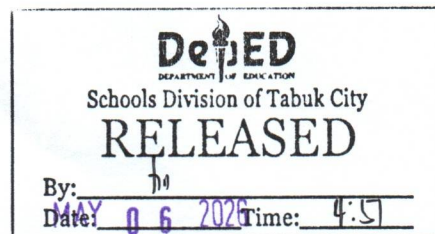




Republic of the Philippines
Department of Education
CORDILLERA ADMINISTRATIVE REGION
Schools Division of Tabuk City



Office of the Schools Division Superintendent

DIVISION MEMORANDUM

No. **199** Series 2026

TO: Chief Education Supervisors (CID & SGOD)
SDO Staff and Personnel (OSDS, CID, SGOD)
Secondary and Elementary School Principals (Public and Private)
Head Teachers / Teacher in Charge, Teachers
Administrative Officer II
All Others Concerned

DATE: May 5, 2026

SUBJECT: **REITERATION ON UPDATING THE DEPED FIELD OFFICES
AND SCHOOLS' CITIZEN'S CHARTER IN ALIGNMENT WITH
THE DEPED CITIZEN'S CHARTER 2026 EDITION**

1. Pursuant to Memorandum of **DM-OUHRODI-2026-1133** and updated DepEd Citizen's Charter 2026 Edition, this Office reminds all functional units of the Schools Division Office of Tabuk City, district offices, and public schools to review, update, and align their respective Citizen's Charter accordingly.
2. The Citizen's Charter is a vital instrument in promoting transparency, accountability, and efficient public service delivery pursuant to **Republic Act No. 11032**, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.
3. In this regard, all concerned offices and schools in this Division are directed to undertake the following:
 - a. **Review and assess** the existing Citizen's Charter and ensure alignment with the DepEd Citizen's Charter 2026 Edition;
 - b. **Update all frontline services**, including **step-by-step procedures, processing time, responsible personnel, required documents, and applicable fees, procedure for filing complaints.**
 - c. Ensure that service standards are **clear, measurable, and client-friendly;**



Address: Bulanao Central School Cmpd., Purok 2, Bulanao Norte, Tabuk City, Kalinga

Email: tabuk.city@deped.gov.ph

Website: <https://www.depedtabukcity.com>

DepEd Tayo Tabuk City



Republic of the Philippines
Department of Education
CORDILLERA ADMINISTRATIVE REGION
Schools Division of Tabuk City

Office of the Schools Division Superintendent

- d. Ensure **proper display** of the updated Citizen's Charter in conspicuous places within offices and schools, and, where applicable, in official online platforms.
 - e. Assign a focal person to oversee the **implementation, monitoring, and periodic updating** of the Citizen's Charter.
4. Non-compliance or delay in the submission and updating of the Citizen's Charter shall be dealt with in accordance with existing policies and may affect the office's compliance to national standards on service delivery.
 5. Immediate dissemination and strict compliance with this memorandum are hereby directed.


CHRISTOPHER C. BENIGNO, Ph.D. EdD, CESO VI
OIC-Schools Division Superintendent 



Address: Bulanao Central School Cmpd., Purok 2, Bulanao Norte, Tabuk City, Kalinga
Email: tabuk.city@deped.gov.ph
Website: <https://www.depedtabukcity.com>

 DepEd Tayo Tabuk City