



Republic of the Philippines  
**Department of Education**

REGION I  
SCHOOLS DIVISION OF THE CITY OF BATAC

DIVISION MEMORANDUM


No. **278**s. 2026

05 MAY 2026

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

To: Assistant Schools Division Superintendent  
Chief Education Supervisors  
All Unit and Section Heads  
Public Elementary and Secondary School Heads  
All Others Concerned

1. Pursuant to Republic Act (RA) No. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, the Department of Education (DepEd) hereby adopts and implements the DepEd Citizen's Charter 2026 (1st Edition), which is available at <https://www.deped.gov.ph/about-deped/citizenscharter/>.
2. In line with this, all governance levels are directed to follow the service standards outlined in the latest Citizen's Charter (CC). These standards, along with the required forms indicated in Memorandum DM-OUHRODI-2026-1133, must be properly displayed in all offices.
3. Attached to this memorandum are the updated list of declared services under the DepEd Citizen's Charter.
4. Compliance to RA 11032 is subject to random audit or monitoring by the ARTA Compliance Monitoring and Evaluation Office (CMEO), which may refer non-compliance to the ARTA Investigation, Enforcement, and Litigation Office (EILO).
5. All are enjoined to uphold the DepEd Citizen's charter with guidance from the DepEd Committee on Anti-Red Tape (CART) and Sub-CART. Deped Memorandum No. 40 s. 2025 provides the updated composition of the DepEd Sub-CART that can be assessed at [https://www.deped.gov.ph/wp-content/uploads/DM\\_2025\\_40.pdf](https://www.deped.gov.ph/wp-content/uploads/DM_2025_40.pdf).
6. For guidance and strict compliance.

  
**ANSELMO R. ALUDINO**, MAS  
Schools Division Superintendent



DepEd Batac City



batac.city@deped.gov.ph



www.csdбатаc.com

Asuncion Street, 16-5 Quiling Sur,  
City of Batac, Ilocos Norte  
Telephone No.: (077) 677-1993

Encl.: Frontline office Services/Transactions

Reference: DM-OUHROD-2026-1133

To be included in the Perpetual Index  
Under the following subject:

PROCEDURE REQUIREMENTS

rml/DepEd CC 2026  
2605789/May 5, 2026



DepEd Batac City



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## **Frontline Office Services/Transaction**

### **SCHOOLS DIVISION OFFICE - EXTERNAL SERVICES**

#### Curriculum and Instruction Division

1. Borrowing and Returning of Supplementary Learning Resources from Library Hub
2. Registration for an Account in the LRMS Portal

#### Office of the Schools Division Superintendent – Admin Unit – Cash

1. Claiming of Checks for Payment of Obligation (made through Checks)

#### Office of the Schools Division Superintendent – Legal Unit

1. Correction of Entries in School Records
2. Legal Assistance to Walk-in Clients

#### Office of the Schools Division Superintendent – Personnel Unit

1. Acceptance of Application for Reclassification of Teaching Positions
2. Acceptance of Employment (Non-Teaching and Teaching Related Positions)
3. Issuance of Certificate of Employment (COE)
4. Issuance of Service Record (SR)

#### Office of the Schools Division Superintendent – Property and Supply Unit

1. Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/ Equipment) – Central Office (CO)- Procured with Logistics Services
2. Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/ Equipment) – Central Office (CO)- Procured
3. Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/ Equipment)
4. Request for Certificate of Final Acceptance or Certificate of Completion
5. Request for Supplier's Performance Evaluation

#### Office of the Schools Division Superintendent – Records Unit

1. Issuance of Academic School Record (Referral from the School of the Non-Availability of School Records)
2. Issuance of Academic School Records for Certification, Authentication, and Verification (CAV) of ALS and PEPT Completers/Passers

3. Issuance of Academic School Records for Certification, Authentication, and Verification (CAV) for Learners from Closed Private Schools
4. Issuance of Requested Documents – Walk-In
5. Issuance of Requested Documents (Online)
6. Handling of Incoming Communications

