



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

October 28, 2020

REGIONAL MEMORANDUM

No. **559**, s. 2020

To: Schools Division Superintendents
Regional Office Chiefs

IMPLEMENTATION OF EODB-EGSD OF ARTA AND UPDATING OF DEPED CITIZEN'S CHARTER IN COMPLIANCE WITH THE PBB REQUIREMENTS FOR FISCAL YEAR 2020

1. Attached is Memorandum (DM-PHROD-2020-00364) dated 19 October 2020 with the subject **Implementation of EODB-EGSD of ARTA and Updating of DepEd Citizen's Charter in Compliance with the PBB Requirements for Fiscal Year 2020**.
2. Relative thereto, all Schools Division Superintendents and Regional Office Chiefs are directed to accomplish the templates provided which can be downloaded from the DepEd website through this link: <https://www.deped.gov.ph/about-deped/citizenscharter/>.
3. For instructions and submission process, refer to the attachments.
4. Immediate compliance with this Memorandum is desired.


RAMIR B. UYTICO EdD, CESO IV
Director IV

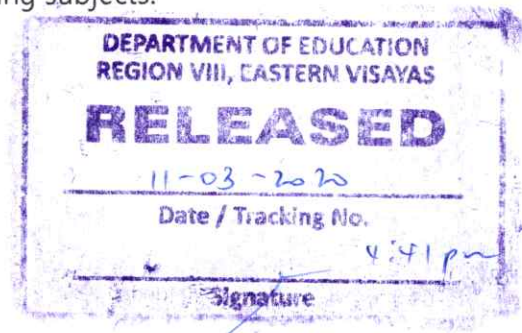
References: DM-PHROD-2020-00364

Enclosures: DM-PHROD-2020-00364

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

ANTI-RED TAPE AUTHORITY
CITIZEN'S CHARTER
COMPLIANCE
PBB REQUIREMENT

AD-PS-COZ





Republic of the Philippines
Department of Education

Tanggapan ng Pangalawang Kalihim
Office of the Undersecretary

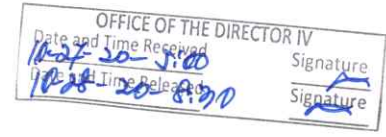
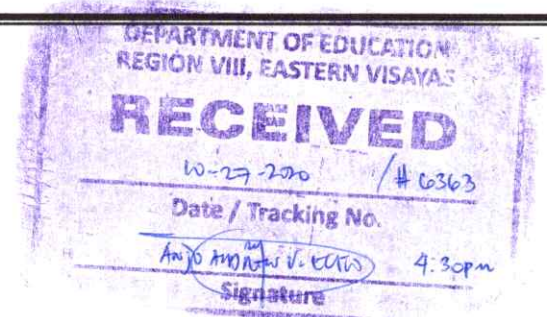
MEMORANDUM
DM-PHROD-2020-00364

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

FROM: 
JESUS L.R. MATEO
Undersecretary

SUBJECT: *Implementation of EODB-EGSD of ARTA and Updating of DepEd Citizen's Charter in compliance with the PBB requirements for Fiscal Year 2020*

DATE: 19 October 2020



The Department of Education (DepEd) has strengthened its efforts to ensure compliance of the whole agency to the eligibility requirements for the Grant of Performance-Based Bonus for FY 2020 as cited in Memorandum Circular (MC) 2020-1. One of the annual requirements under the good governance conditions (GGC) criteria is the updating of the DepEd Citizens Charter in compliance with Republic Act (RA) 11032, or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018".

In view thereof, the Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED) extends its appreciation to all offices and units across all governance levels that submitted their inputs and reports for the 2019 Citizen's Charter in line with ARTA requirements last year.

As part of the continuous efforts of the agency to improve its service delivery and support the implementation of the law, DepEd shall undertake the updating and enhancement of the **DepEd Citizen's Charter** for FY 2020. This endeavor will include the following actions:

1. Updating of the Handbook on the DepEd Citizen's Charter for FY 2020;
2. Streamlining and Processes Improvement of DepEd Critical Services; and
3. Designation of Focal Persons for the implementation of RA 11032

Submission of these documentary reports from all concerned offices and units would be highly appreciated on or before **November 03, 2020**. The succeeding sections will provide more detailed information on accomplishing and submitting the needed reports.

