



DEPARTMENT OF EDUCATION

Region X-Northern Mindanao

DIVISION OF MALAYBALAY CITY

Sayre Highway, Purak 6, Casisang, Malaybalay City

Email Address: depedmalaybalay@gmail.com Official website: www.depedmalaybalay.net



April 27, 2016

OFFICE MEMORANDUM

No. 01 s. 2016

TO : Chief Education Supervisors and Staff (SGOD and CID)
: Section/Unit Heads
: All Others Concerned

RE : Wearing of Office Identification Card and Establishment of Public Assistance/Complaints Desk (Schedule of Officer of the Day)

In abidance to the provisions of Republic Act No. 9485 "An Act to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption, and providing penalties therefor", also known as the Anti-Red Tape Act of 2007, you are hereby directed to observe the following provisions:

- *Identification Card* - All employees transacting with the public shall be provided with an official identification card which should be visibly worn during office hours (Section 8(f), R.A. 9485)
- *Establishment of Public Assistance/Complaints Desk* - Each office or agency shall establish a public assistance/complaints desk in all their offices (Section 8(g), R.A. 9485)
- *Feedback Mechanism* - A feedback mechanism shall be established in all agencies covered by this Act and the results thereof shall be incorporated in their annual report (Section 10, R.A. 9485)

In view hereof, you are hereby directed to wear the prescribed I.D. during official working hours in transacting business with the clients. Further, all staff involved are hereby directed to observe the enclosed "*Schedule of Officer of the Day*" who will take charge in the Public Assistance/Complaints Desk (PACD) effective May 2, 2016 thereafter.

The duties and responsibilities of the *Officer of the Day* are listed below:

1. Provides public assistance, information and guidance to all clients transacting business in the Division;
2. Requires the clients to log their name, position (optional), address, purpose of transactions, time in and out, and signature in the visitor's logbook;
Requires clients to fill-up "*Official Transaction Slip*" (OTS) whenever transacting business with the Schools Division Superintendent (SDS) or other Division;
3. Assists clients to fill up CSC's prescribed forms such as Suggestion, Recommendation, Complaint, and Commendation as feedback and redress mechanism of the Division, which shall then be placed inside the Box 724;



DEPARTMENT OF EDUCATION

Region X-Northern Mindanao

DIVISION OF MALAYBALAY CITY

Sayre Highway, Purok 6, Casisang., Malaybalay City

Email Address: depedmalaybalay@gmail.com; Official website: www.depedmalaybalay.net



4. Provides constructive feedback for the improvement of the Division's Public Assistance Complaints Desk (PACD) and other important matters that requires the attention of the Division Office;
5. Submits observation using the enclosed "Officer-of-the-Day Observation Form" every 4:30PM to the Administrative Officer V or OIC of the Administrative Services who will present the consolidated observations every week to the Schools Division Superintendent as basis in improving customer service in the Division; and,
6. Performs other duties relevant to providing public assistance, information, guidance and complaints that ensure customer responsive service.

Any violations of the provisions of this Act shall be governed by the penalties stipulated in Section 11 of R.A. 9485. Further, all staff involved are advised to print out copies of DepED Order No. 342, s. 2009 and Republic Act No. 9485, which shall form part as information and guide in implementing this law.

For your information, guidance, and compliance.

EDILBERTO L. OPLENARIA, CESO VI
Schools Division Superintendent



DEPARTMENT OF EDUCATION

Region X-Northern Mindanao

DIVISION OF MALAYBALAY CITY

Sayre Highway, Purok 6, Casisang., Malaybalay City

Email Address: depedmalaybalay@gmail.com; Official website: www.depedmalaybalay.net



