



Republic of the Philippines
Department of Education
REGION VIII
SCHOOLS DIVISION OF NORTHERN SAMAR

June 17, 2026

DIVISION MEMORANDUM

No. 229, s. 2026

**CONDUCT OF ONLINE ORIENTATION ON THE CONTEXTUALIZATION OF
SCHOOLS' CITIZEN'S CHARTER IN ALIGNMENT WITH THE 2026 EDITION
DEPED CITIZEN'S CHARTER AND THE PREPARATION OF THE ANNUAL
REPORT ON CLIENT SATISFACTION MEASUREMENT (CSM) FOR FISCAL YEAR
2026**

To: Office of the Assistant Schools Division Superintendents
Chief Education Supervisors
Education Program Supervisors
All Unit and Section Heads
Public Schools District Supervisors
Elementary and Secondary School Heads
School Administrative Officers
All Others Concerned

1. Pursuant to Republic Act No. 11032, otherwise known as the ***Ease of Doing Business and Efficient Government Service Delivery Act of 2018***, government offices are mandated to post and publish their respective Citizen's Charter. This directive is reinforced by the Anti-Red Tape Authority (ARTA) through Memorandum Circular No. 2019-002, *Guidelines on the Implementation of the Citizen's Charter in Compliance with RA 11032, and its Implementing Rules and Regulations (IRR)*. Moreover, ARTA Memorandum Circular No. 2022-05, *Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement (CSM)*, likewise require all government offices to establish and maintain a client feedback mechanism throughout each Fiscal Year.
2. The objective of these directives is to promote transparency, accountability, and efficiency by clearly outlining government services, requirements, and timelines, as well as to ensure continuous improvement by gathering citizen feedback to evaluate service quality.
3. In preparation for compliance with the aforementioned directives, the Division Public Assistance Coordinator (PAC) and the Alternate Division PAC, in collaboration with the Division ICT Unit, organize an online orientation scheduled on **June 24, 2026 from 1:00-3:00 PM**. All School Administrative Officers and School Heads are hereby enjoined to attend the said orientation to ensure the proper contextualization of schools Citizen's Charter in alignment with the DepEd Citizen's Charter, 2026 Edition and on the maintenance of the CSM collection system.



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4. To join in the online orientation, all participants are advised to register through <https://bit.ly/CSM-Orientation2026> or by scanning the QR Code provided below at the scheduled date and time:



5. The expected output of this online orientation is the development of a contextualized School Citizen's Charter and a working system of Client Satisfaction Measurement (CSM). A separate issuance shall subsequently be issued pertaining to the schedule for the submission of the finalized Citizen's Charter.
6. Immediate dissemination of and compliance with this memorandum are desired.

GAUDENCIO C. ALJIBE JR., PhD, CESO V
Schools Division Superintendent

DepEd Northern Samar

RELEASED

By: _____

Date: **22 JUN 2026**