Republic of the Philippines
Department of Education
REGION IX, ZAMBOANGA PENINSULA
SCHOOLS DIVISION OF DAPITAN CITY

03 November 2026

DIVISION MEMORANDUM
NO. 528 , s. 2026

To: Public Elementary and Secondary School Heads
Designated School Public Assistance Coordinators
All Others Concerned

CONDUCT OF ORIENTATION ON THE AUTOMATED CLIENT SATISFACTION MEASUREMENT (CSM) SYSTEM PILOT TESTING

1. In line with the Department of Education's commitment to continuously improve public service delivery, promote transparency, and ensure compliance with government service standards, this Office announces the conduct of an Orientation on the Automated Client Satisfaction Measurement (CSM) System Pilot Testing and Citizen's Charter 2026 v.2 on **November 6, 2026 (Friday), 9:00 a.m.**, at the **SDO Conference Hall**.

2. This activity supports the implementation of the Automated CSM System being rolled out by the Public Affairs Service (PAS) in coordination with the Information and Communications Technology Service (ICTS), and serves as a preparatory activity for the pilot testing and eventual full deployment of the system in all schools.

2. Specifically, the orientation aims to familiarize participants with the features and functionalities of the Automated CSM System; provide guidance on the collection, monitoring, and reporting of client feedback through the CSM Portal; clarify the roles and responsibilities of School Public Assistance Coordinators in the implementation of the system; and discuss the updates, provisions, and compliance requirements of the Citizen's Charter 2026 v.2.

3. Participants to this activity are **School Public Assistance Coordinators (SPACs)** from public elementary and secondary schools (see attached).

4. Immediate and widest dissemination of this Memorandum is desired.

JAY S. MONTEALTO, EdD, JD, CESO V
Schools Division Superintendent

Department of Education
Division of Dapitan City
RELEASED
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LIST OF PARTICIPANTS (No Proxy Allowed)

	School Name	School ID	School Public Assistance Coordinator
1	Aliguay IS	501789	YALE S. TUDARA
2	Antipolo ES	125954	RICHEL T. DAGUINOTAS
3	Aseniero ES	125945	DIMNA C. CABALLERO
4	Aseniero NHS	303876	Magnolia C. Capati
5	Baao ES	125911	MARENELL C. SALIDO
6	Bacong IS	503170	MARIA CARMEL M. ACOJEDO
7	Banbanan ES	125924	JUDECEL T. CALO
8	Barcelona CS	125912	ANNIE LYN S. TRUMATA
9	Barcelona NHS	303877	LJ B. ELNAS
10	Baylimango CS	125925	Welgae R. Adriatico
11	Baylimango NHS	303878	Emme A. Eldian
12	Burgos ES	125913	MARIBEL C. ELDIAN
13	Canlucani ES	125926	EDEL JANE E. MONTEZA
14	Capucao ES	125937	Marielle C. Jumuad
15	Carang ES	125927	CLAUDINE N. ACORIN
16	Dampalan ES	125946	CAROL J. BAEL
17	Dampalan SS	306269	ZALENMAY D. OSORIO
18	Dapitan City CS	125938	Lalaine D. Sanchez
19	Dapitan City Experimental ES	125939	CATHERINE V. ACOYMO
20	Dapitan City NHS	303880	IRESH P. DURAN
21	Dapitan City SPED Center	197001	RUTH B. ABAPO
22	Daro ES	125928	MICHELLE MYRH B. POLIO
23	Diwaan ES	125914	MECHE P. CAERMARE
24	Guimputlan IS	501788	Jenrose G. Andos
25	Hilltop ES	125915	Jennifer O. Gregorio
26	Ilaya ES	125916	NERISSA T. LUANG
27	Ilaya NHS	303881	JOSEPH D. QUIMIGUING
28	Kauswagan IS	500675	ERLYN N. LAPODYE
29	Larayan ES	125955	GERALDINE Q. BULAY-OG
30	Lawaan ES	125940	JHONALYN D. MACAPAÑAS
31	Liyang ES	125956	MARIEL P. ELUMBARING
32	Ma. Cristina ES	125941	Janen O. Potoy
33	Maria Uray ES	125918	Jerene E. Sarmiento
34	Masidlakon ES	125947	Malyn E. Petras
35	Napo IS	503171	Jenelyn I. Ladista
36	Opao ES	125948	JEFFREY G. JUMALON
37	Oro ES	125932	CARLEEN M. CARDENO
38	Oro NHS	303882	ELVINIA P. BESIN
39	Owaon ES	125957	MARIE D. MEDIJA
40	Oyan ES	125919	Eirene A. Oracion
41	Polo ES	125942	ERNALYN R. DAYMIEL
42	Potungan CS	125949	ALJENN D. CAYLALUAD
43	Potungan NHS	303883	JUVYLAINE L. DANGCALAN
44	San Francisco ES	125950	JAYPEE S. MASANGKAY
45	San Nicolas ES	125951	CHARLIE P. CALIBO
46	San Pedro IS	501787	JEAN S. BAGUINAT
47	San Vicente ES	125959	Mark B. Recamara
48	Selinog IS	501790	JOHN MICHAEL M. MOLIJON
49	Sicayab ES	125960	May C. Saguin
50	Sigayan ES	125952	FRANCISCO E. JATICO
51	Sigayan SS	306268	Medar E. Padao, Jr.
52	Sinonoc ES	125943	Melisa B. Cagbabanua
53	Sto. Niño ES	125934	JOHN MICHAEL M. MOLIJON
54	Sulangon CS	125961	ALONA MAE C. ANTABO
55	Sulangon NHS	303884	DIVINA GRACIA C. FERRAREN
56	Tag-ulo ES	125936	Claire P. Elumba
57	Taguilon ES	125935	Katherine S. Balladares
58	Taguilon NHS	303879	CHEYNEE GAYLE L. EGUIA
59	Talisay IS	501298	Jheana Mae E Jatico
60	Tamion ES	125920	Charmaine Marie C. Villarta
61	Yabu ES	125921	Camille S. Gaburno