



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

November 11, 2025

**REGIONAL MEMORANDUM**

No. **1506** s. 2025

**WRITESHOP TO REVIEW REGIONAL OFFICE AND SCHOOLS DIVISION  
OFFICE CITIZEN'S CHARTER FOR INTERNAL SERVICES**

To: Schools Division Superintendent } Baybay City  
All Others Concerned

1. Attached is Memorandum DM-OUHROD-2025-3060 dated 03 November 2025 from the Office of the Undersecretary for Human Resource and Organizational Development Wilfredo E. Cabral on the **Writeshop to Review Regional Office and Schools Division Office Citizen's Charter for Internal Services on November 25-28, 2025 within Metro Manila.**
2. The Chiefs of the CLMD and CID of the RO and Baybay City SDO, as the identified participants, are directed to register on or before November 10, 2025 and to attend the online Pre-Work Session on November 12, 2025 at 1:00pm thru a link indicated in the said Memorandum.
3. For questions or clarifications, please contact Ms. Hannah Hasmin M. Cana of the DepEd CART Secretariat, BHROD-OED via email at **citizenscharter@deped.gov.ph** or by phone at (02) 8633-5375.
4. Immediate dissemination of and compliance with this Memorandum are desired.

**RONEL AL K. FIRMO CESO IV**  
Assistant Regional Director  
Officer-In-Charge  
Office of the Regional Director

Enclosures: None

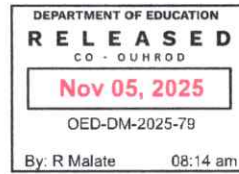
References: As stated

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

CITIZEN'S CHARTER  
REVIEW  
WRITESHOP

AD-EEC





OED-DM-2025-79

Republika ng Pilipinas  
**Department of Education**

OFFICE OF THE UNDERSECRETARY  
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

**MEMORANDUM**  
**DM-OUHROD-2025-3060**

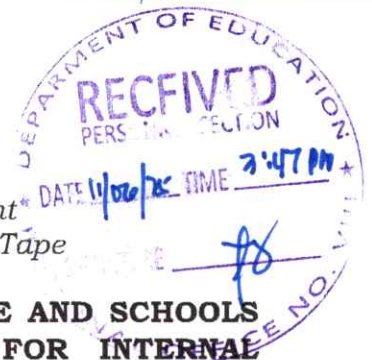
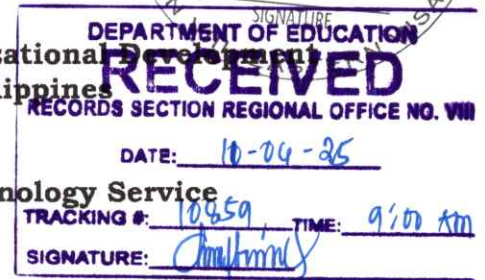
TO : **Bureau of Education Assessment**  
**Bureau of Human Resource and Organizational Development**  
**National Educators Academy of the Philippines**  
**Administrative Service**  
**Finance Service**  
**Information and Communications Technology Service**  
**Legal Service**  
**Public Affairs Services**  
**Education Facilities Division**  
**All Regional Offices**

FROM : **WILFREDO E. CABRAL**  
*Undersecretary*  
*Human Resource and Organizational Development*  
*Vice Chairperson, DepEd Committee on Anti-Red Tape*

SUBJECT : **WRITESHOP TO REVIEW REGIONAL OFFICE AND SCHOOLS**  
**DIVISION OFFICE CITIZEN'S CHARTER FOR INTERNAL**  
**SERVICES**

DATE : 03 November 2025

E-signed by  
Wilfredo Cabral  
11/5/2025, 5:37:06 AM



In continued adherence to Republic Act (RA) No. 11032, otherwise known as the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, which mandates government agencies to establish and maintain current and updated service standards through their respective Citizen's Charters, the Department of Education (DepEd) Committee on Anti-Red Tape (CART) Secretariat shall undertake a review of DepEd's service standards for external services in preparation for DepEd's submission of the 2026 edition of its Citizen's Charter to the Anti-Red Tape Authority (ARTA) by March 31, 2026 through the Anti-Red Tape Electronic Management Information System (ARTEMIS).

During the monitoring of RA 11032 implementation in the National Capital Region (NCR) held on September 2-4, 2025, it was observed that certain services listed in the DepEd Citizen's Charter (2025 Edition) are no longer being provided by the designated offices in the charter. Meanwhile, it was also observed during the Training Rollout on the ARTEMIS conducted by the ARTA that there is already a need to review and realign DepEd's external services across all governance levels, in consideration



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Effectivity	03.23.23	Page	1 of 6



OLD EMAIL  
11-5-28

of changes in DepEd leadership, reporting structures, operational processes, and available technologies and systems within the Department.

