



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

March 19, 2026

REGIONAL MEMORANDUM

AD-2026- **451**

**REVIEW AND UPDATING OF DEPED CITIZEN'S CHARTER IN
 PREPARATION FOR 2027 ARTEMIS COMPLIANCE**

To: Schools Division Superintendents } Leyte Division
 } Tacloban City Division
 Chief, Administrative Division
 All Others Concerned

- Attached is Memorandum DM-OUHRDI-2026-1015 from the Office of Undersecretary Wilfredo E. Cabral of the Human Resource and Organizational Development, dated 31 March 2026 relative to the conduct of the **Review and Updating of DepEd Citizen's Charter in Preparation for 2027 ARTEMIS Compliance** on **April 15-17, 2026** at the **NEAP - NCR, No. 20, Cepeda Street, Concepcion, Marikina City.**
- The identified participants per attached list are directed to confirm their attendance through this link: **tinyurl.com/intccreviewregis** on or before April 8, 2026 and to attend the online Pre-Work Session on April 10, 2026.
- For questions or clarifications, contact **Mr. Erwin Joseph B. Ocampo** or **Ms. Hannah Hasmin M. Caña** of the DepEd CART Secretariat, BHROD-OED, via email at **artasec@deped.gov.ph**.
- Immediate dissemination of and compliance with this Memorandum are desired.

SALUSTIANO T. JIMENEZ JD, EdD, CESO III
 Regional Director

Enclosures: None
 References: As stated
 To be indicated in the Perpetual Index under the following subject:

CITIZEN'S CHARTER
 REGIONAL OFFICE
 REVIEW
 SCHOOLS DIVISION OFFICE



AD-EEC



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 Telephone No.: (053) 832-5738
 Email Address: region8@deped.gov.ph
 Website: region8.deped.gov.ph





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DEPARTMENT OF EDUCATION
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Region VIII Eastern Visayas <region8@depd.gov.ph>

[DM-OUHRODI-2026-1015] Review and Updating of DepEd CC in Preparation for 2027 ARTEMIS Compliance

1 message

DepEd Committee Anti-Red Tape (CART) <artasec@depd.gov.ph>

TRACKING #: 4933 TIME: 10:10 AM
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Wed, Apr 8, 2026 at 11:44 AM

