



Republic of the Philippines
Department of Education
Region XI
Schools Division of Panabo City

Office of the Schools Division Superintendent

DIVISION MEMORANDUM

SGOD-2025- 0273

To: Assistant Schools Division Superintendent
Chief Education Supervisor, SGOD
Chief Education Supervisor, CID
Public Elementary and Secondary Principal
and School Heads
Division Section Heads
All Concern

Subject: **DISSEMINATION OF MEMORANDUM ON UPDATING
THE DEPED FIELD OFFICES AND SCHOOLS'
CITIZEN'S CHARTER IN ALIGNMENT WITH THE
DEPED CITIZEN'S CHARTER 2025**

Date: June 13 , 2025

Attached is Regional Memorandum AD-2025-098 from the Office of Undersecretary Wilfredo E. Cabral, Human Resource and Organizational Development, and Vice Chairperson of the DepEd Committee on Anti-Red Tape. The memorandum serves as a reminder to all concerned field offices of this Division, including schools, to update and align their Citizen's Charter for 2025, the contents of which are self-explanatory.

All division and school offices, including division sections/units, are hereby directed to update their official websites with the latest Citizen's Charter and Client Satisfaction Measurement (CSM) on or before July 18, 2025.

For your information and strict compliance.


JINKY B. FIRMAN PhD, CESO VI
Schools Division Superintendent

RELEASED

Enclosed: Regional Memorandum
SGOD/aba/ktl

JUN 17 2025



Schools Division of Panabo City
City Hall Compound, Panabo City
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Email: panabocity.division@depd.gov.ph

RECORDS SECTION SDO PANABO CITY

BY 

DepEd Panabo:
Empowering Champions in Education
through Journeying, Binding and Fostering commitment in
providing quality education, MATATAG for all.



RS 625120023



Republic of the Philippines
Department of Education
DAVAO REGION

June 4, 2025

REGIONAL MEMORANDUM
AD-2025-098

**DISSEMINATION OF MEMORANDUM 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
Chiefs of the Functional Divisions

1. Herewith is the Memorandum DM-OUHROD-2025-1338 dated May 29, 2025 from Wilfredo E. Cabral, Undersecretary, Human Resource and Organizational Development and Vice Chairperson, DepEd Committee on Anti-Red Tape, relative to the reminders on updating the DepEd Field Offices and School's Citizen's Charter in alignment with the DepEd Citizen's Charter 2025, contents of which are self-explanatory.
2. Regional Office and Schools Division Offices are hereby directed to update official websites with the latest Citizen's Charter and Client Satisfaction Measurement (CSM) on or before July 18, 2025.
3. For information and strict compliance.

ALLAN G. FARNAZO
Director IV

DEPARTMENT OF EDUCATION - DRA
RECORDS SECTION
RELEASED

Enclosed: As stated.

BOA2/jtg

By: [Signature] Date: June 10, 2025
Time: 10:10 AM
625120023



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Republika ng Pilipinas

Department of Education

DEPARTMENT OF EDUCATION PLM

RECORDS SECTION

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JUN 2025

24/2025

OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

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.:

- services applicable to their office,
- documentary requirements from the client,
- procedure to obtain a particular service (client steps and agency action),
- person/s responsible per step,
- applicable fee/s (transaction cost),
- processing time, and
- 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:



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-OUHROD-F002	Rev	00
Effectivity	03.23.23	Page	1 of 4



Form	Description	Reminders
1. Handbook	• 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 (ROs), Schools Division Offices (SDOs), 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.	• 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 OSEC/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	• Condensed version of the Handbook, but at a minimum shall still include the following: a. Version (Year or Month + Year) of the CC posted; b. Includes all 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.	• 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 Enclosure No. 1 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. • 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 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.
	• 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/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 year)</i>, e.g., <i>DepEd-RO V Citizen's Charter 2025</i> • If RO/SDO is using the RO/SDO-crafted CC: - 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 2025</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 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



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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@deped.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@dep.ed.gov.ph	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).	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 PAAC at (+63 2) 8636-1663 8633-1942	Phone: Call the (insert name of office) at (insert phone no. here)	Phone: Call the (insert name of office) 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 (insert name of office) at (insert phone no. here)	SMS: Send a text message to (insert name of office) at (insert phone no. here)
	Upon receipt of complete information and/or documentation, the office personnel designated to receive the complaint shall record the concern on the database and inform the client of the next steps to be undertaken to resolve the issue and how the resolution shall be communicated to the client.		
Contact Information of 8888, ARTA, and CSC-CCB	8888: Call 8888 Text 8888 Visit https://8888.gov.ph/ ARTA: Call 0969-257-7242 or 0928-690-4080 Email complaints@arta.gov.ph Civil Service Commission-Contact Center ng Bayan (CSC-CCB): Call 1-6565 Text 0908-881-6565 Visit https://contactcenterngbayan.gov.ph/contact-us		

