



Republic of the Philippines
Department of Education
REGION IV-A CALABARZON
SCHOOLS DIVISION OF BATANGAS

DepEd - Division of Batangas
RECEIVED
RECORDS UNIT
TRACKING NO: S2-103701
TIME STAMP: 01/12/2022 3:30pm

UNNUMBERED MEMORANDUM

TO : Assistant Schools Division Superintendents
Chief- Curriculum Implementation Division (CID)
Chief- School Governance and Operations Division (SGOD)
Education Program Supervisors
Public Schools District Supervisors
Public Elementary and Secondary School Heads
All Others Concerned

FROM : 
MERTHEL M. EVARDOME, CESO V
Schools Division Superintendent

SUBJECT : **UPDATING THE DEPED CITIZEN'S CHARTER FOR FY 2021**

DATE : January 12, 2022

Attached herewith is the Memorandum DM-HROD-2021-0242 regarding the **Updating the DepEd Citizen's Charter for FY 2021** dated September 28, 2021.

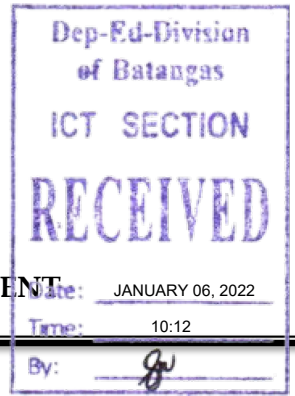
This is to remind the Activities #9, submission of field office eligibility requirements for PBB 2021 to the DepEd Performance Management Team: a. Streamlining / Digitization Report and b. Client / Citizens Satisfaction Survey (CCSS) Results which is deadline on December 31, 2021 and #10, submission of agency eligibility requirements for PBB 2021: Process Results (Modified Form A) and CCSS Results which is deadline on February 28, 2022.

For your information and strict compliance.





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



S2-103701

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

ANNEX A: TWG Members - Writeshop to Update the DepEd CC 2021

RO	TWG member	SDO	TWG member	School	TWG member
I	Edwina Manalang	Ilocos Norte	Raymond Santos	Bacnotan NHS	Elsie Mayo
		La Union	Nhyke Bryan Bactat	Calumbaya ES	Jonathan Somera
II	Mario Baniqued	Isabela	Jakob Kerwin M. Garcia	Cagayan NHS	Rhea Marie Asuncion
				Tuguegarao West Central School	Myra Z. Candaroma
					Vilma M. Darisan
					Michelle Gumpad
			Cordova NHS	Richard Bon Maladrigo	
III	Ruth D. Jimenez	Angeles City	Ma. Esperanza S. Malang	Amucao ES	Irma Gordo
			Reynaldo G. Cabrera	Amucao NHS	Ruby Ana Pineda
		Nueva Ecija	Evelyn P. Solis		
			Florentino O. Ramos, Jr.		
			Ma. Checilia S. Bagsic		
		Olongapo City	Atty. Gene-Vincent G. Perez		
			Liberty Picache		
			Secundina Belen U. Aragon		
		Tarlac City	Eliazer E. Sahagun		
			Ruth Hazel A. Galang		
IV-A	Geleen Grace Mateo	Antipolo City	Christine T. Coronado	Angono National HS	Mylene Pillas
	Angelina Mendiola		Priscilla V. Salo	San Jose Pilot ES	Marie Rose Delos Reyes
IV-B	Jenyl Roma Rodriguez	Occidental Mindoro	Ulysses Bambo	San Jose NHS	Wilberto Villadares
				Tanay Sampaloc INHS	Maria Salve Matela
V	Jacky Villafuerte	Albay	Antero S. Buiza	Pantao Elementary School	Blesilda Olivares
VI	Romeo Sanchez Jr.	Guimaras	Arniel G. Gaque	Jordan NHS	Ray Endencio
			Arthur J. Cotimo		Evangeline Jamelo
			Serafin G. Farinas III		Nimsi Tome
				Negros Occidental HS	Joanne Abalayan
				Milagros Abanales	
				Vivien Dator	
VII	<i>No representatives</i>				
VIII	Elizabeth Caboboy	Leyte	Harriet C. Olmida	Hingatungan NHS	Maria Lury Lagumbay
	Chona Zabala				
IX	<i>No representative</i>	Zamboanga Del Norte	Ma. Judelyn J. Ramos	BNSHI	Catherine Olivares
X	Atty. Shirley Chatto	Bukidnon	Janine S. Orong	Manolo Fortich NHS	Teodoro P. Casiano
			Kathleen Ann T. Dumas	Molave Regional Pilot School SPED	Jesella S. Montealto
			Ramon Vincent A. Torres		
			Richard Ley M. Portillas		
		El Salvador City	Remy Jane M. Macana		
XI	Benigno Masungcad Jr.	Davao City	Gerard S. Pil	Davao City NHS	Evelyn Magno
				Mintal Comprehensive HS	Leah Camilotes
XII	Joseph Russel Farnazo	Tacurong City	Zenaida B. Porras	Esperanza NHS	Fernando Nequinto
				La Esperanza Central ES	Rex Geneblaza
CARAGA	Elizalde Bernales	Butuan City	Dennis Roa	R. Moreno Integrated School	Ressil Tersona
CAR	Atty. Vanessa Flora	Baguio City	Federico Martin	Pines City NHS	Rowena Dumaguin
				Baguio Central School	Renita Laranang
NCR	Atty. Joylyn Dulnuan	Malabon City	Atty. Josa May M. Nombres	East Rembo ES	Ervie Lynn Cosep
					Vicenta Perpena
					Alfredo Tirao Jr.
					Sherwin Bacay
					Josephine de Ocampo
					Felisa Regaspi
					Jackylou Estrada
					Cristine Marie Nicol
	Juna Palmisa				

