

Republic of the Philippines  
Department of Education  
REGION IV-A CALABARZON



Personnel-RM-2024-548

09 August 2024



**Regional Memorandum**

No.548 s.2024

**UPDATING THE DEPED CITIZEN’S CHARTER (CC) AND CLIENT SATISFACTION MEASUREMENT (CSM) FORM IN REGIONAL AND SCHOOLS DIVISION OFFICE WEBSITES**

**To Regional Office Officials and Employees  
Schools Division Superintendents  
All Others Concerned**

1. Enclosed is a copy of Memorandum DM-OUHROD-2024-1379 dated July 17, 2024 signed by **Dir. WILFREDO E. CABRAL**, Regional Director, Officer-In-Charge, Office of the Undersecretary for Human Resource and Organizational Development, DepEd Central Office, titled **“UPDATING THE DEPED CITIZEN’S CHARTER (CC) AND CLIENT SATISFACTION MEASUREMENT (CSM) FORM IN REGIONAL AND SCHOOLS DIVISION OFFICE WEBSITES,”** which is self-explanatory.
2. Attention is invited to the 3rd paragraph, in which all are requested to refer to the enclosed Inventory of FY 2024 Citizen’s Charter and CSM Form for guidance in updating the CC and CSM and complete the action needed. Subsequently, an RO/SDO representative shall provide the status of the CC and CSM through the spreadsheet at: <https://bit.ly/CCCSM2024> (instead of emailing the DepEd CART Secretariat).
3. As for the Regional Office officials and employees, all functional divisions/sections/unit with internal and external services offered are advised to update their Citizen’s Charter using the template provided which can be accessed through this link: <https://bit.ly/ROCITIZENSCHARTER2024>.
4. The Republic Act (RA) No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 requires posting of the latest Citizen’s Charter in offices and websites. Thus, non-compliance may be subject to penalties and liabilities under the Law. **The deadline for updating the CC and CSM is on August 30, 2024.**
5. Immediate dissemination of and compliance with this memorandum is desired.

  
**ATTY. ALBERTO T. ESCOBARTE, CESO II**  
Regional Director   
b

nls  
OSC/ROA/P4



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Certificate No. PHP QMS  
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IV-A



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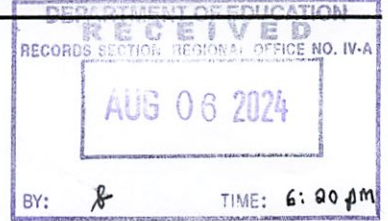
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EDWIN A. CARRASMA  
JUL 19 2024

Republika ng Pilipinas

# Department of Education

OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT



**MEMORANDUM**  
**DM-OUHROD-2024-1379**

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

**DATE : 17 July 2024**

On 16 February 2024, this Office issued DM-OUHROD-2024-0255 titled *Compliance with FY 2023 Performance-Based Bonus (PBB) Eligibility Requirements and Agency Accountabilities*, where regional and schools division offices were reminded to update the Citizen's Charter (CC) and Client Satisfaction Measurement (CSM) Form in their respective websites, in compliance with PBB eligibility criteria and agency accountabilities.

However, based on the online inventory conducted between June 25-26, only two (2) regional offices and 27 schools division offices have both updated CC and CSM in their websites.

Thus, all are requested to refer to the enclosed *Inventory of FY 2024 Citizen's Charter and CSM Form* for guidance in updating the CC and CSM and complete the action needed. Subsequently, an RO/SDO representative shall provide the status of the CC and CSM through the spreadsheet at <https://bit.ly/CCCSM2024> (instead of emailing the DepEd CART Secretariat). Relevant materials on the CC and CSM are available for reference at the same link.

**The deadline for updating the CC and CSM is 30 August 2024.**



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Effectivity	03.23.23	Page	1 of 2

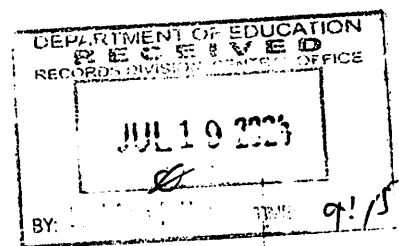


It shall be highlighted that Republic Act (RA) No. 11032 or *the Ease of Doing Business and Efficient Government Service Delivery Act of 2018* requires posting the latest Citizen's Charter in offices and websites and the establishment of a feedback mechanism. ARTA Memorandum Circular Nos. 2022-05 and 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 Committee on Anti-Red Tape (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



**Inventory of Citizen's Charter and Client Satisfaction Measurement (CSM) Form in Field Office Websites as of June 26, 2024**

Region	SDO	Website	Link for Citizen's Charter	Remarks on CC in 2023 / Error message on website	Action Needed for Citizen's Charter	(Expected/Actual) Location of Feedback Form in website	Remarks on CSM	Action Needed for CSM
Region I		<a href="https://depedro1.com/">https://depedro1.com/</a>	<a href="https://depedro1.com/citizens-charter/">https://depedro1.com/citizens-charter/</a>	Nothing happens upon clicking each service name	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region I	Alaminos City	<a href="https://www.depedalaminosity.com/">https://www.depedalaminosity.com/</a>	<a href="https://www.depedalaminosity.com/citizens-charter-2/">https://www.depedalaminosity.com/citizens-charter-2/</a>	Outdated CC	Upload latest Charter (2023)	Contact Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region I	Batac City	<a href="https://csdbatac.com/">https://csdbatac.com/</a>	<a href="https://csdbatac.com/citizenscharter/">https://csdbatac.com/citizenscharter/</a>	Outdated CC	Upload latest Charter (2023)	Contact Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region I	Candon City	<a href="https://depedcandoncity.com/">https://depedcandoncity.com/</a>	<a href="https://depedcandoncity.com/citizens-charter/">https://depedcandoncity.com/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region I	Dagupan City	<a href="https://depeddagupan.com/">https://depeddagupan.com/</a>	<a href="https://depeddagupan.com/sdo-post/">https://depeddagupan.com/sdo-post/</a>	Only workflow uploaded with incomplete details	Upload latest Charter (2023)	Contact Us	<i>Oops! That page can't be found.</i>	Provide link for working website on the online form, upload prescribed DepEd CSM Form and/or QR code
Region I	Ilocos Norte	<a href="https://depedilocosnorte.com/sdoin/">https://depedilocosnorte.com/sdoin/</a>	None	No CC on website	Upload latest Charter (2023)	None	No Feedback Form page of any kind	Set up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
Region I	Ilocos Sur	<a href="https://depedilocosur.info/">https://depedilocosur.info/</a>	<a href="https://depedilocosur.info/?page_id=10448">https://depedilocosur.info/?page_id=10448</a>	Outdated CC	Upload latest Charter (2023)	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
Region I	La Union	<a href="https://depedsdolaunion.com/">https://depedsdolaunion.com/</a>	<a href="https://depedsdolaunion.com/citizens-charter-2/">https://depedsdolaunion.com/citizens-charter-2/</a>	Outdated CC	Upload latest Charter (2023)	N/A	Surveys	No further action needed
Region I	Laoag City	<a href="https://depedlaoagcity.com/sdolc/index">https://depedlaoagcity.com/sdolc/index</a>	<a href="https://depedlaoagcity.com/sdolc/index/charter">https://depedlaoagcity.com/sdolc/index/charter</a>	Outdated CC	Upload latest Charter (2023)	N/A	Home	No further action needed
Region I	Pangasinan I	<a href="https://www.depedsdopangasinan.com/">https://www.depedsdopangasinan.com/</a>	<a href="https://www.depedsdopangasinan.com/services-7">https://www.depedsdopangasinan.com/services-7</a>	Process Manual for QMS uploaded	Upload latest Charter (2023)	None	No Feedback Form page of any kind	Set up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
Region I	Pangasinan II	<a href="https://depedpang2.ph/">https://depedpang2.ph/</a>	None	No CC on website	Upload latest Charter (2023)	None	No Feedback Form page of any kind	Set up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
Region I	San Carlos City	<a href="https://sdosancarloscityr1.com/">https://sdosancarloscityr1.com/</a>	<a href="https://sdosancarloscityr1.com/citizens-charter/">https://sdosancarloscityr1.com/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region I	San Fernando City	<a href="https://sites.google.com/deped.gov.ph/depedcsfp/home?authuser=0">https://sites.google.com/deped.gov.ph/depedcsfp/home?authuser=0</a>	<a href="https://sites.google.com/deped.gov.ph/depedcsfp/home/citizens-charter?authuser=0">https://sites.google.com/deped.gov.ph/depedcsfp/home/citizens-charter?authuser=0</a>	Need to specify version of CC used	Upload latest Charter (2023)	Contact Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region I	Urdaneta City	No website found	No website found	No website found	Provide link for working website / Charter page on the online form, ensure that 2023 Charter is uploaded	N/A	Website not working	Provide link for working website on the online form, upload prescribed DepEd CSM Form and/or QR code
Region I	Vigan City	<a href="https://depedvigancity.com/">https://depedvigancity.com/</a>	<a href="https://depedvigancity.com/index.php/citizens-charter/">https://depedvigancity.com/index.php/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region II		<a href="https://region2.deped.gov.ph/">https://region2.deped.gov.ph/</a>	<a href="https://region2.deped.gov.ph/citizens-charter/">https://region2.deped.gov.ph/citizens-charter/</a>	Missing/incorrect details on CC	Upload latest Charter (2023)	Feedback	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region II	Batanes	<a href="https://www.depedbatanes.ph/">https://www.depedbatanes.ph/</a>	None	No CC on website	Upload latest Charter (2023)	Contact Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region II	Cagayan	<a href="https://deped-sdocagayan.com.ph/">https://deped-sdocagayan.com.ph/</a>	<a href="https://deped-sdocagayan.com.ph/citizens-charter/">https://deped-sdocagayan.com.ph/citizens-charter/</a>	Missing/incorrect details on CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region II	Cauayan City	<a href="https://depedcauayan.wordpress.com/">https://depedcauayan.wordpress.com/</a>	<a href="https://sites.google.com/deped.gov.ph/sdocycitizenscharter/external-services">https://sites.google.com/deped.gov.ph/sdocycitizenscharter/external-services</a>	Need to specify version of CC used	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed

Region II	Ilagan, Isabela	<a href="https://sdocityofilagan.com.ph/">https://sdocityofilagan.com.ph/</a>	<a href="https://sdocityofilagan.com.ph/citizens-charter/">https://sdocityofilagan.com.ph/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region II	Isabela	<a href="https://deped-isabela.com.ph/">https://deped-isabela.com.ph/</a>	<a href="https://deped-isabela.com.ph/citizens-charter/">https://deped-isabela.com.ph/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region II	Nueva Vizcaya	deped-nv.com.ph domain is expired	None	Page routes to <a href="https://simcast.com/?d=deped-nv.com.ph&amp;pcid=50&amp;rid=202&amp;a=0">https://simcast.com/?d=deped-nv.com.ph&amp;pcid=50&amp;rid=202&amp;a=0</a>	Provide link for working website / Charter page on the online form, ensure that 2023 Charter is uploaded	N/A	Website not working	Provide link for working website on the online form, upload prescribed DepEd CSM Form and/or QR code
Region II	Quirino	<a href="https://sdo-quirino.com.ph/">https://sdo-quirino.com.ph/</a>	<a href="https://sdo-quirino.com.ph/citizens-charter-2/">https://sdo-quirino.com.ph/citizens-charter-2/</a>	Outdated CC	Upload latest Charter (2023)	Contact Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region II	Santiago City	<a href="https://sites.google.com/deped.gov.ph/sdosantiagocity/home?authuser=0">https://sites.google.com/deped.gov.ph/sdosantiagocity/home?authuser=0</a>	<a href="https://sites.google.com/deped.gov.ph/sdosantiagocity/transparencv-seal/citizens-charter?authuser=0">https://sites.google.com/deped.gov.ph/sdosantiagocity/transparencv-seal/citizens-charter?authuser=0</a>	Outdated CC	Upload latest Charter (2023)	Email Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region II	Tuguegarao City	<a href="https://depedtuguegarao.net/">https://depedtuguegarao.net/</a>	<a href="https://depedtuguegarao.net/about/citizens-charter/">https://depedtuguegarao.net/about/citizens-charter/</a>	<insert compiled Division Citizen's Charter here>	Provide link for working website / Charter page on the online form, ensure that 2023 Charter is uploaded	None	No Feedback Form page of any kind	Set-up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
Region III		<a href="https://region3.deped.gov.ph/">https://region3.deped.gov.ph/</a>	<a href="https://region3.deped.gov.ph/citizens-charter/">https://region3.deped.gov.ph/citizens-charter/</a>	DepEd-wide CC / link uploaded	Replace 2024 Charter with 2023 edition	Contact Us	Updated CSM Form uploaded	No further action needed
Region III	Angeles City	<a href="https://depedangelescity.com/home">https://depedangelescity.com/home</a>	None	No CC on website	Upload latest Charter (2023)	None	No Feedback Form page of any kind	Set-up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
Region III	Aurora	<a href="https://depedaurora.ph/aurora/">https://depedaurora.ph/aurora/</a>	<a href="https://depedaurora.ph/aurora/arta-schools-division-of-aurora/">https://depedaurora.ph/aurora/arta-schools-division-of-aurora/</a>	Outdated CC	Upload latest Charter (2023)	About Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region III	Balanga City	<a href="https://www.depedbalangacity.com/">https://www.depedbalangacity.com/</a>	<a href="https://depedbalangacity.sharepoint.com/personal/jos_e_dasig_deped_gov_ph/_layouts/15/onedrive.aspx?id=%2F%2Fwww.depedbalangacity.com%2F%2F">https://depedbalangacity.sharepoint.com/personal/jos_e_dasig_deped_gov_ph/_layouts/15/onedrive.aspx?id=%2F%2Fwww.depedbalangacity.com%2F%2F</a>	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region III	Bataan	<a href="https://depedbataan.com/">https://depedbataan.com/</a>	<a href="https://depedbataan.com/about-us/">https://depedbataan.com/about-us/</a>	Outdated CC	Upload latest Charter (2023)	Contact Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region III	Bulacan	<a href="https://bulacandeped.com.ph/">https://bulacandeped.com.ph/</a>	<a href="https://bulacandeped.com.ph/citizens-charter-3/">https://bulacandeped.com.ph/citizens-charter-3/</a>	DepEd-wide CC / link uploaded	Replace 2024 Charter with 2023 edition	Online Services	Updated CSM Form uploaded	No further action needed
Region III	Cabanatuan City	<a href="https://region3.deped.gov.ph/cabanatuan/">https://region3.deped.gov.ph/cabanatuan/</a>	<a href="https://region3.deped.gov.ph/cabanatuan/about-us/citizens-charter/">https://region3.deped.gov.ph/cabanatuan/about-us/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Online Services	Updated CSM Form uploaded	No further action needed
Region III	Gapan City	<a href="https://region3.deped.gov.ph/gapan/">https://region3.deped.gov.ph/gapan/</a>	<a href="https://region3.deped.gov.ph/gapan/citizens-charter/">https://region3.deped.gov.ph/gapan/citizens-charter/</a>	DepEd-wide CC / link uploaded	Remove CC 2024	Contact Us	Updated CSM Form uploaded	No further action needed
Region III	Mabalacat City	<a href="https://depedmabalacat.org/index.php">https://depedmabalacat.org/index.php</a>	<a href="https://depedmabalacat.org/index.php/home/citizen-s-charter">https://depedmabalacat.org/index.php/home/citizen-s-charter</a>	Outdated CC	Replace 2024 Charter with 2023 edition	Contact Us	Updated CSM Form uploaded	No further action needed
Region III	Malolos City	<a href="https://depedmalolos.com/">https://depedmalolos.com/</a>	<a href="https://depedmalolos.com/index.php/citizens-charter/">https://depedmalolos.com/index.php/citizens-charter/</a>	DepEd-wide CC / link uploaded	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
Region III	Meycauayan City	<a href="https://sdo-meycauayan.com/">https://sdo-meycauayan.com/</a>	<a href="https://docs.google.com/document/d/1Ly0d-X96K0gFW6k9GRLC-W2CK0PXUJTp/edit?usp=sharing&amp;authuser=0&amp;pli=1&amp;hl=tl">https://docs.google.com/document/d/1Ly0d-X96K0gFW6k9GRLC-W2CK0PXUJTp/edit?usp=sharing&amp;authuser=0&amp;pli=1&amp;hl=tl</a>	Sorry, the file you have requested has been deleted.	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region III	Muñoz Science City	<a href="https://www.depedscm.com/">https://www.depedscm.com/</a>	<a href="https://www.depedscm.com/transparency/citizens-charter/">https://www.depedscm.com/transparency/citizens-charter/</a>	Need to specify version of CC used	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	Include link to CSM Form, not just the QR code
Region III	Nueva Ecija	<a href="https://deped-ne.net.ph/">https://deped-ne.net.ph/</a>	None	No CC on website	Upload latest Charter (2023)	Contact Us	No Feedback Form page of any kind	Set-up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
Region III	Olongapo City	<a href="https://deped-olongapo.com/">https://deped-olongapo.com/</a>	<a href="https://deped-olongapo.com/citizens-charter/">https://deped-olongapo.com/citizens-charter/</a>	Latest Citizen's Charter uploaded	No further action needed	Contact Us	Updated CSM Form uploaded	No further action needed

