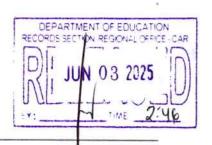


Republic of the Philippines

Department of Education

CORDILLERA ADMINISTRATIVE REGION



03 June 2025

No. 383,2025

DISSEMINATION OF MEMORANDUM DM-OUHROD-2025-1338 "REMINDERS ON UPDATING THE DEPED FIELD OFFICES AND SCHOOLS' CITIZEN'S CHARTER IN ALIGNMENT WITH THE DEPED CITIZEN'S CHARTER 2025"

To: Assistant Regional Director Schools Division Superintendents School Heads, Public Elementary and Secondary Schools All Others Concerned

- 1. Enclosed is MEMORANDUM DM-OUHROD-2025-1338 "Reminders on Updating the DepEd Field Offices and Schools' Citizen's Charter in Alignment with the DepEd Citizen's Charter 2025", details of which are stated within.
- 2. With the foregoing, the Regional Office and Schools Division Offices are directed to update their official website with the latest and Citizen's Charter and Client Satisfaction Measurement Form on or before July 18, 2025.
- 3. For more details, kindly contact the **Administrative Services Division** at Tel. No. **422-1318 or 422-1804** or through email at car.admin@deped.gov.ph.
- 4. For dissemination, information, and strict compliance.

Digitally signed by ESTELA P. LEON-CARIÑO EdD, CESO III Date: 2025.06.03 14:14:47 +08'00'

ESTELA P. LEON - CARIÑO Edd, CESO III

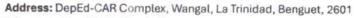
Director IV/Regional Director

ASD/MAB/mpc 06032025 CC|CSM2025









Telephone No: (074) 422 – 1318 Email Address: car@deped.gov.ph









Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

JUN 02 2025 TIME

MEMORANDUM DM-OUHROD-2025- 1338

FOR

: UNDERSECRETARIES AND ASSISTANT SECRETARIES

BUREAU AND SERVICE DIRECTORS

REGIONAL DIRECTORS

SCHOOLS DIVISION SUPERINTENDENTS

PUBLIC ELEMENTARY AND SECONDARY SCHOOL HEADS

ALL OTHERS CONCERNED

FROM

: WILFREDO E. CABRAL

Undersecretary

Human Resource and Organizational Development 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 2025

DATE

: 29 May 2025

In compliance with Republic Act (RA) No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, which requires all government agencies to set up their most current and updated service standards, the Department of Education (DepEd) hereby implements the DepEd Citizen's Charter 2025 (1st Edition) as published 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.

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	Hard copy of the latest	ROs/SDOs using the DepEd-
	Citizen's Charter following	wide CC shall print only the
	the ARTA-prescribed	services applicable to their
	template, using Reference	governance level from the CC in
	B of ARTA MC No. 2019-	https://www.deped.gov.ph/abo
	002:	ut-deped/citizenscharter/.
	https://arta.gov.ph/wp-	The hard copy of the RO/SDO
	content/uploads/2020/0	CC culled from the DepEd-wide
	7/Reference B -	CC shall be kept at the Office of
	Citizen s Charter Handb	the Regional Director (ORD) /
	ook Template with Instru	Office of the Schools Division
	ctions	Superintendent (OSDS).
-	Accepted Changes.pdf	• ROs/SDOs using the RO/SDO-
	• Regional Offices (ROs),	crafted CC shall print the latest
	Schools Division Offices	version of their CC and keep the
	(SDOs), and schools are	hard copy in the ORD/OSDS.
	discouraged from	Offices other than OSEC/ORD/
	deviating from the service	OSDS are only required to print
	standards stated in the	the CC for services they are
	DepEd-wide CC unless	involved in.
	the difference is due to	The CC shall be printed and
	streamlining/digitization	bound (soft/hard/ring bind) on
	or circumstances only	A4 paper.
	applicable to their office.	P-P
2. Information		May be a tarpaulin/poster,
Billboard	Handbook, but at a	electronic billboard (TV), or
	minimum shall still	interactive information kiosk
	include the following:	placed at the main entrance or
	a. Version (Year or Month	most conspicuous place of
	+ Year) of the CC	service. It shall be readable,
	posted;	concise, and engaging.
	 b. Includes all services 	TV or information kiosks with
	applicable to the	the CC shall allow sufficient
	governance level;	read time; transition should not
	c. Complete list of	be too fast, and graphics should
	requirements per	not be distracting.
	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	
.1	h. Procedure for filing	• Refer to Enclosure No. 1 for the
	complaints.	ARTA-prescribed template for
		the Procedure for Filing
		Complaints.





