



DEPARTMENT OF EDUCATION

Region X-Northern Mindanao

DIVISION OF MALAYBALAY CITY

Corner Don Carlos-Guingona St., City of Malaybalay

Contact Numbers: 813-2894, 221-4597

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



March 14, 2013

2013-03-149
DepEd-MALAYBALAY CITY DIVISION

RELEASED

Date: 3/14/13 Time: 10:12 AM
By: [Signature]

DIVISION MEMORANDUM
No. 075 s. 2013

Implementation of Republic Act No. 9485 (Anti-Red Tape Act of 2007) and its Implementing Rules and Regulations

TO : Education Program Supervisors-Designate and Division Coordinators-Designate
Public Schools District Supervisors
Elementary and Secondary School Principals
Section Heads and Staff

- All government offices and agencies are hereby directed to implement important provisions of the hereunder issuances.
 - Republic Act (R.A.) No. 9485, s. 2007 – 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
 - Civil Service Commission Memorandum Circular No. 12, s. 2008 – Republic Act No. 9485 and its Implementing Rules and Regulations
 - Administrative Order No. 241, s. 2008 – Mandating the Speedy Implementation of Republic Act No. 9485 otherwise known as the “Anti-Red Tape Act (ARTA) of 2007” and its Implementing Rules and Regulations and Strengthening the Applications thereof
- Basically, this aims to promote transparency in the government with regard to the manner of transacting with the public by requiring each agency to simplify frontline services, formulate service standards to observe in every transaction and make known these standards to the client (A.O. No. 241, s. 2008). As such, the head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient, and reliable service (Section 1 of Rule V of CSC MC No. 12, s. 2008).
- In adherence thereof, the Department of Education issued DepEd Memo No. 342 dated August 3, 2009 *re adoption and implementation of a Citizen’s Charter of the Department of Education in compliance with ARTA and its IRR* and Urgent Memorandum dated February 28, 2013 from DepEd Regional



DEPARTMENT OF EDUCATION

Region X-Northern Mindanao

DIVISION OF MALAYBALAY CITY

Corner Don Carlos-Guingona St., City of Malaybalay

Contact Numbers: 813-2894, 221-4597

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



Office No. 10 *re compliance of Memorandum Circular No. 2012-01 to Qualify for Performance-Based Bonus.* This Office warmly recognizes the submission of "Consolidated Certification of Compliance" of all Districts and Schools. The same were forwarded for consolidation by this Office to the DepEd Regional Office No. 10 last March 6, 2013 for their submission also to the DepEd Central Office.

4. In view hereof, you are hereby directed to visit the DIVISION ARTA CORNER (<http://www.depedmalaybalay.net/about-us/arta-corner>) and download important information/materials relative to the implementation of ARTA for compliance in your respective offices and schools (Enclosure 1).
5. For your information, guidance, and compliance.

EDILBERTO L. OPLENARIA

OIC, Schools Division Superintendent

↓

Encl.:

As stated

Copy furnished:

