



**DEPARTMENT OF EDUCATION**

Region X-Northern Mindanao

**DIVISION OF MALAYBALAY CITY**

Sayre Highway, Purok 6, Casisang., Malaybalay City  
Email Address: [depedmalaybalay@gmail.com](mailto:depedmalaybalay@gmail.com) Official website: [www.depedmalaybalay.net](http://www.depedmalaybalay.net)



**DIVISION MEMORANDUM**

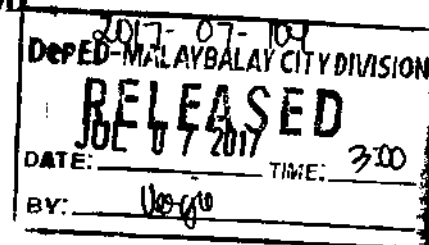
No. 331 s. 2017

TO : Chief Education Supervisors and Staff, CID and SGOD  
Section and Unit Heads and Staff, Office of the SDS  
School Heads (Elementary and Secondary)  
All Others Concerned

FROM :   
EDILBERTO L. OPLENARIA, LPT, CESO VI  
OIC-Schools Division Superintendent ↑

DATE : July 7, 2017

RE : Observance of the Prescribed Timelines for the Processing of Requests,  
Documents and Application from the General Public



1. In consonance to the Presidential Directive No. 2017-0086-0087 and DepEd Order No. 31, s. 2017 (Enclosure I), all Offices and Schools are hereby directed to observe the prescribed timelines for the processing of requests, documents and application from the general public.

2. As provided in that Order, this Office reiterates important provisions, to wit:

*"...to process requests, licenses, and permits within 15 working days, regardless if this merits approval or not."*

*"...shall cover requests, which can be disposed of promptly, and expeditiously, communications or requests within the jurisdiction of the office or agency, and matters, which are routinary, or the action desired may be acted upon in the ordinary course of business of the office or agency."*

*"Excluded from this directive are requests for investigation, resolution of administrative complaints, grievance machinery, and alternative dispute resolution, subject to disciplinary and administrative proceedings of the Department, which shall be resolved within a reasonable period."*

*"...Section 5(a), (b), and (c) of Republic Act No. 6713, otherwise known as the Code of Conduct and Ethical Standards for Public Officials and Employees,*



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*provides the Duties of Public Officials and Employees in the performance of their duties:*

*Section 5 (a) Act promptly on letters and requests. – All public officials and employees, shall, within fifteen (15) working days from receipt hereof, respond to letters, telegrams or other means of communication sent by the public. The reply must contain the action taken on the request.*

*Section 5 (b) Submit annual performance reports. – All heads or other responsible officers of offices and agencies of the government and of government-owned or controlled corporations shall, within forty-five (45) working days from the end of the year, render a performance report of the agency or office or corporation concerned. Such report shall be open and available to the public within regular office hours.*

*Section 5 (c) Process documents and papers expeditiously. – All official papers and documents must be processed and completed within a reasonable time from the preparation thereof and must contain, as far as practicable, not more than three (3) signatories therein. In the absence of duly authorized signatories, the official next-in-rank or officer-in-charge shall sign for and in their behalf.*

*“DepEd Officials and Personnel determined to have violated this Order, after due process, shall be dealt with administratively. Furthermore, under the Revised Rules on Administrative Cases in the Civil Service promulgated on November 8, 2011, violation of this 15-day to respond requirement is a light offense punishable by reprimand for the first offense; suspension of one to 30 days for the second offense; and, dismissal from service for the third offense.*

*“All DepEd issuances, including provisions in the Citizen’s Charter, not otherwise inconsistent with this guidelines, shall remain in full force and effect.”*

3. In support to the enforcement of this policy, all office/schools are required to prepare a **Service Table** using the suggested template (Enclosure 2). The **Service Table** will contain the following:
  - a. Service – the title of the services/official transaction (*e.g. processing of service record*)
  - b. Time – the turn-around or processing time at maximum (*e.g. 15 minutes per service record*)
  - c. Accountable Person(s) – the person (s) involved in the processing of the transaction or provision of services. For efficiency purposes, this Office suggests that the



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position title will be reflected instead of the specific name of the employees given that there are work reassignments or job rotations from time to time. (Example: *Administrative Aide/Administrative Officer IV-Personnel/Administrative Officer V*)

4. For transparency purposes, the Office/Schools are instructed to print their Service Table in tarpaulin, the size and design/lay-out of which is dependent to the concerned office/school. This aims to make the Service Table visible to the general public for their information and guidance.
5. For the Division Office, the SGOD, CID, and Section/Unit Heads of the OSDS shall submit the electronic copy of their Service Tables to the Property and Supply Services Unit Attention: Xian Jude S. Alas on or before July 14, 2017 for the designing/lay-outing and tarpaulin printing. This aims to come up with a uniform design of the Service Tables for the Division Office.
6. For information, guidance, compliance and widest dissemination.

