

Enclosure - 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		https://depedro1.com/	https://depedro1.com/citizens-charter/	Nothing happens upon clicking each service name	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region I	Alaminos City	https://www.depedalaminoscity.com/	https://www.depedalaminoscity.com/citizens-charter-2/	Outdated CC	Upload latest Charter (2023)	Contact Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region I	Batac City	https://csdbatac.com/	https://csdbatac.com/citizenscharter/	Outdated CC	Upload latest Charter (2023)	Contact Us	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region I	Candon City	https://depedcandoncity.com/	https://depedcandoncity.com/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region I	Dagupan City	https://depeddagupan.com/	https://depeddagupan.com/sdo-post/	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	https://depedilocosnorte.com/sdoin/	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Region I	Ilocos Sur	https://depedilocossur.info/	https://depedilocossur.info/?page_id=10448	Outdated CC	Upload latest Charter (2023)	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
Region I	La Union	https://depedsdolaunion.com/	https://depedsdolaunion.com/citizens-charter-2/	Outdated CC	Upload latest Charter (2023)	N/A	Surveys	No further action needed
Region I	Laoag City	https://depedlaoagcity.com/sdolc/index	https://depedlaoagcity.com/sdolc/index/charter	Outdated CC	Upload latest Charter (2023)	N/A	Home	No further action needed
Region I	Pangasinan I	https://www.depedsdo1pangasinan.com/	https://www.depedsdo1pangasinan.com/services-7	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	https://depedpang2.ph/	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	https://sdosancarloscityr1.com/	https://sdosancarloscityr1.com/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region I	San Fernando City	https://sites.google.com/deped.gov.ph/depedcsfp/home?authuser=0	https://sites.google.com/deped.gov.ph/depedcsfp/home/citizens-charter?authuser=0	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	Urduaneta 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	https://depedvigancity.com/	https://depedvigancity.com/index.php/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region II		https://region2.deped.gov.ph/	https://region2.deped.gov.ph/citizens-charter/	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	https://www.depedbatanes.ph/	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	https://deped-sdocagayan.com.ph/	https://deped-sdocagayan.com.ph/citizens-charter/	Missing/incorrect details on CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed

Region II	Cauayan City	https://depedcauayan.wordpress.com/	https://sites.google.com/deped.gov.ph/sdocyncitizenscharter/external-services	Need to specify version of CC used	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region II	Ilagan, Isabela	https://sdocityofilagan.com.ph/L	https://sdocityofilagan.com.ph/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region II	Isabela	https://deped-isabela.com.ph/	https://deped-isabela.com.ph/citizens-charter/	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 https://simcast.com/?d=deped-nv.com.ph&pcid=50&rid=202&a=0	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	https://sdo-quirino.com.ph/	https://sdo-quirino.com.ph/citizens-charter-2/	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	https://sites.google.com/deped.gov.ph/sdosantiagocity/home?authuser=0	https://sites.google.com/deped.gov.ph/sdosantiagocity/transparency-seal/citizens-charter?authuser=0	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	https://depedtuguegarao.net/	https://depedtuguegarao.net/about/citizens-charter/	<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		https://region3.deped.gov.ph/	https://region3.deped.gov.ph/citizens-charter/	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	https://depedangelescity.com/home	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	https://depedaurora.ph/aurora/	https://depedaurora.ph/aurora/arta-schools-division-of-aurora/	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	https://www.depedbalangacity.com/	https://depedph-my.sharepoint.com/personal/jose_dasig_deped_gov_ph/_layouts/15/onedrive.aspx?id=%2Fperson	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region III	Bataan	https://depedbataan.com/	https://depedbataan.com/about-us/	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	https://bulacandeped.com.ph/	https://bulacandeped.com.ph/citizens-charter-3/	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	https://region3.deped.gov.ph/cabanatuan/	https://region3.deped.gov.ph/cabanatuan/about-us/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Online Services	Updated CSM Form uploaded	No further action needed