#### School Governance and Operations Division

1. Application for the Issuance of Government Recognition to Private Schools (Kindergarten, Elementary, and Junior High School levels)
2. Application for the Issuance of Government Permit to Operate for the Opening/Establishment of New Kindergarten, Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) Levels/Additional Grade Level for Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) for Private Schools
3. Application for the Issuance of Special Orders (SO) for Graduation of Private School Learners
4. Application for the Opening/Additional Offering of Senior High School (SHS) Program for Private Schools
5. Application for the Renewal of Government Permit to Operate of Kindergarten, Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) Levels of Private Schools
6. Application of Summer Permit for Private Schools
7. Application for Tuition and Other Fees Increase, No Increase, and Proposed New Fees of Private Schools
8. Application for Voluntary (Temporary/Permanent) Closure of Private Schools
9. Endorsement of Voluntary (Temporary/Permanent) Closure of Private Schools
10. Recognition of Professional Development (PD) Programs – SDO Level
11. Request for Basic Education Data

### **SCHOOLS DIVISION OFFICE - INTERNAL SERVICES**

#### Curriculum and Instruction Division

1. Quality Assurance of Supplementary Learning Resource
2. Submission of Contextualized Learning Resources

#### Office of the Schools Division Superintendent – Admin Unit – Cash

1. Handling of Cash Advances

#### Office of the Schools Division Superintendent – Finance Unit – Budget

1. Posting/Updating of Disbursement
2. Processing of Obligation Request and Status (ORS)

#### Office of the Schools Division Superintendent – ICT Unit

1. User Account Management for Centrally Managed Systems
2. Troubleshooting of ICT Equipment

### 3. Uploading of Publications

Office of the Schools Division Superintendent – Legal Unit

1. Issuance of Certificate of No Pending Case

Office of the Schools Division Superintendent – Personnel Unit

1. Application for Equivalent Record Form (ERF)
2. Application for Leave
3. Application for Retirement
4. Issuance of Certificate of Employment (COE)
5. Issuance of Foreign Official Travel Authority
6. Issuance of Foreign Personal Travel Authority
7. Issuance of Service Record (SR)
8. Loan Approval and Verification
9. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)
10. Processing of Terminal Leave Benefits
11. Request for Correction of Name and Change of Status

Office of the Schools Division Superintendent – Property and Supply Unit

1. Requisition and Issuance of Supplies
2. Property and Equipment Clearance Signing

School Governance and Operations Division – Planning and Research Section

1. Request for Basic Education Data (Internal Stakeholder)
2. Request for Data for EBEIS/LIS/NAT and Performance Indicators

### **SCHOOLS -EXTERNAL SERVICES**

1. Acceptance of Employment Application for Teacher I Position – Online
2. Acceptance of Employment Application for Teacher I Position – Walk-in
3. Administration of the Philippine Early Childhood and Development (ECD) Checklist
4. Borrowing of Learning Materials from the School Library / Learning Resource Center
5. Distribution and Usage of Printed Self-Learning Modules in Distance Learning Modality
6. Enrollment – Online
7. Enrollment – Walk-in
8. Handling of Incoming Documents
9. Issuance of Learners' Academic Records for Certification for Local Employment
10. Issuance of Academic School Records (ASR) for Certification, Authentication and Verification (CAV)
11. Issuance of Reconstructed Diploma
12. Issuance of School Form 10 – Elementary and Junior High School
13. Issuance of School Form 10 – Senior High School

14. Issuance of School Form 9 (SF 9), Good Moral Certificate, and Certificate of Enrollment
15. Public Assistance (Email / Social Media)
16. Public Assistance (Walk-in)
17. Request for Certificate of Last Payment for Retired/Transferring Teaching/Non-Teaching Personnel (Implementing Unit)
18. Reservation Process for the Use of School Facilities

