



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

October 14, 2021

REGIONAL MEMORANDUM

No. **000629**, s. 2021

UPDATING THE DEPED CITIZEN'S CHARTER FOR FY 2021

To: Schools Division Superintendents
Citizen's Charter Focal Persons and
Technical Working Group
All Others Concerned

1. Attached is Memorandum DM-HROD-2021-0242 dated 28 September 2021 with the subject **Updating the DepEd Citizen's Charter for FY 2021**.
2. Relative thereto, the Schools Division Superintendents are directed to comply with the activities and the deadline/schedule set in the said Memorandum
3. Immediate dissemination of and compliance with this Memorandum are desired.


EVELYN R. FETALVERO, CESO IV
Regional Director

Enclosure: DM-HROD-2021-0242

Reference: DM-HROD-2021-0242

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

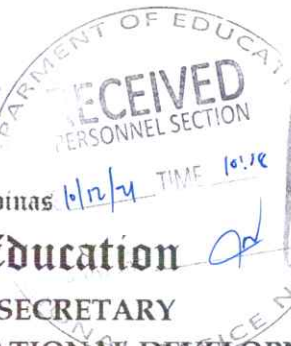
CITIZEN'S CHARTER

UPDATING



AD-PS-EDR



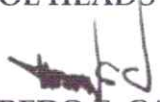


Republika ng Pilipinas

Department of Education
OFFICE OF THE UNDERSECRETARY
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
DM-HROD-2021-0242

TO : REGIONAL DIRECTORS
SCHOOLS DIVISION SUPERINTENDENTS
SCHOOL HEADS

FROM : 
WILFREDO E. CABRAL
Regional Director, DepEd NCR and
Officer-In-Charge, Office of the Undersecretary
Human Resource and Organizational Development

SUBJECT : Updating the DepEd Citizen's Charter for FY 2021

DATE : 28 September 2021

The Department of Education (DepEd), through the Bureau of Human Resource and Organizational Development - Organization Effectiveness Division (BHROD-OED) expresses its utmost gratitude to Regional Offices (ROs) and Schools Division Offices (SDOs) for supporting the following initiatives:

1. Implementation of Ease of Doing Business and Efficient Government Service Delivery Act of 2018 of the Anti-Red Tape Authority (ARTA) and Updating of DepEd Citizen's Charter in compliance with the Performance-Based Bonus (PBB) requirements for Fiscal Year 2020 (DM-PHROD-2020-00364);
2. Implementation of the Standardized Citizen/Client Satisfaction Survey (CCSS) Form in the Department of Education (DM-PHROD-2021-0165);
3. Republic Act (RA) 11032 Implementation Workshop for the DepEd ROs and SDOs (DM-PHROD-2021-0531);
4. Submission of Supporting Documents to DepEd Streamlining and Process Improvement for the Grant of PBB for FY 2020 (DM-HROD-2021-0011).

Because of the substantial cooperation from the field offices, the Department was able to implement RA 11032, or EODB-EGSD Act of 2018, and submit two of the eligibility requirements (Modified Form A/ A1 and Citizen's Charter 2020) for PBB FY 2020.

However, it is necessary to set these commitments anew by updating the DepEd Citizen's Charter for FY 2021 in continued compliance with the law and PBB FY 2021 requirements by the AO25 (MC 2021-1 dated June 3, 2021). Hence, below is the list of identified activities and their corresponding schedules/deadlines for the realization of these commitments.

Handwritten: DKO mmnl 10/2/21

Activities		Deadline/Schedule
1.	Designation of ART Focal Persons and DepEd Citizen's Charter (CC) 2021 Technical Working Group (TWG) Members	October 7, 2021
2.	Submission of CC 2021 per governance level Completion of Online Survey on CC 2021	October 14, 2021
3.	TWG Orientation on the DepEd CC for FY 2021	October 19, 2021
4.	TWG Writeshop for DepEd CC 2021	October 20-21, 2021
5.	Finalization of DepEd CC 2021 by the TWG	To be announced
6.	TWG Endorsement of DepEd CC 2021 to DepEd Mancom and Execom members	November 2021
7.	Vetting and Approval of DepEd CC 2021	
8.	Submission of DepEd CC 2021 to ARTA and its Publication on the DepEd website	
9.	Submission of <i>field office</i> eligibility requirements for PBB 2021 to the DepEd Performance Management Team: <ul style="list-style-type: none"> • Streamlining/Digitization Report • Client/Citizen Satisfaction Survey (CCSS) Results 	December 31, 2021
10.	Submission of <i>agency</i> eligibility requirements for PBB 2021: <ul style="list-style-type: none"> • Process Results (Modified Form A) • CCSS Results 	February 28, 2022

The complete information on these activities is available on Annex A of this issuance. The editable version of the forms/templates are available at <https://bit.ly/DepEdCC2021>.