For inquiries and clarifications, please contact Pia Pangilinan or Mary Lisette Villas of BHROD-OED through phone at 0917-8725850/0917-1330975 or email at citizenscharter@deped.gov.ph.

BHROD-OED/pangilinan

*mal
10-27-20*

I. Handbook on DepEd Citizen's Charter for FY 2020

In compliance with Republic Act (R.A.) 11032 or the *"Ease of Doing Business and Efficient Government Service Delivery Act of 2018"*, the Anti-Red Tape Authority (ARTA), as the agency mandated to monitor and ensure compliance with the national policy on anti-red tape and ease of doing business in the country, has required all government offices and agencies to update and submit their respective Citizen's Charters, the official document that communicates in detail the information on the services provided by the government to its citizens. It shall also serve as the basis for establishing the liability of all erring government employees involved in red tape and corruption.

The Citizen's Charter for FY 2020 must contain **all external & internal services in the offices of the Central, Regional, Schools Division and School levels** offered to the citizens to ensure efficient, transparent, and accountable delivery service. The said document is one of the good governance conditions (GGC) criteria for the Grant of Performance-Based Bonus for FY 2020 cited in Memorandum Circular (MC) 2020-1 of the AO25 IATF. Setting-up the most current and updated Citizen's Charter should reflect the DepEd's improved, streamlined, and re-engineered systems and procedures for all its services to citizens and stakeholders. The consolidated document together with the Certificate of Compliance (CoC) duly signed by the Secretary shall be submitted to the Anti-Red Tape Authority (ARTA) on December 04, 2020.

INSTRUCTIONS:

A. Use the *2019 Citizen's Charter 1st edition Handbook* as the baseline data of existing external and internal services. This can be downloaded from the DepEd website through this link: <https://www.deped.gov.ph/about-deped/citizenscharter/>.

B. For offices with revisions on existing services in the 2019 edition:

1. Use and accomplish the *"Template for Revision in 2019 Citizen's Charter"* (Annex A). Indicate what services and which sections of the service need to be enhanced and updated for the FY 2020 edition;
2. Regional and Schools Division Offices shall consolidate the comments and revisions made by their respective functional divisions/units per governance level;
3. SDOs shall choose at least four (4) Schools to check and update the existing School Services indicated in the 2019 Citizen's Charter (pages 249-255);
 - a. The selected schools should come from different school size classification i.e. (1) Small, (1) Medium, (1) Large, and (1) Very Large - if applicable;
 - b. The SDO shall consolidate the school outputs using the same template.

C. For offices with existing external and internal services not yet included in the 2019 edition but need to be added in the 2020 edition:

1. Accomplish the *"Template for Citizen's Charter and Streamlining"* (Annex B) for external and internal services that were not covered in the existing 2019 handbook;
2. Fill-out appropriately all the required information as defined in the template from the Name of the Service, Service Description up to the row of Total for Fees, Substantive Compliance Cost, Processing Time and Signatures;
3. Regional and Schools Division Offices shall consolidate the submission of the new services of their respective functional divisions per governance level;

4. SDOs shall **choose at least four (4) Schools** to provide the additional services that are not included in the existing handbook but need to be reflected in the 2020 edition.
 - a. The selected schools should come from different school size classification i.e. (1) Small, (1) Medium, (1) Large, and (1) Very Large - if applicable;
 - b. The SDO shall consolidate the school outputs using the same template seen in *Annex*

II. Streamlining and Process Improvement of DepEd Critical Services

DepEd continues to adopt mechanisms and adjust its systems to ensure that Basic Education services will not be interrupted despite the emerging needs brought about by the COVID-19 situation. Adjustments may have been made to ensure that learning will not be disrupted and the health and safety of the learners and DepEd personnel will not be compromised.

These interventions shall be in response to one of the Physical Target criteria in PBB FY 2020 that focuses on the achievement of streamlining and process improvement of DepEd critical services such as digitization, development of online systems or mechanisms, and/or contactless transactions.

Streamlining of the declared services should aim to achieve the following:

1. Reduction in number of signatures not more than three (3);
2. Simplification of application forms or reduction in the number of documentary requirements; and
3. Reduction in turnaround time and completion of the transaction with the maximum period of 3, 7, and 20 days based on RA 11032.