#### **SCHOOLS -INTERNAL SERVICES**

1. Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits
2. Laboratory and School Inventory
3. School Learning and Development



Republika ng Pilipinas  
**Department of Education**

OFFICE OF THE UNDERSECRETARY  
 HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT



SDCB RECORDS UNIT

2605789

**MEMORANDUM**  
**DM-OUHRODI-2026-1133**



**FOR : UNDERSECRETARIES**  
**ASSISTANT SECRETARIES**  
**BUREAU/SERVICE DIRECTORS**  
**REGIONAL DIRECTORS**  
**SCHOOLS DIVISION SUPERINTENDENTS**  
**PUBLIC SCHOOL HEADS**  
**ALL OTHERS CONCERNED**

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

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

**DATE : 14 April 2026**

In continued compliance to the Republic Act (RA) No. 11032 or 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) hereby implements the DepEd Citizen's Charter 2026 (1<sup>st</sup> Edition) as published in the DepEd website's Transparency Seal in <https://www.deped.gov.ph/about-deped/citizenscharter/>.

In this regard, all governance levels shall be guided by the service standards published in the latest Citizen's Charter (CC), i.e.:

- a. services applicable to their office,
- b. documentary requirements from the client,
- c. procedure to obtain a particular service (client steps and agency action),
- d. person/s responsible per step,
- e. applicable fee/s (transaction cost),
- f. processing time, and
- g. procedure for filing complaints.



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Doc. Ref. Code	CO-OUHROD-F002	Rev	00
Effectivity	03.23.23	Page	1 of 4



As required in Memorandum Circular No. 2019-002 issued by the Anti-Red Tape Authority (ARTA), the DepEd CC 2025 shall be posted in the following forms:

<b>Form</b>	<b>Description</b>	<b>Reminders</b>
1. Handbook	<ul style="list-style-type: none"> <li>• Hard copy of the latest Citizen’s Charter following the ARTA-prescribed template, using Reference B of ARTA MC No. 2019-002: <a href="https://arta.gov.ph/wp-content/uploads/2020/07/Reference_B_-_Citizen_s_Charter_Handbook_Template_with_Instructions_-_Accepted_Changes.pdf">https://arta.gov.ph/wp-content/uploads/2020/07/Reference_B_-_Citizen_s_Charter_Handbook_Template_with_Instructions_-_Accepted_Changes.pdf</a></li> <li>• Regional Offices (RO), Schools Division Offices (SDO), and schools are discouraged from deviating from the service standards stated in the DepEd-wide CC unless the difference is due to streamlining/ digitization or circumstances only applicable to their office.</li> </ul>	<ul style="list-style-type: none"> <li>• ROs/SDOs using the DepEd-wide CC shall print only the services applicable to their governance level from the CC in <a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a>.</li> <li>• The hard copy of the RO/SDO CC culled from the DepEd-wide CC shall be kept at the Office of the Regional Director (ORD) / Office of the Schools Division Superintendent (OSDS).</li> <li>• ROs/SDOs using the RO/SDO-crafted CC shall print the latest version of their CC and keep the hard copy in the ORD/OSDS.</li> <li>• Offices other than ORD/ OSDS are only required to print the CC for services they are involved in.</li> <li>• The CC shall be printed and bound (soft/hard/ring bind) on A4 paper.</li> </ul>
2. Information Billboard	<ul style="list-style-type: none"> <li>• Condensed version of the Handbook, but at a minimum shall still include the following:               <ol style="list-style-type: none"> <li>a. Version (Year or Month + Year) of the CC posted;</li> <li>b. May contain only the external services applicable to the governance level;</li> <li>c. Complete list of requirements per service;</li> <li>d. Client steps and agency action;</li> <li>e. Full name, designation, and office of the person responsible per step;</li> <li>f. Fees to be paid, if any;</li> <li>g. Processing time; and</li> <li>h. Procedure for filing complaints.</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• May only contain the external services of the CO/RO/SDO/School</li> <li>• May be a tarpaulin/poster, electronic billboard (TV), or interactive information kiosk placed at the main entrance or most conspicuous place of service. It shall be readable, concise, and engaging.</li> <li>• TV or information kiosks with the CC shall allow sufficient read time; transition should not be too fast, and graphics should not be distracting.</li> </ul> <ul style="list-style-type: none"> <li>• Refer to Page 633 of the DepEd CC 2026 Edition (Feedback and Complaints Mechanism) for the ARTA-prescribed template for the <i>Procedure for Filing Complaints</i>.</li> <li>• It shall be posted at the main entrance or the most conspicuous place of service.</li> </ul>

