **Anti-Red Tape Authority (ARTA)** requiring the mandatory submission of the annual Client Satisfaction Measurement (CSM) results by all government agencies and offices covered under **Republic Act No. 11032**, otherwise known as the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* (Annex A and B), and in reference to the Memorandum issued by the ***Office of the Assistant Secretary for Public Affairs and External Partnerships*** dated **November 15, 2026** (Annex C) which enjoins all governance levels of the Department of Education to submit their CSM results for Fiscal Year 2026, this Office hereby reminds all public elementary and secondary schools within the Division to ensure timely compliance with the said requirement.

2. All School Heads and School Administrative Officers are strongly enjoined to ensure compliance with this required submission. **Non-compliance with this directive may subject responsible officers to appropriate administrative liabilities in accordance with existing laws, rules, and regulations**. To facilitate the submission of the required data, School Heads or School Administrative Officers shall access and accomplish the online consolidation form through the following link on or before **December 29, 2026**:

tinyurl.com/CSMConsoFormSchools

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3. To ensure the accurate and timely submission of data, all concerned personnel are directed to carefully read, understand, and strictly adhere to the **Guidelines for Using the CSM Consolidation Platform for Schools** (Annex D) and the **Consolidation Form Customer Satisfaction Measurement (CSM) User Guide** (Annex E) prior to accomplishing the online form.

4. It shall be noted that only one (1) response or submission is required per school.

5. To facilitate the monitoring and validation of compliance, each District is directed to submit a consolidated list of **compliant and non-compliant schools** on or before **December 29, 2026**. The submission of the said list shall be made **ONLY** through the **CC and CSM Messenger Community**. Districts may submit the list in any of the following formats: scanned copy, electronic copy, or encoded message directly through the community platform.

6. For clarifications, concerns, or issues not covered by the attached guidelines, all concerned are requested to raise them through the **CC and CSM Messenger Community**, which shall serve as the official platform for communications and technical assistance regarding the submission of CSM reports and related requirements.

7. Immediate dissemination of and compliance with this memorandum are desired.

GAUDENCIO C. ALJIBE JR., PhD, CESO V
Schools Division Superintendent

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RELEASED
Date: 25 NOV 2026

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Annex A

MEMORANDUM CIRCULAR NO. 2019 – 002
Series of 2019

August 13, 2019

TO: **ALL HEADS OF GOVERNMENT OFFICES AND AGENCIES INCLUDING LOCAL GOVERNMENT UNITS (LGUS), GOVERNMENT-OWNED OR –CONTROLLED CORPORATIONS (GOCCS), AND OTHER GOVERNMENT INSTRUMENTALITIES**

SUBJECT: **GUIDELINES ON THE IMPLEMENTATION OF THE CITIZEN'S CHARTER IN COMPLIANCE WITH REPUBLIC ACT 11032, OTHERWISE KNOWN AS THE "EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE DELIVERY ACT OF 2018," AND ITS IMPLEMENTING RULES AND REGULATIONS (IRR)**

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1. BACKGROUND

1.1. In response to the President's urgent order in his last 2019 State of the Nation Address where he reiterated his "directive to the government and instrumentalities, including the LGUs and the government corporations: simplify.", the Anti-Red Tape Authority is fast-tracking projects and programs to streamline and improve government service delivery.

1.2. Republic Act No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," amending Republic Act No. 9485 or the Anti-Red Tape Act of 2007," was enacted on May 28, 2018 effectively creating the Anti-Red Tape Authority (ARTA). Its Implementing Rules and Regulations (IRR) was subsequently promulgated on August 4, 2019 following the appointment of Director General Jeremiah B. Belgica.

1.3. The Authority, with Director General Belgica at its helm, set out full speed ahead to accomplish President Duterte's dream of creating a comfortable life for every Filipino through the elimination of red tape and corruption in the government. To begin with, President Duterte wants to expedite government transactions with simple processes pegged to be done in three (3) days or less.

1.4. To support the President's goal, ARTA, barely a week after the effectivity of the IRR, is rolling out the new Citizen's Charter Guidelines. Pursuant to the law and its IRR, every agency is mandated to create a Citizen's Charter that shall contain all of the government services that government agencies offer to ensure the efficient, transparent, and accountable delivery of government service.

1.5. The Citizen's Charter is the official document that will communicate, in simple terms, the service standards or pledge of an agency on the government services being provided to the citizens. Other than communicating the service standards of the office, it shall also serve as the basis for establishing liability of all erring government employees involved in unnecessary red tape and corruption. Furthermore, the law also promotes incentives and rewards as forms of acknowledgement for compliant government agencies that have shown exemplary services and best practices.

1.6. Through the joint efforts of receptive and empowered government agencies, private institutions, and citizenry, a thriving business climate and a competent service delivery system can be attained.

2. PURPOSE

This Memorandum Circular is issued to provide all government agencies with pertinent information and instructions in developing and revising their Citizen's Charter in compliance with R.A. 11032 and its IRR.

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3. COVERAGE

This Memorandum Circular shall apply to Section 1, Rule II of the IRR of R.A. 11032.

4. ACRONYMS

4.1. ARTA – Anti- Red Tape Authority
4.2. CSC – Civil Service Commission
4.3. PCC – Presidential Complaints Center
4.4. G2B – Government to Business
4.5. G2C – Government to Citizen
4.6. G2G – Government to Government
4.7. GOCC – Government-Owned or -Controlled Corporation
4.8. IRR – Implementing Rules and Regulations of R.A. 11032
4.9. LGU – Local Government Unit
4.10. NGO – Non-Government Organizations
4.11. RA – Republic Act

5. LEGAL BASIS

Pursuant to R.A. 11032 and its Implementing Rules and Regulations, specially Section 6 of the Act and Rule IV of the IRR.

6. GENERAL GUIDELINES

6.1. Pending the submission of the Citizen's Charter, all covered government agencies are directed to immediately submit to the Authority the following:

(i) A comprehensive list of all government services classified into simple, complex, and highly technical transactions,

(ii) The complete requirements and fees for such services,

(iii) The prescribed processing times of such classified government services which in no case shall exceed the corresponding three (3), seven (7), and twenty (20) days under R.A. 11032, and

(iv) Where applicable, the government services that are covered by the Constitution and special laws thereby exempted from the prescribed processing time under R.A. 11032, indicating such service, prescribed processing time, and the legal basis.

6.2. Furthermore, the said government agencies shall provide the aforementioned complete list described under Par. 6.1 above to the transacting citizen or client or shall be posted in a conspicuous place within their premises, and shall immediately implement the timeframes and procedures indicated therein.

6.3. Form and Content of the Citizen's Charter

6.3.1. Form of the Citizen's Charter

6.3.1.1. **Handbook.** The Citizen's Charter that will be in the form of a handbook, as specified in Section 5(a), Rule IV of the IRR, may follow the suggested format as provided in Reference B, which will then be submitted to the Authority.

6.3.1.2. **Information Billboard.** The Citizen's Charter shall be posted at the main entrance of offices or at the most conspicuous place. Agencies are encouraged to innovate the presentation of

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their respective Citizen's Charter, which shall be clear, readable, concise, and engaging to the citizen or client who are transacting with the government agencies. The use of other display modalities such as, but not limited to, interactive kiosks and electronic billboards are allowed depending on the capacity of the agency.

6.3.1.3. Online. The Citizen's Charter using the suggested format stated in Reference B shall be uploaded and posted on the official website utilized by the agency, through a tab or link specifically for the Citizen's Charter, located at the most visible space or area on the website, or as a link under the Transparency Seal.

6.3.2. Content of the Citizen's Charter

6.3.2.1. Handbook. The contents of the Citizen's Charter that will be in the form of a handbook shall contain all the details indicated below:

6.3.2.1.1. Agency Profile – This shall contain pertinent information on the agency, which are as follows:

6.3.2.1.1.1. Mandate – Brief statement about the legal basis of the agency, its main functions, directives, and purposes.

6.3.2.1.1.2. Vision – Long-term directions and goals of the agency, as well as the conditions and standards it seeks to achieve in the future.

6.3.2.1.1.3. Mission – How the agency will attain its visions in the future. It focuses on the things currently being done in relation to the attainment of their mandate and vision statement.

6.3.2.1.1.4. Service Pledge – As stated in the CSC Memorandum Circular No. 25 series of 2001. It shall include an assurance of compliance of agencies with Section 21(f) of R.A. 11032.

6.3.2.1.2. List of Services – This shall contain a complete list of all government services offered by the government agencies included in the Citizen's Charter and the page where each government service can be found. Non-inclusion of all the government services offered by the government agencies in the Citizen's Charter Handbook shall be deemed as a violation of R.A. 11032.