Status of Citizen's Charter and Client Satisfaction Measurement (CSM) Form in Field Office Websites as of 1 May 2025

Region	SDO	Link for the Citizen's Charter	Error message/Remarks	Link for the DepEd CSM Form / QR code	Error message/Remarks
Region I	N/A	https://depedro1.com/citizens-charter/	N/A - link is working	https://depedro1.com/	N/A - link is working
Region I	Alaminos City	https://www.depedalaminocity.com/citizens-charter-2/	This content is blocked by your organization	http://bit.ly/sdoac-csm	N/A - link is working
Region I	Batac City	https://csdbatac.com/citizens-charter/	N/A - link is working	https://csdbatac.com	N/A - link is working
Region I	Candon City	https://depedcandoncity.com/citizen-s-charter/	N/A - link is working	https://depedcandoncity.com	N/A - link is working
Region I	Dagupan City	https://depeddagupan.com/citizens-charter-2023/	N/A - link is working	https://depeddagupan.com/client-satisfaction-measurement-feedback-form/	N/A - link is working
Region I	Ilocos Norte	https://depedilocosnorte.com/sdoic/index.php/transparency-seal/	N/A - link is working	https://depedilocosnorte.com/sdoic/index.php/transparency-seal/	N/A - link is working
Region I	Ilocos Sur	https://depedilocosur.info/?page_id=10448	N/A - link is working	https://depedilocosur.info/	N/A - link is working
Region I	La Union	https://depedsolaunion.com/citizens-charter-2/	N/A - link is working	https://forms.office.com/Pages/ResponsePage.aspx?id=gkviQCOgQW_dhoHYaJNKQ_Uuyvni9iChEmCFdAEt0OM1UQYdZ5zIjBNFFQVtUdNEZMNTA2TEVCIjZDSE4uRmF0aW0=	N/A - link is working
Region I	Laoag City	https://depedlaoagcity.com/sdoic/index/charter	N/A - link is working	https://depedlaoagcity.com/sdoic/index	N/A - link is working
Region I	Pangasinan I	https://www.depedsdo1pangasinan.com/citizens-charter	N/A - link is working	https://www.depedsdo1pangasinan.com/csm	N/A - link is working
Region I	Pangasinan II	https://www.depdpang2.ph/citizens-charter	N/A - link is working	tinyurl.com/Pang2CSM	N/A - link is working
Region I	San Carlos City	https://sdosancarloscityr1.com/citizens-charter/	N/A - link is working	https://sdosancarloscityr1.com/	N/A - link is working

Region X	El Salvador City	https://depedelsalvadorcity.net/citizens-charter/	N/A - link is working	https://forms.office.com/pages/responsepage.aspx?id=gKvjQCGo0W_dnoHYajNKRQq6k_A99PiZx5q5haf9UMkcwLUUHMmUIAAAMLUNCOIQULHSVATMPCPCZu8&route=...	N/A - link is working
Region X	Gingoog City	https://gingoog.deped.gov.ph/wp-content/uploads/2024/03/SPO-Gingoog-Citizens-Charter.pdf	502 Bad Gateway	https://gingoog.deped.gov.ph/sdo-gingoog-csm/	502 Bad Gateway
Region X	Iligan City	http://depeditigan.com/index.php/citizens-charter/	N/A - link is working	https://sites.google.com/deped.gov.ph/iligancitycsm/home	N/A - link is working
Region X	Lanao del Norte	https://depeditdn.com/citizens-charter/	Object not found! The requested URL was not found on this server. If you entered the URL manually please check your spelling and try again.	http://www1.depeditdn.com/csm/	Your connection isn't private
Region X	Malaybalay City	https://www.depeditmalaybalay.net/about-us/citizens-charter	Charter cannot be found on the link	None	CSM Form cannot be found on the website
Region X	Misamis Occidental	https://depeditmisoc.info/citizens-charter/	N/A - link is working	https://forms.office.com/pages/responsepage.aspx?id=gKvjQCGo0W_dnoHYajNKWCeGnf3IKhDVGn2mS4k3xVUUHQWDFGNtINNDOSVDEIOLNMNNUPrVEVALuAUBrcubd	N/A - link is working
Region X	Misamis Oriental	https://www.depeditmisor.com/citizens-charter.html	N/A - link is working	https://www.depeditmisor.com/contact-us.html	N/A - link is working
Region X	Oroquieta City	https://www.geocities.ws/depedorogueta/AbtCC.html	N/A - link is working	https://forms.office.com/pages/responsepage.aspx?id=gKvjQCGo0W_dnoHYajNKdKdWaxXz2RIm9Uja8cBdzUNIIWTRHVE1FRKLAAStJOUlDVONnkIAjrtSSu4n8&route=...	N/A - link is working
Region X	Ozamiz City	https://ozamiz.deped.gov.ph/citizens-charter/	N/A - link is working	https://forms.office.com/pages/responsepage.aspx?id=gKvjQCGo0W_dnoHYajNKWglvGRkFhIU7IW9oBKlxUOTVNWka5NIKFIMADNLBAHAMVWInZGVINYUIdPacide-O	N/A - link is working
Region X	Tangub City	https://tangub.deped.gov.ph/citizens-charter-2/	N/A - link is working	https://tangub.deped.gov.ph/client-satisfaction-measurement/	N/A - link is working
Region X	Valencia City	https://valenciacity.deped.gov.ph/citizens-charter/	N/A - link is working	https://forms.office.com/Pages/ResponsePage.aspx?id=DQSikWGsW0yxFlajBLZtrOAAAIAAAAAAAAAAGI3WFIUOTzOSU1SWFXAcEHCeTOMITFEWncSEVSAU	N/A - link is working
Region XI	N/A	https://depedrox1.ph/download/citizens-charter/	Hmmm... can't reach this page Check if there is a typo in banphilmetree.com.	https://depedrox1.ph/feedback/	This form is closed.
Region XI	Davao de Oro	https://www.depeditddo.com/?page_id=61	Charter cannot be found on the link	https://www.depeditddo.com/?page_id=83	CSM Form cannot be found on the link

