



Republic of the Philippines  
**Department of Education**  
NATIONAL CAPITAL REGION

September 24, 2024

**REGIONAL MEMORANDUM**

No. 988, s. 2024

**To:** Schools Division Superintendents  
All Others Concerned

**RESULTS OF THE INVENTORY OF DEPED CITIZEN'S CHARTER AND CLIENT SATISFACTION MEASUREMENT (CSM) FORM IN REGIONAL AND SCHOOLS DIVISION OFFICE WEBSITES**

1. Attached is the copy of Memorandum DM-OUHROD-2024-1831 dated September 12, 2024, for information and guidance of all concerned.
2. All concerned are requested to refer to the file titled Status of Citizen's Charter (CC) and Client Satisfaction Measurement (CSM) Form in Field Office Websites, for actions needed for the CC and CSM Form. The said file can be accessed via <https://bit.ly/CCCSM2024>.
3. The deadline for updating of CC and CSM is on September 30, 2024.
4. Immediate dissemination of this Memorandum is desired.

**JOCELYN DR. ANDAYA**  
Director IV

ORD/PAU



Address: 6 Misamis St. Bago Bantay, Quezon City  
Email Address: [ncr@deped.gov.ph](mailto:ncr@deped.gov.ph)  
Website: <https://www.depedncr.com.ph>

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Republika ng Pilipinas  
**Department of Education**

**OFFICE OF THE UNDERSECRETARY**  
**HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT**

**MEMORANDUM**  
**DM-OUHROD-2024-1831**

**TO :** **Regional Directors**  
**Schools Division Superintendents**  
**Members, DepEd Sub-Committee on Anti-Red Tape**  
**All Others Concerned**

**FROM :** **WILFREDO E. CABRAL**  
*Regional Director*  
*Officer-in-Charge, Office of the Undersecretary*  
*Human Resource and Organizational Development*  
*Vice Chairperson, DepEd Committee on Anti-Red Tape*

**SUBJECT :** **RESULTS OF THE INVENTORY OF DEPED CITIZEN'S CHARTER**  
**AND CLIENT SATISFACTION MEASUREMENT (CSM) FORM IN**  
**REGIONAL AND SCHOOLS DIVISION OFFICE WEBSITES**

**DATE :** 12 September 2024

During the FY 2024 Orientation on the Implementation of RA 11032 in DepEd (onsite and online) held last 2 April 2024, resource persons from the Anti-Red Tape Authority reiterated the need to implement the Citizen's Charter (CC) and Client Satisfaction Measurement (CSM) Form to progress efficient delivery of government services.

Thus, this Office issued DM-OUHROD-2024-1379 titled *Updating the DepEd Citizen's Charter and Client Satisfaction Measurement (CSM) Form in Regional and Schools Division Office Websites* to request regional offices (ROs) and schools division offices (SDOs) to update the CC and CSM Form in their respective websites on or before 30 August 2024. This in compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

This Office expresses gratitude to ROs and SDOs that have updated the CC and CSM Form in their websites. Based on the recent inventory of websites, there was an increase in the number of offices that are compliant with both the CC and CSM:

<b>Governance Level</b>	<b>Updated CC and CSM as of 26 June 2024</b>	<b>Updated CC and CSM as of 10 September 2024</b>
Regional Offices	2/16 (12.5%)	9/16 (56.25%)
Schools Division Offices	27/217(12.44%)	114/217 (52.53%)

However, all concerned are still requested to refer to the file titled *Status of Citizen's Charter and Client Satisfaction Measurement (CSM) Form in Field Office Websites (as of 5 September 2024)* for actions needed for the Citizen's Charter and CSM Form. The said file may be accessed via <https://bit.ly/CCCSM2024> .

**The deadline for updating the CC and CSM is 30 September 2024.** Upon completion of the required action/s, field offices are requested to provide an update to the DepEd Committee on Anti-Red Tape (CART) at [citizenscharter@deped.gov.ph](mailto:citizenscharter@deped.gov.ph).

It shall be highlighted that Republic Act (RA) No. 11032 or *the Ease of Doing Business and Efficient Government Service Delivery Act of 2018* requires posting the latest Citizen's Charter in offices and websites and the establishment of a feedback mechanism. ARTA Memorandum Circular Nos. 2022-05 and 2023-05 also provided the CSM Form template for use by all agencies. Thus, non-compliance may be subject to penalties and liabilities under the Law.

For more information or to request technical assistance, please contact the DepEd CART Secretariat, Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED) at [citizenscharter@deped.gov.ph](mailto:citizenscharter@deped.gov.ph) or (02) 8633-5375.

Thank you.

**Copy furnished:**

**Office of the Secretary  
Office of the Undersecretary for Operations**



Room 102, Rizal Building, DepEd Complex, Meralco Ave., Pasig City 1600  
Telephone Nos.: (+632) 86337206, (+632) 86318494, (+632) 86366549  
Email Address: [usec.hrod@deped.gov.ph](mailto:usec.hrod@deped.gov.ph) | Website: [www.deped.gov.ph](http://www.deped.gov.ph)

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