Republic of the Philippines
Department of Education
REGION III
SCHOOLS DIVISION OFFICE OF ANGELES CITY

15 Oct 2026

DIVISION MEMORANDUM
No. 393, s. 2026

REMINDERS ON THE ALIGNMENT WITH THE DEPED CITIZEN'S CHARTER 2026 – 2ND EDITION

To: Assistant Schools Division Superintendent
Chief Education Supervisors
Public School District Supervisors
Division Unit Heads
Public Elementary and Secondary School Heads
All Others Concerned

1. For the information and guidance of all concerned, attached is the Memorandum DM-OUHRODI-2026-3901 dated October 8, 2026, entitled *"Reminders on the Alignment with the DepEd Citizen's Charter 2026 – 2nd Edition."*

2. All School Heads are reminded to ensure that their respective schools comply with the applicable provisions of the latest DepEd Citizen's Charter, particularly the proper posting and accessibility of the Citizen's Charter Handbook, Information Billboard, and online publication, as applicable.

3. Schools shall ensure that the service standards reflected in their Citizen's Charter are accurate and up to date, including documentary requirements, client steps and agency actions, responsible personnel, processing time, and procedures for filing complaints. The prescribed Client Satisfaction Measurement (CSM) Form shall likewise be made accessible to clients.

4. All concerned are enjoined to observe the requirements of Republic Act No. 11032, or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, and ensure readiness for compliance monitoring by the Anti-Red Tape Authority (ARTA).

5. For reference, the latest DepEd Citizen's Charter 2026 – 2nd Edition may be accessed through the official DepEd website at https://www.deped.gov.ph/about-deped/citizenscharter/.

6. Immediate dissemination of and strict compliance with this Memorandum are hereby directed.

[redacted]
Digitally signed by Edgard C. Domingo
Date: 2026.10.15 12:08:12 +08'00'

ENGR. EDGARD C. DOMINGO, PhD, CESO V
Schools Division Superintendent

Encl.: As stated
Reference: As stated
CITIZENS CHARTER 2026 2ND EDITION
MCS/AOV/October 15, 2026

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Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT, AND INFRASTRUCTURE

MEMORANDUM
DM-OUHRODI-2026-3901

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

E-signed by
Wilfredo Cabral
10/2026, 8:40:42 PM

SUBJECT : **REMINDERS ON THE ALIGNMENT WITH THE DEPED CITIZEN'S CHARTER 2026 – 2ND EDITION**

DATE : 08 October 2026

In continued compliance with 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 (CC) 2026 (2nd Edition) as published in the DepEd website's Transparency Seal at this link: 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, 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 Citizen's Charter 2026 2nd Edition shall be posted in the following forms:

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 • 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.	• ROs/SDO/School 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/School CC Handbook culled from the DepEd-wide CC shall be kept at the Office of the Regional Director (ORD) / Office of the Schools Division Superintendent (OSDS) / Office of the School Head (OSH). • ROs/SDO/School using their localized or RO/SDO/School-crafted CC shall print the latest version of their CC and keep the hard copy in the ORD/OSDS/OSH. • Offices other than ORD/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.
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. 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	• 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 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.

	h. Procedure for filing complaints.	• 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.
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/School.	• If RO/SDO/School is using the DepEd-wide CC, post this clickable link https://www.deped.gov.ph/about-deped/citizenscharter/ on the RO/SDO's homepage or under tabs named *Home* or *About Us*. • If RO/SDO/School is using the localized or RO/SDO/School-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 the CC shall be published online in a non-PDF format (e.g., FlipHTML5), it should 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, and easily accessible. • If RO/SDO/School 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 *DepEd-(insert governance unit here) Citizen's Charter (insert year)*, e.g., *DepEd-RO V Citizen's Charter 2025* • If RO/SDO/School is using the localized or RO/SDO/School-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 2026* - Include the clickable link of the CC in the RO/SDO/School 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, or the *Updated Composition of the Department of Education Committee on Anti-Red Tape in the Central Office and Sub-CART in Field Offices and Schools*, 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.

ROs/SDOs/schools that wish to have their localized Citizen's Charters reviewed and verified by the DepEd CART Secretariat may submit a request through email at artasec@deped.gov.ph.

For more information on the DepEd Citizen's Charter 2026 2nd Edition, 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:
OFFICE OF THE SECRETARY
osec@deped.gov.ph