-			
			 It shall be posted at the main entrance or the most conspicuous place of service. 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	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.	 If RO/SDO is using the DepEdwide CC, post this clickable link https://www.deped.gov.ph/about-deped/citizenscharter/ in the RO/SDO's homepage or under tabs named Home or About Us. 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 Home or About Us. 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.
		If there is no working website, the latest CC may be uploaded on the official Facebook account of the RO/SDO/school.	 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:





Post a clickable link to https://www.deped.gov.ph/a bout-deped/citizenscharter/ Upload individual pages of the CC Handbook in an album titled DepEd-(insert governance unit here) Citizen's Charter (insert year), e.g., DepEd-RO V Citizen's Charter 2025 • If RO/SDO is using the RO/SDO-crafted CC: Upload individual pages of the CC Handbook in an album titled DepEd-(insert governance unit here) Citizen's Charter (insert year), e.g., DepEd-RO X Citizen's Charter 2025 Include the clickable link of the CC in the RO/SDO website on the FB album description.

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 August 2025. Hence, all ROs and SDOs are requested to **update their official websites with the latest CC and CSM on or before 18 July 2025**. Attention is requested to the Status of Citizen's Charter and Client Satisfaction Measurement (CSM) Form in Field Office Websites as of 1 May 2025 (Enclosure No. 2) since the links listed shall be the basis of the inventory. To request updates on RO/SDO links, please advise the DepEd CART Secretariat via email.

For more information on the DepEd Citizen's Charter 2025, contact the DepEd CART Secretariat through citizenscharter@deped.gov.ph or (02) 8633-5375.

For information and guidance.

Enclosures: As stated Copy furnished: Office of the Secretary, Department of Education





Enclosure No. 1 - Procedure for Filing Complaints

The procedures shall be posted at the main entrance or most conspicuous place of service as a poster or tarpaulin at the CO/RO/SDO (onsite) or in the Contact Us tab in the RO/SDO website (online).

	Central Office	Regional Office	Schools Division Office
How to send feedback	Walk-in: Fill out the Walk-in Client Form at the Public Assistance Action Center (PAAC)	Walk-in: Visit the (specify office if PAU or RPAC) to record your feedback.	Walk-in: Visit the (specify office if OSDS or DPAC) to record your feedback.
	Online: Email the PAAC at depedactioncenter@dep ed.gov.ph	Online: Email (insert email address) or fill out the RO online feedback form at (insert CSM link or QR code)	Online: Email (insert email address) or fill out the SDO online feedback form at (insert CSM link or QR code)
	Phone: Call the PAAC at (+63 2) 8636-1663 8633-1942	Phone: Call the (specify office if PAU or RPAC) at (insert phone no. here)	Phone: Call the (specify office if OSDS or DPAC) at (insert phone no. here)
	SMS: Send a text message to PAAC at 0919-456-0027 (Smart) 0995-921-8461 (Globe)	SMS: Send a text message to (specify if PAU or RPAC) at (insert phone no. here)	SMS: Send a text message to (specify if OSDS or DPAC) at (insert phone no. here)
How feedback is processed	For feedback coursed through PAAC: Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be communicated by the concerned office/s directly to client, CC: PAAC.	For feedback coursed through (specify if PAU or RPAC): Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be communicated by the concerned office/s directly to client, CC: PAAC.	For feedback coursed through (specify if OSDS or DPAC): Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be communicated by the concerned office/s directly to client, CC: PAAC.
	For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly by the concerned office and communicated to the client.	For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly by the concerned office and communicated to the client.	For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly by the concerned office and communicated to the client.
How to file a complaint	Walk-in: Fill out the Walk-in Client Form at the PAAC.	Walk-in: Visit the (insert name of office in RO in charge of receiving complaints) for assistance.	Walk-in: Visit the (insert name of office in SDO in charge of receiving complaints) for assistance.

	Online: Email the PAAC at depedactioncenter@deped.gov.ph Phone: Call the PAAC at (+63 2) 8636-1663	Online: Email the (insert name of office in RO in charge of complaints) at (insert email address) or fill out the online complaint form at (insert link). Phone: Call the (insert name of office) at (insert	Online: Email the (insert name of office in SDO in charge of complaints) at (insert email address) or fill out the online feedback form at (insert link). Phone: Call the (insert name of office) at (insert		
	SMS: Send a text message to PAAC at 0919-456-0027 (Smart) 0995-921-8461 (Globe)	phone no. here) SMS: Send a text message to (insert name of office) at (insert phone no. here)	phone no. here) SMS: Send a text message to (insert name of office) at (insert phone no. here)		
	personnel designated to r database and inform the	information and/or docum eceive the complaint shall client of the next steps to b solution shall be communic	record the concern on the be undertaken to resolve		
Contact Information of 8888, ARTA, and CSC-CCB		388 Visit <u>https://8888.gov.ph/</u> 2 or 0928-690-4080 Email			
		ommission-Contact Center ng Bayan (CSC-CCB): Call 1-656-6565 Visit https://contactcenterngbayan.gov.ph/contact-			

