



CITIZEN'S CHARTER

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FOREWORD

Schools Division Office - Mandaluyong is committed to provide quality frontline services. Its stakeholders should receive the best delivery of service that they deserve. Guided by the Anti-Red Tape Act of 2007 and Ease of Doing Business Act and Efficient Government Service Delivery Act of 2018, the division is mandated to underscore the importance of effective and efficient frontline services.

Thus, this Citizen's Charter is crafted to guide stakeholders with the frontline services that it provides.

This contributes to the vision of the Department of Education to continuously improve itself to better serve its stakeholders.


NERISSA L. LOSARIA, CESO VI
Officer-In-Charge

Office of the Schools Division Superintendent

VISION

We dream of Filipinos who passionately love their country and whose values and competencies enable them to realize their full potential and contribute meaningfully to building the nation.

As a learner-centered public institution, the Department of Education continuously improves itself to better serve its stakeholders.

MISSION

To protect and promote the right of every Filipino to quality, equitable, culture-based, and complete basic education where:

- Students learn in a child-friendly, gender-sensitive, safe, and motivating environment.
- Teachers facilitate learning and constantly nurture every learner.
- Administrators and staff, as stewards of the institution, ensure an enabling and supportive environment for effective learning to happen
- Family, community, and other stakeholders are actively engaged and share responsibility for developing lifelong learners

CORE VALUES

Maka-Diyos
Makatao
Makakalikasan
Makabansa

QUALITY POLICY

Schools Division Office of Mandaluyong provides quality administrative and financial services to all schools and other stakeholders.

We are committed to continuously improve our Quality Management System by:

- providing enabling, supportive and effective support system;
- meeting interested parties' needs and expectations; and
- adhering to DepEd policies and other applicable legal requirements.

FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following:

- ✓ Accomplish our Feedback Form available in the Guard House upon entering the SDO Mandaluyong premises.
- ✓ Send your feedback through email (sdo.mandaluyong@deped.gov.ph)
- ✓ Send your feedback through our official Facebook page (DepEd Mandaluyong)

If you are not satisfied with any of the above mechanism, kindly provide written complaint to the Office of the Schools Division Superintendent, for appropriate action.

Thank you.