Region III	Gapan City	https://region3.deped.gov.ph/gapan/	https://region3.deped.gov.ph/gapan/citizens-charter/	DepEd-wide CC / link uploaded	Remove CC 2024	Contact Us	Updated CSM Form uploaded	No further action needed
Region III	Mabalacat City	https://depedmabalacat.org/index.php	https://depedmabalacat.org/index.php/home/citizen-s-charter	Outdated CC	Replace 2024 Charter with 2023 edition	Contact Us	Updated CSM Form uploaded	No further action needed
Region III	Malolos City	https://depedmalolos.com/	https://depedmalolos.com/index.php/citizens-charter/	DepEd-wide CC / link uploaded	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
Region III	Meycauayan City	https://sdo-meycauayan.com/	https://docs.google.com/document/d/1Ly0d-X96K0gFW6k9GRIC-W2CK0PXUJTg/edit?usp=sharing&oid=105245002244277070125	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	https://www.depedscm.com/	https://www.depedscm.com/transparency/citizens-charter/	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	https://deped-ne.net.ph/	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	https://deped-olongapo.com/	https://deped-olongapo.com/citizens-charter/	Latest Citizen's Charter uploaded	No further action needed	Contact Us	Updated CSM Form uploaded	No further action needed
Region III	Pampanga	https://depedpampanga.ph/	https://depedpampanga.ph/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region III	San Fernando City	https://sites.google.com/deped.gov.ph/depedcsfp/home?authuser=0	https://sites.google.com/deped.gov.ph/depedcsfp/home/citizens-charter?authuser=0	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)	https://region3.deped.gov.ph/sanjose/	https://region3.deped.gov.ph/sanjose/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region III	San Jose Del Monte City	https://depedcsjdm.weebly.com/	https://depedcsjdm.weebly.com/citizens-charter.html	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region III	Tarlac	https://depedtarlac.com.ph/	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	https://depedtarlaccity.com/	https://depedtarlaccity.com/about-us/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region III	Zambales	https://zambales.deped.gov.ph/	https://depedzambales.ph/about-us/citizens-charter/	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		https://depedcalabarzon.ph/	https://depedcalabarzon.ph/?page_id=20	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	https://depedantipolocity.edu.ph/	https://depedantipolocity.edu.ph/citizens-charter-01/	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	https://www.depedbacoocity.ph/	https://www.depedbacoocity.ph/citizens-charter/	Need to specify version of CC used	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region IV-A	Batangas	https://www.depedbatangas.com/	https://www.depedbatangas.com/citizen-charter/	Latest Citizen's Charter uploaded	No further action needed	Contact Us	Updated CSM Form uploaded	No further action needed
Region IV-A	Batangas City	https://depedbatangascity.org/	https://depedbatangascity.org/deped-batangas-city/citizens-charter/	Updated CC	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
Region IV-A	Biñan City	https://www.depedbinan.com/	https://www.deped.gov.ph/about-deped/citizenscharter/	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	https://depedcabuyao.ph/	https://depedph-my.sharepoint.com/personal/division_cabuyao_deped_gov_ph/_layouts/15/onedrive.aspx?id=%2F%2Fdeped.gov.ph%2Fdivision_cabuyao_deped_gov_ph%2Fcitizens-charter-of-the-division-office/	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region IV-A	Calamba City	https://depedcalambacity.com.ph/	https://depedcalambacity.com.ph/citizens-charter-of-the-division-office/	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	https://depedcavite.com.ph/	None	No CC on website	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region IV-A	Cavite City	https://depedcavitecity.ph/	https://drive.google.com/file/d/1gwc7HYBPzJixT-h-pNrYJbwSXlIMgGPP/view	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	https://depeddasma.edu.ph/	https://depeddasma.edu.ph/cc/	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	https://depedgentri.com/	https://depedgentri.com/citizens-charter/	Updated CC	No further action needed	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed

Region IV-A	Imus	https://www.depedimuscity.com/	https://www.depedimuscity.com/services.php#services-01	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	https://www.depedlaguna.com/	https://www.depedlaguna.com/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
Region IV-A	Lipa City	https://depedlipacity.com.ph/	None	No CC on website	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region IV-A	Lucena City	https://www.depedlucena.com/	https://www.depedlucena.com/citizen-charter/	Latest Citizen's Charter uploaded	No further action needed	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