The second secon	the state of the s		https://dependinagatislands.wordbress.co	
Province of Dinagat		N/A - link is working		N/A - link is working
Island	ss.com/citizens-charter/	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		Page not contract the contract
			https://forms.office.com/pages/responses	
at	https://sdosiargao.com/citizens-	ALIA E-Lieuwide-	age_aspx?id=gKvjQCQgo0W_dnoHYaJNKY	N/A - link is working
Siargao	charter/	N/A - link is working	HOEksKI2FDmuE7DriStp8UN1dSMTY2Tkx	N/A - III II II WOLKING
	ntins://denedy.com/abol/t-		https://iorms.office.com/passes/responses	
100 Hall 100	A THE STATE OF THE	MANAGEMENT TO THE PARTY OF THE	age aspx?id=gKviQCQgo0W_dnoHYa3NKb)	
Surigao City	and the same of th	N/A - link is working	SEB3dfnFPo2-	N/A - link is working
	TAAAB3cBZmEduVhZtvN/Lid sel/WAB3		DS HUNDENLICHDONOMASSIE HANDAL-RURAG	
0.000	https://donadedo.com/citicons	Block Statement Statemen		Contract - Contract C
Surigao del Norte		N/A - link is working	https://depedsdn.com/feedback-form/	N/A - link is working
	MIMIANIA			
	https://depedsurigaodelsur.com/con			
Surigao del Sur	tent/citizens-chartercreate-	N/A - link is working		N/A - link is working
	downloadables	25 7 7 7 8	tormedit-article-customer-satisfaction-	
	proporting and a supersystem of the supersystem of			
Tandag City	and the fact of th	N/A - link is working		N/A - link is working
5-517-75M 255M	s-charter/	paracione recensione.	satisfaction-measurement/	The same of the sa
hetene /	https://www.dened.gov.nh/wh.		https://forms.office.com/?ages/Acsoonse	
N/A		N/A - link is working	Page asparid=gKviQCQgo@W_dnoHYaJNK)	This form is closed.
1474	The state of the s	The same same same		Manager and Manage
	SECOND RELEASE.		MUSS PROMISE CONVENIES, Pesponse	2
A COLO	https://depedabra.com/index.php/sd	atta Bub lawardian	age.aspx?id=gKvjQCQgo0W_dnoHYaJNKW	N/A - fink is working
Abra	o-abra-citizens-charter/	N/A - link is working	0sk8FOX41Pux22fARHHtxUNTIVTVozQiQN	15
			HEGAL THOMAS OTHER COMPANY RESIDENCE	
	https://www.depedapayao.com/citiz			il
Apayao	Control and the Control of the Contr	N/A - link is working		N/A - link is working
	2023-1st-edition			
	Samuel Colored Street Colored	AND		
Baguio City		N/A - link is working		N/A - link is working
%	Chartery.		BEVAATHEI BIONI ONGTEONTOA - E CONTRA	
	1000-104-11-10-1014-1-101-144-1-1-101-1-1-1-			
Benguet	NAME AND ADDRESS OF THE OWNER, WHEN PERSON O	N/A - link is working		N/A - link is working
7.57.97.73	ncharter/1		uncement/49	25
	https://sites.google.com/dened.gov.		https://forms.office.com/Pages/Response	
Hugan	and the same of th	N/A - link is working		N/A - link is working
nugou		The same of the sa		The second second
	2-Catalian		fields://torms.bHice.com/pages/response	2
Kalinga	https://www.depedkalinga.ph/citizen	N/A - link is working	age aspx?id=gKviQCQgo0W_dngHYaINKV	N/A - link is working
	Island Siargao Surigao City Surigao del Norte Surigao del Sur Tandag City N/A Abra Apayao	Siargao https://sdosiargao.com/citizens-charter/ Surigao City https://isdosiargao.com/citizens-charter/ Surigao City https://isdosiargao.com/citizens-charter/ Surigao del Norte https://depedsurigaodelsur.com/citizens-charter/ Surigao del Sur https://depedsurigaodelsur.com/con/con/tent/citizens-charter/ Surigao del Sur https://depedsurigaodelsur.com/con/tent/citizens-charter/com/con/con/tent/citizens-charter/cate-downloadables Tandag City https://depedsurigaodelsur.com/citizens-charter/ N/A content/uploads/DepEd-Citizens-Charter-2023.pdf Abra https://depedabra.com/index.php/sdo-abra-citizens-charter/ https://depedabra.com/index.php/sdo-abra-citizens-charter/ Apayao https://depedabra.com/index.php/sdo-abra-citizens-charter/ https://depedabra.com/citizens-charter/ Bagulo City https://depedbenguet.com/citizens-charter/ https://depedbenguet.com/citizens-charter/ https://depedbenguet.com/citizens-charter/ https://depedbenguet.com/citizens-charter/ https://depedbenguet.com/citizens-charter/	Siargao https://sdosiargao.com/citizens-charter/ N/A - link is working	Province of Dinagat Island Scom/citizens-charter/ N/A - link is working my/citizens-charter/ masurement/Trisdician/Zhbokunh/ZwoC masurement/Trisdician/Zhbokunh/ZwoC Master/ Scom/citizens-charter/ N/A - link is working masurement/Trisdician/Zhbokunh/ZwoC Master/ Trisdician/Zhbokunh/ZwoC Master/ Trisdician/Zhbokunh/Zhbokunh/ZwoC Master/ Trisdician/Zhbokunh/Zhbokunh/ZwoC Master/ Trisdician/Zhbokunh/Zhb