ANNEX B: SAMPLE STREAMLINING/DIGITIZATION REPORT

(1) NAME OF DEPARTMENT/AGENCY: DEPARTMENT OF EDUCATION

**(2) NAME OF SERVICE: APPLICATION FOR NATIONAL CAREER ASSESSMENT EXAMINATION (NCAE)
FOR WALK-IN EXAMINEE THROUGH ONLINE REGISTRATION**

(3) RESPONSIBLE DELIVERY UNITS / PROCESSING UNITS: EDUCATION ASSESSMENT DIVISION, BUREAU OF EDUCATION ASSESSMENT

(4) Identified Client/Customer(s)	(5) Number of clients served in 2020	(6) Volume of Transactions in 2020
Takers must be Grade 9 or Grade 10 who were not able to take the test during the national administration	N/A	N/A

CRITERIA	STATUS AS OF FY 2019 (7)	FY 2020 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps	5 steps	11 steps	Please refer to 2020 Citizen's Charter
2. Turnaround Time (TAT)	6 days and 15 minutes	7 days, 2hours 15 minutes	Compliant with the provisions of RA11032 of ARTA.
3. Number of Signatures	1 signature	1 signature	NCAE is done thru online registration. All docs are sent via google forms. Increase in steps and payments are due to end-to-end mapping of the service including payment thru courier/Landbank. Increase in fee is due to the shipping cost as BEA lessen the F2F transaction in light of the COVID-19 Pandemic.
4. Number of Required Documents	3 documents	3 documents	BEA-EAD maximized social media platform and Google forms to efficiently apply for the services https://www.facebook.com/educationassessmentdivision and http://bit.ly/CORRequestForm , https://tinyurl.com/BEACORVerify Increase in steps is due to the complete instructions to client thru an online registration and application of service.
5. Transaction Costs			

CRITERIA	STATUS AS OF FY 2019 (7)	FY 2020 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
5.1 Primary transaction cost/fees	Php 200 – Graduated beyond 2006 Php 100 – Graduated before 2006	Php 200 – Graduated beyond 2006 Php 100 – Graduated before 2006 Php 150 – Shipping fee	
5.2 Other Transaction cost	N/A	N/A	
6. Substantive Compliance Cost	N/A	N/A	
7. Client/Citizen Satisfaction Result	3.68 - Satisfied	N/A	The were no application for NCAE for walk-in examinee in 2020



BEA - Education Assessment Division

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Here's the website where online application is published:

<https://www.facebook.com/educationassessmentdivision>

APAT NA HAKBANG SA PAG-REGISTER ONLINE SA PEPT O PHILIPPINE EDUCATIONAL PLACEMENT TEST

- 1** I-click at i-download ang PEPT Registration Form mula sa link na ito: <http://bit.ly/PEPTForm>
Ilagay ang kompleto at angkop na mga impormasyon.
- 2** Mag-email sa pept.bea@deped.gov.ph at itanong ang proseso ng pagbabayad ng Php 200.00 registration fee.
- 3** Kapag nakapagbayad na, i-upload sa <http://bit.ly/PEPTOnlineReg> ang sinagutang form, scanned copy ng proof of payment at iba pang kinakailangang dokumento.
- 4** Maghintay ng email mula sa pept.bea@deped.gov.ph tungkol sa isinagawang registration. Itinatayang nasa 7- 10 working days ang pagproseso nito.