Region IV-A	Quezon	https://www.depedquezon.com.ph/	https://www.depedquezon.com.ph/citizen-charter/	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	https://depedrizal.ph/	https://depedrizal.ph/citizens-charter/	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	https://www.depedsanpablo.com/	https://www.depedsanpablo.com/citizen-charter/	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	https://www.depedsanpedrocity.com/	https://www.depedsanpedrocity.com/citizen-charter/	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	https://depedsantarosa.ph/	https://drive.google.com/file/d/1leXaTp-HFQb2pMViCyB2BW4UIhmmaZ2/view?usp=sharing	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region IV-A	Tanauan City	https://www.depedtanauancity.com/	https://depedph-my.sharepoint.com/personal/admin_r4a_tanauancity_deped_gov_ph/_layouts/15/onedrive.aspx?i	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	https://www.sdotayabascity.ph/	https://www.sdotayabascity.ph/citizen-charter/	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	https://www.depedstotomascity.com/	https://www.depedstotomascity.com/citizen-charter/	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region IV-B		https://depedmimaroparegion.ph/	https://depedmimaroparegion.ph/mimaropa-region-citizens-charter/	Outdated CC	Upload latest Charter (2023)	About	Updated CSM Form uploaded	No further action needed
Region IV-B	Calapan City	https://depedcalapancity.com/	https://depedcalapancity.com/wp-content/uploads/2023/11/Pages-from-DepEd-Citizens-Charter	Need to specify version of CC used	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region IV-B	Marinduque	https://depedmarinduque.com/	https://depedmarinduque.com/index.php/citizens-charter-2/	Updated CC	Remove CC 2022	Rate Us	Updated CSM Form uploaded	No further action needed
Region IV-B	Occidental Mindoro	https://depedoccimin.com/	https://depedoccimin.com/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region IV-B	Oriental Mindoro	https://sites.google.com/deped.gov.ph/depedormin/home	https://sites.google.com/deped.gov.ph/depedormin/about-us/citizens-charter?authuser=0	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	https://depedpuertoprincesa.ph/	https://depedpuertoprincesa.ph/citizens-charter/	Outdated CC	Upload latest Charter (2023)	About Us	Updated CSM Form uploaded	No further action needed
Region IV-B	Palawan	https://depedpalawan.com.ph/	https://depedpalawan.com.ph/citizens-charter/	Updated CC	No further action needed	Contact Us	Updated CSM Form uploaded	No further action needed
Region IV-B	Romblon	https://sites.google.com/deped.gov.ph/sdoromblon/home	https://sites.google.com/deped.gov.ph/sdoromblon/about-us/citizens-charter?authuser=0	<i>This page is down for maintenance.</i>	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	Upload prescribed DepEd CSM Form and/or QR code on the site

Region V		https://depedregion5.net/	https://depedregion5.net/citizen-charter/	Need to specify version of CC used	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region V	Albay	https://depedalbay.com/	https://depedalbay.com/aboutUs.php#CitizensCharter	Incomplete Details	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region V	Camarines Norte	https://www.depedcamnorte.ph/w/index.php	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	https://www.depedcamsur.com/	https://www.depedcamsur.com/citizens-charter.html	No CC on website	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region V	Catanduanes	https://www.depedrovcatanduanes.com/	https://www.depedrovcatanduanes.com/citizen-s-charter.html	Updated CC	No further action needed	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
Region V	Iriga City	https://depediriga.ph/	https://depediriga.ph/citizen-charter/	Incomplete Details	Upload latest Charter (2023)	Client Satisfaction Measurement	Updated CSM Form uploaded	No further action needed
Region V	Legazpi City	https://sites.google.com/deped.gov.ph/sdolegazpicity/home	https://sites.google.com/deped.gov.ph/sdolegazpicity/about-us/citizens-charter?authuser=0	Outdated CC	Upload latest Charter (2023)	More	Updated CSM Form uploaded	No further action needed
Region V	Ligao City	https://depedligaocity.net/index.html	https://depedligaocity.net/citizens-charter.html	Need to specify version of CC used	Upload latest Charter (2023)	CSM	Updated CSM Form uploaded	No further action needed
Region V	Masbate	https://depedmasbate.ph/	None	No CC on website	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region V	Masbate City	https://www.depedmasbatecity.com/	https://www.depedmasbatecity.com/citizenscharter/	Outdated CC	Upload latest Charter (2023)	Feedback	Updated CSM Form uploaded	No further action needed
