



Republic of the Philippines
Department of Education
Cordillera Administrative Region
Schools Division of Tabuk City



Office of the Schools Division Superintendent

30 September 2026

DIVISION MEMORANDUM

No. 435 S. 2026

**ORIENTATION ON THE DEPED CLIENT SATISFACTION MEASUREMENT (CSM)
SYSTEM FOR SCHOOLS IN THE SCHOOLS DIVISION OF TABUK CITY**

TO : Public Elementary and Secondary School Heads
School Administrative Officers II
All Others Concerned

1. Pursuant to and in compliance with Department Memorandum No. 46, s. 2022, Republic Act No. 11032, otherwise known as the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, Memorandum Circular No. 2019-002 of the Anti-Red Tape Authority (ARTA), and DepEd Order No. 009, s. 2021 on the *Institutionalization of a Quality Management System in the Department of Education*, particularly PAWIM-006 or Client Satisfaction Measurement (CSM), the Department of Education (DepEd) Central Office, through the Public Affairs Service (PAS), has developed and institutionalized a centralized automated DepEd Client Satisfaction Measurement (CSM) System.
2. The centralized CSM System is intended to facilitate the efficient administration, monitoring, consolidation, reporting, and analysis of client satisfaction data across the Department. It is also designed to strengthen the systematic collection of client feedback and support the continuous improvement of DepEd programs, services, and processes in accordance with the principles of the Quality Management System.
3. In view of the foregoing, the Public Elementary and Secondary School Heads and School Administrative Officers II shall participate in an online orientation on the DepEd Client Satisfaction Measurement (CSM) System on September 30, 2026, at 3:00 PM. The orientation shall serve as a preparatory activity for the full implementation of the centralized CSM System in 2027.
4. The online orientation may be accessed through the link below using the participants' DepEd Email Accounts:

Online Orientation Link:

<https://tinyurl.com/sdotccsmorientation>

5. All concerned personnel are advised to access the link before the scheduled time and ensure a stable internet connection throughout the orientation. Participants are likewise encouraged to log in using their official DepEd Email accounts to ensure proper access to the online orientation.





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6. The orientation shall provide the concerned personnel with the necessary information and guidance on the following:
 - a. Accessing and navigating the DepEd CSM Portal;
 - b. Understanding the features and functions of the centralized CSM System;
 - c. Accessing and utilizing the assigned CSM survey links;
 - d. Proper administration and dissemination of the CSM survey to clients;
 - e. Monitoring and ensuring the completion of client feedback;
 - f. Generating, monitoring, and consolidating CSM results and reports;
 - g. Understanding the roles and responsibilities of concerned personnel in the implementation of the CSM System; and
 - h. Other procedures, protocols, and requirements necessary for the effective implementation of the system.
7. All concerned personnel are enjoined to actively participate in the orientation and extend their full cooperation in preparation for the implementation of the centralized CSM System in 2027.
8. Immediate dissemination of and strict compliance with this Memorandum are hereby directed.

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