Region XI	Davao City	https://www.davaocitydeped.ph/citizens-charter/	N/A - link is working	https://forms.office.com/Pages/ResponsePage.aspx?id=gKvIQCOgo0W_dnoHYaJNKU1IKSm2FZMKVikGBzfhgUOEVSUFVORDdE1aGMAA7G5AJAA7B1A7b01842d8114u	N/A - link is working
Region XI	Davao del Norte	https://depeddavnor.ph/citizencharter	N/A - link is working	https://forms.office.com/Pages/ResponsePage.aspx?id=gKvIQCOgo0W_dnoHYaJNKU1IKSm2FZMKVikGBzfhgUOEVSUFVORDdE1aGMAA7G5AJAA7B1A7b01842d8114u	N/A - link is working
Region XI	Davao del Sur	https://sites.google.com/deped.gov.ph/divisionofdavaodelsur/	Charter cannot be found on the link	None	CSM Form cannot be found on the website
Region XI	Davao Oriental	https://depeddavor.com/citizens-charter/	N/A - link is working	https://feedback.depeddavor.com/pages/csm_questionnaire	N/A - link is working
Region XI	Davao Occidental	https://deped.davaooccidental.gov.ph/citizens-charter/	N/A - link is working	https://deped.davaooccidental.gov.ph/deped-davao-occidental-client-satisfaction-measurement-csm-portal/	N/A - link is working
Region XI	Digos City	http://www.depeddigoscity.org/div-citizens-charter	Internal Server Error The server encountered an internal error or misconfiguration and was unable to complete your request	https://forms.office.com/Pages/ResponsePage.aspx?id=gKvIQCOgo0W_dnoHYaJNKU1IKSm2FZMKVikGBzfhgUOEVSUFVORDdE1aGMAA7G5AJAA7B1A7b01842d8114u	N/A - link is working
Region XI	Island Garden City of Samal	https://depedsamalcity.org/wp-content/uploads/2024/08/DepEd-Citizens-Charter-2023.pdf	404 Not Found	https://bit.ly/SDOSama/ClientSatisfactionSurvey	N/A - link is working
Region XI	Mati City	https://depedmati.com/?page_id=220	Charter cannot be found on the link	None	CSM Form cannot be found on the website
Region XI	Panabo City	https://www.depedpanabocity.com/wp-content/uploads/2024/07/DepEd-Citizens-Charter-2023.pdf	N/A - link is working	https://www.depedpanabocity.com/?page_id=14	Your connection isn't private
Region XI	Taguim City	https://deped.taguimcity.gov.ph/wp-content/uploads/2024/07/DepEd-Citizens-Charter-2023.pdf	N/A - link is working	https://forms.office.com/Pages/ResponsePage.aspx?id=gKvIQCOgo0W_dnoHYaJNKU1IKSm2FZMKVikGBzfhgUOEVSUFVORDdE1aGMAA7G5AJAA7B1A7b01842d8114u	N/A - link is working
Region XII	N/A	https://depedfoxil.org/citizens-charter/	Hmmm... can't reach this page The connection was reset.	https://forms.office.com/Pages/ResponsePage.aspx?id=gKvIQCOgo0W_dnoHYaJNKU1IKSm2FZMKVikGBzfhgUOEVSUFVORDdE1aGMAA7G5AJAA7B1A7b01842d8114u	N/A - link is working
Region XII	General Santos City	https://www.depedgensan.com/main/about-us/citizens-charter/	N/A - link is working	https://www.depedgensan.com/main/customers-feedback/	N/A - link is working
Region XII	Koronadal City	https://depedkoronadacity.wordpress.com/wp-content/uploads/2024/07/deped-citizens-charter-2023.pdf	N/A - link is working	https://bit.ly/sdokoresm	N/A - link is working