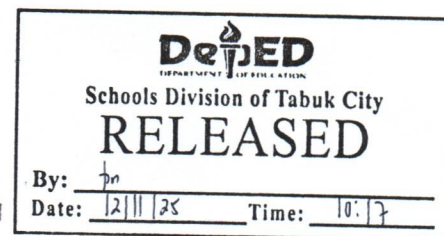




Republic of the Philippines
Department of Education
CORDILLERA ADMINISTRATIVE REGION
Schools Division of Tabuk City



Office of the Schools Division Superintendent

December 10, 2025

DIVISION MEMORANDUM
NO. 590, s.2025

**SUBMISSION OF CLIENT SATISFACTION MEASUREMENT (CSM)
RESULT FOR FISCAL YEAR 2025**

To: All School Heads, Elementary and Secondary
OSDS Office, ICT Unit
Personnel Office
Records Unit, Cash Unit
Budget Unit, Legal Unit
Property & Supply Unit
CID Office, SGOD Office

1. This office announces the submission of the Client Satisfaction Measurement (CSM) result for Fiscal Year 2025 in compliance with the Civil Service Commission (CSC) guidelines and the Department of Education's Commitment to continuously strengthen service quality and client focused processes.
2. All Division section/units are directed to administer the CSM tool to their respective clients and stakeholders who have availed of frontline service from January to December 2025.
3. To ensure the accurate and correct data are submitted to PAS-PAAC for consolidation and processing, all concerned officer should adhere to the following guidelines.
 - a. Schools are **not required** to submit their CSM results for FY 2025;
 - b. Only offices with declared services in the DepEd Citizen's Charter are required to submit;
 - c. Survey result for both external and internal services shall be gathered;
 - d. Survey responses shall be only be extracted from the ARTA- prescribed CSM Form. Data from old feedback forms. (e.g. CCSS Form) shall not be considered;
 - e. 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>.
4. All offices shall submit their CSM result on or before December 22, 2025.
5. Immediate dissemination of and compliance to this memorandum is desires.

BENEDICTA B. GAMATERO PhD, CESO V
Schools Division Superintendent

