



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

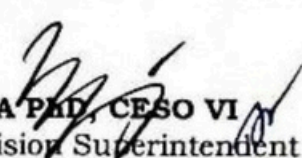
September 30, 2026

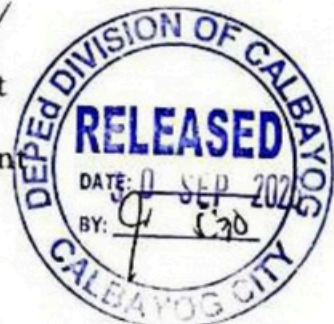
OFFICE MEMORANDUM
DPAC-2026- 061

**PILOT TESTING OF THE AUTOMATED CLIENT SATISFACTION
MEASUREMENT (CSM) SYSTEM**

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

1. In reference to Memorandum No. PAS-OD-38, titled "Conduct of Hands-on Training and Pilot Testing on the Automated Client Satisfaction (CSM) System for Visayas Cluster," this Office, through the Division Public Assistance Coordinator (DPAC), informs all concerned offices of the conduct of the pilot testing of the Automated CSM System from October 1 to 15, 2026.
2. In this regard, all concerned units/sections are enjoined to participate in the pilot testing and ensure that the appropriate CSM survey links and QR codes are made accessible and visible to clients availing of their respective services. The assigned survey links and QR codes are provided in Enclosure 1.
3. Enclosure 2 provides the list of internal and external services identified in the 2026 Citizen's Charter and the corresponding services configured in the Automated CSM System for each concerned office/unit.
4. For questions, concerns, or technical assistance related to the pilot testing, concerned personnel may coordinate with Galina V. Panela, DPAC/SEPS-PRS.
5. Immediate dissemination of and compliance with this Memorandum are desired.


JOEL A. ZARTIGA PhD, CESO VI
Assistant Schools Division Superintendent
Officer-In-Charge
Office of the Schools Division Superintendent



Enclosure: As stated
Reference: As stated

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

SGOD-PRS-GVP

Enclosure No. 1 of OM # 061, s. 2026

Unit/Section	Link	QR Code
OSDS - Admin Unit - Cash	https://staging-csm01.deped.gov.ph/survey/department/o2S2VTxUy8xtGOW6	
OSDS - Admin Unit - Personnel	https://staging-csm01.deped.gov.ph/survey/department/aXDSYug0Oyr4i6QY	
OSDS - Admin Unit - Property and Supply	https://staging-csm01.deped.gov.ph/survey/department/KZPdrys1kSf5edj2	
OSDS - Admin Unit - Records	https://staging-csm01.deped.gov.ph/survey/department/UC9jtyz9SwouNQiv	
OSDS - Finance Unit - Budget	https://staging-csm01.deped.gov.ph/survey/department/3Jm2cXEtXGOXpflS	
OSDS - ICT Unit	https://staging-csm01.deped.gov.ph/survey/department/4EuR4EI53csFlAGg	
OSDS - Legal Unit	https://staging-csm01.deped.gov.ph/survey/department/1Mc1JUcyJzgjoWK2	

Unit/Section	Link	QR Code
Curriculum Implementation Division	https://staging-csm01.deped.gov.ph/survey/department/tWfvn0nlbySAEvlj	
School Governance and Operations Division	https://staging-csm01.deped.gov.ph/survey/department/ta1t3mglMJg5BSKZ	