APAT NA HAKBANG SA PAGKUHA NG RESULTA SA PAGSUSULIT

Sa mga nais kumuha ng Test Certification / Certificate of Ratings (COR) ng Philippine Educational Placement Test (PEPT), Accreditation and Equivalency (A&E) Test, National Career Assessment Examination (NCAE), Qualifying Examination in Arabic Language and Islamic Studies (QEALIS), at Educational Management Test (EMT) sundin ang mga sumusunod:

- 1** I-click at i-download ang COR request form sa link na ito: <http://bit.ly/CORRequestForm>
- 2** Sagutan ang form. Ilagay ang kompleto at angkop na mga impormasyon
- 3** I-upload ang sinagutang form at iba pang kinakailangang dokumento sa link na ito: <https://tinyurl.com/BEACORVerify>
- 4** Maghintay ng email mula sa DepEd-BEA tungkol sa ni-request na dokumento. Kung dalawang linggo na ay wala pang natatanggap na email, mag-follow up sa verification.bea@deped.gov.ph

KUNG MAY TANONG O PAGLILINAW, MAAARI KAYONG TUMAWAG SA 8631.25.89 O 8631.25.71

BEA - Education Assessment Division
June 11 · 🌟

APAT (4) NA HAKBANG SA PAGKUHA NG RESULTA SA PAGSUSULIT.

Sa mga nais kumuha ng Test Certification / Certificate of Ratings (COR) ng Philippine Educational Placement Test (PEPT), Accreditation and Equivalency (A&E) Test, National Career Assessment Examination (NCAE), Qualifying Examination in Arabic Language and Islamic Studies (QEALIS), at Educational Management Test (EMT) sundin ang mga sumusunod:

1. I-click at i-download ang COR request form sa link na ito: <http://bit.ly/CORRequestForm>.
2. Sagutan ang form at ilagay ang kompleto at angkop na mga impormasyon.
3. I-upload ang sinagutang form at iba pang kinakailangang dokumento sa link na ito: <https://tinyurl.com/BEACORVerify>
Tandaan na bukas lamang ito tuwing Lunes hanggang Biyernes maliban na lamang kung holiday.
4. Maghintay ng email mula sa DepEd-BEA tungkol sa ni-request na dokumento. Kung dalawang linggo na ay wala pang natatanggap na email, mag-follow up sa verification.bea@deped.gov.ph.

APAT NA HAKBANG SA PAGKUHA NG

(1) NAME OF DEPARTMENT/AGENCY: DEPARTMENT OF EDUCATION

(2) NAME OF SERVICE: APPLICATION FOR PHILIPPINE EDUCATIONAL PLACEMENT TEST (PEPT)
FOR WALK-IN EXAMINEE THROUGH ONLINE REGISTRATION

(3) RESPONSIBLE DELIVERY UNITS / PROCESSING UNITS: EDUCATION ASSESSMENT DIVISION, BUREAU OF EDUCATION ASSESSMENT

(4) Identified Client/Customer(s)	(5) Number of clients served in 2020	(6) Volume of Transactions in 2020
Learners from schools without a government permit; Learners from nonformal and informal education programs; Learners who have incomplete or no record of formal schooling; Learners with back subjects; Learners who need grade level standards assessment; Learners who are overage for their grade levels;	2483	34804

CRITERIA	STATUS AS OF FY 2019 (7)	FY 2020 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps	6 steps	10 steps	Refer to 2020 Citizen's Charter
2. Turnaround Time (TAT)	6 days, 25 minutes	6 days, 3 hours and 10 minutes	Compliant with the provisions of RA11032 of ARTA.
3. Number of Signatures	1 signature	1 signature	PEPT is done thru online registration. All docs are sent via google forms. Increase in steps and payments are due to end-to-end mapping of the service including payment thru courier/Landbank. Increase in fee is due to the shipping cost as BEA lessen the F2F transaction in light of the COVID-19 Pandemic.
4. Number of Required Documents	4 documents; Registration Form can secured in EAD, BEA	4 documents; Registration Form can be secured in EAD, BEA	BEA-EAD maximized social media platform and Google forms to efficiently apply for the services https://www.facebook.com/educationassessmentdivision and http://bit.ly/PEPTOnlineReg Detailed instruction for the client to registration and application of service.
5. Transaction Costs			
5.1 Primary transaction cost/fees	Php 200.00	Php 200 registration fee Php 150.00 shipping fee	

CRITERIA	STATUS AS OF FY 2019 (7)	FY 2020 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
5.2 Other Transaction cost	N/A	N/A	
6. Substantive Compliance Cost	N/A	N/A	
7. Client/Citizen Satisfaction Result	4.32 – Very Satisfied	4 - Satisfied	For 2020, used the equivalent adjectival scale with description in MC 2020-1 from the AO25.


