RECEIVED
DEPARTMENT OF EDUCATION
DATE: 0 5 DEC 2025
TIME: 11:30
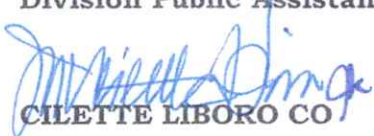BY:
DIVISION OF NUEVA VIZCA

MEMORANDUM
PAS-OD- 2025-32

FOR : **Undersecretaries**
Assistant Secretaries
Bureau and Service Directors
Division Chiefs/Office Heads
Regional Directors
Schools Division Superintendents
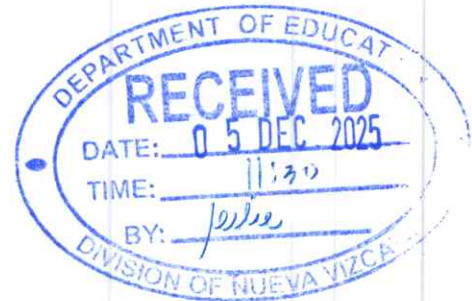
ATTN : **Regional Public Assistance Coordinators**
Division Public Assistance Coordinators

FROM : **CILETTE LIBORO CO**
Assistant Secretary
Public Affairs and External Partnerships

SUBJECT : **SUBMISSION OF THE CLIENT SATISFACTION MEASUREMENT (CSM) RESULTS FOR FISCAL YEAR (FY) 2025**

DATE : November 25, 2025

All offices from the Central Office (CO), Regional Offices (ROs), and Division Offices (DOs) with declared services in the DepEd Citizen's Charter are hereby directed to submit their Citizen's Satisfaction Measurement (CSM) results for Fiscal Year (FY) 2025 to the Public Affairs Service – Public Assistance Action Center (PAS–PAAC) on or before December 29, 2025.

This directive is issued in accordance with the Memorandum Circular (MC) No. 2019-002 titled "*Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act (RA) No. 11032,*" otherwise known as the "*Ease of Doing Business and Efficient Government Service Delivery Act of 2018,*" *and Its Implementing Rules and Regulations (IRR),*" which mandates all government agencies to conduct and submit their annual CSM results.

It further states that all government agencies are enjoined to carry out the Citizen's Satisfaction Measurement (CSM) to gather client feedback and assess the quality, efficiency, and effectiveness of declared services in their respective Citizen's

Charter, with the goal of strengthening accountability and improving public service delivery.

To ensure that accurate and correct data are submitted to PAS-PAAC for consolidation and processing, all concerned offices should adhere to the following guidelines:

a. **Only offices with declared services in the DepEd Citizen's Charter are REQUIRED to submit.** Please refer to Annex A on the complete list of offices and services per governance level;

b. Survey results for both external and internal services shall be gathered;

c. Survey responses shall be only be extracted from the ARTA-prescribed CSM Form. We will not consider data culled from the old feedback forms e.g., CCSS Form to ensure consistency and avoid any confusion in converting the results;

d. **Survey responses, both collected online or from hard copies of the ARTA-prescribed CSM Forms, shall be submitted.** Offices can utilize this template to encode client feedback from CSM Form hard copies for easy consolidation with online survey responses: https://bit.ly/CSMTemplate. Kindly download the excel file. Note that the template is not required to be submitted to us and shall only be used internally by the office;

e. Instructions and reminders in preparing and submitting the offices' CSM results are provided in Annex B;

f. Concerned offices shall submit through the Google Form links provided in Annex C. Please be reminded that we will only accept submissions through the links. Hence, email or hard copy submissions of the data shall not be considered;

g. Offices shall only submit **one (1) CSM result per declared service**;

h. Each concerned office is responsible for consolidating and submitting their own CSM results. To ensure that all relevant offices in the ROs and SDOs submit their CSM results, **the Regional Public Assistance Coordinators (RPACs) and Division Public Assistance Coordinators (DPACS) must submit a memorandum (Annex D) signed by their Regional Director (RD) or Schools Division Superintendent (SDS) confirming/attesting**

that all offices with declared service within their governance level have provided the CSM data. RPACS and DPACS shall submit the said memorandum through this link: https://bit.ly/2025CSMSubmission.

