

Republic of the Philippines  
**DEPARTMENT OF EDUCATION**  
Negros Island Region

**SCHOOLS DIVISION OF NEGROS ORIENTAL**  
**Office of the School Governance and Operations Division**  
Capital Area, Dumaguete City

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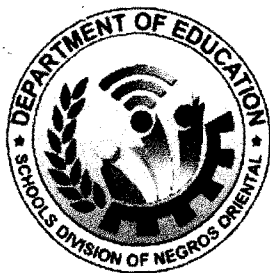
**TO :** ASDS, EPS, PSDS/ In- Charge, SEPS, EPS II, Unit Heads,  
Elementary & Secondary School Heads and All Others Concerned

**SUBJECT : UPDATING OF CITIZENS CHARTER and STRENGTHENING of ANTI RED TAPE  
IMPLEMENTATION**

**DATE : May 9, 2017**

1. According to Section 5 of the "Anti-Red Tape Act of 2007", all offices and agencies which provide frontline services are hereby mandated to regularly undertake time and motion studies, undergo evaluation and improvement of their transaction systems and procedures and re-engineer the same if deemed necessary to reduce bureaucratic red tape and processing time.
2. To make the services of our government offices more efficient, Section 6 of the Anti-Red Tape Act mandates all government agencies to 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 place, and in the form of published materials in addition to the billboards written either in English or in the local dialect that detail the following:
  - (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.
3. Thus, you are hereby directed to update the FRONTLINE SERVICES that we offer according to the abovementioned requirement.
4. Moreover, everyone is reminded of the possible schedule of evaluation and validation of the Civil Service Commission to any of our offices which is at any date of this year at 12:00pm- 1:00 pm. Please be mindful of the following:
  - a) Use of ID at all times especially when facing the transacting public.
  - b) Never lock the door and turn the lights off or refuse requests even during lunchtime. No Noon Break Policy shall be piously implemented.
  - c) Know the Frontline Services that you offer in your respective schools and the person-in-charge to deliver the particular service according to the procedure.
  - d) Offer the best possible solution to the transacting public whenever problems arise.

11 MAY 2017



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- e) Customer is always right and we are public servants; they are our boss. Let us be honest, polite, courteous, keep calm and stay smiling. (Revisit our Code of Conduct for Government Service RA 6713.)
  - f) Procedure for Filing Complaint should be clearly stated in the Citizens Charter and shall be followed accordingly.
  - g) Feedback forms should be available for the transacting public; it shall be communicated to the person-in-charge or office where the concerns are addressed.
  - h) Each school shall be asked to keep a record of its Corrective Action/ Prevention Action (CAPA) Plan that will answer the feedback communicated.
    - Corrective Action: the action taken to eliminate the causes of an **existing** nonconformity, defect or other undesirable situation in order to prevent recurrence.
    - Preventive Action: action taken to eliminate the cause of a **potential** nonconformity, defect, or other undesirable situation in order to prevent occurrence.
5. For your information, guidance and strict compliance.

  
**SALUSTIANO T. JIMENEZ, CESO VI**  
OIC-Office of the Assistant Regional Director  
Concurrent Schools Division Superintendent

5/10/17



STJ/rbp/dcfa/rcee