



Republic of the Philippines  
**Department of Education**  
Region XI  
**SCHOOLS DIVISION OF DIGOS CITY**  
**Digos City**

**OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT**

**DIVISION MEMORANDUM**

OSDS-2025- 783

**To :** Office of the Schools Division Superintendent  
Curriculum Implementation Division  
SGOD Planning Section  
SGOD School Management, Monitoring and Evaluation Section  
Legal Unit  
Information and Communication Technology Unit  
Cash Unit / Property and Supply Unit / Personnel Unit / Records Unit

**Subject :** Submission of the Client Satisfaction Mechanism (CSM)  
Result for Fiscal Year 2025

**Date :** 12 December 2025

1. This refers to the Regional Memorandum Numbered ORD-2025-146 issued on December 4, 2025 reiterating Memorandum PAS-OD-2025-32 issued November 25, 2025 by Cilette Liboro Co, Assistant Secretary of the Public Affairs and External Partnership directing all **“offices from the Central Office (CO), Regional Offices (ROs) and Division Offices (DOs) with declared services in the DepEd Citizen’s Charter are hereby directed to submit their Citizen’s Satisfaction Measurement (CSM) results for Fiscal Year 2025 to the Public Affairs Services- Public Assistance Action Center (PAS-PAAC) on or before December 29, 2025.”**
2. In view of the foregoing, concerned personnel of the above-stated Divisions, Sections and Units are hereby directed to submit their Citizen’s Satisfaction Measurement (CSM) results for Fiscal Year 2025 to the Public Affairs Services- Public Assistance Action Center (PAS-PAAC) on or before December 29, 2025.
3. For immediate dissemination and strict compliance.

For and in absence of

MELANIE P. ESTACIO, PhD, CESO VI  
Schools Division Superintendent

*[Signature]* 12/12/25  
SOLLIE B. OLIVER, JD., MATE.  
Chief Education Program Supervisor  
School Governance and Operation Division  
Officer-in-Charge

DepEd Schools Division of Digos City  
RECORDS SECTION

RELEASED  
DATE: DEC 12 2025 TIME: 1:37  
BY: *[Signature]*







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**Department of Education**  
DAVAO REGION

DTS  
1225070673

December 4, 2025

REGIONAL MEMORANDUM  
ORD-2025-146

SUBMISSION OF THE CLIENT SATISFACTION MECHANISM (CSM)  
RESULTS FOR FISCAL YEAR 2025

To: Schools Division Superintendents

1. In reference to the Memorandum PAS-OD-2025-32 issued by the Public Affairs Service, the Department directs all offices from the Central Office, Regional Offices, and Division Offices with declared services in the DepEd Citizen's Charter to submit their Client Satisfaction Mechanism (CSM) results for Fiscal Year 2025.
2. Division Offices are directed to comply with this directive and submit the CSM results on or before December 29, 2025.
3. The Division Public Assistance Coordinators should ensure that accurate and correct data are submitted to PAS-PAAC and should adhere to the guidelines provided therein.
4. Immediate compliance with this issuance is directed.

DEPARTMENT OF EDUCATION REGION  
RECORDS SECTION  
**RELEASED**

**ALLAN G. FARNAZO**  
Director IV

By: \_\_\_\_\_  
Date: \_\_\_\_\_ Time: Dec. 11, 2025





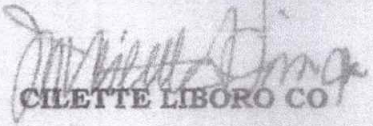
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**PUBLIC AFFAIRS SERVICE**

**MEMORANDUM**

PAS-OD- 2025-32

**FOR :** Undersecretaries  
Assistant Secretaries  
Bureau and Service Directors  
Division Chiefs/Office Heads  
Regional Directors  
Schools Division Superintendents

**ATTN :** Regional Public Assistance Coordinators  
Division Public Assistance Coordinators

**FROM :**   
**CILETTE LIBORO CO**  
Assistant Secretary  
Public Affairs and External Partnerships

**SUBJECT :** SUBMISSION OF THE CLIENT SATISFACTION  
MEASUREMENT (CSM) RESULTS FOR FISCAL YEAR (FY)  
2025

**DATE :** November 25, 2025

All offices from the Central Office (CO), Regional Offices (ROs), and Division Offices (DOs) with declared services in the DepEd Citizen's Charter are hereby directed to submit their Citizen's Satisfaction Measurement (CSM) results for Fiscal Year (FY) 2025 to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) on or before December 29, 2025.

