

Republika ng Pilipinas


Department of Education

OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT,
NATIONAL EDUCATORS' ACADEMY OF THE PHILIPPINES,
TEACHER EDUCATION COUNCIL SECRETARIAT

MEMORANDUM
OM-OUHROD-2022-0448

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

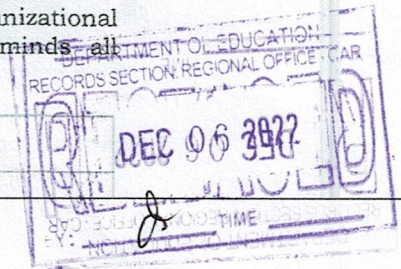
FROM : 
GLORIA JUMAMIL-MERCADO
*Undersecretary for Human Resource and Organizational
Development, National Educators' Academy of the Philippines,
and Teacher Education Council Secretariat*

SUBJECT : **REITERATION OF THE IMPLEMENTATION OF RA 11032 AND
DISSEMINATION OF MANUALS DEVELOPED BY THE ANTI-RED
TAPE AUTHORITY**

DATE : 24 November 2022

To sustain compliance with Republic Act (RA) No. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, the Department of Education (DepEd) through the Bureau of Human Resource and Organizational Development - Organization Effectiveness Division (BHROD-OED) reminds all governance units to continuously implement the following in 2022:

Legal Basis / Official Issuances	Government Requirement	Description
RA 11032 DM-HROD-2021 <i>The DepEd Citizen's 2021</i>		Service standards (documentary)




 Republic of the Philippines
Department of Education
 CORDILLERA ADMINISTRATIVE REGION

December 2, 2022

To: **Schools Division Superintendents**
All Others Concerned

For information, guidance, and immediate dissemination.


ESTELA P. LEON- CARIÑO EdD, CESO III
 Director IV/ Regional Director



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Legal Basis / Official Issuances	Government Requirement	Description
RA 11032 DM-HROD-2021-0644 <i>The DepEd Citizen's Charter 2021</i>	Citizen's Charter	Service standards (documentary requirements, process steps, processing time, transaction costs, person responsible) stated in the Charter must be observed in transacting with clients. DepEd Citizen's Charter 2021 (1st Edition) – as of December 1, 2021 https://www.deped.gov.ph/about-deped/citizenscharter/

<p>MC 2020-1 <i>Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2020 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016</i></p> <p>DM-PHROD-2021-0165 <i>Implementation of the Standardized Citizen/Client Satisfaction Survey (CCSS) Form in the Department of Education</i></p>	<p>Standardized Citizen/Client Satisfaction Survey (CCSS) Form*</p>	<p>Feedback must be obtained from clients for services declared in the DepEd Citizen's Charter using the prescribed CCSS Form. DepEd CC 2021 shall be the basis of services for CCSS 2022 until a new Charter for 2022 is published</p> <p>bit.ly/DepEdCCSSMaterials</p>
<p>RA 11032</p> <p>EO 6, s. 2016 <i>Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center</i></p> <p>MC 2021-2 <i>Supplemental Guidelines on the Grant of the Performance-Based Bonus for FY 2021 Under EO 80, s. 2012 and EO 201, s. 2016</i></p> <p>MC 2022-1 <i>Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2021 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016</i></p> <p>DM 046, s. 2022 <i>Designation of Regional and Division Public Assistance Coordinator</i></p>	<p>Resolution of concerns referred by the 8888 Citizens Complaint Center and the Contact Center ng Bayan (CCB)</p>	<p>All concerns/tickets from the 8888 and forwarded by the DepEd Public Assistance Action Center (PAAC) to the Regional Offices (ROs) should be acted upon or closed within 72 hours upon receipt of referral:</p> <ul style="list-style-type: none"> - Regional Public Assistance Coordinator (RPAC) to acknowledge email from PAAC, even just to say that it was misrouted - Concrete and specific action taken or feedback on the status of the concern shall be emailed to PAAC so they can inform the client of the resolution and 8888 can tag the concern as closed/ pending <p>All negative feedback referred by the CCB and forwarded by the DepEd PAAC to the ROs should be acted upon or resolved within 72 hours upon receipt of referral:</p> <ul style="list-style-type: none"> - RPAC to acknowledge email from PAAC, even just to say that it was misrouted - Detailed action taken to correct the reported dissatisfaction and prevent its reoccurrence / status of ongoing administrative case shall be emailed to PAAC so they can inform the CCB, and the CCB may inform the client of the resolution and tag the concern as closed/pending

By implementing RA 11032 in the Department,

1. strengthens our culture of transparency, accountability, and improved service delivery;
2. prevents violations and penalties under the Law;
3. fulfills two of the four dimensions of accountability used by the AO25 to validate agency eligibility for the Performance-Based Bonus:
 - a. streamlining/digitization initiatives under the CC reported under the Process Results criteria and
 - b. CCSS rating reported under the Citizen/Client Satisfaction Results criteria
4. prepares for the fulfillment of the ARTA Report Card version 2.0.

