



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

March 19, 2026

REGIONAL MEMORANDUM

AD-2026- **354**

**REVIEW OF THE DRAFT FY 2026 EXTERNAL SERVICE CHARTERS FOR
SCHOOLS DIVISION OFFICES AND SCHOOLS**

To: Schools Division Superintendents
All Others Concerned

1. Attached is Memorandum DM-OUHRODI-2026-0738 from the Office of Undersecretary Wilfredo E. Cabral of the Human Resource and Organizational Development and Infrastructure on the **Review of the Draft FY 2026 External Service Charters for Schools Division Offices and Schools**, dated 12 March 2026.
2. Relative thereto, the Schools Division Offices are directed to review and provide comments to the draft service standards for SDOs and Schools which can be accessed using the DepEd email address from this link, tinyurl.com/sdoschooldrafttextcc.
3. The comments shall be signed by the SDO's Sub-CART Chairperson or his/her authorized representative and send via email at citizenscharter@deped.gov.ph on or before **March 20, 2026**. Only the comments submitted within the deadline will be considered in the finalization of the service charters for external services.
4. Immediate dissemination of and compliance with this Memorandum are desired.

SALUSTIANO T. JIMENEZ EdD, JD, CESO III

Regional Director

Enclosures: None

References: As stated

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

CITIZEN'S CHARTER

REVIEW

SCHOOLS DIVISION OFFICES

AD-EEC



Address: Government Center, Candahug, Palo, Leyte
Telephone No.: (053) 832-5738
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Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
DM-OUHRODI-2026-0738

TO : **SCHOOLS DIVISION SUPERINTENDENTS**
ALL OTHERS CONCERNED

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

SUBJECT : **REVIEW OF THE DRAFT FY 2026 EXTERNAL SERVICE CHARTERS FOR SCHOOLS DIVISION OFFICES AND SCHOOLS**

DATE : 12 March 2026

DEPARTMENT OF EDUCATION
RECEIVED
RECORDS SECTION REGIONAL OFFICE NO. VIII
DATE: 03-12-26
TRACKING #: 4627 TIME: 9:20 AM
SIGNATURE: [Signature]

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OFFICE OF THE ASST. REGIONAL DIRECTOR
SIGNATURE

In continued compliance to the Republic Act (RA) No. 11032 or 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 conducted a writeshop on January 27-30, 2026 aimed at reviewing and updating the service charters for external services of DepEd across all governance levels. The output of said writeshop, i.e., draft external service charters, was further validated during a separate activity held on February 24-27, 2026.

The Citizen's Charter is an official document that sets the service standards for the services offered by an agency. Specifically, the DepEd Citizen's Charter provides the minimum standards that represent the actual standards implemented in the Central Office, Regional Offices (RO), Schools Division Offices (SDO), and Schools.

In this regard, all Schools Division Offices are requested to review and provide comments to the **draft service standards for SDOs and Schools** following these guidelines:

- Provide comments using the prescribed template, which can be accessed through this link: **tinyurl.com/tempsdoschool**;



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- Send the comments (duly approved and signed by the SDO's Sub-CART Chairperson or his/her authorized representative) via email at citizenscharter@deped.gov.ph **on or before March 20, 2026**; and
- Draft service standards for external services may be accessed using the DepEd email address from this link: tinyurl.com/sdoschooldrafttextcc.

Further, please be advised that only the comments submitted within the deadline will be considered in the finalization of the service charters for external services.

For questions or clarifications, please contact the DepEd CART Secretariat through **Ms. Hannah Hasmin Caña** and **Mr. Ervin Joseph B. Ocampo** at the email address citizenscharter@deped.gov.ph or by phone at (02) 8633-5375.



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