6.3.2.1.3. Service Specifications – This shall contain:

(i) All government services offered by the agency,
(ii) The service information which includes the service, the office or division offering the service, the service classification, and the type of transaction,
(iii) The citizen or client who can avail the service,
(iv) The list of all the requirements to be submitted per service and where to secure such requirements,
(v) The steps and procedures to be accomplished per service,
(vi) The fees to be paid by the citizen or client per step,
(vii) The processing time to complete each service,
(viii) The person responsible per step,
(ix) The total processing time to complete the service, and
(x) The total fees to be paid by the citizen or client.

6.3.2.1.4. Service – The name and description of the service provided by the agency.

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6.3.2.1.5. **Classification** – The classification of the identified service, which shall be categorized into simple, complex, and highly technical.

6.3.2.1.6. **Type of Transaction** – The type of service transaction depending on the nature of the citizen or client transacting with the agency, which shall be categorized into Government-to- Citizens (G2C), Government-to-Businesses (G2B), and Government-to- Government (G2G).

6.3.2.1.7. **Who may Avail** – The citizen or client who can avail the service.

6.3.2.1.8. **Checklist of Requirements** – The complete list of all the requirements necessary to avail a particular service. It shall also indicate the office or agency where the citizen or client can secure said requirements.

6.3.2.1.9. **Steps and Procedures** – The detailed step-by-step process that the citizen or client needs to go through, and the corresponding action to be taken by the assigned government official to complete the service.

6.3.2.1.10. **Fees to Paid** – The fees to be paid by the citizen or client availing the service.

6.3.2.1.11. **Processing Time** – The length of time, including the waiting time, to complete the entire service, covering the beginning of the transaction until the service has been completed and delivered. The total processing time to conclude the process shall not exceed the maximum periods of three (3) days for simple transactions, seven (7) days for complex transactions, and twenty (20) days for highly technical transactions. It shall be expressed in working days, hours, and minutes.

6.3.2.1.12. **Person Responsible per Step** – This shall indicate the government personnel who is responsible and accountable for each step, identified by designation and office or division. The head of the agency shall ensure that there shall be a duly designated person responsible per step as may be warranted.

6.3.2.2. **Information Billboard.** The Citizen's Charter that will be posted at the main entrance of offices or at the most conspicuous place shall, at the minimum, contain the services that are offered to the external clients, its corresponding complete documentary requirements, processing fees (if applicable), processing times, persons responsible per step, and the procedures for filing complaints.

6.3.2.3. **Feedback Mechanism.** It shall provide information on how to submit feedback based on the quality of service received and how such feedback are processed. Results of which shall be incorporated in the Client Satisfaction Measurement as indicated in paragraph **6.6** hereafter mentioned and in the annual reports of the agencies.

6.3.2.4. **Complaints Mechanism.** It shall provide pertinent information on how to submit complaints and how such complaints are processed. This shall also include the contact information of the Anti-Red Tape Authority (ARTA), Presidential Complaints Center (PCC), and Civil Service Commission (CSC).

6.4. Drafting a Citizen's Charter

6.4.1. **Creation or Designation of Anti-Red Tape Unit.** The agency shall create an Anti-Red Tape Unit (ARTU) and shall include as members thereof the agency's officers with planning and

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administrative functions. The agency may also designate an already existing unit to perform the functions of the ARTU as indicated in the next succeeding paragraphs.

6.4.2. Reengineering. The ARTU of the agency shall ensure the compliance of the agency to R.A. 11032 and its IRR, specifically with regard to Section 5 of R.A. 11032 and Section 1, Rule III of the IRR on the need to reengineer systems and procedures within the agency.

6.4.3. The improved and reengineered systems and procedures of the agency shall be the basis in drafting and updating the Citizen's Charter.

6.4.4. The National Government Agencies shall ensure the alignment and standardization of the processes of its central, regional, local, and other offices providing the same or similar services. Such aligned and standardized processes shall be reflected in the Citizen's Charter.

6.4.5. The agency shall adopt a Whole-of-Government Approach in Reengineering their respective government services pursuant to Section 3, Rule III of the IRR.

6.4.6. The suggested format may be considered as guide in crafting the Citizen's Charter Handbook, in order to ensure its accuracy and comprehensiveness.

6.4.7. The agency shall observe the Zero-Contact Policy, as mandated under Section 7 of the Act and Rule V of the IRR, in reengineering of their systems and procedures and drafting the Citizen's Charter.

6.4.8. Government agencies with government services that are covered by the Constitution and special laws thereby exempted from the prescribed processing time under R.A. 11032 shall nevertheless include in their respected Citizen's Charters the government service, prescribed processing time, and the legal basis.

6.5. Finalizing the Citizen's Charter

6.5.1. The agency may conduct public consultations to solicit comments and suggestions from the concerned stakeholders to guarantee the quality, comprehensiveness, and the accuracy of the Citizen's Charter.

6.5.2. The comments and suggestions given during the public consultation shall be consolidated, studied, and incorporated in the proposed Citizen's Charter, if applicable.

6.5.3. The head of the agency shall affix his/her signature on the final version of the Citizen's Charter. The presence of the signature of the head of agency on the Citizen's Charter shall serve as a certification that all the necessary steps and studies have been conducted in crafting the same, following all the provisions stipulated under R.A. 11032, its IRR, and this Circular.

6.6. Establishing a Feedback Mechanism and a Complaints Mechanism

6.6.1. Aside from the complaints mechanism of the ARTA, PCC, and CSC, all government agencies shall establish their own feedback and complaints mechanisms to ensure that the citizens availing their services are heard and to enable the agency to continuously improve their services.

6.6.2. Government agencies may set-up their own mechanisms provided that their established mechanisms are transparent and provides for accountability in their investigations and actions.

6.6.3. Feedback mechanisms shall be accessible to all and responsive to the complaints and suggestions of the citizens.

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6.7. Establishing a Client Satisfaction Measurement

6.7.1. All government agencies shall embed a client satisfaction measurement in their government service improvement efforts. The said measurement shall assess the overall satisfaction and perception of applicants or requesting parties on the government services accessed.

6.7.2. Government agencies may set-up their own client satisfaction measurement to enable them to adopt a measure that fits the nature of the government services offered by the agency.

6.7.3. The client satisfaction measurement detailing the scope and period covered by the measurement, the methodology used, the results of the measurement, and the interpretation of data shall be reported to the Authority.

6.8. Issuance of Certificates of Compliance and Submission of Citizen's Charter

6.8.1. The head of the agency shall consolidate the Citizen's Charters under the jurisdiction of said agency.

6.8.2. The head of the agency shall issue a Certificate of Compliance (CoC), ensuring compliance of the offices, including bureaus, regional offices, branches, and other offices that are under the jurisdiction of said agency, to the mandates of R.A. 11032, particularly Section 6 thereof.

6.8.3. The CoC shall be submitted to the Authority using the template provided in Reference C.

6.8.4. The head of the agency shall submit soft copies (in text-readable PDF format) of the Citizen's Charters and the Certificate of Compliance to the Authority through the email address: compliance@arta.gov.ph.

6.9. Posting and Publishing of Citizen's Charter

6.9.1. The Citizen's Charter shall be posted through information billboards and shall be uploaded in the website of the agency. The Citizen's Charter Handbook shall also be accessible to the public for reference on the comprehensive details of services of the agency. The Agency shall come up with other innovative means to ensure that the Citizen's Charter is readable, easy to understand, and client-centric.

6.9.2. The posted and published Citizen's Charter shall be written either in English, Filipino, and other local dialect commonly spoken in the area to better guarantee that it can be easily understood.

6.9.3. The Agencies are urged to explore other innovative ways to disseminate the Citizen's Charter. Such may be considered basis for awards and incentives to be given by the Authority.

6.9.4. As stated under Section 3 (a), Rule IV of the IRR the head of agency shall ensure that an updated Citizen's Charter is posted not later than March 31st of every year.

6.9.5. Agencies shall review their Citizen's Charter every two (2) years and update the same if necessary.

6.10. Timeline of Submissions

6.10.1. All covered government agencies must submit their initial updated Citizen's Charter, together with the Certificate of Compliance (CoC), both duly approved and signed by the Agency Head on or before **December 6, 2019**, pursuant to Section 3 (d), Rule IV of the IRR.

6.10.2. The report on the Client Satisfaction Measurement conducted by the agency shall be submitted to the Authority on or before the last working day of January of every year.

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7. FEEDBACK

All inquiries and concerns should be coursed through the Authority through any of the following means:

- E-mail Address – info@arta.gov.ph
- Website – www.arta.gov.ph
- Facebook – Anti-Red Tape Authority
- Twitter – @ARTAgovph
- Instagram – @ARTAgovph

Hard copies of letters and documents should be addressed to the Authority at its principal place of business as indicated in the official website or in registered government directories.

