



Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT



DepEd Regional Office No. 02



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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, Marikina City
Telephone Nos.: (+632) 86337206, (+632) 86337207
Email Address: usec.hrod@deped.gov.ph | Website: www.deped.gov.ph

To: All Schools Division Superintendents
All RO and SDO Functional Division Chiefs/Unit Heads
All Others Concerned

For information, guidance and strict compliance.

BENJAMIN D. PARAGAS PhD, CESO III
Director IV/Regional Director

MEMORANDUM		Date: 6/19/25	Released/Records: <i>hcd</i>
To:	<input checked="" type="checkbox"/> PSDS/DICs	<input checked="" type="checkbox"/> Elem/Sec School Heads	
	<input type="checkbox"/> Private Schools	<input type="checkbox"/> Others:	
For:	<input checked="" type="checkbox"/> Information	<input checked="" type="checkbox"/> Dissemination	
	<input checked="" type="checkbox"/> Guidance	<input checked="" type="checkbox"/> Strict Compliance	
ORLANDO E. MANUEL PhD., CESO V Schools Division Superintendent			
By:	<input checked="" type="checkbox"/> ASOS	<input type="checkbox"/> CID Chief	<input type="checkbox"/> SGOD Chief
	<input type="checkbox"/> AO	<input type="checkbox"/> Atty	Signature: <i>[Signature]</i>



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DepEd Regional Office No. 02



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060225098

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Date Created: 06/02/2025

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

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- procedure for filing complaints.

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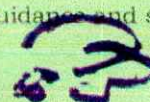


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Email Address: usec.hrod@deped.gov.ph | W

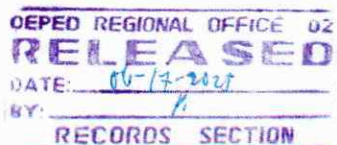
June 16, 2025

To: All Schools Division Superintendents
All RO and SDO Functional Division Chiefs/Unit Heads
All Others Concerned

For information, guidance, and strict compliance.



BENJAMIN D. PARAGAS PhD, CESO III
Director IV / Regional Director



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 (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. 	<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 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	<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"> Version (Year or Month + Year) of the CC posted; Includes all 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. 	<ul style="list-style-type: none"> 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 Enclosure No. 1 for the ARTA-prescribed template for the <i>Procedure for Filing Complaints</i>.

		<ul style="list-style-type: none"> • 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	<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 year)</i>, e.g., <i>DepEd-RO V Citizen's Charter 2025</i> • 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 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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Effectivity	03.23.23	Page	4 of 4



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	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		

Region I	San Fernando City	http://www.sanfernandocity.gov.ph/	N/A - link is working	N/A - link is working	N/A - link is working
Region I	Urdaneta City	http://www.urdaneta.gov.ph/	The requested URL was not found on this server.	The requested URL was not found on this server.	The requested URL was not found on this server.
Region I	Vigan City	http://www.vigan.gov.ph/	N/A - link is working	N/A - link is working	N/A - link is working
Region II	N/A	http://www.n/a.gov.ph/	N/A - link is working	N/A - link is working	N/A - link is working
Region II	Batanes	http://www.batanes.gov.ph/	Hmmm... can't reach this page The connection was reset	Hmmm... can't reach this page The connection was reset	Hmmm... can't reach this page The connection was reset
Region II	Cagayan	http://www.cagayan.gov.ph/	N/A - link is working	N/A - link is working	N/A - link is working
Region II	Cauayan City	http://www.cauayan.gov.ph/	N/A - link is working	N/A - link is working	N/A - link is working
Region II	Iligan, Isabela	http://www.iligan.gov.ph/	Your connection isn't private	Your connection isn't private	N/A - link is working
Region II	Isabela	http://www.isabela.gov.ph/	N/A - link is working	N/A - link is working	N/A - link is working
Region II	Nueva Vizcaya	http://www.nuevavizcaya.gov.ph/	N/A - link is working	N/A - link is working	N/A - link is working
Region II	Quirino	http://www.quirino.gov.ph/	N/A - link is working	N/A - link is working	N/A - link is working
Region II	Santiago City	http://www.santiago.gov.ph/	N/A - link is working	N/A - link is working	N/A - link is working
Region II	Tuguegarao City	http://www.tuguegarao.gov.ph/	N/A - link is working	N/A - link is working	N/A - link is working