



Republic of the Philippines
Department of Education
 REGION I



REGIONAL MEMORANDUM

No. 107 s. 2025

**SUBMISSION OF CLIENT SATISFACTION MEASUREMENT (CSM)
 REPORT FOR FY 2024**

To: Schools Division Superintendents

1. Pursuant to DM-OUHROD-2023-030 regarding the implementation of the Client Satisfaction Measurement (CSM) in the Department of Education, you are requested to submit a copy of your CSM Report for Fiscal Year (FY) 2024.
2. Such requirement is also in compliance with RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2028 and Memorandum Circular (MC) No. 2019-002 entitled Guidelines on the Implementation of the Citizen's Charter in compliance with RA 11032 and MC No. 2022-05 entitled Guidelines on the Implementation of the Harmonized CSM.
3. Said report is requested to be submitted on or before February 4, 2025, through email: pau.region1@deped.gov.ph.
4. For guidance and compliance.

TOLENTINO G. AQUINO
 Director IV_{sp}

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

PERFORMANCE REPORTS

ORD-PAU/jds/RM_SubmissionofCSMReport2024
 January 21, 2025



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