



Republic of the Philippines
Department of Education
REGION X - NORTHERN MINDANAO
SCHOOLS DIVISION OF MISAMIS ORIENTAL

Office of the Schools Division Superintendent

December 4, 2023

DIVISION MEMORANDUM

No. 723 s. 2023

**DIVISION ONLINE ORIENTATION ON THE CLIENT SATISFACTION
MEASUREMENT (CSM) FORM PRESCRIBED
BY THE ANTI-RED TAPE AUTHORITY**

To:

Assistant Schools Division Superintendent
SGOD and CID Personnel
Public Schools District Supervisors/Districts In-charge
School Heads
This Division

1. In consonance with the DM-OUHROD-2023-0930, this Office will conduct an Online Orientation on the Implementation of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti-Red Tape Authority via zoom. The link will be indicated in a separate Memorandum.
2. The participants to this activity are the Division Office Personnel, Public Schools District Supervisors/Districts In-charge, School Heads (Elementary, JHS, SHS).
3. The following shall be the schedule of the said activity, to wit:

Participant	District	Date and Time
PSDSs/PSDICs, School Heads (Elementary, JHS, SHS)	Magsaysay 1, Magsaysay 2, Medina North, Medina South, Talisayan, Balingoan, Kinoguitan, Sugbongcogon, Salay, Lagonglong, Balingasag Central, Balingasag North, Balingasag South, Jasaan North, Jasaan South, Villanueva North, Villanueva South	December 7, 2023 (8:00-12:00)
	Tagoloan East, Tagoloan West, Claveria West, Claveria Central, Claveria Northeast, MOGCHS, Opol East, Opol West, Alubijid East, Alubijid West, Laguindingan, Gitagum, Libertad, Initao North, Initao South, Naawan, Manticao, Lugait	December 7, 2023 (2:00-5:00)
SGOD, CID, OSDS	Division Office	December 11, 2023 (1:00-5:00)



Address: Del Pilar - Velez St., Brgy. 29, Cagayan de Oro City 9000
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Email: misamis.oriental@deped.gov.ph



4. The outputs of this online orientation are the Division-Based Citizen's Charter and School-Based Citizen's Charter. The outputs will be submitted via electronic copy to Mr. Gerry P. Madrid on or before December 15, 2023. The link for the said output will be given during the day of the orientation.
5. Appended in this Memorandum are the Program Matrix and the Working Committees.
6. Wide dissemination of this Memorandum is hereby enjoined.


EDILBERTO L. OPLENARIA, EdD, CESO V
Schools Division Superintendent

ELO/ EGD/ mma



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Program Matrix
IMPLEMENTATION OF THE CLIENT SATISFACTION MEASUREMENT
(CSM) FORM PRESCRIBED BY THE ANTI-RED TAPE AUTHORITY

Time	Activity/Topic	Person-In-Charge
8:00-9:00	Preliminaries:	
1:00-2:00	National Anthem	AVP
	Opening Prayer	AVP
	Roll-call of Participants	Janice Lourdes S. Resurreccion, AO-V
	Welcome Message	ASDS Erlinda G. Dael, PhD, CESE
	Statement of Purpose	SGOD Chief M.M. Absin, PhD
	Training Norms and Session	Gerry P. Madrid, EPS (SMME)
	Message of the Head of Office	SDS Edilberto L. Oplenaria, EdD CESO V
9:00-10:30	Training Proper:	Edilberto L. Oplenaria, EdD CESO V
	TOPIC 1	Schools Division Superintendent
2:00-3:30	DM-OUHROD-2023-0930	
10:30-11:30	TOPIC 2	Erlinda G. Dael, PhD, CESE
	School-Based Citizen's Charter/ Division-Based Citizen's Charter	Assistant Schools Division Superintendent
3:30-4:30		
11:30-11:45	Open Forum	Facilitator: Ronjie Rosete
4:30-4:45		
11:45-12:00	Closing Program	
	Closing Prayer	
4:45-5:00	Makabayan Song	
	Master of the Ceremony	Josephine D. Labares SEPS Planning and Research



Enclosure 2 to Division Memorandum No. _____s. 2023

Working Committees
IMPLEMENTATION OF THE CLIENT SATISFACTION MEASUREMENT
(CSM) FORM PRESCRIBED BY THE ANTI-RED TAPE AUTHORITY

Overall Chairman: Edilberto L. Oplenaria, EdD, CESO V
Schools Division Superintendent

Co-chairman: Erlinda G. Dael, PhD, CESE
Assistant Schools Division Superintendent

Committee	Chairman	Member
Preparation of Communication	Maria Teresa M. Absin	Rhodora L. Gallares Irish Karylle D. Monte
Preparation of the flow of the Program	Josephine D. Labares	Danny A. Asio Christine Cabiassa
Creation of the links for the zoom and the electronic copies of topics and outputs	Freddiejun T. Delig	Vicente Hallasgo Andrew Heroe Janubas
Formulation of slide decks	Gerry P. Madrid	Paul Dominic Saa
Outputs In-charge	Cirilo K. Rubiato	Catherine B. Alcala Michael Mervin Acenas



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