



Republic of the Philippines
Department of Education
 REGION I
 SCHOOLS DIVISION OF VIGAN CITY

Office of the Schools Division Superintendent

DIVISION MEMORANDUM

NO. 258, s. 2024

COMPOSITION OF SDO VIGAN CITY CLIENT SATISFACTION MEASUREMENT (CSM) TECHNICAL WORKING GROUP

TO: Assistant Schools Division Superintendent
 Chief Education Supervisors (CID and SGOD)
 Section and Unit Heads
 Public Elementary and Secondary School Heads

- In relation to Republic Act (RA) No. 11302 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and ARTA Memorandum Circular No. 2023-08 or the Amendment on Certain Provisions of Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2020-07, Pertaining to the Guidelines on the Designation of a Committee on Anti-Red Tape (CART), this office issues this memorandum to constitute the members of the Client Satisfaction Measurement (CSM) Technical Working Group.
- In line with these, the **Composition of DepEd Vigan's Client Satisfaction Measurement (CSM) Technical Working Group (TWG)** and their alternates who will represent them in their absence are as follows:

Chair:	Annie D. Pagdilao, EdD, CESO VI Assistant Schools Division Superintendent
Co-Chair:	Atty. Kim R. Tagorda, AO V-Admin. Services
Members:	For SGOD: Susiemar M. Rapisura, EPS Gloria P. Cabotaje, Planning Officer III (Alternate) For CID: Elsie C. Amorin, EPS-ALS Peter John A. Frial, EPS-Science (Alternate) For OSDs: Sherelyn B. Riodil, AO IV-Records Vince Jude Q. Rosales, ADAs III (Alternate)

- In maintaining and improving client satisfaction within the division, the CSM Technical Working shall have the following responsibilities:
 - Oversee and manage the consolidation of CSM results ensuring that the process is systematic, efficient, and unbiased.



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- b. Prepare monthly reports based on the analysis of client satisfaction data and provide recommendations to top management in improving services and client experience.
 - c. Provide support and technical assistance to SDO personnel on RA 11302-related manners.
4. Immediate and widest dissemination of this memorandum is desired.


VILMA D. EDA, CESO V
Schools Division Superintendent



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