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

November 25, 2026

OFFICE MEMORANDUM
No. 027 , s. 2026

PREPARATION FOR THE SUBMISSION OF THE 2026 CLIENT SATISFACTION MEASUREMENT (CSM) RESULT

To: Office of the Assistant Schools Division Superintendents
Chief, Curriculum and Implementation Division
Chief, Schools Governance and Operations Division
Unit/Office Heads
All Others Concerned

1. Pursuant to the Memorandum issued by the ***Office of the Assistant Secretary for Public Affairs and External Partnerships*** dated **November 15, 2026 (Annex A)**, which enjoins all governance levels of the Department of Education to submit their respective **Client Satisfaction Measurement (CSM) Results for Fiscal Year 2026**, this Office hereby directs all concerned units within the Division Office, particularly those responsible for implementing services reflected in the **2026 Citizen's Charter (2nd Edition)**, to accurately account for and validate the total number of transactions processed for each declared service throughout the fiscal year. Such data shall serve as a basis in the preparation and submission of the required CSM reports and other compliance requirements related thereto.

2. To facilitate the Division Office's compliance with the aforementioned directive, all units with declared services in the **2026 Citizen's Charter (2nd Edition)** are hereby directed to submit to **Mr. Davy T. Aplan**, *SEPS, Social Mobilization and Networking Unit*, the total number of transactions processed for each service using the prescribed template attached to this Memorandum as **Annex B**. The accomplished template shall be submitted on or before **December 4, 2026**.

3. All concerned units shall be guided by the official list of declared services attached to this Memorandum as **Annex C**.

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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4. Immediate dissemination of and compliance with this memorandum are desired.

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

DepEd Northern Samar
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Annex A

Republic of the Philippines
Department of Education
OFFICE OF THE ASSISTANT SECRETARY FOR PUBLIC AFFAIRS AND EXTERNAL PARTNERSHIPS

MEMORANDUM
OASPAEP-2026-____

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

ATTENTION : **Central Office CSM Focals**
Regional/Division/School Public Assistance Coordinators

FROM : **CHERYE LIBORO CO**
Assistant Secretary
Public Affairs and External Partnerships

SUBJECT : **SUBMISSION OF THE CLIENT SATISFACTION MEASUREMENT (CSM) RESULTS FOR FISCAL YEAR (FY) 2026**

DATE : November 15, 2026

All offices from the Central Office (CO), Regional Offices (ROs), Division Offices (DOs), and all public schools with declared services in the DepEd Citizen's Charter 2026 (2nd Edition) are hereby directed to submit their Citizen's Satisfaction Measurement (CSM) results for Fiscal Year (FY) 2026 to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) on or before December 29, 2026.

This is in compliance with the Memorandum Circular (MC) No. 2019-02 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.

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

a. **Only offices with declared internal and external services in the DepEd Citizen's Charter are REQUIRED to submit.** Please refer to Annex A for the complete list of the offices and services per governance level;

b. Survey responses shall only be extracted from the ARTA-prescribed CSM form. We will not consider data culled from the old feedback forms;

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c. Concerned offices shall submit through the consolidation system links. Please be reminded that we will only accept submissions through the consolidation system. Hence, email or hard copy submissions of the data shall not be considered;

OFFICES	LINKS
Central Office Regional Office Division Office	tinyurl.com/CSMConsoForm
Schools	tinyurl.com/CSMConsoFormSchools

d. For the **Central Office**, only the designated focal person using the **official office email address** may access and accomplish the corresponding CSM Consolidation Form. For **Regional and Division Offices**, only RPACs and DPACs using their **official PAC email addresses** may access the corresponding CSM Consolidation Form. For **schools**, SPACs or designated focal persons may **use any official DepEd email address** to access the corresponding CSM Consolidation Form. Each office shall submit **only one (1) CSM result per declared service;**

e. Instructions and reminders in preparing and submitting the offices' CSM results are provided in Annex B; and

f. Include in the submissions are the following:
   1. Results of the Agency Action Plan reported in FY 2026
   2. Continuous Agency Improvement Plan for FY 2027

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 with ARTA regulations, as stipulated in RA 11032, may lead to administrative liabilities.

For any clarification or concern, please contact PAAC through email: depedactioncenter@deped.gov.ph; SMS: 09959218461; and hotline: 8636-1663.

Enclosures:
Annex A: External and Internal Services from Citizen's Charter 2026 2nd edition to be reported for the CSM
Annex B: Guidelines in preparing and Submitting CSM Results for CO,RO & SDO
Annex C: Guidelines in preparing and Submitting CSM Results for Schools
Annex D: Copy of CSM Consolidation Form System User Guide
MC No. 2019-002
MC No. 2023-05

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Republic of the Philippines
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REGION VIII
SCHOOLS DIVISION OF NORTHERN SAMAR

Annex B

Date: _____

GAUDENCIO C. ALJIBE JR., PhD, CESO V
Schools Division Superintendent
Schools Division of Northern Samar
Catarman, Northern Samar

Thru: **DAVY T. APLAN**
SEPS-*Social Mobilization and Networking Unit*

Sir:

Respectfully transmitting herewith the total number of transactions processed for the services declared in the **2026 Citizen's Charter (2nd Edition)** under the _____ **Unit** for the reporting period covering **Fiscal Year 2026**, for consolidation and inclusion in the Division Office's compliance report on the **Client Satisfaction Measurement (CSM)** requirements.

