



Republic of the Philippines  
**Department of Education**  
 REGION VIII  
 SCHOOLS DIVISION OF BILIRAN

February 11, 2026

**DIVISION MEMORANDUM**

No. 075 s. 2026

**WORKSHOP ON THE UPDATING OF THE DIVISION OFFICE CITIZEN'S CHARTER**

To: OIC-ASST. SCHOOLS DIVISION SUPERINTENDENT  
 CHIEF EDUCATION SUPERVISORS  
 SELECTED DIVISION OFFICE PERSONNEL  
 This DIVISION

1. In compliance with FY 2023 Performance-Based Bonus Eligibility requirements and Agency Accountabilities, this Office thru the Office of the Schools Division Superintendent shall conduct a workshop on the updating of the DepEd Citizen's Charter (CC) and Client Satisfaction Measurement (CSM) on **February 26-27, 2026** at the **Division Office Conference Room, Larrazabal, Naval, Biliran.**
2. The workshop aims to revisit and update the SDO Biliran Citizen's Charter and streamline office processes from the three functional divisions.
3. The expected participants are the following:

Functional Division	Participants	No. of Pax
OSDS	Legal Officer, OIC-Division Accountant, ITO, Admin. Officer V (Admin), 4 Admin. Officer IV (Personnel Section, Supply Section, Cash Section, Records Section)	8
CID	Chief, 2 EPSs (ALS, LR)	3
SGOD	Chief, SEPS for SMME and Planning and Research, Planning Officer	4
	<b>TOTAL</b>	<b>15</b>

4. Each functional division is expected to present its updated external and internal services that need to be included in the Division Office Citizen's Charter with reference to the attached list of services by functional divisions.



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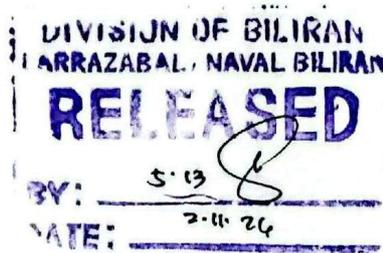


SCHOOLS DIVISION OF BILIRAN

5. To ensure alignment with the DepEd Central Office's Citizen's Charter, the attached list of External and Internal Services may be used as reference in the crafting of Citizen's Charter by Functional Divisions including the sections and units.
6. Lunch and snacks shall be provided for charged to the OSDS MOOE Fund subject to the usual accounting and auditing rules and regulations.
7. Immediate dissemination of and strict compliance with this Memorandum are desired.

  
**ROBERTO N. MANGALIMAN PhD, CESO VI**  
Schools Division Superintendent /s

Encl: As stated



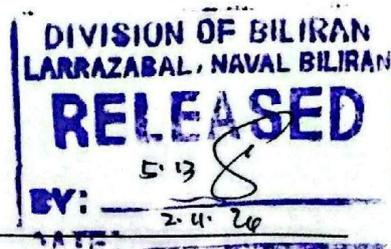
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(Note: Please refer to DepEd Citizen's Charter for the details)

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