



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



Personnel-RM-2024-774

28 October 2024


Regional Memorandum

No.774 s.2024

**REVIEW OF REGIONAL OFFICE AND SCHOOLS
DIVISION OFFICES CITIZEN'S CHARTER
FOR EXTERNAL SERVICES**

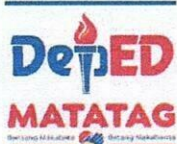
To Regional Office Officials and Employees
Schools Division Superintendents
All Others Concerned

1. Enclosed is a copy of Memorandum DM-OUHROD-2024-2100 dated October 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 "**Review Of Regional Office And Schools Division Offices Citizen's Charter For External Services**," to be held on November 12-15, 2024 at the NEAP Region XII Facility in General Santos City, which is self-explanatory.
2. The target participants (Enclosure No. 1) are expected to have firsthand knowledge and experience in delivering the the services assigned to their office. Kindly note that substitution of participants is discouraged to ensure balanced representation per region, size, classification, and functional division. Only one (1) participant is requested per identified office.
3. All participants are requested to register online using their DepEd email address at <https://bit.ly/ReviewCC2024> on or before October 28, 2024 (Monday).
4. For queries or clarifications, please contact the DepEd CART Secretariat, Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED) at citizenscharter@deped.gov.ph, 09299519845 (Viber), or (02)8633-5375.
5. Immediate dissemination of this memorandum is desired.


ATTY. ALBERTO T. ESCOBARTE, CESO II
Regional Director

Incls: As stated

08C/ROA/P4



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



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Department of Education

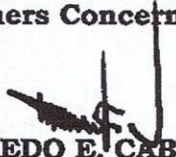
OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM

DM-OUHROD-2024-2100

TO : **Undersecretaries**
Assistant Secretaries
Bureau and Service Directors
Administrative Service
Bureau of Human Resource and Organizational Development
Legal Service
Public Affairs Service
Regional Directors
Schools Division Superintendents
Agusan del Sur, Alaminos City, Apayao, Baybay City, Biliran, Bohol, Caloocan, Camarines Sur, Canlaon City, Cebu, Cotabato, Dapitan City, Davao de Oro, General Santos City, Gingoog City, Himamaylan City, Island Garden City of Samal, Iloilo, Laguna, Leyte, Maasin City, Manila, Negros Occidental, Nueva Vizcaya, Palawan, Pampanga, Quezon Province, Romblon, Sagay City, San Carlos City (Pangasinan), Santiago City, Science City of Muñoz, Tabaco City, Tabuk City, Tacurong City, Tandag City, Tangub City, Toledo City, Zamboanga del Norte
All Others Concerned

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

SUBJECT : **REVIEW OF REGIONAL OFFICE AND SCHOOLS DIVISION OFFICE CITIZEN'S CHARTERS FOR EXTERNAL SERVICES**

DATE : 17 October 2024

In continued compliance with Republic Act (RA) No. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* requiring government agencies to set up their respective most current and updated service standards or the Citizen's Charter, the DepEd Committee on Anti-Red Tape (CART) Secretariat shall spearhead the **Review of Regional Office (RO) and Schools Division Office (SDO) Citizen's Charters for External Services** on November 12-15, 2024 at the NEAP Region XII Facility in General Santos City.

The review of the DepEd Citizen's Charter was prompted by these reasons:

- The last update of the Charter of field offices and schools was on October 2021 (DM-HROD-2021-0242) through an online writeshop.
- Requests/queries from the personnel especially regarding outdated service standards, e.g., processing time.
- Increase in RA 11032-related complaints between FY 2023 (29 referrals for the whole year) and 2024 (50 referrals as of 11 October 2024).
- Changes in processes, staffing, and organizational structure which affected the delivery of services, e.g. designation of Public Assistance Coordinators.