Schedule of Officer of the Day CY 2016

Date	Officer of the Day
Tuesday, May 03, 2016	Adriatico, Jasmin Jacobo
Wednesday, May 04, 2016	Alajar, Luis Salgado
Thursday, May 05, 2016	Allaba, Aba
Friday, May 06, 2016	Cultura, Lou Ann Jacutin
Monday, May 09, 2016	Jabonero, Romil
Tuesday, May 10, 2016	Molina Jovy
Wednesday, May 11, 2016	Muring, Coslita
Thursday, May 12, 2016	Muring, Jesus
Friday, May 13, 2016	Ocier, Analy Lomigo
Monday, May 16, 2016	Palo, Bonifacio
Tuesday, May 17, 2016	Pizarro Virgilin
Wednesday, May 18, 2016	Quirog, Ralph Tan
Thursday, May 19, 2016	Rara, Carlos
Friday, May 20, 2016	Reburiano, Ma. Antonietta
Monday, May 23, 2016	Reyes, Maria Concepcion Sagaral
Tuesday, May 24, 2016	Salupado, Rosie Alcayde
Wednesday, May 25, 2016	Tan Nery, Noel
Thursday, May 26, 2016	Valde, Rachel Ravidas
Friday, May 27, 2016	Yap, Purisima Jainar
Monday, May 30, 2016	Zamora, Josie Dacion
Tuesday, May 31, 2016	Arangco, Rosalio Pinote
Wednesday, June 01, 2016	Bentillo, Imelda Sabellina
Thursday, June 02, 2016	Capacio, Lorenzo O.
Friday, June 03, 2016	Arias, Paul John Pelayo
Monday, June 06, 2016	Zamora, Ophelia Pilar Rubio
Tuesday, June 07, 2016	Cacharo, Angelina Acao
Wednesday, June 08, 2016	Catane, Gretchen Vasaya
Thursday, June 09, 2016	Delante, Ellen Nispero
Friday, June 10, 2016	Dequito, Nancy Linsagan
Monday, June 13, 2016	Dinlayan, III Manuel Domingo
Tuesday, June 14, 2016	Gamutin, Guia Ma. Gamale
Wednesday, June 15, 2016	Limbengco, Rufelia Jimeno
Thursday, June 16, 2016	Lucine, Jimdandy Servillon
Friday, June 17, 2016	Lussier, Ethyl Jane B
Monday, June 20, 2016	Mamawag, Marfifth
Tuesday, June 21, 2016	Maputi, Sibyl Leyson



DEPARTMENT OF EDUCATION

Region X-Northern Mindanao

DIVISION OF MALAYBALAY CITY

Sayre Highway, Purok 6, Casisang., Malaybalay City

Email Address: depedmalaybalay@gmail.com; Official website: www.depedmalaybalay.net



Wednesday, June 22, 2016	Mamawag, Marfifth
Thursday, June 23, 2016	Maputi, Sibyl Leyson
Friday, June 24, 2016	Mortera, Ferdinand V.
Monday, June 27, 2016	Pontanilla, Leslie
Tuesday, June 28, 2016	Porras, Florabelle Rubiato
Wednesday, June 29, 2016	Razo, Emelyn Degombis
Thursday, June 30, 2016	Rosalejos, Rhysa Cyle Cuaresma
Friday, July 01, 2016	Sanmiguel, Vicente
Monday, July 04, 2016	Sescon, Novem Abao
Tuesday, July 05, 2016	Wales, Perlita Bautista
Wednesday, July 06, 2016	Adriatico, Jasmin Jacobo
Thursday, July 07, 2016	Alajar, Luis Salgado
Friday, July 08, 2016	Allaba, Aba
Monday, July 11, 2016	Cultura, Lou Ann Jacutin
Tuesday, July 12, 2016	Jabonero, Romil
Wednesday, July 13, 2016	Molina Jovy
Thursday, July 14, 2016	Muring, Coslita
Friday, July 15, 2016	Muring, Jesus
Monday, July 18, 2016	Ocier, Analy Lomigo
Tuesday, July 19, 2016	Palo, Bonifacio
Wednesday, July 20, 2016	Pizarro Virgilin
Thursday, July 21, 2016	Quirog, Ralph Tan
Friday, July 22, 2016	Rara, Carlos
Monday, July 25, 2016	Reburiano, Ma. Antonietta
Tuesday, July 26, 2016	Reyes, Maria Concepcion Sagaral
Wednesday, July 27, 2016	Salupado, Rosie Alcayde
Thursday, July 28, 2016	Tan Nery, Noel
Friday, July 29, 2016	Valde, Rachel Ravidas
Monday, August 01, 2016	Yap, Purisima Jainar
Tuesday, August 02, 2016	Zamora, Josie Dacion
Wednesday, August 03, 2016	Arangco, Rosalio Pinote
Thursday, August 04, 2016	Arias, Paul John Pelayo
Friday, August 05, 2016	Zamora, Ophelia Pilar Rubio
Monday, August 08, 2016	Bentillo, Imelda Sabellina
Tuesday, August 09, 2016	Cacharo, Angelina Acao
Wednesday, August 10, 2016	Capacio, Lorenzo O.
Thursday, August 11, 2016	Catane, Gretchen Vasaya
Friday, August 12, 2016	Delante, Ellen Nispero
Monday, August 15, 2016	Dequito, Nancy Linsagan
Tuesday, August 16, 2016	Dinlayan, III Manuel Domingo
Wednesday, August 17, 2016	Gamutin, Guia Ma. Gamale