Region V	Naga City	https://www.depednaga.ph/	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	https://depedsorsogon.com.ph/	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	https://depedsorsogoncity.com/	https://depedsorsogoncity.com/index.php/2661-2/	Outdated CC	Upload latest Charter (2023)	About Us	Updated CSM Form uploaded	No further action needed
Region V	Tabaco City	https://www.depedtabacocity.com/	https://www.depedtabacocity.com/citizens-charter/	Need to specify version of CC used	Upload latest Charter (2023)	Feedback	Updated CSM Form uploaded	No further action needed
Region VI		https://region6.deped.gov.ph/	https://region6.deped.gov.ph/#	Updated CC	No further action needed	Contact Us	Updated CSM Form uploaded	No further action needed
Region VI	Aklan	https://depedaklan.online/wp/	https://www.deped.gov.ph/about-deped/citizenscharter/	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	https://www.depedantique.ph/	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	https://www.depedbacolod.net/	None	No CC on website	Upload latest Charter (2023)	About Us	Updated CSM Form uploaded	No further action needed
Region VI	Bago City	https://sites.google.com/deped.gov.ph/divisionofbagocity	https://sites.google.com/deped.gov.ph/divisionofbagocity/about-us/citizens-charter?authuser=0	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	http://depedcapiz.ph/	http://depedcapiz.ph/citizenscharter.php	Need to specify version of CC used	Upload latest Charter (2023)	Feedback	Updated CSM Form uploaded	No further action needed
Region VI	Escalante City	https://depedescalantecity.weebly.com/	https://depedescalantecity.weebly.com/citizens-charter.html	Outdated CC	Upload latest Charter (2023)	Contact	Did not use DepEd CSM Form	Remove photo of food from Public Assistance link. Upload prescribed DepEd CSM Form and/or QR code on the site.
Region VI	Guimaras	https://depedguimaras.com/home-2/	None	No CC on website	Upload latest Charter (2023)	Transparency	Updated CSM Form uploaded	No further action needed
Region VI	Himamaylan	https://depedhimamaylancity.com/	https://www.deped.gov.ph/about-deped/citizenscharter/	DepEd-wide CC / link uploaded	No further action needed	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
Region VI	Iloilo	https://depediloilo.ph/	https://depediloilo.ph/citizenscharter.php	Outdated CC	Upload latest Charter (2023)	About Us	Updated CSM Form uploaded	No further action needed
Region VI	Iloilo City	http://pub.depeditoilocity.net/	https://www.deped.gov.ph/about-deped/citizenscharter/	DepEd-wide CC / link uploaded	No further action needed	Contact Us	Updated CSM Form uploaded	No further action needed
Region VI	Kabankalan City	https://www.depedkabankalancity.com/	https://www.depedkabankalancity.com/citizencharter.html	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region VII	Bayawan City	https://depedbayawan.com.ph/	https://depedbayawan.com.ph/	Updated CC	No further action needed	Contact Us	Updated CSM Form uploaded	No further action needed
Region VI	La Carlota City	https://www.depedlacarlota.com/index.html	https://www.depedlacarlota.com/citizen.html	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region VI	Negros Occidental	https://depednegrosoccidentall.weebly.com/	http://depednegrosoccidentall.weebly.com/citizens-charter.html	Organizational structure uploaded, not CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region VI	Passi City	https://sites.google.com/deped.gov.ph/depedsdopassicity/home	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	https://depedroxascity.com/site/	https://depedroxascity.com/site/citizenscharter.php	Outdated CC	Upload latest Charter (2023)	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
Region VI	Sagay City	https://depedsagay.com/	https://depedsagay.com/citizens-charter/	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	https://depedsancarloscity.com/	https://depedsancarloscity.com/citizens_charter	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	https://depedsilay.weebly.com/	https://depedsilay.weebly.com/citizens-charter-handbook.html	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region VI	Sipalay	https://sites.google.com/view/depedsipalay/home	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	https://sites.google.com/deped.gov.ph/sdovictoriacity/home	https://sites.google.com/deped.gov.ph/sdovictoriacity/resources/citizens-charter?authuser=0	Updated CC	No further action needed	Feedback	Updated CSM Form uploaded	No further action needed
RO VII		https://region7.deped.gov.ph/	https://region7.deped.gov.ph/citizens_charter/	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region VII	Bais City	https://depedbaiscity.ph/	https://depedbaiscity.ph/citizens-charter/	Updated CC	No further action needed	Feedback	Updated CSM Form uploaded	No further action needed
