



Republic of the Philippines
Department of Education
Region VIII
SCHOOLS DIVISION OF CALBAYOG CITY

February 11, 2025

DIVISION MEMORANDUM
PRS-2025- 101

**REORIENTATION ON THE IMPLEMENTATION OF THE CLIENT
SATISFACTION MEASUREMENT (CSM) FORM**

To : Assistant Schools Division Superintendent
SGOD and CID Chiefs
Education Program Supervisors
Public School District Supervisors
Unit/Section Heads
Public Elementary and Secondary School Heads
All Others Concerned

1. Pursuant to Memorandum DM-OUHROD-2023-0930 and Division Memorandum No. 069, 2025 on the "Implementation of the Client Satisfaction Measurement (CSM) Form as Prescribed by the Anti-Red Tape Authority (ARTA)", *this office, through the Division Information Officer, announces the reorientation on the implementation of the CSM on February 21, 2025, at the Schools Division Office Conference Hall.*

2. This activity aims to:

- a. reorient school heads and ICT coordinators on their roles in CSM implementation for assessing client satisfaction;
- b. provide technical assistance on CSM-related concerns;
- c. improve understanding of CSM administration and interpretation.
- d. ensure compliance with ARTA guidelines through standardized implementation; and
- e. strengthen monitoring and evaluation of client feedback to enhance service delivery.

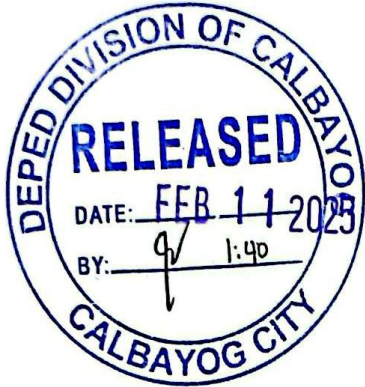
3. *The participants for this activity include school heads and ICT coordinators from the schools.* Below is the schedule of participants, grouped by district:

Districts	Time
Oquendo I – III Tinambacan I - III	9:00 AM to 12:00 noon
Calbayog I – VI	1:30 PM to 4:30 PM

4. To monitor the current status of CSM implementation in schools, school heads are requested to complete the Google form using the link: bit.ly/CSMTrack.

5. For more information or any concerns, please contact Galina V. Panela of the Planning and Research Section (PRS) via email at galina.panela@deped.gov.ph.
6. Immediate dissemination of and compliance with this Memorandum are desired.

MARGARITO A. CADAYONA JR. CESO VI
Assistant Schools Division Superintendent
Officer-in-Charge
Office of the Schools Division Superintendent



For the Schools Division Superintendent:


ATTY. RHEA P. AGUADO
Teacher III
Officer-in-Charge
OSDS – Legal Services Unit

Enclosure: None

Reference: As stated

To be indicated in the Perpetual Index under the following subjects:
CSM IMPLEMENTATION REORIENTATION

SGOD-PRS-GVP