




Republic of the Philippines
Department of Education
Region II – Cagayan Valley
SCHOOLS DIVISION OF SANTIAGO CITY

MEMORANDUM

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

FROM :  **ALFREDO B. GUMARU, JR. EDD., CESO V**
SCHOOLS DIVISION SUPERINTENDENT

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

DATE : **December 19, 2025**

In reference to the memorandum on the Submission of FY 2024 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 Information and Communications Technology Unit.**

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.



Children's Park, Calaacan, Santiago City, 3311

(078) 682-0156

santiago.city@deped.gov.ph <https://santiagocity.deped.gov.ph>

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