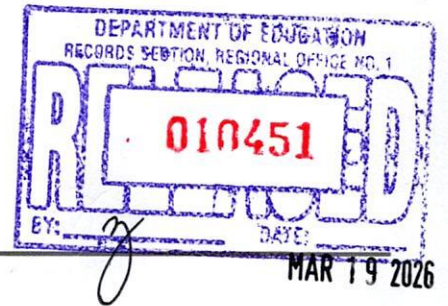




Republic of the Philippines
Department of Education
 REGION I



REGIONAL MEMORANDUM

No. 367 s. 2026

**REVIEW OF THE DRAFT FY 2026 EXTERNAL SERVICE CHARTERS
 FOR SCHOOLS DIVISION OFFICES AND SCHOOLS**

To: Schools Division Superintendents
 All Others Concerned

1. This Office, through the Public Affairs Unit, disseminates the Memorandum from the Office of the Undersecretary for Human Resource and Organizational Development, for the final review of external services charters in the draft 2026 DepEd Citizen's Charter.
2. The template can be accessed through tinyurl.com/tempsdoschool and the comments, duly approved and signed by the SDO Sub-CART Chairperson or his/her authorized representative, sent via email at citizenscharter@deped.gov.ph, on or before March 23, 2026.
3. For information and guidance.

For the Regional Director:

RHODA T. RAZON, EdD, CESO IV
 Director III

Encl.: As stated
 Reference: DM-OUHRODI-2026-0738
 To be indicated in the Perpetual Index
 Under the following subjects:

CITIZEN'S CHARTER

ORD-PAU/jds/RM_ReviewofEcternalServices2026CitCharter
 March 19, 2026



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Effectivity	11.18.2024	Page	1 of 1



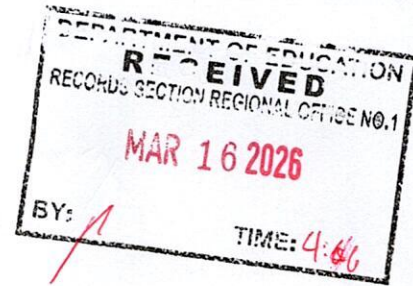


Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT



MEMORANDUM
DM-OUHRODI-2026-0738

TO : SCHOOLS DIVISION SUPERINTENDENTS
ALL OTHERS CONCERNED



REC2603407

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

SUBJECT : REVIEW OF THE DRAFT FY 2026 EXTERNAL SERVICE
CHARTERS FOR SCHOOLS DIVISION OFFICES AND SCHOOLS

DATE : 12 March 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) Committee on Anti-Red Tape (CART) Secretariat conducted a writeshop on January 27-30, 2026 aimed at reviewing and updating the service charters for external services of DepEd across all governance levels. The output of said writeshop, i.e., draft external service charters, was further validated during a separate activity held on February 24-27, 2026.

The Citizen's Charter is an official document that sets the service standards for the services offered by an agency. Specifically, the DepEd Citizen's Charter provides the minimum standards that represent the actual standards implemented in the Central Office, Regional Offices (RO), Schools Division Offices (SDO), and Schools.

In this regard, all Schools Division Offices are requested to review and provide comments to the **draft service standards for SDOs and Schools** following these guidelines:

- Provide comments using the prescribed template, which can be accessed through this link: tinyurl.com/tempsdoschool;



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Doc. Ref. Code	CO-OUHROD-F002	Rev	00
Effectivity	03.23.23	Page	1 of 2



Certificate No. 1117 0013
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- Send the comments (duly approved and signed by the SDO's Sub-CART Chairperson or his/her authorized representative) via email at citizenscharter@deped.gov.ph **on or before March 20, 2026**; and
- Draft service standards for external services may be accessed using the DepEd email address from this link: tinyurl.com/sdoschooldrafttextcc.

Further, please be advised that only the comments submitted within the deadline will be considered in the finalization of the service charters for external services.

For questions or clarifications, please contact the DepEd CART Secretariat through **Ms. Hannah Hasmin Caña** and **Mr. Ervin Joseph B. Ocampo** at the email address citizenscharter@deped.gov.ph or by phone at (02) 8633-5375.