

OFFICE OF THE UNDERSECRETARY
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT, AND INFRASTRUCTURE

MEMORANDUM
DM-OUHRODI-2026-3014

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TO : ADMINISTRATIVE SERVICE
BUREAU OF CURRICULUM DEVELOPMENT
BUREAU OF EDUCATION ASSESSMENT
BUREAU OF HUMAN RESOURCE AND ORGANIZATIONAL
DEVELOPMENT
EDUCATION FACILITIES DIVISION
FINANCE SERVICE
INFORMATION AND COMMUNICATIONS TECHNOLOGY
SERVICE
LEGAL SERVICE
NATIONAL EDUCATORS' ACADEMY OF THE PHILIPPINES
PUBLIC AFFAIRS SERVICE
ALL DEPED REGIONAL OFFICES
ALL SCHOOLS DIVISION OFFICES
ALL OTHERS CONCERNED



FROM : **WILFREDO E. CABRAL**
Undersecretary
Human Resource and Organizational Development, and Infrastructure
Vice Chairperson, DepEd Committee on Anti-Red Tape

E-signed by
Wilfredo Cabral
2026, 2:17:51 PM

SUBJECT : **REFRESHER TRAINING ON THE PREPARATION OF THE
CLIENT SATISFACTION MEASUREMENT REPORT**

DATE : 24 August 2026

In line with the Department of Education's (DepEd) commitment to quality public service and compliance with Republic Act (RA) No. 11032, or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, the Department has completed the review and enhancement of its service standards, resulting in the issuance of the DepEd Citizen's Charter 2026, which is now available through the DepEd Transparency Seal.

Pursuant to RA No. 11032 and its Implementing Rules and Regulations, government agencies are required to establish feedback mechanisms and implement client satisfaction measurement systems to support continuous service improvement. In line with this, the Anti-Red Tape Authority (ARTA) issued Memorandum Circular (MC) No. 2022-05, or the *Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement*, institutionalizing the harmonized Client Satisfaction Measurement (CSM) Form, while DepEd, through DM-OUHROD-2023-0930, with the subject *Implementation*



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-----, and disbursement.



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of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti-Red Tape Authority, directed all offices and schools to adopt the ARTA-prescribed CSM Form for uniform implementation and reporting.

Given the updates in the DepEd Citizen's Charter 2026 Edition, it is necessary to ensure that the CSM Form and reporting processes remain aligned with the revised service standards and client touchpoints reflected in the Charter. To this end, the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED), as the DepEd CART Secretariat, shall conduct an online **Refresher Training on the Preparation of the Client Satisfaction Measurement Report**. The activity will be conducted in three clusters as follows:

Cluster	Participants	Date	Platform
Cluster 1	Luzon ROs and SDOs	September 1, 2026	Online via MS Teams through this link: tinyurl.com/csmrefresher2026
Cluster 2	Visayas and Mindanao ROs and SDOs	September 2, 2026	
Cluster 3	DepEd Central Office	September 9, 2026	Bulwagan ng Karunungan, 20 th Floor, Techzone Building, Makati City

The detailed program of activities is attached as **Annex A** for reference and guidance.

In reference to **Annex B** of this Memo, identified Divisions from the Central Office may nominate at least one personnel to attend the training. Said personnel must be directly involved in the delivery of external or internal service and/or involved in the administration of the CSM Form. Meanwhile, for participants from the Regional and Schools Division Offices, the following personnel are requested to attend the training:

Office	Personnel
Regional Office	- Regional Public Assistance Coordinator (RPAC) - ARTA Focal in the RO - Information Technology Officer I, ORD-ICTU
Schools Division Office	- Division Public Assistance Coordinator (DPAC) - ARTA Focal in the SDO - Information Technology Officer I, OSDS-ICTU

Lastly, all required participants (**See Annex B**) are directed to **register on or before August 28, 2026**, through this link: **tinyurl.com/regiscsmrefresher**.

For questions or clarifications, please contact **Mr. Ervin Joseph B. Ocampo** or **Ms. Hannah Hasmin M. Caña** of the DepEd CART Secretariat, BHROD-OED, via email at **artasec@depd.gov.ph** or by phone at (02) 8633-5375.

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Ext. 1, 2026
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JP
Pls give attention

Annex A – Program Design

Refresher Training on the Preparation of the Client Satisfaction Measurement Report September 1, 2, and 9, 2026

Time	Activity	Remarks
1:00 PM	Registration and Checking of Attendance	BHROD-OED
1:30 PM	Opening Program • Ecumenical Prayer • DepEd Quality Policy Statement • Overview of the Activity	BHROD-OED
1:45 PM	Presentation of the DepEd Citizen's Charter 2026 Edition • Discussion of new services • Reminders on Alignment to DepEd CC 2026 Edition	BHROD-OED
2:15 PM	Discussion on the Client Satisfaction Measurement	PAS-PAAC
2:45 PM	Workshop on the Automated CSM Tool	ICTS
3:30 PM	Panel Discussion / Q&A	BHROD-OED, PAS-PAAC, ICTS
3:45 PM	Ways Forward	BHROD-OED
3:50 PM	Closing Program	BHROD-OED
- End of Activity -		