



Republic of the Philippines
Department of Education
Region VIII (Eastern Visayas)
SCHOOLS DIVISION OF BAYBAY CITY

Office of the Schools Division Superintendent

October 14, 2026

Division Memorandum
No. 833 s. 2026

**REMINDERS ON THE ALIGNMENT WITH THE DEPED CITIZEN'S CHARTER
2026- 2ND EDITION**

TO: Elementary and Secondary School Heads
Elementary and Secondary Teachers
TAG Awardees
All Division Personnel

1. In compliance to Republic Act (RA) No. 11032, "*Ease of Doing Business and Efficient Government Service Delivery Act of 2018*", and DM-OUHRODI – 2026-3901 dated October 8, 2026, which mandates government agencies to establish and maintain current and updated service standards through their respective Citizen's Charters, this Office hereby adopts the Department of Education (DepEd) Citizen's Charter (CC) 2026 (2nd Edition) as published in the DepEd website's transparency Seal.
2. All schools are directed and required to adopt the internal and external services stipulated in that DepEd CC 2026 (2nd Edition).
3. As required in Memorandum Circular No. 2019-002 issued by the Anti-Red Tape Authority (ARTA), the DepEd CC 2026 2nd Edition shall be posted in the following forms:
 - a. Handbook: A hardcopy of the latest CC following the ARTA prescribe template, using the stated references. The hardcopy CC handbook culled from the DepEd-wide CC shall be kept at the Office of the School Head
 - b. Information Billboard: this is a condensed version of the handbook, but at a minimum, shall still include the following:
 - i. Version of the CC posted
 - ii. May contain only the external services applicable to the governance level
 - iii. Complete list of requirements per service
 - iv. Client steps and agency action



- v. Full name, designation, and office of the person responsible per step
- vi. Fees to be paid, if any
- vii. Processing time
- viii. Procedure for filing complaints

The information billboard may be in tarpaulin/poster, electronic billboard (TV) or interactive information kiosk place at the main entrance or most conspicuous place of service. It should be readable, concise and engaging.

- c. ONLINE: The uploaded CC shall be a read-only, searchable PDF version of the handbook. It shall be uploaded on the official website of the SDO or School. If there is no working website, the latest CC may be uploaded on the Official Facebook account of the SDO or School.

4. For information and strict compliance.

MANUEL P. ALBAÑO, Ph.D., CESO V
Schools Division Superintendent

Enclosure: NONE

Reference: As Stated

To be indicated in the perpetual index in the ff. subjects:

ARTA Citizen's Charter Client Satisfaction Survey