Further, this issuance also disseminates links to the manuals developed by the Anti-Red Tape Authority (ARTA):

Title of Manual	Description	Link
<p>Reengineering Manual <i>Supporting the Whole-of-Government Approach in Streamlining Philippine Government Systems & Procedures in Delivering Public Services</i> Version 1.07 Jun 2021</p> <p>by ARTA and the UK Government</p>	<p>Contains tools and principles in streamlining and reengineering processes, derived from principles and practices in business engineering tailor-fitted to the public sector.</p> <p>Provides a walkthrough of the process of reengineering methodology and the tools that agencies can use to support their reforms.</p>	<p>https://arta.gov.ph/reengineering-manual/</p>
<p>Regulatory Impact Assessment Manual <i>2021 Philippine RIA Manual (1st Edition)</i></p> <p>by ARTA, USAID, and UPPAF-RESPOND</p>	<p>Provides tools, process and procedures of undertaking a regulatory impact assessment to ensure that regulations are subjected to proper consultations and evidence-based analysis before its issuance.</p> <p>Helps enact sound and effective regulations that provide the most benefit for citizens and stakeholders without causing any undue burden or cost.</p>	<p>https://arta.gov.ph/riamanual/</p>

Links to these manuals are also available in the DepEd website at <https://www.deped.gov.ph/about-deped/citizenscharter/>

Immediate dissemination of and strict compliance with this issuance is directed.

For more information, please contact the BHROD-OED at (02) 8633-5375 or email bhrod.oed@deped.gov.ph.

Thank you.

Attachments:
DM-HROD-2021-0644
DM-PHROD-2021-0165
EO 6, s. 2016
MC 2021-2

BHROD-OED/Perez



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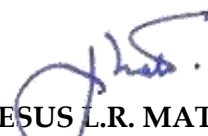
Department of Education

OFFICE OF THE UNDERSECRETARY

PLANNING, HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
DM-PHROD-2021-0165

TO : Undersecretaries
Assistant Secretaries
Regional Directors
Schools Division Superintendents
Public Elementary and Secondary School Heads
All Others Concerned

FROM : 
JESUS L.R. MATEO
Undersecretary for Planning, and Human Resource and
Organizational Development

SUBJECT : *Implementation of the Standardized Citizen/Client Satisfaction
Survey (CCSS) Form in the Department of Education*

DATE : 04 March 2021

To ensure continuous government improvement towards seamless public delivery, all government agencies are required to submit a report on the result of their client satisfaction survey every fiscal year (FY). Such requirement is anchored in **Republic Act (RA) No. 11032** or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* and **Memorandum Circular (MC) No. 2019-002** dated August 13, 2019, entitled, *Guidelines on the Implementation of the Citizen's Charter in Compliance to RA 11032*. In addition, streamlining of activities and the establishment of a harmonized client/citizen satisfaction survey is an **eligibility criterion for the grant of the Performance-Based Bonus (PBB)** specified in **MC No. 2020-1** issued by the Inter-Agency Task Force (AO25 IATF) on the Harmonization of the National Government Performance Monitoring, Information and Reporting System.

Fortunately, units in the Department of Education (DepEd) have been in collaboration to achieve favorable ratings on client satisfaction (CSAT) since 2019. This is in cognizance of the importance of client feedback in the assessment of the quality of our service delivery. Data collected from surveys recognized the areas with satisfactory service delivery and identified those needing improvement and intervention.

This year, to further improve the Department's efforts in gathering feedback on our services, the Bureau of Human Resource and Organizational Development - Organization

Effectiveness Division (BHROD-OED) shall implement the use of a **Standardized DepEd Citizen/Client Satisfaction Survey (CCSS) Form**.