To facilitate the achievement of these activities, the BHROD-OED shall:

1. coordinate with the ARTA, AO 25, DepEd top management, and other stakeholders for RA 11032-related requirements and updates;
2. spearhead DepEd-wide RA 11032-related programs, projects, and activities;
3. enlist awareness and support on RA 11032 through information dissemination;
4. serve as the secretariat for RA 11032-related activities;
5. provide technical assistance on RA 11032-related matters; and
6. manage the DepEd Citizen's Charter Google Account (email and drive) and database of RA 11032 documents.

It should be emphasized that these RA 11032-related activities shall be conducted not only to prevent corruption and improve service delivery but also, more importantly, to align and reflect on these DepEd processes and procedures its core values of being *Maka-Diyos, Maka-tao, Makakalikasan, at Makabansa*.

For more information, please contact the BHROD-OED through email at citizenscharter@deped.gov.ph.

For information and guidance.

Enclosures:

Annex A: Activities for Anti-Red Tape Focal Persons

Annex B: Endorsement Letter for CC 2021

Annex C: Endorsement Letter for Reports for FY 2021 PBB

Training Design

Template and Guide for the Citizen's Charter

ANNEX A ACTIVITIES FOR ANTI-RED TAPE FOCAL PERSONS IN 2021

	Person Responsible	Action	Output	Compliance	Deadline/Schedule
1.	ART Lead	Designate ART Focal Persons and DepEd CC 2021 TWG Members	List of ART Focal Persons and TWG Members	Submit list via Google Form (https://bit.ly/ARTFocals2021)	October 7, 2021
2.	ART Lead	Convene ART Focal Persons to Update the CC 2021	<ul style="list-style-type: none"> • CC 2021 Endorsement Letter (Annex B) 	Internal meeting and planning per governance level	Schedule to be decided by ART Lead and TWG Member
3.	ART Focal Persons	Collaborate with functional units to update the CC 2021		Forward CC 2021 and Annex B to ART Lead for approval	
4.	ART Lead	Approve and endorse CC 2021	<ul style="list-style-type: none"> • CC 2021 • Signed Annex B 	Email signed Annex B to OED	October 14, 2021
5.	Designated TWG Member	Submit CC 2021	CC 2021	Upload CC 2021 on the Google Drive https://bit.ly/DepEdCC2021	
6.	Designated TWG Member	Complete the Survey on the CC 2021	Online Survey on RO/SDO/CC 2021	Complete online survey form. <i>Link to be sent based on list from ART Lead.</i>	October 14, 2021
7.	ART Focal Persons	Attend the TWG Orientation on the DepEd CC for FY 2021	Internal plans for PBB 2021 compliance	Attendance to the Workshop <i>Invitation to be sent via email.</i>	October 19, 2021
8.	DepEd CC 2021 TWG	Attend the Writeshop to Update the DepEd CC 2021	DepEd CC 2021 (first draft)	Collaborate with TWG to draft the DepEd CC 2021	October 20–21, 2021
9.	DepEd CC 2021 TWG	Finalize the DepEd CC 2021 draft	<ul style="list-style-type: none"> • DepEd CC 2021 (final draft) • Endorsement Letter (to follow) 	TWG Meetings to finalize the DepEd CC 2021, as needed	To be discussed
				<ul style="list-style-type: none"> • Email signed Endorsement to OED • Upload DepEd CC 2021 on the Google Drive 	October 29, 2021
	BHROD-OED	Endorsement of DepEd CC by TWG	Endorsement Letter	Forward DepEd CC 2021 by TWG to ManCom and Execom for review and approval	November 2021
	Mancom and Execom	Vetting of DepEd CC	Vetted DepEd CC	Review of DepEd CC 2021	
	BHROD-OED	Finalize the DepEd CC 2021	DepEd CC 2021	<ul style="list-style-type: none"> • Update the DepEd CC 2021 based on comments received • Submit the DepEd CC 2021 to the ARTA and upload on the DepEd website 	
10.	ART Focal Persons	Convene ART Focal Persons to discuss streamlining/ digitization initiatives and CCSS Results for PBB 2021	<ul style="list-style-type: none"> • Streamlining/ Digitization Report • CCSS Results 	Internal meeting and planning per governance level	Schedule to be decided by ART Lead and TWG Member
11.	Designated TWG Member	Collaborate with functional units to prepare reports		Endorsement Letter (Annex C)	
12.	ART Lead	Approve and endorse reports for PBB 2021	<ul style="list-style-type: none"> • Signed Annex C • Reports 	Email Signed Annexes and Reports to OED	December 31, 2021
13.	Designated TWG Member	Submit reports for PBB 2021	<ul style="list-style-type: none"> • Annex C • CCSS Results 	Upload Annex C and CC Results on the Google Drive	
14.	ART Focal Persons	Participate in other RA 11032-related activities	To be announced, if any	To be announced, if any (ex. Vetting of documents)	To be announced