Region III	Pampanga	<a href="https://depedpampanga.ph/">https://depedpampanga.ph/</a>	<a href="https://depedpampanga.ph/citizens-charter/">https://depedpampanga.ph/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region III	San Fernando City	<a href="https://sites.google.com/deped.gov.ph/depedcsfp/home?authuser=0">https://sites.google.com/deped.gov.ph/depedcsfp/home?authuser=0</a>	<a href="https://sites.google.com/deped.gov.ph/depedcsfp/home/citizens-charter?authuser=0">https://sites.google.com/deped.gov.ph/depedcsfp/home/citizens-charter?authuser=0</a>	Need to specify version of CC used	Upload latest Charter (2023)	More	No Feedback Form page of any kind	Upload prescribed DepEd CSM Form and/or QR code on the site
Region III	San Jose City (Nueva Ecija)	<a href="https://region3.deped.gov.ph/sanjose/">https://region3.deped.gov.ph/sanjose/</a>	<a href="https://region3.deped.gov.ph/sanjose/citizens-charter/">https://region3.deped.gov.ph/sanjose/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region III	San Jose Del Monte City	<a href="https://depedcsidm.weebly.com/">https://depedcsidm.weebly.com/</a>	<a href="https://depedcsidm.weebly.com/citizens-charter.html">https://depedcsidm.weebly.com/citizens-charter.html</a>	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region III	Tarlac	<a href="https://depedtarlac.com.ph/">https://depedtarlac.com.ph/</a>	None	No CC on website	Upload latest Charter (2023)	About Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region III	Tarlac City	<a href="https://depedtarlaccity.com/">https://depedtarlaccity.com/</a>	<a href="https://depedtarlaccity.com/about-us/citizens-charter/">https://depedtarlaccity.com/about-us/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region III	Zambales	<a href="https://zambales.deped.gov.ph/">https://zambales.deped.gov.ph/</a>	<a href="https://depedzambales.ph/about-us/citizens-charter/">https://depedzambales.ph/about-us/citizens-charter/</a>	502 Bad Gateway	Provide link for working website / Charter page on the online form, ensure that 2023 Charter is uploaded	N/A	Website not working	Provide link for working website on the online form, upload prescribed DepEd CSM Form and/or QR code
Region IV-A		<a href="https://depedcalabarzon.ph/">https://depedcalabarzon.ph/</a>	<a href="https://depedcalabarzon.ph/?page_id=20">https://depedcalabarzon.ph/?page_id=20</a>	Incomplete Details	In the dropdown under transparency, there are two options (Citizen's Charter and Citizen Charter), please remove the last one. Also, please upload the latest Charter (2023)	Feedback	Updated CSM Form uploaded	No further action needed
Region IV-A	Antipolo City	<a href="https://depedantipolocity.edu.ph/">https://depedantipolocity.edu.ph/</a>	<a href="https://depedantipolocity.edu.ph/citizens-charter-01/">https://depedantipolocity.edu.ph/citizens-charter-01/</a>	Outdated CC	Upload latest Charter (2023)	About Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region IV-A	Bacoor	<a href="https://www.depedbacoorcity.ph/">https://www.depedbacoorcity.ph/</a>	<a href="https://www.depedbacoorcity.ph/citizens-charter/">https://www.depedbacoorcity.ph/citizens-charter/</a>	Need to specify version of CC used	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region IV-A	Batangas	<a href="https://www.depedbatangas.com/">https://www.depedbatangas.com/</a>	<a href="https://www.depedbatangas.com/citizen-charter/">https://www.depedbatangas.com/citizen-charter/</a>	Latest Citizen's Charter uploaded	No further action needed	Contact Us	Updated CSM Form uploaded	No further action needed
Region IV-A	Batangas City	<a href="https://depedbatangascity.org/">https://depedbatangascity.org/</a>	<a href="https://depedbatangascity.org/deped-batangas-city/citizens-charter/">https://depedbatangascity.org/deped-batangas-city/citizens-charter/</a>	Updated CC	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
Region IV-A	Biñan City	<a href="https://www.depedbinan.com/">https://www.depedbinan.com/</a>	<a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a>	DepEd-wide CC / link uploaded	No further action needed	Contact Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region IV-A	Cabuyao City	<a href="https://depedcabuyao.ph/">https://depedcabuyao.ph/</a>	<a href="https://deped.gov.ph/my.sharepoint.com/personal/division_cabuyao_deped_gov_ph/_layouts/15/onedrive.aspx?id=%2F%2Fdepedcalambacity.com.ph/citizens-charter-of-the-division-office/">https://deped.gov.ph/my.sharepoint.com/personal/division_cabuyao_deped_gov_ph/_layouts/15/onedrive.aspx?id=%2F%2Fdepedcalambacity.com.ph/citizens-charter-of-the-division-office/</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region IV-A	Calamba City	<a href="https://depedcalambacity.com.ph/">https://depedcalambacity.com.ph/</a>	<a href="https://depedcalambacity.com.ph/citizens-charter-of-the-division-office/">https://depedcalambacity.com.ph/citizens-charter-of-the-division-office/</a>	Need to specify version of CC used	Upload latest Charter (2023)	Contact Us	Access to depedcalambacity.com.ph was denied	Provide link for working website on the online form, upload prescribed DepEd CSM Form and/or QR code
Region IV-A	Cavite	<a href="https://depedcavite.com.ph/">https://depedcavite.com.ph/</a>	None	No CC on website	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region IV-A	Cavite City	<a href="https://depedcavitecity.ph/">https://depedcavitecity.ph/</a>	<a href="https://drive.google.com/file/d/1gwc7HYBPzJiXt-h-pNrYJbwSXlIMrGPP/view">https://drive.google.com/file/d/1gwc7HYBPzJiXt-h-pNrYJbwSXlIMrGPP/view</a>	Need to specify version of CC used	Upload latest Charter (2023)	Contact Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region IV-A	Dasmariñas City	<a href="https://depeddasma.edu.ph/">https://depeddasma.edu.ph/</a>	<a href="https://depeddasma.edu.ph/cc/">https://depeddasma.edu.ph/cc/</a>	Latest Citizen's Charter uploaded	No further action needed	Contact Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region IV-A	General Trias	<a href="https://depedgentri.com/">https://depedgentri.com/</a>	<a href="https://depedgentri.com/citizens-charter/">https://depedgentri.com/citizens-charter/</a>	Updated CC	No further action needed	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
Region IV-A	Imus	<a href="https://www.depedimuscity.com/">https://www.depedimuscity.com/</a>	<a href="https://www.depedimuscity.com/services.php#services-01">https://www.depedimuscity.com/services.php#services-01</a>	Incomplete Details	Upload latest Charter (2023)	Contact Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site