To: Cash Division <as.cd@depd.gov.ph>, Asset Management Division <as.amd@depd.gov.ph>, Special Curricular Programs Division <bcd.scpd@depd.gov.ph>, Personnel Division <bhrod.pd@depd.gov.ph>, Budget Division <bs.bfd@depd.gov.ph>, Accounting Division <fs.ad@depd.gov.ph>, Employee Account Management Division <fs.eamd@depd.gov.ph>, ICTS - Solutions Development Division <icts.sdd@depd.gov.ph>, ICTS - Technology and Infrastructure Division <icts.tid@depd.gov.ph>, ICTS - User Support Division <icts.usd@depd.gov.ph>, Publications Division <pas.pd@depd.gov.ph>, "Is.id@depd.gov.ph" <is.id@depd.gov.ph>, AGUSAN NORTE <agusan.norte@depd.gov.ph>, DEPED ANTIPOLO CITY <antipolo.city@depd.gov.ph>, Sdo Antique <antique@depd.gov.ph>, Baguio City <baguio.city@depd.gov.ph>, DEPED CAMARINES SUR <camarines.sur@depd.gov.ph>, ZN DIVISION <zn.division@depd.gov.ph>, DepeD Bukidnon <bukidnon@depd.gov.ph>, DEPED CANDON CITY <candon.city@depd.gov.ph>, DEPED CAGAYAN <depd.cagayan@depd.gov.ph>, DEPED CAGAYAN <cagayan@depd.gov.ph>, CEBU PROVINCE <cebu.province@depd.gov.ph>, CEBU PROVINCE <cebu.province001@depd.gov.ph>, DEPED IMUS CITY <imus.city@depd.gov.ph>, DEPED IGACOS <igacos@depd.gov.ph>, SCHOOLS DIVISION OF HIMAMAYLAN CITY <himamaylan.city@depd.gov.ph>, SAMAL CITY DIVISION <samalcity@depd.gov.ph>, CITY NAGA <city.naga@depd.gov.ph>, TACLOBAN CITY <tacloban.city@depd.gov.ph>, COTABATO DIVISION <northcotabato@depd.gov.ph>, PUERTO PRINCESA CITY SDO <puertoprincesa@depd.gov.ph>, DEPED LEYTE <leyte@depd.gov.ph>, DEPED PUERTOPRINCESA CITY <puertoprincesa.city@depd.gov.ph>, DEPED QUEZON CITY <quezon.city@depd.gov.ph>, DEPED TARLAC <tarlac@depd.gov.ph>, DEPED ZAMBOANGA DEL NORTE <zamboanga.delnorte@depd.gov.ph>, DEPED ILOCOS REGION <region1@depd.gov.ph>, DEPED II CAGAYAN VALLEY <region2@depd.gov.ph>, DEPED III CENTRAL LUZON <region3@depd.gov.ph>, DEPED REGION IV-A CALABARZON <region4a@depd.gov.ph>, DEPED V BICOL REGION <region5@depd.gov.ph>, MIMAROPA REGION <mimaropa.region@depd.gov.ph>, DepEd VI Western Visayas <region6@depd.gov.ph>, DepEd Region VII Central Visayas <region7@depd.gov.ph>, REGION VIII EASTERN VISAYAS <region8@depd.gov.ph>, DEPED IX ZAMBOANGA PENINSULA <region9@depd.gov.ph>, DEPED X NORTHERN MINDANAO <region10@depd.gov.ph>, DEPED XI DAVAO REGION <region11@depd.gov.ph>, DEPED XII SOCCSKSARGEN <region12@depd.gov.ph>, DEPED REGION XIII CARAGA <caraga@depd.gov.ph>, DEPED CORDILLERA ADMINISTRATIVE REGION <car@depd.gov.ph>, "Negros Island Region (NIR)" <nir@depd.gov.ph>, DEPED NATIONAL CAPITAL REGION <ncr@depd.gov.ph>
Cc: Administrative Service Office of the Director <as.od@depd.gov.ph>, Bureau of Curriculum Development Office of the Director <bcd.od@depd.gov.ph>, Bureau of Human Resources and Organizational Development Office of the Director <bhrod.od@depd.gov.ph>, Finance Service Office of the Director <fs.od@depd.gov.ph>, ICTS - Office of the Director <icts.od@depd.gov.ph>, Legal Service Office of the Director <ls.od@depd.gov.ph>, Public Affairs Service - Office of the Director <pas.od@depd.gov.ph>, "Office of the USec for Human Resource & Organizational Dev (OUHROD)" <usec.hrod@depd.gov.ph>, Rizza Buiza <rizza.buiza@depd.gov.ph>, Hannah Hasmin Caña <hannah.cana@depd.gov.ph>, Organization Effectiveness Division <bhrod.oed@depd.gov.ph>, Ervin Joseph Ocampo <ervin.ocampo@depd.gov.ph>, Jam Sheena Sy <jam.sy@depd.gov.ph>

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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 conducts an annual review of DepEd's declared service standards in its Citizen's Charter.

For 2026, the DepEd CART Secretariat conducted an in-depth review of the current service standards for external services in January and February. This resulted in more relevant service standards, timelines, and procedures for the external services offered by DepEd to its external clients across all governance levels. Since external services have already undergone rigorous evaluation, it is equally imperative to extend this review to internal services, as these directly affect the efficiency, welfare, and satisfaction of DepEd employees.

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 workshop to review the current service standards for internal services on April 15-17, 2026, at the **National Educators Academy of the Philippines – National Capital Region, #20 Cepeda Street, Concepcion, Marikina City.**

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

To ensure that all offices at the central, regional, and schools division levels catering internal 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 requested to authorize the participation of their respective representatives in the said activity. All participants are further directed to:

- register on or before **April 10, 2026**, through this link: tinyurl.com/intccreviewregis
- attend the **online Pre-Work Session on April 13, 2026** (1:00 p.m.- 5:00 p.m.) through Microsoft Teams using this link: tinyurl.com/intccrevprework

Please note that participants from the Schools shall be determined by the Schools Division 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 2026 with AR No. 2026-CO-01114; 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:

	April 15, 2026 (Day 1)	April 16, 2026 (Day 2)	April 17, 2026 (Day 3)
Lodging	/	/	/
Breakfast	x	/	/
AM Snack	x	/	/
Lunch	x	/	/
PM Snack	/	/	x

ORO EMAIL 4/8/26

Dinner	/	/	x
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For questions or clarifications, please contact **Mr. Ervin Joseph B. Ocampo** or **Ms. Hannah Hasmin M. Caña** of the DepEd CART Secretariat, BHROD-OED, via email at artasec@deped.gov.ph or by phone at (02) 8633-5375.