Region VII	Bogo City	https://depedbogocitygov.ph/	https://depedbogocitygov.ph/citizens-charter/	Updated CC	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed

Region VII	Bohol	https://www.depedbohol.org/	None	No CC on website	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region VII	Carcar City	https://depedcarcarcity.com/	https://depedcarcarcity.com/citizens-charter/	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	http://www.cebuprovince.deped.gov.ph/	http://www.cebuprovince.deped.gov.ph/wp-content/uploads/2022/04/CITIZENS-CHARTER-2.pdf	Missing/incorrect details on CC	Upload latest Charter (2023)	Feedback	Updated CSM Form uploaded	No further action needed
Region VII	Cebu City	https://depedcebucity.com/	https://depedcebucity.com/citizens-charter/	Updated CC	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
Region VII	Danao City	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/about-us/citizens-charter?authuser=0	Incomplete Details	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region VII	Dumaguete City	https://deped-dgte.com/	https://deped-dgte.com/citizen-s-charter	Need to specify version of CC used	Upload latest Charter (2023)	ARTA	Updated CSM Form uploaded	No further action needed
Region VII	Guihulngan City	https://depedguihulngan.ph/index.php	https://depedguihulngan.ph/index.php/about-us/organization	Outdated CC	Upload latest Charter (2023)	Homepage	The form DepEd Division of Guihulngan City Client Feedback Form is no longer	Upload prescribed DepEd CSM Form and/or QR code on the site
Region VII	Lapu-Lapu City	https://depedlapulapu.net.ph/	https://depedlapulapu.net.ph/citizens-charter/	Latest Citizen's Charter uploaded	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
Region VII	Mandaue City	https://www.depedmandaue.net/index.html	https://www.depedmandaue.net/citchar.html	Latest Citizen's Charter uploaded	No further action needed	Send Feedback	Updated CSM Form uploaded	No further action needed
Region VII	Naga City	https://depedcityofnagacebu.ph/	https://depedcityofnagacebu.ph/citizens-charter/	Incomplete Details	Upload latest Charter (2023)	Client Satisfaction Measurement (Feedback Form)	Updated CSM Form uploaded	No further action needed
Region VII	Negros Oriental	https://www.depednegor.net/	https://www.depednegor.net/citizens-charter.html	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region VII	Siquijor	https://www.deped-siquijor.com/	https://www.deped-siquijor.com/about-us/citizens-charter/	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	https://www.depedtagbilaran.org/	https://www.depedtagbilaran.org/citizens-charter/	DepEd-wide CC / link uploaded	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
Region VII	Talisay City	https://depedtalisayr7.com.ph/	https://depedtalisayr7.com.ph/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region VII	Toledo City	https://depedtoledocity.net/	https://depedtoledocity.net/citizens-charter/	Latest Citizen's Charter uploaded	Remove CC 2024	Homepage	Updated CSM Form uploaded	No further action needed
Region VII	Tanjay City	https://www.depedtanjay.ph/	https://www.depedtanjay.ph/sample-page/about-deped/citizens-charter/	Incomplete Details	Upload latest Charter (2023)	Send Feedback	Updated CSM Form uploaded	No further action needed
Region VII	Canlaon City	https://depedcanlaoncity.net/	https://depedcanlaoncity.net/citizens-charter/	Latest Citizen's Charter uploaded	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
Region VIII		https://region8.deped.gov.ph/	https://region8.deped.gov.ph/deped-ro-viii-citizens-charter/	Missing/incorrect details on CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region VIII	Baybay City	https://baybaycitydivision-deped.net/	https://baybaycitydivision-deped.net/index.php/about-baybay-city-division/citizens-charter/	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	https://depedbiliran.site/	https://depedbiliran.site/?page_id=589	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	Borongan City	https://www.deped-divisionofborongancity.com/	https://www.deped-divisionofborongancity.com/citizens-charter/	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 VIII	Calbayog City	https://calbayogcity.deped.gov.ph/	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 VIII	Catbalogan City	https://sites.google.com/deped.gov.ph/sdc/home?authuser=0	https://sites.google.com/deped.gov.ph/sdc/about-us/citizens-charter?authuser=0	Missing/incorrect details on CC	Upload latest Charter (2023)	About Us	Updated CSM Form uploaded	No further action needed
Region VIII	Eastern Samar	https://sites.google.com/deped.gov.ph/esamarsdo/home?authuser=0	https://sites.google.com/deped.gov.ph/esamarsdo/about-deped-eastern-samar/citizens-charter?authuser=0	404 <i>The page you have entered does not exist. Go to site home.</i>	Provide link for working website / Charter page on the online form, ensure that 2023 Charter is uploaded	Contact Us	<i>Form encountering error after 2nd page</i>	Upload prescribed DepEd CSM Form and/or QR code on the site