Region IV-A	Laguna	<a href="https://www.depedlaguna.com/">https://www.depedlaguna.com/</a>	<a href="https://www.depedlaguna.com/citizens-charter/">https://www.depedlaguna.com/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
Region IV-A	Lipa City	<a href="https://depedlipacity.com.ph/">https://depedlipacity.com.ph/</a>	None	No CC on website	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region IV-A	Lucena City	<a href="https://www.depedlucena.com/">https://www.depedlucena.com/</a>	<a href="https://www.depedlucena.com/citizens-charter/">https://www.depedlucena.com/citizens-charter/</a>	Latest Citizen's Charter uploaded	No further action needed	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
Region IV-A	Quezon	<a href="https://www.depedquezon.com.ph/">https://www.depedquezon.com.ph/</a>	<a href="https://www.depedquezon.com.ph/citizen-charter/">https://www.depedquezon.com.ph/citizen-charter/</a>	Need to specify version of CC used	Upload latest Charter (2023)	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
Region IV-A	Rizal	<a href="https://depedrizal.ph/">https://depedrizal.ph/</a>	<a href="https://depedrizal.ph/citizens-charter/">https://depedrizal.ph/citizens-charter/</a>	Latest Citizen's Charter uploaded	No further action needed	Contact Us	No Feedback Form page of any kind	Upload prescribed DepEd CSM Form and/or QR code on the site
Region IV-A	San Pablo City	<a href="https://www.depedsanpablo.com/">https://www.depedsanpablo.com/</a>	<a href="https://www.depedsanpablo.com/citizen-charter/">https://www.depedsanpablo.com/citizen-charter/</a>	Missing/incorrect details on CC	Upload latest Charter (2023)	Client Satisfaction Survey	Updated CSM Form uploaded	No further action needed
Region IV-A	San Pedro	<a href="https://www.depedsanpedrocity.com/">https://www.depedsanpedrocity.com/</a>	<a href="https://www.depedsanpedrocity.com/citizen-charter/">https://www.depedsanpedrocity.com/citizen-charter/</a>	This page isn't working right now depedsanpedrocity.com redirected you too many times.	Provide link for working website / Charter page on the online form, ensure that 2023 Charter is uploaded	Contact Us	No Feedback Form page of any kind	Set-up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
Region IV-A	Sta Rosa City	<a href="https://depedsantarosa.ph/">https://depedsantarosa.ph/</a>	<a href="https://drive.google.com/file/d/1leXaTp-HFQb2pMViCyB2BW4UlhmmaZ2/view?usp=sharing">https://drive.google.com/file/d/1leXaTp-HFQb2pMViCyB2BW4UlhmmaZ2/view?usp=sharing</a>	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region IV-A	Tanauan City	<a href="https://www.depedtanauancity.com/">https://www.depedtanauancity.com/</a>	<a href="https://my.sharepoint.com/personal/admin_r4a_tanauancity_deped.gov.ph/_layouts/15/onedrive.aspx?app=onedrive">https://my.sharepoint.com/personal/admin_r4a_tanauancity_deped.gov.ph/_layouts/15/onedrive.aspx?app=onedrive</a>	Full Citizen's Charter uploaded as one PDF so text is too small and becomes blurred when zoomed in	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region IV-A	Tayabas City	<a href="https://www.sdotayabascity.ph/">https://www.sdotayabascity.ph/</a>	<a href="https://www.sdotayabascity.ph/citizen-charter/">https://www.sdotayabascity.ph/citizen-charter/</a>	Outdated CC	Upload latest Charter (2023)	None	No Feedback Form page of any kind	Upload prescribed DepEd CSM Form and/or QR code on the site
Region IV-A	Sto Tomas	<a href="https://www.depedstotomascity.com/">https://www.depedstotomascity.com/</a>	<a href="https://www.depedstotomascity.com/citizen-charter/">https://www.depedstotomascity.com/citizen-charter/</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region IV-B		<a href="https://depedmimaroparegion.ph/">https://depedmimaroparegion.ph/</a>	<a href="https://depedmimaroparegion.ph/mimaropa-region-citizens-charter/">https://depedmimaroparegion.ph/mimaropa-region-citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	About	Updated CSM Form uploaded	No further action needed
Region IV-B	Calapan City	<a href="https://depedcalapanacity.com/">https://depedcalapanacity.com/</a>	<a href="https://depedcalapanacity.com/wp-content/uploads/2023/11/Pages-from-DepEd-Citizens-Charter">https://depedcalapanacity.com/wp-content/uploads/2023/11/Pages-from-DepEd-Citizens-Charter</a>	Need to specify version of CC used	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region IV-B	Marinduque	<a href="https://depedmarinduque.com/">https://depedmarinduque.com/</a>	<a href="https://depedmarinduque.com/index.php/citizens-charter-2/">https://depedmarinduque.com/index.php/citizens-charter-2/</a>	Updated CC	Remove CC 2022	Rate Us	Updated CSM Form uploaded	No further action needed
Region IV-B	Occidental Mindoro	<a href="https://depedocimin.com/">https://depedocimin.com/</a>	<a href="https://depedocimin.com/citizens-charter/">https://depedocimin.com/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region IV-B	Oriental Mindoro	<a href="https://sites.google.com/deped.gov.ph/depedormin/home">https://sites.google.com/deped.gov.ph/depedormin/home</a>	<a href="https://sites.google.com/deped.gov.ph/depedormin/about-us/citizens-charter?authuser=0">https://sites.google.com/deped.gov.ph/depedormin/about-us/citizens-charter?authuser=0</a>	Need to specify version of CC used	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region IV-B	Puerto Princesa City	<a href="https://depedpuertoprincesa.ph/">https://depedpuertoprincesa.ph/</a>	<a href="https://depedpuertoprincesa.ph/citizens-charter/">https://depedpuertoprincesa.ph/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	About Us	Updated CSM Form uploaded	No further action needed
Region IV-B	Palawan	<a href="https://depedpalawan.com.ph/">https://depedpalawan.com.ph/</a>	<a href="https://depedpalawan.com.ph/citizens-charter/">https://depedpalawan.com.ph/citizens-charter/</a>	Updated CC	No further action needed	Contact Us	Updated CSM Form uploaded	No further action needed
Region IV-B	Romblon	<a href="https://sites.google.com/deped.gov.ph/sdoromblon/home">https://sites.google.com/deped.gov.ph/sdoromblon/home</a>	<a href="https://sites.google.com/deped.gov.ph/sdoromblon/about-us/citizens-charter?authuser=0">https://sites.google.com/deped.gov.ph/sdoromblon/about-us/citizens-charter?authuser=0</a>	This page is down for maintenance.	Provide link for working website / Charter page on the online form, ensure that 2023 Charter is uploaded	Contact Us	405. That's an error. We're sorry, but you do not have access to this page. That's all we can do.	Upload prescribed DepEd CSM Form and/or QR code on the site
Region V		<a href="https://depedregion5.net/">https://depedregion5.net/</a>	<a href="https://depedregion5.net/citizen-charter/">https://depedregion5.net/citizen-charter/</a>	Need to specify version of CC used	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed

Region V	Albay	<a href="https://depedalbay.com/">https://depedalbay.com/</a>	<a href="https://depedalbay.com/aboutUs.php#CitizensCharter">https://depedalbay.com/aboutUs.php#CitizensCharter</a>	Incomplete Details	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region V	Camarines Norte	<a href="https://www.depedcamnorte.ph/w/index.php">https://www.depedcamnorte.ph/w/index.php</a>	None	No CC on website	Upload latest Charter (2023)	None	No Feedback Form page of any kind	Set-up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
Region V	Camarines Sur	<a href="https://www.depedcamsur.com/">https://www.depedcamsur.com/</a>	<a href="https://www.depedcamsur.com/citizens-charter.html">https://www.depedcamsur.com/citizens-charter.html</a>	No CC on website	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region V	Catanduanes	<a href="https://www.depedrovcatanduanes.com/">https://www.depedrovcatanduanes.com/</a>	<a href="https://www.depedrovcatanduanes.com/citizen-s-charter.html">https://www.depedrovcatanduanes.com/citizen-s-charter.html</a>	Updated CC	No further action needed	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
Region V	Iriga City	<a href="https://depediriga.ph/">https://depediriga.ph/</a>	<a href="https://depediriga.ph/citizen-charter/">https://depediriga.ph/citizen-charter/</a>	Incomplete Details	Upload latest Charter (2023)	Client Satisfaction Measurement	Updated CSM Form uploaded	No further action needed
Region V	Legazpi City	<a href="https://sites.google.com/deped.gov.ph/sdolegazpicity/home">https://sites.google.com/deped.gov.ph/sdolegazpicity/home</a>	<a href="https://sites.google.com/deped.gov.ph/sdolegazpicity/about-us/citizens-charter?authuser=0">https://sites.google.com/deped.gov.ph/sdolegazpicity/about-us/citizens-charter?authuser=0</a>	Outdated CC	Upload latest Charter (2023)	More	Updated CSM Form uploaded	No further action needed
Region V	Ligao City	<a href="https://depedligaocity.net/index.html">https://depedligaocity.net/index.html</a>	<a href="https://depedligaocity.net/citizens-charter.html">https://depedligaocity.net/citizens-charter.html</a>	Need to specify version of CC used	Upload latest Charter (2023)	CSM	Updated CSM Form uploaded	No further action needed
Region V	Masbate	<a href="https://depedmasbate.ph/">https://depedmasbate.ph/</a>	None	No CC on website	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region V	Masbate City	<a href="https://www.depedmasbatecity.com/">https://www.depedmasbatecity.com/</a>	<a href="https://www.depedmasbatecity.com/citizenscharter/">https://www.depedmasbatecity.com/citizenscharter/</a>	Outdated CC	Upload latest Charter (2023)	Feedback	Updated CSM Form uploaded	No further action needed
Region V	Naga City	<a href="https://www.depednaga.ph/">https://www.depednaga.ph/</a>	None	No CC on website	Upload latest Charter (2023)	None	No Feedback Form page of any kind	Set-up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
Region V	Sorsogon	<a href="https://depedsorsogon.com.ph/">https://depedsorsogon.com.ph/</a>	None	No CC on website	Upload latest Charter (2023)	None	No Feedback Form page of any kind	Set-up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
Region V	Sorsogon City	<a href="https://depedsorsogoncity.com/">https://depedsorsogoncity.com/</a>	<a href="https://depedsorsogoncity.com/index.php/2661-2/">https://depedsorsogoncity.com/index.php/2661-2/</a>	Outdated CC	Upload latest Charter (2023)	About Us	Updated CSM Form uploaded	No further action needed
Region V	Tabaco City	<a href="https://www.depedtabacocity.com/">https://www.depedtabacocity.com/</a>	<a href="https://www.depedtabacocity.com/citizens-charter/">https://www.depedtabacocity.com/citizens-charter/</a>	Need to specify version of CC used	Upload latest Charter (2023)	Feedback	Updated CSM Form uploaded	No further action needed
Region VI		<a href="https://region6.deped.gov.ph/">https://region6.deped.gov.ph/</a>	<a href="https://region6.deped.gov.ph/#">https://region6.deped.gov.ph/#</a>	Updated CC	No further action needed	Contact Us	Updated CSM Form uploaded	No further action needed
Region VI	Aklan	<a href="https://depedaklan.online/wp/">https://depedaklan.online/wp/</a>	<a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a>	Updated CC	No further action needed	Contact Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region VI	Antique	<a href="https://www.depedantique.ph/">https://www.depedantique.ph/</a>	None	No CC on website	Upload latest Charter (2023)	Feedback	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region VI	Bacolod City	<a href="https://www.depedbacolod.net/">https://www.depedbacolod.net/</a>	None	No CC on website	Upload latest Charter (2023)	About Us	Updated CSM Form uploaded	No further action needed
Region VI	Bago City	<a href="https://sites.google.com/deped.gov.ph/divisionofbagocity">https://sites.google.com/deped.gov.ph/divisionofbagocity</a>	<a href="https://sites.google.com/deped.gov.ph/divisionofbagocity/about-us/citizens-charter?authuser=0">https://sites.google.com/deped.gov.ph/divisionofbagocity/about-us/citizens-charter?authuser=0</a>	No CC on website	Upload latest Charter (2023)	Citizen's/Client Satisfaction Survey	Updated CSM Form uploaded	No further action needed
Region VI	Cadiz City	Website cannot be found	Website cannot be found	Website cannot be found	Provide link for working website / Charter page on the online form, ensure that 2023 Charter is uploaded	N/A	Website not working	Provide link for working website on the online form, upload prescribed DepEd CSM Form and/or QR code
Region VI	Capiz	<a href="http://depedcapiz.ph/">http://depedcapiz.ph/</a>	<a href="http://depedcapiz.ph/citizenscharter.php">http://depedcapiz.ph/citizenscharter.php</a>	Need to specify version of CC used	Upload latest Charter (2023)	Feedback	Updated CSM Form uploaded	No further action needed



