



Republic of the Philippines  
DEPARTMENT OF EDUCATION  
Region III



**SCHOOLS DIVISION OF NUEVA ECJA**

*Old Capitol Compound, Burgos Avenue, Cabanatuan City 3100*

January 8, 2016

**DIVISION MEMORANDUM**

No. 10, s. 2015

DEPED-NUEVA ECJA  
**RELEASED**  
JAN 08 2016

**RE: CITIZEN'S CHARTER**

**RECORDS SECTION**

**To: ASSISTANT SCHOOLS DIVISION SUPERINTENDENTS  
CHIEF EDUCATION SUPERVISORS  
ALL SECTION / UNIT HEADS  
PROGRAM COORDINATORS**

1. As required by Republic Act No. 9485 (Anti-Red Tape Act of 2007) and in response to the Civil Service Commission 2016 ARTA Caravan #Kontra Red Tape, all government agencies are required to streamline and post procedures and to draw a Citizen's Charter.
2. A Citizen's Charter refers to an official document, a service standard, or a pledge, that communicates in simple terms, information on the services provided by the government to the citizens. It also describes the step-by-step procedure for availing a particular service, and the guaranteed performance level that may be expected for that service.
3. The Citizen's Charter contains the Department's Vision and Mission, Performance Pledge and Feedback and Redress Mechanism, List of DepEd Frontline Services and Feedback Form.
4. Aside from the step-by-step procedure of the division's top frontline services or most heavily utilized services, DepEd's Citizen's Charter also includes the employee responsible for each step, the maximum time to conclude the process, documents to be presented by the client, amount of fees, procedure for filing complaints in relation to requests and applications, feedback mechanisms, among other information.
5. In line with this, each section or unit of the Schools Division of Nueva Ecija is hereby required to submit their respective Service Pledges.
6. The matrix below shall be the format of presentation for each section/unit, to wit:

UNIT/SECTION: \_\_\_\_\_

Service to be Provided: \_\_\_\_\_

How to Avail of the Service?

PROCESS	CUSTOMER / CLIENT	SERVICE PROVIDER	DURATION	IN-CHARGE

7. Deadline of submission will be on January 13, 2016.

8. For information and strict compliance.

**RONALDO A. POZON, Ph.D., CESO V**  
Schools Division Superintendent