Action #1: Designate ART Focal Persons and DepEd CC 2021 TWG Members – October 7, 2021

Based on DM-PHROD-2020-00364, each DepEd governance level is required to have Anti-Red Tape (ART Focal Persons):

Composition of DepEd ART Focal Persons per governance level (recommended by the ARTA)			
	Regional Office	Schools Division Office	Schools
Lead	Regional Director	Schools Division Superintendent	School Head
Members (one each)	Administrative Division	Administrative Service	Teacher-designate
	Personnel Division	Personnel Unit	Non-teaching personnel
	Legal Unit	Legal Unit/Focal	

Thus, ART Leads are requested to submit the list of their designated focal persons and TWG Members through the link <https://bit.ly/ARTFocals2021> on or before October 7, 2021.

The ART Focal Persons are expected to

- a. lead the review and update of services in the Citizen's Charter (CC),
- b. implement streamlining and digitization activities,
- c. coordinate compliance to the requirements of the ARTA/AO 25, and
- d. participate in capacity building activities provided by the BHROD.

They are preferred to have the following qualifications:

- a. permanent status of appointment,
- b. institutional knowledge of their current RO/SDO/school,
- c. experience in reviewing/crafting the CC, and
- d. attendance in any RA 11032-related activities conducted by DepEd.

From among the ART Focal Persons, ART Leads shall designate members of the DepEd CC 2021 TWG:

RD-designated TWG Member	SDS-designated TWG member	School Head-designated TWG member
One member from the RO	One member per SDO	One member per school
One SDO per region		
Two schools per region		

The TWG shall perform the following tasks:

- a. Review the submitted CC of different units,
- b. Consolidate the CCs into a DepEd Citizen's Charter reflective of the service standards applied in different governance levels, and
- c. Endorse the DepEd CC to the BHROD-OED for vetting and approval of the Mancom/Execom.

ART Leads shall ensure that their respective governance units are represented in RA 11032-related activities by giving the designated TWG Members authority to attend on official time.

Upon designating the ART Focal Persons, the ART Lead shall convene them to initiate the review and update of their respective governance level's Citizen's Charter 2021. The ART Lead shall also set internal plans and deadlines for completion of the commitments set in this issuance.

The ART Focal Persons shall collaborate with the chiefs of functional units to ensure that the CC declares all external and internal services offered at the RO/SDO/school level and that the service standards are aligned with the RA 11032. They are encouraged to update the CC based on the Client/Citizen Satisfaction Survey (CCSS) Results 2020 and DepEd CC 2020 uploaded on the DepEd website. After updating the CC 2021, they shall forward it and the Endorsement Letter (Annex B) to the ART Lead for approval.

Action #4: Approve and endorse CC 2021 and Action #5: Submit CC 2021 to OED – October 14, 2021

The ART Lead shall check and approve the CC, digitally-sign the endorsement letter (Annex B), and email the letter to the BHROD-OED at citizenscharter@depd.gov.ph.

