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

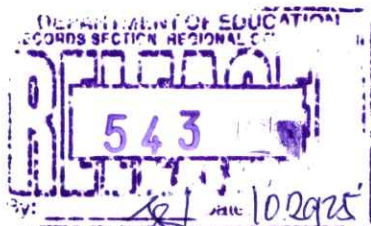
October 29, 2025

OFFICE MEMORANDUMORD-PAU-2025- 543

**WORKSHOP ON THE REVISION OF THE CITIZENS' CHARTER OF
 DEPED REGIONAL OFFICE VIII**

To: Functional Division Chiefs
 Unit/Section Heads
 All Others Concerned

1. In line with the Department's continuous efforts to enhance efficiency, transparency, and accountability in the delivery of public service, the Workshop on the Revision of the Citizens' Charter of DepEd Region VIII shall be conducted on November 20-21, 2025, at DepEd RO VIII, RNEAP Hall.
2. The activity aims to streamline and harmonize the processes and frontline services reflected in the DepEd Region VIII Citizens' Charter with that of the DepEd Central Office Citizens' Charter and the Frontline Services indicated in the Anti-Red Tape Authority (ARTA) Customer Satisfaction Measurement. The workshop specifically seeks to:
 - a. Review and update existing service process flows, requirements, and transaction times;
 - b. Ensure alignment with ARTA standards and the DepEd Central Office framework;
 - c. Identify opportunities for simplification and digitalization of frontline processes; and
 - d. Strengthen compliance with the provisions of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.
3. The participants in the said activity are Unit and Section Heads of the Regional Functional Divisions.
4. Expenses incurred relative to the conduct of the activity shall be charged to ORD Funds, subject to the usual accounting and auditing rules and regulations.
5. Immediate dissemination and strict compliance with this memorandum are required.



RONEL AL K. FIRMO, CESO IV
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