Region VIII	Leyte	https://depedleytedivision.com/	https://depedph-my.sharepoint.com/personal/ictu_leyte_deped_gov_ph/_layouts/15/onedrive.aspx?id=%2Ferson	DepEd-wide CC / link uploaded	Replace 2024 Charter 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 VIII	Maasin City	https://sites.google.com/deped.gov.ph/depedmaasincity/home?authuser=0	https://sites.google.com/deped.gov.ph/depedmaasincity/about-us/citizens-charter?authuser=0	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 VIII	Northern Samar	https://northernsamar.deped.gov.ph/	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 VIII	Ormoc City	https://sites.google.com/deped.gov.ph/sdooformoccity/home?authuser=0	https://sites.google.com/deped.gov.ph/sdooformoccity/about/citizens-charter?authuser=0	Incomplete Details	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	Samar (Western Samar)	https://sites.google.com/deped.gov.ph/depedsamar/home?authuser=0	None	No CC on website	Upload latest Charter (2023)	About	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region VIII	Southern Leyte	https://sl-deped.com/	https://sl-deped.com/citizens-charter/	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 VIII	Tacloban City	http://sdotaclobancity.org/	None	No CC on website	Upload latest Charter (2023)	Online Services	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
RO IX		https://depedro9.info/	https://depedro9.info/?go=citizencharter2024	Need to specify version of CC used	No further action needed	Contact Us	Updated CSM Form uploaded	No further action needed
Region IX	Dapitan City	https://www.depeddapitancity.net/	https://www.depeddapitancity.net/downloads.php	DepEd-wide CC / link uploaded	Replace 2024 Charter with 2023 edition	Contact	Updated CSM Form uploaded	No further action needed
Region IX	Dipolog City	http://depeddipolog.net/	https://www.depeddapitancity.net/	Outdated CC	Upload latest Charter (2023)	Feedback	Updated CSM Form uploaded	No further action needed
Region IX	Isabela City	https://www.depedisabelacity.org/	https://www.depedisabelacity.org/downloads-2/	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region IX	Pagadian City	http://depedpagadian.org/	http://depedpagadian.org/charter.php	Outdated CC	Upload latest Charter (2023)	Contact	Updated CSM Form uploaded	No further action needed
Region IX	Zamboanga City	http://www.depedzamboangacity.ph/	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 IX	Zamboanga del Norte	https://depedzn.net/home.php	https://depedzn.net/downloads.php	Outdated CC	Upload latest Charter (2023)	Contact	Did not use DepEd CSM Form	Upload prescribed DepEd CSM Form and/or QR code on the site
Region IX	Zamboanga del Sur	https://suresasur.net/	https://suresasur.net/?page_id=23	Outdated CC	Upload latest Charter (2023)	About	Updated CSM Form uploaded	No further action needed
Region IX	Zamboanga Sibugay Province	https://depedzamboangasibugay.ph/	https://depedzamboangasibugay.ph/?go=cc	Incomplete Details	Upload latest Charter (2023)	Contact	Updated CSM Form uploaded	No further action needed

Region X		https://r10.deped.gov.ph/	https://r10.deped.gov.ph/about-the-region/citizens-charter/	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	Bukidnon	https://bukidnon.deped.gov.ph/	https://bukidnon.deped.gov.ph/about/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region X	Cagayan de Oro City	http://depedcdo.net/	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	https://camiguin.deped.gov.ph/	https://camiguin.deped.gov.ph/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region X	El Salvador City	https://depedelsalvadorcity.net/	https://depedelsalvadorcity.net/citizens-charter/	DepEd-wide CC / link uploaded	Remove 2021 and 2022 CC	Homepage	Updated CSM Form uploaded	No further action needed
Region X	Gingoog City	https://gingoog.deped.gov.ph/	https://gingoog.deped.gov.ph/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region X	Iligan City	http://depediligan.com/	http://depediligan.com/index.php/citizens-charter/	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	https://depedldn.com/	https://depedldn.com/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region X	Malaybalay City	https://www.depedmalaybalay.net/	https://www.depedmalaybalay.net/about-us/citizens-charter	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	https://depedmisocc.info/	https://depedmisocc.info/citizens-charter/	No CC on website	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region X	Misamis Oriental	https://www.depedmisor.com/	https://www.depedmisor.com/citizens-charter.html	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	https://www.geocities.ws/depedoroquieta/index.html	https://www.geocities.ws/depedoroquieta/AbtCC.html	Outdated CC	Upload latest Charter (2023)	Citizen's Charter	Updated CSM Form uploaded	No further action needed
