November 26, 2026

OFFICE MEMORANDUM
DPAC-2026- 078

ORIENTATION ON THE GUIDELINES FOR THE SUBMISSION OF THE CLIENT SATISFACTION MEASUREMENT (CSM) RESULTS FOR FISCAL YEAR (FY) 2026 FOR SCHOOLS DIVISION OFFICE (SDO) PERSONNEL

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

1. In line with Division Memorandum No. 606, s. 2026, titled "Submission of the Client Satisfaction Measurement (CSM) Results for Fiscal Year (FY) 2026," this Office, through the Division Public Assistance Coordinator (DPAC), hereby informs all concerned SDO personnel of the conduct of an Orientation on the Guidelines for the Submission of CSM Results for FY 2026 on **December 7, 2026, from 1:00 PM to 5:00 PM**, at the SDO Conference Hall.

2. This activity aims to:
   a. Orient concerned SDO personnel on the CSM submission requirements and guidelines for FY 2026;
   b. Discuss the procedures for preparing, consolidating, and submitting CSM results through the designated CSM Consolidation System;
   c. Clarify the roles and responsibilities of concerned units and sections in ensuring accurate and complete CSM submissions; and
   d. Address other relevant CSM-related concerns.

3. The participants shall be the unit or section heads and designated personnel handling services declared in the DepEd Citizen's Charter 2026 (2nd Edition), as enumerated below:

Concerned Office/Unit/Section	Personnel/Participants
Curriculum and Instruction Division (CID)	Beverly C. Longcop – Division Librarian
OSDS - Admin Unit - Cash	Suzette P. Candaza – AO IV
OSDS - Admin Unit - Personnel	Jennifer C. Alvarez – AO IV
OSDS - Admin Unit - Property and Supply	Gennerson T. Nabual – AO IV
OSDS - Admin Unit - Records	Maria Angela B. Antonio – AO IV
OSDS - Finance Unit - Budget	Sheryll Ann Marie G. Lacaba, CPA – Accountant III Sunshine Marjorie E. Ventures – BO III

Concerned Office/Unit/Section	Personnel/Participants
OSDS - ICT Unit	Gary H. Ballon – ITO
OSDS - Legal Unit	Atty. Rhea P. Aguado – Legal Officer
School Governance and Operations Division (SGOD) – SMME, PRS, and HRS	Oscar D. Billate Jr. – EPS, SGOD Rosalia M. Rivera – SEPS, SMME Asther E. Bachar – EPS II, SMME Galina V. Panela – SEPS, PRS Ma. Marlie M. Mendoza – PO III Marita P. Senolos – SEPS, HRD Sharon D. Balza – EPS II, HRD

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

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

FM:

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

Enclosure: *None*
Reference: *As stated*

DEPED DIVISION OF CALBAYOG CITY
RELEASED
DATE: 26 NOV 2026
BY:
CALBAYOG CITY

To be indicated in the Perpetual Index under the following subjects:
CSM 2026 CSM RESULTS ORIENTATION

SGOD-PRS-GVP