In view of this, all DepEd units with services declared in the 2020 Citizen’s Charter are requested to use the following templates and references **effective immediately**:

DOCUMENT	LINK
1. CCSS Form (Annex A)	bit.ly/DepEdCCSSMaterials
2. Quick Guide in Conducting the CCSS (Annex B)	
3. Sample online CCSS Form - Google Form used in the DepEd Central Office (Annex C)	bit.ly/DepEdCOFeedback
4. List of services included in the DepEd Citizen's Charter 2020 (1st Edition)	www.deped.gov.ph/about-deped/citizenscharter

The prescribed survey form may be modified, given that all these conditions are adhered to:

1. Survey forms should state the privacy notice (verbatim), in observance of the Data Privacy Act of 2012.

“The personal information included in this document shall only be used for the purposes of administering the survey. Any personal information included herein may not be used for other purposes aside from those stated above.”

2. The client satisfaction rating matrix should include the parameters below.
 - A. 5-point Likert scale with 5 as the highest satisfaction rating and 1 as the lowest;
 - B. Rating criteria (as defined in MC 2020-1).

Service Quality Dimension	Description
Responsiveness	willingness to help, assist, and provide prompt service to clients and/or businesses
Reliability	provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate
Access & Facilities	convenience of location, ample amenities for a comfortable transaction, and the use of clear signage and modes of technology
Communication	act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback

Costs	satisfaction with the timeliness of the billing, billing process/es, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service
Integrity	assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses
Assurance	capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships
Outcome	rate in terms of achieving outcomes or realizing the intended benefits of government services

**Note that DepEd units are only allowed to remove a criterion if it is not applicable to the service/s being provided.*

3. Survey forms should be available/translated in the language widely-used in the locale of the survey.

BHROD-OED conveys its gratitude to all DepEd units for the ardent support to CSAT - related activities and requirements. This office requests the same, if not intensified, cooperation on the adoption of the standardized CCSS Form. Further, an issuance regarding the institutionalization of a CSAT mechanism in the Department will be released separately.

For inquiries and/or clarifications, please contact **Ms. Rose Albo** or **Mr. Kean Alicante** of BHROD-OED at bhrod.oed@deped.gov.ph, using the subject line: (Name of office)-CCSS.

For your appropriate and immediate action.

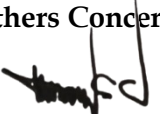
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Republika ng Pilipinas
Department of Education
OFFICE OF THE UNDERSECRETARY
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
DM-HROD-2021-0644

TO : **Undersecretaries and Assistant Secretaries
Bureau and Service Directors
Regional Directors
Schools Division Superintendents
Public Elementary and Secondary School Heads
All Others Concerned**

FROM : 
WILFREDO E. CABRAL
Regional Director, DepEd NCR and
Officer-In-Charge, Office of the Undersecretary
Human Resource and Organizational Development

SUBJECT : **The DepEd Citizen's Charter 2021**

DATE : 21 December 2021

In compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and eligibility requirements for FY 2021 Performance-Based Bonus (PBB), the Department of Education (DepEd) submitted the Citizen's Charter 2021 - 1st edition to the Anti-Red Tape Authority last December 1, 2021.

The Charter was a product of collaboration among the Bureau of Human Resource and Organizational Development - Organization Effectiveness Division (BHROD-OED), Central Office units with new/updated services, and Technical Working Group (Annex A) members of the Writeshop to Update the DepEd CC 2021 on October 19-21 and 26-27, 2021.

Thus, it is reiterated that all units shall **implement the service standards declared in the DepEd Citizen's Charter (CC) 2021** published in <https://www.deped.gov.ph/wp-content/uploads/2021/12/DepEd-Citizens-Charter-2021-as-of-December-1-2021.pdf>:

- a. list of services provided by a government unit;
- b. checklist of requirements per type of application or request;
- c. procedure to obtain a particular service;
- d. person/s responsible per step;
- e. maximum processing time;
- f. document/s to be presented by the requesting party;
- g. amount of applicable fee/s; and
- h. procedure for filing complaints

As emphasized in ARTA MC No. 2021-10, the Charter of each governance unit shall be posted in the following forms:

Form	Description	Location
1. Citizen's Charter Information billboard	Interactive information kiosks, electronic billboards, posters, tarpaulins, etc.	<ul style="list-style-type: none"> Posted at the main entrance of the office or at the most conspicuous place of all the said service offices
2. Citizen's Charter Handbook	Aligned with Reference B of ARTA MC No. 2019-002	<ul style="list-style-type: none"> Placed at the window/counter of each frontline office to complement the information on the services indicated in the Information Billboard Offices are only required to post/print hard copies of pages on the Handbook related to the service/s they offer
3. Official website/ Online Posting	CC Handbook is uploaded on the website or any online platform available through a tab or link specifically for the Citizen's Charter	<ul style="list-style-type: none"> Located at the most visible space/area of the official website or the online platform available

Additionally, all are reminded to record feedback on the services declared in the CC using a Citizen/Client Satisfaction Mechanism.

