



Republika ng Pilipinas

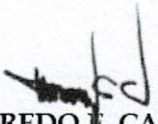
Department of Education

OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
DM-HROD-2021-0011

TO : **Regional Directors
Schools Division Superintendents**


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

SUBJECT : **Supporting Documents to DepEd Streamlining and Process
Improvement for the Grant of FY 2020 Performance-Based Bonus**

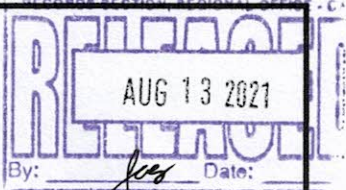
DATE : 03 August 2021


The Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting System (AO 25 Secretariat) released Memorandum Circular No. 2020-1, or the *Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2020*, which stipulated under Section 5.2, Streamlining and Process Improvement (SPI) of Agency's Critical Services as one of the criteria to qualify for the grant of PBB for FY 2020. With this requirement, the agency is therefore mandated to comply by ensuring that the critical services declared in the DepEd's Citizen Charter (CC) 2020 have been streamlined and improved in consideration of the emerging pandemic.

In compliance with the Guidelines of the Red Tape Authority (ARTA), the Organization Effectiveness Division of the Citizen Charter as a result of its capability improvement of critical services



Republic of the Philippines
Department of Education
CORDILLERA ADMINISTRATIVE REGION

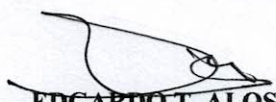


By:  Date: August 13, 2021

To : **Schools Division Superintendents
All Concerned**

For information, guidance and compliance.

FOR THE REGIONAL DIRECTOR:



EDGARDO T. ALOS
Chief Administrative Officer
Administrative Division

Admin/ETA/FAA/jemy

Room 102, 1
Tele
Email Add



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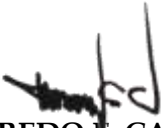
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FROM : 
WILFREDO L. CABRAL
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Human Resource and Organizational Development

SUBJECT : **Supporting Documents to DepEd Streamlining and Process Improvement for the Grant of FY 2020 Performance-Based Bonus**

DATE : 03 August 2021

The Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting System (AO 25 Secretariat) released Memorandum Circular No. 2020-1, or the *Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2020*, which stipulated under Section 5.2, Streamlining and Process Improvement (SPI) of Agency's Critical Services as one of the criteria to qualify for the grant of PBB for FY 2020. With this requirement, the agency is therefore mandated to comply by ensuring that the critical services declared in the DepEd's Citizen Charter (CC) 2020 have been streamlined and improved in consideration of the emerging challenges and concerns brought about by the COVID-19 pandemic.

In compliance with the Guidelines as well as in conformance with the requirements of the Anti-Red Tape Authority (ARTA), the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED) has initially reviewed DepEd's Citizen Charter as a result of its capacity building activities wherein the best practices on process improvement of critical services from all governance levels have been shared and discussed.

It is on this regard that the BHROD-OED requests all **Regional Offices (ROs) and Schools Division Offices (SDOs) with FRONTLINE SERVICES** (listed in Annex A) to declare the **digitization and streamlining initiatives in 2020 showing any of these required improvements:**

Factor	Improvement
Number of steps	→ Lesser number of steps
Processing time	→ Shorter processing time
Number of signatures	→ Lesser than 3 signatories / removal of signatories
Number of required documents	→ Lesser documents / lesser copies
Transaction cost	→ Lower cost / removal of cost

The supporting documents required for submission are the following:

Documents	Instructions/Description
1. Updated service/s reflecting digitization and streamlining initiative/s for 2020	<p>Fill out Annex B (enclosed). <i>This is the format prescribed by the ARTA.</i></p> <p>Check https://www.deped.gov.ph/about-deped/citizenscharter for reference.</p> <p>Use Annex C (enclosed) as guide in checking entries on Annex B</p>
2. Proof of implementation of digitization/streamlining	Narrative, photos, screenshots showing that changes were implemented
3. Results of Citizen/Client Satisfaction Survey (CCSS) for 2019 and 2020	Comparison of CCSS Reports underlining higher rating due to improvement in services

Submissions shall be made on or before **18 August 2021** through the link <https://bit.ly/DepedDigitization2020>

Only complete documents and submissions using the prescribed format (Annex B) shall be deemed compliant to the agency's streamlining requirement for PBB 2020.

Aside from the documents stated, ROs are requested to nominate at least five (5) SDOs with service innovations, regardless whether the frontline service is included in Annex A.

For more information, please contact Ms. Pia Pangilinan through mobile number at 0917-8725850 or Ms. Diane-Joyce Perez through email at citizenscharter@deped.gov.ph.

For compliance. Thank you.