The target participants (Enclosure No. 1) are expected to have firsthand knowledge and experience in delivering the services assigned to their office. Kindly note that substitution of participants is discouraged to ensure balanced representation per region, size classification, and functional division. Only one (1) participant is requested per identified office.

All participants are requested to register online using their DepEd email address at <https://bit.ly/ReviewCC2024> or on or before 28 October 2024 (Monday).



In line with the activity, participants are expected to complete the following:

Pre-work in respective offices (individual)

Review the following documents, specifically the parts applicable to their office:

- a. DepEd-wide Citizen's Charter 2023
<https://www.deped.gov.ph/wp-content/uploads/DepEd-Citizens-Charter-2023.pdf>
- b. Own Citizen's Charter – for offices not using the DepEd-wide CC
- c. Office Functions v.3 released under DM-HROD-2023-0617
<https://bit.ly/OfficeFunctionsv3>
- d. Declared Processes / PAWIM – for ROs only

During the writeshop (group)

1. Discuss the service/s assigned to their group.
2. Update and streamline existing services.
3. Identify new service/s and service standards.
4. Draft the Citizen's Charter 2024-2025.

Participants are advised to bring their laptop, extension cord, and reference materials for the activity. Accommodation and meals shall be provided by the DepEd CART Secretariat for the duration of the activity:

Schedule	Accommodation	Meals
Day 1: November 12, 2024 (Tuesday)	Check-in: 1:00 PM	First: PM snack
Day 4: November 15, 2024 (Friday)	Check-out: 12:00 PM	Last: Lunch

Enclosed is the indicative schedule of activities (Enclosure No. 2) for reference.

Travel expenses of the DepEd CART Secretariat shall be charged against AC-2024-BHROD-OED-GASS-040, while travel and other incidental expenses of all participants shall be charged to local funds, subject to the usual accounting and auditing rules and regulations. Limitations on flight/ferry/bus schedules shall be considered in the preparation of travel authority, to ensure that participants shall be able to complete their participation in this activity.

For queries or clarifications, please contact the DepEd CART Secretariat, Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED) at citizenscharter@deped.gov.ph, 09299519845 (Viber), or (02) 8633-5375.

Thank you.

Copy furnished:

Office of the Secretary
Office of the Undersecretary for Operations

Enclosure No. 1: List of Participants

Region	Region/Schools Division	Governance Level	Office/Person Responsible	Service/s for Discussion
I	Ilocos Region	RO	QAD	Private school requests (permits, Special Orders, TOSF, etc.)
I	Alaminos City	SDO	DPAC/Public Assistance	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
I	San Carlos City	SDO	Personnel	Acceptance of employment application, Application for ERF, leaves and other benefits, Issuance of travel authority and certificates (employment, service records, last payment)
II	Cagayan Valley	RO	Personnel	Acceptance of employment application, Application for ERF, leaves and other benefits, Issuance of travel authority and certificates (employment, service records, last payment)
II	Santiago City	SDO	Records	Issuance of documents (CTC, non-CTC, CAV) and receiving/releasing of documents
II	Nueva Vizcaya	SDO	Legal	Legal assistance, Filing of Complaint/Appeal/Motion for Issuance of Certificate of No Pending case, Request of Correction of Entries
III	Central Luzon	RO	Records	Issuance of documents (CTC, non-CTC, CAV) and receiving/releasing of documents
III	Science City of Munoz	SDO	Personnel	Acceptance of employment application, Application for ERF, leaves and other benefits, Issuance of travel authority and certificates (employment, service records, last payment)
III	Pampanga	SDO	Legal	Legal assistance, Filing of Complaint/Appeal/Motion for Issuance of Certificate of No Pending case, Request of Correction of Entries
IV-A	CALABARZON	RO	PAU	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
IV-A	Quezon	SDO	Legal	Legal assistance, Filing of Complaint/Appeal/Motion for Issuance of Certificate of No Pending case, Request of Correction of Entries
IV-A	Laguna	SDO	Payroll	Compensation, benefits, and deductions
IV-B	MIMAROPA	RO	PAU	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
IV-B	Romblon	SDO	Legal	Legal assistance, Filing of Complaint/Appeal/Motion for Issuance of Certificate of No Pending case, Request of Correction of Entries
IV-B	Palawan	SDO	SGOD	Private school requests (permits, Special Orders, TOSF, etc.)
V	Bicol Region	RO	Payroll	Compensation, benefits, and deductions
V	Camarines Sur	SDO	Personnel	Acceptance of employment application, Application for ERF, leaves and other benefits, Issuance of travel authority and certificates (employment, service records, last payment)
V	Tabaco City	SDO	Records	Issuance of documents (CTC, non-CTC, CAV) and receiving/releasing of documents
VI	Western Visayas	RO	Legal	Legal assistance, Filing of Complaint/Appeal/Motion for Issuance of Certificate of No Pending case, Request of Correction of Entries
VI	Sagay City	SDO	Records	Issuance of documents (CTC, non-CTC, CAV) and receiving/releasing of documents
VI	Iloilo	SDO	DPAC/Public Assistance	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
VI	Himamaylan	SDO	Payroll	Compensation, benefits, and deductions
VI	Negros Occidental	SDO	Personnel	Acceptance of employment application, Application for ERF, leaves and other benefits, Issuance of travel authority and certificates (employment, service records, last payment)
VII	Central Visayas	RO	Payroll	Compensation, benefits, and deductions
VII	Canlaon City	SDO	DPAC/Public Assistance	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
VII	Bohol	SDO	Records	Issuance of documents (CTC, non-CTC, CAV) and receiving/releasing of documents
VII	Toledo City	SDO	Personnel	Acceptance of employment application, Application for ERF, leaves and other benefits, Issuance of travel authority and certificates (employment, service records, last payment)
VII	Cebu	SDO	SGOD	Private school requests (permits, Special Orders, TOSF, etc.)
VIII	Eastern Visayas	RO	Records	Issuance of documents (CTC, non-CTC, CAV) and receiving/releasing of documents
VIII	Baybay City	SDO	SGOD	Private school requests (permits, Special Orders, TOSF, etc.)
VIII	Maasin City	SDO	Payroll	Compensation, benefits, and deductions
VIII	Biliran	SDO	DPAC/Public Assistance	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
VIII	Leyte	SDO	Personnel	Acceptance of employment application, Application for ERF, leaves and other benefits, Issuance of travel authority and certificates (employment, service records, last payment)

