



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

September 29, 2025

DIVISION MEMORANDUM
PRS-2025- 437

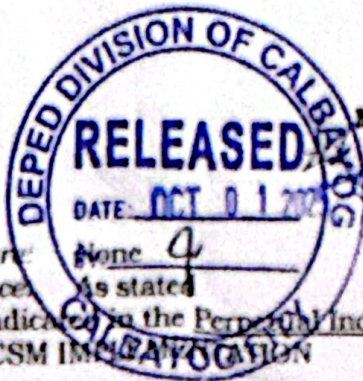
**PUBLICATION OF SUMMARY OF CUSTOMER SATISFACTION MEASUREMENT
(CSM) SURVEY RESULTS IN THE DIVISION WEBSITE**


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

1. Pursuant to Memorandum DM-OUHROD-2023-0930 and Division Memorandum No. 069, s. 2025 on the "Implementation of the Client Satisfaction Measurement (CSM) Form as Prescribed by the Anti-Red Tape Authority (ARTA)," and in line with the implementation of Project TRANSFORM (Transparent, Responsive, Accessible Networks for Sharing Official and Relevant Matters), this Office, through the Division Information Officer (DIO) / Division Public Assistance Coordinator (DPAC), informs the field of the official publication of the summary of Customer Satisfaction Measurement (CSM) survey results in the Division website.
2. As such, the summary of CSM survey results may be viewed through the following links:

Full link: <https://calbayogcity.deped.gov.ph/publication/csm-result-projecttransform/>
Short link: bit.ly/CSMResults
3. The online publication is intended to:
 - a. provide stakeholders with real-time access to the summary of CSM results for the Division Office; and
 - b. present consolidated results disaggregated by demographic groups for better analysis and decision-making.
4. To uphold transparency while safeguarding client confidentiality, only summary data of the CSM survey are published on the website. Offices, units, or sections requiring detailed responses—which may contain information not for public disclosure—may request access from the DIO/DPAC by accomplishing the online request form via bit.ly/CSMRequest.
5. For clarifications or further concerns, please coordinate with the DIO/DPAC, Ms. Galina V. Panela, or visit the Planning and Research Section (PRS) Office.

6. Immediate dissemination of and compliance with this Memorandum are desired.




MARGARITO A. CADAYONA JR. PhD, CESO VI
Schools Division Superintendent

Enclosure: None 4

Reference: As stated

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

CSM IMPLEMENTATION

RESULTS

PUBLICATION

SGOD-FRS-GVP