DEPARTMENT OF EDUCATION

Region X-Northern Mindanao

DIVISION OF MALAYBALAY CITY

Sayre Highway, Purok 6, Casisang, Malaybalay City

Email Address: depedmalaybalay@gmail.com; Official website: www.depedmalaybalay.net



Thursday, August 18, 2016	Limbengco, Rufelia Jimeno
Friday, August 19, 2016	Lucine, Jimdandy Servillon
Monday, August 22, 2016	Lussier, Ethyl Jane B
Tuesday, August 23, 2016	Mamawag, Marfifth
Wednesday, August 24, 2016	Maputi, Sibyl Leyson
Thursday, August 25, 2016	Mamawag, Marfifth
Friday, August 26, 2016	Maputi, Sibyl Leyson
Tuesday, August 30, 2016	Mortera, Ferdinand V.
Wednesday, August 31, 2016	Pontanilla, Leslie
Thursday, September 01, 2016	Porras, Florabelle Rubiato
Friday, September 02, 2016	Razo, Emelyn Degombis
Monday, September 05, 2016	Rosalejos, Rhysa Cyle Cuaresma
Tuesday, September 06, 2016	Sanmiguel, Vicente
Wednesday, September 07, 2016	Sescon, Novem Abao
Thursday, September 08, 2016	Wales, Perlita Bautista
Friday, September 09, 2016	Adriatico, Jasmin Jacobo
Monday, September 12, 2016	Alajar, Luis Salgado
Tuesday, September 13, 2016	Allaba, Aba
Wednesday, September 14, 2016	Cultura, Lou Ann Jacutin
Thursday, September 15, 2016	Jabonero, Romil
Friday, September 16, 2016	Molina Jovy
Monday, September 19, 2016	Muring, Coslita
Tuesday, September 20, 2016	Muring, Jesus
Wednesday, September 21, 2016	Ocier, Analy Lomigo
Thursday, September 22, 2016	Palo, Bonifacio
Friday, September 23, 2016	Pizarro Virgilin
Monday, September 26, 2016	Quirog, Ralph Tan
Tuesday, September 27, 2016	Rara, Carlos
Wednesday, September 28, 2016	Reburiano, Ma. Antonietta
Thursday, September 29, 2016	Reyes, Maria Concepcion Sagaral
Friday, September 30, 2016	Salupado, Rosie Alcayde
Monday, October 03, 2016	Tan Nery, Noel
Tuesday, October 04, 2016	Valde, Rachel Ravidas
Wednesday, October 05, 2016	Yap, Purisima Jainar
Thursday, October 06, 2016	Zamora, Josie Dacion
Friday, October 07, 2016	Arangco, Rosalio Pinote
Monday, October 10, 2016	Arias, Paul John Pelayo
Tuesday, October 11, 2016	Zamora, Ophelia Pilar Rubio
Wednesday, October 12, 2016	Bentillo, Imelda Sabellina
Thursday, October 13, 2016	Cacharo, Angelina Acao
Friday, October 14, 2016	Capacio, Lorenzo O.