This directive is issued in accordance with the Memorandum Circular (MC) No. 2019-002 titled "Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act (RA) No. 11032," otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and Its Implementing Rules and Regulations (IRR)," which mandates all government agencies to conduct and submit their annual CSM results.

It further states that all government agencies are enjoined to carry out the Citizen's Satisfaction Measurement (CSM) to gather client feedback and assess the quality, efficiency, and effectiveness of declared services in their respective Citizen's

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to ensure that accurate and correct data are submitted to PAS-PAAC for consolidation and processing, all concerned offices should adhere to the following guidelines:

- a. **Only offices with declared services in the DepEd Citizen's Charter are REQUIRED to submit.** Please refer to Annex A on the complete list of offices and services per governance level;
- b. Survey results for both external and internal services shall be gathered;
- c. Survey responses shall be only be extracted from the ARTA-prescribed CSM Form. We will not consider data culled from the old feedback forms e.g., CCSS Form to ensure consistency and avoid any confusion in converting the results;
- d. **Survey responses, both collected online or from hard copies of the ARTA-prescribed CSM Forms, shall be submitted.** Offices can utilize this template to encode client feedback from CSM Form hard copies for easy consolidation with online survey responses: <https://bit.ly/CSMTemplate>. Kindly download the excel file. Note that the template is not required to be submitted to us and shall only be used internally by the office;
- e. Instructions and reminders in preparing and submitting the offices' CSM results are provided in Annex B;
- f. Concerned offices shall submit through the Google Form links provided in Annex C. Please be reminded that we will only accept submissions through the links. Hence, email or hard copy submissions of the data shall not be considered;
- g. Offices shall only submit **one (1) CSM result per declared service**;
- h. Each concerned office is responsible for consolidating and submitting their own CSM results. To ensure that all relevant offices in the ROs and SDOs submit their CSM results, **the Regional Public Assistance Coordinators (RPACs) and Division Public Assistance Coordinators (DPACS) must submit a memorandum (Annex D) signed by their Regional Director (RD) or Schools Division Superintendent (SDS) confirming/attesting**

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**that all offices with declared service within their governance level have provided the CSM data.** RPACS and DPACS shall submit the said memorandum through this link: <https://bit.ly/2025CSMSubmission>.

- i. The CO, ROs, and SDOs shall also upload Memorandum (Annex E), signed by their Undersecretary/Assistant Secretary/ Bureau or Service Director, Regional Director, or Schools Division Superintendent to ensure the truthfulness, accuracy, and completeness of the CSM results through the assigned Google Form links in Annex C.
- j. Schools are not required to submit their CSM results for FY 2025.

All offices are reminded to secure both digital and physical copies of the CSM Forms and maintain integrity during the preparation of the CSM Report as section 4.8.2 of ARTA MC No. 2022-05 states that "The ARTA reserves the right to request proof of survey results, including the completed paper surveys and the Excel file of the aggregated data."

**Note that non-compliance to ARTA regulations, as stipulated in RA 11032, may lead to administrative liabilities.**

For any clarification or concern, please contact Ms. Angel Kiem R. Atienza , Mr. Kent Ervin P. Dagle or Ms. Eriel A. Gabriel, PAS-PAAC, through the following:

Email address: [depedactioncenter @deped.gov.ph](mailto:depedactioncenter@deped.gov.ph)

Phone numbers: 8638-8641, 8633-1942

Mobile number: 09959218461

Immediate dissemination of and strict compliance with this issuance is directed.

