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

November 26, 2026

DIVISION MEMORANDUM
DPAC-2026- 606

SUBMISSION OF THE CLIENT SATISFACTION MEASUREMENT (CSM) RESULTS FOR FISCAL YEAR (FY) 2026

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

1. In line with Memorandum OASPAEP-2026-____ dated November 15, 2026, from the Office of the Assistant Secretary for Public Affairs and External Partnerships, this Office, through the Division Public Assistance Coordinator (DPAC), hereby informs all concerned offices and schools of the requirements and guidelines for the submission of the Client Satisfaction Measurement (CSM) results for Fiscal Year (FY) 2026.

2. As such, all units and sections in the Schools Division Office (SDO) and public schools with declared internal and external services in the DepEd Citizen's Charter 2026 (2nd Edition) are hereby directed to submit their CSM results **on or before December 29, 2026**.

3. To ensure accurate and timely submission, all concerned offices and schools shall observe the following guidelines:

a. Only offices and schools with declared services in the DepEd Citizen's Charter 2026 (2nd Edition) are required to submit. Please refer to Annex A for the list of covered offices and services.

b. Only responses gathered using the ARTA-prescribed CSM form shall be included. Data from previous feedback forms shall not be considered.

c. Submission shall be made exclusively through the designated CSM Consolidation System using the following links:

Offices	Consolidation Link
Division Office	https://tinyurl.com/CSMConsoForm
Schools	https://tinyurl.com/CSMConsoFormSchools

Email and hard copy submissions shall not be accepted.

d. For the Division Office, the official DPAC email address shall be used to access and accomplish the consolidation form. For schools, the School Public Assistance Coordinators (SPACs) or designated focal persons shall use their official DepEd email addresses.

e. Each office/school shall submit only one (1) CSM result per declared service.

f. Concerned offices and schools shall follow the instructions and reminders in Annexes B and C, as applicable, in preparing and submitting their CSM results.

4. All concerned offices and schools are reminded to maintain both digital and physical copies of the accomplished CSM forms and ensure the integrity and accuracy of the consolidated results. These records shall be made available upon request, pursuant to Section 4.8.2 of ARTA Memorandum Circular No. 2022-05.

5. Non-compliance with the prescribed CSM submission requirements and applicable ARTA regulations may result in administrative liabilities under Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

6. For inquiries or further clarification, you may contact Galina V. Panela, SEPS-PRS / DPAC, through email at galina.panela@deped.gov.ph.

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

For:

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 2026 CSM RESULTS

SGOD-PRS-GVP

DEPED DIVISION OF CALBAYOG
RELEASED
DATE: 6 NOV 2026
BY:
CALBAYOG CITY

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

CSM Results shall be reported for both external and internal services outlined in this annex. The services specified in the DepEd Citizen's Charter represent the most common services at each governance level.

Central Office

Concerned Office/Unit	External Services	Internal Services
Admin Service - Asset Management Division	N/A	1. Issuance of Common and Non-Common Use Supplies and Equipment 2. Issuance of Semi-Expendable Properties, and Property (49,999 and below items), Plant and Equipment (50,000 and above items) 3. Processing and Signing of Clearance from Property Accountability (with Accountability) 4. Processing and Signing of Clearance from Property Accountability (without Accountability)
Admin Service - Cash Division	1. Claiming of Checks for Payment of Obligation (made through Checks)	1. Payment of Obligation through Checks 2. Payment of Obligation through LDDAP-ADA
Admin Service - Records Division	1. Handling of Incoming Documents 2. Issuance of Requested Documents (Online) 3. Issuance of Requested Documents (Walk-in)	N/A
BHROD - Employee Welfare Division	N/A	1. Child-Minding Center 2. DepEd Central Office

		3. Clinic Lactation Station
BCD - Special Curricular Program Division*	1. Application and Initial Evaluation for Special Program in Foreign Language	N/A
BEA – Education Assessment Division	1. Claiming of First Copy of Philippine Educational Placement Test (PEPT) Result for recent takers – Walk-in Request 2. Philippine Educational Placement Test (PEPT) – Computer-Based Test 3. Philippine Educational Placement Test (PEPT) – Walk-in Test 4. Philippine Educational Placement Test (PEPT) – Online Registration 5. Philippine Educational Placement Test (PEPT) - Walk-in Registration 6. Request for Assessment Data (Online and Walk-in Request) 7. Request for Onsite Administration of the Philippine Educational Placement Test (PEPT) for Validation Purposes via Special Administration Test 8. Verification and/or Re-issuance of Certificate of Rating (COR) – Online request	N/A

	9. Verification and/or Re-issuance of Certificate of Rating (COR) – Walk-in Request	
BHROD - Personnel Division	1. Application for Permanent Position in the DepEd Central Office 2. Application for Permission to Teach 3. Issuance of Certificate of Appearance 4. Issuance of Certificate of Last Payment 5. Issuance of Certificate of Employment and Service Record	1. Application for Leave 2. Application for Retirement 3. Evaluation of Authority to New Hire, Renewal and Change of Work of Contract of Service (CoS) 4. Issuance of Certificate of Employment 5. Issuance of Designation Order 6. Issuance of Foreign Official Travel Authority 7. Issuance of Foreign Personal Travel Authority 8. Issuance of Reassignment and Recall Order 9. Issuance of Service Record 10. Processing of Monetization of Leave Credits 11. Processing of Payment Salary for Contract of Service 12. Processing of Terminal Leave Benefits
Education Facilities Division	1. Processing of Request for Payment of Obligation to Contractors with existing School Furniture Contracts	N/A

	with DepEd Central Office 2. Processing of Request for Payment of Obligation to Contractors with existing School Infrastructure Contracts with DepEd Central Office 3. Request for Information related to School Facilities Standards and Designs 4. Technical Review and Evaluation of the Project Designs, Specifications, and Estimates 5. Review and Evaluation of Request for Inclusion in School Infrastructure Programs	
Finance Service - Accounting Division	N/A	1. Certification as to Availability of Funds 2. Pre-Audit of Due & Demandable Obligations thru Procurement 3. Pre-audit of Due & Demandable Obligations (Non-Procured Transactions) 4. Pre-audit of Liquidation Report 5. Pre-audit of Provident Fund Loans 6. Pre-Audit of Various Authorities 7. Preparation of LDDAP-ADA