Enclosure No. 2 of OM # 061, s. 2026**LIST OF INTERNAL AND EXTERNAL SERVICES**

Unit/Section	Internal Services	External Service
OSDS - Admin Unit - Cash	• Handling of Cash Advances • Issuance of Official Receipts • Payment of Obligation through Check or LDDAP-ADA to internal/external creditors	• Claiming of Checks for Payment of Obligation (made through Checks)
OSDS - Admin Unit - Personnel	• Application for Foreign Official Travel Authority Application for Foreign Personal Travel Authority • Application for Leave • Application for Retirement, Survivorship, or Separation Benefits Application for Terminal Leave Benefits • Issuance of Certificate of Employment (COE) • Issuance of Certificate of Leave of Absence Without Pay (LWOP) • Issuance of Compensatory Overtime Credits • Issuance of Service Record (SR) • Issuance of Special Order for Change Name and Status	• Acceptance of Application for Reclassification of Teaching Positions • Acceptance of Employment (Non-Teaching and Teaching Related Positions) • Issuance of Certificate of Employment (COE) • Issuance of Service Record (SR)
OSDS - Admin Unit - Property and Supply	• Cancellation of Issued Inventory Custodian Slip • Property and Equipment Clearance Signing • Requisition and Issuance of Supplies and Equipment	• Delivery Inspection and Acceptance of Tangible Assets (Supplies / Materials / Equipment) - Central Office (CO) - Procured • Delivery Inspection and Acceptance of Tangible Assets (Supplies / Materials / Equipment) - Central Office (CO) - Procured with Logistics Servi... • Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/ Equipment) • Request for Certificate of Final Acceptance or Certificate of Completion • Request for Supplier's Performance Evaluation
OSDS - Admin Unit - Records	<i>No services available for this department</i>	• Handling of Incoming Communications

Unit/Section	Internal Services	External Service
		• Issuance of Academic School Record (Referral from the School of Non-Availability of School Records) • Issuance of Academic School Records for Certification, Authentication, and Verification (CAV) for Learners from Closed Private Schools • Issuance of Academic School Records for Certification, Authentication, and Verification (CAV) of ALS and PEPT Completers/Passers • Issuance of Requested Documents - Walk-In • Issuance of Requested Documents (Online)
OSDS - Finance Unit - Budget	• Posting or Updating of Disbursement • Processing of Obligation Request and Status (ORS)	<i>No services available for this department</i>
OSDS - ICT Unit	• Troubleshooting of ICT Equipment • Uploading of Publications • User Account Management for Central and Locally Managed Systems	• User Account Management for Central and Locally Managed Systems
OSDS - Legal Unit	• Issuance of Certificate of No Pending Case	• Correction of Entries in School Records • Legal Assistance to Walk-in Clients
Curriculum Implementation Division	• Quality Assurance of Contextualized Learning Resources • Submission of Quality Assured Contextualized Learning Resources	• Borrowing and Returning of Supplementary Learning Resources from Library Hub • Registration for an Account in the LRMDs Portal
School Governance and Operations Division	• Request for Approval of Research Proposal and Completed Research - DepEd Order No. 16, s. 2017 (Research Management Guidelines) • Request for Basic Education Data (Internal Stakeholders) • Request for Data for EBEIS, LIS, NAT and Performance Indicators	• Application for Summer Permit for Private Schools • Application for the Establishment, Merging, and Conversion of Public Schools and Separation of Public School Annexes • Application for the Issuance of Government Permit to Operate for the Opening/Establishment of New Kindergarten, Elementary (Grades 1 to 6)...

Unit/Section	Internal Services	External Service
		• Application for the Issuance of Government Recognition to Private Schools (Kindergarten, Elementary, and Junior High School levels) • Application for the Issuance of Special Orders (SO) for Graduation of Private School Learners • Application for the Opening/Additional Offering of Senior High School (SHS) Program for Private Schools • Application for the Renewal of Government Permit to Operate of Kindergarten, Elementary (Grades 1 to 6) and Junior High School (Grades 7 to...) • Application for Tuition and Other Fees Increase, No Increase, and Proposed New Fees of Private Schools • Application for Voluntary (Temporary/Permanent) Closure of Private Schools • Endorsement of Voluntary (Temporary/Permanent) Closure of Private Schools • Recognition of Professional Development (PD) Programs - SDO Level • Request for Basic Education Data