



Republic of the Philippines  
Department of Education  
REGION I



OFFICE MEMORANDUM

No. 56, s. 2026

**MEETING OF CLIENT SATISFACTION MEASUREMENT (CSM)  
FOCAL PERSONS**

To: Chiefs of Functional Divisions  
Unit and Section Heads

1. This Office, through the Public Affairs Unit, will conduct the First Semester Meeting of Client Satisfaction Measurement (CSM) Focal Persons, **on February 27, 2026, 9:00 A.M.**, at the **DepEd Region 1 Executive Conference Hall**.

2. The said activity aims to present the salient provisions of RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018; CSM Results for FY 2025; and discuss the enhanced tool for the collation of CSM data.

3. Target participants are as follows:

| Name                       | Division/Unit/Section |
|----------------------------|-----------------------|
| Jonalyn Paula S. Perito    | CLMD                  |
| Carol R. Dy                | CLMD -LRMS            |
| Dennis Panida              | ESSD                  |
| Princess Esther Legaspi    | FTAD                  |
| Maggie I. Pineda           | HRDD                  |
| Arthur R. Manalang, Jr.    | PPRD                  |
| Tricia Leen Apilanes       | AD-Cash Section       |
| Nico Mercado               | AD- Personnel Section |
| Phoebe Ann Marie Hafala    | AD- Personnel Section |
| Ramon Christopher Orallo   | AD- Records Section   |
| Gillie Rose C. Dacumos     | AD- AMS               |
| Hedeliza D. Fragante       | AD- RPSU              |
| Myca Bundal                | AD- Procurement Unit  |
| Marilyn G. Pimentel        | Finance Division      |
| Ryezelle M. Locquiao       | Finance Division      |
| Florie M. Llobrera         | ORD                   |
| Shaira Ann Marie S. Rivera | ORD-Legal Unit        |
| Maureen Q. Rivera          | ORD-Legal Unit        |

4. For information and compliance.

For the Regional Director:

**RHODA T. RAZON**  
Director III

ORD-PAU/jds/OM\_CSMFocalsMeeting  
February 19, 2026



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