MEMORANDUM TO:
OIC, Office of the Assistant Schools Division Superintendent
Chief Education Supervisors, SGOD and CID
Concerned Elementary and Secondary School Principals
Officers-In-Charge
All Unit Heads
Public Schools Only

INVENTORY OF UPDATED CITIZEN’S CHARTER OF FRONTLINE SERVICES

Please be informed that there will be an orientation on the Inventory of Updated Citizen’s Charter of Frontline Services scheduled today, August 1, 2019 at 3:00 P.M., AVR 2, 4th Floor, SDO Marikina.

The orientation is aimed at streamlining the frontline services of the Division and schools and submit reports on the updated frontline services to the Division Office for consolidation and submission to the regional office.

Participants to this orientation are the following:

Elementary Level

<table>
<thead>
<tr>
<th>Small School</th>
<th>Medium School</th>
<th>Large School</th>
<th>Very Large School</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kalumpang Elementary</td>
<td>Kapitan Moy Elementary</td>
<td>Nangka Elementary School</td>
<td>Malanday Elementary School</td>
</tr>
</tbody>
</table>

Secondary Level

<table>
<thead>
<tr>
<th>Small School</th>
<th>Medium School</th>
<th>Large School</th>
<th>Very Large School</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jesus Dela Peña National High School</td>
<td>Marikina Science High School</td>
<td>Santa Elena High School</td>
<td>None</td>
</tr>
</tbody>
</table>

Division Level

All Unit Heads

Immediate dissemination of this Memorandum is desired.

For:

JOEL T. TORRECAMPO
Assistant Schools Division Superintendent
Office-In-Charge
Office of the Schools Division Superintendent

By:

ELISA O. CERVEZA
Office-In-Charge
Office of the Assistant Schools Division Superintendent

Maka-Diyas, Makatam, Makakalikasan at Makahansa
MEMORANDUM
No. [No] s. 2019

TO: Schools Division Superintendents
FROM: Director III, Officer-in-Charge, Office of the Regional Director
SUBJECT: INVENTORY OF UPDATED CITIZEN’S CHARTER OF FRONTLINE SERVICES
DATE: July 22, 2019

1. In connection with the above-subject matter, attached is the Memorandum DM-PHRODFO-2019-00627, for information and compliance.
   2. Accordingly, Divisions and schools are advised to review and streamline processes declared in their existing Citizen’s Charter. Then, submit following Report using the attached template:
         - This is a list of office Citizen’s Charters and streamlined processes
      b. Modified Form A – Department Performance Report
         - This indicates the target and actual improvement in the streamlining and process improvement of offices’ critical services.

   The templates may be downloaded from the following google drive links:
   http://deped.in/citizenscharter2019 or http://tinyurl.com/citizenscharter2019

3. Every Division shall submit a Report of their streamlined processes in the Division proper. They shall also require some schools to submit Report using the same template:

<table>
<thead>
<tr>
<th>Schools</th>
<th>Small</th>
<th>Medium</th>
<th>Large</th>
<th>Very Large</th>
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<tr>
<td>Elementary</td>
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<td>1</td>
</tr>
<tr>
<td>Secondary</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

4. The Report of the Division and the School Reports shall be consolidated to be submitted to this Office on or before August 6, 2019. These Reports together with the Report of the Region shall be consolidated to be submitted to the Central Office.

5. Schools Division Superintendents shall monitor prompt compliance by the Schools and the Division.

6. For strict compliance.

WILFREDO E. CABRAL
Director III
Officer-in-Charge
Office of the Regional Director

Schools Division Office
Marikina City
Records Unit

RECEIVED
JUL 26 2019

[Signature]

Work toward excellence... play to win!
Citizen-centric public service is one of the priority directives of the President in his 2017 State of the Nation Address. Specifically, he directed “all government offices to quickly respond and yield meaningful results in streamlining processes, working more effectively, and providing high quality and genuine public service”. This directive is reiterated in the AO25 Inter-agency Task Force Memorandum Circular No. 2018-1 (Guidelines on the Grant of Performance-Based Bonus for Fiscal Year 2018 under Executive Order No. 80 s. 2012 and Executive Order No. 201 s. 2016), which prescribes the criteria and conditions for the grant of Performance-Based Bonus (PBB) for FY 2018.