Hence, the Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED), in its capacity as the DepEd CART Secretariat, will conduct a Writeshop to Review Regional Office and Schools Division Office Citizen's Charter for Internal Services on **November 25-28, 2025 within Metro Manila** (A separate Advisory on the exact venue shall be issued on a later date). This activity aims to assess the applicability and relevance of the service charters currently documented in the Citizen's Charter, particularly for external services, and to update them as necessary.

The detailed program of activities is attached as **Annex A** for reference and guidance.

To ensure that all offices at the central, regional, and schools division levels catering external services are represented, all Heads of Offices of the identified bureaus/services/offices, regions, schools divisions, and schools (**refer to Annex B – List of Participants**) are hereby directed to authorize the participation of your respective representatives to the said writeshop. All participants are further directed to:

- **register on or before November 10, 2025**, through this link: [tinyurl.com/depedccext-regform](https://tinyurl.com/depedccext-regform);
- attend the **online Pre-Work Session on November 12, 2025 (1:00pm-5:00pm)** through Microsoft Teams using this link: [tinyurl.com/ccwriteshop2025-prework](https://tinyurl.com/ccwriteshop2025-prework).

Please note that participants from the Schools Division Offices and Schools shall be determined by the Regional Office in accordance with the specified positions in **Annex B**.

Board and lodging of all participants, as well as the travel expenses of the Program Management Team, shall be charged against GASS Current Fund for FY 2025 with AR No. 2025-CO-10994; while the transportation and other travel expenses of the participants shall be charged against their respective local funds, subject to the usual accounting and auditing rules. For board and lodging and meal arrangements, please refer to the details below:

	Nov 25, 2025 (Day 1)	Nov 26, 2025 (Day 2)	Nov 27, 2025 (Day 3)	Nov 28, 2025 (Day 4)
Lodging	/	/	/	x
Breakfast	x	/	/	/
AM Snack	x	/	/	/
Lunch	x	/	/	/
PM Snack	/	/	/	x
Dinner	/	/	/	x

For questions or clarifications, please contact **Ms. Hannah Hasmin M. Caña** of the DepEd CART Secretariat, BHROD-OED, via email at [citizenscharter@deped.gov.ph](mailto:citizenscharter@deped.gov.ph) or by phone at (02) 8633-5375.

**Copy Furnished:**  
**OFFICE OF THE SECRETARY**  
Department of Education  
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## Annex A – Program Design

Writeshop to Review DepEd's Citizen's Charters for External Services  
November 25-28, 2025

Time	Activity	Output
<b>Day 1 – November 25, 2025 (Tuesday)</b>		
1:00 – 3:00 PM	Check-in and Registration	-
3:00 – 3:30 PM	Opening Program <ul style="list-style-type: none"> <li>Preliminaries</li> <li>Overview of the Activity</li> </ul>	-
3:30 – 5:00 PM	Discussion of Process Matrix and Service Charters (Presentation of Pre-Work Outputs) <ul style="list-style-type: none"> <li>Management Services</li> <li>Core Services</li> <li>Support Services</li> </ul>	Updated Process Matrix  Updated List of External Services for the Citizen's Charter
6:00 – 7:00 PM	Dinner	-
<b>Day 2 – November 26, 2025 (Wednesday)</b>		
6:00 – 7:30 AM	Breakfast	-
8:00 – 9:00 AM	Finalization of inventory of CC – External Services (based on end-to-end processes/governance level-based processes)	Refined/Final List of External Services for the Citizen's Charter
9:00 – 10:30 AM	Refresher on Writing the Service Charter Writeshop for External Services (CO, RO, SDO)	- Draft Service Charter
10:30 – 10:45 AM	Health Break / AM Snack	-
10:45 – 12:00 NN	Continuation of Writeshop	Draft Service Charter
12:00 – 1:00 PM	Lunch Break	-
1:00 – 3:00 PM	Continuation of Writeshop	Draft Service Charter
3:00 – 3:30 PM	Health Break / PM Snack	-
3:30 – 5:00 PM	Continuation of Writeshop	Draft Service Charter
6:00 – 7:00 PM	Dinner	-
<b>Day 3 – November 27, 2025 (Thursday)</b>		
6:00 – 7:30 AM	Breakfast	-
8:00 – 10:00 AM	Presentation and Panel Discussion of Draft Service Charters <ul style="list-style-type: none"> <li>SDO to RO-only service/s</li> <li>RO-only service/s</li> <li>RO to CO-only service/s</li> <li>CO-only service/s</li> </ul>	-
10:30 – 10:45 AM	Health Break / AM Snack	-
10:45 – 12:00 NN	[Continuation] Presentation and Panel Discussion of Draft Service Charters	Draft Service Charter
12:00 – 1:00 PM	Lunch Break	-
1:00 – 3:00 PM	Presentation and Panel Discussion of Draft Service Charters <ul style="list-style-type: none"> <li>School-only service/s</li> <li>School to SDO-only service/s</li> </ul>	Draft Service Charter

