



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

May 29, 2026

DIVISION MEMORANDUM

No. 248 s. 2026

UPDATING AND POSTING OF THE 2026 CITIZEN'S CHARTER

To: OIC-Asst. Schools Division Superintendent
Chief Education Supervisors
Division Office Personnel
Public Schools District Supervisors
Public Elementary and Secondary School Heads
All Others Concerned

1. Attached is a Memorandum DM-OUHRODI-2026-1133 from Wilfredo E. Cabral, Undersecretary for Human Resource and Organizational Development, Infrastructure with the subject: Reminders on Updating the DepEd Field Offices and Schools' Citizen's Charter in Alignment with the DepEd Citizen's Charter 2026 Edition.
2. The DepEd Citizen's Charter 2026 (1st Edition) can be accessed thru <https://www.deped.gov.ph/about-deped/citizensharter/>.
3. To reiterate, all governance levels (CO, RO, DO, Schools) shall be guided by the service standards published in the latest Citizen's Charter (CC), 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.
4. As required by Anti-Red Tape Authority (ARTA), the Citizen's Charter shall be in 3 forms: **Handbook, Information Billboard and online CC posted in the website.**
5. Each functional division is expected to align its external and internal services that need to be included in the updated 2026 Division Office Citizen's



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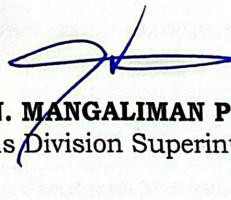


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Charter with reference to the attached list of services by functional division taken from the DepEd-wide 2026 Citizen's Charter 1st Edition.

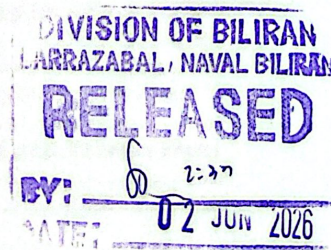
6. Likewise, all elementary and secondary schools shall print their Citizen's Charter or shall print the external and internal services applicable to them, culled from the DepEd-wide CC and, also post their external services may be in tarpaulin/poster at the main entrance or in a most conspicuous place.
7. It is emphasized that the procedure in filing complaints with reference to page 633 of the DepEd CC 2026 Edition must be posted at the main entrance of the office or at the most conspicuous place.
8. The Division Office and schools shall record the feedback of clients on the services in the CC using the Client Satisfaction Measurement (CSM) which shall be accessible by posting the link or QR code or thru hard copies. All external and internal Division Office Clients are required to fill up the SDO Client Satisfaction Measurement thru this link: **bit.ly/sdobilirancsm**.
9. It is required that the updated Citizen's Charter shall be posted in the SDO website on or before June 30, 2026 and shall be monitored by BHROD in July 2026. It is also reiterated that conformance to RA 11032 is subject to random audit or monitoring by the ARTA Compliance Monitoring and Evaluation (CMEO).
10. The Division and schools are also reminded to update the composition of the Sub-Committee on Anti-Red Tape (Sub-CART) following DepEd Order No. 40 s. 2025 using the links: bit.ly/2025DepEdCART for SDO and bit.ly/2025DepEdCARTSchools for schools.
11. Wide dissemination of and strict compliance with this Memorandum are desired.



ROBERTO N. MANGALIMAN PhD, CESO VI
Schools Division Superintendent

References:

- DM-OUHRODI-2026-1133
- DepEd Citizen's Charter 2026 (1st Edition)
- DepEd Order No. 40 s. 2025



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