The updating of the Citizen’s or Service Charter or its equivalent is one of three Good Governance Conditions prescribed in the aforementioned Memorandum Circular. In addition, the streamlining and process improvement of the agency’s critical services cited in the agency’s Citizen’s or Service Charter is also prescribed as one of the FY 2018 Performance Targets. Process improvements include but are not limited to the following:

a. Reduction in the number of signatures to not more than three (3);
b. Simplification of application forms or documentary requirements; and

c. 50% reduction in the turnaround time and completion of transaction within 15 days

In line with this, the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED), will conduct an inventory of all updated Citizen’s Charters across DepEd governance levels. Field offices are hereby requested to review and streamline processes declared in their existing Citizen’s Charter and undertake the following:

1. Regional Offices shall choose one (1) Schools Division Office (SDO) per classification (small, medium, large and very large).
2. The chosen SDO shall choose one (1) public Elementary School and one (1) public Secondary School per classification (small, medium, large and very large).

3. The SDO shall consolidate the reports coming from the different schools (ES & SS). The consolidated reports from the SDO shall be forwarded to the Regional Office.

4. The Regional Office shall consolidate the reports coming from the SDO together with their respective streamlined processes declared in their Citizen’s Charter. Regional Director shall sign and approve the consolidated compliance report and the Modified Form A-Department Performance Report.

5. In total each Regional Office shall submit thirteen (13) consolidated office reports to BHROD-OED, as follows:
   
   - Regional Office (1)
   - SDO (4) – small, medium, large, very large
   - Public Elementary Schools (4) – small, medium, large, very large
   - Public Secondary Schools (4) – small, medium, large, very large

6. The Regional Office shall submit the reports on or before August 9, 2019 via email at bhrod.oed@deped.gov.ph and upload the consolidated reports through the following Google Drive links:

   - http://deped.in/citizenscharter2019
   - https://tinyurl.com/citizenscharter2019

Attached are the templates to be accomplished by the offices:

a. Compliance Report for Streamlining of Government Frontline Services (Excel file)
   - This is a list of office Citizen’s Charters and streamlined processes.

b. Modified Form A-Department Performance Report
   - This indicates the target and actual improvement in the streamlining and process improvement of offices’ critical services.

These may also be downloaded through the indicated Google Drive links.

For any clarification or query, contact Ms. Pia Pangilinan or Ms. Maricarl Botin of BHROD-OED at telephone number (02) 633-5375.

For immediate dissemination and compliance.

OED/Pangilinan

DepEd Complex, Meralco Ave., Pasig City 1600 ☎ 633-7206 ☏ 631-8494 🌐 www.deped.gov.ph
<table>
<thead>
<tr>
<th>Name of Officer / Designation</th>
<th>Date</th>
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</thead>
</table>

Prepared By:

Department names may add rows as needed.

<table>
<thead>
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<th>Grade of Officer 1</th>
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<tbody>
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Non-Frontline Services

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Frontline Services

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<tbody>
<tr>
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<td>Grade of Service 2</td>
</tr>
<tr>
<td>Name of Service 3</td>
<td>Grade of Service 3</td>
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</table>

<table>
<thead>
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<th>Name of Officer</th>
<th>Grade of Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Officer 5</td>
<td>Grade of Officer 5</td>
</tr>
</tbody>
</table>

DEPARTMENT/AGENCY:

1. Transforming and Process Improvement of the Agency’s Critical Services

MODIFIED FORM: A DEPARTMENT/AGENCY PERFORMANCE REPORT

ANEX 2A:
GUIDELINE ON ACCOMPLISHING THE
FORM A-MODIFIED DEPARTMENT/AGENCY PERFORMANCE REPORT

I. Streamlining and Process Improvement of the Agency's Critical Service

1. Indicate the name of the frontline / non-frontline service.

2. Indicate the target and actual improvement in the Number of Steps for each service.

3. Indicate the target and actual improvement in the Fees Paid for each service.

4. Indicate the target and actual improvement in the Other Transaction Fees for each service.

5. Indicate the target and actual improvement in the Substantive Compliance Cost for each service.

6. Indicate the actual improvement in the Number of Signatures for each service.

7. Indicate the target and actual improvement in the Number of Required Documents for each service.

8. Indicate the target and actual improvement in the Turnaround Time for each service.

9. Indicate the target and actual improvement in the Citizen/Client Satisfaction Results for each service.
DM-PHRODFO-2019-00627- Inventory and Submission of Updated Citizen’s Charter of Frontline Offices