Region VI	Escalante City	<a href="https://depedescalantecity.weebly.com/">https://depedescalantecity.weebly.com/</a>	<a href="https://depedescalantecity.weebly.com/citizens-charter.html">https://depedescalantecity.weebly.com/citizens-charter.html</a>	Outdated CC	Upload latest Charter (2023)	Contact	Did not use DepEd CSM Form	Remove photo of logo from Public Assistance link. Upload prescribed DepEd CSM Form and/or QR code on the site.
Region VI	Guimaras	<a href="https://depedguimaras.com/home-2/">https://depedguimaras.com/home-2/</a>	None	No CC on website	Upload latest Charter (2023)	Transparency	Updated CSM Form uploaded	No further action needed
Region VI	Himamaylan	<a href="https://depedhimamaylancity.com/">https://depedhimamaylancity.com/</a>	<a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a>	DepEd-wide CC / link uploaded	No further action needed	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
Region VI	Iloilo	<a href="https://depediloilo.ph/">https://depediloilo.ph/</a>	<a href="https://depediloilo.ph/citizenscharter.php">https://depediloilo.ph/citizenscharter.php</a>	Outdated CC	Upload latest Charter (2023)	About Us	Updated CSM Form uploaded	No further action needed
Region VI	Iloilo City	<a href="http://pub.depeditoilocity.net/">http://pub.depeditoilocity.net/</a>	<a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a>	DepEd-wide CC / link uploaded	No further action needed	Contact Us	Updated CSM Form uploaded	No further action needed
Region VI	Kabankalan City	<a href="https://www.depedkabankalancity.com/">https://www.depedkabankalancity.com/</a>	<a href="https://www.depedkabankalancity.com/citizencharter.html">https://www.depedkabankalancity.com/citizencharter.html</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region VII	Bayawan City	<a href="https://depedbayawan.com.ph/">https://depedbayawan.com.ph/</a>	<a href="https://depedbayawan.com.ph/">https://depedbayawan.com.ph/</a>	Updated CC	No further action needed	Contact Us	Updated CSM Form uploaded	No further action needed
Region VI	La Carlota City	<a href="https://www.depedacarlotacom/index.html">https://www.depedacarlotacom/index.html</a>	<a href="https://www.depedacarlotacom/citizen.html">https://www.depedacarlotacom/citizen.html</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region VI	Negros Occidental	<a href="https://depednegrosoccidentall.weebly.com/">https://depednegrosoccidentall.weebly.com/</a>	<a href="http://depednegrosoccidentall.weebly.com/citizens-charter.html">http://depednegrosoccidentall.weebly.com/citizens-charter.html</a>	Organizational structure uploaded, not CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region VI	Passi City	<a href="https://sites.google.com/deped.gov.ph/depedsdopassicity/home">https://sites.google.com/deped.gov.ph/depedsdopassicity/home</a>	None	No CC on website	Upload latest Charter (2023)	None	No Feedback Form page of any kind	Set-up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage.
Region VI	Roxas City	<a href="https://depedroxascity.com/site/">https://depedroxascity.com/site/</a>	<a href="https://depedroxascity.com/site/citizenscharter.php">https://depedroxascity.com/site/citizenscharter.php</a>	Outdated CC	Upload latest Charter (2023)	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
Region VI	Sagay City	<a href="https://depedsagay.com/">https://depedsagay.com/</a>	<a href="https://depedsagay.com/citizens-charter/">https://depedsagay.com/citizens-charter/</a>	DepEd-wide CC / link uploaded	Replace 2024 Charter with 2023 edition	Contact Us	Updated CSM Form uploaded	No further action needed
Region VI	San Carlos City	<a href="https://depedsancarloscity.com/">https://depedsancarloscity.com/</a>	<a href="https://depedsancarloscity.com/citizens_charter">https://depedsancarloscity.com/citizens_charter</a>	DepEd-wide CC / link uploaded	Replace 2024 Charter with 2023 edition	Rate Us	Updated CSM Form uploaded	No further action needed
Region VI	Silay City	<a href="https://depedsilay.weebly.com/">https://depedsilay.weebly.com/</a>	<a href="https://depedsilay.weebly.com/citizens-charter-handbook.html">https://depedsilay.weebly.com/citizens-charter-handbook.html</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region VI	Sipalay	<a href="https://sites.google.com/view/depedsipalay/home">https://sites.google.com/view/depedsipalay/home</a>	None	No CC on website	Upload latest Charter (2023)	None	No Feedback Form page of any kind	Set-up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage.
Region VII	Victorias City	<a href="https://sites.google.com/deped.gov.ph/sdovictoriascity/home">https://sites.google.com/deped.gov.ph/sdovictoriascity/home</a>	<a href="https://sites.google.com/deped.gov.ph/sdovictoriascity/resources/citizens-charter?authuser=0">https://sites.google.com/deped.gov.ph/sdovictoriascity/resources/citizens-charter?authuser=0</a>	Updated CC	No further action needed	Feedback	Updated CSM Form uploaded	No further action needed
RO VII		<a href="https://region7.deped.gov.ph/">https://region7.deped.gov.ph/</a>	<a href="https://region7.deped.gov.ph/citizens_charter/">https://region7.deped.gov.ph/citizens_charter/</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region VII	Bais City	<a href="https://depedbaiscity.ph/">https://depedbaiscity.ph/</a>	<a href="https://depedbaiscity.ph/citizens-charter/">https://depedbaiscity.ph/citizens-charter/</a>	Updated CC	No further action needed	Feedback	Updated CSM Form uploaded	No further action needed
Region VII	Bogo City	<a href="https://depedbogocitygov.ph/">https://depedbogocitygov.ph/</a>	<a href="https://depedbogocitygov.ph/citizens-charter/">https://depedbogocitygov.ph/citizens-charter/</a>	Updated CC	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
Region VII	Bohol	<a href="https://www.depedbohol.org/">https://www.depedbohol.org/</a>	None	No CC on website	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed

Region VII	Carcar City	<a href="https://depedcarcarcity.com/">https://depedcarcarcity.com/</a>	<a href="https://depedcarcarcity.com/citizens-charter/">https://depedcarcarcity.com/citizens-charter/</a>	DepEd-wide CC / link uploaded	Remove CC 2021 and 2022; replace 2024 with 2023 edition	None	No Feedback Form page of any kind	Set-up Feedback/Contact Us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
Region VII	Cebu	<a href="http://www.cebuprovince.deped.gov.ph/">http://www.cebuprovince.deped.gov.ph/</a>	<a href="http://www.cebuprovince.deped.gov.ph/wp-content/uploads/2022/04/CITIZENS-CHARTER-2023.pdf">http://www.cebuprovince.deped.gov.ph/wp-content/uploads/2022/04/CITIZENS-CHARTER-2023.pdf</a>	Missing/incorrect details on CC	Upload latest Charter (2023)	Feedback	Updated CSM Form uploaded	No further action needed
Region VII	Cebu City	<a href="https://depedcebuty.com/">https://depedcebuty.com/</a>	<a href="https://depedcebuty.com/citizens-charter/">https://depedcebuty.com/citizens-charter/</a>	Updated CC	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
Region VII	Danao City	<a href="https://sites.google.com/deped.gov.ph/division-of-danao-city/home?authuser=0">https://sites.google.com/deped.gov.ph/division-of-danao-city/home?authuser=0</a>	<a href="https://sites.google.com/deped.gov.ph/division-of-danao-city/about-us/citizens-charter?authuser=0">https://sites.google.com/deped.gov.ph/division-of-danao-city/about-us/citizens-charter?authuser=0</a>	Incomplete Details	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region VII	Dumaguete City	<a href="https://deped-dgte.com/">https://deped-dgte.com/</a>	<a href="https://deped-dgte.com/citizens-charter">https://deped-dgte.com/citizens-charter</a>	Need to specify version of CC used	Upload latest Charter (2023)	ARTA	Updated CSM Form uploaded	No further action needed
Region VII	Guihulngan City	<a href="https://depedguihulngan.ph/index.php">https://depedguihulngan.ph/index.php</a>	<a href="https://depedguihulngan.ph/index.php/about-us/organization">https://depedguihulngan.ph/index.php/about-us/organization</a>	Outdated CC	Upload latest Charter (2023)	Homepage	<i>The form DepEd Division of Guihulngan City Client Feedback Form is no longer</i>	Upload prescribed DepEd CSM Form and/or QR code on the site
Region VII	Lapu-Lapu City	<a href="https://depedlapulapu.net.ph/">https://depedlapulapu.net.ph/</a>	<a href="https://depedlapulapu.net.ph/citizens-charter/">https://depedlapulapu.net.ph/citizens-charter/</a>	Latest Citizen's Charter uploaded	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
Region VII	Mandaue City	<a href="https://www.depedmandaue.net/index.html">https://www.depedmandaue.net/index.html</a>	<a href="https://www.depedmandaue.net/citchar.html">https://www.depedmandaue.net/citchar.html</a>	Latest Citizen's Charter uploaded	No further action needed	Send Feedback	Updated CSM Form uploaded	No further action needed
Region VII	Naga City	<a href="https://depedcityofnagacebu.ph/">https://depedcityofnagacebu.ph/</a>	<a href="https://depedcityofnagacebu.ph/citizens-charter/">https://depedcityofnagacebu.ph/citizens-charter/</a>	Incomplete Details	Upload latest Charter (2023)	Client Satisfaction Measurement (Feedback Form)	Updated CSM Form uploaded	No further action needed
Region VII	Negros Oriental	<a href="https://www.depednegor.net/">https://www.depednegor.net/</a>	<a href="https://www.depednegor.net/citizens-charter.html">https://www.depednegor.net/citizens-charter.html</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region VII	Siquijor	<a href="https://www.deped-siquijor.com/">https://www.deped-siquijor.com/</a>	<a href="https://www.deped-siquijor.com/about-us/citizens-charter/">https://www.deped-siquijor.com/about-us/citizens-charter/</a>	DepEd-wide CC / link uploaded	No further action needed	None	No Feedback Form page of any kind	Set-up Feedback/Contact Us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
Region VII	Tagbilaran City	<a href="https://www.depedtagbilaran.org/">https://www.depedtagbilaran.org/</a>	<a href="https://www.depedtagbilaran.org/citizens-charter/">https://www.depedtagbilaran.org/citizens-charter/</a>	DepEd-wide CC / link uploaded	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
Region VII	Talisay City	<a href="https://depedtalisay7.com.ph/">https://depedtalisay7.com.ph/</a>	<a href="https://depedtalisay7.com.ph/citizens-charter/">https://depedtalisay7.com.ph/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region VII	Toledo City	<a href="https://depedtoledocity.net/">https://depedtoledocity.net/</a>	<a href="https://depedtoledocity.net/citizens-charter/">https://depedtoledocity.net/citizens-charter/</a>	Latest Citizen's Charter uploaded	Remove CC 2024	Homepage	Updated CSM Form uploaded	No further action needed
Region VII	Tanjay City	<a href="https://www.depedtanjay.ph/">https://www.depedtanjay.ph/</a>	<a href="https://www.depedtanjay.ph/sample-page/about-deped/citizens-charter/">https://www.depedtanjay.ph/sample-page/about-deped/citizens-charter/</a>	Incomplete Details	Upload latest Charter (2023)	Send Feedback	Updated CSM Form uploaded	No further action needed
Region VII	Canlaon City	<a href="https://depedcanlaoncity.net/">https://depedcanlaoncity.net/</a>	<a href="https://depedcanlaoncity.net/citizens-charter/">https://depedcanlaoncity.net/citizens-charter/</a>	Latest Citizen's Charter uploaded	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
Region VIII		<a href="https://region8.deped.gov.ph/">https://region8.deped.gov.ph/</a>	<a href="https://region8.deped.gov.ph/deped-ro-viii-citizens-charter/">https://region8.deped.gov.ph/deped-ro-viii-citizens-charter/</a>	Missing/incorrect details on CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region VIII	Baybay City	<a href="https://baybaycitydivision.deped.net/">https://baybaycitydivision.deped.net/</a>	<a href="https://baybaycitydivision.deped.net/index.php/about-baybay-city-division/citizens-charter/">https://baybaycitydivision.deped.net/index.php/about-baybay-city-division/citizens-charter/</a>	Missing/incorrect details on CC	Upload latest Charter (2023)	Home (FAQs)	CLIENT SATISFACTION MANAGEMENT SYSTEM (4th Edition) This form is	Upload prescribed DepEd CSM Form and/or QR code on the site
Region VIII	Biliran	<a href="https://depedbiliran.site/">https://depedbiliran.site/</a>	<a href="https://depedbiliran.site/?page_id=589">https://depedbiliran.site/?page_id=589</a>	Need to specify version of CC used	Upload latest Charter (2023)	Contacts	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region VIII	Borongon City	<a href="https://www.deped-divisionofborongancity.com/">https://www.deped-divisionofborongancity.com/</a>	<a href="https://www.deped-divisionofborongancity.com/citizens-charter/">https://www.deped-divisionofborongancity.com/citizens-charter/</a>	Need to specify version of CC used	Upload latest Charter (2023)	Contact Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site



Region X	Bukidnon	<a href="https://bukidnon.deped.gov.ph/">https://bukidnon.deped.gov.ph/</a>	<a href="https://bukidnon.deped.gov.ph/about/citizens-charter/">https://bukidnon.deped.gov.ph/about/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region X	Cagayan de Oro City	<a href="http://depedcdo.net/">http://depedcdo.net/</a>	None	Website not working	Provide link for working website / Charter page on the online form, ensure that 2023 Charter is uploaded	N/A	Website not working	Provide link for working website on the online form, upload prescribed DepEd CSM Form and/or QR code
Region X	Camiguin	<a href="https://camiguin.deped.gov.ph/">https://camiguin.deped.gov.ph/</a>	<a href="https://camiguin.deped.gov.ph/citizens-charter/">https://camiguin.deped.gov.ph/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region X	El Salvador City	<a href="https://depedelsalvadorcity.net/">https://depedelsalvadorcity.net/</a>	<a href="https://depedelsalvadorcity.net/citizens-charter/">https://depedelsalvadorcity.net/citizens-charter/</a>	DepEd-wide CC / link uploaded	Remove 2021 and 2022 CC	Homepage	Updated CSM Form uploaded	No further action needed
Region X	Gingoog City	<a href="https://gingoog.deped.gov.ph/">https://gingoog.deped.gov.ph/</a>	<a href="https://gingoog.deped.gov.ph/citizens-charter/">https://gingoog.deped.gov.ph/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region X	Iligan City	<a href="http://depediligan.com/">http://depediligan.com/</a>	<a href="http://depediligan.com/index.php/citizens-charter/">http://depediligan.com/index.php/citizens-charter/</a>	Missing/incorrect details on CC	Upload latest Charter (2023)	Client Satisfaction Measurement	Updated CSM Form uploaded	No further action needed
Region X	Lanao del Norte	<a href="https://depedldn.com/">https://depedldn.com/</a>	<a href="https://depedldn.com/citizens-charter/">https://depedldn.com/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region X	Malaybalay City	<a href="https://www.depedmalaybalay.net/">https://www.depedmalaybalay.net/</a>	<a href="https://www.depedmalaybalay.net/about-us/citizens-charter">https://www.depedmalaybalay.net/about-us/citizens-charter</a>	Outdated CC	Upload latest Charter (2023)	Contact Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region X	Misamis Occidental	<a href="https://depedmisocc.info/">https://depedmisocc.info/</a>	<a href="https://depedmisocc.info/citizens-charter/">https://depedmisocc.info/citizens-charter/</a>	No CC on website	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region X	Misamis Oriental	<a href="https://www.depedmisor.com/">https://www.depedmisor.com/</a>	<a href="https://www.depedmisor.com/citizens-charter.html">https://www.depedmisor.com/citizens-charter.html</a>	Updated CC	Remove 2021 and 2022 CC; change CC format from Excel to PDF	Homepage	Updated CSM Form uploaded	No further action needed
Region X	Oroquieta City	<a href="https://www.geocities.ws/depedorquieta/index.html">https://www.geocities.ws/depedorquieta/index.html</a>	<a href="https://www.geocities.ws/depedorquieta/AbtCC.html">https://www.geocities.ws/depedorquieta/AbtCC.html</a>	Outdated CC	Upload latest Charter (2023)	Citizen's Charter	Updated CSM Form uploaded	No further action needed
Region X	Ozamiz City	<a href="https://ozamiz.deped.gov.ph/">https://ozamiz.deped.gov.ph/</a>	<a href="https://ozamiz.deped.gov.ph/citizens-charter/">https://ozamiz.deped.gov.ph/citizens-charter/</a>	Latest Citizen's Charter uploaded	Remove 2021 and 2023 CC	Contact Us	Updated CSM Form uploaded	No further action needed
Region X	Tangub City	<a href="https://tangub.deped.gov.ph/">https://tangub.deped.gov.ph/</a>	<a href="https://tangub.deped.gov.ph/citizens-charter/">https://tangub.deped.gov.ph/citizens-charter/</a>	No content on page	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region X	Valencia City	<a href="https://valenciacity.deped.gov.ph/">https://valenciacity.deped.gov.ph/</a>	<a href="https://valenciacity.deped.gov.ph/citizens-charter/">https://valenciacity.deped.gov.ph/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region XI		<a href="https://depedroxi.ph/">https://depedroxi.ph/</a>	<a href="https://depedroxi.ph/download/citizens-charter/">https://depedroxi.ph/download/citizens-charter/</a>	Need to specify version of CC used	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region XI	Davao de Oro	<a href="https://www.deped-ddo.com/">https://www.deped-ddo.com/</a>	<a href="https://www.deped-ddo.com/?page_id=61">https://www.deped-ddo.com/?page_id=61</a>	No content on page	Upload latest Charter (2023)	Contact Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region XI	Davao City	<a href="https://www.davaocitydeped.ph/">https://www.davaocitydeped.ph/</a>	<a href="https://www.davaocitydeped.ph/citizens-charter/">https://www.davaocitydeped.ph/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region XI	Davao del Norte	<a href="https://depeddavnor.ph/index">https://depeddavnor.ph/index</a>	<a href="https://depeddavnor.ph/citizens-charter">https://depeddavnor.ph/citizens-charter</a>	Outdated CC	Upload latest Charter (2023)	Feedback	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region XI	Davao del Sur	<a href="https://depeddavaodelsur.com/">https://depeddavaodelsur.com/</a>	None	DNS resolution error	Provide link for working website / Charter page on the online form, ensure that 2023 Charter is uploaded	N/A	Website not working	Provide link for working website on the online form, upload prescribed DepEd CSM Form and/or QR code
Region XI	Davao Oriental	<a href="https://depeddavor.com/">https://depeddavor.com/</a>	None	Website not working	Provide link for working website / Charter page on the online form, ensure that 2023 Charter is uploaded	N/A	Website not working	Provide link for working website on the online form, upload prescribed DepEd CSM Form and/or QR code

