



Republic of the Philippines
Department of Education
REGION VIII - EASTERN VISAYAS

April 7, 2020

REGIONAL MEMORANDUM

No. **222**, s. 2020

**DEPED-WIDE CITIZEN'S CHARTER REVIEW BASED ON EVALUATION REPORT
OF THE ANTI-RED TAPE AUTHORITY (ARTA)**

To: Schools Division Superintendents
Regional Office Personnel
All Others Concerned

1. Attached is a copy of Memorandum DM-PHRODFO-2020-00135 dated 30 March 2020 with the subject **DepEd-wide Citizen's Charter Review Based on Evaluation Report of the Anti-Red Tape Authority (ARTA)**.
2. Relative thereto, all Schools Division Superintendents are encouraged to give comments, feedback and recommendations and submit the same through email address region8@deped.gov.ph copy furnished pau.region8@deped.gov.ph and personnel.region8@deped.gov.ph on or before **April 17, 2020** for consolidation.
3. For immediate compliance.

RAMIR B. UYTICO EdD, CESO IV

X Director IV

Enclosure: DM-PHRODFO-2020-00135

Reference: DM-PHRODFO-2020-00135

To be indicated in the Perpetual Index under the following subjects:

ANTI-RED TAPE AUTHORITY
CITIZEN'S CHARTER
EVALUATION REPORT

AD-PS-EDR



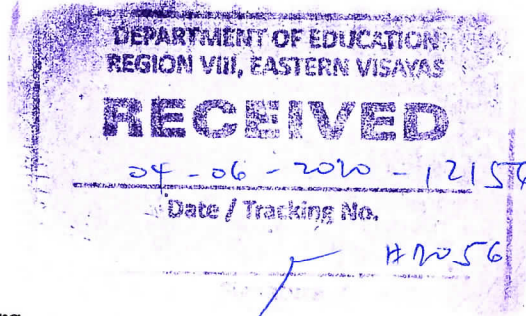


Republic of the Philippines
Department of Education

Tanggapan ng Pangalawang Kalihim
Office of the Undersecretary

MEMORANDUM

DM-PHRODFO-2020-00135



TO: Undersecretaries
Assistant Secretaries
Bureau and Service Directors
Regional Directors
Schools Division Superintendents
Public Elementary and Secondary Schools Heads
All Others Concerned

FROM: 
JESUS L.R. MATEO
Undersecretary

SUBJECT: DepEd-wide Citizen's Charter Review Based on Evaluation Report of the Anti-Red Tape Authority (ARTA)

DATE: 30 March 2020

1. The Department of Education (DepEd) shall be implementing **Republic Act (RA) No. 11032**, otherwise known as the "**Ease of Doing Business and Efficient Government Service Delivery Act of 2018**" of **Anti-Red Tape Authority (ARTA)**. This is in connection with the President's urgent directive to quickly respond and yield meaningful results in streamlining processes and to provide high quality and genuine public service that Filipinos deserve, without delay and bureaucratic red tape (SONA 2019).
2. The ARTA was effectively created and enacted on May 28, 2018 to set out the administration's dream of creating a comfortable life for every Filipino. It directs government agencies to regularly undertake cost compliance analysis, time & motion studies, evaluation & improvement of transaction system and procedures, and perform reengineering to eliminate red tape and corruption, thus improving processing time and expediting transactions.
3. The Implementing Rules and Regulations of RA 11032 was issued last August 13, 2019, mandating the roll-out of the new Citizen's Charter Guidelines. Pursuant to this, every agency is mandated to set up and create an updated **Citizen's Charter**. This shall contain all government services that the agency offers to ensure the efficient, transparent, and accountable delivery of service. It further serves as the basis for establishing liability of all erring government employees involved in unnecessary red tape and corruption.