*Enclosures:*

*Annex A: External and Internal Services to be Reported for the CSM*

*Annex B: Guidelines in Preparing and Submitting CSM Results*

*Annex C: Google Form Links*

*Annex D: CSM Submission Memo Templates for RPACS and DPACS*

*Annex E: Transmittal Memo Template*

*MC No. 2019-002*

*MC No. 2022-05*

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Cash Unit	N/A	1. Handling of Cash Advances
Information and Communications Technology Unit	N/A	1. User Account Management for Centrally Managed Systems 2. Troubleshooting of ICT Equipment 3. Uploading of Publications
Legal Unit	1. Request for Correction of Entries in School Record	2. Issuance of Certificate of No Pending Case
Office of the Schools Division Superintendent	N/A	1.1 Issuance of Foreign Official Travel Authority 1.2 Issuance of Foreign Personal Travel Authority
Personnel Unit	1. Acceptance of Employment Application for Initial Evaluation (Teaching Position) 2. Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	1. Application for ERF (Equivalent Record Form) 2. Application for Leave 3. Application for Retirement 4. Issuance of Certificate of Employment 5. Issuance of Service Record 6. Loan Approval and Verification 7. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer) 8. Processing of Terminal Leave Benefits

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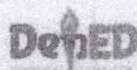
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	and Other School Fees (TOSF), No Increase, and Proposed New Fees of Private Schools 3. Issuance of Special Orders for the Graduation of Private School Learners	and Separation of Public Schools
Records Section	1. Certification, Authentication, and Verification 2. Issuance of Requested Documents (CTC and Photocopy of Documents) 3. Issuance of Requested Documents (Non-CTC) 4. Receiving of Communications 5. Receiving of Complaint 6. Document Routing and Tracking using the Documented Management System	N/A

**Schools Division Office**

Concerned Office/Unit	External Services	Internal Services
Budget Unit	N/A	1. Processing of ORS 2. Posting/Updating of Disbursement

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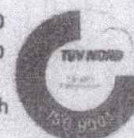
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		9. Request for Correction of Name and Change of Status
Property and Supply Unit	1. Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	2. Requisition and Issuance of Supplies 3. Property and Equipment Clearance Signing
Records Unit	1. Issuance of Requested Documents (Non-CTC) 2. Issuance of Requested Documents (CTC and Photocopy of Documents) 3. Certification, Authentication, Verification (CAV) 4. Receiving and Releasing of Communication and other Documents 5. Receiving of Complaints against Non-Teaching 6. Personnel Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	N/A
Curriculum Implementation Division	1. Accessing Available Learning Resources from LRMS Portal 2. Borrowing of Learning	4. Program Work Flow of Submission of Contextualized Learning Resources

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	Materials from Libraries 3. Alternative Learning System (ALS) Enrollment	5. Quality Assurance of Supplementary Learning Resource
SGOD - Planning and Research Section	1. Request for Basic Education Data (from external stakeholders)	2. Request for Basic Education Data (Internal Stakeholder) 3. Request for Data for EBEIS/LIS/NAT and Performance Indicators
SGOD - School Management, Monitoring, and Evaluation Section	1. Issuance of Government Permit, Renewal, Recognition of Private Schools 2. Issuance of Special Orders for the Graduation of Private School Learners 3. Application for SHS Additional Track/Strand 4. Application for Summer Permit for Private Schools 5. Application for No Increase in Tuition Fee 6. Application for Increase in Tuition Fee	N/A

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**ANNEX C: Google Form Links**

The CO, Ros, and SDOs shall submit their CSM results through the Google Form Links assigned to offices provided below.

GOVERNANCE LEVEL	OFFICE	LINK
CENTRAL OFFICE	<ul style="list-style-type: none"><li>• Bureau of Curriculum Development – Special Curricular Programs Division</li><li>• Bureau of Education Assessment – Education Assessment Division</li><li>• Cash Division</li><li>• Education Facilities Division</li><li>• Employee Accounts Management Division</li></ul>	<a href="https://bit.ly/DepEd2025CSM_CO_A">https://bit.ly/DepEd2025CSM_CO_A</a>
	<ul style="list-style-type: none"><li>• Office of the Secretary</li><li>• Information and Communications Technology – User Support Division</li><li>• Legal Service</li><li>• Legal Service – Investigation Division</li><li>• Legal Service – Legal Division</li></ul>	<a href="https://bit.ly/DepEd2025CSM_CO_B">https://bit.ly/DepEd2025CSM_CO_B</a>
	<ul style="list-style-type: none"><li>• National Educators</li><li>• Academy of the Philippines – Quality</li></ul>	<a href="https://bit.ly/DepEd2025CSM_CO_C">https://bit.ly/DepEd2025CSM_CO_C</a>

