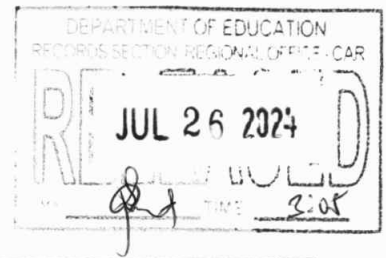




Republic of the Philippines
Department of Education
CORDILLERA ADMINISTRATIVE REGION



26 July 2024

REGIONAL MEMORANDUM
No. 483-2024

**DISSEMINATION OF DM-OUHROD-2024-1379 "UPDATING THE DEPED
CITIZEN'S CHARTER AND CLIENT SATISFACTION MEASUREMENT
(CSM) FORM IN REGIONAL AND SCHOOLS DIVISION
OFFICE WEBSITES"**

To: Schools Division Superintendents
Chiefs, RO Functional Divisions
Members, DepEd Sub-Committee on Anti-Red Tape (CART)
All Others Concerned

1. Enclosed is **Memorandum DM-OUHROD-2024-1379** reminding all concerned 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. The deadline for updating the CC and CSM is **30 August 2024**.
2. For dissemination and strict compliance of all concerned.
3. For more details, kindly contact the **Administrative Services Division** at Tel. No. **422-1318 or 422-1804** or through email at car.admin@deped.gov.ph.

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

For the Regional Director:


RONALD B. CASTILLO, CESO V
Director III/Assistant Regional Director

ASD/MAB/072624
CCCSMUpdating



Address: DepEd-CAR Complex, Wangal, La Trinidad, Benguet, 2601
Telephone No: (074) 422 – 1318
Email Address: car@deped.gov.ph



DepEd Tayo Cordillera



<https://depedcar.ph>



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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

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.depedalaminosity.com/ | https://www.depedalaminosity.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/sdo/n/ | 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://depedilocosur.info/ | https://depedilocosur.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://depedsolaunion.com/ | https://depedsolaunion.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.depedso1pangasinan.com/ | https://www.depedso1pangasinan.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 | Urdaneta 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-sdocagavan.com.ph/ | https://deped-sdocagavan.com.ph/citizens-charter/ | Missing/Incorrect details on CC | Upload latest Charter (2023) | Contact Us | Updated CSM Form uploaded | No further action needed |

| | | | | | | | | |
|--------|----------------------------|---|---|---|--|---------------------|-----------------------------------|--|
| CARAGA | Bayugan City | https://sdobayugacity.com/ | https://sdobayugacity.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://depedbutuacity.com/ | https://depedbutuacity.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/ | 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/ | 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://19747116cc01a.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 |