Here's the website where online application is published:

<https://www.facebook.com/educationassessmentdivision>
<http://bit.ly/PEPTOnlineReg>

PEPT Form is downloadable online

Disclosure: By accomplishing this Registration Form, the applicant hereby consents to the collection, processing and storing of personal data by Bureau of Education Assessment for the exclusive purpose of facilitating his/her application for the Philippine Educational Placement Test (PEPT).

1. Download this form.
2. Fill it out.
3. Upload the accomplished form.



Republic of the Philippines
Department of Education
BUREAU OF EDUCATION ASSESSMENT

PHILIPPINE EDUCATIONAL PLACEMENT TEST REGISTRATION FORM

Name of the Learner	Surname	First Name	MI
Mailing Address	Contact No.	Age	Sex
Date of Birth (dd/mm/year ex. 04/11/2007)	LRN (if any)	Date of Registration	
Email Address	Last Grade Level Passed		
Name of School Last Attended			
Address of School Last Attended			
Examination Center/ Division	DEPED CENTRAL OFFICE - BEA		Division Code BEA-EAD

I hereby declare under oath that I have personally accomplished this Registration Form and that by affixing my name below, I am certifying that all documents attached to this application is a faithful reproduction of the original, and that all statements and information provided therein are complete, true and correct to the best of my knowledge. I am

Registration Form ▾



PEPT REGISTRATION

By accomplishing this Registration Form, the applicant hereby consents to the collection, processing, use, storage, and management of personal data by the Bureau of Education Assessment for the exclusive purpose of facilitating his/her application for the Philippine Educational Placement Test (PEPT).

Please ensure that you have a scanned copy of the following requirements before filing out this form:

1. School Record (SF9/F138 for elementary or SF10/Form 137 for high school)
2. Birth Certificate issued by PSA/NSO
3. Proof of Payment
4. Certificate of Ratings (for re-takers only)
5. 1x1 picture
6. Copy of School Permit/DepEd Recognition (for applicants from private schools)

Only registration for learners 15 years old and above shall be accommodated in compliance with IATF guidelines.

The name and photo associated with your Google account will be recorded when you upload files and submit this form

(1) NAME OF DEPARTMENT/AGENCY: DEPARTMENT OF EDUCATION

(2) NAME OF SERVICE: ONLINE PROCESSING FOR VERIFICATION OF TEST RESULTS AND SECOND COPY OF CERTIFICATE OF RATING (COR)

(3) RESPONSIBLE DELIVERY UNITS / PROCESSING UNITS: EDUCATION ASSESSMENT DIVISION, BUREAU OF EDUCATION ASSESSMENT

(4) Identified Client/Customer(s)	(5) Number of clients served in 2020	(6) Volume of Transactions in 2020
Individuals/ pupils who were takers of any of the National Tests who wishes to secure a second copy of their certificates of ratings (COR) or those who wish to verify test results.	N/A	N/A

CRITERIA	STATUS AS OF FY 2019 (7)	FY 2020 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps	N/A	8 steps	Refer to 2020 Citizen’s Charter. It was only declared in the 2020 charter.
2. Turnaround Time (TAT)	N/A	6 days, 3 hours 10 minutes	
3. Number of Signatures	N/A	1 signature	
4. Number of Required Documents	N/A	1 document	Compliant with the provision of RA11032 of ARTA. Prescribed processing time for Complex transaction is no more than 7days and maximum of 3 signatures Service can be processed online thru https://tinyurl.com/BEACORVerify
5. Transaction Costs			
5.1 Primary transaction cost/fees	N/A	Pph50 – registration Php150 – shipping fee	
5.2 Other Transaction cost	N/A	N/A	
6. Substantive Compliance Cost	N/A	N/A	
7. Client/Citizen Satisfaction Result	N/A	N/A	CCSS not yet conducted for new services declared under CC 2020.

This COR Request Form is open only every Monday-Friday except holidays. Please be guided accordingly.

