



Republic of the Philippines
Department of Education
REGION VIII - EASTERN VISAYAS

August 19, 2026

OFFICE MEMORANDUM

ORD-2026- **416**

DESIGNATION OF CUSTOMER SATISFACTION MEASUREMENT (CSM) FOCAL PERSON IN EVERY FUNCTIONAL DIVISION OF THE REGIONAL OFFICE

To: Director III
Functional Division Chiefs
All Others Concerned

1. In line with the Regional Office's commitment to strengthening client-centered public service and ensuring the effective implementation of the Customer Satisfaction Measurement (CSM) system, all Regional Functional Divisions are hereby directed to designate a Customer Satisfaction Measurement (CSM) Focal Person for their respective division.

The designation shall ensure the systematic administration, monitoring, consolidation, and utilization of CSM results for both internal and external clients, as well as the timely resolution of concerns and Requests for Action (RFA) arising from client feedback.

2. Each Regional Functional Division shall designate one (1) CSM Focal Person who shall serve as the primary coordinator of all CSM-related activities within the division.

The name, designation, contact details, and official order/designation of the CSM Focal Person shall be submitted to the Public Affairs Unit (PAU) on or before **August 24, 2026**.

The Division Chief shall provide the necessary support and ensure that the designated CSM Focal Person is given adequate time and resources to perform the functions herein prescribed.

3. The CSM Focal Person shall:

- a. Facilitate the administration and accomplishment of CSM for all applicable transactions and services provided by the Division to both internal and external clients;
- b. Monitor the accomplishment and submission of CSM forms/survey responses and ensure that feedback is properly recorded, consolidated, and submitted through the prescribed mechanism;

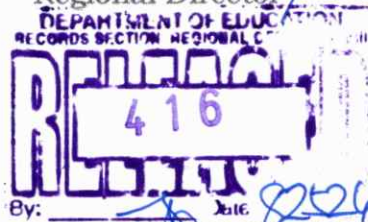
- c. Coordinate with the PAU on CSM-related policies, procedures, reporting requirements, technical concerns, and other matters affecting the implementation of the CSM system;
 - d. Monitor client feedback, comments, suggestions, complaints, and concerns relevant to the services of the Division;
 - e. Monitor compliance with issued Requests for Action (RFA) arising from client feedback and ensure that appropriate actions are undertaken within the prescribed timeframe;
 - f. Coordinate with concerned personnel/units on the resolution of RFAs, including the submission of necessary actions, responses, supporting documents, and evidence of resolution;
 - g. Immediately elevate overdue, unresolved, or recurring RFAs to the Division Chief and/or PAU for appropriate intervention and action;
 - h. Analyze and identify recurring issues and areas for improvement based on CSM results and client feedback, and recommend appropriate corrective or preventive actions to the Division Chief;
 - i. Assist in the preparation and submission of CSM accomplishment reports and other reports required by the PAU or Regional Management;
 - j. Ensure the confidentiality and appropriate handling of client information and feedback in accordance with existing policies on data privacy, records management, and information security; and
 - k. Participate in orientations, meetings, capacity-building activities, and other initiatives related to CSM, client satisfaction, public assistance, and quality management.
4. The Public Affairs Unit (PAU) shall serve as the Regional Office's coordinating unit for the implementation and monitoring of the CSM. It shall consolidate CSM results, monitor compliance of Functional Divisions, provide technical assistance, and facilitate the reporting of significant client concerns and unresolved RFAs to Regional Management.

The CSM Focal Persons shall regularly coordinate with the PAU and submit the required reports and updates within the prescribed timelines.

5. Immediate dissemination and strict compliance with this memorandum are desired.

SALUSTIANO T. JIMENEZ JD, EdD, CESO III

Regional Director



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