Encl.:

As stated

Copy furnished:

Records Unit  
AO File

TO BE POSTED IN THE DIVISION WEBSITE



Republic of the Philippines  
**Department of Education**

19 JUN 2017

DepEd ORDER  
No. **31**, s. 2017

**PRESCRIBED TIMELINES FOR THE PROCESSING OF REQUESTS, DOCUMENTS  
AND APPLICATIONS FROM THE GENERAL PUBLIC**

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

1. For the information and guidance of all concerned, enclosed is a copy of **Presidential Directive No. 2017-0086-0087**, directing all Cabinet Secretaries and Heads of Agencies to process all requests and/or applications within a maximum period of one month, regardless if this merits approval or not.
2. As a general rule, all Department Directors are likewise directed to process requests, licenses, and permits within 15 working days, regardless if this merits approval or not.
3. The abovementioned directive shall cover requests, which can be disposed of promptly, and expeditiously, communications or requests within the jurisdiction of the office or agency, and matters, which are routinary, or the action desired may be acted upon in the ordinary course of business of the office or agency.
4. Excluded from this directive are requests for investigation, resolution of administrative complaints, grievance machinery, and alternative dispute resolution, subject to disciplinary and administrative proceedings of the Department, which shall be resolved within a reasonable period.
5. Further, this is to reiterate that the same is provided under Section 5 (a), (b), and (c) of Republic Act No. 6713, otherwise known as the *Code of Conduct and Ethical Standards for Public Officials and Employees*:

**SECTION 5. Duties of Public Officials and Employees.** *In the performance of their duties, all public officials and employees are under obligation to:*

- (a) *Act promptly on letters and requests.— All public officials and employees, shall, within fifteen (15) working days from receipt thereof, respond to letters, telegrams or other means of communication sent by the public. The reply must contain the action taken on the request.*
- (b) *Submit annual performance reports.— All heads or other responsible officers of offices and agencies of the government and of government-owned or controlled corporations shall, within forty-five (45) working days from the end of the year, render a performance report of the agency or office or corporation concerned. Such report shall be open and available to the public within regular office hours.*

*(c) Process documents and papers expeditiously.— All official papers and documents must be processed and completed within a reasonable time from the preparation thereof and must contain, as far as practicable, not more than three (3) signatories therein. In the absence of duly authorized signatories, the official next-in-rank or officer-in-charge shall sign for and in their behalf.*

6. DepEd officials and personnel determined to have violated this Order, after due process, shall be dealt with administratively. Furthermore, under the Revised Rules on Administrative Cases in the Civil Service promulgated on November 8, 2011, violation of this *15-day to respond requirement* is a light offense punishable by reprimand for the first offense; suspension of one to 30 days for the second offense; and dismissal from service for the third offense.

7. All DepEd issuances, including provisions in the Citizen's Charter, not otherwise inconsistent with this guidelines, shall remain in full force and effect.

8. This Order shall take effect within 15 days after its publication in the Official Gazette or in two newspapers of *official* circulation.

9. Immediate dissemination of and strict compliance with this Order is directed.

  
**LEONOR MAGTOLIS BRIONES**  
Secretary

Encl.:

As stated

References:

DECS Order No. 53, s. 1989  
DepEd Memorandum No. 342, s. 2009

To be indicated in the Perpetual Index  
under the following subjects

BUREAUS AND OFFICES  
COMPLAINTS  
EMPLOYEES  
LEGISLATION  
OFFICIALS  
POLICY  
REQUESTS  
RULES AND REGULATIONS

Office of the President of the Philippines  
PRESIDENTIAL MANAGEMENT STAFF  
Malacañang

Presidential Directive no. 2017-0086-0087

FOR : All Heads of Agency  
FROM : The Acting Head, Presidential Management Staff  
SUBJECT : **PREScribed TIMELINES FOR THE PROCEssING OF REQUESTS, DOCUMENTS, AND APPLICATIONS FROM THE GENERAL PUBLIC**  
DATE : 15 February 2017

During the Housing Summit Part 1: Dialogue with Partner Communities at the Multi-purpose Covered Court, National Housing Authority, Diliman, Quezon City on 08 February 2017 and the Manila Times 5<sup>th</sup> Business Forum at the Malco Polo, Davao City on 09 February 2017, the President directed the following:

1. All Cabinet Secretaries and Heads of Agency to process all requests and/or applications within a maximum period of one (1) month,<sup>1</sup> regardless if these merit approval or not; and
2. All Department Directors to process requests, licenses, and permits within fifteen (15) working days,<sup>2</sup> regardless if these merit approval or not.

We note that the above directives have been reiterated by the President in various engagements.

Kindly submit a report on your compliance with this directive, indicating the reference number above, not later than fifteen (15) days upon receipt of this memo, to the Presidential Management Staff through [directives@pms.gov.ph](mailto:directives@pms.gov.ph).

For your guidance.

Copy furnished:  
The Executive Secretary  
The Cabinet Secretary  
The Special Assistant to the President

DEPARTMENT OF EDUCATION  
OFFICE OF THE UNDERSECRETARY  
PLANNING AND FIELD OPERATIONS  
MAR 09 2017  
FERDINAND B. COY JR.  
11

BY: *[Signature]* DATE: *5/6/17*  
DOC #: *320-16*  
Bureau of Human Resources & Organization Development (BHRD)  
Office of the Director  
RECEIVED  
DATE: *5/6/17* NO. *134*

<sup>1</sup> Reiterated directive during 30<sup>th</sup> National Convention of the Philippine Association of Water Districts in Davao City (02 February 2017)  
<sup>2</sup> Reiterated directive during the 30<sup>th</sup> National Convention of the Philippine Association of Water Districts in Davao City (02 February 2017)

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Office of the Director  
RECEIVED  
Date: 03-21-17 Time: 9:00 AM  
MIKE 09-15-3456