Region XI	Davao Occidental	<a href="https://deped.davaooccidental.gov.ph/">https://deped.davaooccidental.gov.ph/</a>	<a href="https://deped.davaooccidental.gov.ph/citizens-charter/">https://deped.davaooccidental.gov.ph/citizens-charter/</a>	Website not working	Provide link for working website / Charter page on the online form, ensure that 2023 Charter is uploaded	N/A	Website not working	Provide link for working website on the online form, upload prescribed DepEd CSM Form and/or QR code
Region XI	Digos City	<a href="https://depeddigoscity.org/">https://depeddigoscity.org/</a>	Noe	No CC on website	Upload latest Charter (2023)	None	No Feedback Form page of any kind	Set-up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
Region XI	Island Garden City of Samal	<a href="https://depedigacos.weebly.com/">https://depedigacos.weebly.com/</a>	None	No CC on website	Upload latest Charter (2023)	None	No Feedback Form page of any kind	Set-up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
Region XI	Mati City	<a href="https://depedmati.com/">https://depedmati.com/</a>	<a href="https://depedmati.com/?page_id=220">https://depedmati.com/?page_id=220</a>	Updated CC	No further action needed	No website found	No Feedback Form page of any kind	Set-up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
Region XI	Panabo City	<a href="https://www.depedpanabocity.com/">https://www.depedpanabocity.com/</a>	<a href="https://panabo1.weebly.com/">https://panabo1.weebly.com/</a>	Need to specify version of CC used	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region XI	Tagum City	<a href="https://deped.tagumcity.gov.ph/">https://deped.tagumcity.gov.ph/</a>	<a href="https://deped.tagumcity.gov.ph/citizens-charter/">https://deped.tagumcity.gov.ph/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region XII		<a href="https://depedroxii.org/">https://depedroxii.org/</a>	<a href="https://depedroxii.org/citizens-charter/">https://depedroxii.org/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
Region XII	General Santos City	<a href="https://www.depedgensan.com/">https://www.depedgensan.com/</a>	<a href="https://www.depedgensan.com/about-us/citizens-charter/">https://www.depedgensan.com/about-us/citizens-charter/</a>	Updated CC	No further action needed	Customer's Feedback	Updated CSM Form uploaded	No further action needed
Region XII	Koronadal City	<a href="https://depedkoronadalcity.wordpress.com/">https://depedkoronadalcity.wordpress.com/</a>	<a href="https://depedkoronadalcity.wordpress.com/citizens-charter/">https://depedkoronadalcity.wordpress.com/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	None	No Feedback Form page of any kind	Set-up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
Region XII	Kidapawan City	<a href="https://depedkidapawancity.net/site/">https://depedkidapawancity.net/site/</a>	<a href="https://depedkidapawancity.net/site/index.php/citizens-charter/">https://depedkidapawancity.net/site/index.php/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Client Survey (CSM)	Updated CSM Form uploaded	No further action needed
Region XII	Cotabato	<a href="https://depedcotabato.org/">https://depedcotabato.org/</a>	<a href="https://drive.google.com/file/d/1lRaPpu7r3JhWApDHUJoZt_W8_XQaK/view">https://drive.google.com/file/d/1lRaPpu7r3JhWApDHUJoZt_W8_XQaK/view</a>	Need to specify version of CC used	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region XII	Sarangani	<a href="https://depedsarangani.org/">https://depedsarangani.org/</a>	<a href="https://depedsarangani.org/citizens-charter/">https://depedsarangani.org/citizens-charter/</a>	Need to specify version of CC used	Upload latest Charter (2023)	N/A	No Feedback Form page of any kind	Set-up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
Region XII	South Cotabato	<a href="https://depedsouthcotabato.org/">https://depedsouthcotabato.org/</a>	<a href="https://depedsouthcotabato.org/citizens-charter/">https://depedsouthcotabato.org/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region XII	Sultan Kudarat	<a href="https://divisionsk.org/division-office/">https://divisionsk.org/division-office/</a>	None	No CC on website	Upload latest Charter (2023)	None	No Feedback Form page of any kind	Set-up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
Region XII	Tacurong City	<a href="https://depedtacurong.org/">https://depedtacurong.org/</a>	<a href="https://depedtacurong.org/citizens-charter/">https://depedtacurong.org/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Services	Updated CSM Form uploaded	No further action needed
CARAGA		<a href="https://caraga.deped.gov.ph/">https://caraga.deped.gov.ph/</a>	<a href="https://caraga.deped.gov.ph/citizens-charter-2/">https://caraga.deped.gov.ph/citizens-charter-2/</a>	Updated CC	No further action needed	Feedback	No Feedback Form page of any kind	Set-up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
CARAGA	Agusan Del Norte	<a href="http://www.depedagnor.com/">http://www.depedagnor.com/</a>	None	No CC on website	Upload latest Charter (2023)	None	No Feedback Form page of any kind	Set-up feedback/contact us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
CARAGA	Agusan Del Sur	<a href="https://www.depedagusandelsur.com/">https://www.depedagusandelsur.com/</a>	None	No CC on website	Upload latest Charter (2023)	Customer Feedback	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
CARAGA	Bayugan City	<a href="https://sdebayugancity.com/">https://sdebayugancity.com/</a>	<a href="https://sdebayugancity.com/citizens_charter_HR">https://sdebayugancity.com/citizens_charter_HR</a>	Need to specify version of CC used	Upload latest Charter (2023)	N/A	This site can't be reached	Provide link for working website on the online form, upload prescribed DepEd CSM Form and/or QR code
CARAGA	Bislig City	<a href="https://deped.bislig.org/">https://deped.bislig.org/</a>	<a href="http://deped.bislig.org/citizenscharterbislig/">http://deped.bislig.org/citizenscharterbislig/</a>	Outdated CC	Upload latest Charter (2023)	Client Satisfaction	Updated CSM Form uploaded	No further action needed

