



Republic of the Philippines
Department of Education
REGION IV-A CALABARZON
SCHOOLS DIVISION OF BATANGAS

26 Oct 2026

DIVISION MEMORANDUM

No. 519, s. 2026

**DESIGNATION OF SCHOOL PUBLIC ASSISTANCE COORDINATOR AS
FOCAL PERSON FOR THE SUBMISSION OF THE 2026 CLIENT
SATISFACTION MEASUREMENT RESULT**

TO: Assistant Schools Division Superintendents
Chief- Curriculum Implementation Division (CID)
Chief- School Governance and Operations Division (SGOD)
Education Program Supervisors
Public Schools District Supervisors
Public Elementary and Secondary School Heads
All Others Concerned

1. Pursuant to Section 3, Rule IV of the Implementing Rules and Regulations (IRR) of Republic Act No. 11032, which provides that all agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts, the Schools Division Office, together with all the public elementary and secondary schools, shall submit to ARTA the results of the survey.
2. 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 the government service standard, the Public Affairs Service (PAS), in coordination with the Information and Communications Technology Service, launched the Automated CSM System and CSM Consolidation Form System for the submission of 2026 Client Satisfaction Measurement Results.
3. In line with this, each school is required to enroll in the system to gain access to the Automated CSM System and the CSM Consolidation Form. Accordingly, each school shall designate a School Public Assistance Coordinator (SPAC) who will serve as the focal person responsible for the 2026 Customer Satisfaction Measurement (CSM) results.
4. The designated focal person shall register both the school's official email address and their personal DepEd email address through the link: <https://tinyurl.com/2026SPAC>. The deadline for registration is October 28, 2026.
5. The Schools Division Office, through the Legal Unit and ICT Unit, shall conduct hands-on training on the Automated CSM System and the CSM Consolidation Form for pilot testing once access has been granted by the Public Assistance and Service (PAS) Unit.



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6. Immediate dissemination of and strict compliance of this memorandum is directed


MARITES A. IBANEZ, CESO V
Schools Division Superintendent

Encl: None

Reference: Republic Act No. 11032

To be indicated in the Perpetual Index under the following subject:

Issuances – Division Memorandum:

KMS/Designation of School Public Assistance Coordinator as Focal Person for the Submission of the 2026 Client Satisfaction Measurement Result/R2-156937/10-26-2026