With this, all offices in CO, ROs, SDOs, and Schools are enjoined to perform streamlining and process improvement of critical services offered to their internal and external clients. **The deadline for submission is on November 03, 2020.**

INSTRUCTIONS:

- A. Based on the 2019 Citizen's Charter Handbook, identify the service/process that underwent streamlining and/or digitization.
- B. Indicate which parts of the service that were transformed from manual to digital/contactless transaction under the REMARKS row.
 1. Client Steps
 2. Agency Steps
 3. Fees to be Paid (Primary & Other Transaction Cost)
 4. Substantive Compliance Cost
 5. Processing Time
 6. Number of Signatures
 7. Number of Required Documents
- C. Use the same template for declaring the processes/services that were improved or underwent digitization. Specific details are needed as it will also be reflected in the 2020 Citizen's Charter Handbook.
- D. Offices shall submit supporting documents as a requirement to show the actual improvement and proof of streamlining accomplishment:
 1. Flow process chart apart from accomplished Citizen's Charter template
 2. Photos/screenshots as the documentation of the online system develop
 3. Legal bases and additional documents to support the improvement

The same template attached in *Annex B* with additional instructions thereon will be used for the declared services to be improved and streamlined.

III. Designation of Anti-Red Tape Focal Persons

In consonance with the RA 11032 law, CO, ROs, SDOs and Schools are instructed to designate an Anti-Red Tape Focal Persons comprising of at least three (3) members in their respective governance level. They shall lead the reengineering and enhancing of the Citizen's Charter, coordinate the compliance and ensure submission of the documents required by ARTA and implement the streamlining of processes and services.

The composition of ART Focal Persons shall be as follows:

A. Anti-Red Tape Focal Persons - Central Office

Lead : Project Development Officer V- BHROD-OED
Members : BHROD-OED (3)
 BHROD-Personnel Division (2)
 Legal Service (2)

B. Anti-Red Tape Focal Persons - Regional Office

Lead : Regional Director
Members : Administrative Division (1)
 Personnel Section (1)
 Legal Unit (1)

C. Anti-Red Tape Focal Persons - Schools Division Office

Lead : Schools Division Superintendent
Members : Administrative Service (1)
 Personnel Unit (1)
 Legal Unit/focal (1)

D. Anti-Red Tape Focal Persons - Schools

Lead : School Head
Member : Teacher - designate (1)
 Non-teaching Personnel (1)

IV. Submission Process

- A. All outputs per governance level (CO, ROs, SDOs, and Schools) shall be uploaded to the designated Google Drive folder through this link: <https://bit.ly/2IyGZof>.
- B. Email the BHROD-OED as notification of the report submissions through this email address: citizenscharter@deped.gov.ph.
- C. Email Subject Format:
 - a. For Central Office: "CO/Name of Office Citizen's Charter"
example: CO/BCD-SCPD_Citizens Charter
 - b. For Regional Office: "Name of RO/Functional Division _Citizen's Charter"
example: NCR/FTAD_Citizen's Charter
 - c. For SDO: "Name of RO/Name of SDO_Citizen's Charter"
example: NCR/SDO Mandaluyong_Citizen's Charter
- D. Memorandum and other supporting documents issued by the Anti-Red Tape Authority can be downloaded in the same Google drive link for ready reference.
- E. For inquiries and clarifications, please contact Pia Pangilinan or Mary Lisette Villas of BHROD-OED through mobile numbers: 0917-8725850/ 0917-1330975 or email at citizenscharter@deped.gov.ph.

ANNEX B
TEMPLATE FOR CITIZEN'S CHARTER & STREAMLINING

1. NAME OF THE SERVICE (WITH SERVICE DESCRIPTION)

- Indicate the official name of the service. Make sure that each service is separately numbered.
- Provide a brief description of the service that will indicate the purpose and other pertinent information to guide the clients.