i. The CO, ROs, and SDOs shall also upload Memorandum (Annex E), signed by their Undersecretary/Assistant Secretary/ Bureau or Service Director. Regional Director, or Schools Division Superintendent to ensure the truthfulness, accuracy, and completeness of the CSM results through the assigned Google Form links in Annex C.

j. Schools are not required to submit their CSM results for FY 2025.

All offices are reminded to secure both digital and physical copies of the CSM Forms and maintain integrity during the preparation of the CSM Report as section 4.8.2 of ARTA MC No. 2022-05 states that "The ARTA reserves the right to request proof of survey results, including the completed paper surveys and the Excel file of the aggregated data."

Note that non-compliance to ARTA regulations, as stipulated in RA 11032, may lead to administrative liabilities.

For any clarification or concern, please contact Ms. Angel Kiem R. Atienza , Mr. Kent Ervin P. Dagle or Ms. Eriel A. Gabriel, PAS-PAAC, through the following:

Email address: depedactioncenter @deped.gov.ph
Phone numbers: 8638-8641, 8633-1942
Mobile number: 09959218461

Immediate dissemination of and strict compliance with this issuance is directed.

Enclosures:
Annex A: External and Internal Services to be Reported for the CSM
Annex B: Guidelines in Preparing and Submitting CSM Results
Annex C: Google Form Links
Annex D: CSM Submission Memo Templates for RPACS and DPACS
Annex E: Transmittal Memo Template
MC No. 2019-002
MC No. 2022-05

A: External and Internal Services to be Reported for the CSM

CSM Results shall be reported for both external and internal services outlined in this annex. The services specified in the DepEd Citizen's Charter represent the most common services at each governance level.

Central Office

Concerned Office/Unit	External Services	Internal Services
Accounting Division	N/A	1. Processing of Disbursement Vouchers – Big-Ticket Goods (Supplies, Materials, Equipment and Motor Vehicles) 2. Processing of Disbursement Vouchers – Consultancy 3. Processing of Disbursement Vouchers – Infrastructure 4. Processing of Disbursement Vouchers – General Support Services (Janitorial, Security, Maintenance, Garbage Collection and Disposal, and similar services) 5. Processing of Disbursement Vouchers – Rental Contract 6. Processing of Disbursement Vouchers – Repairs and Maintenance of Equipment and Motor Vehicles 7. Processing of Disbursement Vouchers – Board and Lodging 8. Processing of Disbursement Vouchers – Supplies, Materials & Equipment (Non-Big-Tickets) 9. Processing of Disbursement Vouchers – Meals 10. Processing of Disbursement Vouchers – Training 11. Processing of Disbursement Vouchers – Honorarium 12. Processing of Disbursement Vouchers – Cash Advance for Activities

		13. Processing of Disbursement Vouchers – Cash Advance for Salaries, Wages, Allowance, and Other Similar Expenses
		14. Processing of Disbursement Vouchers – Foreign Travel
		15. Processing of Disbursement Vouchers – Local Travel
		16. Processing of Disbursement Vouchers – Salaries for Regular Employees
		17. Processing of Disbursement Vouchers - Salaries for Contract of Service
		18. Processing of Disbursement Vouchers – Petty Cash Fund
		19. Processing of Disbursement Vouchers – Gasoline Expenses
		20. Processing of Disbursement Vouchers – Allowances and Other Forms of Compensation
		21. Processing of Disbursement Vouchers – Terminal Leave
		22. Processing of Disbursement Vouchers – Collective Negotiation Agreement (CNA) Incentives
		23. Processing of Disbursement Vouchers – Special Counsel Allowance
		24. Processing of Disbursement Vouchers – Financial Assistance
		25. Processing of Disbursement Vouchers – Fund Transfers
		26. Processing of Disbursement Vouchers – Utilities
		27. Processing of Disbursement Vouchers – Communication Mobile
		28. Processing of Disbursement Vouchers – Overtime
		29. Processing of Disbursement Vouchers – Extraordinary and Miscellaneous Expenses

