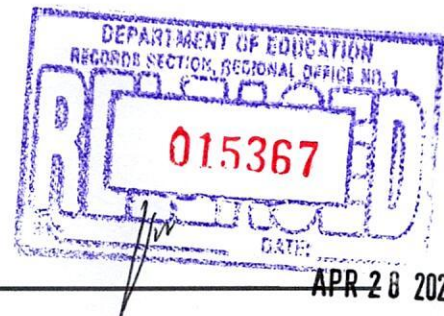




Republic of the Philippines  
**Department of Education**  
 REGION I



**REGIONAL MEMORANDUM**

No. 524 s. 2026

**DISSEMINATION OF THE DEPED CITIZEN'S CHARTER 2026 AND  
 REITERATION IN THE IMPLEMENTATION OF THE CLIENT  
 SATISFACTION MEASUREMENT (CSM)**

To: Schools Division Superintendents  
 Division Public Assistance Coordinators

1. This Office, through the Public Affairs Unit, disseminates the attached Memorandum from the Office of the Undersecretary of Human Resource and Organizational Development on the Updating of the Department of Education Field Offices and Schools' Citizen's Charter in alignment 2026 (1<sup>st</sup> edition), in continuing compliance with Republic Act (RA) No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.
2. The DepEd Citizen's Charter 2026 can be accessed through <https://www.deped.gov.ph/about-deped/citizenscharter/> and must be posted in the following forms: handbook, information billboard, and online.
3. The continuing implementation of Client Satisfaction Measurement (CSM) is likewise reiterated.
4. Newly-designated Division Public Assistance Coordinators (DPACs) and/or CSM Focal Persons are requested to attend an online re-orientation on the CSM presentation, initiated by the Public Affairs Service (PAS), on April 30, 2026, 2:00-4:00 PM.
5. For concerns and inquiries, you may send a message to Joanna D. Sabado, through email: [paac.region1@deped.gov.ph](mailto:paac.region1@deped.gov.ph) or 09399182581.
6. For immediate dissemination and strict compliance.

For the Regional Director:

**RHODA T. RAZON, EdD, CESO IV**  
 Assistant Regional Director



Flores St., Catbangen, 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.depedregion1.com](http://www.depedregion1.com)

Doc. Ref. Code	RM-ORD	Rev	00
Effectivity	11.18.2024	Page	1 of 2





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

---

ENCL. DM-OUHRODI-2026-1133  
Reference: As Stated  
To be indicated in the Perpetual Index:  
Under the subject:

TRANSPARENCY WEBSITE

ORD-PAU/jds/RM\_UpdatingDepEdCC2026  
April 28, 2026



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.depedregion1.com](http://www.depedregion1.com)

Doc. Ref. Code	RM-ORD	Rev	00
Effectivity	11.18.2024	Page	2 of 2



Certificate No. POP 0065  
24 93 0179



Republika ng Pilipinas  
**Department of Education**

**OFFICE OF THE UNDERSECRETARY  
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT**

**MEMORANDUM  
DM-OUHRDI-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 (1<sup>st</sup> 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.



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

Doc. Ref. Code	CO-OUHRDI-F002	Rev	00
Effectivity	03.23.23	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"> <li>• Hard copy of the latest Citizen's Charter following the ARTA-prescribed template, using Reference B of ARTA MC No. 2019-002: <a href="https://arta.gov.ph/wp-content/uploads/2020/07/Reference_B_-_Citizen_s_Charter_Handbook_Template_with_Instructions_-_Accepted_Changes.pdf">https://arta.gov.ph/wp-content/uploads/2020/07/Reference_B_-_Citizen_s_Charter_Handbook_Template_with_Instructions_-_Accepted_Changes.pdf</a></li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• ROs/SDOs using the DepEd-wide CC shall print only the services applicable to their governance level from the CC in <a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a>.</li> <li>• 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).</li> <li>• 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.</li> <li>• Offices other than ORD/ OSDS are only required to print the CC for services they are involved in.</li> <li>• The CC shall be printed and bound (soft/hard/ring bind) on A4 paper.</li> </ul>
2. Information Billboard	<ul style="list-style-type: none"> <li>• Condensed version of the Handbook, but at a minimum shall still include the following:               <ol style="list-style-type: none"> <li>a. Version (Year or Month + Year) of the CC posted;</li> <li>b. May contain only the external services applicable to the governance level;</li> <li>c. Complete list of requirements per service;</li> <li>d. Client steps and agency action;</li> <li>e. Full name, designation, and office of the person responsible per step;</li> <li>f. Fees to be paid, if any;</li> <li>g. Processing time; and</li> <li>h. Procedure for filing complaints.</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• May only contain the external services of the CO/RO/SDO/School</li> <li>• 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.</li> <li>• TV or information kiosks with the CC shall allow sufficient read time; transition should not be too fast, and graphics should not be distracting.</li> </ul> <ul style="list-style-type: none"> <li>• 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>.</li> <li>• It shall be posted at the main entrance or the most conspicuous place of service.</li> </ul>



