



16479

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

December 05, 2022

**REGIONAL MEMORANDUM**

No. **1372**, s. 2022

To: Schools Division Superintendents  
Regional Division Chiefs  
All Others Concerned

**REITERATION OF THE IMPLEMENTATION OF RA 11032 AND DISSEMINATION OF  
MANUALS DEVELOPED BY THE ANTI-RED TAPE AUTHORITY**

1. Attached is Memorandum **OM-OUHROD-2022-0448** from the Office of the Undersecretary for Human Resource and Organizational Development, National Educators' Academy of the Philippines, and Teacher Education Council Secretariat dated November 24, 2022 with the subject: "**Reiteration of the Implementation of RA 11032 and Dissemination of Manuals Developed by the Anti-Red Tape Authority,**" for appropriate action of all concerned.
2. Immediate dissemination of and strict compliance with this Memorandum are desired.

  
a/ **EVELYN R. FETALVERO, CESO IV**  
Regional Director 

Enclosure: As stated  
Reference: As stated  
To be indicated in the perpetual index  
under the following subject:

ANTI RED TAPE AUTHORITY  
MANUALS  
RA 11032



AD-PS-COZ





Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT,  
NATIONAL EDUCATORS' ACADEMY OF THE PHILIPPINES,  
TEACHER EDUCATION COUNCIL SECRETARIAT

RECEIVED  
SECTION: REGIONAL OFFICE NO. V  
NOV 28 2022 10:54  
BY: TIME: 2:40

MEMORANDUM  
OM-OUHROD-2022-0448

OFFICE OF THE DIRECTOR IV  
Date and Time Received: 11/28/2022 3:58  
Date and Time Released: 11/28/2022  
Signature: [Signature]

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

FROM : **GLORIA JUMAMIL-MERCADO**  
*Undersecretary for Human Resource and Organizational  
Development, National Educators' Academy of the Philippines,  
and Teacher Education Council Secretariat*

SUBJECT : **REITERATION OF THE IMPLEMENTATION OF RA 11032 AND  
DISSEMINATION OF MANUALS DEVELOPED BY THE ANTI-RED  
TAPE AUTHORITY**

DATE : 24 November 2022

To sustain compliance with Republic Act (RA) No. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, the Department of Education (DepEd) through the Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED) reminds all governance units to continuously implement the following in 2022:

Legal Basis / Official Issuances	Government Requirement	Description
RA 11032  DM-HROD-2021-0644 <i>The DepEd Citizen's Charter 2021</i>	Citizen's Charter	Service standards (documentary requirements, process steps, processing time, transaction costs, person responsible) stated in the Charter must be observed in transacting with clients.  DepEd Citizen's Charter 2021 (1st Edition) – as of December 1, 2021 <a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a>

oed email  
11/28/22

<p>MC 2020-1 <i>Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2020 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016</i></p> <p>DM-PHROD-2021-0165 <i>Implementation of the Standardized Citizen/Client Satisfaction Survey (CCSS) Form in the Department of Education</i></p>	<p>Standardized Citizen/Client Satisfaction Survey (CCSS) Form*</p>	<p>Feedback must be obtained from clients for services declared in the DepEd Citizen's Charter using the prescribed CCSS Form. DepEd CC 2021 shall be the basis of services for CCSS 2022 until a new Charter for 2022 is published</p> <p><a href="http://bit.ly/DepEdCCSSMaterials">bit.ly/DepEdCCSSMaterials</a></p>
<p>RA 11032</p> <p>EO 6, s. 2016 <i>Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center</i></p> <p>MC 2021-2 <i>Supplemental Guidelines on the Grant of the Performance-Based Bonus for FY 2021 Under EO 80, s. 2012 and EO 201, s. 2016</i></p> <p>MC 2022-1 <i>Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2021 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016</i></p> <p>DM 046, s. 2022 <i>Designation of Regional and Division Public Assistance Coordinator</i></p>	<p>Resolution of concerns referred by the 8888 Citizens Complaint Center and the Contact Center ng Bayan (CCB)</p>	<p><b>All concerns/tickets from the 8888</b> and forwarded by the DepEd Public Assistance Action Center (PAAC) to the Regional Offices (ROs) should be <b>acted upon or closed within 72 hours upon receipt of referral:</b></p> <ul style="list-style-type: none"> <li>- Regional Public Assistance Coordinator (RPAC) to acknowledge email from PAAC, even just to say that it was misrouted</li> <li>- Concrete and specific action taken or feedback on the status of the concern shall be emailed to PAAC so they can inform the client of the resolution and 8888 can tag the concern as closed/pending</li> </ul> <p><b>All negative feedback referred by the CCB</b> and forwarded by the DepEd PAAC to the ROs should be <b>acted upon or resolved within 72 hours upon receipt of referral:</b></p> <ul style="list-style-type: none"> <li>- RPAC to acknowledge email from PAAC, even just to say that it was misrouted</li> <li>- Detailed action taken to correct the reported dissatisfaction and prevent its reoccurrence / status of ongoing administrative case shall be emailed to PAAC so they can inform the CCB, and the CCB may inform the client of the resolution and tag the concern as closed/pending</li> </ul>

By implementing RA 11032 in the Department,

1. strengthens our culture of transparency, accountability, and improved service delivery;
2. prevents violations and penalties under the Law;
3. fulfills two of the four dimensions of accountability used by the AO25 to validate agency eligibility for the Performance-Based Bonus:
  - a. streamlining/digitization initiatives under the CC reported under the Process Results criteria and
  - b. CCSS rating reported under the Citizen/Client Satisfaction Results criteria
4. prepares for the fulfillment of the ARTA Report Card version 2.0.

Further, this issuance also disseminates links to the manuals developed by the Anti-Red Tape Authority (ARTA):

Title of Manual	Description	Link
<p>Reengineering Manual <i>Supporting the Whole-of-Government Approach in Streamlining Philippine Government Systems &amp; Procedures in Delivering Public Services</i> Version 1.07 Jun 2021 by ARTA and the UK Government</p>	<p>Contains tools and principles in streamlining and reengineering processes, derived from principles and practices in business engineering tailor-fitted to the public sector.</p> <p>Provides a walkthrough of the process of reengineering methodology and the tools that agencies can use to support their reforms.</p>	<p><a href="https://arta.gov.ph/reengineering-manual/">https://arta.gov.ph/reengineering-manual/</a></p>
<p>Regulatory Impact Assessment Manual <i>2021 Philippine RIA Manual (1st Edition)</i> by ARTA, USAID, and UPPAF-RESPOND</p>	<p>Provides tools, process and procedures of undertaking a regulatory impact assessment to ensure that regulations are subjected to proper consultations and evidence-based analysis before its issuance.</p> <p>Helps enact sound and effective regulations that provide the most benefit for citizens and stakeholders without causing any undue burden or cost.</p>	<p><a href="https://arta.gov.ph/riamanual/">https://arta.gov.ph/riamanual/</a></p>

Links to these manuals are also available in the DepEd website at <https://www.deped.gov.ph/about-deped/citizenscharter/>

Immediate dissemination of and strict compliance with this issuance is directed.

For more information, please contact the BHROD-OED at (02) 8633-5375 or email [bhrod.oed@deped.gov.ph](mailto:bhrod.oed@deped.gov.ph).

Thank you.

Attachments:  
DM-HROD-2021-0644  
DM-PHROD-2021-0165  
EO 6, s. 2016  
MC 2021-2

BHROD-OED/Perez