		30. Processing of Disbursement Vouchers – Registration Fees
		31. Processing of Disbursement Vouchers – Remittances
		32. Processing of Disbursement Vouchers – Plane Fare (DBM Procurement)
		33. Processing of Disbursement Vouchers – Advertising
		34. Processing of Disbursement Vouchers – Subscription Newspaper
		35. Application for Provident Fund Loan
		36. Processing of Liquidation Report - Petty Cash Fund (PCF)
		37. Processing of Liquidation Report – Training and Activities
		38. Processing of Liquidation Report – Foreign Travel
		39. Processing of Liquidation Report – Local Travel
		40. Processing of Liquidation Report – Payroll Fund for Salaries, Wages, Allowances and Other Similar Expenses
		41. Pre-Audit of Budget Estimates
		42. Pre-Audit of Various Authorities
		43. Request for Application, Renewal and Cancellation of Bond
		44. Request for Approval of the Contracts of Various Projects/Transactions
		45. Issuance of GSIS and Pag-IBIG Certificate of Remittances
		46. Application for Certification of Remittances
		47. Request for BIR Form 2306 and 2307

		48. Request for Photocopy of Supporting Documents from Paid and Filed Transactions 49. Application for Agency Code/Activation of Organization Code
Budget Division	N/A	1. Processing of Request for Obligation of Allotment 2. Preparation/Issuance of Sub-Allotment Release Order (Sub-ARO) 3. Certification of Availability of Allotment
Bureau of Curriculum Development - Special Curricular Programs Division	N/A	1. Application for Special Program in Foreign Language
Bureau of Education Assessment – Education Assessment Division	1. Philippine Educational Placement Test (PEPT) 1.1 PEPT Onsite Registration 1.2 PEPT Online Registration 1.3 Computer-based test 2. PEPT Online Registration 3. PEPT Computer-Based Test 4. Verification and Re-issuance of Certificate of Rating (COR) via Online Platform	N/A
Bureau of Human Resource and Organizational Development – Personnel Division	N/A	1. Issuance of Foreign Official Travel Authority 2. Issuance of Foreign Personal Travel Authority 3. Issuance of Certificate of Employment and Service Record

		4. Order of Transfer and Reassignment 5. Application for Leave 6. Application for Retirement 7. Processing of Terminal Leave Benefits
Cash Division	1. Payment of Obligation through Cash Advance (including Petty Cash) 2. Payment of Obligation through Checks or LDDAP-ADA	N/A
Education Facilities Division	1. Evaluation of New Technology/Construction Materials for School Buildings 2. Review and Evaluation of the Project Design, Specification and Estimates, and Budget Allocation 3. Payment of Obligation to Contractors with Existing Infrastructure Contract with DepEd Central Office 4. Payment of Obligation to Supplier with Existing Contract with DepEd Central Office for the Supply and Delivery of School Furniture	N/A
Employee Accounts	1. Evaluation of Application for APDS	2. Provident Fund Loan Application