REQUEST FOR VERIFICATION OF TEST RESULTS AND SECOND COPY OF CERTIFICATE OF RATINGS

Data Privacy Clause: By accomplishing this Verification/COR Request Form, the applicant hereby consents to the collection, processing and storing of personal data by the Bureau of Education Assessment for the exclusive purpose of facilitating the transaction that he/she requested.

This form is intended for utilization of learners requesting for second copy of Certificate of Rating and entities requesting for verification of test results administered by the Department of Education-Bureau of Education Assessment.

The name and photo associated with your Google account will be recorded when you upload files and submit this form

Here's the website for the request for verification of Test Results and Second Copy of Certificate of Ratings:
<https://tinyurl.com/BEACORVerify>

- (1) Name of Department/Agency: DEPARTMENT OF EDUCATION
 (2) Name of Service: PROVISION OF DEPED TV EPISODES TO LEARNERS
 (3) Responsible Delivery Units / Processing Units: ICTS – EDUCATION TECHNOLOGY UNIT

(4) Identified Client/Customer(s)	(5) Number of clients served in 2020	(6) Volume of Transactions in 2020
G2C – Government to Client G2G – Government to Government	27.7Million Learners Nationwide; around 871,462 Teachers Nationwide	N/A

CRITERIA	STATUS AS OF FY 2019 (7)	FY 2020 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps	N/A	24 steps	The production requirement in the development of instructional videos requires numerous numbers of days to create a world-class television episode that has complete special effects, animation, original musicality, cut to cut of videos, scripting and quality assurance.
2. Turnaround Time (TAT)	N/A	30 days	
3. Number of Signatures	N/A	Maximum of 3 signatures per DepEd governance level	
4. Number of Required Documents	N/A	None	
5. Transaction Costs			Process is written in DepEd Citizen's Charter. It is one of the major innovation and transition of DepEd from face-to-face classes to distance learning brought about by COVID-19 Pandemic. Pls refer to The Basic Education Learning Continuity Plan in Time of COVID-19 as supporting documents.
5.1 Primary transaction cost/fees	N/A	None	
5.2 Other Transaction cost	N/A	None	
6. Substantive Compliance Cost	N/A	None	
7. Client/Citizen Satisfaction Result	N/A	None * CCSS not yet conducted	As part of BE-LCP, Development & Production of TV Episodes cover all

CRITERIA	STATUS AS OF FY 2019 (7)	FY 2020 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
		for new services declared. BE-LCP was implemented upon the opening of School Year 2020-2021 on August 24, 2020	governance level from CO down to Regions, Divisions Offices and School to be able to produce quality instructional videos.

*Provision of TV Episodes to Learners as instructional videos was the DepEd response to the challenges posed by COVID-19 pandemic. The agency committed to continue the education whatever changes and even dangers confront now and in the future. DepEd embarked on the development of the BE-LCP to enable learners of basic education to continue learning and for teachers to be able to deliver instruction in a safe work and learning environment amid the threat of COVID-19.

Objectives of BE-LCP:

1. Protect the health, safety and well-being of learners, teachers and personnel, and prevent the further transmission of COVID-19;
2. Ensure learning continuity through K-12 curriculum adjustments, alignment of learning materials, deployment of multiple learning delivery modalities, provision of corresponding training for teachers and school leaders, and proper orientation of parents or guardians of learners;
3. Facilitate the safe return of teaching and non-teaching personnel and learners to workplaces and schools, taking into consideration the scenarios projected by the Department of Health (DOH) and the Inter-Agency Task Force for the Management of Emerging Infectious Diseases in the Philippines (IATF), complemented by other credible sources, and balanced with DepEd's own risk assessments.
4. Be sensitive to equity considerations and concerns, and endeavor to address them the best we can; and
5. Link and bridge the BE-LCP to DepEd's pivot to quality and into the future of education, under the framework of Sulong EduKalidad and Futures Thinking in Education.

Here is the link for DepEd TV Episodes for the Public – Learners, Teachers and General Public:

<https://www.youtube.com/c/DepEdTV>

DepEd TV - Official ✓
169K subscribers

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DepEd TV
105,212 views • 10 months ago

Uploads ▶ **PLAY ALL**

- Grade 7 SCIENCE Q2 Ep18: Introduction to Asexual...** 14:27
- Grade 7 SCIENCE Q2 Ep19: Asexual and Sexual Reproduction...** 12:57
- Grade 7 SCIENCE Q2 Ep11:Part 2 - Levels of...** 12:17
- Grade 7 SCIENCE Q2 Ep1: History of the Microscope** 22:28
- Grade 7 SCIENCE Q2 Ep10:Part 1 - Levels of...** 13:26
- Grade 7 ENGLISH Q2 Ep24: Part 6 - Linear and...** 12:09