8. AMENDMENT TO GUIDELINES

The guidelines outlined in this Circular are subject to change as may be deemed necessary by the Authority.

9. EFFECTIVITY

This Circular shall take effect immediately and will be implemented simultaneously with the effectivity of the Implementing Rules and Regulations of the R.A. 11032.

10. REFERENCES

The following additional documents are available online at the official website of the Authority, www.arta.gov.ph:

Reference A. Implementing Rules and Regulations of R.A. 11032
Reference B. Citizen's Charter Handbook Template
Reference C. Certificate of Compliance Template

RECOMMENDED BY:

ATTY. ERNESTO V. PEREZ, CPA
Deputy Director General

APPROVED BY:

ATTY. JEREMIAH B. BELGICA, REB, EnP
Director General

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Annex B

ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT

MEMORANDUM CIRCULAR NO. 2023-05
SERIES OF 2023

FOR: **ALL GOVERNMENT AGENCIES AND OFFICES COVERED BY REPUBLIC ACT NO. 11032 INCLUDING LOCAL GOVERNMENT UNITS (LGUs), GOVERNMENT-OWNED OR-CONTROLLED CORPORATIONS (GOCCs), LOCAL WATER DISTRICTS, STATE UNIVERSITIES AND COLLEGES (SUCs), AND OTHER GOVERNMENT INSTRUMENTALITIES**

SUBJECT: **AMENDMENT TO ARTA MEMORANDUM CIRCULAR NO. 2022-005 OR THE GUIDELINES ON THE IMPLEMENTATION OF THE HARMONIZED CLIENT SATISFACTION MEASUREMENT**

DATE: **08 June 2023**

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1. BACKGROUND

1.1 On 20 September 2022, the Anti-Red Tape Authority (ARTA) issued Memorandum Circular (M.C.) No. 2022-005 or the "*Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement*".

1.2 The ARTA M.C. No. 2022-05 and its attached references provide the guidelines for all covered government agencies relative to the implementation of the Harmonized Client Satisfaction Measurement (CSM).

1.3 This Amendment to the Guidelines is being issued to amend Sections 3.1, 3.2, and 3.3, specifically on the revision of the CSM Survey Questions and Report Guidelines, interpretation of the rating that will be obtained by the agencies, and the localization of the survey questionnaire used.

2. PURPOSE

2.1. The issuance of this Amended Guidelines shall allow agencies to revise the CSM Questions under certain conditions and shall revise the provision on the "Overall Scoring" of the scores that will be obtained by the agencies.

2.2. Further, this Amended Guidelines shall likewise update the survey questionnaire and the sample CSM Report as guide to the agencies.

2.3. Lastly, alongside with the issuance of this Amended Guidelines is the Tagalog Version of the Survey questionnaires for use during the conduct of the survey of concerned agencies.

3. AMENDMENT TO THE GUIDELINES

The succeeding paragraphs are hereby amended to read as follows:

3.1. As to the revision of the CSM Questions

4.4.1.1. The CSM questions prescribed by the Authority may be altered or modified, provided the revised questions still aim to capture the Service Quality Dimensions (SQDs) and the Citizen's Charter awareness.

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3.2. As to the Overall Scoring

4.5.3. **Overall Scoring**. The percentage of respondents that rated 'Agree' and Strongly Agree' for all eight (8) SQDs shall be used to compute the Overall Score. Agencies shall strive to achieve an overall percentage of 80% or higher, or a rating of "Satisfactory" or higher. Interpretations of the results shall be as follows:

PERCENTAGE	RATING
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	**Very Satisfactory**
95.0% - 100%	Outstanding

3.3. As to the References

The following updated documents shall serve as references of all the covered agencies in the implementation of their CSM:

a. Annex A –Client Satisfaction Measurement Questionnaire
   i. English Version
   ii. Tagalog Version
b. Annex B – CSM Outline Report

4. SEPARABILITY CLAUSE

Any part or provisions of this MC shall be held unconstitutional or invalid, the other parts or provisions not affected thereby shall continue to be in full force and effect.

5. REPEALING CLAUSE

All issuances, circulars, orders, or memoranda, part or parts of which are inconsistent with any provisions of this MC are hereby repealed and modified accordingly.

6. EFFECTIVITY

This Circular shall take effect immediately and upon publication and registration with the University of the Philippines – Office of the National Administrative Register (UP-ONAR).

RECOMMENDED BY:

UNDERSECRETARY GERALD G. DIVINAGRACIA
Deputy Director General for Operations

APPROVED BY:

SECRETARY ERNESTO V. PEREZ
Director General

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ol No: ___

(On-Site Version)

(Insert agency logo here) (Insert agency name here)

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)

Date: _____ Sex: ☐ Male ☐ Female Age: _____

Region of residence: _____ Service Availed: _____

INSTRUCTIONS: **Check mark (✓)** your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

- ☐ 1. I know what a CC is and I saw this office's CC.
- ☐ 2. I know what a CC is but I did NOT see this office's CC.
- ☐ 3. I learned of the CC only when I saw this office's CC.
- ☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

- ☐ 1. Easy to see
- ☐ 2. Somewhat easy to see
- ☐ 3. Difficult to see
- ☐ 4. Not visible at all
- ☐ 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- ☐ 1. Helped very much
- ☐ 2. Somewhat helped
- ☐ 3. Did not help
- ☐ 4. N/A

INSTRUCTIONS:
For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction. *(If service was free, mark the 'N/A' column)*						
SQD6. I feel the office was fair to everyone, or "*walang palakasan*", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

_____

_____

Email address (optional): _____

THANK YOU!

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ol No: ___

(Online Version)

(Insert agency logo here) (Insert agency name here)

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option not to answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)

Date: _____ Sex: ☐ Male ☐ Female Age: _____

Region of residence: _____ Service Availed: _____

INSTRUCTIONS: **Check mark (✓)** your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

- ☐ 1. I know what a CC is and I saw this office's CC.
- ☐ 2. I know what a CC is but I did NOT see this office's CC.
- ☐ 3. I learned of the CC only when I saw this office's CC.
- ☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

- ☐ 1. Easy to see
- ☐ 2. Somewhat easy to see
- ☐ 3. Difficult to see
- ☐ 4. Not visible at all
- ☐ 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- ☐ 1. Helped very much
- ☐ 2. Somewhat helped
- ☐ 3. Did not help
- ☐ 4. N/A

INSTRUCTIONS: For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office's website.						
SQD5. I paid a reasonable amount of fees for my transaction. *(If service was free, mark the 'N/A' column)*						
SQD6. I am confident my online transaction was secure.						
SQD7. The office's online support was available, and (if asked questions) online support was quick to respond.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

_____

_____

Email address (optional): _____

THANK YOU!

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ol No: ___

(Bersyon para sa On-site Sarbey)

(Ilagay ang logo at pangalan ng ahensya dito)

TULUNGAN MO KAMI MAS MAPABUTI ANG AMING MGA PROSESO AT SERBISYO!

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring piliin na hindi sagutan ang sarbey na ito.

Uri ng Kliyente: ☐ Mamamayan ☐ Negosyo ☐ Gobyerno (Empleyado o Ahensya)

Petsa: _____ Kasarian: ☐ Lalaki ☐ Babae Edad: _____

Rehiyon: _____ Uri ng transaksyon o serbisyo: _____

PANUTO: Lagyan ng **tsek (✓)** ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

CC1 Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?

☐ 1. Alam ko ang CC at nakita ko ito sa napuntahang opisina
☐ 2. Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina
☐ 3. Nalaman ko ang CC nang makita ko ito sa napuntahang opisina
☐ 4. Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)

CC2 Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay…

☐ 1. Madaling makita
☐ 2. Medyo madaling makita
☐ 3. Mahirap makita
☐ 4. Hindi makita
☐ 5. N/A

CC3 Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?

☐ 1. Sobrang nakatulong
☐ 2. Nakatulong naman
☐ 3. Hindi nakatulong
☐ 4. N/A

PANUTO:
Para sa SQD 0-8, lagyan ng **tsek (✓)** ang hanay na pinakaangkop sa iyong sagot.

	Lubos na hindi sumasang ayon	Hindi sumasang ayon	Walang kinikilingan	Sumasang ayon	Labis na sumasang ayon	N/A Not Applicable
SQD0. Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.						
SQD1. Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.						
SQD2. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.						
SQD3. Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.						
SQD4. Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.						

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...of No: ___

SQD5. Nagbayad ako ng makatwirang halaga para sa aking transaksyon. *(Kung ang sebisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)*						
SQD6. Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon.						
SQD7. Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.						
SQD8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.						

