



Republic of the Philippines
Department of Education
NEGROS ISLAND REGION
SCHOOLS DIVISION OF SAGAY CITY

APR 29 2026

DIVISION MEMORANDUM

No. 201, s. 2026

REMINDERS ON UPDATING THE DEPED FIELD OFFICES AND SCHOOLS' CITIZEN'S CHARTER IN ALIGNMENT WITH THE DEPED CITIZEN'S CHARTER 2026 EDITION

TO: Assistant Schools Division Superintendent
Chief Education Supervisors (CID & SGOD)
Public Schools District Supervisors
Public Elementary & Secondary School Heads
All Others Concerned

1. Attached is Memorandum DM-OUHRODI-2026-1133, dated April 14, 2026, titled "Reminders on Updating the DepEd Field Offices and Schools' Citizen's Charter in Alignment with the DepEd Citizen's Charter 2026 Edition"
2. Immediate, wide dissemination, and compliance of this Memorandum is desired.

DANNIE CLARK M. UGUIL, CESE
Assistant Schools Division Superintendent
Officer-in-Charge
Office of the Schools Division Superintendent



Enclosure : as stated
Reference : as stated
Allotment : N/A
No. of Pages : 2

To be indicated in the **Perpetual Index** under the following subjects:

CSM ARTA

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Republic of the Philippines

Department of Education

OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
DM-OUHRODI-2026-1133

FOR : UNDERSECRETARIES
ASSISTANT SECRETARIES
BUREAU/SERVICE DIRECTORS
REGIONAL DIRECTORS
SCHOOLS DIVISION SUPERINTENDENTS
PUBLIC SCHOOL HEADS
ALL OTHERS CONCERNED

FROM : WILFREDO E. CABRAL
Undersecretary
Human Resource and Organizational Development, and
Infrastructure
Vice Chairperson, DepEd Committee on Anti Red Tape

SUBJECT : REMINDERS ON UPDATING THE DEPED FIELD OFFICES AND
SCHOOLS' CITIZEN'S CHARTER IN ALIGNMENT WITH THE
DEPED CITIZEN'S CHARTER 2026 EDITION

DATE : 14 April 2026

In continued compliance to the Republic Act (RA) No. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* which mandates government agencies to establish and maintain current and updated service standards through their respective Citizen's Charters, the Department of Education (DepEd) hereby implements the DepEd Citizen's Charter 2026 (1st Edition) as published in the DepEd website's Transparency Seal in <https://www.deped.gov.ph/about-deped/citizenscharter/>.

In this regard, all governance levels shall be guided by the service standards published in the latest Citizen's Charter (CC), i.e.:

- a. services applicable to their office,
- b. documentary requirements from the client,
- c. procedure to obtain a particular service (client steps and agency action),
- d. person/s responsible per step,
- e. applicable fee/s (transaction cost),
- f. processing time, and
- g. procedure for filing complaints.



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Doc. Ref. Code	DM-OUHRODI-2026-1133	Rev	00
Effectivity	03-23-26	Page	1 of 4



As required in Memorandum Circular No. 2019-002 issued by the Anti-Red Tape Authority (ARTA), the DepEd CC 2025 shall be posted in the following forms:

Form	Description	Reminders
1. Handbook	<ul style="list-style-type: none"> • Hard copy of the latest Citizen's Charter following the ARTA-prescribed template, using Reference B of ARTA MC No. 2019-002: https://arta.gov.ph/wp-content/uploads/2020/07/Reference_B_-_Citizen_s_Charter_Handbook_Template_with_Instructions_-_Accepted_Changes.pdf • Regional Offices (RO), Schools Division Offices (SDO), and schools are discouraged from deviating from the service standards stated in the DepEd-wide CC unless the difference is due to streamlining/digitization or circumstances only applicable to their office. 	<ul style="list-style-type: none"> • ROs/SDOs using the DepEd-wide CC shall print only the services applicable to their governance level from the CC in https://www.deped.gov.ph/about-deped/citizenscharter/. • The hard copy of the RO/SDO CC culled from the DepEd-wide CC shall be kept at the Office of the Regional Director (ORD) / Office of the Schools Division Superintendent (OSDS). • ROs/SDOs using the RO/SDO-crafted CC shall print the latest version of their CC and keep the hard copy in the ORD/OSDS. • Offices other than ORD/ OSDS are only required to print the CC for services they are involved in. • The CC shall be printed and bound (soft/hard/ring bind) on A4 paper.
2. Information Billboard	<ul style="list-style-type: none"> • Condensed version of the Handbook, but at a minimum shall still include the following: <ol style="list-style-type: none"> a. Version (Year or Month + Year) of the CC posted; b. May contain only the external services applicable to the governance level; c. Complete list of requirements per service; d. Client steps and agency action; e. Full name, designation, and office of the person responsible per step; f. Fees to be paid, if any; g. Processing time; and h. Procedure for filing complaints. 	<ul style="list-style-type: none"> • May only contain the external services of the CO/RO/SDO/School • May be a tarpaulin/poster, electronic billboard (TV), or interactive information kiosk placed at the main entrance or most conspicuous place of service. It shall be readable, concise, and engaging. • TV or information kiosks with the CC shall allow sufficient read time; transition should not be too fast, and graphics should not be distracting. <p>• Refer to Page 633 of the DepEd CC 2026 Edition (Feedback and Complaints Mechanism) for the ARTA-prescribed template for the <i>Procedure for Filing Complaints</i>.</p> <ul style="list-style-type: none"> • It shall be posted at the main entrance or the most conspicuous place of service.

		<ul style="list-style-type: none"> • Feedback on the services in the CC shall be recorded using the ARTA-prescribed Client Satisfaction Measurement (CSM) Form. • The CSM shall be accessible by posting the QR code/link or leaving CSM hard copies near the billboard/kiosk. Queries/concerns on the CSM shall be directed to the Public Assistance Action Center (PAAC) at depedactioncenter@deped.gov.ph
3. Online	<ul style="list-style-type: none"> • The uploaded CC shall be a read-only, searchable PDF version of the Handbook. • It shall be uploaded on the official website of the RO/SDO. 	<ul style="list-style-type: none"> • If RO/SDO is using the DepEd-wide CC, post this clickable link https://www.deped.gov.ph/about-deped/citizenscharter/ in the RO/SDO's homepage or under tabs named <i>Home</i> or <i>About Us</i>. • If RO/SDO is using the RO/SDO-crafted CC, upload it on the website's homepage, under its own tab, or under tabs named <i>Home</i> or <i>About Us</i>. • A condensed version of the latest Handbook (such as a workflow) containing items a-g on Item No. 2 of this table may be posted on the RO/SDO website only as a quick reference for clients. The RO/SDO is still required to publish the entirety of the CC they are using on their website. • If CC shall be published online in a non-PDF format (e.g., FlipHTML5), it shall still be clear and readable, and without cost to users • If possible, the CC should be easily accessible, i.e., no need to download the file to view it.
	<ul style="list-style-type: none"> • If there is no working website, the latest CC may be uploaded on the official Facebook account of the RO/SDO/school. 	<ul style="list-style-type: none"> • If using graphics, ensure that the CC posted shall still be clear and readable, easily accessible. • If RO/SDO is using the DepEd-wide CC: <ul style="list-style-type: none"> - Post a clickable link to https://www.deped.gov.ph/about-deped/citizenscharter/ or - Upload individual pages of the CC Handbook in an album titled <i>DepEd-(insert governance unit here) Citizen's Charter (insert</i>