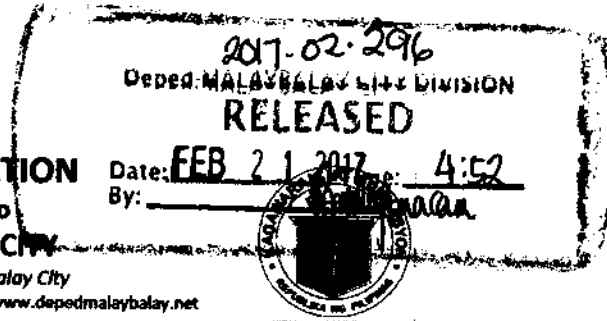




**DEPARTMENT OF EDUCATION**  
Region X-Northern Mindanao  
**DIVISION OF MALAYBALAY CITY**

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)



February 14, 2017

**OFFICE MEMORANDUM**

No. 002 s. 2017

**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**


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.

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



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



AUG 6 3 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](http://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*  
**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: citizen's charter in compliance with R.A. No. 9485  
July 28, 2009

*[Faint, illegible text, possibly a stamp or signature area]*



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](http://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**