Prepared by:

CHARLES CEDRICK C. MAGHIRANG
Project Development Officer IV
Officer-in-Charge, Organization Effectiveness

August 24, 2021

Certified by:

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

August 24, 2021
Date

Approved by:

LEONOR MAGTOLIS BRIONES
Department Secretary

August 24, 2021
Date

ANNEX C: STREAMLINING/DIGITIZATION REPORT

(1)	NAME OF DEPARTMENT/AGENCY	
(2)	NAME OF CO UNIT/RO/SDO/SCHOOL	
(3)	NAME OF SERVICE	
(4)	SPECIFIC RESPONSIBLE DELIVERY/PROCESSING UNIT	

(4) Identified Client/Customer(s)	(5) Number of clients served in 2021	(6) Volume of Transactions in 2021

CRITERIA	STATUS AS OF FY 2020	STATUS AS OF FY 2021	REMARKS (10)
1. Number of Steps			
2. Turnaround Time (TAT)			
3. Number of Signatures			
4. Number of Required Documents			
5. Transaction Costs			
5.1 Primary transaction cost/fees			
5.2 Other Transaction cost			
6. Substantive Compliance Cost			
7. Client/Citizen Satisfaction Result			

Prepared by:

Name of Personnel

*Designation
Office*

(Date)

Certified by:

**Name of Head of Office/Section/Unit or
Personnel-in-charge**

*Designation
Office*

Date

Approved by:

**Name of RD/SDS/School Head/CO
Department Head**

Designation

Date

ANNEX D Endorsement Letter for Streamlining/Digitization Report 2021

Please transfer this template to the office letterhead before filling out and signing.

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

ATTN: **Bureau of Human Resource and Organizational Development -
Organization Effectiveness Division**

FROM : **(Insert Name of Head of Office)**
(Insert Designation here)

SUBJECT : **Endorsement of (Insert Name of Office here)
Streamlining/Digitization Report 2021**

DATE : Insert date here

In compliance with (insert issuance number here) issued by the Office of the Undersecretary for Human Resource and Organizational Development, the **(insert name of office)** respectfully endorses its Streamlining/Digitization Report for 2021.

With this submission, I hereby declare that the report is the result of collaboration among the Anti-Red Tape Focals and chiefs of functional divisions in the (name of office). Thus, it is true and correct to the best of my knowledge. I undertake the responsibility to inform you of any changes therein, immediately.



**MEMORANDUM CIRCULAR NO. 2021– 10
SERIES OF 2021**

FOR : ALL PARTICIPATING GOVERNMENT AGENCIES IN THE FISCAL YEAR 2021 PERFORMANCE BASED-BONUS (PBB) INCLUDING DEPARTMENTS, LOCAL GOVERNMENT UNITS (LGUs), GOVERNMENT-OWNED-OR-CONTROLLED CORPORATIONS (GOCCs), LOCAL WATER DISTRICTS, STATE UNIVERSITIES AND COLLEGES, AND OTHER GOVERNMENT INSTRUMENTALITIES

SUBJECT : VALIDATION GUIDELINES ON CITIZEN’S CHARTER COMPLIANCE FOR THE FISCAL YEAR 2021 PERFORMANCE BASED-BONUS (PBB)

DATE : 3 DECEMBER 2021

1. BACKGROUND AND LEGAL BASIS

- 1.1. Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* mandates that all government agencies shall set up their respective most current and updated service standards to be known as the Citizen’s Charter in the form of information billboards which shall be posted at the main entrance of offices or at the most conspicuous place, in their respective websites and in the form of published materials written either in English, Filipino, or in the local language.
- 1.2. Section 3, Rule IV of the Implementing Rules and Regulations (IRR) of R.A. 11032 requires that each covered agency shall regularly review their Citizen’s Charter, and should there be any update, the head of agency shall ensure that an updated Citizen’s Charter is posted not later than March 31st of each year. Section 8 of R.A. 11032 mandates that the head of the agency shall be primarily responsible and accountable for the implementation and strict compliance with the requirements of the law, particularly the Citizen’s Charter.
- 1.3. On 13 August 2019, the Anti-Red Tape Authority (ARTA or Authority) issued Memorandum Circular (MC) No. 2019-002 series of 2019 or the *Guidelines on the Implementation of the Citizen’s Charter in Compliance with the Republic Act 11032, otherwise known as the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018,”* (R.A. No. 11032) and its *Implementing Rules and Regulations (IRR)*. The ARTA MC No. 2019-002 and its attached references provided the





guidelines for all covered government agencies in updating their respective Citizen's Charter.