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4. In view of this, the Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED) undertook a series of consultation workshops on October – November 2019 to update the DepEd Citizen’s Charter across all governance level from Central Office (CO), Regional Offices (ROs) and Schools Division Offices (SDOs). Frontline and non-frontline offices partook in mapping and streamlining of critical services in order to classify them according to the prescribed processing time of the law as follows:
 - a. **Simple transactions** with no more than 3 working days are applications or requests submitted by applicants or requesting parties which only require ministerial actions which present only inconsequential issues for the resolution by an officer or employee;
 - b. **Complex transactions** with no more than 7 working days are applications or requests submitted by applicants or requesting parties which necessitate evaluation in the resolution of complicated issues by an officer or employee, such transactions to be determined by the office concerned;
 - c. **Highly technical transactions** are applications or requests involving activities which pose danger to public health, public safety, public morals, public policy, and highly technical application, the prescribe processing time shall in no case longer than twenty (20) working days or as determined by the government agency or instrumentality concerned, whichever is shorter. (ARTA Joint Memorandum Circular No. 2019-001 s. 2019)
5. The DepEd was able to submit its updated Citizen’s Charter on December 06, 2019 in conformity with ARTA Memorandum Circular No. 2019-002. This is a comprehensive list of DepEd services (frontline and non-frontline) contained in the Citizen’s Charter Handbook and a Certificate of Compliance signed by the Secretary. Thereafter, ARTA released the Citizen’s Charter Evaluation Report on January 30, 2020.
6. Further, the BHROD-OED is requesting all offices across governance level from Central, Regions, Schools Division, and Schools to **provide feedback** on the **DepEd Citizen’s Charter (1st Edition) vis-à-vis ARTA Evaluation Report** from **March 30- April 21, 2020**.
 - a. For references such as ARTA issuances, Memorandum Circulars, Updated DepEd Citizen’s Charter for Review, Citizen’s Charter Evaluation Report and templates can be found in this link:
<http://deped.in/citizenscharter19>
 - b. Comments, feedback & recommendations shall be gathered through the following links:
<http://deped.in/ccreview19> or <https://tinyurl.com/ccreview19>



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- c. The consolidated feedback, comments and recommendations shall be forwarded to Regional Office and shall form part of the final submission to ARTA.

7. Should there be government services not declared in the DepEd Citizen's Charter (1st Edition) which are deemed necessary to include, kindly email it to BHROD-OED at bhrod.oed@deped.gov.ph following the template for citizen's charter.

8. Non-submission of comments, recommendations and feedback **on or before April 21, 2020 shall be deemed as approval of the DepEd Citizen's Charter** for final submission to ARTA and implementation to DepEd field offices.

9. For your immediate compliance.



CITIZEN'S CHARTER EVALUATION

Department/Agency : Department of Education

Citizen's Charter Evaluation Form		
Content	Compliant (Y or N)	Remarks
Is the Citizen's Charter consolidated?		
Cover Page	Y	
1st Page	Y	
I. Agency Profile		
Vision	Y	
Mission	Y	
Mandate	Y	
Service Pledge	N	- Core values is different from the service pledge
II. List of Services		
# of Services Listed	124	
Type of Categorization	Y	- The listed services are categorized by office then external/internal services
Service Header	Y	
Service Category	Y	- Citizen's Charter contains both internal and external services
III. Service Specification Table		
No. of Services with Service Specification Table	124	
Service Number	Y	
Service Name	Y	
Brief Description of the Service	N	- All services have no description
Office or Division	Y	
Service Classification (Simple, Complex, Highly Technical)	N	- Some services have no classification *Application for Establishment/Separation of Public Schools (20days, 15minutes) - Revisit the "Foreign Travel Authority Request on Personal Travel" since based on data at hand, it should only be a Complex Transaction (Classification shall dictate the processing time not the other way around) Note: As per the IRR of R.A. 11032, all services that are not classified will automatically be deemed as "Simple" by the Authority
Type of Transaction (G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government)	Y	
Who may Avail	Y	
Checklist of Requirements	N	- Some requirements do not have the required number of copies and type of copies (type of copies mean original or photocopy) - Services did not follow the prescribed manner of writing in Reference B for checklist of requirements *used "school records" - please specify the school records required *used Necessary supporting documents - please specify the documents required - Referred to a separate issuance for the list of requirements (list the actual requirements indicated in the issuance in the Citizen's Charter - Handbook)
Where to Secure	N	- Some services do not contain where each requirement can be secured (- Some services do not contain where each requirement can be secured (page 32)
Client Steps	N	- Some services do not contain the location where the client step shall be done
Agency Action	Y	
Fees to be Paid per Step	N	- - Some fees do not indicate what it is intended for

