



Republic of the Philippines  
**Department of Education**  
REGION VIII - EASTERN VISAYAS

October 28, 2024

**REGIONAL MEMORANDUM**  
AD-2024- **1363**

**REVIEW OF REGIONAL OFFICE AND SCHOOLS DIVISION  
OFFICE CITIZEN'S CHARTERS**

To: Schools Division Superintendent } Divisions of Baybay City,  
Maasin City, Biliran, Leyte  
Chief of RO Administrative Division  
All Others Concerned

- Attached is Memorandum DM-OUHROD-2024-2100 dated October 17, 2024 with the subject: **Review of Regional Office and Schools Division Office Citizen's Charters for External Services** to be conducted on **November 12-15, 2024** at the **NEAP Region XII Facility in General Santos City**.
- Anent thereto, the Schools Division Superintendents of Baybay City, Maasin City, Biliran, and Leyte, and Chief of RO Administrative Division shall ensure attendance of the following responsible office/person.

RO/SDO	Office/Person Responsible	Service/s for Discussion
RO Proper	Records	Issuance of documents (CTC, non-CTC. CAV) and receiving/releasing of documents
Baybay City	SGOD	Private school requests (permits, Special Orders, TOSF, etc.)
Maasin City	Payroll	Compensation, benefits, and deductions
Biliran	DPAC/Public Assistance	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
Leyte	Personnel	Acceptance of employment application, Application for ERF, leaves and other benefits, issuance of travel authority and certificates (employment, service records, last payment)

- Travel and other incidental expenses of all participants shall be charged to local funds subject to the usual accounting and auditing rules and regulations.



Address: Government Center, Candahug, Palo, Leyte  
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4. Immediate dissemination of and compliance with this Memorandum are desired.

  
**EVELYN R. FETALVERO, CESO III**  
Regional Director 

Enclosure: As stated

Reference: As stated

To be indicated in the Perpetual Index under the following subjects:

CITIZEN'S CHARTER

REVIEW

AD-PS-EDR



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Republika ng Pilipinas

# Department of Education

## OFFICE OF THE UNDERSECRETARY

### HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

DEPARTMENT OF EDUCATION  
 REGIONAL OFFICE NO. VIII  
 OCT 28 2024  
 10446  
 4:28 pm

**MEMORANDUM**  
**DM-OUHROD-2024-2100**

RECEIVED  
 PERSONNEL SECTION  
 DATE 10/20/24 8:40 OCT 2024  
 OFFICE NO. VIII

THE DIRECTOR  
 2024  
 2024

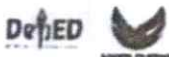
**TO :** Undersecretaries  
 Assistant Secretaries  
 Bureau and Service Directors  
*Administrative Service*  
*Bureau of Human Resource and Organizational Development*  
*Legal Service*  
*Public Affairs Service*  
 Regional Directors  
 Schools Division Superintendents  
*Agusan del Sur, Alaminos City, Apayao, Baybay City, Biliran, Bohol, Caloocan, Camarines Sur, Carlaon City, Cebu, Cotabato, Dapitan City, Davao de Oro, General Santos City, Gingoog City, Himamaylan City, Island Garden City of Samal, Iloilo, Laguna, Leyte, Maasin City, Manila, Negros Occidental, Nueva Vizcaya, Palawan, Pampanga, Quezon Province, Romblon, Sagay City, San Carlos City (Pangasinan), Santiago City, Science City of Muñoz, Tabaco City, Tabuk City, Tacurong City, Tandag City, Tangub City, Toledo City, Zamboanga del Norte*  
 All Others Concerned

**FROM :** **WILFREDO E. CABRAL**  
*Regional Director*  
*Officer-In-Charge, Office of the Undersecretary for Human Resource and Organizational Development and School Infrastructure and Facilities*  
*Vice Chairperson, DepEd Committee on Anti-Red Tape*

