



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

October 21, 2026

DIVISION MEMORANDUM

No. 456, s. 2026

**UPDATING OF THE SCHOOL CITIZENS' CHARTER BASED ON THE
DEPARTMENT OF EDUCATION CITIZENS' CHARTER 2ND EDITION**

To: Office of the Assistant Schools Division Superintendent
Chief Education Supervisors
Education Program Supervisors
All District Heads
All School Heads
All School Administrative Officers
All Other Concerned

1. In compliance with **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 and offices to maintain an updated Citizens' Charter, this Memorandum is hereby issued to inform the field of the required updating of the School Citizens' Charter in alignment with the *DepEd Citizens' Charter 2026, 2nd Edition*.

2. Schools, through their respective Administrative Officer II and School Head, are directed to update their **Citizens' Charter Handbook** based on the *DepEd Citizens' Charter 2026, 2nd Edition*. Notable revisions in the new edition include:

- The service "**Laboratory and School Inventory**", previously classified as an Internal Service in the *DepEd Citizens' Charter 2026, 1st Edition*, is now reclassified as an External Service.
- The following five (5) Internal Services are newly listed:

Application for Leave

Application for Retirement, Resignation, and Related Claims

Application for Special Order for Service Credits Earned or Certification of Compensatory Time Credits

Processing of Programs, Projects, and Activities (PPAs) Proposal



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Reimbursement of Training Expenses

DepEd Citizens' Charter 2026, 2nd Edition can be accessed through this link: <https://www.deped.gov.ph/wp-content/uploads/DepEd-Citizens-Charter-2026-2nd-Edition.pdf>

3. Schools are further directed to collect client feedback through the established *Client Satisfaction Measurement (CSM) System* for all newly added services in the updated Citizens' Charter. The consolidated feedback shall serve as the basis for the CSM Report at the end of Fiscal Year 2026.

4. Submission of hard copies of the updated School Citizens' Charter, 2nd Edition, is no longer required. All submissions shall be compiled at the District Level, and **only the list of compliant schools** shall be submitted by the District Office to the Social and Mobilization Networking Office on or before **November 6, 2026**.

5. Immediate dissemination of and strict compliance with this Memorandum are hereby enjoined.



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

DepEd Northern Samar
RELEASED

By: AK
Date: 22 OCT 2026