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal):

_____

_____

Email address (opsyonal): _____

MARAMING SALAMAT!

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ol No: ___

(Bersyon para sa Online Sarbey)

(Ilagay ang logo at pangalan ng ahensya dito)

TULUNGAN MO KAMI MAS MAPABUTI ANG AMING MGA PROSESO AT SERBISYO!

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring piliin na hindi sagutan ang sarbey na ito.

Uri ng Kliyente: ☐ Mamamayan ☐ Negosyo ☐ Gobyerno (Empleyado o Ahensya)

Petsa: _____ Kasarian: ☐ Lalaki ☐ Babae Edad: _____

Rehiyon: _____ Uri ng transaksyon o serbisyo: _____

PANUTO: Lagyan ng **tsek (✓)** ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

CC1 Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?

☐ 1. Alam ko ang CC at nakita ko ito sa napuntahang opisina
☐ 2. Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina
☐ 3. Nalaman ko ang CC nang makita ko ito sa napuntahang opisina
☐ 4. Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)

CC2 Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay…

☐ 1. Madaling makita
☐ 2. Medyo madaling makita
☐ 3. Mahirap makita
☐ 4. Hindi makita
☐ 5. N/A

CC3 Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?

☐ 1. Sobrang nakatulong
☐ 2. Nakatulong naman
☐ 3. Hindi nakatulong
☐ 4. N/A

PANUTO:
Para sa SQD 0-8, lagyan ng **tsek (✓)** ang hanay na pinakaangkop sa iyong sagot.

	Lubos na hindi sumasang ayon	Hindi sumasang ayon	Walang kinikilingan	Sumasang ayon	Labis na sumasang ayon	N/A Not Applicable
SQD0. Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.						
SQD1. Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.						
SQD2. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.						
SQD3. Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.						
SQD4. Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.						

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No: ___

SQD5. Nagbayad ako ng makatwirang halaga para sa aking transaksyon. *(Kung ang sebisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)*						
SQD6. Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon.						
SQD7. Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.						
SQD8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.						

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal):

_____

_____

Email address (opsyonal): _____

MARAMING SALAMAT!

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Annex B

Client Satisfaction Measurement (CSM) Report Outline

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Harmonized CSM Report Outline:

I. Title Page

- *This section shall contain the Agency's official logo and official name. The page shall also include:*
  - *the label "Client Satisfaction Measurement Report",*
  - *whether the report is consolidated by the Central, the Regional, or the Satellite Office. (Ex. Regional Office – Western Visayas)*
- *the year covered by the report, and the report's edition [Ex. 2023 (1st Edition)].*

II. Table of Contents

III. Overview

- *The content of the Overview section shall be at the discretion of the agency. Agencies are highly encouraged to include a summary of results. It may include a brief description of the agency and the CSM mandate.*

IV. Scope

a. **Period covered**
b. **Geographic and Office coverage**
c. **List of services surveyed, responses, and total number of transacting clients**
d. **Sampling**
   i. **Applied confidence level and margin of error**
   ii. **Discussion of response rates**

- *The Scope section of the CSM Report shall include the period on when the survey was conducted and the geographical coverage of the survey.*
- *In addition, the section shall include a table of the agency's services, the number of clients that completed the survey, and the total number of transactions during the year (surveyed + unsurveyed clients).*
- *The response rate is integral to the survey so it shall be explicitly stated in the CSM report. It shall be followed by a discussion on why the agency thinks the response rate is high, low, or as expected.*
- *Furthermore, the agency shall also provide reasons on why services have low responses, if any. The agency shall create a separate table for services that have no clients during the period, if any.*
- *The sampling calculator is attached in the CSM Guidelines document.*

V. Methodology

a. **Mode of Survey Implementation**
b. **Feedback and Collection Mechanism**
c. **Scoring system**
   i. **Table of the scale and its equivalent number**
d. **How numerical results will be interpreted**
   - *The Methodology section of the CSM Report shall discuss all the physical and digital methods used by the agency to implement the CSM survey.*
   - *Additionally, the section shall provide a table of the 5-point Likert scale and the survey's scoring system.*

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VI. Data and Interpretation

a. **Client Demographic**
b. **Citizen's Charter results**
c. **Service Quality Dimension results**
d. **Free responses**

- *A breakdown of the client demographic shall be provided. The agency may provide an analysis based on how it may or may not be representative of its population.*
- *Then, a breakdown of the Citizen's Charter questions and Service Quality Dimension questions by result count shall be provided. The agency shall provide an analysis of the results.*
- *Afterward, a breakdown of each services' scores shall be provided. The agency shall also provide an analysis of these results.*

VII. Results of the Agency Action Plan reported in the previous year

VIII. Continuous Agency Improvement Plan for the following year

- *Sections VII and VIII shall contain the action steps, the responsible unit/person, and a timeline. Agencies are also encouraged to incorporate CSM findings to the Improvement Plan.*
- *Section VI shall not apply for the first year of CSM implementation*

IX. Index

A. **Clear images of CSM survey used**
B. **List including central, regional, and satellite offices covered (if consolidated)**
C. **CSM results of each central, regional, and satellite office (if consolidated)**
   i. **Response rates of each office**
   ii. **Citizen's Charter results of each office**
   iii. **SQD results of each office**

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[Insert Agency Logo]

(Insert Agency Name)

Client Satisfaction Measurement Report

Consolidated

YEAR (XX Edition)

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III. Methodology	3
IV. Data and Interpretation	3
V. Results of the Agency Action Plan	8
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Annex A. Survey Questionnaire Used	9
Annex B. List of Regional and Satellite Offices (If Consolidated Report)	10
Annex C. CSM Results Per Office (If Consolidated Report)	11

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I. Overview:

[The content of the Overview section shall be at the discretion of the agency. Agencies are highly encouraged to include a summary of results. It may include a brief description of the agency and the CSM mandate.]

	Score
CC Awareness:	40.00%
CC Visibility:	30.00%
CC Helpfulness:	44.00%
Response Rate:	40.69%
Overall Score:	97.39%

II. Scope:

[The Scope section of the CSM Report shall include the period the survey was conducted and the geographical coverage of the survey.

In addition, the section shall include a table of the agency's services, the number of clients that completed the survey, and the total number of transactions during the year (surveyed + unsurveyed clients).

The response rate is integral to the survey so it shall be explicitly stated in the CSM report. It shall be followed by a discussion on why the agency thinks the response rate is high, low, or as expected.

Furthermore, the agency shall provide reasons on why services have low responses, if any. The agency shall create a separate table for services that had no clients during the period, if any.]

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The services [Agency Name] surveyed were the following:

External Services	Responses	Total Transactions
External Service 1 (replace with service name as stated in the Citizen's Charter)	258	431
External Service 2	204	512
External Service 3	59	78
External Service 4	8	16
External Service 5	21	33
External Service 6	32	32
External Service 7	167	488
External Service 8	24	24
External Service 9	271	849
External Service 10	19	40
External Service 11	29	36
External Service 12	71	101
External Service 13	42	100
External Service 14	22	26
External Service 15	49	75
External Service 16	33	39
External Service 17	15	34
External Service 18	11	22
External Service 19	16	20
External Service 20	56	81
External Service Total	**1407**	**3037**
Internal Services		
Internal Service 1 (replace with service name as stated in the Citizen's Charter)	38	73
Internal Service 2	15	21
Internal Service 3	446	2436
Internal Service 4	43	80
Internal Service 5	68	95
Internal Service 6	26	37
Internal Service 7	33	51
Internal Service 8	9	17
Internal Service 9	13	20
Internal Service 10	19	29
Internal Service 11	0	8
Internal Service 12	0	5
Internal Service 13	38	38
Internal Service 14	17	17
Internal Service 15	23	23
Internal Service 16	18	18
Internal Service 17	16	16
Internal Service 18	38	38
Internal Service 19	332	332
Internal Service Total	**1192**	**3354**
OVERALL TOTAL	**2599**	**6391**

The following services had no clients in CY [*year covered*]

1. Zero-Client Service 1
2. Zero- Client Service 2

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III. Methodology:

[The Methodology section of the CSM Report shall discuss all the physical and digital methods used by the agency to implement the CSM survey.

Additionally, the section shall provide a table of the 5-point Likert scale and the survey's scoring system.]

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

The Overall score for the 8 SQDs were computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers + Number of 'Agree' answers}}{\text{Total Number of Respondents - Number of 'N/A' answers}}$$

The interpretation of the results are as follows:

Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

IV. Data and Interpretation

[A breakdown of the client demographic shall be provided. The agency may provide an analysis based on how it may or may not be representative of its population.