	Accreditation/	
Management Division	Accreditation/ Re-accreditation Process	3. Provident Fund Online Loan Application
Information and Communications Technology Service – Solutions Development Division	N/A	1. Google Workspace and Microsoft 365 User Account Issuance and Management (In Office Application) 2. Google Workspace and Microsoft 365 User Account Issuance and Management (via Email) 3. Official DepEd Website Modification or Addition of Section 4. Migration of an Existing Website to the Official DepEd Domain
Information and Communications Technology – User Support Division	1. Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) – walk-in 2. Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) - online	3. Processing of Enterprise Human Resource Information System (EHRIS) requests – walk-in 4. Processing of Enterprise Human Resource Information System (EHRIS) requests – email 5. Processing of Learner Information System requests from end-users 6. Virtual Events Assistance Service
Information and Communications Technology – Technology Infrastructure Division	N/A	1. IT Tech Support Job Request (for computer/printer repair and maintenance) 2. IT Tech Support Job Request (for return to AMD) 3. IT Tech Support Job Request (for network connection) 4. Provisioning of New and Additional Azure Resource 5. Provisioning deped.gov.ph Domain
Legal Service	N/A	1. Issuance of Certification of No Pending or Pendency of

		Administrative Case and Clearance 2. Request for an Update on the Status of a Case in the Central Office 3. Request for Legal Opinion 4. Review of Memorandum of Agreement/Understanding, Procurement Contracts, and Ordinary Contracts
Legal Service – Investigation Division	1. Filing of Administrative Complaint	N/A
Legal Service – Legal Division	1. Endorsement for Duty and Tax Exemptions of Private Basic Education Schools 2. Filing of Appeal 3. Filing for Motion for Reconsideration	N/A
National Educators Academy of the Philippines - Professional Development Division	N/A	1. Scholarship Application
National Educators Academy of the Philippines – Quality Assurance Division	1. Online Orientation for Learning Service Providers 2. Authorization of Learning Service Providers 3. Recognition of Professional Development at the NEAP Central Office	N/A
Office of the Secretary	1. External Document Service	2. Internal Document Service
Public Affairs Service – Public Assistance Action Center	1. DepEd Action through Email (action@deped.gov.ph, Hotline 8888	

	and referrals from CSC, PCC, ARTA) 2. Hotline and Walk-in Facilities 3. Standard FOI Request through Walk-in Facility, action@deped.gov.ph, and Online	
Public Affairs Service – Publications Division	1. Issuance of Advisory 2. Issuance of DepEd Memorandum and DepEd Order signed by the Secretary 3. Provision of Copies of DepEd Issuances	4. Issuance of Office Memorandum, Office Order, Memorandum with Limited Application 5. Material Production/Binding/Cutting
Records Division	1. Issuance of Requested Documents – walk-in 2. Issuance of Requested Documents – online 3. Receiving and Routing of Incoming Documents 4. Receiving and Routing of Outgoing Documents	N/A

Regional Office

Concerned Office/Unit	External Services	Internal Services
Accounting Section	N/A	1. Certification as to Availability of Funds 2. Endorsement of Request for

		3. Cash Allocation from SDOs
Budget Section	N/A	1. Disbursement Updating 2. Downloading/Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units 3. Letter of Acceptance for Downloaded Funds 4. Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority) 5. Processing of Budget Utilization Request & Status (BURS)
Cash Section	1. Payment of External and Internal Claims 2. Payment of Obligation	3. Handling of Cash Advances
Curriculum and Learning Management Division	1. Access to LRMDS Portal 2. Procedure for the Use of LRMDS Computers	N/A
Human Resource and Development Division	N/A	1. Rewards and Recognition
Legal Unit	1. Legal Assistance to Walk-in Clients 2. Request for Correction of	3. Processing of communication received

		Entries in School Record	through the Public Assistance Action Center (PAAC) 4. Request for Certification as to the Pendency or Non-Pendency of an Administrative Case
National Educators Academy of the Philippines – Regional Office	1. Recognition of Professional Development Programs / Courses		N/A
Office of the Regional Director	1. Issuance of Foreign Travel Authority 1.1. Issuance of Foreign Official Travel Authority 1.2. Issuance of Foreign Personal Travel Authority		N/A
Personnel Section	1. Acceptance of Employment Application (Walk-in) 2. Acceptance of Employment Application (Online) 3. Issuance of Certificate of Last Payment	4. Application for Leave 5. Application for Retirement / Survivorship / Disability Benefit 6. Issuance of Certificate for Remittances 7. Issuance of Certificate of Employment and/or Service Record 8. Issuance of Foreign Travel Authority 8.1 Issuance of Foreign Official Travel Authority 8.2. Issuance of Foreign

