



Republic of the Philippines
Department of Education
NEGROS ISLAND REGION

NOV 10 2025

REGIONAL MEMORANDUM

No. 600, s. 2025

**RESCHEDULING OF THE WRITESHOP TO REVIEW REGIONAL OFFICE
AND SCHOOLS DIVISION OFFICE CITIZEN'S CHARTER
FOR INTERNAL SERVICES**

TO: Schools Division Superintendents
All Other Concerned

1. Attached is Memorandum OM-OUHROD-2025-3062 dated November 03, 2025 re: "Request for Rescheduling of the Writeshop to Review Regional Office and Schools Division Office Citizen's Charter for Internal Services" 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

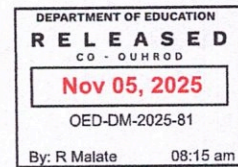
To be indicated in the Perpetual Index
under the following subjects:

BUREAUS AND OFFICES
PROGRAM
WORKSHOPS
POLICY

ASD/PS/AGS/REGIONAL MEMO -Dessimation-Memorandum-OM-OUHROD-2025-3062-Writeshop Rescheduling



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Republika ng Pilipinas
Department of Education

OFFICE OF THE UNDERSECRETARY
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
OM-OUHROD-2025-3062

TO : **ELLA CECILIA G. NALIPONGUIT**
Director III
Office of the Director, Administrative Service

FROM : **WILFREDO E. CABRAL**
E-signed by
Wilfredo Cabral
11/5/2025, 5:36:07 AM
Undersecretary
Human Resource and Organizational Development

SUBJECT : **REQUEST FOR RESCHEDULING OF THE WRITESHOP TO REVIEW REGIONAL OFFICE AND SCHOOLS DIVISION OFFICE CITIZEN'S CHARTER FOR INTERNAL SERVICES**

DATE : 03 November 2025

With reference to the approved Activity Request with AR No. 2025-CO-10994, the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED) respectfully requests the rescheduling of the **Writeshop to Review Regional Office and Schools Division Office Citizen's Charter for Internal Services** to the following revised dates:

FROM	TO
November 17-20, 2025	November 25-28, 2025

The proposed change is necessary due to a conflict in the schedule with other activities planned for that same week.

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

For your consideration and approval.



DM-OUHROD-2025-3060 Writeshop to Review RO and SDO Citizen's Charter for Internal Services

From Organization Effectiveness Division <bhrod.oed@deped.gov.ph>

Date Wed 11/5/2025 9:26 AM

To Records Division <as.rd@deped.gov.ph>; Education Assessment Division <bea.ead@deped.gov.ph>; Education Facilities Division <efd@deped.gov.ph>; Bureau of Education Assessment Office of the Director <bea.od@deped.gov.ph>; Cash Division <as.cd@deped.gov.ph>; Employee Account Management Division <fs.eamd@deped.gov.ph>; ICTS - User Support Division <icts.usd@deped.gov.ph>; Legal Division <ls.ld@deped.gov.ph>; Quality Assurance Division <neap.qad@deped.gov.ph>; DEPED ACTION CENTER <depedactioncenter@deped.gov.ph>; Publications Division <pas.pd@deped.gov.ph>; Negros Island Region (NIR) <nir@deped.gov.ph>; Investigation Division <ls.id@deped.gov.ph>; DEPED I ILOCOS REGION <region1@deped.gov.ph>; DEPED II CAGAYAN VALLEY <region2@deped.gov.ph>; DEPED III CENTRAL LUZON <region3@deped.gov.ph>; DEPED REGION IV-A CALABARZON <region4a@deped.gov.ph>; MIMAROPA REGION <mimaropa.region@deped.gov.ph>; DEPED V BICOL REGION <region5@deped.gov.ph>; DepEd VI Western Visayas <region6@deped.gov.ph>

Cc Administrative Service Office of the Director <as.od@deped.gov.ph>; Finance Service Office of the Director <fs.od@deped.gov.ph>; Bureau of Education Assessment Office of the Director <bea.od@deped.gov.ph>; ICTS - Office of the Director <icts.od@deped.gov.ph>; Legal Service Office of the Director <ls.od@deped.gov.ph>; National Educators Academy of the Philippines Office of the Director <neap.od@deped.gov.ph>; Public Affairs Service - Office of the Director <pas.od@deped.gov.ph>; Bureau of Human Resources and Organizational Development Office of the Director <bhrod.od@deped.gov.ph>; Office of the USec for Human Resource & Organizational Dev (OUHROD) <usec.hrod@deped.gov.ph>

1 attachment (427 KB)

[sgd] Memo - Request for Change of Date_Writeshop for CC.pdf;

Good day, fellow Public Servants!

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) Committee on Anti-Red Tape (CART) Secretariat shall undertake a review of DepEd's service standards for external services in preparation for DepEd's submission of the 2026 edition of its Citizen's Charter to the Anti-Red Tape Authority (ARTA) by March 31, 2026 through the Anti-Red Tape Electronic Management Information System (ARTEMIS).

During the monitoring of RA 11032 implementation in the National Capital Region (NCR) held on September 2–4, 2025, it was observed that certain services listed in the DepEd Citizen's Charter (2025 Edition) are no longer being provided by the designated offices in the charter. Meanwhile, it was also observed during the Training Rollout on the ARTEMIS conducted by the ARTA that there is already a need to review and realign DepEd's external services across all governance levels, in consideration of changes in DepEd leadership, reporting structures, operational processes, and available technologies and systems within the Department.

Hence, the Bureau of Human Resource and Organizational Development –Organization Effectiveness Division (BHROD-OED), in its capacity as the DepEd CART Secretariat, will conduct a Writeshop to Review

Regional Office and Schools Division Office Citizen's Charter for Internal Services on **November 25-28, 2025 within Metro Manila** (*A separate Advisory on the exact venue shall be issued on a later date*). This activity aims to assess the applicability and relevance of the service charters currently documented in the Citizen's Charter, particularly for external services, and to update them as necessary.

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

To ensure that all offices at the central, regional, and schools division levels catering external services are represented, all Heads of Offices of the identified bureaus/services/offices, regions, schools divisions, and schools (*refer to **Annex B – List of Participants***) are hereby directed to authorize the participation of your respective representatives to the said writeshop. All participants are further directed to:

- **register on or before November 10, 2025**, through this link: tinyurl.com/depedccext-regform; and,
- attend the ***online Pre-Work Session on November 13, 2025 (1:00pm-5:00pm)*** through Microsoft Teams using this link: tinyurl.com/ccwriteshop2025-prework.

Please note that participants from the Schools Division Offices and Schools shall be determined by the Regional Office in accordance with the specified positions in *Annex B*.

Board and lodging of all participants, as well as the travel expenses of the Program Management Team, shall be charged against GASS Current Fund for FY 2025 with AR No. 2025-CO-10994; while the transportation and other travel expenses of the participants shall be charged against their respective local funds, subject to the usual accounting and auditing rules. For board and lodging and meal arrangements, please refer to the details below:

	Nov 25, 2025 (Day 1)	Nov 26, 2025 (Day 2)	Nov 27, 2025 (Day 3)	Nov 28, 2025 (Day 4)
Lodging	/	/	/	x
Breakfast	x	/	/	/
AM Snack	x	/	/	/
Lunch	x	/	/	/
PM Snack	/	/	/	x
Dinner	/	/	/	x

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

Best,



ORGANIZATION EFFECTIVENESS DIVISION

Tel No.: (02) 8 633-5375

Department of Education

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www.deped.gov.ph