



Republic of the Philippines
Department of Education
REGION I



OCT 15 2026

REGIONAL MEMORANDUM

No. 1383, s. 2026

ONLINE MEETING IN PREPARATION FOR THE SUBMISSION OF 2026 CLIENT SATISFACTION MEASUREMENT (CSM) REPORT

To: Schools Division Superintendents

1. This Office, through the Public Affairs Unit, disseminates the attached Memorandum from the Office of the Public Affairs Service.
2. An Online Meeting of Division Public Assistance Coordinators (DPACs) or CSM Focal Persons (Luzon Cluster), for the preparation of the 2026 Client Satisfaction Measurement (CSM) Report, will be conducted on **October 20, 2026, Tuesday, 2:00 pm** via <https://tinyurl.com/CSMPREPMetingLuz>
3. For information and guidance.

For the Regional Director:


ARNOLD I. VINO
Chief Administrative Officer
Finance Division

Encl.: None

Reference: None

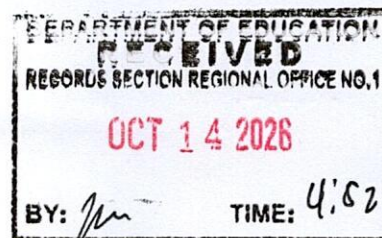
To be indicated in the Perpetual Index
Under the following subjects:

REPORT

ORD-PAU/jds/RM_CSM2026 Report
October 15, 2026



Republic of the Philippines
Department of Education
PUBLIC AFFAIRS SERVICE



MEMORANDUM

PAS-OD-49

FOR : **REGIONAL DIRECTORS
SCHOOLS DIVISION SUPERINTENDENTS**

ATTENTION : **REGIONAL/DIVISION PUBLIC ASSISTANCE COORDINATORS**

FROM : **JAN KEVIN M. RIVERA**
Director IV
Public Affairs Service

SUBJECT : **ONLINE MEETING IN PREPARATION FOR THE SUBMISSION
OF 2026 CLIENT SATISFACTION MEASUREMENT (CSM)
REPORT**

DATE : **October 10, 2026**

Pursuant to Section 3, Rule IV of the Implementing Rules and Regulations (IRR) of Republic Act No. 11032, which provides that "All agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts; and the Agency shall report to ARTA the results of the survey," the Public Affairs Service (PAS), in coordination with the Information and Communications Technology Service (ICTS), will conduct an online meeting on the following schedule:

VISAYAS CLUSTER (REGIONS VI, VII, VIII & NIR)

October 19, 2026, Monday, at 2:00 pm via <https://tinyurl.com/CSMPREPMeeingViz>.

MINDANAO CLUSTER (REGIONS IX, X, XI, XII & Caraga)

October 20, 2026, Tuesday at 9:30 am via <https://tinyurl.com/CSMPREPMeeingMin>.

LUZON CLUSTER (REGIONS I, II, III, IV-A, MIMAROPA, V, CAR & NCR)

October 20, 2026, Tuesday at 2:00 pm via <https://tinyurl.com/CSMPREPMeeingLuz>.

The activity aims to discuss the issues and concerns in the preparation and submission of the 2026 Client Satisfaction Measurement (CSM) Report, particularly in view of the ongoing transition to the new CSM system.

Participants are requested to join the meeting on time and take note of the important action points to ensure the effective provision of technical assistance to School PACs during the transition.

Inquiries may be forwarded to the Public Assistance and Action Center (PAAC) through depedactioncenter@deped.gov.ph

Thank you.



DepEd



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