On the other hand, the TWG Member shall upload the CC on <https://bit.ly/DepEdCC2021> in the folder assigned to their region. The filename for the CC shall be (Name of RO/SDO/School) – CC 2021.

The endorsement letter and the CC 2021 shall be submitted to BHRDO-OED on or before October 14, 2021.

Action #6: Complete the Survey on the CC 2021 – October 14, 2021

After uploading their respective governance level's CC 2021, designated TWG Members shall complete the Online Survey on CC 2021 using the DepEd CC 2020 and their respective CC 2021 as reference:

- Regional Offices <https://bit.ly/RO2021CC>
- Schools Division Offices <https://bit.ly/SDOCC2021>
- Schools <https://bit.ly/SchoolCC2021>

The survey is being conducted to guide the TWG in creating a DepEd CC 2021 that is more reflective of the actual, individual experience of each governance level. The survey results shall be presented during the TWG Orientation for use during the Writeshop.

Thus, all ROs, SDOs, and schools are enjoined to answer the survey on or before October 14, 2021.

Action #7: Attend the TWG Orientation on the DepEd CC for FY 2021 – October 19, 2021

These ART Focal Persons shall be invited to attend the Orientation to Update the DepEd CC for FY 2021:

Governance Level		Participant		Total
Regional Office	1 6	ART Focal Persons	4	64
RD-designated SDO (One per region)	1 6	SDO TWG Member	1	16
RD-designated schools (2 per region)	3 2	ART Lead & School TWG Member	2	64
Expected Participants				144

The program design is available on Annex E. All target participants shall be expected to attend the Workshop on October 19, 2021 (Day 1). They are anticipated to share learnings to their colleagues and use their knowledge in the effective implementation of RA 11032.

Action #8: Attend the Writeshop to Update the DepEd CC for FY 2021 – October 20–21, 2021

Action #9: Finalize the DepEd CC 2021 – October 29, 2021

Only RO/SDO/School TWG Members shall be invited to the Writeshop on October 20–21, 2021. The target participants are the following:

Level		Participant		Total
Regional Office	16	TWG Member	1	16
RD-designated SDO (One per region)	16	TWG Member	1	16
RD-designated schools (2 per region)	32	School TWG Member	1	32

TWG Members shall be assigned to working groups to review the results of the online survey and use it as a baseline to update the DepEd CC. Participants are requested to use their laptops/personal computers instead of mobile phones/tablets and have access to their respective RO/SDO/school CC 2021.

At the end of the activity, the TWG shall submit the first draft of the DepEd CC 2021 to the BHRD-OED. Also, each working group shall agree on a common schedule to meet and finalize the DepEd CC 2021 after the writeshop.

Upon finalization of the DepEd CC 2021, the TWG shall digitally-sign the endorsement letter (template to follow) and email it to the BHRD-OED at citizenscharter@deped.gov.ph. They shall also upload the DepEd CC 2021 on the Google Drive link to be provided by the BHRD-OED.

The endorsement letter and the DepEd CC 2021 shall be submitted to the BHRD-OED on or before October 29, 2021.

The BHRD-OED shall initiate the final vetting process of the DepEd CC 2021 by the Mancom and Execom, and shall edit the said document based on any comments received. The BHRD-OED shall submit the DepEd CC 2021 to the ARTA and publish it on the DepEd website.

Action #10: Convene ART Focal Persons to discuss streamlining/digitization initiatives and CCSS Results for 2021 and Action #11: Collaborate with functional units to update the CC 2021

The ART Lead shall re-convene ART Focal Persons to discuss the streamlining/digitization initiatives and Client/Citizen Satisfaction Survey (CCSS) Results for 2021 in their respective governance levels. The ART Lead shall also set internal plans and deadlines for completion of the commitments set in this issuance.

The ART Focal Persons shall collaborate with the chiefs of functional units to prepare the Streamlining/Digitization Report 2021 and CCSS 2021 (additional instructions to follow). After preparing the reports, they shall forward these and the Endorsement Letter (Annex C) to the ART Lead for approval.