		8. Request for BIR Form 2306 and 2307 9. Request for Certification of No Pending Cash Advance 10. Request for Order of Payment
Finance Service - Budget Division	N/A	1. Certification of Availability of Allotment 2. Preparation/Issuance of Sub-Allotment Release Order (Sub-ARO) 3. Processing of Request for Obligation of Allotment 4. Submission of Special Budget Request for Obligational Authorities
Finance Service - Employee Account Management Division	1. Evaluation of Application for APDS Accreditation/ Re-accreditation Process	1. Provident Fund Loan Application
ICTS - Solutions Dev Division	N/A	1. Issuance and Management of DepEd Email (Online Application) 2. Issuance and Management of DepEd Email (Email Application) 3. Migration of an Existing Website to the Official DepEd Domain 4. Official DepEd Website Modification or Addition of Section
ICTS - User Support Division	1. Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans for Service Rendered Pre-RPSU) – Online	1. Processing of Enterprise Human Resource Information System (EHRIS) Requests 2. Special Engagements Support Service

	2. Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans for Service Rendered Pre-RPSU) – Walk-in 3. Processing of Learner Information System (LIS) requests from end-users – Level 1 4. Processing of Learner Information System (LIS) requests from end-users – Level 2	
LS - Investigation Division	1. Request for Follow-up/Update on the Status of a Case Pending in the Central Office 2. Receiving of Complaints 3. Request for Case Records	1. Issuance of Certification of No Pending Case, Pendency of Administrative Case, and Clearance 2. Request for an Update on the Status of a Case in the Central Office
LS - Legal Division	1. Endorsement for Duty and Tax Exemptions of Private Basic Education Schools 2. Filing of Appeal 3. Filing of Motion for Reconsideration 4. Request for Legal Opinion	1. Request for Legal Opinion 2. Review of Memorandum of Agreement (MOA), Memorandum of Understanding (MOU), Procurement Contracts, and Ordinary
NEAP – Professional Development Division	1. Scholarship Application at the NEAP Central Office	N/A
NEAP – Quality Assurance Division	1. Authorization of Non-DepEd Learning Service Providers	N/A

	2. Orientation for Non-DepEd Learning Service Providers 3. Recognition of Professional Development Program for DepEd Learning Service Providers 4. Recognition of PD Program for Authorized Learning Service Providers	
PAS - Public Assistance Action Center	1. Facilitating Concerns through Email 2. Facilitating Concerns through Hotline or Short Message Service (SMS) 3. Facilitating Concerns through Social Media 4. Facilitating Concerns through Walk-in 5. Facilitating Referral Letters from Freedom of Information (eFOI Portal) 6. Facilitating Standard Freedom of Information Requests (Email/Walk-in)	N/A
PAS - Publications Division	1. Provision of Copies of DepEd Issuances 2. Request for Issuance of a DepEd Advisory 3. Request for Issuance of DepEd Advisory for	1. Material Production/Binding/Cutting 2. Provision of Copies of DepEd Issuances (for DepEd Central Office) 3. Request for Issuance of DepEd

	Teacher Training-related Activities	Advisory (from DepEd CO Units) 4. Review, Formatting, and Styling of DepEd Issuances

Regional Office

Concerned Office/Unit	External Services	Internal Services
Admin Division - Asset Management Section	1. Delivery Inspection and Acceptance of Tangible Assets (Supplies/Materials/Equipment) – Central Office (CO)-Procured with Logistics Services (DepEd Order 41 s. 2021) 2. Delivery Inspection and Acceptance of Tangible Assets (Supplies/Materials/Equipment) – Central Office (CO)-Procured (DepEd Order 41 s. 2021) 3. Delivery Inspection and Acceptance of Tangible Assets (Supplies/Materials/Equipment) – Regional Office-Procured 4. Request for Certificate of Final Acceptance or Certificate of Completion 5. Request for Supplier's Performance Evaluation	1. Cancellation of Issued Inventory Custodian Slip
Admin Division - Cash Section	1. Claiming of Checks for Payment of Obligation (made through Checks)	1. Handling of Cash Advances 2. Issuance of Official Receipt 3. Release of Internal Claims
Admin Division - Personnel Section	1. Acceptance and Initial Evaluation of Employment Application 2. Application for the Issuance of Foreign Travel	1. Application for Leave 2. Issuance of Certificate of Employment, Updated Service Record, and other Human Resource-related

	Authority (Official Travel) 3. Application for the Issuance of Foreign Travel Authority (Personal Travel) 4. Application for Retirement, Survivorship, Disability, or Separation Benefits 5. Issuance of Certificate of Appearance 6. Issuance of Certificate of Employment or Service Record (for Former DepEd RO Employees) 7. Issuance of Certificate of Last Payment (CLP) 8. Issuance of Regional Clearance for Exchange Visitor Program 9. Reclassification of Positions for Teachers and School Heads 10. Request for Transfer of Teaching and Non-Teaching Employees to Another Region 11. Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	Certifications 3. Issuance of Certification of Compensatory Overtime Credits 4. Issuance of Foreign Travel Authority (Official Travel) 5. Issuance of Foreign Travel Authority (Personal Travel) 6. Issuance of Local Official Travel Authority 7. Monetization of Leave Credits 8. Processing of Study Leave 9. Processing of Terminal Leave Benefits 10. Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances) 11. Verification of Loan Application
Admin Division - Records Section	1. Certification, Authentication, and Verification (CAV) of Basic Education Academic School Records 2. Handling of Incoming Communications 3. Issuance of Requested Documents (Online)	N/A