		<ul style="list-style-type: none"> <li>• Feedback on the services in the CC shall be recorded using the ARTA-prescribed Client Satisfaction Measurement (CSM) Form.</li> <li>• The CSM shall be accessible by posting the QR code/link or leaving CSM hard copies near the billboard/kiosk. Queries/concerns on the CSM shall be directed to the Public Assistance Action Center (PAAC) at <a href="mailto:depedactioncenter@deped.gov.ph">depedactioncenter@deped.gov.ph</a>.</li> </ul>
3. Online	<ul style="list-style-type: none"> <li>• The uploaded CC shall be a read-only, searchable PDF version of the Handbook.</li> <li>• It shall be uploaded on the official website of the RO/SDO.</li> </ul>	<ul style="list-style-type: none"> <li>• If RO/SDO is using the DepEd-wide CC, post this clickable link <a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a> in the RO/SDO's homepage or under tabs named <i>Home</i> or <i>About Us</i>.</li> <li>• If RO/SDO is using the RO/SDO-crafted CC, upload it on the website's homepage, under its own tab, or under tabs named <i>Home</i> or <i>About Us</i>.</li> <li>• A condensed version of the latest Handbook (such as a workflow) containing items a-g on Item No. 2 of this table may be posted on the RO/SDO website only as a quick reference for clients. The RO/SDO is still required to publish the entirety of the CC they are using on their website.</li> <li>• If CC shall be published online in a non-PDF format (e.g., FlipHTML5), it shall still be clear and readable, and without cost to users.</li> <li>• If possible, the CC should be easily accessible, i.e., no need to download the file to view it.</li> </ul>
	<ul style="list-style-type: none"> <li>• If there is no working website, the latest CC may be uploaded on the official Facebook account of the RO/SDO/school.</li> </ul>	<ul style="list-style-type: none"> <li>• If using graphics, ensure that the CC posted shall still be clear and readable, easily accessible.</li> <li>• If RO/SDO is using the DepEd-wide CC: <ul style="list-style-type: none"> <li>- Post a clickable link to <a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a> or</li> <li>- Upload individual pages of the CC Handbook in an album titled <i>DepEd-(insert governance unit here) Citizen's Charter (insert</i></li> </ul> </li> </ul>

		<p>year), e.g., <i>DepEd-RO V Citizen's Charter 2025</i></p> <ul style="list-style-type: none"> <li>• If RO/SDO is using the RO/SDO-crafted CC: <ul style="list-style-type: none"> <li>- Upload individual pages of the CC Handbook in an album titled <i>DepEd-(insert governance unit here) Citizen's Charter (insert year), e.g., DepEd-RO X Citizen's Charter 2026</i></li> <li>- Include the clickable link of the CC in the RO/SDO website on the FB album description.</li> </ul> </li> </ul>
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It must be reiterated that conformance to RA 11032 is subject to random audit or monitoring by the ARTA Compliance Monitoring and Evaluation Office (CMEO), which may refer non-compliance to the ARTA Investigation, Enforcement, and Litigation Office (IELO).