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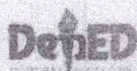




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	<ul style="list-style-type: none"><li>Assurance Division</li><li>• Public Affairs Service – Public Assistance Action Center</li><li>• Public Affairs Service – Publications Division</li><li>• Records Division</li><li>• Budget Division</li></ul>	
	<ul style="list-style-type: none"><li>• Bureau of Human Resource and Organizational Development – Personnel Division</li><li>• Information and Communications Technology Service – Solutions Development Division</li><li>• National Educators Academy of the Philippines – Professional Development Division</li><li>• Information and Communications Technology Service – Technology Infrastructure Division</li></ul>	<a href="https://bit.ly/DepEd2025CSM_CO_D">https://bit.ly/DepEd2025CSM_CO_D</a>
	<ul style="list-style-type: none"><li>• Accounting Division (Items 1-16)</li></ul>	<a href="https://bit.ly/DepEd2025CSM_AD_A">https://bit.ly/DepEd2025CSM_AD_A</a>

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<b>Regional Office</b>	• Accounting Division (Items 17-32)	<a href="https://bit.ly/DepEd2025CSM_AD_B">https://bit.ly/DepEd2025CSM_AD_B</a>
	• Accounting Division (Items 33-40)	<a href="https://bit.ly/DepEd2025CSM_AD_C">https://bit.ly/DepEd2025CSM_AD_C</a>
	• Accounting Division (Items 33-40)	<a href="https://bit.ly/DepEd2025CSM_AD_D">https://bit.ly/DepEd2025CSM_AD_D</a>
	• Accounting Section	<a href="https://bit.ly/DepEd2025CSM_RO_AS">https://bit.ly/DepEd2025CSM_RO_AS</a>
	• Budget Section	<a href="https://bit.ly/DepEd2025CSM_RO_BS">https://bit.ly/DepEd2025CSM_RO_BS</a>
	• Cash Section	<a href="https://bit.ly/DepEd2025CSM_RO_CS">https://bit.ly/DepEd2025CSM_RO_CS</a>
	• Curriculum and Learning Management Division	<a href="https://bit.ly/DepEd2025CSM_RO_CLMD">https://bit.ly/DepEd2025CSM_RO_CLMD</a>
	• Human Resource and Development Division	<a href="https://bit.ly/DepEd2025CSM_RO_HRDD">https://bit.ly/DepEd2025CSM_RO_HRDD</a>
	• Legal Unit	<a href="https://bit.ly/DepEd2025CSM_RO_LU">https://bit.ly/DepEd2025CSM_RO_LU</a>
	• National Educators Academy of the Philippines – Regional Office	<a href="https://bit.ly/DepEd2025CSM_RO_NEAP">https://bit.ly/DepEd2025CSM_RO_NEAP</a>
	• Office of the Regional Director	<a href="https://bit.ly/DepEd2025CSM_RO_ORD">https://bit.ly/DepEd2025CSM_RO_ORD</a>
	• Personnel Section	<a href="https://bit.ly/DepEd2025CSM_RO_PS">https://bit.ly/DepEd2025CSM_RO_PS</a>
	• Policy, Planning and Research Division	<a href="https://bit.ly/DepEd2025CSM_RO_PPRD">https://bit.ly/DepEd2025CSM_RO_PPRD</a>
	• Public Affairs Unit	<a href="https://bit.ly/DepEd2025CSM_RO_PAU">https://bit.ly/DepEd2025CSM_RO_PAU</a>
	• Quality Assurance Division	<a href="https://bit.ly/DepEd2025CSM_RO_OAD">https://bit.ly/DepEd2025CSM_RO_OAD</a>
	• Records Section	<a href="https://bit.ly/DepEd2025CSM_RO_RS">https://bit.ly/DepEd2025CSM_RO_RS</a>
	• Budget Unit	<a href="https://bit.ly/DepEd2025CSM_SDO_BU">https://bit.ly/DepEd2025CSM_SDO_BU</a>

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