			Personal Travel Authority 9. Processing of Equivalent Record Form (ERF) 10. Processing of Study Leave 11. Processing of Terminal Leave Benefits 12. Request for Transfer from Another Region 13. Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)
Policy, Planning and Research Division	1. Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering 2. Request for Reversion		N/A
Public Affairs Unit	1. Public assistance (Email) 2. Public assistance (Hotline and Walk-in) 3. Standard Freedom of Information Request through Walk-In Facility and Mail		N/A
Quality Assurance Division	1. Application for Opening/Additional Offering of SHS Program for Private Schools 2. Application for Tuition	4. Application for Establishment, Merging, Conversion, and Naming/ Renaming of Public Schools	

	and Other School Fees (TOSF), No Increase, and Proposed New Fees of Private Schools 3. Issuance of Special Orders for the Graduation of Private School Learners	and Separation of Public Schools
Records Section	1. Certification, Authentication, and Verification 2. Issuance of Requested Documents (CTC and Photocopy of Documents) 3. Issuance of Requested Documents (Non-CTC) 4. Receiving of Communications 5. Receiving of Complaint 6. Document Routing and Tracking using the Documented Management System	N/A

Schools Division Office

Concerned Office/Unit	External Services	Internal Services
Budget Unit	N/A	1. Processing of ORS 2. Posting/Updating of Disbursement

Cash Unit	N/A	1. Handling of Cash Advances
Information and Communications Technology Unit	N/A	1. User Account Management for Centrally Managed Systems 2. Troubleshooting of ICT Equipment 3. Uploading of Publications
Legal Unit	1. Request for Correction of Entries in School Record	2. Issuance of Certificate of No Pending Case
Office of the Schools Division Superintendent	N/A	1.1 Issuance of Foreign Official Travel Authority 1.2 Issuance of Foreign Personal Travel Authority
Personnel Unit	1. Acceptance of Employment Application for Initial Evaluation (Teaching Position) 2. Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	1. Application for ERF (Equivalent Record Form) 2. Application for Leave 3. Application for Retirement 4. Issuance of Certificate of Employment 5. Issuance of Service Record 6. Loan Approval and Verification 7. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer) 8. Processing of Terminal Leave Benefits

		9. Request for Correction of Name and Change of Status
Property and Supply Unit	1. Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	2. Requisition and Issuance of Supplies 3. Property and Equipment Clearance Signing
Records Unit	1. Issuance of Requested Documents (Non-CTC) 2. Issuance of Requested Documents (CTC and Photocopy of Documents) 3. Certification, Authentication, Verification (CAV) 4. Receiving and Releasing of Communication and other Documents 5. Receiving of Complaints against Non-Teaching 6. Personnel Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	N/A
Curriculum Implementation Division	1. Accessing Available Learning Resources from LRMDS Portal 2. Borrowing of Learning	4. Program Work Flow of Submission of Contextualized Learning Resources

	Materials from Libraries 3. Alternative Learning System (ALS) Enrollment	5. Quality Assurance of Supplementary Learning Resource
SGOD - Planning and Research Section	1. Request for Basic Education Data (from external stakeholders)	2. Request for Basic Education Data (Internal Stakeholder) 3. Request for Data for EBEIS/LIS/NAT and Performance Indicators
SGOD - School Management, Monitoring, and Evaluation Section	1. Issuance of Government Permit, Renewal, Recognition of Private Schools 2. Issuance of Special Orders for the Graduation of Private School Learners 3. Application for SHS Additional Track/Strand 4. Application for Summer Permit for Private Schools 5. Application for No Increase in Tuition Fee 6. Application for Increase in Tuition Fee	N/A

Annex B: Guidelines in Preparing and Submitting CSM Results

Offices must adhere to the following guidelines to ensure that submitted data contains no discrepancies. Any data with discrepancies will be excluded from the CSM report.

