

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





30 September 2024

Regional Memorandum

**RESULTS OF THE INVENTORY OF DEPED CITIZEN'S
CHARTER 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-2024-1831 dated September 12, 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 "**RESULTS OF THE INVENTORY OF 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 4th paragraph, in which all 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>
3. **The deadline for updating the CC and CSM is on September 30, 2024.** Upon completion of the required action/s, field offices are requested to provide an update to the DepEd Committee on Anti-Red Tape Act (CART) at citizenscharter@deped.gov.ph
4. Immediate dissemination of and compliance with this memorandum is desired.


ATTY. ALBERTO T. ESCOBARTE, CESO II
Regional Director 

08C/ROA/P4 ✓

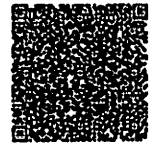
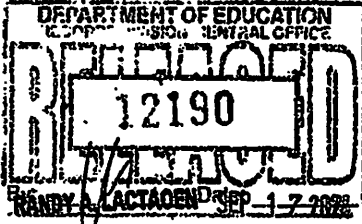


Address: Gate 2, Karangalan Village, Cainta, Rizal
Telephone No.: 02-8682-2114
Email Address: region4a@deped.gov.ph
Website: depedcalabarzon.ph





V-A



Records-UM01-2024-838

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 : 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:

Table with 3 columns: Governance Level, Updated CC and CSM as of 26 June 2024, Updated CC and CSM as of 10 September 2024. Rows include Regional Offices and Schools Division Offices.



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 | Website: www.deped.gov.ph

Doc. Ref. Code: DM-OUHROD, Rev: 00, Effectivity: 03.23.23, Page: 1 of 2



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.

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 or (02) 8633-5375.

Thank you.

Copy furnished:

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