**SUBJECT :** **REVIEW OF REGIONAL OFFICE AND SCHOOLS DIVISION OFFICE CITIZEN'S CHARTERS FOR EXTERNAL SERVICES**

**DATE :** 17 October 2024

In continued compliance with Republic Act (RA) No. 11032 or *the Ease of Doing Business and Efficient Government Service Delivery Act of 2018* requiring government agencies to set up their respective most current and updated service standards or the Citizen's Charter, the DepEd Committee on Anti-Red Tape (CART) Secretariat shall spearhead the **Review of Regional Office (RO) and Schools Division Office (SDO) Citizen's Charters for External Services** on November 12-15, 2024 at the NEAP Region XII Facility in General Santos City.



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Effectivity	03.23.23	Page	1 of 3



The review of the DepEd Citizen's Charter was prompted by these reasons:

- The last update of the Charter of field offices and schools was on October 2021 (DM-HROD-2021-0242) through an online writeshop.
- Requests/queries from the personnel especially regarding outdated service standards, e.g., processing time.
- Increase in RA 11032-related complaints between FY 2023 (29 referrals for the whole year) and 2024 (50 referrals as of 11 October 2024).
- Changes in processes, staffing, and organizational structure which affected the delivery of services, e.g. designation of Public Assistance Coordinators.

The target participants (Enclosure No. 1) are expected to have firsthand knowledge and experience in delivering the services assigned to their office. Kindly note that substitution of participants is discouraged to ensure balanced representation per region, size classification, and functional division. Only one (1) participant is requested per identified office.

All participants are requested to register online using their DepEd email address at <https://bit.ly/ReviewCC2024> or on or before 28 October 2024 (Monday).



In line with the activity, participants are expected to complete the following:

*Pre-work in respective offices (individual)*

Review the following documents, specifically the parts applicable to their office:

- DepEd-wide Citizen's Charter 2023  
<https://www.deped.gov.ph/wp-content/uploads/DepEd-Citizens-Charter-2023.pdf>
- Own Citizen's Charter – for offices not using the DepEd-wide CC
- Office Functions v.3 released under DM-HROD-2023-0617  
<https://bit.ly/OfficeFunctionsv3>
- Declared Processes / PAWIM – for ROs only

*During the writeshop (group)*

1. Discuss the service/s assigned to their group.
2. Update and streamline existing services.
3. Identify new service/s and service standards.
4. Draft the Citizen's Charter 2024–2025.

Participants are advised to bring their laptop, extension cord, and reference materials for the activity. Accommodation and meals shall be provided by the DepEd CART Secretariat for the duration of the activity:

Schedule	Accommodation	Meals
Day 1: November 12, 2024 (Tuesday)	Check-in: 1:00 PM	First: PM snack
Day 4: November 15, 2024 (Friday)	Check-out: 12:00 PM	Last: Lunch



Enclosed is the indicative schedule of activities (Enclosure No. 2) for reference.

Travel expenses of the DepEd CART Secretariat shall be charged against AC-2024-BHROD-OED-GASS-040, while travel and other incidental expenses of all participants shall be charged to local funds, subject to the usual accounting and auditing rules and regulations. Limitations on flight/ferry/bus schedules shall be considered in the preparation of travel authority, to ensure that participants shall be able to complete their participation in this activity.

For queries or clarifications, please contact the DepEd CART Secretariat, Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED) at [citizenscharter@deped.gov.ph](mailto:citizenscharter@deped.gov.ph), 09299519845 (Viber), or (02) 8633-5375.

Thank you.