Best regards,



DepEd Committee on Anti-Red Tape (CART) Secretariat

*Organization Effectiveness Division
Bureau of Human Resource and Organizational Development
Telephone No. (02) 8633-5375*

Department of Education
*DepEd Complex, Meralco Avenue, Pasig City
www.deped.gov.ph*

 **DM-OUHRODI-2026-1015 Review of DepEd CC.pdf**
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Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
DM-OUHRODI-2026-1015

TO : **ADMINISTRATIVE SERVICE**
BUREAU OF CURRICULUM DEVELOPMENT
BUREAU OF HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT
FINANCE SERVICE
INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICE
LEGAL SERVICE
PUBLIC AFFAIRS SERVICES
ALL REGIONAL OFFICES
SCHOOLS DIVISION OFFICES (*Agusan del Norte, Antipolo City, Antique, Baguio City, Bukidnon, Camarines Sur, Candon City, Cagayan Province, Cebu Province, Hiramaylan City, Imus City, Island Garden City of Samal, Leyte, Naga City (Cebu), North Cotabato, Puerto Princesa City, Quezon City, Tacloban City, Tarlac Province, Zamboanga del Norte*)
ALL OTHERS CONCERNED

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

SUBJECT : **REVIEW AND UPDATING OF DEPED CITIZEN'S CHARTER IN PREPARATION FOR 2027 ARTEMIS COMPLIANCE**

DATE : 31 March 2026

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 conducts an annual review of DepEd's declared service standards in its Citizen's Charter.

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Effectivity	03.23.23	Page	1 of 5



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Lodging	/	/	/
Breakfast	x	/	/
AM Snack	x	/	/
Lunch	x	/	/
PM Snack	/	/	x
Dinner	/	/	x

For questions or clarifications, please contact **Mr. Ervin Joseph B. Ocampo** or **Ms. Hannah Hasmin M. Caña** of the DepEd CART Secretariat, BHROD-OED, via email at artasec@deped.gov.ph or by phone at (02) 8633-5375.

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Annex A – Program Design

Workshop on the Review and Updating of DepEd Citizen's Charter in Preparation for 2027 ARTEMIS Compliance | April 15-17, 2026

Time	Activity	Remarks
Day 1 – April 15, 2026 (Wednesday)		
8:00 – 12:00 NN	Travel Time	-
1:00 – 3:00 PM	Check-in and Registration	-
3:00 – 3:30 PM	Opening Program <ul style="list-style-type: none"> • Preliminaries • Overview of the Activity 	PMT
3:30 – 5:00 PM	Discussion of Process Matrix and Service Charters (Presentation of Pre-Work Outputs) <ul style="list-style-type: none"> • Management Services • Core Services • Support Services 	PMT
6:00 – 7:00 PM	Dinner	-
Day 2 – April 16, 2026 (Thursday)		
6:00 – 7:30 AM	Breakfast	-
8:00 – 8:15 AM	Morning Exercise	PMT
8:15 – 9:00 AM	Refresher on Citizen's Charter	PMT
9:00 – 10:30 AM	Workshop 1: Drafting the Service Specifications - <i>Service Name, Service Description, Service Location, Classification, Type of Transaction, Client</i>	Participants
10:30 – 10:45 AM	Health Break / AM Snack	-
10:45 – 12:00	Workshop 2: Drafting the Service Specifications – <i>Checklist of Requirements</i>	Participants
12:00 – 1:00 PM	Lunch Break	-
1:00 – 1:15 PM	Afternoon Exercise	PMT
1:15 – 3:00 PM	Workshop 3: Drafting the Service Specifications – <i>Client Steps, Agency Action, Fees to be Paid, Processing Time, Person Responsible</i>	Participants
3:00 – 3:15 PM	Health Break / PM Snack	-
3:15 – 5:00 PM	Continuation of Workshop 3	Participants
6:00 – 7:00 PM	Dinner	-
Day 3 – April 17, 2026 (Friday)		
6:00 – 7:30 AM	Breakfast	-
8:00 – 8:15 AM	Morning Exercise	PMT
8:15 – 10:30 AM	Presentation of Outputs	PMT and Participants
10:30 – 10:45 AM	Health Break / AM Snack	-
10:45 – 12:00 NN	Continuation of Presentation of Outputs	PMT and Participants
12:00 – 1:00 PM	Lunch Break	-
1:00 – 3:00 PM	Clean-up of draft Service Charters for Internal Services	PMT and Participants
3:00 – 3:30 PM	Health Break / PM Snack	-
3:30 – 4:00 PM	Closing Ceremony <ul style="list-style-type: none"> • Presentation of consolidated outputs • Awarding of Certificate of Participation 	PMT
- End of Activity -		

