



Republic of the Philippines
Department of Education
PUBLIC AFFAIRS SERVICE

91426504

MEMORANDUM
PAS-OD-38

FOR : **REGIONAL DIRECTORS**
SCHOOLS DIVISION SUPERINTENDENTS
(REGIONS I, II, III, IV-A, MIMAROPA, V, CAR & NCR)

ATTENTION : **REGIONAL/DIVISION PUBLIC ASSISTANCE COORDINATORS**
REGIONAL/DIVISION INFORMATION TECHNOLOGY OFFICERS

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

SUBJECT : **CONDUCT OF HANDS-ON TRAINING AND PILOT TESTING ON**
AUTOMATED CLIENT SATISFACTION MEASUREMENT (CSM)
SYSTEM FOR LUZON CLUSTER

DATE : September 11, 2026

In support of the Department'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), in coordination with the Information and Communications Technology Service (ICTS), shall conduct a **Hands-on Training on the Automated CSM System** on **September 15, 2026, at 1:30 p.m. via <https://tinyurl.com/HOTCSMPLuzon>**.

The activity aims to gather feedback, comments, and recommendations from end-users to enhance the system's functionality and usability and ensure that it is responsive to the needs and requirements of field offices in preparation for its nationwide deployment within the year. The **pilot testing will be conducted from September 16 to 30, 2026**. Participants in the Hands-on Training shall be the **Regional and Division Public Assistance Coordinators and Regional and Division Information Technology Officers**. They are expected to orient and provide technical assistance to the **School Public Assistance Coordinators and School ICT Coordinators** in the use of the Automated CSM System in preparation for the pilot testing and full deployment of the portal.

A **User's Guide and Demo Video** will be provided to support the participants during the training and subsequent implementation of the system.

Your cooperation is highly requested to ensure the successful implementation of the automated CSM system. For any concerns, clarifications and technical support, please use the CSM Helpdesk: <https://tinyurl.com/CSMHelpdesk>.

Thank you.

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11. Transparency and Delivery of Program Support

Regional Offices (ROs) and Schools Division Offices (SDOs) shall ensure the timely delivery of ARAL funds, learning resources, session support materials, and other program requirements intended for schools, and shall keep schools informed of their status, availability, and authorized use.

Schools may communicate implementation concerns, reports on delayed delivery of program support, fund utilization concerns, and requests for technical assistance through the ARAL Helpdesk at <https://tinyurl.com/ARALProgramHelpDesk>

This Memorandum shall remain in effect pending the completion of ongoing consultations and policy refinements, and the issuance of updated ARAL implementation guidelines.

Immediate dissemination of and strict compliance with this Memorandum is hereby directed.