- 1.4. On 02 December 2019, ARTA issued MC 2019-002-A, s. 2019 or the "Supplemental Guidelines on ARTA Memorandum Circular 2019-002 s. 2019 to provide further clarifications on ARTA MC No. 2019-002.
- 1.5. Section 5.0 of MC No. 2021-01 or the *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* by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (AO 25 IATF) requires agencies to update their Citizen's Charter and submit the same directly to the ARTA. Compliance with this condition shall be used as the basis in determining the eligibility of responsible units and individuals.

2. PURPOSE

Consistent with the IRR and the issuances of ARTA, this Circular is being issued to provide guidelines on the compliance with the Citizen's Charter and Certificate of Compliance (CoC) requirements in relation to the grant of the PBB for FY 2021.

3. GENERAL GUIDELINES

3.1 Updating of the Citizen's Charter

- 3.1.1 Each agency/LGU shall update their respective Citizen's Charter and reflect the streamlined process of the services based on the results of the reengineering of systems and procedures as mandated under Section 5 of R.A. No. 11032 and Section 5.8 of ARTA MC No. 2021-09.¹

3.2 Issuance of the Certificate of Compliance

- 3.2.1 The CoC is issued in order to ensure compliance of the agencies or LGUs, including the offices under the jurisdiction of said agency or LGUs, to the mandates of R.A. No. 11032, particularly Section 6 thereof.
- 3.2.2 The CoC shall be signed by the head of the agency/ local chief executive or the head of their Committee on Anti-Red Tape Authority (CART).
- 3.2.3 The duly accomplished and signed CoC shall be submitted using the **new template** attached herein as Annex A. The agency/LGU may use digital/electronic signature in signing the CoC.

¹ Issuance of the Whole-of-Government Reengineering Manual. 25 June 2021.



3.2.4 For the grant of the FY 2021 PBB, the submitted CoC shall be the basis of the Authority in validating the agency's compliance with the requirement.

3.3 Submission of CoC

3.3.1 All participating agencies and LGUs shall report their compliance with the Citizen's Charter requirement to the Authority by accomplishing the **form** accessible through the link below:

<https://bit.ly/ARTAPBB2021>

3.3.2 All participating agencies and LGUs shall ensure that they **upload** their **duly accomplished and signed CoC** in the form. The CoC to be uploaded shall be in portable document format (PDF) only.

3.3.3 **Only submissions made through the abovementioned link shall be considered by the Authority in determining their compliance with the Agency Accountabilities condition or Sec. 5.0 under the PBB Guidelines.**

3.3.4 All participating agencies and LGUs that already submitted their CoC to the Authority through compliance@arta.gov.ph are **still required to accomplish the form.**

3.4 Extension of the Deadline for Submission

3.4.1 The initial deadline of submission of the updated CoC on **04 December 2021** pursuant to AO 25 IATF MC No. 2021-02 or the Supplemental Guidelines on the Grant of the FY 2021 PBB shall be **extended** until **31 March 2022**.

3.5 Validation

3.5.1 The Authority shall start validating compliance with the Citizen's Charter requirement **one (1) month** after the deadline of the submission of the CoC in relation to the grant of the PBB.

4. AMENDMENT TO THE GUIDELINES

The guidelines outlined in this Circular are subject to change as may deemed necessary by the Authority.

5. REPEALING CLAUSE



Provisions of previous issuances of the Authority that are inconsistent with this Circular are hereby repealed or declared invalid.

6. SEPARABILITY CLAUSE

If any provisions or part of this Circular is held unconstitutional or invalid, it shall not affect the validity of the remaining provisions of this Circular.

7. EFFECTIVITY

This Circular will be implemented simultaneously with the effectivity of the IRR of R.A. 11032, and the issuances of the Authority not in conflict with the guidelines mentioned herein. This Circular shall take effect upon publication and registration with the University of the Philippines-Office of the National Administrative Register and publication in a newspaper of general circulation or in the Official Gazette.

