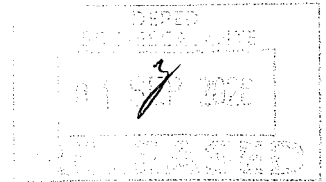




Republic of the Philippines
Department of Education
NEGROS ISLAND REGION
DIVISION OF ESCALANTE CITY



DIVISION MEMORANDUM

No. 366, s. 2026

TO: **Assistant Schools Division Superintendent**
Chief Education Supervisors (CID & SGOD)
Division Public Assistance Coordinator
Division Legal Officer
Division Information Technology Officer
All Others Concerned

FROM:  **PETER B. GALIMBA**
OIC - Schools Division Superintendent

SUBJECT: **REFRESHER TRAINING ON THE PREPARATION OF THE CLIENT SATISFACTION MEASUREMENT REPORT**

DATE: September 1, 2026

1. Attached is Memorandum DM-OUHRODI-2026-3014 from the Office of the Undersecretary, Human Resource and Organizational Development, and Infrastructure titled **Refresher Training on the Preparation of the Client Satisfaction Measurement Report**.
2. The Department of Education (DepEd), through the Office of the Undersecretary, Human Resource and Organizational Development, and Infrastructure, will conduct the **Refresher Training on the Preparation of the Client Satisfaction Measurement Report** to ensure that the CSM Form and reporting processes remain aligned with the revised service standards and client touchpoints reflected in the Charter.
3. In this line, Division Public Assistance Coordinator and Information Technology Officer I to attend the Refresher Training on **September 2, 2026, 1:00 pm, via Microsoft Teams, tinyurl.com/csmrefresher2026**. Interested parties may also attend.
4. Attached is the approved program for your reference. To confirm your attendance, kindly access this link on or before **September 1, 2026 (Tuesday): <http://tinyurl.com/regiscsmrefresher>**.
5. Immediate dissemination and strict compliance of this Memorandum are desired.



DepEd Tayo Escalante City



deped.escalantecity.weebly.com

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OED-OO-2026-13

Republika ng Pilipinas
Department of Education
OFFICE OF THE UNDERSECRETARY
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT, AND INFRASTRUCTURE

MEMORANDUM
DM-OUHRODI-2026-3014

TO : **ADMINISTRATIVE SERVICE**
BUREAU OF CURRICULUM DEVELOPMENT
BUREAU OF EDUCATION ASSESSMENT
BUREAU OF HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT
EDUCATION FACILITIES DIVISION
FINANCE SERVICE
INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICE
LEGAL SERVICE
NATIONAL EDUCATORS' ACADEMY OF THE PHILIPPINES
PUBLIC AFFAIRS SERVICE
ALL DEPED REGIONAL OFFICES
ALL SCHOOLS DIVISION OFFICES
ALL OTHERS CONCERNED

FROM : **WILFREDO E. CABRAL**
Undersecretary
Human Resource and Organizational Development, and Infrastructure
Vice Chairperson, DepEd Committee on Anti-Red Tape

SUBJECT : **REFRESHER TRAINING ON THE PREPARATION OF THE CLIENT SATISFACTION MEASUREMENT REPORT**

DATE : 24 August 2026

In line with the Department of Education's (DepEd) commitment to quality public service and compliance with Republic Act (RA) No. 11032, or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, the Department has completed the review and enhancement of its service standards, resulting in the issuance of the DepEd Citizen's Charter 2026, which is now available through the DepEd Transparency Seal.

Pursuant to RA No. 11032 and its Implementing Rules and Regulations, government agencies are required to establish feedback mechanisms and implement client satisfaction measurement systems to support continuous service improvement. In line with this, the Anti-Red Tape Authority (ARTA) issued Memorandum Circular (MC) No. 2022-05, or the *Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement*, institutionalizing the harmonized Client Satisfaction Measurement (CSM) Form, while DepEd, through DM-OUHROD-2023-0930, with the subject *Implementation*



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of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti-Red Tape Authority, directed all offices and schools to adopt the ARTA-prescribed CSM Form for uniform implementation and reporting.