	4. Issuance of Requested Documents (Walk-in)	
Curriculum and Learning Management Division	1. Approval of Learning Resources to be Uploaded in the LRMDS Portal / Regional Learning Resource Portal	N/A
Finance Division - Accounting Section	1. Endorsement of Request for Cash Allocation from Schools Division Offices	1. Certification as to Availability of Funds
Finance Division - Budget Section	N/A	1. Certification on the Availability of Allotment 2. Downloading of Sub-AROs Received from DepEd Central Office to Schools Division Offices and Implementing Units 3. Processing of Request for Obligation of Allotment - Obligation Request and Status (ORS) or Budget Utilization Request (BUR)
HRDD	1. Recognition of Professional Development Programs/Courses (NEAP-R)	1. Request for Endorsement for Awards Nominations
ORD - Legal Unit	1. Correction of Entries in School Records (RO Level Processing)	1. Request for Certification as to the Pendency or Non-Pendency of an Administrative Case
ORD - Public Affairs Unit	1. Public Assistance through Email 2. Public Assistance (Hotline) 3. Public Assistance (Walk-in) 4. Standard Freedom of Information (FOI) Request through Walk-in Facility and Mail	N/A
Policy, Planning, and Research Division Quality Assurance	1. Request for Education-Related Data	N/A

Division	2. Request for Reversion in the Enhanced Basic Education Information System (EBEIS) 3. Request to Conduct Research Study 4. Review and Confirmation of School Division Office (SDO) Submitted Work and Financial Plans (WFPs)	
Quality Assurance Division	1.Acknowledgement of Voluntary (Temporary/Permanent) Closure of Private Schools 2.Approval for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools 3.Approval of Tuition and Other Fees Increase, No Increase, With Increase, and Proposed New Fees of Private Schools 4.Verification and Signing of Billing Statements for Government Assistance Subsidy 5.Grant of Government Permits to Operate and Recognitions (Kindergarten, Elementary, and Junior High School levels) 6.Issuance of Special Orders (SO) for Graduation of Private School Learners	N/A

Schools Division Office

	External Services	Internal Services
Curriculum and Instruction Division	1. Borrowing and Returning of Supplementary Learning Resources from Library Hub 2. Registration for an Account in the LRMDS Portal	1. Quality Assurance of Contextualized Learning Resources 2. Submission of Quality Assured Contextualized Learning Resources
OSDS - Admin Unit - Cash	1. Claiming of Checks for Payment of Obligation (made through Checks)	1. Handling of Cash Advances 2. Issuance of Official Receipts 3. Payment of Obligation through Check or LDDAP-ADA to interna/external creditors

OSDS - Admin Unit - Personnel	1. Acceptance of Application for Reclassification of Teaching Positions 2. Acceptance of Employment (Non-Teaching and Teaching Related Positions) 3. Issuance of Certificate of Employment (COE) 4. Issuance of Service Record (SR)	1. Application for Foreign Official Travel Authority 2. Application for Foreign Personal Travel Authority 3. Application for Leave 4. Application for Retirement, Survivorship, or Separation Benefits 5. Application for Terminal Leave Benefits 6. Issuance of Certificate of Employment (COE) 7. Issuance of Certificate of Leave of Absence Without Pay (LWOP) 8. Issuance of Compensatory Overtime Credits 9. Issuance of Service Record (SR) 10. Issuance of Special Order for Change Name and Status

OSDS - Admin Unit - Property and Supply	1. Delivery Inspection and Acceptance of Tangible Assets (Supplies / Materials / Equipment) - Central Offie (CO) - Procured with Logistics Services 2. Delivery Inspection and Acceptance of Tangible Assets (Supplies / Materials / Equipment) - Central Office (CO) – Procured 3. Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/ Equipment) 4. Request for Certificate of Final Acceptance or Certificate of Completion 5. Request for Supplier's Performance Evaluation	1. Cancellation of Issued Inventory Custodian Slip 2. Property and Equipment Clearance Signing 3. Requisition and Issuance of Supplies and Equipment

OSDS - Admin Unit - Records	1. Issuance of Academic School Record (Referral from the School of Non-Availability of School Records) 2. Issuance of Academic School Records for Certification, Authentication, and Verification (CAV) of ALS and PEPT Completers/Passers 3. Issuance of Academic School Records for Certification, Authentication, and Verification (CAV) for Learners from Closed Private Schools 4. Issuance of Requested Documents – Walk-In 5. Issuance of Requested Documents (Online) 6. Handling of Incoming Communications	N/A

OSDS - Finance Unit - Budget	N/A	1. Posting or Updating of Disbursement 2. Processing of Obligation Request and Status (ORS)

OSDS - ICT Unit	1. User Account Management for Central and Locally Managed Systems	1. Troubleshooting of ICT Equipment 2. User Account Management for Central and Locally Managed Systems 3. Uploading of Publications

OSDS - Legal Unit	1. Correction of Entries in School Records 2. Legal Assistance to Walk-in Clients	1. Issuance of Certificate of No Pending Case

School Governance and Operations Division	1. Application for the Establishment, Merging, and Conversion of Public Schools and Separation of Public School Annexes 2. Application for the Issuance of Government Recognition to Private Schools (Kindergarten, Elementary, and Junior High School levels) 3. Application for the Issuance of Government Permit to Operate for the Opening/Establishment of New Kindergarten, Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) Levels/Additional Grade Level for Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) for Private Schools 4. Application for the Issuance of Special Orders (SO) for Graduation of Private School Learners 5. Application for the Opening/Additional Offering of Senior High School (SHS) Program for Private Schools 6. Application for the Renewal of Government Permit to Operate of Kindergarten, Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) Levels of Private Schools 7. Application for Summer Permit for Private Schools	1. Request for Basic Education Data (Internal Stakeholders) 2. Request for Data for EBEIS, LIS, NAT and Performance Indicators 3. Request for Approval of Research Proposal and Completed Research - DepEd Order No. 16, s. 2017 (Research Management Guidelines)

	8. Application for Tuition and Other Fees Increase, No Increase, and Proposed New Fees of Private Schools 9. Application for Voluntary (Temporary/Permanent) Closure of Private Schools 10. Endorsement of Voluntary (Temporary/Permanent) Closure of Private Schools 11. Recognition of Professional Development (PD) Programs - SDO Level 12. Request for Basic Education Data	