Then, a breakdown of the Citizen's Charter questions and Service Quality Dimension questions by result count shall be provided. The agency shall provide an analysis of the results.

Afterward, a breakdown of each services' scores shall be provided. The agency shall also provide an analysis of these results.]

A. Demographic Profile

[Insert discussion]

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D1. Age and D2. Sex	External	Internal	Overall
1. 19 or lower	1%	0%	1%
2. 20-34	22%	64%	40%
3. 35-49	40%	23%	32%
4. 50-64	23%	6%	16%
5. 65 or higher	7%	2%	5%
6. Did not specify	7%	5%	6%
1. Male	38%	14%	28%
2. Female	58%	86%	70%
3. Did not specify	4%	0%	2%

[Insert discussion]

D3. Region	External	Internal	Overall
1. Region I	4%	6%	5%
2. Region II	2%	4%	3%
3. Region III	13%	9%	11%
4. Region IV-A	14%	7%	11%
5. MIMAROPA	2%	9%	5%
6. Region V	6%	6%	6%
7. Region VI	9%	4%	7%
8. Region VII	8%	6%	7%
9. Region VIII	5%	3%	4%
10. Region IX	5%	8%	6%
11. Region X	4%	6%	5%
12. Region XII	4%	4%	4%
13. Region XIII	2%	4%	3%
14. NCR	11%	15%	13%
15. CAR	3%	1%	2%
16. BARMM	5%	2%	4%
17. Did not specify	3%	6%	4%

[Insert discussion]

Customer Type	External	Internal	Overall
D4. Citizen	15%	1%	9%
D4. Business	9%	1%	6%
D4. Government	71%	98%	82%
D4. Did not specify	5%	0%	3%

[Insert analysis of demographic results]

B. Count of CC and SQD results

[Insert discussion and analysis of CC results]

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	283	10%
2. I know what a CC is but I did not see this office's CC.	521	19%

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3. I learned of the CC only when I saw this office's CC.	304	11%
4. I do not know what a CC is and I did not see this office's CC.	1708	60%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	330	30%
2. Somewhat easy to see	257	23%
3. Difficult to see	141	13%
4. Not visible at all	380	34%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	489	44%
2. Somewhat helped	367	33%
3. Did not help	252	23%

[Insert discussion and analysis of SQD0 results]

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	13108	7922	1044	367	87	0	22528	93.35%

[Insert discussion and analysis of SQD1-8 results]

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	1930	815	58	12	1	0	2816	97.48%
Reliability	1700	1052	50	9	5	0	2816	97.73%
Access and Facilities	1789	938	71	16	2	0	2816	96.84%
Communication	1447	1296	54	18	1	0	2816	97.41%
Costs	0	0	0	0	0	2816	2816	N/A
Integrity	1927	833	38	15	3	0	2816	98.01%
Assurance	1591	1141	65	17	2	0	2816	97.02%
Outcome	1686	1053	59	14	4	0	2816	97.27%
Overall	12070	7128	395	101	18	2816	22528	97.39%

C. Overall score per service

[Insert discussion of scores per service]

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External Services	Overall Rating
External Service 1 (replace with service name as stated in the Citizen's Charter)	97.6%
External Service 2	96.0%
External Service 3	90.0%
External Service 4	81.4%
External Service 5	99.4%
External Service 6	87.6%
External Service 7	96.6%
External Service 8	80.8%
External Service 9	96.0%
External Service 10	87.0%
External Service 11	93.0%
External Service 12	94.2%
External Service 13	97.0%
External Service 14	94.8%
External Service 15	85.4%
External Service 16	86.6%
External Service 17	89.8%
External Service 18	83.0%
External Service 19	80.0%
External Service 20	92.2%
External Service Total	**93.4%**
Internal Services	
Internal Service 1 (replace with service name as stated in the Citizen's Charter)	82.6%
Internal Service 2	82.4%
Internal Service 3	90.0%
Internal Service 4	97.4%
Internal Service 5	95.4%
Internal Service 6	84.2%
Internal Service 7	89.6%
Internal Service 8	93.4%
Internal Service 9	92.4%
Internal Service 10	99.0%
Internal Service 11	92.8%
Internal Service 12	80.8%
Internal Service 13	88.2%
Internal Service 14	94.6%
Internal Service 15	96.2%
Internal Service 19	95.6%
Internal Service Total	**90.2%**
OVERALL TOTAL	**97.4%**

[Insert analysis]

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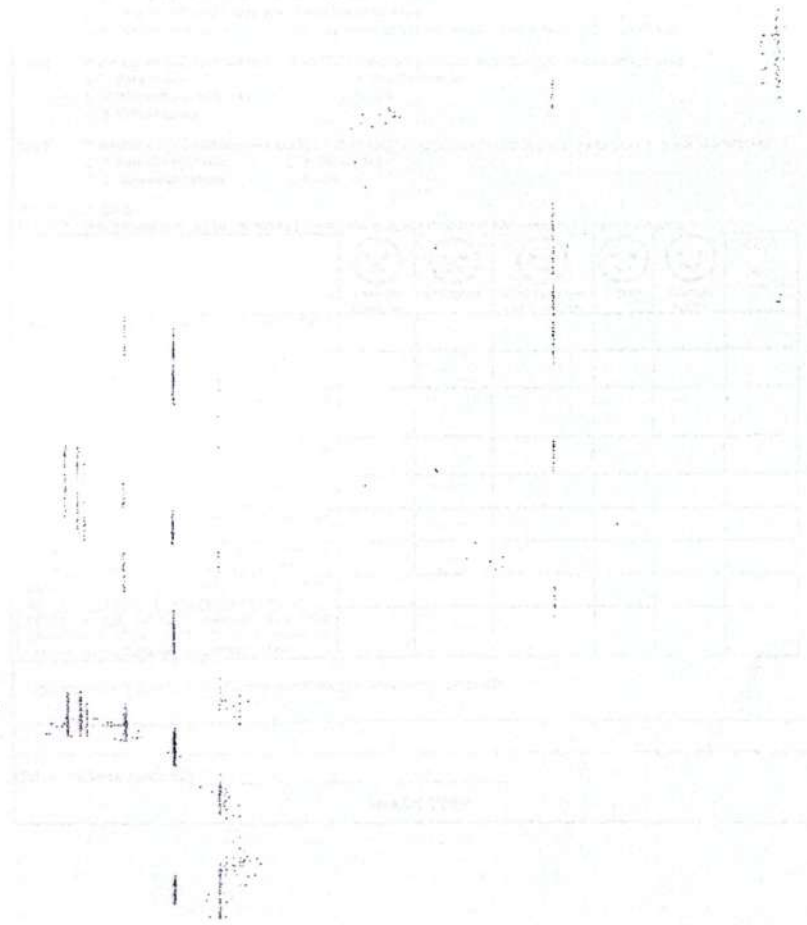
V. Results of the Agency Action Plan reported for FY 2022:

VI. Continuous Agency Improvement Plan for FY 2024:



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ANNEX A. Survey Questionnaire/s Used

Control No: ___

(On-Site Version)

ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION
MEASUREMENT FORM
PSA Approval No. ARTA-2242-3

(Insert agency logo here) (Insert agency name here)

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)

Date: _____ Sex: ☐ Male ☐ Female Age: _____

Region of residence: _____ Service Availed: _____

INSTRUCTIONS: **Check mark ( )** your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?
- ☐ 1. I know what a CC is and I saw this office's CC.
- ☐ 2. I know what a CC is but I did NOT see this office's CC.
- ☐ 3. I learned of the CC only when I saw this office's CC.
- ☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
- ☐ 1. Easy to see
- ☐ 2. Somewhat easy to see
- ☐ 3. Difficult to see
- ☐ 4. Not visible at all
- ☐ 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- ☐ 1. Helped very much
- ☐ 2. Somewhat helped
- ☐ 3. Did not help
- ☐ 4. N/A

INSTRUCTIONS
For SQD 0-8, please put a **check mark ( )** on the column that best corresponds to your answer.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "*walang palakasan*", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

_____

_____

Email address (optional): _____

THANK YOU!

