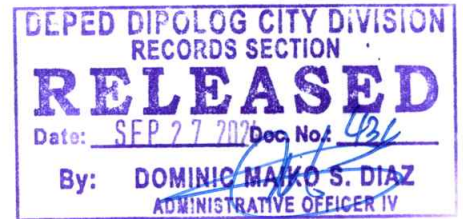




Republic of the Philippines
Department of Education
REGION IX – ZAMBOANGA PENINSULA
SCHOOLS DIVISION OF DIPOLOG CITY



September 27, 2024

DIVISION MEMORANDUM
No. 438, s. 2024

**ONLINE DOCUMENT TRACKING SYSTEM AND CUSTOMER SATISFACTION
MEASUREMENT AT THE SCHOOLS DIVISION OF DIPOLOG CITY**

To: ASST. SCHOOLS DIVISION SUPERINTENDENT
CHIEF, CURRICULUM IMPLEMENTATION DIVISION (CID)
CHIEF, SCHOOLS GOVERNANCE AND OPERATIONS DIVISION (SGOD)
PUBLIC SCHOOLS DISTRICT SUPERVISORS (PSDS)
DIVISION INFORMATION AND TECHNOLOGY OFFICER (ITO)
ADMINISTRATIVE OFFICER FOR ADMINISTRATIVE SERVICES
PERSONNEL SECTION
ALL ELEMENTARY SCHOOL HEADS
ALL SECONDARY SCHOOL HEADS
ALL SCHOOL TEACHING AND NON-TEACHING PERSONNEL
ALL CLC TEACHING AND NON-TEACHING PERSONNEL
ALL DIVISION PERSONNEL
All Others Concerned
This Division

1. Relative to RA No. 11032 or An Act Promoting the Ease of Doing Business and Efficient Delivery of Government Services, Amending for the Purpose of Republic Act No. 9485, Otherwise Known as the Anti-Red Tape Act of 2007, and for Other Purposes where it stipulates under Section 2:

*“It is hereby declared the policy of the State to promote **integrity, accountability, proper management of public affairs** and public property as well as to establish effective practices, aimed at **efficient turnaround of the delivery of government services** and the prevention of graft and corruption in government. Towards this end, the State shall maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures **to promote transparency** in each agency with regard to **the manner of transacting with the public**, which shall encompass a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and nonbusiness related transactions in government.”*

2. In this regard, this Division has mainstreamed the implementation of the **Online Document Tracking System (DTS)** and the **Customer Satisfaction Measurement (CSM)** in its Offices, Schools and Community Learning Centers (CLCs).




Address: Purok Farmers, Olingan, Dipolog City
Email: dipolog.city@deped.gov.ph
Website: www.depeddipolog.net
Facebook: DepEd Tayo – Division of Dipolog City

3. Furthermore, this Division highly emphasizes and requires all offices, schools and CLCs to fully utilize the online DTS and CSM in all their transactions. The links can be accessed through the Clients Assistance Kiosk at the lobby of the division office and can also be accessed at the Division Website with the following addresses:

Particulars	URL/Link
Online Document Tracking System	http://www.depeddipolog.net/login/
Customer Satisfaction Measurement	http://www.depeddipolog.net/csm/

4. For those personnel who have no user access for the Online DTS, they shall submit themselves to their respective ITO/ICT Coordinator for the enrollment and registration process. Though, all Schools have their assigned user address already using this naming convention: **<School ID>@deped.gov.ph**.
5. For walk-in clients or customers that are not personnel of DepEd Dipolog City Division, the Division ITO shall assign a unified user access in order for these clients or customers to be able to utilize the online DTS.
6. Furthermore, the designated Officer of the Day (OD) shall ensure that all clients and customers are able to access the Client Assistance Kiosk and provide feedback through the CSM portal.
7. For any concerns, you may contact ALAN D. CHIU, OIC-Administrative Services, at 0907-054-7070 or email at alan.chiu@deped.gov.ph.
8. Immediate dissemination of this Memorandum is highly desired.


MA. LIZA R. TABILON, EdD., CESO V
 Schools Division Superintendent
 Office of the Schools Division Superintendent

Encl.: none

Reference: As stated

To be indicated in the Perpetual Index
under the following subjects:

OSDS, Admin	EODB
Schools	DTS
CLCs	CSM

ADC/20240927-DM-DTS-CSM
September 27, 2024