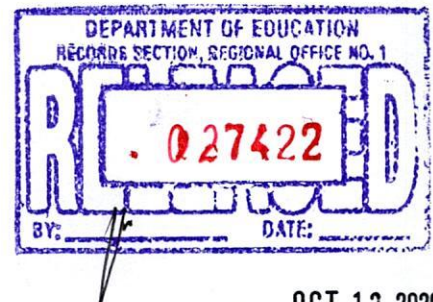




Republic of the Philippines
Department of Education
REGION I



OFFICE MEMORANDUM
ORD-2026- 363

CLIENT SATISFACTION MEASUREMENT (CSM) FOCAL PERSONS MEETING

To: Chiefs of Functional Divisions
Unit and Section Heads

1. In support of the Department of Education's commitment to continuous improvement in public service delivery and to promoting the efficiency and accuracy of feedback reporting in compliance with government service standards, the Public Affairs Service (PAS), with the Information and Communications Technology Service (ICTS), is now piloting the Automated Client Satisfaction Measurement (CSM) System.
2. The CSM System will be for full implementation to all governance levels from the DepEd Central Office, Regional Offices, Schools Division Offices, and School levels, by January 2027.
3. This Office, through the Public Affairs Unit, will be conducting an orientation on the new automated CSM System, on **October 21, 2026, at 8:30 A.M. at the Executive Conference Hall**. Important updates for the preparation of the Annual CSM Reporting will also be discussed.
4. Target participants are as follows:

Name	Division/Unit/Section
Gillie Rose Dacumos	AD – Asset Management Section
John Fredmar C. Balanon	AD – Cash Unit
Randy D. Lorenzana	AD – Personnel Section
Phoebe Ann Marie G. Hafala	
Darren Dizon	AD – Records Section
Marlyn G. Pimentel	Finance Division
Charley Mei Soriano	CLMD- LRMS
Abigail A. Cabilin	Human Resource Development Division (HRDD)
Gina R. Viduya	Policy, Planning and Research Division (PPRD)
Maricar D. Nieva	Quality Assurance Division (QAD)
Maureen Q. Rivera	ORD- Legal Unit
Rexan T. Milan	ORD-ICTU
Florie M. Llobrera	ORD



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Angelica Loucillo	OARD
Claire L. Abon	FTAD/ RDU
Annabile Calpotura	ESSD
John Philip E. Boado	CLMD
Cesar S. Bucsit Joanna D. Sabado Zyra P. Sadangsal	ORD-Public Affairs Unit

5. For information and compliance.

RHODA T. RAZON, EdD, CESO VI
Director III/Assistant Regional Director
OIC, Office of the Regional Director

ORD-PAU/jds/OM_CSMFocalsMeeting
October 13, 2026