Office or Division:	<ul style="list-style-type: none"> • Tells the clients which office or division offers the service
Classification:	<ul style="list-style-type: none"> • 3 Classifications of Service: <ol style="list-style-type: none"> a. Simple b. Complex c. Highly Technical <p><i>Make sure to classify each transaction properly as this will signal the clients on both the intricacy and the length of the process</i></p>
Type of Transaction:	<ul style="list-style-type: none"> • There are 3 types of transactions: <ol style="list-style-type: none"> a. G2C – for services whose client is the transacting public b. G2B – for services whose client is a business entity c. G2G – for services whose client is another government agency, government employee, or official • One government service may fall under more than one (1) type of transaction
Who may avail:	<ul style="list-style-type: none"> • For services where any citizen is eligible, write "All." • For services that are aimed at a specific group or type of people, list them down one-by-one

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • All requirements should be completely listed in the Complete Checklist of Requirements • Any requirement not written in the checklist will be invalid and will be considered as additional requirements • For requirements needing one (1) copy, please indicate the number "one (1)" after the requirement as well as specify if it is an original copy or photocopy • For services that do not need requirements, write "None" • Do not leave anything blank 	<ul style="list-style-type: none"> • Be as specific as possible in stating where each requirement can be secured. • Point out the specific government office, division, and desk, if possible

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME	REQUIRED NO. OF SIGNATURES	PERSON RESPONSIBLE
Total:						

REMARKS: Which parts are streamlined/ improved. Write in the column provided.

--	--	--	--

ANNEX C
Briefer on the Implementation of Republic Act 11032 of Anti- Red Tape Authority

I. Background

Pursuant to Section 5 of Republic Act No. 11032 otherwise known as the *Ease of Doing Business and Efficient Government Service Delivery (EODB-EGSD) Act of 2018*, "All offices and agencies which provide government services are hereby mandated to regularly undertake compliance cost analysis, time and motion studies, undergo evaluation and improvement of their transaction systems and procedures and reengineer the same time, if deemed necessary, to reduce bureaucratic red tape and processing time, and to promote efficiency and simplicity of processes."

The Anti-Red Tape Authority was effectively created and enacted on May 28, 2018, to set out the administration's dream of creating a comfortable life for every Filipino. The Authority coordinates the reviews of existing laws, executive issuances, and local ordinances, and recommends the repeal of the same if deemed outdated, redundant, and adds undue regulatory burden to the transacting public. Thus, amended the Anti-Red Tape Act of 2007.

Upon the effectivity of the law, it directed all government agencies including the Department of Education to initiate a review of existing policies and operations and commence with the reengineering of their systems and procedures in compliance with the provision of its implementing rules and regulations.

II. Implementing Rules and Regulations (IRR)

Section 6 of the Act stipulates that all government agencies shall set up their respective most current and updated service standards to be known as the **Citizen's Charter** in the forms of information billboards, which shall be posted at the most conspicuous place, in their respective websites and in the form of published materials such as handbook written either in English or Filipino, or in local dialect. The Citizen's Charter shall contain the following information:

- a. External or Internal Service
- b. Comprehensive and uniform checklist of requirements
- c. Procedure to obtain a particular service
- d. Amount of processing fee, if any
- e. Processing time
- f. Name of the person responsible per step
- g. Procedure for filling of complaints

Zero Contact Policy of the Act specifies the process for acceptance of applications of request. The receiving officer shall perform a preliminary assessment of the application or request submitted with its supporting documents to ensure a more expeditious action, and immediately inform the requesting party of any deficiency in the requirements which shall be limited to those enumerated in the Citizen's Charter.

All applications or request submitted shall be acted upon by the assigned officer or employee within the prescribed processing time stated in the Citizen's Charter which shall not be longer than:

- a. Three (3) working days for simple transactions that are ministerial actions;
- b. Seven (7) working days for complex transactions that necessitate evaluation in the resolution of complicated issues by an officer or employee;
- c. Twenty (20) working days for highly technical transactions involving activities which pose danger to public health, public safety, public morals, public policy, and highly technical

applications or as determined by the agency or instrumentality concerned, whichever is shorter.

- d. Maximum time prescribed above may be extended only once for the same number of days, which shall be indicated in the Citizen's Charter, subject to the pertinent provision of the law.
- e. Formal Notice for Disapproved Application/Request indicates that no application or request shall be returned to the requesting party without appropriate action. In case an application or request is disapproved, the officer or employee who rendered the decision shall send a formal notice to the applicant within the prescribed processing time, stating therein the reason for the approval.