Action #12: Approve and endorse the Streamlining/Digitization and CCSS Reports 2021 and Action #13: Submit the Reports to BHRD-OED – December 31, 2021

The ART Lead shall check and approve the reports, digitally-sign the endorsement letter (Annex C), and submit them to the BHRD-OED at citizenscharter@deped.gov.ph. On the other hand, the TWG Member shall upload the reports on the Google Drive to be provided by the OED.

Annex C and the reports shall be submitted to the BHRD-OED on or before December 31, 2021. The reports shall then be reviewed and forwarded to the DepEd PBB Secretariat for onward submission to the AO 25.

Action #14: Participate in other RA 11032-related activities

ART Focal Persons are requested to participate in other RA 11032-related activities, as applicable. They are also encouraged to contact the BHRD-OED through citizenscharter@deped.gov.ph for RA 11032-related concerns.

ANNEX B Endorsement Letter for RO/SDO/School Citizen's Charter 2021

Please transfer this template to the RO/SDO/School letterhead before filling out and signing.

TO : **WILFREDO E. CABRAL**
Regional Director, DepEd NCR and
Officer-In-Charge, Office of the Undersecretary
Human Resource and Organizational Development

ATTN: **Bureau of Human Resource and Organizational
Development - Organization Effectiveness Division**

FROM : **(Insert Name of Regional Director/SDS/School Head here)**
(Insert Designation here)

SUBJECT : **Endorsement of (Insert Name of RO/SDO/School here)
Citizen's Charter 2021**

DATE : Insert date here

In compliance with (insert issuance number here) issued by the Office of the Undersecretary for Human Resource and Organizational Development, the **(insert name of RO/SDO/School)** respectfully endorses its Citizen's Charter 2021, as uploaded in <https://bit.ly/DepEdCC2021>.

With this submission, I hereby declare that the Citizen's Charter 2021 is a result of collaboration among the Anti-Red Tape Focals and chiefs of functional divisions in the (region/schools division office/school). Thus, it is true and correct to the best of my knowledge. I undertake the responsibility to inform you of any changes therein, immediately.

ANNEX C Endorsement Letter for RO/SDO/School PBB Reports 2021

Please transfer this template to the RO/SDO/School letterhead before filling out and signing.

TO : **WILFREDO E. CABRAL**
Regional Director, DepEd NCR and
Officer-In-Charge, Office of the Undersecretary
Human Resource and Organizational Development

ATTN: **Bureau of Human Resource and Organizational
Development - Organization Effectiveness Division**

FROM : **(Insert Name of Regional Director/SDS/School Head here)**
(Insert Designation here)

SUBJECT : **Endorsement of (Insert Name of RO/SDO/School here) PBB
Reports 2021**

DATE : Insert date here

In compliance with (insert issuance number here) issued by the Office of the Undersecretary for Human Resource and Organizational Development, the **(insert name of RO/SDO/School)** respectfully endorses its Streamlining/Digitization Report and Citizen/Client Satisfaction Survey (CCSS) Report for 2021.

With this submission, I hereby declare that the reports are the result of collaboration among the Anti-Red Tape Focals and chiefs of functional divisions in the (region/schools division office/school). Thus, it is true and correct to the best of my knowledge. I undertake the responsibility to inform you of any changes therein, immediately.



DEPARTMENT OF EDUCATION

BUREAU OF HUMAN RESOURCE
AND ORGANIZATIONAL DEVELOPMENT

TRAINING DESIGN

Updating the DepEd Citizen's Charter for FY 2021

I. Rationale

Republic Act No. 11032 or the Ease of Doing Business and Efficient Delivery of Government Services Act of 2018 mandates all government agencies to regularly review existing processes to reduce bureaucratic red tape, processing time and costs toward improved delivery of public service.

In conformance with the said law and related issuances, the Bureau of Human Resource and Organizational Development (BHROD), through the Organization Effectiveness Division (OED), has been spearheading activities since 2019 such as capacity building, streamlining and process improvement of critical services, identifying the Committee on Anti-Red Tape (CART) Focal Persons, and initiating the annual update of the agency's Citizen's Charter (CC).

Last July and August 2021, the OED and ARTA conducted RA 11032 implementation workshops to capacitate the ART Focals and jumpstart the review of work processes in the central, regional, and schools division offices.

