



Republic of the Philippines  
**Department of Education**  
REGION XI  
**SCHOOLS DIVISION OF TAGUM CITY**

**Division Memorandum**  
**No. 40, s. 2021**

**TO :** **DR. MELANIE P. ESTACIO**, ASDS  
**DR. CHRISTINE C. BAGACAY**, Chief – CID  
**DR. JOSEFINA B. PALACA**, Chief – SGOD  
**ALL SECTION HEADS**  
**All Public Elementary & Secondary School Heads**


**FROM :** Office of the School Division Superintendent

**SUBJECT:** **STREAMLINING AND PROCESS IMPROVEMENT OF SERVICES**

**DATE :** March 16, 2021

1. In compliance with RA 11032 or the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018”, the Anti-Red Tape Authority (ARTA) and DepEd Order No. 09 s. 2021, otherwise known as the “Institutionalization of a Quality Management System (QMS) in the Department of Education”, and as part of the continuous effort of the agency to improve the service delivery and support the implementation of the laws, all offices and units including schools shall undertake the following actions:
  - a) Updating of DepEd Citizen’s Charter (use the 2019 Citizen’s Charter 1<sup>st</sup> edition Handbook, as the baseline data of existing external and internal services, this can be downloaded from the DepEd website through this link: <http://www.deped.gov.ph/about-deped/citizenscharter/>);
  - b) Streamlining and Process Improvement such as process flow or procedures of each services or transactions, as attached template; and
  - c) Designation of Focal Person for the Implementation of RA 11032 (see attached
2. Submission will be on or before March 26, 2021 through [hrmo.depedtagumcity@deped.gov.ph](mailto:hrmo.depedtagumcity@deped.gov.ph).
3. For information, guidance and strict compliance of all concerned.

  
**DR. JOSEPHINE L. FADUL**  
Schools Division Superintendent

DEPARTMENT OF EDUCATION DIVISION OF TAGUM CITY RECORDS SECTION
<b>RELEASED</b>
By: 
Date: 3-17-21 Time: 2:10pm
Remarks: Designated # 140-2021



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**TEMPLATE FOR CITIZEN'S CHARTER AND STREAMLINING**

**NAME OF THE SERVICE (WITH SERVICE DESCRIPTION)**

- Indicate the official name of the service. Make sure that each service is separately numbered.
- Provide a brief description of the service that will indicate the purpose and other pertinent information that will guide the clients.

<b>Office or Division :</b>	Tells the clients which office or division offers the service.			
<b>Classification :</b>	3 Classifications of Service: 1. Simple 2. Complex 3. Highly Technical  Make sure to classify each transaction properly as this will signal the clients on both the intricacy and the length of the process.			
<b>Type of Transactions :</b>	There are 3 types of transactions: a. G2C – for services whose client is the transactions public. b. G2B – for services whose client is a business entity. c. G2G – for services whose client is another government agency, government employee or official One government service may fail under more than one (1) type of transaction.			
<b>Who may avail :</b>	For services where any citizen is eligible, write "All". For services -specify group or type of people, list them down one-by-one.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
All requirements should be completely in the Checklist of Requirements.			Be specific on possible or stating where requirements can be secured.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





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**DESIGNATION OF ANTI-RED TAPE FOCAL PERSON**

**ANTI-RED TAPE FOCAL PERSONS – SCHOOLS DIVISION OFFICE**

LEAD : DR. JOSEPHINE L. FADUL  
MEMBERS : RUTH E. URSOLINO, MPA – AO V  
SHARMIE H. CUARTE – AO IV – HRMO  
ATTY. CARLA BLANCA M. MARIBAO – LEGAL OFFICER II

**ANTI-RED TAPE FOCAL PERSONS – SCHOOLS**

LEAD : SCHOOL HEADS  
MEMBERS : TEACHER – designate  
NON-TEACHING PERSONNEL



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