The law emphasizes that signatories shall be only a **maximum of three (3)** in any document. Offices have the option to designate alternate signatories in the absence of the authorized signatory, and to use electronic signatures or pre-signed documents with adequate security control mechanisms.

The Act stipulates the **automatic approval/extension** of license, clearance, permit, certification, or authorization if a government office fails to (1) approve or disapprove an original application or request for issuance or (2) act on an application or request for renewal within the prescribed processing time, the same shall be deemed approved/ automatically extended. Provided, that all acquired documents have been submitted and all required fees and charges have been paid.

Further, the law indicates the accountability of the head of the agency, thus **the Secretary of the Department of Education**, and its offices shall be the primary responsible for the implementation of the EODB-EGSD including the other Rules and Regulations, and shall be held accountable to the public in rendering fast, efficient, convenient, and reliable services. In accordance with Section 21 of RA11032, violations of any person who performs or cause the performance of the following shall be liable:

- a. Refusal to accept application or request with complete requirements being submitted by an applicant or requesting party without due cause;
- b. Imposition of additional requirements other than those listed in the Citizen's Charter;
- c. Imposition of additional cost not reflected in the Citizen's Charter;
- d. Failure to give the applicant or requesting party a written notice on the disapproval of an application or request;
- e. Failure to render government services within the prescribed processing time or any application or request without due cause;
- f. Failure to attend to applicants or requesting parties who are within the premise of the office or agency concerned prior to the end of official working hours and during lunch break;
- g. Failure or refusal to issue official receipts; and
- h. Fixing and/or collusion with fixers in consideration of economic and/or gain or advantage.

Violations of the said Act shall warrant any and all penalties and liabilities, as well as civil and criminal liabilities, stipulated in Section 22 of the Act:

First Offense: Administrative liability with six (6) months suspension: Provided, however, that in the case of fixing and/or collusion with fixers under Section 21(h), the penalty and liability under Section 22(b) of this Act shall apply.

Second Offense: Administrative liability and criminal liability of dismissal from the service, perpetual disqualification from holding public office and forfeiture of retirement benefits and imprisonment of not less than Five hundred thousand pesos (P500,000.00), but not more than Two million pesos (P2,000,000.00).

ANNEX A
Template for Revision in the 2019 Citizens' Charter

Page No.	Governance Level (CO/RO/SDO /School)	Name of Division/ Office	Name of Service	Proposed Revision/ Enhancement of the Content	Is the revision due to streamlining or process improvement? (Yes/No)

ANNEX B
TEMPLATE FOR CITIZEN'S CHARTER & STREAMLINING

1. NAME OF THE SERVICE (WITH SERVICE DESCRIPTION)

- *Indicate the official name of the service. Make sure that each service is separately numbered.*



- Provide a brief description of the service that will indicate the purpose and other pertinent information to guide the clients.

Office or Division:	<ul style="list-style-type: none"> • Tells the clients which office or division offers the service
Classification:	<ul style="list-style-type: none"> • 3 Classifications of Service: <ol style="list-style-type: none"> Simple Complex Highly Technical <p><i>Make sure to classify each transaction properly as this will signal the clients on both the intricacy and the length of the process</i></p>
Type of Transaction:	<ul style="list-style-type: none"> • There are 3 types of transactions: <ol style="list-style-type: none"> G2C – for services whose client is the transacting public G2B – for services whose client is a business entity G2G – for services whose client is another government agency, government employee, or official • One government service may fall under more than one (1) type of transaction
Who may avail:	<ul style="list-style-type: none"> • For services where any citizen is eligible, write "All." • For services that are aimed at a specific group or type of people, list them down one-by-one

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • All requirements should be completely listed in the Complete Checklist of Requirements • Any requirement not written in the checklist will be invalid and will be considered as additional requirements • For requirements needing one (1) copy, please indicate the number "one (1)" after the requirement as well as specify if it is an original copy or photocopy • For services that do not need requirements, write "None" • Do not leave anything blank 	<ul style="list-style-type: none"> • Be as specific as possible in stating where each requirement can be secured. • Point out the specific government office, division, and desk, if possible

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME	REQUIRED NO. OF SIGNATURES	PERSON RESPONSIBLE
Total:						

REMARKS: Which parts are streamlined/ improved. Write in the column provided.

--	--	--	--	--	--	--