DepEd officials and personnel are enjoined to **provide feedback on the DepEd CC 2021** for consideration on the next CC edition.

Lastly, units with external services reported in the DepEd CC 2021 are reminded to **submit a Streamlining/Digitization Report** with supporting documents (Annex C) and its **endorsement** by the head of office (Annex D) on or before **January 15, 2022**.

Supporting documents may be in any of the following formats: narrative with links, photos/screenshots, or customer feedback recognizing the positive changes. Annex B provides sample streamlining/digitization reports, as submitted to the ARTA.

The call for submissions was previously made in DM-HROD-2021-0242 and OM-HROD-2021-0461. Submissions shall be made via email to citizenscharter@deped.gov.ph, using the subject line: Name of unit – Streamlining/Digitization Report 2021.

Said documents shall be attached to the Modified Form A – Department Performance Report 2021 required to determine the agency's eligibility to one of the criteria for FY 2021 PBB. The Report shall be prepared by the BHROD-OED and endorsed by the DepEd Secretary to the AO 25.

These RA 11032-related activities shall be conducted not only to nurture and promote a culture of transparency, accountability and improve service delivery. More importantly, to align and reflect on these DepEd processes and procedures its core values of being *Maka-Diyos, Maka-tao, Makakalikasan, at Makabansa*.

For more information, please contact the BHROD-OED through email at citizenscharter@deped.gov.ph.

For information and guidance.

Attachments:

Annex A: TWG Members – Writeshop to Update the DepEd CC 2021

Annex B: Sample Streamlining/Digitization Reports

Annex C: Template for Streamlining/Digitization Report 2021

Annex D: Endorsement Letter for Streamlining/Digitization Report 2021

ARTA MC No. 2021-10

BHROD-OED/Perez



MALACAÑAN PALACE
MANILA

BY THE PRESIDENT OF THE PHILIPPINES

EXECUTIVE ORDER NO. 06

**INSTITUTIONALIZING THE 8888 CITIZENS' COMPLAINT HOTLINE AND
ESTABLISHING THE 8888 CITIZENS' COMPLAINT CENTER**

WHEREAS, Article II, Section 27 of the Constitution provides that the State shall maintain honesty and integrity in the public service and shall take positive and effective measures against graft and corruption;

WHEREAS, Republic Act (RA) No. 9485, otherwise known as the Anti-Red Tape Act of 2007, provides that the State shall take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, with the objective of reducing red tape and expediting transactions in government;

WHEREAS, Administrative Order (AO) No. 241 (s. 2008), enjoined all agencies to establish a public hotline to effectively receive feedback and monitor customer satisfaction in conformity with RA No. 9485;

WHEREAS, Section 2 of AO 241 mandated agencies to interconnect their current and future public assistance systems with the government-wide citizen's helpline once the same is established;

WHEREAS, the Civil Service Commission (CSC) collaborated with the National Computer Center (NCC) of the Department of Science and Technology (DOST) to establish the Contact Center ng Bayan (CCB) Project, to serve as a public feedback mechanism for the Government to link the public and certain frontline agencies;

WHEREAS, there is a need to institutionalize a public complaints hotline involving all agencies of the government, and build on existing public feedback mechanisms for the realization of the Government's policy to eradicate red tape and corruption;

WHEREAS, Executive Order No. 1 dated 30 June 2016 placed certain agencies under the supervision of the Office of the Cabinet Secretary (OCS) to develop programs and projects that promote social education to enable people's participation in effecting real change by keeping watch of the affairs of the government, and listen to people's feedback;

WHEREAS, Article VII, Section 17 of the Constitution provides that the President shall ensure that the laws are faithfully executed;

NOW, THEREFORE, I, RODRIGO ROA DUTERTE, President of the Republic of the Philippines, by the powers vested in me by law, do hereby order:

SECTION 1. Institutionalization of the 8888 Citizens' Complaint Hotline. The hotline number "8888" is hereby institutionalized as the Citizens' Complaint Hotline number.

THE PRESIDENT OF THE PHILIPPINES

SECTION 2. Establishment of the 8888 Citizens' Complaint Center. There is hereby established an 8888 Citizens' Complaint Center which shall serve as a mechanism where citizens may report their complaints and grievances on acts of red tape, as defined under RA No. 9485 and other relevant laws, and/or corruption of any national government agency, government-owned or -controlled corporation (GOCC) / government financial institution (GFI), and other instrumentalities of the government.

