



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

September 30, 2026

OFFICE MEMORANDUM

No. 20 , s. 2026

**PILOT TESTING ON AUTOMATED CLIENT SATISFACTION
MEASUREMENT (CSM) SYSTEM**

To: Office of the Assistant Schools Division Superintendent
Chief Education Supervisors
Education Program Supervisors
All Unit and Section Heads
All Others Concerned

1. In line with the recently concluded training on the pilot testing of the Automated Client Satisfaction Measurement (CSM) System attended by SDO's Division Public Assistance Coordinator and Information and Communications Technology Officer on September 29, 2026—which was conducted to gather feedback, comments, and recommendations from end-users to further improve the system's functionality and usability, and to ensure its responsiveness to the needs and requirements of field offices in preparation for nationwide deployment within the year—this Office hereby issues this Memorandum to inform all concerned of the conduct of pilot testing of the Automated Client Satisfaction Measurement (CSM) System within the Division Office of Northern Samar on October 1-15, 2026.
2. The following Units/Offices within the Division shall identify one focal person who will oversee the pilot testing of the CSM System:
 - a. Schools Governance and Operations Division
 - b. Curriculum Implementation Division
 - c. Personnel Unit/HRMO
 - d. Records Unit
 - e. Information and Communications Technology Unit
 - f. Budget Unit
 - g. Cashier Unit
 - h. Payroll Unit
 - i. Legal Unit
3. Identified focal persons of the offices/units mentioned in the next preceding paragraph shall submit to the Division Public Assistance Coordinator, **Mr. Davy T. Aplan**, or to **Mr. Ronaldo O. Galit**, Alternate



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Telephone Nos: (055) 500 1020
Email Address: northernsamar@deped.gov.ph
Division Office Website: <https://northernsamar.deped.gov.ph>

DPAC, the following information for purposes of providing access to the centralized automated CSM System:

- a. Full Name
 - b. Email address (preferably email address of the Unit/Office if available)
 - c. Name of Office
 - d. Position
4. Submission of the required details shall be made until noon of October 1, 2026.
 5. Each office/unit focal person shall attend a short meeting at the Library Hub on October 1, 2026, at 1:00 PM for further instructions relative to the conduct of the pilot testing.
 6. For dissemination and strict compliance.


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

DepEd Northern Samar

RELEASED

By: _____

01 OCT 2026

Note: _____