



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

June 1, 2026

OFFICE MEMORANDUM

No. 12, s. 2026

UPDATING OF THE SCHOOLS DIVISION OFFICE'S CITIZEN'S CHARTER IN ALIGNMENT WITH THE DEPED CITIZEN'S CHARTER, 2026 EDITION

To: Office of the Assistant Schools Division Superintendents
Chief Education Supervisors
All Unit and Section Heads
All Others Concerned

1. Pursuant to **DM-OUHRODI-2026-1133** issued by the Office of the Undersecretary for Human Resource and Organizational Development and Infrastructure, **Wilfredo E. Cabral**, all DepEd governance levels are mandated to update their respective Citizen's Charter in alignment with the latest **DepEd Citizen's Charter, 2026 Edition**, published under the Transparency Seal of the DepEd website and accessible through the link: <http://www.deped.gov.ph/about-deped/citizenscharter>.
2. The objective of this alignment is to uphold the policy of the State as articulated in **Republic Act No. 11032**, which seeks to promote transparency, eliminate bureaucratic red tape, and empower the public by establishing clear service standards across all government offices.
3. In preparation for compliance with this directive, all **units/sections/offices of SDO Northern Samar with services listed in the Citizen's Charter** are hereby requested to review the services applicable to their respective offices and contextualize the following information:
 - a. Actual documentary requirements clients should comply in availing a particular service;
 - b. Procedure to obtain a particular service;
 - c. Person/s responsible for each step;
 - d. Applicable fee/s (transaction cost, if any);
 - e. Processing time; and
 - f. Procedure for filing complaints.
4. **Units/sections/offices with no services currently listed in the Citizen's Charter** are hereby directed to identify the services they provide and supply the same information required in Paragraph 2 of this Memorandum, for inclusion in the localized Citizen's Charter. In addition, each unit/section/office shall indicate the **service classification, type of transaction, and the stakeholders eligible to avail of the service**.

For classification purposes, services shall be categorized as follows

- a. **Simple** – processing time of up to three (3) working days;
- b. **Complex** – processing time of up to seven (7) working days;
- c. **Highly Technical** – processing time of up to twenty (20) working days.



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For the type of transaction, services shall be identified as:

- a. **G2C (Government to Citizen);**
 - b. **G2G (Government to Government);** or
 - c. **G2B (Government to Business).**
5. The information specified in Paragraphs 2 and 3 of this Memorandum shall be submitted to **Mr. Davy T. Aplan**, Division Public Assistance Coordinator, or to **Mr. Ronaldo O. Galit**, Alternate DPAC, at the Social Mobilization and Networking Unit Office **on or before June 25, 2026**, for compilation and the preparation of the SDO's Citizen's Charter Handbook and Information Billboard.
6. To address and clarify issues concerning the updating of the Division Citizen's Charter, a conference meeting shall be convened at a later date. The specific details of the meeting shall be communicated through a subsequent issuance.
7. Immediate dissemination of and compliance with this memorandum are desired.


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Schools Division Superintendent