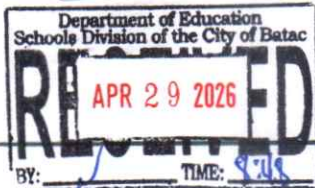
Hence, all are enjoined to uphold the DepEd Citizen's Charter with guidance from the DepEd Committee on Anti-Red Tape (CART) in the Central Office and Sub-CART in ROs, SDOs, and Schools. DepEd Memorandum No. 040, s. 2025 provides the updated composition of the DepEd CART and Sub-CART that can be accessed at [https://www.deped.gov.ph/wp-content/uploads/DM\\_s2025\\_040.pdf](https://www.deped.gov.ph/wp-content/uploads/DM_s2025_040.pdf).

To check the status of CC and CSM in field office websites, the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED), as the DepEd CART Secretariat, shall be conducting an online inventory by July 2026. Hence, all ROs and SDOs are requested to **update their official websites with the latest CC and CSM on or before 30 June 2026**.

For more information on the DepEd Citizen's Charter 2026, please contact the DepEd CART Secretariat through **Ms. Hannah Hasmin Caña** and **Mr. Ervin Joseph B. Ocampo** at the email address [artasec@deped.gov.ph](mailto:artasec@deped.gov.ph) or by phone at (02) 8633-5375.

For information and guidance.

Copy furnished:  
**OFFICE OF THE SECRETARY**  
[osec@deped.gov.ph](mailto:osec@deped.gov.ph)



Republic of the Philippines  
**Department of Education**  
REGION I

**REGIONAL MEMORANDUM**

No. 524 s. 2026

**DISSEMINATION OF THE DEPED CITIZEN'S CHARTER 2026 AND  
REITERATION IN THE IMPLEMENTATION OF THE CLIENT  
SATISFACTION MEASUREMENT (CSM)**

To: Schools Division Superintendents  
Division Public Assistance Coordinators

1. This Office, through the Public Affairs Unit, disseminates the attached Memorandum from the Office of the Undersecretary of Human Resource and Organizational Development on the Updating of the Department of Education Field Offices and Schools' Citizen's Charter in alignment 2026 (1<sup>st</sup> edition), in continuing compliance with Republic Act (RA) No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.
2. The DepEd Citizen's Charter 2026 can be accessed through <https://www.deped.gov.ph/about-deped/citizenscharter/> and must be posted in the following forms: handbook, information billboard, and online.
3. The continuing implementation of Client Satisfaction Measurement (CSM) is likewise reiterated.
4. Newly-designated Division Public Assistance Coordinators (DPACs) and/or CSM Focal Persons are requested to attend an online re-orientation on the CSM presentation, initiated by the Public Affairs Service (PAS), on April 30, 2026, 2:00-4:00 PM.
5. For concerns and inquiries, you may send a message to Joanna D. Sabado, through email: [paac.region1@deped.gov.ph](mailto:paac.region1@deped.gov.ph) or 09399182581.
6. For immediate dissemination and strict compliance.

For the Regional Director:

**RHODA T. RAZON, EdD, CESO IV**  
Assistant Regional Director



Doc. Ref. Code	RM-ORD	Rev	00
Effectivity	11.16.2024	Page	1 of 2





Republic of the Philippines  
**Department of Education**  
REGION I

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ENCL. DM-OUHRODI-2026-1133  
Reference: As Stated  
To be indicated in the Perpetual Index:  
Under the subject:

TRANSPARENCY WEBSITE

ORD-PAU/jds/RM\_UpdatingDepEdCC2026  
April 28, 2026



Flores St., Catbangan, City of San Fernando, La Union  
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www.depdedregion1.com

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Republika ng Pilipinas

# Department of Education

OFFICE OF THE UNDERSECRETARY  
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

**MEMORANDUM**  
**DM-OUHRODI-2026-1133**

**FOR : UNDERSECRETARIES**  
**ASSISTANT SECRETARIES**  
**BUREAU/SERVICE DIRECTORS**  
**REGIONAL DIRECTORS**  
**SCHOOLS DIVISION SUPERINTENDENTS**  
**PUBLIC SCHOOL HEADS**  
**ALL OTHERS CONCERNED**

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

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- g. procedure for filing complaints.



