



Republic of the Philippines
Department of Education
Schools Division of Benguet

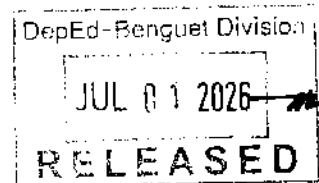
29 June 2026

DIVISION MEMORANDUM

No: 250 s.2026

**UPDATING OF SCHOOLS' CITIZENS CHARTER, CLIENT SATISFACTION
MEASUREMENT (CSM), AND SUB-COMPOSITION OF THE
COMMITTEE ON ANTI-RED TAPE (CART)**

TO: Public Schools District Supervisors/In-Charge
Secondary and Elementary School Principal
Head Teachers/Teacher-in-Charge,
School Administrative Officers
All Others Concerned



1. Pursuant to Regional Memorandum No. 325 s. 2026, relative to DM-OUHROD-2026-1133, entitled "*Reminders on Updating the DepEd Field Offices and Schools' Citizen's Charter in Alignment with the DepEd Citizen's Charter 2026 Edition*", this office hereby directs all public schools to comply with the updates on their respective Citizens Charter 2026 Edition.

2. This initiative is undertaken to promote the standardization and continuous improvement of frontline services in schools' compliance with Republic Act No 11032, otherwise known as the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, and all pertinent issuances of the Anti-Red Tape Authority (ARTA).

3. In this regard, all School Heads and School Administrative Officers are advised to take the following actions on or before July 6, 2026.

a. Update the Schools' Citizen Charter (CC) in accordance with the DepEd Citizens Charter 2026 (1st Edition), ensuring that all applicable internal and external services are included which may be accessed through this link <https://tinyurl.com/4d6wjxnv>.

b. Review, update and ensure the implementation and availability of Schools' Client Satisfaction Measurement (CSM) mechanism in accordance with DepEd guidelines and the requirements of ARTA.

c. Post the updated Citizen charter in the following formats, in compliance with ARTA Memorandum Circular No. 2019-002:

- i. Citizens Charter Handbook
- ii. Citizens Charter Information Billboard
- iii. Online Platform (through the school's official website or Official Facebook page)



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- d. Update the composition of the School Committee on Anti-Red Tape Act (CART) to ensure compliance with DepEd policies and pertinent issuances of ARTA.
4. Immediate dissemination and strict compliance with this Memorandum is hereby directed.

CARMEL F. MERIS
Assistant Schools Division Superintendent
Officer-in-Charge
Office of the Schools Division Superintendent