Region X	Ozamiz City	https://ozamiz.deped.gov.ph/	https://ozamiz.deped.gov.ph/citizens-charter/	Latest Citizen's Charter uploaded	Remove 2021 and 2023 CC	Contact Us	Updated CSM Form uploaded	No further action needed
Region X	Tangub City	https://tangub.deped.gov.ph/	https://tangub.deped.gov.ph/citizens-charter/	No content on page	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region X	Valencia City	https://valenciacity.deped.gov.ph/	https://valenciacity.deped.gov.ph/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region XI		https://depedroxi.ph/	https://depedroxi.ph/download/citizens-charter/	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	https://www.deped-ddo.com/	https://www.deped-ddo.com/?page_id=61	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	https://www.davaocitydeped.ph/	https://www.davaocitydeped.ph/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region XI	Davao del Norte	https://depeddavnor.ph/index	https://depeddavnor.ph/citizens-charter	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	https://depeddavaodelsur.com/	None	<i>DNS resolution error</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

Region XI	Davao Oriental	https://depeddavor.com/	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	https://deped.davaooccidental.gov.ph/	https://deped.davaooccidental.gov.ph/citizens-charter/	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	https://depeddigoscity.org/	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	https://depedigacos.weebly.com/	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	https://depedmati.com/	https://depedmati.com/?page_id=220	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	https://www.depедpanabocity.com/	https://panabo1.weebly.com/	Need to specify version of CC used	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region XI	Tagum City	https://deped.tagumcity.gov.ph/	https://deped.tagumcity.gov.ph/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region XII		https://depedroxii.org/	https://depedroxii.org/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
Region XII	General Santos City	https://www.depедgensan.com/	https://www.depедgensan.com/about-us/citizens-charter/	Updated CC	No further action needed	Customer's Feedback	Updated CSM Form uploaded	No further action needed
Region XII	Koronadal City	https://depedkoronadalcity.wordpress.com/	https://depedkoronadalcity.wordpress.com/citizens-charter/	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	https://depedkidapawancity.net/site/	https://depedkidapawancity.net/site/index.php/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Client Survey (CSM)	Updated CSM Form uploaded	No further action needed
Region XII	Cotabato	https://depedcotabato.org/	https://drive.google.com/file/d/1lcRaPpu7r3sJhWApDHUJoZt_W8_XQaLK/view	Need to specify version of CC used	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed
Region XII	Sarangani	https://depedsarangani.org/	https://depedsarangani.org/citizens-charter/	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	https://depedsouthcotabato.org/	https://depedsouthcotabato.org/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
Region XII	Sultan Kudarat	https://divisionsk.org/division-office/	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	https://depedtacurong.org/	https://depedtacurong.org/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Services	Updated CSM Form uploaded	No further action needed
CARAGA		https://caraga.depед.gov.ph/	https://caraga.depед.gov.ph/citizens-charter-2/	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	http://www.depедagnor.com/	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	https://www.depедagusandelsur.com/	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	https://sdobayugancity.com/	https://sdobayugancity.com/citizens_charter_HR	Need to specify version of CC used	Upload latest Charter (2023)	N/A	<i>This site can't be reached</i>	Provide link for working website on the online form, upload prescribed DepEd CSM Form and/or QR code
CARAGA	Bislig City	https://deped.bislig.org/	http://deped.bislig.org/citizenscharterbislig/	Outdated CC	Upload latest Charter (2023)	Client Satisfaction	Updated CSM Form uploaded	No further action needed
CARAGA	Butuan City	https://depedbutuancity.com/	https://depedbutuancity.com/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
CARAGA	Cabadbaran City	http://www.depedcabadbaran.city.com/	http://www.depedcabadbaran.city.com/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Customer Feedback	Updated CSM Form uploaded	No further action needed
