



Republic of the Philippines
Department of Education
CORDILLERA ADMINISTRATIVE REGION
SCHOOLS DIVISION OF BAGUIO CITY



June 15, 2026

DIVISION MEMORANDUM

No. **394, s. 2026**

UPDATING OF SCHOOLS' CITIZENS CHARTER, CLIENT SATISFACTION MEASUREMENT (CSM), AND SUB-COMPOSITION OF THE COMMITTEE ON ANTI-RED TAPE (CART)

To: Public Schools District Supervisors
Public School Heads
School Administrative Officers II/IV
All Others Concerned

1. Pursuant to Regional Memorandum No. 325, s. 2026, relative to DM-OUHROD-2026-1133, titled "*Reminders on Updating the DepEd Field Offices and Schools' Citizens Charter in Alignment with the DepEd Citizens Charter 2026 Edition*," all public schools are hereby directed to update and align their respective Citizens Charter (CC) with the DepEd Citizens Charter 2026 Edition.

2. This initiative aims to ensure the standardization, simplification, and continuous improvement of frontline services in schools in compliance with Republic Act No. 11032, otherwise known as the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, and pertinent issuances of the Anti-Red Tape Authority (ARTA).

3. In this regard, all Schools Heads and School Administrative Officers shall undertake the following on or before June 30, 2026:

a. Update the school's Citizens Charter (CC) in accordance with the DepEd Citizens Charter 2026 Edition, ensuring that all applicable external and internal services are accurate and current, using the DepEd Citizens Charter 2026 Edition as the primary reference which may be accessed through the official DepEd website at:

<https://www.deped.gov.ph/about-deped/citizenscharter/>;

b. Update and ensure the availability of the school's Client Satisfaction Measurement (CSM) mechanism in accordance with existing ARTA and DepEd guidelines;

c. Update the School Sub-Composition of the Committee on Anti-Red Tape (CART) ensuring that the composition is current and compliant with existing DepEd and ARTA issuances;

d. Post the updated Citizens Charter in the following formats:

- i. Citizens Charter Handbook;
- ii. Information Billboard; and
- iii. Official online platform (e.g., school website or official Facebook page), where applicable; and

e. Submit the following through <https://tinyurl.com/CCandSubCart>

- i. Updated Citizens Charter;
- ii. Sub-Composition of the Committee on Anti-Red Tape (CART).

5. Immediate dissemination of and strict compliance with this Memorandum is directed.

SORAYA T. FACULO PhD, CESO V
Schools Division Superintendent

OSDS/STF/ndc