DEPARTMENT OF EDUCATION

Region X-Northern Mindanao

DIVISION OF MALAYBALAY CITY

Sayre Highway, Purok 6, Casisang., Malaybalay City

Email Address: depedmalaybalay@gmail.com Official website: www.depedmalaybalay.net



Saturday, October 15, 2016	Catane, Gretchen Vasaya
Sunday, October 16, 2016	Delante, Ellen Nispero
Monday, October 17, 2016	Dequito, Nancy Linsagan
Tuesday, October 18, 2016	Dinlayan, III Manuel Domingo
Wednesday, October 19, 2016	Gamutin, Guia Ma. Gamale
Thursday, October 20, 2016	Limbengco, Rufelia Jimeno
Friday, October 21, 2016	Lucine, Jimdandy Servillon
Monday, October 24, 2016	Lussier, Ethyl Jane B
Tuesday, October 25, 2016	Mamawag, Marfifth
Wednesday, October 26, 2016	Maputi, Sibyl Leyson
Thursday, October 27, 2016	Mamawag, Marfifth
Friday, October 28, 2016	Maputi, Sibyl Leyson
Wednesday, November 02, 2016	Mortera, Ferdinand V.
Thursday, November 03, 2016	Pontanilla, Leslie
Friday, November 04, 2016	Porras, Florabelle Rubiato
Monday, November 07, 2016	Razo, Emelyn Degombis
Tuesday, November 08, 2016	Rosalejos, Rhysa Cyle Cuaresma
Wednesday, November 09, 2016	Sanmiguel, Vicente
Thursday, November 10, 2016	Sescon, Novem Abao
Friday, November 11, 2016	Wales, Perlita Bautista
Monday, November 14, 2016	Adriatico, Jasmin Jacobo
Tuesday, November 15, 2016	Alajar, Luis Salgado
Wednesday, November 16, 2016	Allaba, Aba
Thursday, November 17, 2016	Cultura, Lou Ann Jacutin
Friday, November 18, 2016	Jabonero, Romil
Monday, November 21, 2016	Molina Jovy
Tuesday, November 22, 2016	Muring, Coslita
Wednesday, November 23, 2016	Muring, Jesus
Thursday, November 24, 2016	Ocier, Analy Lomigo
Friday, November 25, 2016	Palo, Bonifacio
Monday, November 28, 2016	Pizarro Virgilin
Tuesday, November 29, 2016	Quirog, Ralph Tan
Thursday, December 01, 2016	Rara, Carlos
Friday, December 02, 2016	Reburiano, Ma. Antonietta
Monday, December 05, 2016	Reyes, Maria Concepcion Sagaral
Tuesday, December 06, 2016	Salupado, Rosie Alcayde
Wednesday, December 07, 2016	Tan Nery, Noel
Thursday, December 08, 2016	Valde, Rachel Ravidas
Friday, December 09, 2016	Yap, Purisima Jainar
Monday, December 12, 2016	Zamora, Josie Dacion
Tuesday, December 13, 2016	Arangco, Rosalio Pinote



DEPARTMENT OF EDUCATION

Region X-Northern Mindanao

DIVISION OF MALAYBALAY CITY

Sayre Highway, Purok 6, Casisang., Malaybalay City

Email Address: depedmalaybalay@gmail.com. Official website: www.depedmalaybalay.net



Wednesday, December 14, 2016	Arias, Paul John Pelayo
Thursday, December 15, 2016	Zamora, Ophelia Pilar Rubio
Friday, December 16, 2016	Bentillo, Imelda Sabellina
Monday, December 19, 2016	Cacharo, Angelina Acao
Tuesday, December 20, 2016	Capacio, Lorenzo O.
Wednesday, December 21, 2016	Catane, Gretchen Vasaya
Thursday, December 22, 2016	Delante, Ellen Nispero
Friday, December 23, 2016	Dequito, Nancy Linsagan
Monday, December 26, 2016	Dinlayan, III Manuel Domingo
Tuesday, December 27, 2016	Gamutin, Guia Ma. Gamale
Wednesday, December 28, 2016	Limbengco, Rufelia Jimeno
Thursday, December 29, 2016	Lucine, Jimdandy Servillon



Republic of the Philippines
Department of Education
DepED Complex, Meralco Avenue, Pasig City



