



Republic of the Philippines
Department of Education
SCHOOLS DIVISION OF MARINDUQUE



Office of the Schools Division Superintendent

MEMORANDUM
OSDS-LEGAL-2025-003

TO: Asst. Schools Division Superintendent
Chief Education Supervisors
Section and Unit Heads
All Others Concerned

FROM: 
LYNN G. MENDOZA, EdD
OIC, Schools Division Superintendent

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

DATE: December 12, 2025

1. Please see attached Memorandum PAS-OD-2025-32 from the Office of the Assistant Secretary of Public Affairs and External Partnership, Ms. Cilette Liboro-Co, dated November 25, 2025 titled "*Submission of the Client Satisfaction Measurement (CSM) Results for Fiscal Year (FY) 2025,*" all offices from the Central Office (CO), Regional Offices (ROs), and Schools Division Offices (SDOs) with declared services in the DepEd Citizen's Charter retain to submit their Client 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.
2. The cut-off date for the collection of CSM Results is **December 15, 2025** through the ICT Unit.
3. The Division CSM Results should be submitted on or before **December 19, 2025**.
4. The following documents are enclosed for reference:
 - a. Enclosure 1- Copy of Memorandum
 - b. Enclosure 2- Google Forms Links for the Submission of CSM Results
 - c. Enclosure 3- Transmittal Memo Template



Address: T. Roque St., Malusak, Boac, Marinduque
Tel. No.: (042) 754-0247 • Fax No.: (042) 332-1611
Email: marinduque@deped.gov.ph
Website: <https://depedmarinduque.com>

5. For clarifications, please contact Atty. Ayzel Lea R. Palmero, Division Public Assistance Coordinator/Attorney III, through email at: ayzellea.palmero@deped.gov.ph.

6. Immediate dissemination of and compliance with the contents of this Memorandum are desired.

OSDS-LEGAL-UNIT-SUBMISSION OF THE CSM RESULTS FOR FISCAL YEAR 2025



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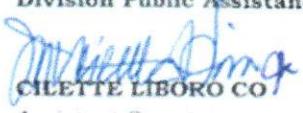


Republic of the Philippines
Department of Education
PUBLIC AFFAIRS SERVICE

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

Communications Division, DepEd Complex, Marikina Avenue, Pasig C
Telephone No.: (02) 6316033/ 1



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@depedphilippines



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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**

Communications Division, DepEd Complex, Meralco Avenue, Pasig City 1600

Telephone No.: (02) 6316033/ 6332120



DepEd Philippines



@depdedphilippines



@DepEd_PH



www.dep.gov.ph



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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

Communications Division, DepEd Complex, Meralco Avenue, Pasig City 1600

Telephone No.: (02) 6316033/ 6332120



DepEd Philippines



@depedphilippines



@DepEd_PH



www.deped.gov.ph



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Google Form Links for the Submission of CSM Results

Schools Division Office	• Cash Unit	https://bit.ly/DepEd2025CSM_SDO_CU
	• Information and Communications Technology Unit	https://bit.ly/DepEd2025CSM_SDO_ICTU
	• Legal Unit	https://bit.ly/DepEd2025CSM_SDO_LU
	• Office of the Schools Division Superintendent	https://bit.ly/DepEd2025CSM_SDO OSDS
	• Personnel Unit	https://bit.ly/DepEd2025CSM_SDO_PU
	• Property and Supply Unit	https://bit.ly/DepEd2025CSM_SDO_PSU
	• Records Unit	https://bit.ly/DepEd2025CSM_SDO_RU
	• Curriculum Implementation Division	https://bit.ly/DepEd2025CSM_SDO_CID
	• SGOD-Planning and Research Section	https://bit.ly/DepEd2025CSM_SDO_PRS
	• SGOD-School Management, Monitoring, and Evaluation Section	https://bit.ly/DepEd2025CSM_SDO_SMMES

Transmittal Memo Template

MEMORANDUM

TO : **CILETTE LIBORO CO**
Assistant Secretary for Public Affairs and External Partnerships

FROM : **LYNN G. MENDOZA, EdD**
OIC, Schools Division Superintendent

SUBJECT : **TRANSMITTAL OF THE FY 2025 CLIENT SATISFACTION
MEASUREMENT RESULTS**

DATE : **(Insert Date)**

In reference to the memorandum on the Submission of FY 2025 Client Satisfaction Measurement (CSM) Results requiring all concerned offices and schools to submit their CSM Results to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC), this Office hereby transmits the **FY 2025 CSM Results for the Schools Division of Marinduque**.

This Office declares that the CSM Form was implemented for both the external and internal services declared in the DepEd Citizen's Charter, as required under DM-OUHROD-2023-0930 titled "Implementation of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti-Red Tape Authority" issued on 12 July 2023.

This Office acknowledges that the submission of the CSM Results complies with the Memorandum Circular (MC) No. 2019-002 titled *"Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, Otherwise Known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and Its Implementing Rules and Regulations (IRR),"* requiring all government agencies to submit their CSM Report annually.

Additionally, this Office understands that any office delivering services that fails to submit their CSM Results, without providing a valid explanation for why the service/s were not offered or had no/low CSM respondents, may be deemed non-compliant with this requirement.

This Office attests to the truthfulness, accuracy, and completeness of the submitted CSM Results.



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Thank you.



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