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ANNEX B. List of Regional and Satellite Offices (If Consolidated Report)

Office	Responses	Total Population
Central Office	x	y
Regional Office 1	x	y
Regional Office CAR	x	y
Regional Office 2	x	y
Regional Office 3	x	y
Regional Office NCR	x	y

DISCLAIMER: THE DATA IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

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ANNEX C. CSM Results Per Office (If Consolidated Report)

1. Central Office

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	x	yy.yy%
2. I know what a CC is but I did not see this office's CC.	x	yy.yy%
3. I learned of the CC only when I saw this office's CC.	x	yy.yy%
4. I do not know what a CC is and I did not see this office's CC.	x	yy.yy%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	x	yy.yy%
2. Somewhat easy to see	x	yy.yy%
3. Difficult to see	x	yy.yy%
4. Not visible at all	x	yy.yy%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	x	yy.yy%
2. Somewhat helped	x	yy.yy%
3. Did not help	x	yy.yy%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	X	X	X	X	X	X	X	yy.yy%
Reliability	X	X	X	X	X	X	X	yy.yy%
Access and Facilities	X	X	X	X	X	X	X	yy.yy%
Communication	X	X	X	X	X	X	X	yy.yy%
Costs	X	X	X	X	X	X	X	yy.yy%
Integrity	X	X	X	X	X	X	X	yy.yy%
Assurance	X	X	X	X	X	X	X	yy.yy%
Outcome	X	X	X	X	X	X	X	yy.yy%
Overall	X	X	X	X	X	X	X	yy.yy%

External Services	Responses	Total Transactions
External Service 1 (replace with service name as stated in the Citizen's Charter)	x	y
External Service 2	x	y
External Service 3	x	y
External Service Total	x	y
Internal Services		
Internal Service 1 (replace with service name as stated in the Citizen's Charter)	x	y
Internal Service 2	x	y
Internal Service 3	x	y
Internal Service Total	x	y
OVERALL TOTAL	x	y

2. Regional Office 1

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	x	yy.yy%
2. I know what a CC is but I did not see this office's CC.	x	yy.yy%
3. I learned of the CC only when I saw this office's CC.	x	yy.yy%
4. I do not know what a CC is and I did not see this office's CC.	x	yy.yy%
CC2. If aware of CC, would you say that the CC of this office was...?		

DISCLAIMER: THE DATA IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

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1. Easy to see	x	yy.yy%
2. Somewhat easy to see	x	yy.yy%
3. Difficult to see	x	yy.yy%
4. Not visible at all	x	yy.yy%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	x	yy.yy%
2. Somewhat helped	x	yy.yy%
3. Did not help	x	yy.yy%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	X	X	X	X	X	X	X	yy.yy%
Reliability	X	X	X	X	X	X	X	yy.yy%
Access and Facilities	X	X	X	X	X	X	X	yy.yy%
Communication	X	X	X	X	X	X	X	yy.yy%
Costs	X	X	X	X	X	X	X	yy.yy%
Integrity	X	X	X	X	X	X	X	yy.yy%
Assurance	X	X	X	X	X	X	X	yy.yy%
Outcome	X	X	X	X	X	X	X	yy.yy%
Overall	X	X	X	X	X	X	X	yy.yy%

External Services	Responses	Total Transactions
External Service 1 (replace with service name as stated in the Citizen's Charter)	x	y
External Service 2	x	y
External Service 3	x	y
External Service Total	x	y
Internal Services		
Internal Service 1 (replace with service name as stated in the Citizen's Charter)	x	y
Internal Service 2	x	y
Internal Service 3	x	y
Internal Service Total	x	y
OVERALL TOTAL	x	y

3. Regional Office CAR

4. Regional Office 2

5. Regional Office 3

6. Regional Office NCR

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Annex C

Republic of the Philippines

Department of Education

OFFICE OF THE ASSISTANT SECRETARY FOR PUBLIC AFFAIRS AND EXTERNAL PARTNERSHIPS

MEMORANDUM
OASPAEP-2026-____

FOR : **Undersecretaries**
Assistant Secretaries
Bureau and Service Directors
Division Chiefs/Office Heads
Regional Directors
School Division Superintendents

ATTENTION : **Central Office CSM Focals**
Regional/Division/School Public Assistance Coordinators

FROM : **CHERYE LIBORO CO**
Assistant Secretary
Public Affairs and External Partnerships

SUBJECT : **SUBMISSION OF THE CLIENT SATISFACTION MEASUREMENT (CSM) RESULTS FOR FISCAL YEAR (FY) 2026**

DATE : November 15, 2026

All offices from the Central Office (CO), Regional Offices (ROs), Division Offices (DOs), and all public schools with declared services in the DepEd Citizen's Charter 2026 (2nd Edition) are hereby directed to submit their Citizen's Satisfaction Measurement (CSM) results for Fiscal Year (FY) 2026 to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) on or before December 29, 2026.

This is in compliance with the Memorandum Circular (MC) No. 2019-02 titled *"Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act (RA) No. 11032,"* otherwise known as the *"Ease of Doing Business and Efficient Government Service Delivery Act of 2018,"* and its *"Implementing Rules and Regulations (IRR),"* which mandates all government agencies to conduct and submit their annual CSM results.

To ensure that accurate and correct data is submitted to PAS-PAAC for consolidation and processing, all concerned offices should adhere to the following guidelines:

a. **Only offices with declared internal and external services in the DepEd Citizen's Charter are REQUIRED to submit.** Please refer to Annex A for the complete list of the offices and services per governance level;

b. Survey responses shall only be extracted from the ARTA-prescribed CSM form. We will not consider data culled from the old feedback forms;

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c. Concerned offices shall submit through the consolidation system links. Please be reminded that we will only accept submissions through the consolidation system. Hence, email or hard copy submissions of the data shall not be considered;

OFFICES	LINKS
Central Office Regional Office Division Office	tinyurl.com/CSMConsoForm
Schools	tinyurl.com/CSMConsoFormSchools

d. For the **Central Office**, only the designated focal person using the **official office email address** may access and accomplish the corresponding CSM Consolidation Form. For **Regional and Division Offices**, only RPACs and DPACs using their **official PAC email addresses** may access the corresponding CSM Consolidation Form. For **schools**, SPACs or designated focal persons may **use any official DepEd email address** to access the corresponding CSM Consolidation Form. Each office shall submit **only one (1) CSM result per declared service;**

e. Instructions and reminders in preparing and submitting the offices' CSM results are provided in Annex B; and

f. Include in the submissions are the following:
   1. Results of the Agency Action Plan reported in FY 2026
   2. Continuous Agency Improvement Plan for FY 2027

All offices are reminded to secure both digital and physical copies of the CSM Forms and maintain integrity during the preparation of the CSM Report, as Section 4.8.2 of ARTA MC No. 2022-05 states that *"The ARTA reserves the right to request proof of survey results, including the completed paper surveys and the Excel file of the aggregated data."*

Note that non-compliance with ARTA regulations, as stipulated in RA 11032, may lead to administrative liabilities.

For any clarification or concern, please contact PAAC through email: depedactioncenter@deped.gov.ph; SMS: 09959218461; and hotline: 8636-1663.

Enclosures:
Annex A: External and Internal Services from Citizen's Charter 2026 2nd edition to be reported for the CSM
Annex B: Guidelines in preparing and Submitting CSM Results for CO,RO & SDO
Annex C: Guidelines in preparing and Submitting CSM Results for Schools
Annex D: Copy of CSM Consolidation Form System User Guide
MC No. 2019-002
MC No. 2023-05

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Annex D

Republic of the Philippines

Department of Education

PUBLIC AFFAIRS SERVICE

Guidelines for Using the CSM Consolidation Platform For Schools

I. INTRODUCTION

The CSM Consolidation Platform is a web-based tool designed for authorized personnel of the Department of Education (DepEd) to gather and consolidate existing Client Satisfaction Measurement (CSM) survey data from the different governance levels of the Department. The platform serves as a centralized means of collecting existing survey records from the Central Office (CO), Regional Offices (RO), Schools Division Offices (SDO), and Schools, which will be used as reference data for integration and reflection in the upcoming CSM System. This process aims to ensure that existing CSM data are properly gathered, organized, and prepared in accordance with the guidelines set forth by the Anti-Red Tape Authority (ARTA) and PAS-PAAC.

This document provides the necessary guidelines for using the platform.

II. SYSTEM ACCESS & SUBMISSION LINKS

The platform may be accessed by the Central Office, Regional Offices, and Division Offices through the following link: **tinyurl.com/CSMConsoFormSchools**

III. SUBMISSION PROCESS & DATA ENTRY GUIDELINES

Follow the process below to submit your CSM results accurately. All submitted data must be free from discrepancies, as any data with discrepancies will be excluded from the CSM report.

A. User Information & Department Selection

- User Information: Upon login, you must fill out the following fields: School Name, School ID, Official School Email Address, Full Name, Region, and Position. Please verify that all information provided is correct.
- Office/Department: Select your specific office/department from the dropdown menu.
- Service Type: Choose whether the service is External (for clients) or Internal (for employees).
- Service Name: Select the specific service you are reporting on from the dropdown menu, which will populate based on your previous selections.

B. Total Transactions

- Total Transactions for this service: Enter the total number of transactions recorded for the selected service.