3 messages

Organization Effectiveness Division <bhrad.oed@deped.gov.ph>
To: region1@deped.gov.ph, region4a@deped.gov.ph, Department of Education Regional Office III
<region3@deped.gov.ph>, "Cc: DepEd Region XII CARAGA" <caraga@deped.gov.ph>, region2@deped.gov.ph,
regions@deped.gov.ph, region8@deped.gov.ph, Department of Education Region 10 <region10@deped.gov.ph>,
region11@deped.gov.ph, DepEd VI Western Visayas <region6@deped.gov.ph>, DepEdIX ZamPen
<region9@deped.gov.ph>, region12@deped.gov.ph, car@deped.gov.ph, depedncrph@gmail.com,
mimaropa.region@deped.gov.ph, region7@deped.gov.ph, Organization Effectiveness Division
<bhrad.oed@deped.gov.ph>

Dear Regional Directors,

The Organization Effectiveness Division of Bureau of Human Resource and Organizational Development will conduct an inventory of all updated Citizen’s Charter across DepEd governance levels.

This is in lieu of the citizen-centric public service directive of the President in his 2017 SONA where he directed “all government offices to quickly respond and yield meaningful results in streamlining processes, working more effectively and providing high quality and genuine public service”.

As such, Field Offices are hereby requested to review and streamline processes declared in their existing Citizen’s Charter and undertake action stated in the attached DepEd Memorandum - PHRODFO-2019-00627

Please be guided on the submission of the consolidated reports on or before August 9, 2019. Reports should be signed and approved by the Regional Director.

Should you have further questions, please do not hesitate to contact Ms. Pia Pangilinan or Ms. Maricarl Botin of BHROD-OED at telephone number (02) 633-5375 or email us at bhrad.oed@deped.gov.ph.

Thank you.

Pia P. Pangilinan

Organization Effectiveness Division
Bureau of Human Resource and Organizational Development
Department of Education - Central Office
Telephone No.: (02) 633-5375

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3 attachments

   74K
   304K
3. Compliance Report for Streamlining of Frontline Services - Template 1.xls
   28K

DepEd II Cagayan Valley <region2@deped.gov.ph>
To: Organization Effectiveness Division <bhrad.oed@deped.gov.ph>

Thu, Jul 18, 2019 at 9:14 AM
Acknowledged.

Thu, Jul 18, 2019 at 9:15 AM

DepEd Region XIII CARAGA <caraga@deped.gov.ph>

To: Organization Effectiveness Division <bhrod.oed@deped.gov.ph>
Cc: "REGION 1 Dr. Malcolm S. Garma" <region1@deped.gov.ph>, "REGION 4A Dir. Diosdado San Antonio" <region4a@deped.gov.ph>, Department of Education Regional Office III <region3@deped.gov.ph>, DepEd Region V Bicol Region <region5@deped.gov.ph>, "REGION 6 Dir. Ramir Uylicio" <region6@deped.gov.ph>, Department of Education Region 10 <region10@deped.gov.ph>, DepEd Region VIII Eastern Visayas <region8@deped.gov.ph>, Department of Education Region 11 <region11@deped.gov.ph>, DepEd Region VI Western Visayas <region6@deped.gov.ph>, DepEd Region X Zamboanga Pen <region10@deped.gov.ph>, DepEd Region RO XII <region12@deped.gov.ph>, DepEd Cordillera Administrative Region <region0@deped.gov.ph>, DepEd NCR <depedncrph@gmail.com>, Mimaropa Region <mimaropa.region@deped.gov.ph>, DepEd Region VII Central Visayas <region7@deped.gov.ph>

On Wed, Jul 17, 2019 at 6:18 PM Organization Effectiveness Division <bhrod.oed@deped.gov.ph> wrote:

Department of Education
CARAGA REGION
J.P. Roesales Avenue, Butuan City
(085) 342-82-07