I. Required CSM Data

A. Total number of clients who completed the survey for FY 2024

- Report the total number of surveyed clients with complete transactions. A transaction is deemed complete when the final step of the availed service has been accomplished.

- All concerned units shall gather a minimum number of CSM responses based on the ARTA Sample Size Calculator: https://tinyurl.com/CSMsamplesize. The results in the sample calculator are not required to be submitted to PAS-PAAC. Offices can use this to determine if they have achieved the minimum number of survey results.

- Offices should briefly discuss their response rate results and explain why certain services were either not offered or received no/low responses, as applicable.

B. Total number of transactions for FY 2024

- Report the total number of transactions per service declared in the DepEd Citizen's Charter applicable to the governance unit.

- **Number of transactions shall be greater than the number of surveyed clients or survey responses**. Kindly refer to the sample below for reference:

CORRECT		INCORRECT	
Number of transactions	Number of survey responses	Number of transactions	Number of survey responses
100	90	100	150
100	100	0	100

- Submit only whole numbers for transactions or survey responses. Kindly refer to the sample below for reference.

CORRECT		INCORRECT	
Number of transactions	Number of survey responses	Number of transactions	Number of survey responses
100	90	90.56	86.7
100	100		

C. Result count per SDQ for FY 2024

- Report the breakdown of all SQDs by result count:
  - SQD0
  - SQD1 (Responsiveness)
  - SQD2 (Reliability)
  - SQD3 (Access & Facility)
  - SQD4 (Communication)
  - SQD5 (Costs)
  - SQD6 (Integrity)
  - SQD7 (Assurance)
  - SQD8 (Outcome)

D. Result count per demographic profile

- Report the breakdown of the client demographic based on the following:
  a. Age
     i. 19 or lower
     ii. 20-34
     iii. 35-49
     iv. 50-54
     v. 65 or higher
     vi. Did not specify

  b. Sex
     i. Male
     ii. Female
     iii. Did not specify

  c. Customer Type
     i. Citizen
     ii. Business
     iii. Government
     iv. Did not specify

- Provide a brief analysis of the results.

E. Result count per CC response

- Report the breakdown of responses per CC response

  - CC Awareness (CC1)
  - CC Helpfulness (CC2)
  - CC Visibility (CC3)
  - Did not specify

F. Major or most common identified feedback/concern from clients

- Report the summary of feedback from clients by identifying the most frequent feedback or concerns received for FY 2024

II. Reminders for Submitting CSM Data

A. Survey results shall **match** the total result counts in the demographic profile, CC responses, and SQDs. Kindly refer to the samples below for reference:

- Demographic profile

Number of transactions						100	

DEMOGRAPHIC PROFILE							
AGE							
a. 19 or lower	b. 20-34	c. 35-49	d. 50-64	e. 65-higher	f. Did not specify	Total	
20	25	30	20	5	0	100	

SEX			
a. Male	b. Female	c. Did not specify	Total
47	45	8	100

CUSTOMER TYPE				
a. Citizen	b. Business	c. Government	d. Did not specify	Total
69	0	12	19	100

- CC Responses

Number of transactions						100

CITIZEN'S CHARTER						
CC1						
1	2	3	4	Did not specify	Total	
60	10	13	8	9	100	
CC2						
1	2	3	4	5	Did not specify	Total
54	22	2	5	8	9	100
CC3						
1	2	3	4	Did not specify	Total	
56	24	3	8	9	100	

- SQDs

Number of transactions						100

SQD0						
STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	Total
0	1	3	8	85	3	100

SQD1						
STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	Total
2	1	1	8	85	3	100

Number of transactions						100

			SQD2			
STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	Total
3	1	1	7	85	3	100

			SQD3			
STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	Total
3	2	1	6	85	3	100

			SQD4			
STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	Total
3	2	3	4	85	3	100

			SQD5			
STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	Total
3	1	1	7	85	3	100

			SQD6			
STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	Total
0	2	1	9	85	3	100

			SQD7			
STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	Total
2	1	1	8	85	3	100

			SQD8			
STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	N/A	Total
1	2	2	7	85	3	100

B. Any misrepresentation, discrepancy, or duplication in the submitted data may result in tagging the CO, RO, SDO, or school as non-compliant with this requirement.