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Note: Total transactions may be equal to or higher than the total number of surveys or respondents.

C. Client Type & Survey Count

- Total Surveys: Enter the number of clients who completed the survey for your selected service.
- Client Type Breakdown: The sum of Citizen, Government, and Business must equal the Total Surveys. It must also be greater than 0.

Note: The "Total Surveys" here refers to the total number of survey respondents. Must be equal or lower than Total Transactions.

D. Demographic Profile

- Sex: The sum of Female and Male must equal the Total Surveys.
- Age Group: The sum of all age groups (19 or lower, 20-34, 35-49, 50-64, 65 or higher) must equal the Total Surveys.

E. Citizen's Charter (CC) Feedback

- The system requires three categories of CC feedback (CC1, CC2, CC3).
- The total count for CC1, CC2, and CC3 must each individually equal the Total Surveys.

F. Service Quality Dimensions (SQDs)

For each of the 9 Service Quality Dimensions (SQ1 to SQ9), enter the result counts for the following rating levels:

- SD (Strongly Disagree)
- D (Disagree)
- N (Neutral)
- A (Agree)
- SA (Strongly Agree)
- N/A

- Validation: The sum of all ratings per SQD must equal the Total Surveys.

G. Analysis / Summary

- Provide a brief analysis of the results. This is a required field.
- Summarize the major or most common feedback/concerns identified from clients for FY 2026.

IV. DUPLICATION AND RE-SUBMISSION

- No Duplication: The system prevents duplicate submissions. You can only submit one entry per service (Office + Service Type + Service Name). If you attempt to submit a second entry for the same service, the system will reject it.

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- Resubmission: If you need to correct or update a previously submitted entry, or if someone else submitted on your behalf, please contact your designated PAS-PAAC or ICT Unit focal person to reset your entry. Once reset, you may resubmit using the CSM Consolidation Form Link: **tinyurl.com/CSMConsoFormSchools**

V. VALIDATION RULES & REMINDERS

All fields must be error-free before submission. The system provides real-time validation indicators (red/green pills) to help you verify your data.

Validation Check	Description
Client Total	Must be > 0.
Demographics (Sex/Age)	Sum must equal Total Surveys.
Citizen's Charter (CC1, CC2, CC3)	Sum must equal Total Surveys.
Service Quality (SQ1 to SQ9)	Sum per SQD must equal Total Surveys.
Analysis	Text field must not be empty.

Failure to comply with these validation rules will prevent you from submitting your data. Any data containing discrepancies will be tagged as non-compliant.

VI. CONTACT

For technical support, assistance, or requests to reset a submission, please contact your respective **Division Public Assistance Coordinator (DPAC)**.

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Annex E

Republic of the Philippines
Department of Education (DepEd)
Information and Communications Technology Service (ICTS)
User Support Division (USD)

Consolidation Form
Customer Satisfaction Management (CSM)
User Guide

Version 1.0

Prepared by:
Information and Communications Technology Service (ICTS)
User Support Division (USD)

In Coordination with:

Public Affair Service – Public Assistance Action Center

Department of Education Central Office 2026

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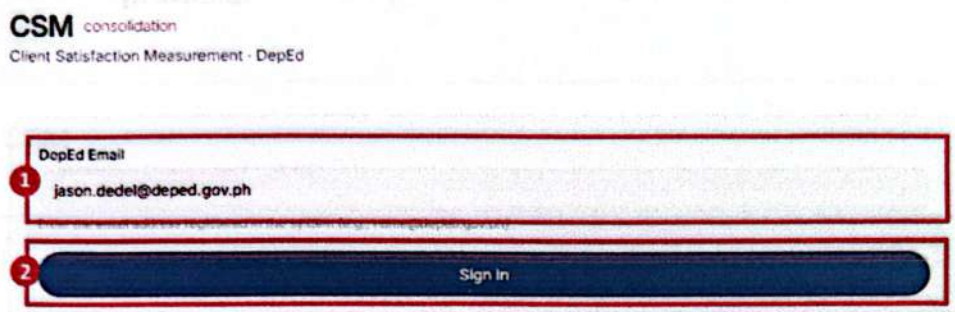
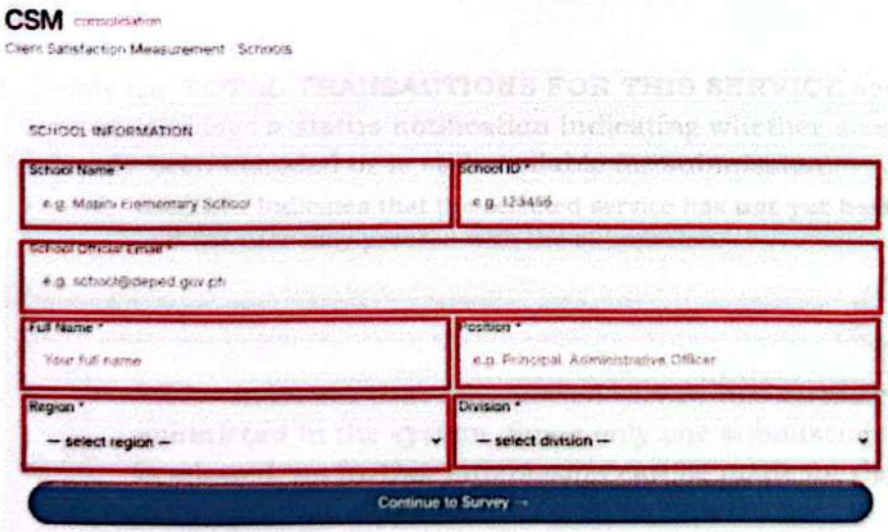
1. **LOG IN**

   Central Office (CO) users should use their Office Email. Regional Office (RO) and Schools Division Office (SDO) users should enter their Public Assistant (PA) Email.



For Schools, complete the School Information form and enter the school's official email address before proceeding to the survey.



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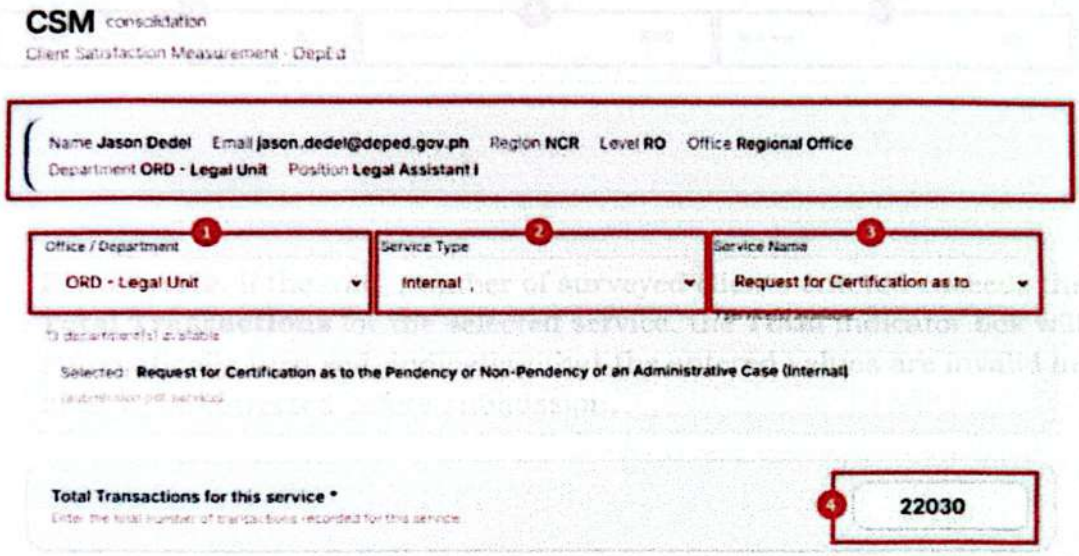
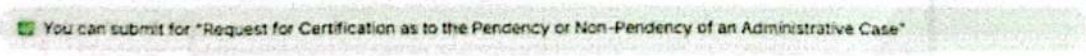
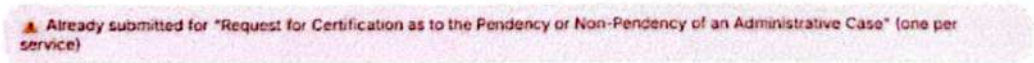
2. Upon accessing the system, your profile information will automatically be displayed in the User Information section.
    a. Select the appropriate **Office/Department** from the dropdown menu.
    b. Choose the applicable **Service Type**.
    c. Select the corresponding **Service Name**.
    d. Enter the **Total Transactions for this Service** in the field provided.



