



Republic of the Philippines  
**Department of Education**  
REGION I



**MEMORANDUM**


ORD-PAU 2024- 982

To: **DIOSDADO I. CAYABYAB**  
Schools Division Superintendent, SDO San Fernando City

**CREATION OF SCHOOLS DIVISION OFFICE WEBSITE**

1. Based on Memorandum DM-OUHROD-2024-1379, all regional and schools division offices are reminded to update the DepEd Citizen's Charter (CC) and Client Satisfaction Measurement (CSM) Form in their respective websites, in compliance with the Performance Based-Bonus (PBB) eligibility criteria and agency accountabilities.
2. Upon verification on the details in the inventory, the SDO has yet to create its website. The updated CC and CSM are requested to be included in the website that will be created.
3. Once updated, your SDO representative is requested to provide the status of your CC and CSM through the spreadsheet: <https://bit.ly/CCCSM2024>
4. Deadline for updating of the CC and CSM is on **August 30, 2024**.
4. For information and compliance.

For the Regional Director:

  
**ARNOLD I. VINO**  
Chief Administrative Officer  
Finance Division

Encl.: DM-OUHROD-2024-1379  
Reference: DM-OUHROD-2024-0255  
To be indicated in the Perpetual Index  
Under the following subjects:

**TRANSPARENCY WEBSITE**

ORD-PAU/jds/RM\_WebsiteUpdating  
August 20, 2024



DepEd RO1






Documan 8

PAU 24 0068



Flores St., Catbangan, City of San Fernando, La Union  
Telephone Nos.: (072) 607-8137/682-2324

 DepEd Region I  [region1@deped.gov.ph](mailto:region1@deped.gov.ph)  [www.depedro1.com](http://www.depedro1.com)



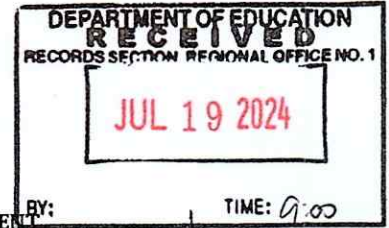
Copyright © 2014



Republika ng Pilipinas


# Department of Education

OFFICE OF THE UNDERSECRETARY  
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT



**MEMORANDUM**  
**DM-OUHROD-2024-1379**

**TO :** Regional Directors  
Schools Division Superintendents  
Members, DepEd Sub-Committee on Anti-Red Tape  
All others concerned

**FROM :**   
**WILFREDO E. CABRAL**  
Regional Director  
Officer-in-Charge, Office of the Undersecretary  
Human Resource and Organizational Development  
Vice Chairperson, DepEd Committee on Anti-Red Tape

**SUBJECT :** UPDATING THE DEPED CITIZEN'S CHARTER AND CLIENT SATISFACTION MEASUREMENT (CSM) FORM IN REGIONAL AND SCHOOLS DIVISION OFFICE WEBSITES

**DATE :** 17 July 2024

On 16 February 2024, this Office issued DM-OUHROD-2024-0255 titled *Compliance with FY 2023 Performance-Based Bonus (PBB) Eligibility Requirements and Agency Accountabilities*, where regional and schools division offices were reminded to update the Citizen's Charter (CC) and Client Satisfaction Measurement (CSM) Form in their respective websites, in compliance with PBB eligibility criteria and agency accountabilities.

However, based on the online inventory conducted between June 25-26, only two (2) regional offices and 27 schools division offices have both updated CC and CSM in their websites.

Thus, all are requested to refer to the enclosed *Inventory of FY 2024 Citizen's Charter and CSM Form* for guidance in updating the CC and CSM and complete the action needed. Subsequently, an RO/SDO representative shall provide the status of the CC and CSM through the spreadsheet at <https://bit.ly/CCCSM2024> (instead of emailing the DepEd CART Secretariat). Relevant materials on the CC and CSM are available for reference at the same link.

**The deadline for updating the CC and CSM is 30 August 2024.**



Room 102, Rizal Building, DepEd Complex, Meralco Ave., Pasig City 1600  
Telephone Nos.: (+632) 86337206, (+632) 86318494, (+632) 86366549  
Email Address: usec.hrod@deped.gov.ph | Website: www.deped.gov.ph

|                |           |      |        |
|----------------|-----------|------|--------|
| Doc. Ref. Code | DM-OUHROD | Rev  | 00     |
| Effectivity    | 03.23.23  | Page | 1 of 2 |



It shall be highlighted that Republic Act (RA) No. 11032 or *the Ease of Doing Business and Efficient Government Service Delivery Act of 2018* requires posting the latest Citizen's Charter in offices and websites and the establishment of a feedback mechanism. ARTA Memorandum Circular Nos. 2022-05 and 2023-05 also provided the CSM Form template for use by all agencies. Thus, non-compliance may be subject to penalties and liabilities under the Law.

For more information or to request technical assistance, please contact the DepEd Committee on Anti-Red Tape (CART) Secretariat, Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED) at [citizenscharter@deped.gov.ph](mailto:citizenscharter@deped.gov.ph) or (02) 8633-5375.

Thank you.

**Copy furnished:**  
Office of the Secretary