



Republic of the Philippines  
**Department of Education**  
REGION IV-A CALABARZON


27 November 2024

**Regional Memorandum**  
No.868 s.2024

**SUBMISSION OF THE CLIENT SATISFACTION MEASUREMENT  
(CSM) RESULTS FOR FISCAL YEAR 2024**

To **Schools Division Superintendents**  
**School Heads**

1. In reference to the Department of Education – Public Affairs Service Memorandum dated November 15, 2024, Schools Division Offices and schools are instructed to **submit their Fiscal Year (FY) 2024 Client Satisfaction Measurement (CSM) results to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) on or before December 20, 2024.**
2. The offices are strongly advised to review and comply with the memorandum, the guidelines, and annexes which are uploaded here: <https://bit.ly/2024CSMReferences>. For guidance, the annexes contain the following:
  - a. **Annex A:** Complete list of offices and services per governance level as declared in the DepEd Citizen’s Charter;
  - b. **Annex B:** Instructions and reminders in the preparation and submission of the CSM results; and
  - c. **Annex C:** List of submission links for each corresponding office per governance level.
3. Offices and schools shall only submit one (1) CSM result per declared service. **Submissions shall be made through the links found on Annex C.**
4. For wide dissemination and strict compliance.

  
**ATTY. ALBERTO T. ESCOBARTE, CESO II**  
Regional Director

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