3. Below the **TOTAL TRANSACTIONS FOR THIS SERVICE** section, the system displays a status notification indicating whether a service has already been encoded or is still available for submission.
    - **GREEN** - Indicates that the selected service has **not yet been encoded**, and the user may proceed with the submission.



    - **RED** - Indicates that the selected service has **already been submitted** in the system. Since only one submission per service is allowed, no further submission can be made for the same service.



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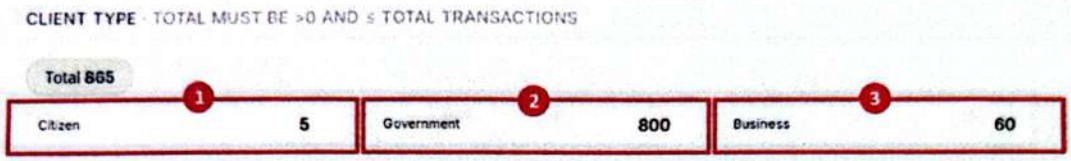
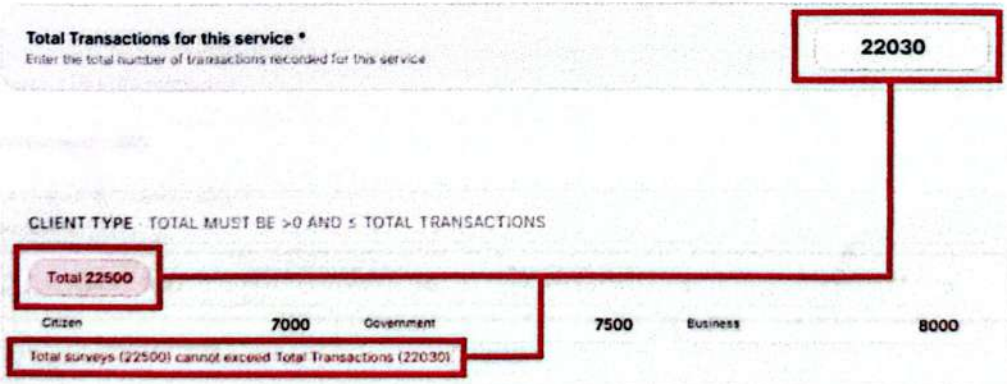
4. **CLIENT TYPE**
   Enter the total number of respondents for each client category based on the accomplished Client Satisfaction Measurement (CSM) surveys.



Please note: **If the total number of surveyed clients entered exceeds the Total Transactions for the selected service, the Total indicator box will automatically turn red, indicating that the entered values are invalid and need to be corrected before submission.**



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5. After completing the **Client Type** section, enter the number of respondents under the **Sex** and **Age Group** categories.

   Important: The total number of respondents entered in the **Sex** section and the **Age Group** section must be equal to the **Total Number of Surveyed Clients** entered in the **Client Type** section.

SEX

Total 865 must equal total surveys

Female	685	Male	180

AGE GROUP

Total 865 must equal total surveys

≤19	85	20-34	100	35-49	380	50-64	290	65+	10

6. CITIZEN'S CHARTER FEEDBACK

Enter the number of responses for each answer option under the corresponding Citizen's Charter question.

Important: The total number of responses for each Citizen's Charter question must be equal to the **Total Number of Surveyed Clients** entered in the **Client Type** section.

CITIZEN'S CHARTER FEEDBACK

Total per section 865

CC1: Awareness of Citizen's Charter *

Total 865

I know what a CC is and I saw this office's CC.	800	I know what a CC is, but I did NOT see this office's CC	60	I learned of the CC only when I saw this office's CC.	5	I still don't know what a CC is.	0

CC2: Visibility of Citizen's Charter *

Total 865

Easy to see	860	Somewhat easy to see	0	Difficult to see	5	Not visible at all	0	N/A	0

CC3: Helpfulness of Citizen's Charter *

Total 865

Helped very much	850	Somewhat helped	15	Did not help	0	N/A	0

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7. SERVICE QUALITY DIMENSIONS

Enter the number of respondents for each rating option corresponding to every survey question.

Reminder: Ensure that the sum of all ratings for each question is exactly equal to the total number of surveyed clients to maintain data accuracy and avoid validation errors.

SERVICE QUALITY - EACH TOTAL = TOTAL SURVEYS

1. I am satisfied with the service that I availed.

Total 865

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
0	0	65	0	800	0

2. I spent a reasonable amount of time for my transaction.

Total 865

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
2	0	0	0	0	863

3. The office followed the transaction requirements and steps based on the information provided.

Total 865

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
0	0	0	0	865	0

4. The steps (including payment) I needed to do for my transaction were easy and simple.

Total 865

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
0	0	0	0	0	865

5. I easily found information about my transaction from the office or its website.

Total 865

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
5	0	0	0	860	0

6. I paid a reasonable amount of fees for my transaction.

Total 865

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
0	0	0	0	0	865

7. I feel the office was fair to everyone, or "walang palakasan", during my transaction.

Total 865

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
15	0	0	0	850	0

8. I was treated courteously by the staff. (If asked for help) The staff was helpful.

Total 865

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
0	25	0	0	840	0

9. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.

Total 865

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
26	0	0	0	839	0

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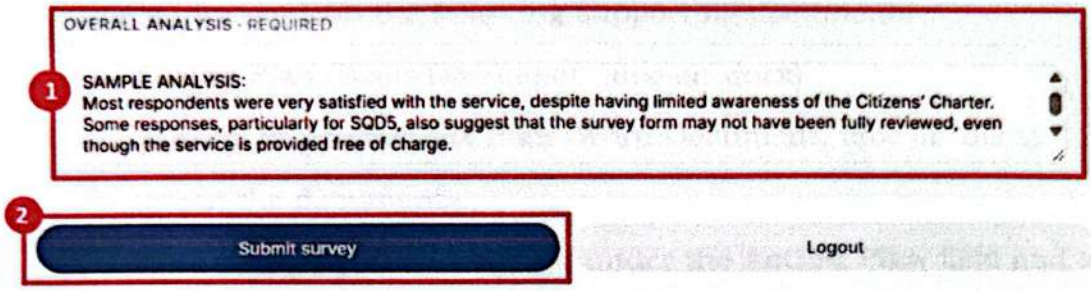
8. BRIEF ANALYSIS

Offices should briefly discuss their response rate results and explain why certain services were either not offered or received no/low responses, as applicable.



9. **Successful** submission confirmation message.



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10. Additional Steps for **Regional Offices**

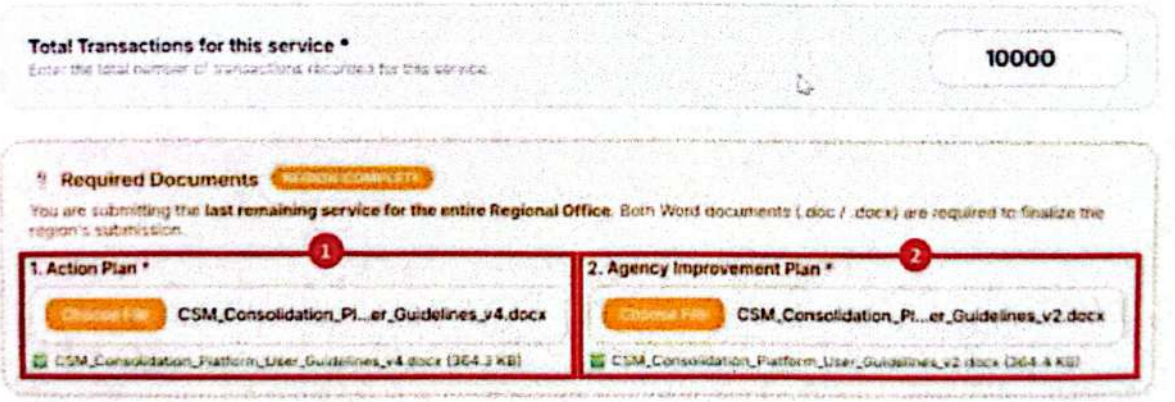
After completing and submitting the consolidation data for **all services**, an additional section titled **Required Documents** will appear on the Consolidation Form. This section is required to finalize the submission of the Regional Office.

Users must upload the following supporting documents:

1. **Action Plan** (Word Document: .doc or .docx)
2. **Agency Improvement Plan** (Word Document: .doc or .docx)

To upload the documents:

1. Click the **Choose File** button under the **Action Plan** field and select the appropriate document.
2. Click the **Choose File** button under the **Agency Improvement Plan** field and select the appropriate document.
3. Verify that the selected file names are displayed below each upload field with a green check mark, indicating that the files have been successfully attached.



For any CSM Consolidation System -related queries or concerns, you may reach us through the CSM Helpdesk: https://tinyurl.com/CSMHelpdesk

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