



Republic of the Philippines

Department of Education

REGION III- CENTRAL LUZON
SCHOOLS DIVISION OF SCIENCE CITY OF MUÑOZ

26 October 2026

SCHOOLS DIVISION MEMORANDUM

No. 368, s. 2026

SCHOOLS DIVISION ALIGNMENT WITH THE DEPED CITIZEN'S CHARTER 2026 – 2nd EDITION

To: Chief Education Supervisors
Public Elementary and Secondary Schoolheads
All Others Concerned

1. Relative to DepEd Memorandum No. DM-OUHRODI-2026-3901 titled *Reminders on the Alignment with the DepEd Citizen's Charter 2026 – 2nd edition* and in compliance with Republic Act (RA) No. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, this Office, through the Schools Division Office Committee on Anti-Red Tape (SDO-CART), directs all schools for the compliance in the said issuance.

2. Anent to this, all DepEd Field Offices, including schools must use the DepEd Citizen's Charter 2026 2nd Edition in the following forms:

Form	Description	Reminders
Handbook	- Hard copy of the latest Citizen's Charter following the ARTA prescribed template, using Reference B of ARTA MC No. 2019-002 - Field offices and schools are discouraged from deviating from the service standards stated in the DepEd-wide CC unless the difference is due to streamlining/	- Print only the services applicable to your governance level from the CC - The hard copy of the culled from the DepEd-wide CC, including its localized version shall be kept at the Office of the Schools Division Superintendent (OSDS) / Office of the School Head (OSH) - Offices other than OSDS/OSH 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.



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	digitization or circumstances only applicable to their office	
Information Billboard	Condensed version of the Handbook, but at a minimum, shall still include the following: - Version (Year or Month + Year) of the CC posted; - May contain only the external services applicable to the governance level; - Complete list of requirements per service; - Client steps and agency action; - Full name, designation, and office of the person responsible per step; - Fees to be paid, if any; - Processing time; and - Procedure for filing complaints.	- May only contain the external services of the SDO/School in the form of a tarpaulin/poster, electronic billboard (TV), or interactive information kiosk placed at the main entrance or most conspicuous place of service. It should be readable, concise, and engaging. - TV or information kiosks with the CC shall allow sufficient reading time; transitions should not be too fast, and graphics should not be distracting. - Refer to Page 565 of the DepEd CC 2026 2nd Edition (Feedback and Complaints Mechanism) for the 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.
Online	The uploaded CC shall be a read-only, searchable PDF version of the Handbook.	Post this clickable link https://www.deped.gov.ph/about/deped/citizenscharter/ or the localized CC on the SDO's



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	It shall be uploaded on the official website of the SDO/School or on the official Facebook account of the SDO/school if no working website.	homepage or under tabs named Home or About Us. - A condensed version of the latest Handbook may be posted on the SDO website only as a quick reference for clients. It is still required to publish the entirety of the CC they are using on their website. - A clear and readable non-PDF format (e.g., FlipHTML5) should not incur any cost to users. - The CC should be easily accessible, i.e., no need to download the file to view it. It should stay clear and readable, and easily accessible - If SDO/School is using the DepEd-wide or localized CC, post a clickable link to https://www.deped.gov.ph/about-deped/citizenscharter/ or include the clickable link of the CC in the SDO/School website on the FB album description. They may also 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 2026.
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5. Compliance to RA 11032 should be strictly observed as it 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).

6. Immediate and strict compliance of this Memorandum is desired.

Encl: None

Reference: DM-OUHRODI-2026-3901, RA 11032

To be indicated in the Perpetual Index

Under the following subjects:

CITIZEN CHARTER

SDO-CART/ Alignment of CSM
007/October 26, 2026

JOHANNA N. GERVACIO PhD, CESO V
Schools Division Superintendent

[Signature]



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