AUG 03 2009

DepED MEMORANDUM
No. **342** s. 2009

**ADOPTION AND IMPLEMENTATION OF A CITIZEN'S CHARTER
OF THE DEPARTMENT OF EDUCATION IN COMPLIANCE
WITH REPUBLIC ACT NO. 9485 (ANTI-RED TAPE ACT OF 2007)
AND ITS IMPLEMENTING RULES AND REGULATIONS**

To: Undersecretaries
Assistant Secretaries
Bureau Directors
Directors of Services, Centers and Heads of Units
Regional Directors
Schools Division/City Superintendents
Head, Public Elementary and Secondary Schools

1. Republic Act No. 9485, entitled "An Act to Improve Efficiency in the Delivery of Government Services to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor" otherwise known as the "Anti-Red Tape Act 2007", reads, among other things, that:

"Section 6. Citizen's Charter - All government agencies including departments, bureaus, offices, instrumentalities, or government-owned and/or controlled corporations, or local government or district units shall set up their respective service standards to be known as the Citizen's Charter in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous places, and in the form of published materials written either in English, Filipino, or in the local dialect, that detail:

- a. the procedure to obtain a particular service;
- b. the person/s responsible for each step;
- c. the maximum time to conclude the process;
- d. The document/s to be presented by the customer, if necessary;
- e. The amount of fees, if necessary; and
- f. The procedure for filing complaints."

2. Moreover, the Implementing Rules and Regulations (IRR) of Republic Act No. 9485 provides, among other things, that:

"RULE III. Re-Engineering of Systems and Procedures

Section 1. Within one (1) year from effectivity of the Rules, each office or agency shall:

- a. Determine which processes or transactions constitute frontline service;

- b. Undertake reengineering of transaction systems and procedures, including time and motion studies, if necessary; and after compliance thereof;
- c. Set up their respective service standards to be known as the Citizen's Charter.

Section 2. The reengineering process shall include a review for the purposes of streamlining of the following:

- a. Steps in providing the service;
- b. Forms used;
- c. Requirements;
- d. Processing time; and
- e. Fees and charges.

There shall be a review of the location of the offices providing frontline services and directional signs to facilitate transactions.

"xxx xxx xxx".

"RULE IV. CITIZEN'S CHARTER

Section 1. The Citizen's Charter shall include the following information:

- a. Vision and mission of the government office or agency;
- b. Identification of the frontline services offered, and the clientele;
- c. The step-by-step procedure to obtain a particular service;
- d. The officer or employee responsible for each step;
- e. The maximum time to conclude the process;
- f. Document/s to be presented by the client, with a clear indication of the relevancy of said document/s;
- g. The amount of fees, if necessary;
- h. The procedure for filing complaints in relation to requests and applications, including the names and contact details of the officials/channels to approach for redress;
- i. Allowable period of extension due to unusual circumstances: i.e. unforeseen events beyond the control of concerned government office or agency; and
- j. Feedback mechanisms, contact numbers to call and/or persons to approach for recommendations, inquiries, suggestions, as well as complaints.

Section 2. The Citizen's Charter shall be in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous places, and in the form of published materials written either in English, Filipino, or in the local dialect.

Section 3. The head of office or agency shall constitute a task force to prepare a Citizen's Charter pursuant to the provisions of the Act and these Rules, taking into consideration the stakeholders, users and beneficiaries of the frontline services, and shall conduct consultative formulation and refinement of the provisions of the Charter. The participation of non-government organizations and other concerned groups shall be encouraged. The head of office or agency shall formally issue and release the Charter and shall monitor and periodically review the implementation. Offices and agencies with existing service standards shall evaluate these standards to ensure compliance with the provisions of this Rule.

“XXX

XXX

XXX”

3. Pursuant to the foregoing provisions of Republic Act No. 9485 and its IRR, all concerned are hereby informed of the adoption by this Department of the Citizen's Charter of the Department of Education (copy of which can be downloaded in the DepED website: www.deped.gov.ph.) Moreover, all concerned are hereby directed to cause the proper dissemination of, in accordance with said IRR, and to implement said Citizen's Charter
4. Further, those with existing Citizen's Charter are hereby directed to continue implementing the same, until further notice, and to immediately submit a copy of said Citizen's Charter for review by the Office of the Secretary.
5. All existing DepED Memoranda, Orders and other administrative issuances of similar nature which are inconsistent with this Order are hereby deemed repealed and superseded accordingly.
6. Immediate and wide dissemination of and compliance with this Order is directed.


