



28 November 2025

Regional Memorandum
No. 897, s. 2025

SUBMISSION OF THE CLIENT SATISFACTION MEASUREMENT RESULTS FOR FISCAL 2025

To **Schools Division Superintendents**

1. In line with the Department of Education (DepEd) - Public Affairs Service (PAS) Memorandum PAS-OD-2025-32 dated November 25, 2025, all Schools Division Offices are **requested to submit their Client Satisfaction Mechanism (CSM) results for Fiscal Year (FY) 2025 to the Public Affairs Service - Public Assistance Action Center (PAS-PAAC) on or before December 29, 2025.**
2. The offices are strongly advised to review and comply with the memorandum, the guidelines, and annexes which are uploaded here: <https://tinyurl.com/2025DepEdCSMReferences>. For guidance, the link contains the following:
 - a. **PAS-OD-2025-32** titled Submission of the Client Satisfaction Measurement (CSM) Results for Fiscal Year (FY) 2025;
 - b. **Annex A:** External and Internal Services, as declared in the DepEd Citizen's Charter, to be Reported for the CSM;
 - c. **Annex B:** Guidelines in Preparing and Submitting CSM Results;
 - d. **Annex C:** List of submission links for each corresponding office per governance level.
 - e. **Annex D:** CSM Results Submission Memo Template for RPACs and DPACs; and
 - f. **Annex E:** Transmittal Memo Template.
3. For inquiries or questions, please contact the Public Affairs Unit through pau.calabarzon@deped.gov.ph or at (02) 8682-2114.
4. Strict compliance is desired.


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

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MEMORANDUM

PAS-OD- 2025-32

FOR : **Undersecretaries
Assistant Secretaries
Bureau and Service Directors
Division Chiefs/Office Heads
Regional Directors
Schools Division Superintendents**

ATTN : **Regional Public Assistance Coordinators
Division Public Assistance Coordinators**

FROM : 
CILETTE LIBORO CO
Assistant Secretary
Public Affairs and External Partnerships

SUBJECT : **SUBMISSION OF THE CLIENT SATISFACTION
MEASUREMENT (CSM) RESULTS FOR FISCAL YEAR (FY)
2025**

DATE : November 25, 2025

All offices from the Central Office (CO), Regional Offices (ROs), and Division Offices (DOs) with declared services in the DepEd Citizen's Charter are hereby directed to submit their Citizen's Satisfaction Measurement (CSM) results for Fiscal Year (FY) 2025 to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) on or before December 29, 2025.

This directive is issued in accordance with the Memorandum Circular (MC) No. 2019-002 titled "Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act (RA) No. 11032," otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and Its Implementing Rules and Regulations (IRR)," which mandates all government agencies to conduct and submit their annual CSM results.

It further states that all government agencies are enjoined to carry out the Citizen's Satisfaction Measurement (CSM) to gather client feedback and assess the quality, efficiency, and effectiveness of declared services in their respective Citizen's

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Charter, with the goal of strengthening accountability and improving public service delivery.

To ensure that accurate and correct data are submitted to PAS-PAAC for consolidation and processing, all concerned offices should adhere to the following guidelines:

- a. **Only offices with declared services in the DepEd Citizen's Charter are REQUIRED to submit.** Please refer to Annex A on the complete list of offices and services per governance level;
- b. Survey results for both external and internal services shall be gathered;
- c. Survey responses shall be only be extracted from the ARTA-prescribed CSM Form. We will not consider data culled from the old feedback forms e.g., CCSS Form to ensure consistency and avoid any confusion in converting the results;
- d. **Survey responses, both collected online or from hard copies of the ARTA-prescribed CSM Forms, shall be submitted.** Offices can utilize this template to encode client feedback from CSM Form hard copies for easy consolidation with online survey responses: <https://bit.ly/CSMTemplate>. Kindly download the excel file. Note that the template is not required to be submitted to us and shall only be used internally by the office;
- e. Instructions and reminders in preparing and submitting the offices' CSM results are provided in Annex B;
- f. Concerned offices shall submit through the Google Form links provided in Annex C. Please be reminded that we will only accept submissions through the links. Hence, email or hard copy submissions of the data shall not be considered;
- g. Offices shall only submit **one (1) CSM result per declared service**;
- h. Each concerned office is responsible for consolidating and submitting their own CSM results. To ensure that all relevant offices in the ROs and SDOs submit their CSM results, **the Regional Public Assistance Coordinators (RPACs) and Division Public Assistance Coordinators (DPACS) must submit a memorandum (Annex D) signed by their Regional Director (RD) or Schools Division Superintendent (SDS) confirming/attesting**



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that all offices with declared service within their governance level have provided the CSM data. RPACS and DPACS shall submit the said memorandum through this link: <https://bit.ly/2025CSMSubmission>.

- i. The CO, ROs, and SDOs shall also upload Memorandum (Annex E), signed by their Undersecretary/Assistant Secretary/ Bureau or Service Director. Regional Director, or Schools Division Superintendent to ensure the truthfulness, accuracy, and completeness of the CSM results through the assigned Google Form links in Annex C.
- j. Schools are not required to submit their CSM results for FY 2025.

All offices are reminded to secure both digital and physical copies of the CSM Forms and maintain integrity during the preparation of the CSM Report as section 4.8.2 of ARTA MC No. 2022-05 states that “The ARTA reserves the right to request proof of survey results, including the completed paper surveys and the Excel file of the aggregated data.”

Note that non-compliance to ARTA regulations, as stipulated in RA 11032, may lead to administrative liabilities.

For any clarification or concern, please contact Ms. Angel Kiem R. Atienza , Mr. Kent Ervin P. Dagle or Ms. Eriel A. Gabriel, PAS-PAAC, through the following:

Email address: depedactioncenter@deped.gov.ph
Phone numbers: 8638-8641, 8633-1942
Mobile number: 09959218461

Immediate dissemination of and strict compliance with this issuance is directed.

Enclosures:

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

Annex B: Guidelines in Preparing and Submitting CSM Results

Annex C: Google Form Links

Annex D: CSM Submission Memo Templates for RPACS and DPACS

Annex E: Transmittal Memo Template

MC No. 2019-002

MC No. 2022-05

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