Republic of the Philippines
Department of Education
NEGROS ISLAND REGION

REGIONAL MEMORANDUM
No. 1356, s. 2026

NOV 23 2026

CONSULTATION WORKSHOP ON THE DEVELOPMENT OF POLICY GUIDELINES ON THE DEPED CITIZEN'S CHARTER AND ALIGNMENT OF FIELD OFFICES TO THE CHARTER

TO: Assistant Regional Director
Schools Division Superintendent
All Others Concerned

1. Attached is Memorandum DM-OUHRODI-2026-4253 dated November 17, 2026, re: "Consultation Workshop on the Development of Policy Guidelines on the DepEd Citizen's Charter and Alignment of Field Offices to the Charter," which is self-explanatory.

2. Immediate dissemination of and compliance with this Memorandum are desired.

RAMIR B. UYTICO EdD, CESO III
Regional Director

Encl.: As stated
Reference: As stated

To be indicated in the Perpetual Index
under the following subjects:

BUREAUS AND OFFICES
WORKSHOPS
POLICY

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DEPARTMENT OF EDUCATION
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Nov 19, 2026
OED-OM-2026-261
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Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT, AND INFRASTRUCTURE

MEMORANDUM
DM-OUHRODI-2026-4253

TO : **ADMINISTRATIVE SERVICE**
BUREAU OF CURRICULUM DEVELOPMENT
BUREAU OF EDUCATION ASSESSMENT
BUREAU OF HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT
EDUCATION FACILITIES DIVISION
FINANCE SERVICE
INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICE
LEGAL SERVICE
NATIONAL EDUCATORS ACADEMY OF THE PHILIPPINES
POLICY AND PLANNING SERVICE
PUBLIC AFFAIRS SERVICE
ALL DEPED REGIONAL OFFICES
ALL OTHERS CONCERNED

E-signed by
Wilfredo Cabral
[illegible]2026. 6:11:29 AM

FROM : **WILFREDO E. CABRAL**
Undersecretary
Human Resource and Organizational Development, and Infrastructure
Vice Chairperson, DepEd Committee on Anti-Red Tape

SUBJECT : **CONSULTATION WORKSHOP ON THE DEVELOPMENT OF POLICY GUIDELINES ON THE DEPED CITIZEN'S CHARTER AND ALIGNMENT OF FIELD OFFICES TO THE CHARTER**

DATE : 17 November 2026

In continued adherence to Republic Act (RA) No. 11032, otherwise known as 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) has consistently undertaken the review and publication of its declared service standards. These service standards are reflected in the DepEd Citizen's Charter and are made publicly accessible through the Transparency Seal section of the DepEd website.

In support of this mandate, and as part of its functions as the Secretariat of the DepEd Committee on Anti-Red Tape (CART), the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED)

regularly facilitates and coordinates the review of declared service standards across the Central Office, Regional Offices (RO), Schools Division Offices (SDO), and Schools.

Notwithstanding these efforts, the Department has yet to institutionalize a comprehensive policy or set of guidelines governing the development, review, updating, approval, publication, and monitoring of the DepEd Citizen's Charter, including the processes and standards for ensuring alignment of the Citizen's Charters of ROs, SDOs, and Schools with the Department's prescribed service standards.

To address this policy gap, the BHROD-OED shall conduct a consultation workshop to develop the initial draft of the policy guidelines on the implementation of the DepEd Citizen's Charter through a series of online structured workshop sessions on **December 7, 11,** and **14, 2026**.

The detailed program of activities is attached as ***Annex A*** for reference and guidance.

In view of the foregoing, the identified Offices in the Central Office listed in ***Annex B*** are directed to nominate **at least two (2) personnel** to attend the online workshops. Said personnel must be directly involved in the delivery of external or internal services and/or involved in the administration of the Client Satisfaction Measurement (CSM) Form. Meanwhile, Regional Directors, Schools Division Superintendents of selected SDOs, and School Heads of selected Schools are likewise directed to authorize their respective participants to attend the said workshop.

All identified participants are further directed to:

1. **Register on or before November 23, 2026**, through this link: **tinyurl.com/regisconworkshopcc**;
2. **Attend the online Pre-Workshop Meeting** on 27 November 2026 through Microsoft Teams using this link: **tinyurl.com/preconworkshop**;
3. **Access and accomplish the pre-work template,** which can be accessed through this link: **tinyurl.com/ccpreworktemp**; and
4. **Attend all Workshop Proper sessions** through Microsoft Teams using this link: **tinyurl.com/conworkshopccpolicy**.

For questions or clarifications, please contact **Mr. Ervin Joseph B. Ocampo** or **Ms. Hannah Hasmin M. Caña** of the DepEd CART Secretariat, BHROD-OED, via email at artasec@deped.gov.ph or by phone at (02) 8633-5375.

Copy Furnished:
OFFICE OF THE SECRETARY
Department of Education
osec@deped.gov.ph

Annex B – List of Participants

Consultation Workshop on the Development of Policy Guidelines on the DepEd Citizen's Charter and Alignment of Field Offices to the Charter

Central Office (at least 2 per Division)

1. Administrative Service – Asset Management Division
2. Administrative Service – Cash Division
3. Administrative Service – Records Division
4. Bureau of Curriculum Development – Special Curricular Program Division
5. Bureau of Education Assessment – Education Assessment Division
6. Bureau of Human Resource and Organizational Development – Employee Welfare Division
7. Bureau of Human Resource and Organizational Development – Personnel Division
8. Education Facilities Division
9. Finance Service – Accounting Division
10. Finance Service – Budget Division
11. Finance Service – Employee Accounts Management Division
12. Information and Communication Technology Service – Solutions Development Division
13. Information and Communication Technology Service – Technology Infrastructure Division
14. Information and Communication Technology Service – User Support Division
15. Legal Service – Investigation Division
16. Legal Service – Legal Division
17. National Educators Academy of the Philippines – Professional Development Division
18. National Educators Academy of the Philippines – Quality Assurance Division
19. Public Affairs Service – Publications Division
20. Public Affairs Service – Public Assistance Action Center

Regional Offices

1. Sub-CART Secretariat or ARTA Focal of all Regional Offices
2. CSM Focal of all Regional Offices

Schools Division Offices

Note: The Regional Office shall determine at least three (3) of its SDOs to participate in the workshop.

1. Sub-CART Secretariat or ARTA Focal of selected SDOs
2. CSM Focal of selected SDOs

Schools

Note: The selected School Division Office shall determine at least three (3) of its Schools to participate in the workshop.

1. Sub-CART Secretariat or ARTA Focal of selected School (participant must be a non-teaching personnel)
2. CSM Focal of selected School (participant must be a non-teaching personnel)

DepEd CART Member Units* (at least 1 personnel from the Office of the Director of each Bureau/Service) **per DepEd Memorandum No. 040, s.2025*