CARAGA	Butuan City	<a href="https://depedbutuancity.com/">https://depedbutuancity.com/</a>	<a href="https://depedbutuancity.com/citizens-charter/">https://depedbutuancity.com/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
CARAGA	Cabadbaran City	<a href="http://www.depedcabadbaran-city.com/">http://www.depedcabadbaran-city.com/</a>	<a href="http://www.depedcabadbaran-city.com/citizens-charter/">http://www.depedcabadbaran-city.com/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Customer Feedback	Updated CSM Form uploaded	No further action needed
CARAGA	Province of Dinagat Island	<a href="https://depeddinagatislands.wordpress.com/">https://depeddinagatislands.wordpress.com/</a>	None	No CC on website	Upload latest Charter (2023)	None	No Feedback Form page of any kind	Set up Feedback/Contact Us page and/or upload the prescribed DepEd CSM Form and/or QR code in the homepage
CARAGA	Siargao	Website cannot be found	Website cannot be found	Website cannot be found	Provide link for working website / Charter page on the online form, ensure that 2023 Charter is uploaded	N/A	Website not working	Provide link for working website on the online form, upload prescribed DepEd CSM Form and/or QR code
CARAGA	Surigao City	<a href="https://depedsc.com/">https://depedsc.com/</a>	None	No CC on website	Upload latest Charter (2023)	Contact Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
CARAGA	Surigao del Norte	<a href="https://depedsdn.com/">https://depedsdn.com/</a>	<a href="https://www.depedsdn.com/citizens-charter/">https://www.depedsdn.com/citizens-charter/</a>	Text too small	Upload latest Charter (2023)	Contact Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
CARAGA	Surigao del Sur	<a href="https://depedsurigaodelsur.com/">https://depedsurigaodelsur.com/</a>	None	No CC on website	Upload latest Charter (2023)	Feedback	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
CARAGA	Tandag City	<a href="https://depedtandagcity.org/">https://depedtandagcity.org/</a>	None	<i>Forbidden You don't have permission to access this resource.</i>	Provide link for working website / Charter page on the online form, ensure that 2023 Charter is uploaded	N/A	Website not working	Provide link for working website on the online form, upload prescribed DepEd CSM Form and/or QR code
CAR		<a href="https://www.depedcar.ph/">https://www.depedcar.ph/</a>	<a href="https://www.depedcar.ph/">https://www.depedcar.ph/</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
CAR	Abra	<a href="https://depedabra.com/">https://depedabra.com/</a>	<a href="https://depedabra.com/index.php/sdo-abra-citizens-charter/">https://depedabra.com/index.php/sdo-abra-citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
CAR	Apayao	<a href="https://www.depedapayao.ph">https://www.depedapayao.ph</a>	None	Website not working	Provide link for working website / Charter page on the online form, ensure that 2023 Charter is uploaded	N/A	Website not working	Provide link for working website on the online form, upload prescribed DepEd CSM Form and/or QR code
CAR	Baguio City	<a href="https://depedpines.com/">https://depedpines.com/</a>	<a href="https://depedpines.com/citizens-charter/">https://depedpines.com/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
CAR	Benguet	<a href="https://sdo.depedbenguet.com/">https://sdo.depedbenguet.com/</a>	<a href="https://sdo.depedbenguet.com/citizencharter/1">https://sdo.depedbenguet.com/citizencharter/1</a>	Missing/incorrect details on CC	Upload latest Charter (2023)	View Announcement	Updated CSM Form uploaded	Transfer QR code and link to "Contact Us"
CAR	Ifugao	<a href="https://sites.google.com/deped.gov.ph/ifugao/home?authuser=0">https://sites.google.com/deped.gov.ph/ifugao/home?authuser=0</a>	<a href="https://sites.google.com/deped.gov.ph/ifugao/about?authuser=0">https://sites.google.com/deped.gov.ph/ifugao/about?authuser=0</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
CAR	Kalinga	<a href="https://www.depedkalinga.ph/">https://www.depedkalinga.ph/</a>	<a href="https://www.depedkalinga.ph/citizens-charter/">https://www.depedkalinga.ph/citizens-charter/</a>	Updated CC	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
CAR	Mt. Province	<a href="https://www.depedmtprov.ph/">https://www.depedmtprov.ph/</a>	<a href="https://www.depedmtprov.ph/about-us/citizens-charter">https://www.depedmtprov.ph/about-us/citizens-charter</a>	Outdated CC	Upload latest Charter (2023)	Home	Updated CSM Form uploaded	No further action needed
CAR	Tabuk City	<a href="https://depedtabukcity.com/">https://depedtabukcity.com/</a>	<a href="https://depedtabukcity.com/index.php/citizens-charter/">https://depedtabukcity.com/index.php/citizens-charter/</a>	Need to specify version of CC used	Upload latest Charter (2023)	Rate Us	Updated CSM Form uploaded	No further action needed
NCR		<a href="https://www.depedncr.com.ph/">https://www.depedncr.com.ph/</a>	<a href="https://www.depedncr.com.ph/wp-content/uploads/2024/02/DepEd-NCR-Citizens-Charter.pdf">https://www.depedncr.com.ph/wp-content/uploads/2024/02/DepEd-NCR-Citizens-Charter.pdf</a>	Need to specify version of CC used	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
NCR	Caloocan	<a href="https://depedcaloocan.com/">https://depedcaloocan.com/</a>	<a href="https://depedcaloocan.com/citizens-charter/">https://depedcaloocan.com/citizens-charter/</a>	Need to specify version of CC used	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
NCR	Las Piñas City	<a href="https://www.depedlaspinas.ph/">https://www.depedlaspinas.ph/</a>	<a href="https://www.depedlaspinas.ph/citizens-charter/">https://www.depedlaspinas.ph/citizens-charter/</a>	Updated CC	No further action needed	Contact Us	Updated CSM Form uploaded	No further action needed

NCR	Makati City	<a href="https://depedmakati.ph/">https://depedmakati.ph/</a>	<a href="https://online.fliphtml5.com/xnzhh/fvoo/#p=1">https://online.fliphtml5.com/xnzhh/fvoo/#p=1</a>	Latest Citizen's Charter uploaded	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
NCR	Malabon City	<a href="https://www.depedmalaboncity.ph/">https://www.depedmalaboncity.ph/</a>	<a href="https://www.depedmalaboncity.ph/citizens-charter/">https://www.depedmalaboncity.ph/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Contact Us	Need to check Form	Check the Form's branching logic; client is asked to answer all questions when some should be optional
NCR	Navotas City	<a href="https://depednavotas.ph/">https://depednavotas.ph/</a>	<a href="https://depednavotas.ph/citizens-charter/">https://depednavotas.ph/citizens-charter/</a>	Missing/incorrect details on CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
NCR	Mandaluyong City	<a href="https://depedmandaluyong.org/">https://depedmandaluyong.org/</a>	<a href="https://depedmandaluyong.org/citizens-charter/">https://depedmandaluyong.org/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
NCR	Manila	<a href="https://manila.deped.gov.ph/">https://manila.deped.gov.ph/</a>	None	Website not working	Provide link for working website / Charter page on the online form, ensure that 2023 Charter is uploaded	N/A	Website not working	Provide link for working website on the online form, upload prescribed DepEd CSM Form and/or QR code
NCR	Marikina City	<a href="https://depedmarikina.ph/">https://depedmarikina.ph/</a>	<a href="https://depedmarikina.ph/main/services">https://depedmarikina.ph/main/services</a>	Updated CC	No further action needed	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
NCR	Muntinlupa City	<a href="https://deped-muntinlupa.com/">https://deped-muntinlupa.com/</a>	<a href="https://deped-muntinlupa.com/citizen-charter/">https://deped-muntinlupa.com/citizen-charter/</a>	Need to specify version of CC used	Upload latest Charter (2023)	Client Satisfaction Survey	Updated CSM Form uploaded	No further action needed
NCR	Parañaque City	<a href="https://depedparanaquecity.com/">https://depedparanaquecity.com/</a>	<a href="https://depedparanaquecity.com/citizens-charter/">https://depedparanaquecity.com/citizens-charter/</a>	Updated CC	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
NCR	Pasay City	<a href="https://www.depedpasay.ph/">https://www.depedpasay.ph/</a>	<a href="https://www.depedpasay.ph/citizens-charter/">https://www.depedpasay.ph/citizens-charter/</a>	Updated CC	Let us know how to access the Charter from the homepage (cannot find it on the tabs/links)	None	Updated CSM Form uploaded	Let us know how to access the CSM from the homepage (cannot find it on the tabs/links)
NCR	San Juan	<a href="https://www.depedsanjuancity.ph/">https://www.depedsanjuancity.ph/</a>	<a href="https://www.depedsanjuancity.ph/citizenscharter">https://www.depedsanjuancity.ph/citizenscharter</a>	Text too small	Improve format used	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
NCR	Quezon City	<a href="http://www.depedqc.ph/">http://www.depedqc.ph/</a>	<a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a>	DepEd-wide CC / link uploaded	No further action needed	Services	Updated CSM Form uploaded	No further action needed
NCR	Taguig and Pateros	<a href="https://sites.google.com/deped.gov.ph/sdtapatdashboard">https://sites.google.com/deped.gov.ph/sdtapatdashboard</a>	<a href="https://sites.google.com/deped.gov.ph/sdtapatdashboard/resources/citizens-charter?authuser=0">https://sites.google.com/deped.gov.ph/sdtapatdashboard/resources/citizens-charter?authuser=0</a>	Need to specify version of CC used	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
NCR	Pasig City	<a href="https://www.depedpasig.ph/home">https://www.depedpasig.ph/home</a>	<a href="https://www.depedpasig.ph/citizens-charter">https://www.depedpasig.ph/citizens-charter</a>	Latest Citizen's Charter uploaded	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
NCR	Valenzuela City	<a href="https://depedvalenzuela.com/">https://depedvalenzuela.com/</a>	<a href="https://depedvalenzuela.com/index.php/citizens-charter/">https://depedvalenzuela.com/index.php/citizens-charter/</a>	Outdated CC	Upload latest Charter (2023)	Contact Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site