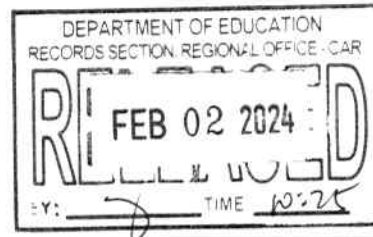




Republic of the Philippines  
**Department of Education**  
Cordillera Administrative Region



January 31, 2024

**REGIONAL MEMORANDUM**

NO. 063.2024

**UPDATING/ POSTING OF CITIZENS CHARTER**

**TO:** Schools Division Offices  
Schools Division Superintendents  
Public School District Heads  
School Heads  
All Others concerned

1. Pursuant to Section 6 of the Republic Act (RA) 11032 otherwise known as the *Ease of Doing Business and Efficient Government Service Delivery (EODB-EGSD) Act of 2018*, all government agencies shall set up their respective most current and updated service standards to be known as the Citizen's Charter in the form of information billboards, which shall be posted at the most conspicuous place, in their respective websites and in the form of published materials such as handbook written either in English or Filipino, or in local dialect;
2. In strict adherence with Section 6 of RA 11032, the Department of Education established the following service standards or DepEd Citizen's Charter:  
  
DepEd Citizens's Charter 2022 (1st Edition)  
DepEd Citizen's Charter 2021 (1st Edition) – as of December 1, 2021
3. All Schools Division Offices and All Schools are hereby directed to update and post at the most conspicuous place their citizens charter in their respective office/schools;
4. Respective Offices, Schools, and Units shall observe the procedure and timelines enclosed therein;
5. For widest dissemination and strict compliance.

  
**ESTELA P. LEON-CARIÑO EdD, CESO III**  
Director IV/Regional Director 



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