Total Fees to be Paid	N	- Total fees to be paid on some services do not equate the fees to be paid per step *Application for Philippine Educational Test (PEPT)
Processing Time per step	N	- Some services do not follow the prescribed manner of writing stated in Reference B *used "2 half days, please follow days, hours, minutes format" *used "Depending on the grade level (Max 8 hours)" *uses "within" - please use specific amount of time per step *used "3 ½ days, 60mins, more than a week" - please follow days, hours, minutes format *used ranging "2-3 days"
Total Processing Time	N	- Some services do not show the processing time for each step - Some Simple Services exceeded the 3 day limit *Standard FOI Request through walk-in facility, action@deped.gov.ph, and Online (3days, 30minutes) - Some Complex Services exceeded the 7 day limit *Application for National Career Assessment Examination (NCAE) *Foreign Travel Authority Request on Official time or Official Business - Some Highly Technical Services exceeded the 20 day limit *Budget Accountability Reporting (2 months, 2 weeks and 5 minutes) - Some services used ranging in showing the processing time for each step *Filing of Complaint "20 – 35 minutes" - Some services do not follow the prescribed manner of writing stated in Reference B (please follow days, hours, minutes format) *used "within the day" *used "64 minutes per transaction" - Some services used a disclaimer saying that the processing time is on a per transaction basis which is a form of ranging - Some services does not show the total processing time Note: Total processing time shall reflect the total turn-around time needed to complete the service and give the output to the client (includes all waiting time and processing time)
Person Responsible per Step	N	- Some services do not show the office of the person responsible per step - Some services do not show the designation of the person responsible per step (Designated Staff is not a designation)
Feedback Mechanism	N	- Incomplete information
Complaints Mechanism	Y	
Contact Information ARTA, CSC, PCC	Y	
IV. List of Offices		
No. of Offices	N	
Address	N	
Contact Information	N	

General Remarks:

Request to Download of Funds (Sub-Aro) - 2days, 2hours, 13minutes but classified as highly technical

Services and its processing time shall reflect the end-to-end process and its total turn around time and as such, the service "Submission of Employment Application" should end when the applicant is either accepted or not instead of ending in DepEd sendin an application receipt. (apply to all services)



Republic of the Philippines
Department of Education

Tanggapan ng Kalihim
Office of the Secretary

CERTIFICATE OF COMPLIANCE

Pursuant to the Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, *Leonor Magtolis Briones*, Filipino, of legal age, *Secretary of the Department of Education*, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The *Department of Education* including *Central Office, 17 Regional Offices (RO), 223 School Division Offices (SDO), and 61,916 schools (elementary, junior and senior high schools)* has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iii. Maximum time needed to conclude the process;
 - iv. Document/s to be presented by the applicant or requesting party, if necessary;
 - v. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material across governance level.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 29th of November, 2019 in Pasig City, Metro Manila, Philippines.


LEONOR MAGTOLIS BRIONES
Secretary
Department of Education

SUBSCRIBED AND SWORN to before me this 29th of November 2019 in Pasig City, Metro Manila, Philippines, with affiant exhibiting to me her (government-issued ID) issued on (date of issuance) at (place of issuance).

NOTARY PUBLIC/ ADMINISTERING OFFICER

Doc. No. ____
Page No. ____
Book No. ____
Series of ____

TOTAL TIME:			2 days, 3hours, 10minutes (Manner of writing: # of Day/s, # of Hour/s, # of Minute/s)	