SECTION 3. Lead Agency. The 8888 Citizens' Complaint Center shall be under the direction and supervision of the OCS.

SECTION 4. Collaboration with Government Agencies and Integration of Existing Public Feedback Mechanisms. The OCS, in coordination with the Office of the Special Assistant to the President (OSAP), is hereby directed to collaborate with other government agencies, in the operation of the 8888 Citizens' Complaint Center, and enter into such arrangements necessary for the possible interconnection and integration of existing public feedback mechanisms, such as the CCB Project of the CSC.

Concerned government agencies and offices shall designate their respective focal and technical officers who shall assist the OCS in its collaboration efforts, and interconnection and integration of public feedback mechanisms.

SECTION 5. Minimum Operating Standards. The 8888 Citizens' Complaint Center shall have the following minimum operating standards:

- a. **Communication Channels.** In addition to the "8888" telephone hotline, the 8888 Citizens' Complaint Center shall provide other communication channels which may include:
 - Short message service (SMS)/Text access;
 - Electronic mail (E-mail);
 - Website/Webpage; and
 - Social media, as well as any other emerging communication medium;
- b. **Operating Hours.** The 8888 Citizens' Complaint Center shall operate, through any of its communication channels, twenty-four (24) hours a day, seven (7) days a week, from Mondays to Sundays, excluding national holidays and work suspensions. As far as practicable, live agents shall respond to calls made through the telephone hotline facility;
- c. **Process Flow.** A citizen's concern received through any of the communication channels shall immediately be referred, directly or indirectly, to the concerned government agency, office or instrumentality for appropriate action. As much as the circumstances permit, the complainant shall be given advice or feedback on the status of the concern until its resolution; and
- d. **Period to Take Action.** A citizen's concern lodged through any of the communication channels shall have a concrete and specific action within seventy-two (72) hours from receipt of the concern by the proper government agency or instrumentality.

SECTION 6. Cooperation of Other Government Agencies. To ensure that the general public is served efficiently and expeditiously, all national government agencies, GOCCs/GFIs, and other instrumentalities of the government are enjoined to cooperate with the OCS to ensure prompt action on the public's concerns received through the 8888 Citizens' Complaint Center.

SECTION 7. Funding. The initial funding requirements for the implementation of the 8888 Citizens' Complaint Center shall be determined by the Department of Budget and Management, subject to compliance with applicable laws, rules and regulations. Appropriations for the succeeding years shall be incorporated in the budget proposals of the OCS and other concerned government agencies, offices and instrumentalities.

SECTION 8. Implementing Rules and Operational Guidelines. The OCS, with the assistance of the OSAP and other concerned government agencies, offices, and instrumentalities, shall formulate and issue rules and operational guidelines for the implementation of this Order.

SECTION 9. Reports. The OCS shall submit, within six (6) months from the effectivity of this Order, a report to the President on the implementation hereof.

Thereafter, the OCS shall submit quarterly reports to the President, through the OSAP, on the activities and accomplishments of the 8888 Citizens' Complaint Center.

SECTION 10. Administrative Sanctions. Without prejudice to the appropriate criminal liability, failure on the part of a government agency or employee to timely respond to the public's concerns received through the 8888 Citizens' Complaint Center, or any other violation of the provisions of this Order, shall be a ground for administrative sanctions under existing laws and regulations.

SECTION 11. Separability. If any provision of this Executive Order is declared invalid or unconstitutional, the other provisions not affected thereby shall remain valid and subsisting.

SECTION 12. Repeal. All issuances, orders, rules and regulations or parts thereof which are inconsistent with the provisions of this Executive Order are hereby repealed or modified accordingly.

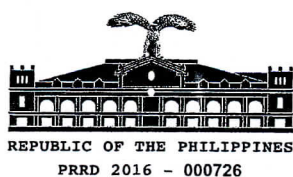
SECTION 11. Effectivity. This Executive Order shall take effect upon publication in a newspaper of general circulation.

DONE, in the City of Manila, this **14th** day of **October** in the year of Our Lord, Two Thousand and Sixteen.

By the President:


SALVADOR C. MEDIALDEA
Executive Secretary



CERTIFIED COPY:


MARIANITO M. DIMAANDAL
DIRECTOR IV
MALACANANG RECORDS OFFICE

10-17-2016