BHROD-OED/Pangilinan

ANNEX A: List of Frontline Services in ROs and SDOs

Regional Office - External Services

<i>Office</i>	<i>Services</i>
<i>A. Cash Section</i>	<i>Issuance of Official Receipts Payment of Obligation</i>
<i>B. CLMD</i>	<i>Access to LRMDC Portal Procedure for the Use of LRMDs Computers</i>
<i>C. HRDD</i>	<i>Issuance of Certification as Principal's Test Passer Application for Scholarship</i>
<i>D. Legal Unit</i>	<i>Filing of Complaint Request for Correction of Entries in School Record Legal Assistance to Walk-in Clients</i>
<i>E. NEAP - RO</i>	<i>Recognition of Professional Development at the NEAP Regional Office</i>
<i>F. Personnel Section</i>	<i>Issuance of Clearance from Money Accountability or Overpayment Submission of Employment Application</i>
<i>G. Public Affairs Unit</i>	<i>DepEd RO Action through Email Hotline and Walk-in Facilities Standard Freedom Of Information (FOI) Request through Walk-in Facility and Mail</i>
<i>H. Policy, Planning and Research Division</i>	<i>Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC) Request for Basic Education Information and Data Request for Reversion</i>
<i>I. Quality Assurance Division</i>	<i>Application for Establishment, Merging, Conversion, and Naming/ Renaming of Public Schools and Separation of Public Schools Application for Special Orders (SO) of Private Schools/ Technical Vocational Institutions Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools Application for the Opening/Additional Offering of SHS for private Schools</i>
<i>J. Records Section</i>	<i>Issuance of Requested Documents (Non-CTC) Issuance of Requested Documents (CTC and Photocopy of Documents) Certification, Authentication, Verification (CAV)</i>

Schools Division Office - External Services

Office of the Schools Division Superintendent

<i>A. Cash Unit</i>	<i>Issuance of Official receipt</i>
<i>B. Legal Unit</i>	<i>Filing of Complaint Correction of Entries in the School Records</i>

C. Personnel Unit	<i>Submission of Employment Application (Teaching Related)</i>
	<i>Submission of Employment Application (Non-Teaching Related)</i>
D. Property and Supply	<i>Acceptance and Distribution of Textbooks, Supplies and Equipment</i>
E. Records Unit	<i>Issuance of Requested Documents (Non-CTC)</i>
	<i>Issuance of Requested Documents (CTC and Photocopy of Documents)</i>
	<i>Certification, Authentication, Verification (CAV)</i>
	<i>Receiving and Releasing of Incoming and Outgoing Communications</i>
F. CID	<i>Access to LRMDP Portal</i>
	<i>Borrowing Procedures for Books and Other Materials Over Night ALS Enrolment</i>
G. SGOD-Planning and Research Section	<i>Request for Basic Education Data (External Stakeholder)</i>

ANNEX B: Updated service/s reflecting digitization and streamlining initiative/s for 2020

- This is the format prescribed by the ARTA. Please do not change the font (Arial size 12), table, and columns. However, rows may be added for the checklist and client steps.
- Check <https://www.deped.gov.ph/about-deped/citizenscharter> for reference.

Request for Correction of Entries in School Record (SAMPLE)

Service Description: This process covers the rectification of personal information in scholastic records. It is a remedy for any student whose school records contain error/s which is/are purely typographical in nature, and which can be corrected by the issuance of a Resolution directing the correction of such error/s.

Office or Division:				
Classification:				
Type of Transaction:				
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:				

ANNEX C:

Guide in Checking Entries on Annex B (Based on ARTA's feedback on DepEd Citizen's Charter 2020)

1. Checklist of Requirements

- Include the required number of copies and type of copies.
- Specify all supporting documents that may be required.

2. Where to secure

- Indicate the specific bureau/office issuing the requirement.
- Do not lump requirements to "private entities" and the like, especially if some of the requirements needs to be certified/accredited by government agencies.

3. Client Steps

- Add the location of the client action.

4. Fees to be Paid per Step

- Indicate what the fees are intended for.
- Indicate the fees to be paid per step.

6. Processing Time per Step

- Show the processing time for each step.
- Follow the prescribed manner of writing - # Day/s, # Hour/s, # Minute/s.
- Do not use Seconds.
- Do not use ranges, e.g. "within" or "between".

- ✓ There should be alternate signatories for services that depend on the availability of Authorized Signatories as per RA 11032, absence of signatories shall not be a reason for the delays in processing time.

7. Total Processing Time

- Use the proper time conversions (example: 8 hours = 1 day).
 - Processes should not exceed the 3-7-20 prescribed processing times.
 - Total should match the sum of processing time per step.
- ✓ Total processing time shall reflect the total turnaround time needed to complete the service and give the output to the client; should include all waiting time and processing time.

8. Person Responsible per Step

- The designation and office of the person responsible per step would suffice.
- Services should show the designation of the person responsible per step (receiving personnel, evaluator, examiner, etc. are not designations).
- Show the office of the person responsible per step.

Other reminders:

- ✓ All services listed in the CC should reflect the end to end process of each service. It should start with the acceptance of the request and end at the issuance/release of the

output If a service includes several offices, all offices should be reflected in a one long process indicating the parts of each office in the whole process.

- ✓ For services covered by special laws and Constitutional Bodies, the process and processing time prescribed by the special law and Constitutional Bodies shall prevail. Just indicate the special law or issuance of the constitutional body below the service specification table (e.g. hiring process, procurement process, etc.)