



Republic of the Philippines
Department of Education
REGION IX, ZAMBOANGA PENINSULA
SCHOOLS DIVISION OF DAPITAN CITY

DIVISION MEMORANDUM

No. 321, s. 2022

To: OIC, Assistant Schools Division Superintendent
Chief Education Supervisors, CID & SGOD
Public Schools District Supervisors
Public Elementary & Secondary School Heads
All Others Concerned
This Division

From: **FELIX ROMY A. TRIAMBULO, CESO V**
Schools Division Superintendent

Subject: **DISSEMINATION OF DepEd CITIZEN'S CHARTER (Schools)**

Date: **August 15, 2022**

Section 2 of the **Republic Act (RA) 11032** otherwise known as the *Ease of Doing Business and Efficient Government Service Delivery (EODB-EGSD) Act of 2018* states that: "It is hereby declared that the policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices, aimed at efficient turnaround of the delivery of government services and the prevention of graft and corruption in the government. Towards this end, the State shall maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and nonbusiness related transactions in government."

Section 6 of the Act stipulates that all government agencies shall set up their respective most current and updated service standards to be known as the **Citizen's Charter** in the form of information billboards, which shall be posted at the most conspicuous place, in their respective websites and in the form of published materials such as handbook written either in English or Filipino, or in local dialect.

In strict adherence with Section 6 of RA 11032, the Department of Education established service standards or DepEd Citizen's Charter.



Sunset Boulevard, Dawo, Dapitan City
(065) 917-5113
www.depeddapitancity.net

dapitancity@deped.gov.ph
fb.com/DepEdDapitanCity



Department of Education
Division of Dapitan City

RELEASED

NO 321 DATE 08/16/22
TIME 10:06 BY Jan



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All schools are directed to download and print from the link bit.ly/SBMmaterials the DepEd Citizen's Charter 2021 (1st Edition - As of December 1, 2021) particularly pages 582 to 612 and make this available to your customers in the strategic place in your Office. Please print also the following frontline services in a tarpaulin for display in the conspicuous place of your office: Enrollment (page 589), Issuance of School Forms, Certifications and Other School Permanent Records (pages 599-600) and Public Assistance (pages 601-602).

Immediate dissemination of this memorandum is desired.



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