



Republic of the Philippines
Department of Education
REGION VII – CENTRAL VISAYAS
DIVISION OF CITY SCHOOLS – TAGBILARAN CITY

Office of the Schools Division
Superintendent

September 29, 2023

DIVISION MEMORANDUM

No. 427, s. 2023

**ORIENTATION ON THE UPDATED DIVISION CITIZEN'S CHARTER MANUAL,
CLIENT SATISFACTION MEASUREMENT (CSM), AND FEEDBACK MANAGEMENT
SYSTEM (ONLINE MOBILE APPLICATION)**

To: OIC Assistant Schools Division Superintendent
CID and SGOD Chiefs and Heads of Sections/Units
Public Elementary and Secondary School Heads
All Others Concerned

1. This Office announces the conduct of Orientation on the Updated DepEd Tagbilaran City Division Citizen's Charter Manual, Client Satisfaction Measurement (CSM), and Feedback Management System (Online Mobile Application) on the following schedule:

Participants	Time/Date	Venue
SGOD	October 2, 2023, 9:00 a.m.	SGOD Office
CID	October 2, 2023, 2:00 p.m.	CID Office
ADMIN	October 26, 2023, 9:00 a.m.	Payroll Section Office
FINANCE & BUDGET	October 26, 2023, 2:00 p.m.	Budget & Finance Office
PRINCIPALS	October 27, 2023, 2:00 p.m.	Tagbilaran City Central Elementary School Library

2. The activity aims to provide awareness on the a) updated DepEd Tagbilaran City Division Citizen's Charter manual; b) Client Satisfaction Measurement; and c) Feedback Management System online mobile application as a tool for the improvement in the delivery of the basic services in the Division Office.

3. Participants in this activity shall be the SGOD personnel, CID personnel, Administrative Section personnel, Finance & Budget personnel, public elementary and secondary School Heads.

4. Expenses relative to the said activity shall be chargeable to Division MOOE/Local Funds, subject to the usual auditing and accounting rules and regulations.

5. Immediate and wide dissemination of this Memorandum is desired.

WILFREDA D. BONGALOS PhD, CESO V
Schools Division Superintendent

WDB/EQA/ADMIN/atm



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