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Republic of the Philippines
Department of Education
REGION VIII
SCHOOLS DIVISION OF NORTHERN SAMAR

June 25, 2026

DIVISION MEMORANDUM

No. 233, s. 2026

**SUBMISSION OF THE CONTEXTUALIZED SCHOOLS' CITIZEN'S CHARTER AND
MEANS OF VERIFICATION/PROOF ON THE IMPLEMENTATION OF CLIENT
SATISFACTION MEASUREMENT (CSM)**

To: Office of the Assistant Schools Division Superintendents
Chief Education Supervisors
Education Program Supervisors
All Unit and Section Heads
Public Schools District Supervisors
Elementary and Secondary School Heads
School Administrative Officers
All Others Concerned


1. Pursuant to Republic Act No. 11032, otherwise known as the ***Ease of Doing Business and Efficient Government Service Delivery Act of 2018***, which mandates all government offices to post and publish their respective Citizen's Charter and establish a client feedback mechanism, this Memorandum is hereby issued to inform all School Heads and School Administrative Officers of the required submission of the contextualized Schools' Citizen's Charter together with the Means of Verification (MOVs)/proof of implementation of the Client Satisfaction Measurement (CSM).
2. All concerned are directed to submit the contextualized Schools' Citizen's Charter and the corresponding MOVs/proof of CSM implementation on or before **July 15, 2026**.
3. In line with efforts to conserve resources and minimize paper usage, all submissions shall be made online. Schools are advised to send the required documents to **ronaldo.galit@deped.gov.ph** using the official school email address. The email subject line must follow the format below:


Subject: Name of School – Contextualized CC and MOVs on CSM Implementation

4. Immediate dissemination of and strict compliance with this Memorandum are enjoined.

DepEd Northern Samar

RELEASED

By: 
Date: **07 JUL 2026**


GAUDENCIO C. ALJIBE JR., PhD, CESO V
Schools Division Superintendent



Address: Mabini St., Brgy. Acacia, Catarman, 6400, Northern Samar
Telephone Nos: (055) 500 1020
Email Address: northernsamar@deped.gov.ph
Division Official Website: <https://northernsamar.deped.gov.ph>



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