CARAGA	Province of Dinagat Island	https://depeddinagatislands.wordpress.com/	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	https://depedsc.com/	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	https://depedsdn.com/	https://www.depedsdn.com/citizens-charter/	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	https://depedsurigaodelsur.com/	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	https://depedtandagcity.org/	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		https://www.depedcar.ph/	https://www.depedcar.ph/	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
CAR	Abra	https://depedabra.com/	https://depedabra.com/index.php/sdo-abra-citizens-charter/	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
CAR	Apayao	https://www.depedapayao.ph	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	https://depedpines.com/	https://depedpines.com/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
CAR	Benguet	https://sdo.depedbenguet.com/	https://sdo.depedbenguet.com/citizencharter/1	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	https://sites.google.com/deped.gov.ph/ifugao/home?authuser=0	https://sites.google.com/deped.gov.ph/ifugao/about?authuser=0	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	https://www.depedkalinga.ph/L	https://www.depedkalinga.ph/citizens-charter/	Updated CC	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
CAR	Mt. Province	https://www.depedmtprov.ph/L	https://www.depedmtprov.ph/about-us/citizens-charter	Outdated CC	Upload latest Charter (2023)	Home	Updated CSM Form uploaded	No further action needed
CAR	Tabuk City	https://depedtabukcity.com/	https://depedtabukcity.com/index.php/citizens-charter/	Need to specify version of CC used	Upload latest Charter (2023)	Rate Us	Updated CSM Form uploaded	No further action needed
NCR		https://www.depedncr.com.ph/	https://ip431.n5cdn1.secureserver.net/wp-content/uploads/2024/02/DepEd-NCR-Citizens-Charter.pdf	Need to specify version of CC used	Upload latest Charter (2023)	Contact Us	Updated CSM Form uploaded	No further action needed

NCR	Caloocan	https://depedcaloocan.com/	https://depedcaloocan.com/citizens-charter/	Need to specify version of CC used	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
NCR	Las Piñas City	https://www.depedlaspinas.ph/	https://www.depedlaspinas.ph/citizens-charter/	Updated CC	No further action needed	Contact Us	Updated CSM Form uploaded	No further action needed
NCR	Makati City	https://depedmakati.ph/	https://online.fliphtml5.com/xnzhh/fvoo/#p=1	Latest Citizen's Charter uploaded	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
NCR	Malabon City	https://www.depedmalaboncity.ph/	https://www.depedmalaboncity.ph/citizens-charter/	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	https://depednavotas.ph/	https://depednavotas.ph/citizens-charter/	Missing/incorrect details on CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
NCR	Mandaluyong City	https://depedmandaluyong.org/	https://depedmandaluyong.org/citizens-charter/	Outdated CC	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
NCR	Manila	https://manila.deped.gov.ph/?	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	https://depedmarikina.ph/	https://depedmarikina.ph/main/services	Updated CC	No further action needed	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
NCR	Muntinlupa City	https://deped-muntinlupa.com/	https://deped-muntinlupa.com/citizen-charter/	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	https://depedparanaquecity.com/	https://depedparanaquecity.com/citizens-charter/	Updated CC	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
NCR	Pasay City	https://www.depedpasay.ph/	https://www.depedpasay.ph/citizens-charter/	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	https://www.depedsanjuancity.ph/	https://www.depedsanjuancity.ph/citizenscharter	Text too small	Improve format used	Pop-up (Homepage)	Updated CSM Form uploaded	No further action needed
NCR	Quezon City	http://www.depedqc.ph/	https://www.deped.gov.ph/about-deped/citizenscharter/	DepEd-wide CC / link uploaded	No further action needed	Services	Updated CSM Form uploaded	No further action needed
NCR	Taguig and Pateros	https://sites.google.com/deped.gov.ph/sdtapatdashboard	https://sites.google.com/deped.gov.ph/sdtapatdashboard/resources/citizens-charter?authuser=0	Need to specify version of CC used	Upload latest Charter (2023)	Homepage	Updated CSM Form uploaded	No further action needed
NCR	Pasig City	https://www.depedpasig.ph/home	https://www.depedpasig.ph/citizens-charter	Latest Citizen's Charter uploaded	No further action needed	Homepage	Updated CSM Form uploaded	No further action needed
NCR	Valenzuela City	https://depedvalenzuela.com/	https://depedvalenzuela.com/index.php/citizens-charter/	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