IX	Zamboanga Peninsula	RO	Personnel	Acceptance of employment application, Application for ERF, leaves and other benefits, Issuance of travel authority and certificates (employment, service records, last payment)
IX	Zamboanga del Norte	SDO	Legal	Legal assistance, Filing of Complaint/Appeal/Motion for Issuance of Certificate of No Pending case, Request of Correction of Entries
IX	Dapitan City	SDO	Records	Issuance of documents (CTC, non-CTC, CAV) and receiving/releasing of documents
X	Northern Mindanao	RO	QAD	Private school requests (permits, Special Orders, TOSF, etc.)
X	Tangub City	SDO	Personnel	Acceptance of employment application, Application for ERF, leaves and other benefits, Issuance of travel authority and certificates (employment, service records, last payment)
X	Gingoog City	SDO	Payroll	Compensation, benefits, and deductions
XI	Davao Region	RO	Records	Issuance of documents (CTC, non-CTC, CAV) and receiving/releasing of documents
XI	IGACOS	SDO	Payroll	Compensation, benefits, and deductions
XI	Davao de Oro	SDO	SGOD	Private school requests (permits, Special Orders, TOSF, etc.)
XII	SOCCKSARGEN	RO	Payroll	Compensation, benefits, and deductions
XII	SOCCKSARGEN	SDO	Payroll	Compensation, benefits, and deductions
XII	Tacurong City	SDO	DPAC/Public Assistance	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
XII	General Santos City	SDO	SGOD	Private school requests (permits, Special Orders, TOSF, etc.)
CAR	CAR	RO	Personnel	Acceptance of employment application, Application for ERF, leaves and other benefits, Issuance of travel authority and certificates (employment, service records, last payment)
CAR	Apayao	SDO	Records	Issuance of documents (CTC, non-CTC, CAV) and receiving/releasing of documents
CAR	Tabuk City	SDO	DPAC/Public Assistance	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
CARAGA	CARAGA	RO	PAU	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
CARAGA	Agusan del Sur	SDO	Legal	Legal assistance, Filing of Complaint/Appeal/Motion for Issuance of Certificate of No Pending case, Request of Correction of Entries
CARAGA	Tandag City	SDO	SGOD	Private school requests (permits, Special Orders, TOSF, etc.)
NCR	NCR	RO	Legal	Legal assistance, Filing of Complaint/Appeal/Motion for Issuance of Certificate of No Pending case, Request of Correction of Entries
NCR	Manila	SDO	SGOD	Private school requests (permits, Special Orders, TOSF, etc.)
NCR	Caloocan	SDO	DPAC/Public Assistance	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
		CO	BHROD-OED	DepEd CART Secretariat
		CO	BHROD-OED	DepEd CART Secretariat
		CO	BHROD-OED	DepEd CART Secretariat
		CO	BHROD-OED	DepEd CART Secretariat
		CO	BHROD-ODir	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
		CO	BHROD-PD	Acceptance of employment application, Application for ERF, leaves and other benefits, Issuance of travel authority and certificates (employment, service records, last payment)
		CO	BHROD-PD	Compensation, benefits, and deductions
		CO	OUHROD	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
		CO	Field Operations	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
		CO	Legal Service	Legal assistance, Filing of Complaint/Appeal/Motion for Issuance of Certificate of No Pending case, Request of Correction of Entries
		CO	PAAC	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
		CO	Records Division	Issuance of documents (CTC, non-CTC, CAV) and receiving/releasing of documents
		CO	OSEC	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided

Breakdown of Field Office Participants

Luzon	24
Visayas	15
Mindanao	16

Breakdown of Participants per Governance Level

Central Office	13
Regional Offices	16
Schools Division Offices	39

Enclosure No. 2 – Indicative Schedule of Activities

Day 1 – November 12, 2024 (Tuesday)	
1:00 – 3:00 PM	Registration and check-in
3:00 – 5:00 PM	Opening Program and afternoon snacks
6:00 – 7:00 PM	Dinner
Day 2 – November 13, 2024 (Wednesday)	
6:00 – 7:30 AM	Breakfast
8:00 – 10:00 AM	Inventory of services and alignment with Office Functions and Declared Processes
10:00 – 10:15 AM	Morning health break
10:15 AM – 12:00 PM	Breakout session to review and update service standards
12:00 – 1:00 PM	Lunch
1:00 – 2:30 PM	Breakout session to review and update service standards (continuation)
2:30 – 2:45 PM	Afternoon health break
2:45 – 5:00 PM	Breakout session to review and update service standards (continuation)
6:00 – 7:00 PM	Dinner
Day 3 – November 14, 2024 (Thursday)	
6:00 – 7:30 AM	Breakfast
8:00 AM – 12:00 PM	Breakout session to draft the Charter for new service/s (Part 1)
12:00 – 1:00 PM	Lunch
1:00 – 2:30 PM	Presentation of outputs (Plenary)
2:30 – 2:45 PM	Afternoon health break
2:45 – 5:00 PM	Presentation of outputs (Plenary)
Day 4 – November 15, 2024 (Friday)	
6:00 – 7:30 AM	Breakfast
8:00 – 10:00	Closing Program
12:00 PM	Check-out