Schools

Concerned Office/Unit	External Services	Internal Services
Curriculum and Instruction Division	1. Acceptance of Employment Application for Teacher I Position – Online 2. Acceptance of Employment Application for Teacher I Position – Walk-in 3. Administration of the Philippine Early Childhood and Development (ECD) Checklist 4. Borrowing of Learning Materials from the School Library / Learning Resource Center 5. Distribution and Usage of Printed Self-Learning Modules in Distance Learning Modality 6. Enrollment – Online 7. Enrollment – Walk-in 8. Handling of Incoming Documents 9. Issuance of Learners' Academic Records for Certification for Local Employment 10. Issuance of Academic School Records (ASR) for Certification, Authentication and Verification (CAV) 11. Issuance of Reconstructed Diploma 12. Issuance of School Form	1. Application for Leave 2. Application for Retirement, Resignation, and Its Claims 3. Application for Special Order for Service Credits Earned or Certification of Compensatory Time Credits 4. Processing of Programs, Projects, and Activities (PPAs) Proposal 5. Reimbursement of Training Expenses

	10 – Elementary and Junior High School 13. Issuance of School Form 10 – Senior High School 14. Issuance of School Form 9 (SF 9), Good Moral Certificate, and Certificate of Enrollment 15. Laboratory and School Inventory 16. Public Assistance (Email / Social Media) 17. Public Assistance (Walk-in) 18. Request for Certificate of Last Payment for Retired/Transferring Teaching/Non-Teaching Personnel (Implementing Unit) 19. Reservation Process for the Use of School Facilities	

Guidelines for Using the CSM Consolidation Platform For Central Office, Regional and Division Office

I. INTRODUCTION

The CSM Consolidation Platform is a web-based tool designed for authorized personnel of the Department of Education (DepEd) to gather and consolidate existing Client Satisfaction Measurement (CSM) survey data from the different governance levels of the Department. The platform serves as a centralized means of collecting existing survey records from the Central Office (CO), Regional Offices (RO), Schools Division Offices (SDO), and Schools, which will be used as reference data for integration and reflection in the upcoming CSM System. This process aims to ensure that existing CSM data are properly gathered, organized, and prepared in accordance with the guidelines set forth by the Anti-Red Tape Authority (ARTA) and PAS-PAAC.

This document provides the necessary guidelines for using the platform.

II. SYSTEM ACCESS & SUBMISSION LINKS

The platform may be accessed by the Central Office, Regional Offices, and Division Offices through the following link: **tinyurl.com/CSMConsoForm**

III. USER REGISTRATION & LOGIN

A. Authorized Users

- Only authorized users, such as PACs (Regions and Divisions) and Official Office Email Addresses (Central Office), are registered in the system's user list and are permitted to access the platform.
- If your email is not recognized, please contact your administrator to request access.

B. Login Process

- Manual Entry: This portal allows users to freely type their email address in the designated field.
- Login: Click the "Sign in" button. The system will verify your credentials based on the manually entered email. Once authenticated, you will gain access to the survey submission form.

IV. SUBMISSION PROCESS & DATA ENTRY GUIDELINES

Follow the process below to submit your CSM results accurately. All submitted data must be free from discrepancies, as any data with discrepancies will be excluded from the CSM report.

A. User Information & Department Selection

- User Information: Upon login, your Name, Email, Region, Governance Level, Office, Department, and Position will be displayed. Verify that this information is correct.
- Office/Department: Select your specific office/department from the dropdown menu.
- Service Type: Choose whether the service is External (for clients) or Internal (for employees).
- Service Name: Select the specific service you are reporting on from the dropdown menu, which will populate based on your previous selections.

B. Total Transactions

- Total Transactions for this service: Enter the total number of transactions recorded for the selected service.

Note: Total transactions may be equal to or higher than the total number of surveys or respondents.

C. Client Type & Survey Count

- Total Surveys: Enter the number of clients who completed the survey for your selected service.
- Client Type Breakdown: The sum of Citizen, Government, and Business must equal the Total Surveys. It must also be greater than 0.

Note: The "Total Surveys" here refers to the total number of survey respondents. Must be equal or lower than Total Transactions.

D. Demographic Profile

- Sex: The sum of Female and Male must equal the Total Surveys.
- Age Group: The sum of all age groups (19 or lower, 20-34, 35-49, 50-64, 65 or higher) must equal the Total Surveys.

E. Citizen's Charter (CC) Feedback

- The system requires three categories of CC feedback (CC1, CC2, CC3).
- The total count for CC1, CC2, and CC3 must each individually equal the Total Surveys.

F. Service Quality Dimensions (SQDs)

For each of the 9 Service Quality Dimensions (SQ1 to SQ9), enter the result counts for the following rating levels:

- SD (Strongly Disagree)
- D (Disagree)

- N (Neutral)
- A (Agree)
- SA (Strongly Agree)
- N/A

- Validation: The sum of all ratings per SQD must equal the Total Surveys.

G. Analysis / Summary

- Provide a brief analysis of the results. This is a required field.
- Summarize the major or most common feedback/concerns identified from clients for FY 2026.

V. DUPLICATION AND RE-SUBMISSION

- No Duplication: The system prevents duplicate submissions. You can only submit one entry per service (Office + Service Type + Service Name). If you attempt to submit a second entry for the same service, the system will reject it.
- Resubmission: If you need to correct or update a previously submitted entry, or if someone else submitted on your your designated PAS-PAAC or ICT Unit focal person to reset your entry. Once reset, you may resubmit using the CSM Consolidation Form Link: tinyurl.com/CSMConsoForm

VI. VALIDATION RULES & REMINDERS

All fields must be error-free before submission. The system provides real-time validation indicators (red/green pills) to help you verify your data.

Validation Check	Description
Client Total	Must be > 0.
Demographics (Sex/Age)	Sum must equal Total Surveys.
Citizen's Charter (CC1, CC2, CC3)	Sum must equal Total Surveys.
Service Quality (SQ1 to SQ9)	Sum per SQD must equal Total Surveys.
Analysis	Text field must not be empty.

Failure to comply with these validation rules will prevent you from submitting your data. Any data containing discrepancies will be tagged as non-compliant.