Annex B – List of Participants

Workshop on the Review and Updating of DepEd Citizen's Charter in Preparation for 2027 ARTEMIS Compliance | April 15-17, 2026

Governance Level	Office	Allocated Pax
Central Office	Administrative Service – Cash Division	1
	Administrative Service – Asset Management Division	
	Bureau of Curriculum Development – Special Curricular Programs Division	1
	Bureau of Human Resource and Organizational Development – Personnel Division	2
	Finance Service – Accounting Division	3
	Finance Service – Budget Division	1
	Finance Service – Employee Account Management Division	1
	Information and Communications Technology Service – Solutions Development Division	2
	Information and Communications Technology Service – Technology Infrastructure Division	1
	Information and Communications Technology Service – User Support Division	1
	Legal Service – Investigation Division	1
	Legal Service – Legal Division	1
	Public Affairs Service – Publication Division	1
	Regional Office	Regional Office I
<ul style="list-style-type: none"> Finance Division – Accounting Section Administrative Division – Asset Management Section 		
Regional Office II		1
<ul style="list-style-type: none"> Finance Division – Budget Section 		
Regional Office III		2
<ul style="list-style-type: none"> Administrative Division – Cash Section Administrative Division – Personnel Section 		
Regional Office IVA		2
<ul style="list-style-type: none"> Human Resource Development Division Finance Division – Budget Section 		
Regional Office IVB		1
<ul style="list-style-type: none"> Administrative Division – Personnel Section 		
Regional Office V		1
<ul style="list-style-type: none"> Administrative Division – Personnel Section 		
Regional Office VI		2
<ul style="list-style-type: none"> Finance Division – Accounting Section Quality Assurance Division 		
Regional Office VII	1	
<ul style="list-style-type: none"> Office of the Regional Director – ICT Unit 		
Regional Office VIII	1	
<ul style="list-style-type: none"> Administrative Division – Asset Management Section 		
Regional Office IX	1	
<ul style="list-style-type: none"> Finance Division – Accounting Section 		
Regional Office X	1	
<ul style="list-style-type: none"> Finance Division – Budget Section 		
Regional Office XI	1	



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	<ul style="list-style-type: none"> Administrative Division – Cash Section 	
	Regional Office XII	1
	<ul style="list-style-type: none"> Human Resource Development Division 	
	Regional Office XIII	1
	<ul style="list-style-type: none"> Office of the Regional Director – Legal Unit 	
	Cordillera Administrative Region	1
	<ul style="list-style-type: none"> Administrative Division – Personnel Section 	
	National Capital Region	2
	<ul style="list-style-type: none"> Office of the Regional Director – Legal Unit Quality Assurance Division 	
	Negros Island Region	2
	<ul style="list-style-type: none"> Administrative Division – Personnel Section Office of the Regional Director – ICT Unit 	
Schools Division Office	SDO Candon City – Finance Unit-Budget Section	1
	SDO Cagayan – Admin Unit-Cash Section	1
	SDO Tarlac Province – OSDS-Legal Unit	1
	SDO Antipolo City – OSDS-ICT Unit	1
	SDO Imus City – CID-LRMS	1
	SDO Puerto Princesa City – Admin Unit-Personnel Section	1
	SDO Camarines Sur – Admin Unit-Property Section	1
	SDO Antique – SGOD-Planning and Research	1
	SDO Cebu Province – OSDS-ICT Unit	1
	SDO Naga City (Cebu) – CID-LRMS	1
	SDO Leyte – Admin Unit-Personnel Section	1
	SDO Tacloban City – Finance Unit-Budget Section	1
	SDO Zamboanga del Norte – Admin Unit-Cash Section	1
	SDO Bukidnon – SGOD-Planning and Research	1
	SDO Island Garden City of Samal – OSDS-ICT Unit	1
	SDO North Cotabato – OSDS-Legal Unit	1
	SDO Agusan del Norte – CID-LRMS	1
	SDO Baguio City – Admin Unit-Personnel Section	1
	SDO Quezon City – Admin Unit-Property Section	1
SDO Himamaylan City – Admin Unit-Personnel Section	1	
School	School-based non-teaching personnel from SDO Candon City	1
	School-based non-teaching personnel from SDO Antipolo City	1
	School-based non-teaching personnel from SDO Naga City (Cebu)	1
	School-based non-teaching personnel from SDO Bukidnon	1
	School-based non-teaching personnel from SDO Quezon City	1
TOTAL		65