III. Reminders for Schools Division Offices (SDOs) Categorized as Small Divisions

For **Schools Division Offices (SDOs)** categorized as small divisions, if the **Information and Communications Technology Unit (ICTU)** and **Legal Unit (LU)** do not exist in your division, you are not required to submit survey responses for these two (2) units. However, for those with existing ICTU and LU, even if categorized as small divisions, please submit the survey responses.

IV. Reminders for Failed Google Link Submissions especially in Regional Offices such as Personnel Unit

There is a common problem being encountered during the submission of responses to the google link.

- "Your response is too large. Try shortening some answers"

- Compress the PDF file attachment
- Shorten the brief analysis
- Try using a different web browser
- Check if the Gmail account used has full storage when submitting the response through the Google link

ANNEX C: Google Form Links

The CO, Ros, and SDOs shall submit their CSM results through the Google Form Links assigned to offices provided below.

GOVERNANCE LEVEL	OFFICE	LINK
CENTRAL OFFICE	• Bureau of Curriculum Development – Special Curricular Programs Division • Bureau of Education Assessment – Education Assessment Division • Cash Division • Education Facilities Division • Employee Accounts Management Division	https://bit.ly/DepEd2025CSM_CO_A
	• Office of the Secretary • Information and Communications Technology – User Support Division • Legal Service • Legal Service – Investigation Division • Legal Service – Legal Division	https://bit.ly/DepEd2025CSM_CO_B
	• National Educators • Academy of the Philippines – Quality	https://bit.ly/DepEd2025CSM_CO_C

	Assurance Division • Public Affairs Service – Public Assistance Action Center • Public Affairs Service – Publications Division • Records Division • Budget Division	
	• Bureau of Human Resource and Organizational Development – Personnel Division • Information and Communications Technology Service – Solutions Development Division • National Educators Academy of the Philippines – Professional Development Division • Information and Communications Technology Service – Technology Infrastructure Division	https://bit.ly/DepEd2025CSM_CO_D
	• Accounting Division (Items 1-16)	https://bit.ly/DepEd2025CSM_AD_A

	• Accounting Division (Items 17-32)	https://bit.ly/DepEd2025CSM_AD_B
	• Accounting Division (Items 33-40)	https://bit.ly/DepEd2025CSM_AD_C
	• Accounting Division (Items 33-40)	https://bit.ly/DepEd2025CSM_AD_D
Regional Office	• Accounting Section	https://bit.ly/DepEd2025CSM_RO_AS
	• Budget Section	https://bit.ly/DepEd2025CSM_RO_BS
	• Cash Section	https://bit.ly/DepEd2025CSM_RO_CS
	• Curriculum and Learning Management Division	https://bit.ly/DepEd2025CSM_RO_CLMD
	• Human Resource and Development Division	https://bit.ly/DepEd2025CSM_RO_HRDD
	• Legal Unit	https://bit.ly/DepEd2025CSM_RO_LU
	• National Educators Academy of the Philippines – Regional Office	https://bit.ly/DepEd2025CSM_RO_NEAP
	• Office of the Regional Director	https://bit.ly/DepEd2025CSM_RO_ORD
	• Personnel Section	https://bit.ly/DepEd2025CSM_RO_PS
	• Policy, Planning and Research Division	https://bit.ly/DepEd2025CSM_RO_PPRD
	• Public Affairs Unit	https://bit.ly/DepEd2025CSM_RO_PAU
	• Quality Assurance Division	https://bit.ly/DepEd2025CSM_RO_QAD
	• Records Section	https://bit.ly/DepEd2025CSM_RO_RS
	• Budget Unit	https://bit.ly/DepEd2025CSM_SDO_BU

