



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

Office of the Schools Division Superintendent

January 20, 2025

OFFICE MEMORANDUM

No. 02, s. 2025

**ENHANCEMENT ON THE CUSTOMER SERVICE MEASUREMENT (CSM)
IMPLEMENTATION IN THE DIVISION OFFICE**

To: ASDS

Chief, Functional Divisions
Section/Unit Heads
All other concerned

1. Pursuant to Memorandum Circular (MC) No. 2019-002, titled "Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, also known as the 'Ease of Doing Business and Efficient Government Service Delivery Act of 2018,' and its Implementing Rules and Regulations (IRR)," this office, through the Information and Communications Technology Unit (ICT), is improving the use of quick response code (QR Code) technology for the online implementation of the Customer Satisfaction Measurement (CSM) survey form.
2. Offices shall facilitate the use of QR Code to harmonize and standardize the online CSM tool to effectively evaluate overall client satisfaction and gather feedback on the services provided. Below is the QR Code for online CSM.



3. Immediate dissemination of this Office Memorandum is desired.


GAUDENCIO C. ALJIBE, JR., CESO VI
Schools Division Superintendent



Address: Mabini St., Brgy. Acacia, Catarman, 6400, Northern Samar
Telephone Nos: (055) 500 1020
Email Address: northersamar@deped.gov.ph
Division Official Website: <https://northersamar.deped.gov.ph>