



Republic of the Philippines
Department of Education
REGION IV-A CALABARZON
SCHOOLS DIVISION OF IMUS CITY

29 Apr 2026

DIVISION MEMORANDUM

No. 235, 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
OIC-CID Chief Education Supervisor
OIC-SGOD Chief Education Supervisor
Education Program Supervisors
School Heads/OICs (All Public Schools)
All Others Concerned

1. Pursuant to DepEd 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*", this Office hereby disseminates the guidelines for the adoption and implementation of the **DepEd Citizen's Charter 2026 (1st Edition)**.
2. This issuance is in compliance with Republic Act No. 11032 (*Ease of Doing Business and Efficient Government Service Delivery Act of 2018*), which requires all government offices to maintain updated service standards through their respective Citizen's Charters.
3. All offices and schools must comply with the prescribed service standards, specifically regarding:
 - Services applicable to their office;
 - Documentary requirements;
 - Step-by-step procedures (client steps and agency actions);
 - Assigned personnel per process;
 - Applicable fees, if any;
 - Processing time; and
 - Procedures for filing complaints
4. In accordance with the guidelines, the Citizen's Charter shall be made available and accessible through the following channels:
 - a) **Handbook (Hard Copy)** – a bound, updated copy of the Citizen's Charter maintained at the concerned offices;
 - b) **Information Billboard** – A summarized version posted in a visible and accessible location showing essential service information and procedures;



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c) **Online Platform** –a readable PDF version on the official website or social media.

5. All concerned are reminded that compliance with RA 11032 is subject to Anti-Red Tape Authority (ARTA) monitoring and evaluation. Non-compliance may result in appropriate administrative actions.

6. In preparation for the scheduled inventory by the Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED), all offices and schools are directed to update their Citizen’s Charter and online platforms on or before **30 June 2026**.

7. For immediate dissemination and strict compliance of all concerned.


Digitally signed by
Lito A. Palomar
Date: 2026.04.29
Time: 13:47:18 +08:00

LITO A. PALOMAR
Assistant Schools Division Superintendent
Officer-In-Charge
Office of the Schools Division Superintendent 

Encl: *As stated*

Reference: None

To be indicated in the Perpetual Index
under the following subject:

GUIDELINES

asu/rby/citizens charter 



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

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. <ul style="list-style-type: none"> • 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.

		<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>

		<p><i>year</i>), e.g., <i>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)</i>, e.g., <i>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 **Ms. Hannah Hasmin Caña** and **Mr. Ervin 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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