		<p>year), e.g., <i>DepEd-RO V Citizen's Charter 2025</i></p> <ul style="list-style-type: none"> <li>• If RO/SDO is using the RO/SDO-crafted CC: <ul style="list-style-type: none"> <li>- Upload individual pages of the CC Handbook in an album titled <i>DepEd-(insert governance unit here) Citizen's Charter (insert year), e.g., DepEd-RO X Citizen's Charter 2026</i></li> <li>- Include the clickable link of the CC in the RO/SDO website on the FB album description.</li> </ul> </li> </ul>
--	--	--

It must be reiterated that conformance to RA 11032 is subject to random audit or monitoring by the ARTA Compliance Monitoring and Evaluation Office (CMEO), which may refer non-compliance to the ARTA Investigation, Enforcement, and Litigation Office (IELO).

Hence, all are enjoined to uphold the DepEd Citizen's Charter with guidance from the DepEd Committee on Anti-Red Tape (CART) in the Central Office and Sub-CART in ROs, SDOs, and Schools. DepEd Memorandum No. 040, s. 2025 provides the updated composition of the DepEd CART and Sub-CART that can be accessed at [https://www.deped.gov.ph/wp-content/uploads/DM\\_s2025\\_040.pdf](https://www.deped.gov.ph/wp-content/uploads/DM_s2025_040.pdf).

To check the status of CC and CSM in field office websites, the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED), as the DepEd CART Secretariat, shall be conducting an online inventory by July 2026. Hence, all ROs and SDOs are requested to **update their official websites with the latest CC and CSM on or before 30 June 2026**.

For more information on the DepEd Citizen's Charter 2026, please contact the DepEd CART Secretariat through **Ms. Hannah Hasmin Caña** and **Mr. Ervin Joseph B. Ocampo** at the email address [artasec@deped.gov.ph](mailto:artasec@deped.gov.ph) or by phone at (02) 8633-5375.

For information and guidance.

Copy furnished:  
**OFFICE OF THE SECRETARY**  
osec@deped.gov.ph



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

Doc. Ref. Code	CO-OUHROD-F002	Rev	00
Effectivity	03.23.23	Page	4 of 4



		<ul style="list-style-type: none"> <li>• Feedback on the services in the CC shall be recorded using the ARTA-prescribed Client Satisfaction Measurement (CSM) Form.</li> <li>• 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 <a href="mailto:depedactioncenter@deped.gov.ph">depedactioncenter@deped.gov.ph</a>.</li> </ul>
3. Online	<ul style="list-style-type: none"> <li>• The uploaded CC shall be a read-only, searchable PDF version of the Handbook.</li> <li>• It shall be uploaded on the official website of the RO/SDO.</li> </ul>	<ul style="list-style-type: none"> <li>• If RO/SDO is using the DepEd-wide CC, post this clickable link <a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a> in the RO/SDO's homepage or under tabs named <i>Home</i> or <i>About Us</i>.</li> <li>• 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>.</li> <li>• 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.</li> <li>• 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.</li> <li>• If possible, the CC should be easily accessible, i.e., no need to download the file to view it.</li> </ul>
	<ul style="list-style-type: none"> <li>• If there is no working website, the latest CC may be uploaded on the official Facebook account of the RO/SDO/school.</li> </ul>	<ul style="list-style-type: none"> <li>• If using graphics, ensure that the CC posted shall still be clear and readable, easily accessible.</li> <li>• If RO/SDO is using the DepEd-wide CC: <ul style="list-style-type: none"> <li>- Post a clickable link to <a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a> or</li> <li>- Upload individual pages of the CC Handbook in an album titled <i>DepEd-(insert governance unit here) Citizen's Charter (insert</i></li> </ul> </li> </ul>