FRANKLIN C. SUNGA
 Undersecretary

Reference:

DepED Memorandum: No. 307, s. 2009

Allotment: 1--(D.O. 50-97)

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

BUREAUS & OFFICES
EMPLOYEES

LEGISLATIONS
RULES & REGULATIONS

Sally, citizens charter in compliance with R.A. No. 9485
July 28, 2009



Republic of the Philippines
Department of Education

04 SEP 2013

DepEd ORDER
No. **37**, s. 2013

**REITERATING COMPLIANCE TO ADMINISTRATIVE ORDER NO. 241 ENTITLED
MANDATING THE SPEEDY IMPLEMENTATION OF REPUBLIC ACT NO. 9485
OTHERWISE KNOWN AS THE "ANTI-RED TAPE ACT OF 2007" AND ITS
IMPLEMENTING RULES AND REGULATIONS AND STRENGTHENING
THE APPLICATION THEREOF"**

To: Undersecretaries
Assistant Secretaries
Bureau Directors
Directors of Services, Centers and Heads of Units
Regional Directors
Schools Division/City Superintendents
All Others Concerned

1. Pursuant to Republic Act No. 9485, the Department of Education (DepEd) reiterates its compliance to Administrative Order No. 241 dated October 2, 2008, entitled *Mandating the Speedy Implementation of Republic Act No. 9485 Otherwise Known as the "Anti-Red Tape Act of 2007"* and Its Implementing Rules and Regulations and Strengthening the Application Thereof" which was disseminated in DepEd Memorandum No. 502, s. 2008.
2. All offices from the national to the school level of this Department are hereby directed to:
 - a. Set-up and maintain a *Public Assistance Desk (PAD)* at a readily accessible and conspicuous area preferably near the Visitors' Main Entrance gate of the DepEd Central Office and in all its regional offices, division offices and schools
 - i. where an officer or employee knowledgeable on frontline services shall at all times be available for consultation and advice;
 - ii. which shall be attended to even during break time; and
 - iii. where clients may adequately express their complaints, comments or suggestions.
 - b. Post within the *PAD* service area or within its immediate vicinity, a *Citizen's Charter*, which shall be written either in English, Filipino, or in the local dialect, that contains the following:
 - i. Vision and Mission Statements of DepEd, including its core values (copy of which can be downloaded at the DepEd website: www.deped.gov.ph);
 - ii. Identification of the frontline services offered, and the clientele;
 - iii. The step-by-step procedures to obtain a particular service;
 - iv. The officer or employee responsible for each step;
 - v. The maximum time to conclude the process;
 - vi. Document/s to be presented by the client;
 - vii. The amount of fees, if necessary;
 - viii. The procedure for filing complaints in relation to requests and applications, including the names and contact details of the officials/channels to approach for redress;

- ix. Allowable period for extension due to unusual circumstances; and
 - x. Feedback mechanisms, contact numbers to call and/or persons to approach for recommendations, inquiries, as well as complaints.
- c. Make available at the PAD sufficient copies of information brochures highlighting the duly-validated functions and achievements of each office within the Department, and the latter in general.
 - d. Submit a Compliance Report on the foregoing Items a-c to the Office of the Secretary, DepEd through the Office of the Director, Administrative Service, within 60 calendar days from issuance of this Order enclosing therewith photograph showing full compliance herewith.
3. All existing DepEd Memoranda, Orders and other administrative issuances of similar nature which are inconsistent with this Order are hereby deemed repealed and superseded accordingly.
4. Immediate dissemination of and strict compliance with this Order is directed.



BR. ARMIN A. LUISTRO FSC
Secretary

References:

DepEd Memorandum: Nos. 342, s. 2009 and 502, s. 2008
Office Order dated October 13, 2009

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

BUREAUS & OFFICES
EMPLOYEES
LEGISLATION
OFFICIALS
POLICY
RULES & REGULATIONS
TEACHERS