VII. GUIDELINES FOR SDOs CATEGORIZED AS SMALL DIVISIONS

For Schools Division Offices categorized as small divisions:

- If your division does not have an ICT Unit or Legal Unit, you are not required to submit survey responses for these two units.
- If you have existing ICTU and LU, even if categorized as small divisions, please submit the survey responses.

VIII. CONTACT

For technical support, assistance, or requests to reset a submission, please contact the Helpdesk Team through this link: https://tinyurl.com/CSMHelpdesk

Guidelines for Using the CSM Consolidation Platform For Schools

I. INTRODUCTION

The CSM Consolidation Platform is a web-based tool designed for authorized personnel of the Department of Education (DepEd) to gather and consolidate existing Client Satisfaction Measurement (CSM) survey data from the different governance levels of the Department. The platform serves as a centralized means of collecting existing survey records from the Central Office (CO), Regional Offices (RO), Schools Division Offices (SDO), and Schools, which will be used as reference data for integration and reflection in the upcoming CSM System. This process aims to ensure that existing CSM data are properly gathered, organized, and prepared in accordance with the guidelines set forth by the Anti-Red Tape Authority (ARTA) and PAS-PAAC.

This document provides the necessary guidelines for using the platform.

II. SYSTEM ACCESS & SUBMISSION LINKS

The platform may be accessed by the Central Office, Regional Offices, and Division Offices through the following link: **tinyurl.com/CSMConsoFormSchools**

III. SUBMISSION PROCESS & DATA ENTRY GUIDELINES

Follow the process below to submit your CSM results accurately. All submitted data must be free from discrepancies, as any data with discrepancies will be excluded from the CSM report.

A. User Information & Department Selection

- User Information: Upon login, you must fill out the following fields: School Name, School ID, Official School Email Address, Full Name, Region, and Position. Please verify that all information provided is correct.
- Office/Department: Select your specific office/department from the dropdown menu.
- Service Type: Choose whether the service is External (for clients) or Internal (for employees).
- Service Name: Select the specific service you are reporting on from the dropdown menu, which will populate based on your previous selections.

B. Total Transactions

- Total Transactions for this service: Enter the total number of transactions recorded for the selected service.

Note: Total transactions may be equal to or higher than the total number of surveys or respondents.

C. Client Type & Survey Count

- Total Surveys: Enter the number of clients who completed the survey for your selected service.
- Client Type Breakdown: The sum of Citizen, Government, and Business must equal the Total Surveys. It must also be greater than 0.

Note: The "Total Surveys" here refers to the total number of survey respondents. Must be equal or lower than Total Transactions.

D. Demographic Profile

- Sex: The sum of Female and Male must equal the Total Surveys.
- Age Group: The sum of all age groups (19 or lower, 20-34, 35-49, 50-64, 65 or higher) must equal the Total Surveys.

E. Citizen's Charter (CC) Feedback

- The system requires three categories of CC feedback (CC1, CC2, CC3).
- The total count for CC1, CC2, and CC3 must each individually equal the Total Surveys.

F. Service Quality Dimensions (SQDs)

For each of the 9 Service Quality Dimensions (SQ1 to SQ9), enter the result counts for the following rating levels:

- SD (Strongly Disagree)
- D (Disagree)
- N (Neutral)
- A (Agree)
- SA (Strongly Agree)
- N/A

- Validation: The sum of all ratings per SQD must equal the Total Surveys.

G. Analysis / Summary

- Provide a brief analysis of the results. This is a required field.
- Summarize the major or most common feedback/concerns identified from clients for FY 2026.

IV. DUPLICATION AND RE-SUBMISSION

- No Duplication: The system prevents duplicate submissions. You can only submit one entry per service (Office + Service Type + Service Name). If you attempt to submit a second entry for the same service, the system will reject it.

- Resubmission: If you need to correct or update a previously submitted entry, or if someone else submitted on your behalf, please contact your designated PAS-PAAC or ICT Unit focal person to reset your entry. Once reset, you may resubmit using the CSM Consolidation Form Link: **tinyurl.com/CSMConsoFormSchools**

V. VALIDATION RULES & REMINDERS

All fields must be error-free before submission. The system provides real-time validation indicators (red/green pills) to help you verify your data.

Validation Check	Description
Client Total	Must be > 0.
Demographics (Sex/Age)	Sum must equal Total Surveys.
Citizen's Charter (CC1, CC2, CC3)	Sum must equal Total Surveys.
Service Quality (SQ1 to SQ9)	Sum per SQD must equal Total Surveys.
Analysis	Text field must not be empty.

Failure to comply with these validation rules will prevent you from submitting your data. Any data containing discrepancies will be tagged as non-compliant.

VI. CONTACT

For technical support, assistance, or requests to reset a submission, please contact your respective **Division Public Assistance Coordinator (DPAC)**.

Republic of the Philippines
Department of Education (DepEd)
Information and Communications Technology Service (ICTS)
User Support Division (USD)

