



Republic of the Philippines

Department of Education

REGION III- CENTRAL LUZON
SCHOOLS DIVISION OF SCIENCE CITY OF MUÑOZ

January 13, 2026

SCHOOLS DIVISION MEMORANDUM

No. 012, s. 2026

COMPLIANCE WITH THE IMPLEMENTATION OF THE HARMONIZED CLIENT SATISFACTION MEASUREMENT (CSM)

To: Assistant Schools Division Superintendent
Chief Education Supervisors, and Unit Heads
Public Elementary and Secondary Schoolheads
All Others Concerned

1. Relative to Anti-Red Tape Authority (ARTA) Memorandum No. 2022-005 titled Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement, this Office through the Schools Division Office Committee on Anti-Red Tape (SDO-CART) reiterates the strict compliance of all functional divisions, units and public schools in the utilization and submission of reports on the Client Satisfaction Measurement (CSM).
2. To ensure accessibility and encourage wider participation, all functional divisions and units are directed to disseminate the CSM link through <https://tinyurl.com/2026CSM>. A designated KIOSK has also been placed in front of the Records section for clients transacting at the Schools Division Office.
3. To support functional divisions and units in effectively monitoring their respective clienteles' compliance in providing feedback on the services rendered, a quarterly summary of feedback shall be provided to the respective division chiefs or unit heads.
4. Furthermore, school heads of public schools are encouraged to establish a mechanism for gathering client feedback and satisfaction measurements. This is to ensure compliance with the required monthly consolidation of client feedback and submission of the annual report.
5. For more information, all concerned may contact the Division CSM focal person through cellphone number 0968-469-3508 or email address rosan.ariston@deped.gov.ph.
6. Immediate and strict compliance with this Memorandum is desired.

Encl: As stated
Reference: None
To be indicated in the Perpetual Index
Under the following subjects:

CLIENT SATISFACTION MEASUREMENT

REA Consolidation of CSM
001/January 13, 2026



JOHANNA N. GERVACIO PhD, CESO V
Schools Division Superintendent



Address: Brgy. Rizal, Science City of Muñoz, 3119

Email Address: munozone.science.city@deped.gov.ph