



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

August 13, 2026

OFFICE MEMORANDUM

No. 19, s. 2026

**POSTING OF THE CONTEXTUALIZED CITIZEN'S CHARTER HANDBOOK
IN CONSPICUOUS AREAS WITHIN ALL OFFICE PREMISES OF THE
SCHOOLS DIVISION OF NORTHERN SAMAR, AND REMINDING OFFICES
TO CONSISTENTLY RECORD THE NUMBER OF TRANSACTIONS PER
SERVICE INDICATED IN THE CITIZEN'S CHARTER THROUGHOUT THE
ENTIRE FISCAL YEAR**

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

1. In compliance with the provisions of **Republic Act No. 11032**, otherwise known as the ***Ease of Doing Business and Efficient Government Service Delivery Act of 2018***, which mandates all government agencies to establish and maintain updated service standards through the Citizen's Charter, this Office Memorandum hereby directs all units/sections within the Division Office of Northern Samar to prominently post, in the most conspicuous areas of their respective premises, the contextualized Citizen's Charter Handbook, 2026 Edition of this Division.
2. The objective of this directive is to uphold the principles of transparency, accountability, and efficiency by explicitly defining and disseminating the service standards of each office within the Division. The posting of the contextualized Citizen's Charter Handbook shall serve as a visible and accessible guide for all clients, ensuring that they are properly informed of the services offered, the step-by-step procedure, the requirements to be presented, the responsible personnel for each step, the amount of fees (if applicable/necessary), the prescribed timelines for each transaction, and the procedure for filing complaints.
3. All units and sections within the Division Office that have services declared in the Citizen's Charter are hereby enjoined to consistently record the number of transactions for each service offered, as part of the preparation for the Client Satisfaction Measurement (CSM) Report at the end of every fiscal year. The respective unit and section heads



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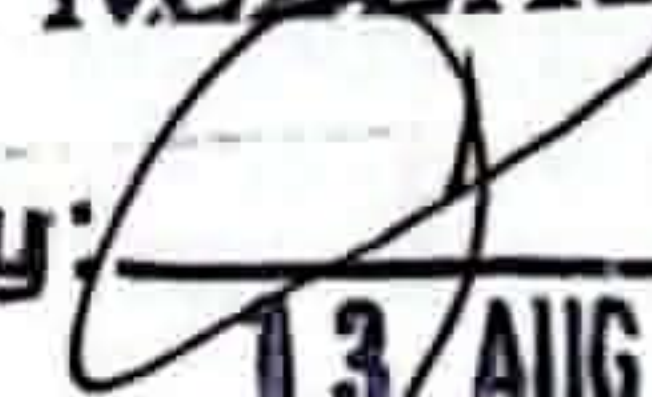
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shall be responsible for ensuring strict compliance with this Order. They must likewise guarantee that, when the consolidated report on the number of transactions per service is required, their offices can immediately provide the necessary data without delay.

4. Immediate dissemination of and strict compliance with this Memorandum are desired.

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

DepEd Northern Samar
RELEASED

By: 
Date: 13 AUG 2026



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