In continuation of this year's efforts to ensure that the RA 11032 is implemented in all governance levels, it is imperative that the technical working group (TWG) be convened for the (1) Orientation and (2) Writeshop to Update the DepEd CC 2021.

II. Objectives

The activity aims to

1. present the roles/responsibilities of the TWG;
2. facilitate discussion on challenges and opportunities in work processes during the pandemic;
3. initiate the review and update of the DepEd CC based on feedback from ARTA and Citizen/Client Satisfaction Survey (CCSS) results;
4. connect the CC with other DepEd goals, i.e. eligibility to the Performance-Based Bonus (PBB); and
5. facilitate the completion of DepEd CC 2021 and other PBB 2021 eligibility requirements.

III. Key Content/Topics

1. Terms of Reference of the TWG
2. DepEd Citizen's Charter 2020 and its evaluation by the ARTA
3. Streamlining and digitization initiatives for 2020
4. CCSS Results
5. Performance-Based Bonus 2021
6. DepEd Citizen's Charter 2021

IV. Target Participants

The activity is intended for technical working group representatives / ART Focal Persons of each governance level.

October 19, 2021 TWG Orientation on the DepEd CC for FY 2021

Governance Level		Participant		Total
Regional Office	1 6	ART Focal Persons	4	64
RD-designated SDO (One per region)	1 6	SDO TWG Member	1	16
RD-designated schools (2 per region)	3 2	ART Lead & School TWG Member	2	64
			Expected Participants	144

October 20–21, 2021 Writeshop to Update the DepEd CC 2021

Level		Participant		Total
Regional Office	16	TWG Member	1	16
RD-designated SDO (One per region)	16	TWG Member	1	16
RD-designated schools (2 per region)	32	School TWG Member	1	32
			Expected participants	64

V. Proposed Schedule and Platform

The activities will be conducted online via MS Teams/Zoom. Links will be provided to the ART Focal Persons registered by the ART Leads via <https://bit.ly/ARTFocals2021>.

October 19, 2021 TWG Orientation on the DepEd CC for 2021

Time	Activity	Person/Office Responsible
9:00–9:30	Online Registration National Anthem Prayer Roll call	BHROD-OED
9:30–9:45	Messages	
9:45–10:00	<ul style="list-style-type: none"> Class photo Activity Objectives Agenda and schedule 	BHROD-OED
10:00–10:30	<ul style="list-style-type: none"> Terms of Reference of the TWG DepEd Citizen's Charter 2020 and its evaluation by the ARTA 	
10:30–11:00	CCSS Results 2020	
11:00–11:30	PBB 2021	
11:30–12:00	Question and Answer	
12:00–1:30	Lunch break	
1:30–2:00	Streamlining and Digitization Initiatives based on forms submitted for PBB 2020	BHROD-OED
2:00–2:30	Ways forward for DepEd CC 2021 and PBB 2021	
2:30–3:30	Presentation of Pre-Training Survey Results	
3:30–4:45	Groupings and assignments for the Writeshop to Update the DepEd CC 2021	
4:45–5:00	Feedback Form and Reminders for the Writeshop	

October 20–21, 2021 Writeshop to Update the DepEd CC 2021

Day 1

Time	Activity	Person/Office Responsible
9:00–9:15	Prayer Recap Agenda and schedule Roll call	BHROD-OED
9:15–12:00	Breakout groups – each group shall be assigned service/s in the DepEd CC to be reviewed and finalized*	TWG
12:00–1:30	Lunch break	
1:30–4:45	Breakout groups – continuation	TWG
4:45–5:00	<ul style="list-style-type: none"> • Class photo • Feedback Form 	BHROD-OED


Day 2

Time	Activity	Person/Office Responsible
9:00–9:15	Prayer Recap Agenda and schedule Roll call	BHROD-OED
9:15–10:30	Breakout groups – continuation	TWG
10:30–12:00	Presentation of summary of group outputs	
12:00–1:30	Lunch break	
1:30–4:15	Presentation of summary of group outputs - continuation	TWG
4:15–4:30	Ways forward	BHROD-OED
4:30–4:45	Awarding of Certificates	
4:45–5:00	<ul style="list-style-type: none"> • Closing message • Class photo 	

VI. Resource and Budgetary Requirements

The BHROD-OED will serve as the program manager, secretariat, and facilitators for the activity. No budget is needed for the activity.