Consolidation Form
Customer Satisfaction Management (CSM)
User Guide

Version 1.0

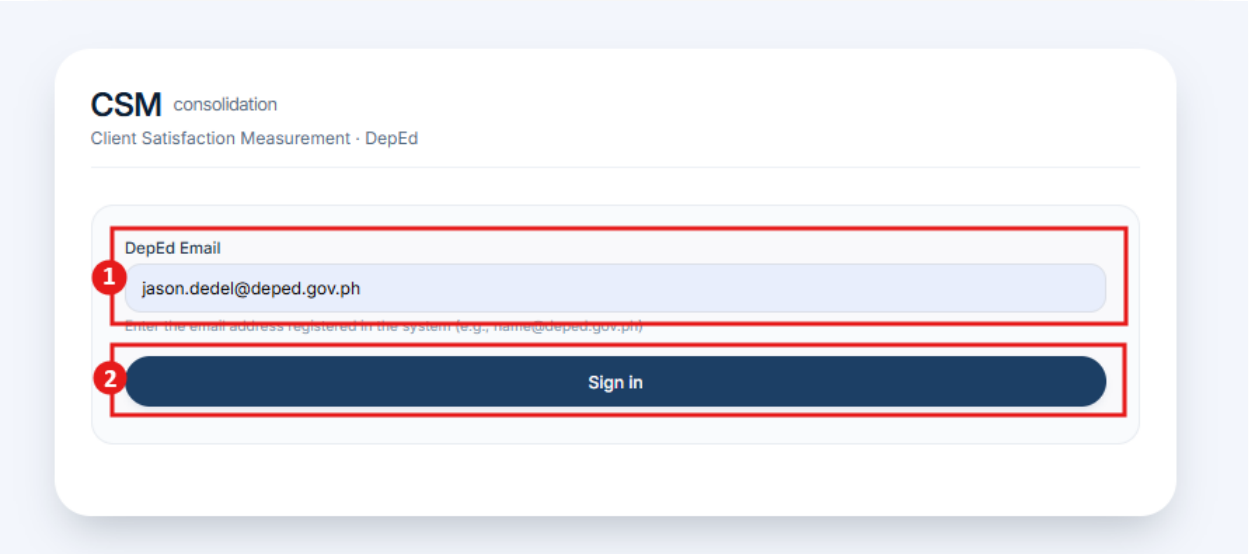
Prepared by:
Information and Communications Technology Service (ICTS)
User Support Division (USD)

In Coordination with:

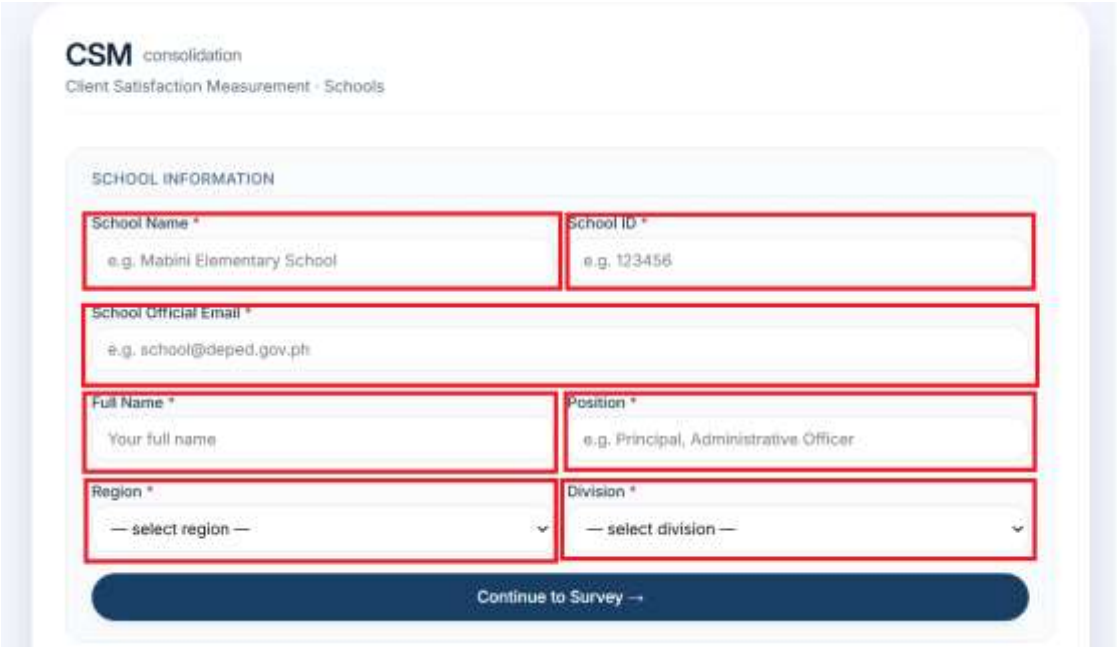
Public Affair Service – Public Assistance Action Center

Department of Education Central Office 2026

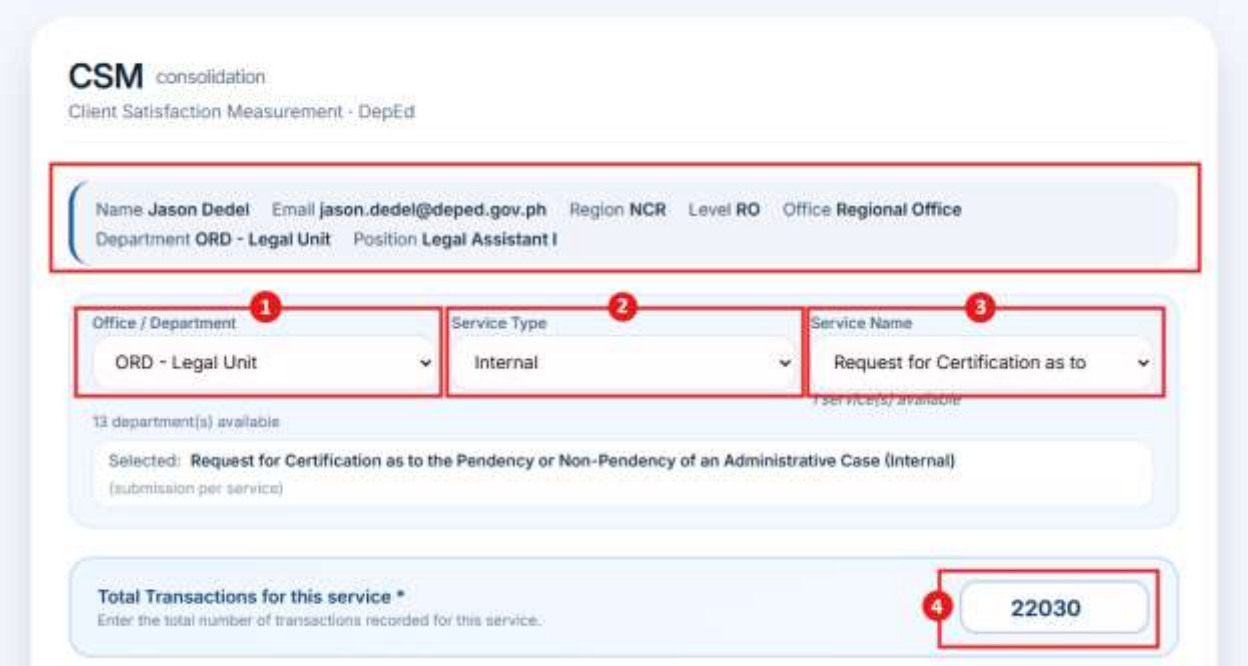
1. **LOG IN**
   Central Office (CO) users should use their Office Email. Regional Office (RO) and Schools Division Office (SDO) users should enter their Public Assistant (PA) Email.