- West

CAR	Mt. Province	https://www.depedmtprov.ph/about- us/citizens-charter	N/A - link is working	https://tinyurl.com/SDOMPCSM	N/A - link is working
CAR	Tabuk City	https://depedtabukcity.com/index.p hp/citizens-charter/	N/A - link is working	https://forms.office.com/vages/response Page.aspx?id=gKvjQCQxo0W_dnoHYaINKC IgcReMkJAn1hGg8rEfaBuQXFFQTZSN0rX	N/A - link is working
NCR	N/A	https://www.depedncr.com.ph/wp- content/uploads/2024/02/DepEd- NCR-Citizens-Charter.pdf	N/A - link is working	Page aspx?id=gkvigCQpgOW dnoHYaINkZ Q3EIA405Dtev0 ISY4:9BWITTRMHITIIIWQ UNIT-WHITE BURNANTAKEESSA.	N/A - link is working
NCR	Caloocan	https://depedcaloocan.com/citizens- charter/	N/A - link is working	https://depedcalogcan.com/client- satisfaction-survey/	N/A - link is working
NCR	Las Piñas City	https://www.depedlasginas.ph/citize ns-charter/	N/A - link is working	https://www.depedlaspinas.ph/client- satisfaction-survey/	N/A - link is working
NCR	Makati City	https://online.fliphtmi5.com/anzhh// voo/#pn1	N/A - link is working	https://forms.omce.com/pages/fesponter geg.aspx?id=gkvjQCQxQ0v_dngHYajNKyQ EfALYY2Qhite\nigEllotUniBMRUxRMDFMR EMakESVAkudTbs:UBCSAu&orgigisalod.	N/A - link is working
NCR	Malabon City	https://www.depedmalaboncity.ph/a bout-us/citizens-charter/	N/A - link is working	https://www.depedmalaboncity.ph/conta ct-us-2/feedback-form/	N/A - link is working
NCR	Navotas City	https://depednavotas.ph/citizens- charter/	Hmmm can't reach this page The connection was reset.	https://bit.ly/SDONavotasCSM-2024	N/A - link is working
NCR	Mandaluyong City	https://depedmandah.yong.org/citize	N/A - link is working	https://forme.office.com/pages/responses age.aspx?id=gxxigC/Qxc0w/dnoHYa)NCSk gPUCEaTZNh)oE_8MVCJdUREEVTIA2UJZVT Ea20JdB8_15CDNJB0BNNAb	N/A - link is working
NCR	Manila	https://www.depedmanila.ph/about/ citizens-charter	N/A - link is working	https://www.depedmanila.ph/slient- support/client-satisfaction-sucvey	N/A - link is working
NCR	Marikina City	https://depedmarikina.ph/main/serv/ ces	N/A - link is working	http://tinyurl.com/sdomar-csm	N/A - link is working
NCR	Muntinlupa City	https://deped- muntinlupa.com/crizen-charter/	N/A - link is working	https://forms.office.com/Pages/Nespphse Page.aspx?id=gKviQCQscoW_dnoHYa/NKX izVSsiSOGPHpQ5i2CyCbroUMzIVQVIVWSH	N/A - link is working
NCR	Parañaque City	https://depedparanaquecity.com/cit/ zens-charter/	N/A - link is working	WAS THE PROPERTY OF THE CONTROL OF THE PROPERTY OF THE PROPERT	N/A - link is working