Prepared by:


Diane-Joyce G. Perez
 Administrative Officer V
 Organization Effectiveness Division

Template and Guide for the Citizen's Charter

1. Name of the Service

(description)

SERVICE NAME

- *Official Name of the Service*
- *Shall be numbered*

SERVICE DESCRIPTION

- *Purpose of the service as well as other pertinent information about it, i.e., legal basis.*

Office or Division:				
Classification:	Simple / Complex / Highly Technical			
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:				

SERVICE NAME
Description of the Service

Service Information	Office or Division:				
	Classification:				
	Type of Transaction:				
	Who may avail:				
Complete Checklist of Requirements	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Agency Action					
	TOTAL:				

Total Fees To Be Paid

Total Processing Time

Who May Avail

Fees To Be Paid Per Step

Processing Time Per Step

Responsible Person Per Step

**Guide in checking entries on your Citizen's Charter
(based on ARTA's feedback on DepEd Citizen's Charter 2020)**

1. Service Name
 - Official name of service
 - Shall be numbered
2. Service Description
 - Purpose of the service and other pertinent information such as the legal basis
3. Office or Division
4. Classification - each government service may fall under one classification only. Classify each transaction properly as this will signal to the clients the intricacy and length of the process
 - Simple – applications/requests which only require ministerial action or present only inconsequential issues for resolution.
 - Complex – applications/requests which necessitate evaluation in the resolution of complicated issues.
 - Highly Technical – transaction which requires the use of technical knowledge, specialized skills and/or training in the processing or evaluation thereof.
5. Type of Transaction - each government service may fall under more than one type.
 - G2B – client is a business entity
 - G2C – client is the general public
 - G2G – client is another government agency/employee/ official, including DepEd employees/officials
6. Who may avail – use the type of transaction as basis for listing the clients:
 - For G2B + G2C + G2G – write “All”.
 - For services targeted at specific clients, list the clients one by one.
7. Checklist of Requirements
 - Ensure that all requirements are completely listed as anything not on the checklist will be considered invalid and thus considered additional requirements.
 - Indicate the number of copies needed per document, indicate “one/1 copy” after the requirement. ex. Letter of Intent (1 copy)
 - For services that do not need requirements, write “None”.
8. Where to secure
 - Drill-down to the most specific office/division/desk to identify where the requirement is issued.
 - Do not lump requirements to “private entities” and the like, especially if some of the requirements needs to be certified/accredited by government agencies.
9. Client Steps
 - Add the location of the client action.
10. Agency Action
 - Use 1.1, 1.2...

11. Fees to be paid

- Indicate what the fees are intended for.
- Indicate the fees to be paid per step.

12. Processing Time – time consumed from the acceptance of an application/request with complete requirements, accompanying

- Show the processing time for each step.
 - Follow the prescribed manner of writing - # Day/s, # Hour/s, # Minute/s.
 - Do not use Seconds.
 - Do not use ranges, e.g., “within” or “between”.
 - Use the proper time conversions (example: 8 hours = 1 day).
 - Processes should not exceed the 3-7-20 prescribed processing times.
 - Total processing time should match the sum of processing time per step.
 - Total processing time shall reflect the total turnaround time needed to complete the service and give the output to the client; should include all waiting time and processing time.
- ✓ There should be alternate signatories for services that depend on the availability of Authorized Signatories as per RA 11032, absence of signatories shall not be a reason for the delays in processing time.

13. Person Responsible

- The designation and office of the person responsible per step would suffice.
- Services should show the designation of the person responsible per step (receiving personnel, evaluator, examiner, etc. are not designations).

Other reminders:

- ✓ All services listed in the CC should reflect the end to end process of each service. It should start with the acceptance of the request and end at the issuance/release of the output. If a service includes several offices, all offices should be reflected in a one long process indicating the parts of each office in the whole process.
- ✓ For services covered by special laws and Constitutional Bodies, the process and processing time prescribed by the special law and Constitutional Bodies shall prevail. Just indicate the special law or issuance of the constitutional body below the service specification table (e.g. hiring process, procurement process, etc.).