Copy furnished:

Office of the Secretary  
Office of the Undersecretary for Operations

## Enclosure No. 1: List of Participants

Region	Region/Schools Division	Governance Level	Office/Person Responsible	Service/s for Discussion
I	Ilocos Region	RO	QAD	Private school requests (permits, Special Orders, TOSF, etc.)
I	Alaminos City	SDO	DPAC/Public Assistance	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
I	San Carlos City	SDO	Personnel	Acceptance of employment application, Application for ERF, leaves and other benefits, Issuance of travel authority and certificates (employment, service records, last payment)
II	Cagayan Valley	RO	Personnel	Acceptance of employment application, Application for ERF, leaves and other benefits, Issuance of travel authority and certificates (employment, service records, last payment)
II	Santiago City	SDO	Records	Issuance of documents (CTC, non-CTC, CAV) and receiving/releasing of documents
II	Nueva Vizcaya	SDO	Legal	Legal assistance, Filing of Complaint/Appeal/Motion for Issuance of Certificate of No Pending case, Request of Correction of Entries
III	Central Luzon	RO	Records	Issuance of documents (CTC, non-CTC, CAV) and receiving/releasing of documents
III	Science City of Muñoz	SDO	Personnel	Acceptance of employment application, Application for ERF, leaves and other benefits, Issuance of travel authority and certificates (employment, service records, last payment)
III	Pampanga	SDO	Legal	Legal assistance, Filing of Complaint/Appeal/Motion for Issuance of Certificate of No Pending case, Request of Correction of Entries
IV-A	CALABARZON	RO	PAU	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
IV-A	Quezon	SDO	Legal	Legal assistance, Filing of Complaint/Appeal/Motion for Issuance of Certificate of No Pending case, Request of Correction of Entries
IV-A	Laguna	SDO	Payroll	Compensation, benefits, and deductions
IV-B	MIMAROPA	RO	PAU	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
IV-B	Romblon	SDO	Legal	Legal assistance, Filing of Complaint/Appeal/Motion for Issuance of Certificate of No Pending case, Request of Correction of Entries
IV-B	Palawan	SDO	SGOD	Private school requests (permits, Special Orders, TOSF, etc.)
V	Bicol Region	RO	Payroll	Compensation, benefits, and deductions
V	Camarines Sur	SDO	Personnel	Acceptance of employment application, Application for ERF, leaves and other benefits, Issuance of travel authority and certificates (employment, service records, last payment)
V	Tabaco City	SDO	Records	Issuance of documents (CTC, non-CTC, CAV) and receiving/releasing of documents
VI	Western Visayas	RO	Legal	Legal assistance, Filing of Complaint/Appeal/Motion for Issuance of Certificate of No Pending case, Request of Correction of Entries
VI	Sagay City	SDO	Records	Issuance of documents (CTC, non-CTC, CAV) and receiving/releasing of documents
VI	Iloilo	SDO	DPAC/Public Assistance	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
VI	Himamaylan	SDO	Payroll	Compensation, benefits, and deductions
VI	Negros Occidental	SDO	Personnel	Acceptance of employment application, Application for ERF, leaves and other benefits, Issuance of travel authority and certificates (employment, service records, last payment)
VII	Central Visayas	RO	Payroll	Compensation, benefits, and deductions
VII	Canlaon City	SDO	DPAC/Public Assistance	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
VII	Bohol	SDO	Records	Issuance of documents (CTC, non-CTC, CAV) and receiving/releasing of documents
VII	Toledo City	SDO	Personnel	Acceptance of employment application, Application for ERF, leaves and other benefits, Issuance of travel authority and certificates (employment, service records, last payment)
VII	Cebu	SDO	SGOD	Private school requests (permits, Special Orders, TOSF, etc.)
VIII	Eastern Visayas	RO	Records	Issuance of documents (CTC, non-CTC, CAV) and receiving/releasing of documents
VIII	Baybay City	SDO	SGOD	Private school requests (permits, Special Orders, TOSF, etc.)
VIII	Maasin City	SDO	Payroll	Compensation, benefits, and deductions
VIII	Biliran	SDO	DPAC/Public Assistance	Referrals (8888, CCB, ARTA), FOI request, other public assistance provided
VIII	Leyte	SDO	Personnel	Acceptance of employment application, Application for ERF, leaves and other benefits, Issuance of travel authority and certificates (employment, service records, last payment)