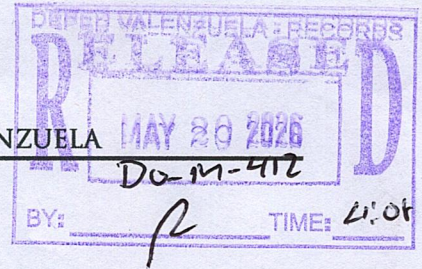




DepEd ICT Unit

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Republic of the Philippines
Department of Education
NATIONAL CAPITAL REGION
SCHOOLS DIVISION OFFICE OF CITY OF VALENZUELA



**Office of the Schools Division
Superintendent**

DIVISION MEMORANDUM
No. 0418 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: OIC – Assistant Schools Division Superintendent
Chief Education Supervisors - CID and SGOD
Education Program Supervisors and Public Schools District Supervisors
Division Unit Heads
Public Elementary and Secondary School Heads
All Others Concerned

1. Attached is Memorandum DM-OUHRODI-2026-1133 titled *Reminders on Updating the DepEd Field Offices and Schools' Citizen's Charter in alignment with the DepEd Citizen's Charter 2026 Edition* dated April 14, 2026 from Mr. WILFREDO E. CABRAL, Undersecretary for Human Resource and Organizational Development, and Infrastructure, and Vice Chairperson, DepEd Committee on Anti-Red Tape, Department of Education, the content of which is self-explanatory, for information and for appropriate action of all concerned.
2. In line with the implementation of Republic Act No. 11032, otherwise known as the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, this Division is hereby reminded to update their respective Citizen's Charter (CC) in accordance with the **DepEd Citizen's Charter 2026 Edition** as published in the DepEd website's Transparency Seal in <https://www.deped.gov.ph/about-deped/citizenscharter/>.
3. Updated service standards published in the latest Citizen's Charter (CC) are provided in **paragraph no. 2**, for guidance and compliance.
4. As required in Memorandum Circular No. 2019-002 issued by the Anti-Red Tape Authority (ARTA), DepEd CC 2025 shall be posted in the following forms with description and reminders: (*see attached for reference*)
 - a. Handbook;
 - b. Information Billboard; and
 - c. Online
5. Further, please be advised that compliance with RA 11032 is subject to random audits and monitoring by the Anti-Red Tape Authority (ARTA). Non-compliance may result in appropriate administrative actions.
6. Particular attention is invited to **paragraph 5**, for guidance and information.



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7. This Division is requested to update their official website with the latest CC and CSM **on or before June 30, 2026** in preparation for the **online inventory** of Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED), as the DepEd CART Secretariat, on **July 2026**.

8. Immediate dissemination of and strict compliance with this Memorandum is desired.

NOEL D. BAGANO
Schools Division Superintendent

Encl.: As stated
References: As stated
To be indicated in the Perpetual Index
under the following subjects:

CITIZEN'S CHARTER 2026 CLIENT SATISFACTION MEASUREMENT

MAE/KC - REMINDERS ON UPDATING THE DEPED FIELD OFFICES AND SCHOOLS' CITIZEN'S CHARTER IN ALIGNMENT WITH THE DEPED CITIZEN'S CHARTER 2026 EDITION
_____/April 23, 2026



Republika ng Pilipinas

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

SDO-

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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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. ◦ 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>. ◦ It shall be posted at the main entrance or the most conspicuous place of service.

		<p><i>year), e.g., DepEd-RO V Citizen's Charter 2025</i></p> <ul style="list-style-type: none"> • If RO/SDO is using the RO/SDO-crafted CC: <ul style="list-style-type: none"> - 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> - Include the clickable link of the CC in the RO/SDO website on the FB album description.
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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.

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 **Mrs. Hannah Hasmin Caña** and **Mr. Kevin Joseph B. Ocampo** at the email address artasec@deped.gov.ph or by phone at (02) 8633-5375.

For information and guidance.

Copy furnished:
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