For **Schools**, complete the School Information form and enter the school's official email address before proceeding to the survey.



2. Upon accessing the system, your profile information will automatically be displayed in the User Information section.
    a. Select the appropriate **Office/Department** from the dropdown menu.
    b. Choose the applicable **Service Type**.
    c. Select the corresponding **Service Name**.
    d. Enter the **Total Transactions for this Service** in the field provided.



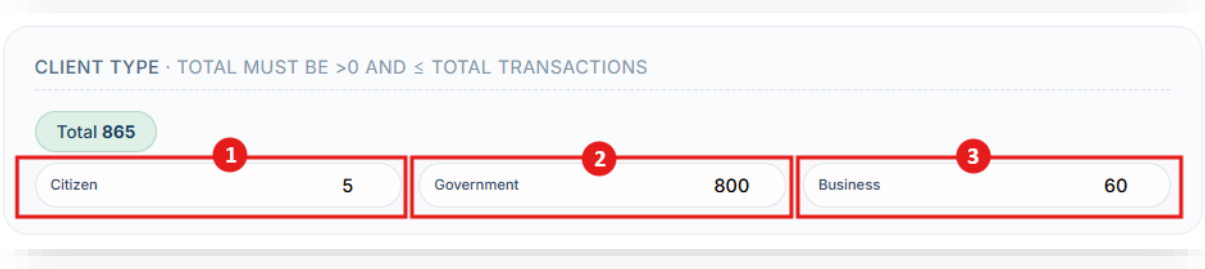
3. Below the **TOTAL TRANSACTIONS FOR THIS SERVICE** section, the system displays a status notification indicating whether a service has already been encoded or is still available for submission.
    - **GREEN** - Indicates that the selected service has **not yet been encoded**, and the user may proceed with the submission.



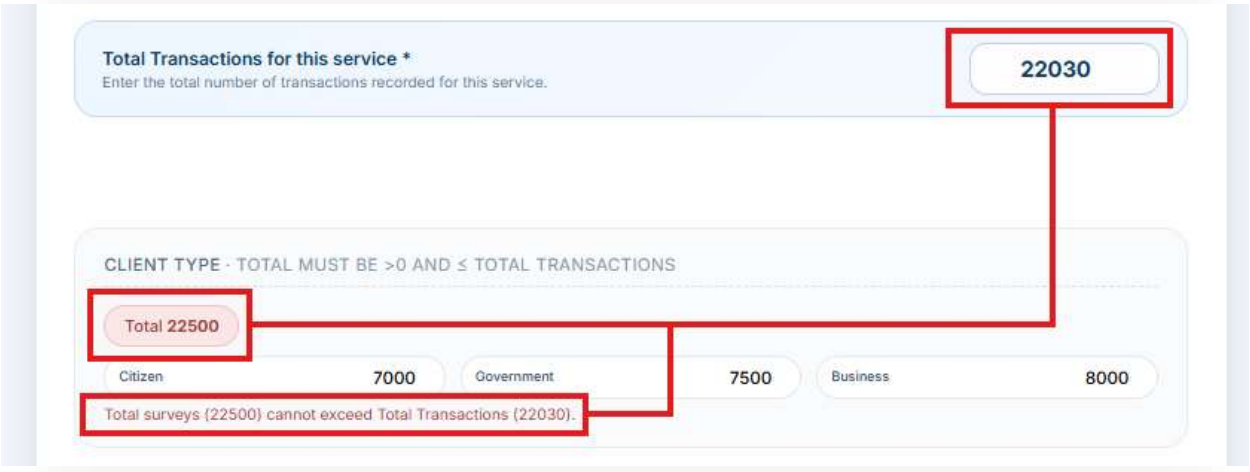
    - **RED** - Indicates that the selected service has **already been submitted** in the system. Since only one submission per service is allowed, no further submission can be made for the same service.



4. **CLIENT TYPE**
   Enter the total number of respondents for each client category based on the accomplished Client Satisfaction Measurement (CSM) surveys.



Please note: If the total number of surveyed clients entered exceeds the **Total Transactions** for the selected service, the **Total** indicator box will automatically turn **red**, indicating that the entered values are invalid and need to be corrected before submission.



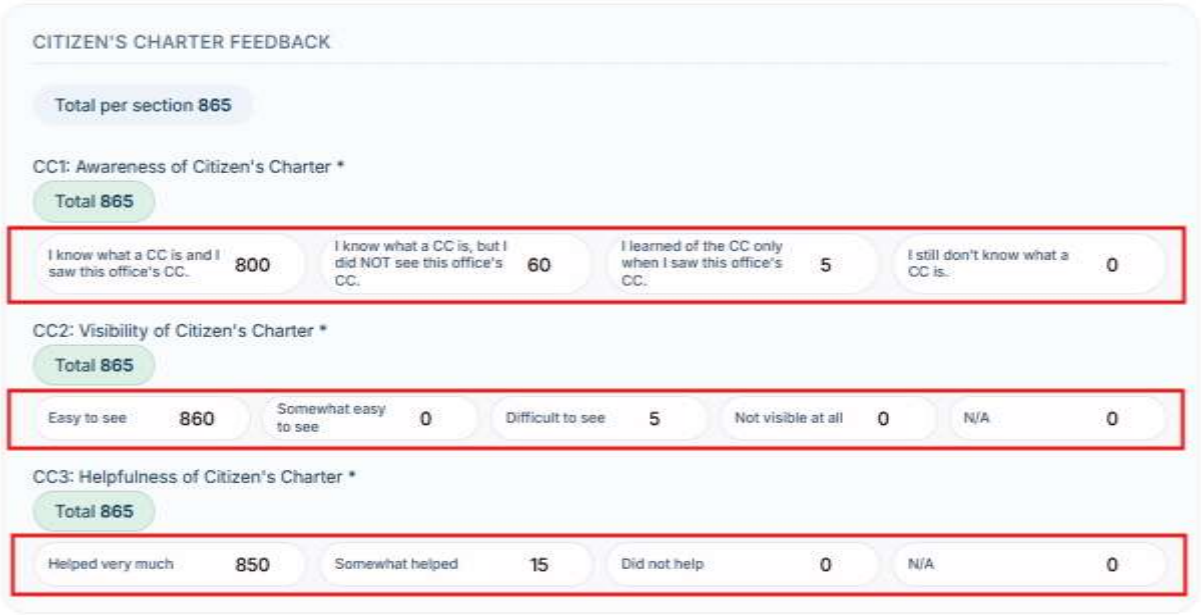
5. After completing the **Client Type** section, enter the number of respondents under the **Sex** and **Age Group** categories.

