



Republic of the Philippines  
**Department of Education**  
REGION IV-A CALABARZON  
SCHOOLS DIVISION OF IMUS CITY

21 Feb 2025

**OFFICE MEMORANDUM**

OM-OSD-2025- 15

**FULL IMPLEMENTATION OF THE AUTOMATED CLIENT SATISFACTION  
MEASUREMENT (CSM) SYSTEM**

TO: OIC - Assistant Schools Division Superintendent  
Assistant Schools Division Superintendent  
CES, CID/OIC - School Governance & Operations Division  
Unit Heads and Section Heads  
All others Concerned

1. This memorandum is issued to inform all personnel of the Schools Division of Imus City regarding the full implementation of the Automated Client Satisfaction Measurement (CSM) System accessible at <https://csm.depedimuscity.com>. This initiative aims to streamline the collection of client feedback on services provided, ensuring continuous improvement and alignment with the Anti-Red Tape Authority (ARTA) guidelines.
2. The full implementation of the system will commence on March 1, 2025. All personnel are encouraged to actively gather feedback from their clients regarding the services rendered.
3. Section Heads and Unit Heads are directed to cascade the details of this implementation to their respective personnel and ensure compliance. All personnel are expected to utilize the system for recording client feedback to support service enhancement.
4. A final orientation for all Unit Heads and Section Heads will be conducted on February 26, 2025 (Wednesday), 10:00AM at the New Building Conference Room, to provide comprehensive guidance on using the system.
5. This implementation aligns with ARTA Memorandum Circular No. 2022-05 and related DepEd issuances on client satisfaction measurement.
6. For any queries, please contact June Bence L. Adelan, Information Technology Officer I at the Division ICT Office, 2nd Floor, New Building, Toclong 1-C, Imus




**Address:** Toclong I-C, Imus City, Cavite  
**Telephone No.:** (046) 4198450 to 53  
**Email Address:** [imus.city@deped.gov.ph](mailto:imus.city@deped.gov.ph)  
**Website:** [www.depedimuscity.com](http://www.depedimuscity.com)  
**Facebook Page:** @sdoimuscity



City, Cavite, at telephone number (046) 4198450 loc. 303 or via email at [icts.imus@deped.gov.ph](mailto:icts.imus@deped.gov.ph).

7. Strict compliance with this memorandum is enjoined.

  
**HOMER N. MENDOZA**  
Assistant Schools Division Superintendent  
Officer-In-Charge  
Schools Division Superintendent