



Republic of the Philippines
Department of Education
REGION VII - CENTRAL VISAYAS
DIVISION OF CITY SCHOOLS - TAGBILARAN CITY

**Office of the Schools Division
Superintendent**

May 12, 2026

DIVISION MEMORANDUM
No. 340 , s. 2026

**COLLECTION OF CSM SURVEY DATA AND SUBMISSION OF CSM REPORT FOR CY
2026**

To: Assistant Schools Division Superintendent
Division Office Personnel
Public Elementary and Secondary School Heads
All Others Concerned

1. This Office hereby disseminates the attached Regional Memorandum No. 0405 s. 2026, titled *Collection of CSM Survey Data and Submission of CSM Report for CY 2026*, reiterating the provisions of Memorandum Circular (MC) No. 2022-05, titled *Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement issued by the Anti-Red Tape Authority (ARTA)*, which emphasizes that all government agencies are mandated to establish a client feedback mechanism and submit the annual Client Satisfaction Measurement (CSM) report.
2. Accordingly, during the Re-Orientation on Client Satisfaction Measurement (CSM) Preparation held on April 30, 2026, it has been discussed that all schools are now required to collect the CSM survey and prepare the corresponding CSM report for this year.
3. In line with this, all schools are instructed to ensure the following:
 - administration of the prescribed CSM survey to clients/stakeholders;
 - collection and consolidation of survey results; and
 - preparation and timely submission of the year-end CSM report.
4. Please note that all schools are now expected to comply with the submission requirements for this year.
5. Immediate dissemination of this Memorandum is directed.

WILFREDA D. BONGALOS PhD, CESO V
Schools Division Superintendent

WDB/JAAL/ADMIN/atm



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Republic of the Philippines
Department of Education
 REGION VII - CENTRAL VISAYAS

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05 MAY 2026

Office of the Regional Director

REGIONAL MEMORANDUM

No. 0685 s. 2026

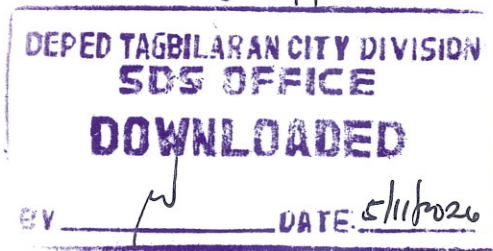
05 MAY 2026

COLLECTION OF CSM SURVEY DATA AND SUBMISSION OF CSM REPORT FOR CY 2026

To: Schools Division Superintendents
 Assistant Schools Division Superintendents
 All Others Concerned

- Following the provisions of Memorandum Circular (MC) No. 2022-05, titled *Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement* issued by the Anti-Red Tape Authority (ARTA), all government agencies are mandated to establish a client feedback mechanism and submit the annual Client Satisfaction Measurement (CSM) report.
- During the Re-Orientation on Client Satisfaction Measurement (CSM) Preparation held on April 30, 2026, it has been discussed that all schools are now required to collect the CSM survey and prepare the corresponding CSM report for this year.
- In line with this, all schools are instructed to ensure the following:
 - administration of the prescribed CSM survey to clients/stakeholders;
 - collection and consolidation of survey results; and
 - preparation and timely submission of the year-end CSM report.
- Please note that, unlike last year when the PAS-PAAC requested the Anti-Red Tape Authority (ARTA) for non-submission of reports from schools, all schools are now expected to comply with the submission requirements for this year.
- Wide dissemination of and compliance with this Memorandum are enjoined.

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[Signature]
DR. ARTURO B. BAYOCOT, CESO III
 Regional Director

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Republic of the Philippines
Department of Education
 REGION VII - CENTRAL VISAYAS

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Office of the Regional Director

REGIONAL MEMORANDUM


11 MAY 2026

No. 0421 s. 2026

COLLECTION OF CSM SURVEY DATA AND SUBMISSION OF CSM REPORT FOR CY 2026

To: Schools Division Superintendents
 Assistant Schools Division Superintendents
 All Others Concerned

1. Following the provisions of Memorandum Circular (MC) No. 2022-05, titled *Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement* issued by the Anti-Red Tape Authority (ARTA), all government agencies are mandated to establish a client feedback mechanism and submit the annual Client Satisfaction Measurement (CSM) report.
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