	<ul style="list-style-type: none"> <li>• SDO-only service/s</li> <li>• School to SDO to RO-only service/s</li> <li>• All levels (School-SDO-RO-CO) service/s</li> </ul>	
3:00 – 3:30 PM	Health Break / PM Snack	-
3:30 – 5:00 PM	[Continuation] Presentation and Panel Discussion of Draft Service Charters	Draft Service Charter
6:00 – 7:00 PM	Dinner	-
<b>Day 4 – November 28, 2025 (Friday)</b>		
6:00 – 7:30 AM	Breakfast	-
8:00 – 10:00 AM	Clean-up of draft Service Charters for External Scervices	-
10:30 – 10:45 AM	Health Break / AM Snack	-
10:45 – 12:00 NN	[Continuation] Clean-up of draft Service Charters for External Services	-
12:00 – 1:00 PM	Lunch Break	-
1:00 – 3:00 PM	[Continuation] Clean-up of draft Service Charters for External Services	-
3:00 – 3:30 PM	Health Break / PM Snack	-
3:30 – 4:00 PM	Closing Ceremony <ul style="list-style-type: none"> <li>• Presentation of consolidated outputs</li> <li>• Awarding of Certificate of Participation</li> </ul>	
- End of Activity -		

## Annex B – List of Participants

Writeshop to Review DepEd's Citizen's Charters for External Services

November 25-28, 2025

Governance Level	Office	Allocated Pax
Central Office	Administrative Service – Cash Division	2
	Administrative Service – Records Division*	2
	Bureau of Education Assessment – Education Assessment Division*	2
	Bureau of Human Resource and Organizational Development – Personnel Division*	2
	Education Facilities Division	2
	Finance Service – Employee Account Management Division	2
	Information and Communications Technology Service – User Support Division*	2
	Legal Service – Investigation Division	2
	Legal Service – Legal Division	2
	National Educators' Academy of the Philippines – Quality Assurance Division	2
	Public Affairs Service – Public Assistance Action Center*	2
	Public Affairs Service – Publication Division	2
Regional Office	Regional Office I – Head of Legal Unit	1
	Regional Office II – Head of NEAP RO	1
	Regional Office III – Head of Personnel Unit	1
	Regional Office IVA – Chief, Policy Planning and Research Division	1
	Regional Office IVA – Head of Records Section	1
	Regional Office IVB – Head of Public Affairs Unit	1
	Regional Office V – Chief, Quality Assurance Division	1
	Regional Office V – Head of Records Section	1
	Regional Office VII – Head of Cash Unit	1
	Regional Office VIII – Chief, Curriculum and Learning Management Division	1
	Regional Office IX – Head of NEAP RO	1
	Regional Office X – Head of Personnel Unit	1
	Regional Office XI – Chief, Policy Planning and Research Division	1
	Regional Office XII – Head of Public Affairs Unit	1
	Regional Office XIII – Chief, Quality Assurance Division	1
	Cordillera Administrative Region – Head of Cash Unit	1
	National Capital Region – Chief, Curriculum and Learning Management Division	1
	Negros Island Region – Head of Legal Unit	1
Schools Division Office**	Head of Property and Supply Unit from RO I	1
	Head of Records Unit from RO II	1

	Chief of Curriculum and Instruction Division from RO III	1
	Chief of School Governance and Operations Division from RO IV-A	1
	Head of Legal Unit from RO IV-B	1
	Head of Personnel Unit from RO V	1
	Head of Property and Supply Unit from RO VI	1
	Head of Records Unit from RO VII	1
	Chief of Curriculum and Instruction Division from RO VIII	1
	Chief of School Governance and Operations Division from RO IV-A	1
	Head of Legal Unit from RO X	1
	Head of Personnel Unit from RO XI	1
	Head of Property and Supply Unit from RO XII	1
	Head of Records Unit from RO XIII	1
	Head of Legal Unit from RO CAR	1
	Head of Personnel Unit from RO NCR	1
School**	School-based non-teaching personnel from RO III	1
	School-based non-teaching personnel from RO IV-A	1
	School-based non-teaching personnel from RO IV-B	1
	School-based non-teaching personnel from RO V	1
	School-based non-teaching personnel from NIR	1
	School-based non-teaching personnel from RO IX	1
	School-based non-teaching personnel from RO XII	1
<b>TOTAL</b>		<b>65</b>

\*TEV of participants will be covered by the program proponent

\*\*The Regional Office will determine the participants for the SDO and School levels. Participants from the schools should be non-teaching personnel.

PROGRAM MANAGEMENT TEAM			
	Name	Position	Office
1	Ruby Chanda J. Crisostomo	Project Development Officer IV	BHROD – Organization Effectiveness Division
2	Hannah Hasmin M. Caña	Administrative Officer V	
3	Dorothy Aireen B. Lipit	Project Development Officer III	
4	Rodel C. Burcer	Administrative Assistant II	
5	Michelle Anne C. Raquino	Administrative Assistant II	