Given the updates in the DepEd Citizen's Charter 2026 Edition, it is necessary to ensure that the CSM Form and reporting processes remain aligned with the revised service standards and client touchpoints reflected in the Charter. To this end, the Bureau of Human Resource and Organizational Development–Organization Effectiveness Division (BHROD-OED), as the DepEd CART Secretariat, shall conduct an online **Refresher Training on the Preparation of the Client Satisfaction Measurement Report**. The activity will be conducted in three clusters as follows:

Cluster	Participants	Date	Platform
Cluster 1	Luzon ROs and SDOs	September 1, 2026	Online via MS Teams through this link: tinyurl.com/csmrefresher2026
Cluster 2	Visayas and Mindanao ROs and SDOs	September 2, 2026	
Cluster 3	DepEd Central Office	September 9, 2026	Bulwagan ng Karunungan, 20 th Floor, Techzone Building, Makati City

The detailed program of activities is attached as **Annex A** for reference and guidance.

In reference to **Annex B** of this Memo, identified Divisions from the Central Office may nominate at least one personnel to attend the training. Said personnel must be directly involved in the delivery of external or internal service and/or involved in the administration of the CSM Form. Meanwhile, for participants from the Regional and Schools Division Offices, the following personnel are requested to attend the training:

Office	Personnel
Regional Office	- Regional Public Assistance Coordinator (RPAC) - ARTA Focal in the RO - Information Technology Officer I, ORD-ICTU
Schools Division Office	- Division Public Assistance Coordinator (DPAC) - ARTA Focal in the SDO - Information Technology Officer I, OSDS-ICTU

Lastly, all required participants (**See Annex B**) are directed to **register on or before August 28, 2026**, through this link: **tinyurl.com/regiscsmrefresher**.

For questions or clarifications, please contact **Mr. Ervin Joseph B. Ocampo** or **Ms. Hannah Hasmin M. Caña** of the DepEd CART Secretariat, BHROD-OED, via email at **artasec@deped.gov.ph** or by phone at (02) 8633-5375.

Copy Furnished:
OFFICE OF THE SECRETARY
Department of Education
osec@deped.gov.ph



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Annex A – Program Design

Refresher Training on the Preparation of the Client Satisfaction Measurement
Report
September 1, 2, and 9, 2026

Time	Activity	Remarks
1:00 PM	Registration and Checking of Attendance	BHROD-OED
1:30 PM	Opening Program - Ecumenical Prayer - DepEd Quality Policy Statement - Overview of the Activity	BHROD-OED
1:45 PM	Presentation of the DepEd Citizen’s Charter 2026 Edition - Discussion of new services - Reminders on Alignment to DepEd CC 2026 Edition	BHROD-OED
2:15 PM	Discussion on the Client Satisfaction Measurement	PAS-PAAC
2:45 PM	Workshop on the Automated CSM Tool	ICTS
3:30 PM	Panel Discussion / Q&A	BHROD-OED, PAS-PAAC, ICTS
3:45 PM	Ways Forward	BHROD-OED
3:50 PM	Closing Program	BHROD-OED
- End of Activity -		



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Annex B – List of Participants

Refresher Training on the Preparation of the Client Satisfaction Measurement
Report
September 1, 2, and 9, 2026

Regional Office (September 1 and 2)

- 1. Information Technology Officer I, ORD – ICT Unit
- 2. Regional Public Assistance Coordinator (RPAC)
- 3. ARTA Focal in the Region

Schools Division Office (September 1 and 2)

- 1. Information Technology Officer I, ORD – ICT Unit
- 2. Division Public Assistance Coordinator (DPAC)
- 3. ARTA Focal in the Region

Central Office (September 9)

- 1. Administrative Service – Asset Management Division
- 2. Administrative Service – Cash Division
- 3. Administrative Service – Records Division
- 4. Bureau of Curriculum Development – Special Curricular Program Division
- 5. Bureau of Education Assessment – Education Assessment Division
- 6. Bureau of Human Resource and Organizational Development – Employee Welfare Division
- 7. Bureau of Human Resource and Organizational Development – Personnel Division
- 8. Education Facilities Division
- 9. Finance Service – Accounting Division
- 10. Finance Service – Budget Division
- 11. Finance Service – Employee Accounts Management Division
- 12. Information and Communication Technology Service – Solutions Development Division
- 13. Information and Communication Technology Service – User Support Division
- 14. Legal Service – Investigation Division
- 15. Legal Service – Legal Division
- 16. National Educators Academy of the Philippines – Professional Development Division
- 17. National Educators Academy of the Philippines – Quality Assurance Division
- 18. Public Affairs Service – Publications Division
- 19. Public Affairs Service – Public Assistance Action Center



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