List of Services	Total Number of Transaction
1	
2	
3	
4	
5	
6	

The undersigned hereby certifies that the data reflected above have been verified and are true, correct, and complete to the best of his/her knowledge and based on the records maintained by this Office/Unit.

Prepared by:

_____
Unit Head- _____*Unit*

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Annex C

Republic of the Philippines
Department of Education
PUBLIC AFFAIRS SERVICE

Schools Division Office

	External Services	Internal Services
Curriculum and Instruction Division	1. Borrowing and Returning of Supplementary Learning Resources from Library Hub 2. Registration for an Account in the LRMDS Portal	1. Quality Assurance of Contextualized Learning Resources 2. Submission of Quality Assured Contextualized Learning Resources
OSDS - Admin Unit - Cash	1. Claiming of Checks for Payment of Obligation (made through Checks)	1. Handling of Cash Advances 2. Issuance of Official Receipts 3. Payment of Obligation through Check or LDDAP-ADA to interna/external creditors

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OSDS - Admin Unit - Personnel	1. Acceptance of Application for Reclassification of Teaching Positions 2. Acceptance of Employment (Non-Teaching and Teaching Related Positions) 3. Issuance of Certificate of Employment (COE) 4. Issuance of Service Record (SR)	1. Application for Foreign Official Travel Authority 2. Application for Foreign Personal Travel Authority 3. Application for Leave 4. Application for Retirement, Survivorship, or Separation Benefits 5. Application for Terminal Leave Benefits 6. Issuance of Certificate of Employment (COE) 7. Issuance of Certificate of Leave of Absence Without Pay (LWOP) 8. Issuance of Compensatory Overtime Credits 9. Issuance of Service Record (SR) 10. Issuance of Special Order for Change Name and Status

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OSDS - Admin Unit - Property and Supply	1. Delivery Inspection and Acceptance of Tangible Assets (Supplies / Materials / Equipment) - Central Offie (CO) - Procured with Logistics Services 2. Delivery Inspection and Acceptance of Tangible Assets (Supplies / Materials / Equipment) - Central Office (CO) – Procured 3. Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/ Equipment) 4. Request for Certificate of Final Acceptance or Certificate of Completion 5. Request for Supplier's Performance Evaluation	1. Cancellation of Issued Inventory Custodian Slip 2. Property and Equipment Clearance Signing 3. Requisition and Issuance of Supplies and Equipment

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OSDS - Admin Unit - Records	1. Issuance of Academic School Record (Referral from the School of Non-Availability of School Records) 2. Issuance of Academic School Records for Certification, Authentication, and Verification (CAV) of ALS and PEPT Completers/Passers 3. Issuance of Academic School Records for Certification, Authentication, and Verification (CAV) for Learners from Closed Private Schools 4. Issuance of Requested Documents – Walk-In 5. Issuance of Requested Documents (Online) 6. Handling of Incoming Communications	N/A

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OSDS - Finance Unit - Budget	N/A	1. Posting or Updating of Disbursement 2. Processing of Obligation Request and Status (ORS)

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OSDS - ICT Unit	1. User Account Management for Central and Locally Managed Systems	1. Troubleshooting of ICT Equipment 2. User Account Management for Central and Locally Managed Systems 3. Uploading of Publications

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OSDS - Legal Unit	1. Correction of Entries in School Records 2. Legal Assistance to Walk-in Clients	1. Issuance of Certificate of No Pending Case

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School Governance and Operations Division	1. Application for the Establishment, Merging, and Conversion of Public Schools and Separation of Public School Annexes 2. Application for the Issuance of Government Recognition to Private Schools (Kindergarten, Elementary, and Junior High School levels) 3. Application for the Issuance of Government Permit to Operate for the Opening/Establishment of New Kindergarten, Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) Levels/Additional Grade Level for Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) for Private Schools 4. Application for the Issuance of Special Orders (SO) for Graduation of Private School Learners 5. Application for the Opening/Additional Offering of Senior High School (SHS) Program for Private Schools 6. Application for the Renewal of Government Permit to Operate of Kindergarten, Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) Levels of Private Schools 7. Application for Summer Permit for Private Schools	1. Request for Basic Education Data (Internal Stakeholders) 2. Request for Data for EBEIS, LIS, NAT and Performance Indicators 3. Request for Approval of Research Proposal and Completed Research - DepEd Order No. 16, s. 2017 (Research Management Guidelines)

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	8. Application for Tuition and Other Fees Increase, No Increase, and Proposed New Fees of Private Schools 9. Application for Voluntary (Temporary/Permanent) Closure of Private Schools 10. Endorsement of Voluntary (Temporary/Permanent) Closure of Private Schools 11. Recognition of Professional Development (PD) Programs - SDO Level 12. Request for Basic Education Data	

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