



Republic of the Philippines
Department of Education
REGION I
SCHOOLS DIVISION OF THE CITY OF BATAC

DIVISION MEMORANDUM

No. **824**, s. 2025

11 DEC 2025

**ORIENTATION ON THE UNIFORM CSM REPORT: ONE DIVISION, ONE CSM
EXCEL-BASED CONSOLIDATOR**

To: Assistant Schools Division Superintendent
Chief Education Supervisors
Unit and Section Heads
Public Elementary and Secondary School Heads
All Others Concerned

1. Pursuant to Republic Act No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018), government offices are mandated to improve administrative systems, increase operational efficiency, and elevate the overall quality of public service. In support of this mandate and to strengthen the Division's capacity to harness meaningful customer and stakeholder insights through automated feedback collection and analysis, the Schools Division Office will conduct a division-wide orientation on the Uniform Customer Satisfaction Measurement (CSM) Report: "One Division, One CSM Excel-Based Consolidator" on December 22, 2025, from 1:00 p.m. to 5:00 p.m. at the Schools Division of the City of Batac – Conference Hall.

2. This initiative is likewise undertaken in conformity with the Anti-Red Tape Act (ARTA) and reinforces the Division's commitment to process streamlining, eliminating redundant tasks, and promoting efficient, transparent, and standardized service delivery across all schools. Through the unified CSM reporting mechanism and Excel-based consolidator, the Division aims to ensure more consistent data management practices and strengthen evidence-based decision-making in line with national standards for public sector efficiency and accountability.

3. Participants to this activity are the Public School Heads and non-teaching personnel in-charge of the Client Satisfaction Measurement consolidation.

4. Participants are expected to bring their laptops to consolidate both online and onsite client feedback for their respective schools.

5. For information and Guidance.

ANSELMO R. ALUDINO
Schools Division Superintendent

Encl.: None
Reference: None
To be included in the Perpetual Index
Under the following subject:

EVALUATION MONITORING
REPORTS

rml/DM-CSM Consolidator
December 9, 2025



SDCB RECORDS UNIT

2520113