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Email Address: usec.hrod@deped.gov.ph | Website: www.deped.gov.ph

Doc. Ref. Code	CD-OUHROD-F002	Rev	00
Effectivity	03.23.23	Page	1 of 4



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As required in Memorandum Circular No. 2019-002 issued by the Anti-Red Tape Authority (ARTA), the DepEd CC 2025 shall be posted in the following forms:

Form	Description	Reminders
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		<p><i>year</i>), e.g., <i>DepEd-RO V Citizen's Charter 2025</i></p> <ul style="list-style-type: none"> <li>• If RO/SDO is using the RO/SDO-crafted CC: <ul style="list-style-type: none"> <li>- Upload individual pages of the CC Handbook in an album titled <i>DepEd-(insert governance unit here) Citizen's Charter (insert year)</i>, e.g., <i>DepEd-RO X Citizen's Charter 2026</i></li> <li>- Include the clickable link of the CC in the RO/SDO website on the FB album description.</li> </ul> </li> </ul>
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For more information on the DepEd Citizen's Charter 2026, please contact the DepEd CART Secretariat through **Ms. Hannah Hasmin Caña** and **Mr. Ervin Joseph B. Ocampo** at the email address [artasec@deped.gov.ph](mailto:artasec@deped.gov.ph) or by phone at (02) 8633-5375.

For information and guidance.

Copy furnished:  
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		<ul style="list-style-type: none"> <li>• Feedback on the services in the CC shall be recorded using the ARTA-prescribed Client Satisfaction Measurement (CSM) Form.</li> <li>• The CSM shall be accessible by posting the QR code/link or leaving CSM hard copies near the billboard/kiosk. Queries/concerns on the CSM shall be directed to the Public Assistance Action Center (PAAC) at <a href="mailto:depedactioncenter@deped.gov.ph">depedactioncenter@deped.gov.ph</a>.</li> </ul>
3. Online	<ul style="list-style-type: none"> <li>• The uploaded CC shall be a read-only, searchable PDF version of the Handbook.</li> <li>• It shall be uploaded on the official website of the RO/SDO.</li> </ul>	<ul style="list-style-type: none"> <li>• If RO/SDO is using the DepEd-wide CC, post this clickable link <a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a> in the RO/SDO's homepage or under tabs named <i>Home</i> or <i>About Us</i>.</li> <li>• If RO/SDO is using the RO/SDO-crafted CC, upload it on the website's homepage, under its own tab, or under tabs named <i>Home</i> or <i>About Us</i>.</li> <li>• A condensed version of the latest Handbook (such as a workflow) containing items a-g on Item No. 2 of this table may be posted on the RO/SDO website only as a quick reference for clients. The RO/SDO is still required to publish the entirety of the CC they are using on their website.</li> <li>• If CC shall be published online in a non-PDF format (e.g., FlipHTML5), it shall still be clear and readable, and without cost to users.</li> <li>• If possible, the CC should be easily accessible, i.e., no need to download the file to view it.</li> </ul>
	<ul style="list-style-type: none"> <li>• If there is no working website, the latest CC may be uploaded on the official Facebook account of the RO/SDO/school.</li> </ul>	<ul style="list-style-type: none"> <li>• If using graphics, ensure that the CC posted shall still be clear and readable, easily accessible.</li> <li>• If RO/SDO is using the DepEd-wide CC: <ul style="list-style-type: none"> <li>- Post a clickable link to <a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a> or</li> <li>- Upload individual pages of the CC Handbook in an album titled <i>DepEd-(insert governance unit here) Citizen's Charter (insert</i></li> </ul> </li> </ul>