Records Section

To be posted in the Division Website



DEPARTMENT OF EDUCATION

Region X-Northern Mindanao

DIVISION OF MALAYBALAY CITY

Corner Don Carlos-Guingona St., City of Malaybalay

Contact Numbers: 813-2894, 221-4597

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



Enclosure 1 of Division Memorandum No. 015 March 18, 2013

| SALIENT PROVISIONS | INFORMATION/MATERIAL | WORK ACTIVITY |
|--|--|--|
| R.A. No. 9485 s. 2007, CSC MC No. 12 s. 2008, & A.O. No. 241, s. 2008 | <ol style="list-style-type: none"> 1) <u>Republic Act No. 9485 (Anti-Red Tape Act of 2007)</u> 2) <u>Civil Service Commission-Memorandum Circular No. 12 s. 2008 (Republic Act 9485 and its Implementing Rules and Regulations)</u> 3) <u>Administrative Order No. 241</u> | For printing, binding, future reference of legal basis, information and guidance of all concerned |
| <p>-Section 6, R.A. No. 9485 s. 2007</p> <p>-Section's 1 & 2 of Rule IV of CSC MC No. 12, s. 2008</p> <p>-Section 1 of A.O. No. 241, s. 2008</p> | <ol style="list-style-type: none"> 4) CITIZEN CHARTER <ul style="list-style-type: none"> - Citizen's Charter Frontline Services (DepEd Central Office, DepEd Regional Office, and DepEd Division Offices and Schools) – A copy can be downloaded from DepEd Memorandum No. 342 dated August 3, 2009 | <p>-For posting as information billboard and to be position at the main entrance of the office including all schools under its jurisdiction or at the most conspicuous place of all the said service office.</p> <p>-For tarpaulin printing of process table of frontline services applicable only in your office and/or school (refer to the Citizen's Charter Division Offices and Schools Frontline Services via DepEd Memo No. 342, s. 2009) Suggested Size: 2 ft. x 3 ft.</p> |
| <p>Section 5 of R.A. No. 9485, s. 2007</p> <p>Section's 1 & 4 of Rule III of CSC MC No. 12, s. 2008</p> | <ul style="list-style-type: none"> - Citizen's Charter Frontline Services – crafted by Division Office Personnel | <p>-re-engineering of systems and procedures and setting respective service standards</p> <p>-review of Citizen's Charter whenever necessary</p> |
| <p>Section 6 of R.A. No. 9485, s. 2007</p> <p>Section's 1 & 2 of Rule IV of CSC MC No. 12, s. 2008</p> <p>Section 1 of A.O. No. 241, s. 2008</p> | <ol style="list-style-type: none"> 4.1. Vision and Mission (sample design only) 4.2. Performance Pledge (sample design only) 4.3. Feedback Mechanism (sample design only) 4.4. Citizen Charter Information Billboard (Sample Design only) | <p>- For tarpaulin printing (suggested size: 2 ft. x 3 ft.)</p> <p>- To be positioned at the main entrance</p> |



DEPARTMENT OF EDUCATION

Region X-Northern Mindanao

DIVISION OF MALAYBALAY CITY

Corner Dan Carlos-Guingona St., City of Malaybalay

Contact Numbers: 813-2894, 221-4597

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



Enclosure 1 of Division Memorandum No. 075 March 18, 2013

| SALIENT PROVISIONS | INFORMATION/MATERIAL | WORK ACTIVITY |
|---|---|--|
| Section 8 (f), R.A. No. 9485, s. 2007 Section 4, Rule VI of CSC MC No. 12, s. 2008 | 5) ARTA I.D. (Sample Design only) | - For printing (4" x 5") which should be visibly worn during office hours with easy to read information on the I.D. |
| Section 8 (g), R.A. No. 9485, s. 2007 Section 5 of Rule VI of CSC MC No. 12, s. 2008 Section 2 of AO No. 241, s. 2008 | 6) Public Assistance and Complaints Desk (PACD) Suggestion Box (24/7) <ul style="list-style-type: none"> Form 1-Commendation (Papuri) Form 2-Request for Assistance (Paghingi ng Tulong) Form 3-Complaint (Reklamo) Form 4-Recommendation (Mungkahi) | -Establish PACD with knowledge personnel -logbook system -Establish Suggestion Box (24/7) as one of the mechanisms for customer feedback |
| Section 10, R.A. No. 9485, s. 2007 Rule VII of CSC MC No. 12, s. 2008 Section 6 of A.O. No. 241, s. 2008 | 6) ARTA Monitoring | - For use in monitoring and evaluating the implementation of ARTA |
| | 7) Anti-Fixing and No Noon Break Posters <ul style="list-style-type: none"> Guidelines in the Display of Anti-Fixer Campaign and No Noon Break Rule Posters (as per O.M. No. 67, s. 2011) | - Per O.M. No. 67, s. 2011 re Guidelines in the Display of Anti-Fixer Campaign and No Noon Break Rule Posters: |
| Section 3 of A.O. No. 241, s. 2008 | <ul style="list-style-type: none"> Anti-Fixer Poster (English) Anti-Fixer Poster (Filipino) | - For tarpaulin printing of posters |
| Section 8(e) of R.A. No. 9485, s. 2007 Section 3 of Rule VI of CSC MC No. 12, s. 2008 | <ul style="list-style-type: none"> No Noon Break Poster (English) No Noon Break Poster (Filipino) | - Recommended size: 18" x 24" - May use either the Filipino or English version of the poster - Posters should be displayed at the frontline desks/windows and in conspicuous places. |
| R.A. No. 9485, s. 2007 | 7) Primer on RA 9485 (Anti-Red Tape Act of 2007) | For printing, binding and use as information and Education Campaign (IEC) materials |
| CSC-MC No. 15, s. 2012 | 8) Contact Center ng Bayan Website About Contact Center ng Bayan | -For Tarpaulin printing (Suggested size: 2 ft x 3 ft.) -For use in lodging of ARTA-Related Complaints through the Contact center ng Bayan 1-6565 |