   Important: The total number of respondents entered in the **Sex** section and the **Age Group** section must be equal to the **Total Number of Surveyed Clients** entered in the **Client Type** section.



6. **CITIZEN'S CHARTER FEEDBACK**
   Enter the number of responses for each answer option under the corresponding Citizen's Charter question.

   Important: The total number of responses for each Citizen's Charter question must be equal to the **Total Number of Surveyed Clients** entered in the **Client Type** section.



7. SERVICE QUALITY DIMENSIONS

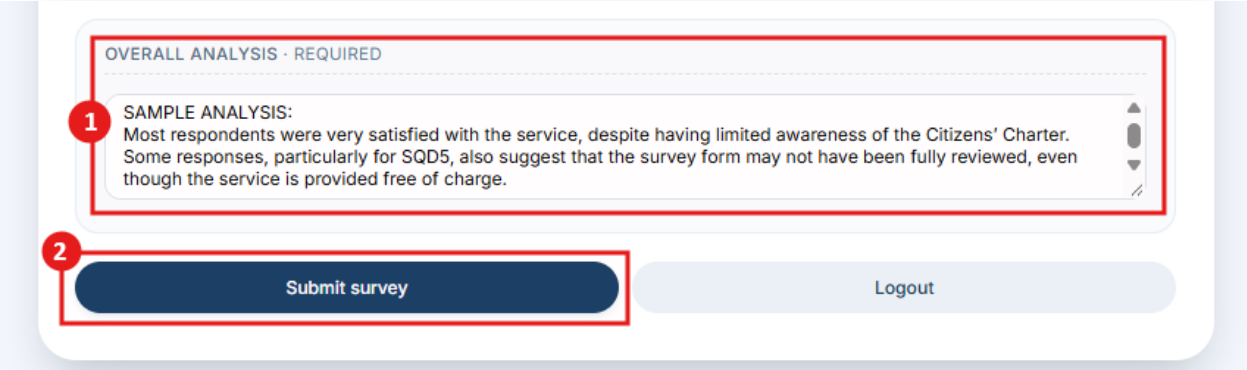
Enter the number of respondents for each rating option corresponding to every survey question.

Reminder: Ensure that the sum of all ratings for each question is exactly equal to the total number of surveyed clients to maintain data accuracy and avoid validation errors.



8. BRIEF ANALYSIS

Offices should briefly discuss their response rate results and explain why certain services were either not offered or received no/low responses, as applicable.



9. **Successful** submission confirmation message.



10. Additional Steps for **Regional Offices**

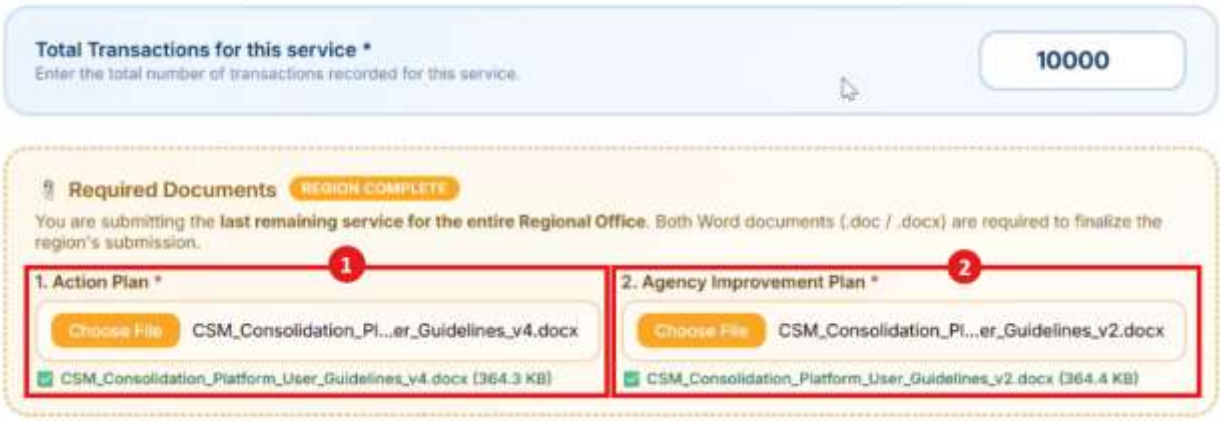
After completing and submitting the consolidation data for **all services**, an additional section titled **Required Documents** will appear on the Consolidation Form. This section is required to finalize the submission of the Regional Office.

Users must upload the following supporting documents:

1. **Action Plan** (Word Document: .doc or .docx)
2. **Agency Improvement Plan** (Word Document: .doc or .docx)

To upload the documents:

1. Click the **Choose File** button under the **Action Plan** field and select the appropriate document.
2. Click the **Choose File** button under the **Agency Improvement Plan** field and select the appropriate document.
3. Verify that the selected file names are displayed below each upload field with a green check mark, indicating that the files have been successfully attached.



For any CSM Consolidation System -related queries or concerns, you may reach us through the CSM Helpdesk: https://tinyurl.com/CSMHelpdesk