



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.

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 or (02) 8633-5375.

Thank you.

Copy furnished:

Office of the Secretary