

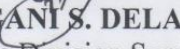


Republic of the Philippines
Department of Education
Region XII
Division of Sarangani
Alabel



Division Memorandum
No. 80, s. 2013

TO : ALL DISTRICT HEADS, SCHOOL ADMINISTRATORS, AND
TEACHER LEADERS, BOTH SECONDARY AND ELEMENTARY

FROM : 
ISAGANI S. DELA CRUZ
Schools Division Superintendent

SUBJECT : **REITERATING COMPLIANCE TO DEPED ORDER NO. 37, s.
2013 MANDATING THE SPEEDY IMPLEMENTATION OF R.A.
9485 OR THE ANTI-RED TAPE ACT OF 2007**

DATE : March 10, 2014

Pursuant to Republic Act No. 9485, this Division reiterates its compliance to DepEd Order No. 37, s. 2013 reiterating 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.

All schools are hereby directed to:

1. Set-up and maintain a Public Assistance Desk (PAD) at a readily accessible and conspicuous area
 - a. Where an officer or employee knowledgeable on frontline services shall at all times be available for consultation and advice;
 - b. Which shall be attended to even during break time; and
 - c. Where clients may adequately express their complaints, comments or suggestions.
2. Post in a conspicuous place a Citizen's Charter, which shall be written either in English, Filipino, or the local dialect, that contains the following:
 - a. Vision and Mission Statements of DepEd, including its core values;
 - b. Identification of the frontline services offered, and the clientele;
 - c. The step-by-step procedures 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;
 - 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 appropriate for redress;
 - i. Allowable period for extension due to unusual circumstances; and
 - j. Feedback mechanisms, contact numbers to call and/or persons to approach for recommendations, inquiries, as well as complaints.
3. Submit a Compliance Report on the foregoing Items 1-2 to the Office of the Schools Division Superintendent through the Administrative Office on or before April 4, 2014 enclosing therewith photograph showing the compliance herewith.

Immediate dissemination of and strict compliance of this Memorandum is directed.