Schools Division Office	• Cash Unit	https://bit.ly/DepEd2025CSM_SDO_CU
	• Information and Communications Technology Unit	https://bit.ly/DepEd2025CSM_SDO_ICTU
	• Legal Unit	https://bit.ly/DepEd2025CSM_SDO_LU
	• Office of the Schools Division Superintendent	https://bit.ly/DepEd2025CSM_SDO_OSDS
	• Personnel Unit	https://bit.ly/DepEd2025CSM_SDO_PU
	• Property and Supply Unit	https://bit.ly/DepEd2025CSM_SDO_PSU
	• Records Unit	https://bit.ly/DepEd2025CSM_SDO_RU
	• Curriculum Implementation Division	https://bit.ly/DepEd2025CSM_SDO_CID
	• SGOD - Planning and Research Section	https://bit.ly/DepEd2025CSM_SDO_PRS
	• SGOD - School Management, Monitoring, and Evaluation Section	https://bit.ly/DepEd2025CSM_SDO_SMMES

(INSERT LETTERHEAD)
ANNEX D: CSM Results Submission Memo Template for RPACs and DPACs

MEMORANDUM

TO	: **CILETTE LIBORO CO** Assistant Secretary for Public Affairs and External Partnerships
FROM	: **REGIONAL DIRECTOR / SCHOOLS DIVISION SUPERINTENDENT**
SUBJECT	: **FY 2025 CLIENT SATISFACTION MEASUREMENT (CSM) RESULTS OF (name of RO/SDO)**
DATE	: **(Insert Date)**

In reference to the memorandum on the Submission of FY 2025 Client Satisfaction Measurement (CSM) Results requiring all concerned offices to submit their CSM Results to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC), **this Office hereby attests that all concerned units/offices under the (name of RO/SDO) have submitted their CSM Results**.

For any clarification or concern, please contact (name of CO office focal person/RPAC/DPAC) through (insert email address and/or contact number).

Thank you.

(INSERT LETTERHEAD)
ANNEX E: Transmittal Memo Template

MEMORANDUM

TO : **CILETTE LIBORO CO**
Assistant Secretary for Public Affairs and External Partnerships

FROM : **NAME OF UNDERSECRETARY / ASSISTANT SECRETARY /**
BUREAU OR SERVICE DIRECTOR / REGIONAL
DIRECTOR/ SCHOOLS DIVISION SUPERINTENDENT

SUBJECT : **TRANSMITTAL OF THE FY 2025 CLIENT SATISFACTION**
MEASUREMENT RESULTS

DATE : **(Insert Date)**

In reference to the memorandum on the Submission of FY 2025 Client Satisfaction Measurement (CSM) Results requiring all concerned offices and schools to submit their CSM Results to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC), this Office hereby transmits the **FY 2025 CSM Results for (name of office)**.

This Office declares that the CSM Form was implemented for both the external and internal services declared in the DepEd Citizen's Charter, as required under DM-OUHROD-2023-0930 titled "Implementation of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti-Red Tape Authority" issued on 12 July 2023.

This Office acknowledges that the submission of the CSM Results complies with the Memorandum Circular (MC) No. 2019-002 *titled "Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, Otherwise Known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and Its Implementing Rules and Regulations (IRR),"* requiring all government agencies to submit their CSM Report annually.

Additionally, this Office understands that any office delivering services that fails to submit their CSM Results, without providing a valid explanation for why the service/s were not offered or had no/low CSM respondents, may be deemed non-compliant with this requirement.

This Office attests to the truthfulness, accuracy, and completeness of the submitted CSM Results.

For any clarification or concern, please contact (name of CO office focal person/RPAC/ DPAC) through (insert email address and/or contact number).

Thank you.