RECOMMENDING APPROVAL:

USEC. ERNESTO V. PEREZ, CPA
Deputy Director General for Operations

APPROVED BY:

SEC. JEREMIAH B. BELGICA, REB, EnP
Director General

Annex A
New COC Template

(AGENCY/LGU LETTERHEAD)

CERTIFICATE OF COMPLIANCE

Year: _____

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **(full name)**, Filipino, of legal age, **(position of the Head of Agency/Local Chief Executive/Head of the Committee on Anti-Red Tape Authority/duly authorized representative)** of the **(name of agency/LGU)**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The **(Name of agency/LGU)** including its **(number of Regional Offices/Branches/Service Offices/Campuses, if applicable)** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: _____(Year, Edition Number)
Example: 2021, 1st Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
- c. Procedure for filing complaints and feedback;

- d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
 - 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
 - 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
 - 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
 - 9) There is an established Client Satisfaction Measurement per service.
 - 10) The head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service, pursuant to Sec. 8 of R.A. 11032.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

(Full name)
(Position)
(Name of agency)



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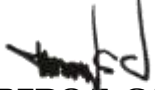
Department of Education

OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
DM-HROD-2021-0242

TO : REGIONAL DIRECTORS
SCHOOLS DIVISION SUPERINTENDENTS
SCHOOL HEADS

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

SUBJECT : **Updating the DepEd Citizen's Charter for FY 2021**

DATE : 28 September 2021

The Department of Education (DepEd), through the Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED) expresses its utmost gratitude to Regional Offices (ROs) and Schools Division Offices (SDOs) for supporting the following initiatives:

1. Implementation of Ease of Doing Business and Efficient Government Service Delivery Act of 2018 of the Anti-Red Tape Authority (ARTA) and Updating of DepEd Citizen's Charter in compliance with the Performance-Based Bonus (PBB) requirements for Fiscal Year 2020 (DM-PHROD-2020-00364);
2. Implementation of the Standardized Citizen/Client Satisfaction Survey (CCSS) Form in the Department of Education (DM-PHROD-2021-0165);
3. Republic Act (RA) 11032 Implementation Workshop for the DepEd ROs and SDOs (DM-PHROD-2021-0531);
4. Submission of Supporting Documents to DepEd Streamlining and Process Improvement for the Grant of PBB for FY 2020 (DM-HROD-2021-0011).

Because of the substantial cooperation from the field offices, the Department was able to implement RA 11032, or EODB-EGSD Act of 2018, and submit two of the eligibility requirements (Modified Form A/A1 and Citizen's Charter 2020) for PBB FY 2020.

However, it is necessary to set these commitments anew by updating the DepEd Citizen's Charter for FY 2021 in continued compliance with the law and PBB FY 2021 requirements by the AO25 (MC 2021-1 dated June 3, 2021). Hence, below is the list of identified activities and their corresponding schedules/deadlines for the realization of these commitments.

Activities		Deadline/Schedule
1.	Designation of ART Focal Persons and DepEd Citizen's Charter (CC) 2021 Technical Working Group (TWG) Members	October 7, 2021
2.	Submission of CC 2021 per governance level Completion of Online Survey on CC 2021	October 14, 2021
3.	TWG Orientation on the DepEd CC for FY 2021	October 19, 2021
4.	TWG Writeshop for DepEd CC 2021	October 20-21, 2021
5.	Finalization of DepEd CC 2021 by the TWG	To be announced
6.	TWG Endorsement of DepEd CC 2021 to DepEd Mancom and Execom members	November 2021
7.	Vetting and Approval of DepEd CC 2021	
8.	Submission of DepEd CC 2021 to ARTA and its Publication on the DepEd website	
9.	Submission of <i>field office</i> eligibility requirements for PBB 2021 to the DepEd Performance Management Team: <ul style="list-style-type: none"> • Streamlining/Digitization Report • Client/Citizen Satisfaction Survey (CCSS) Results 	December 31, 2021
10.	Submission of <i>agency</i> eligibility requirements for PBB 2021: <ul style="list-style-type: none"> • Process Results (Modified Form A) • CCSS Results 	February 28, 2022

The complete information on these activities is available on Annex A of this issuance. The editable version of the forms/templates are available at <https://bit.ly/DepEdCC2021>.

To facilitate the achievement of these activities, the BHROD-OED shall:

1. coordinate with the ARTA, AO 25, DepEd top management, and other stakeholders for RA 11032-related requirements and updates;
2. spearhead DepEd-wide RA 11032-related programs, projects, and activities;
3. enlist awareness and support on RA 11032 through information dissemination;
4. serve as the secretariat for RA 11032-related activities;
5. provide technical assistance on RA 11032-related matters; and
6. manage the DepEd Citizen's Charter Google Account (email and drive) and database of RA 11032 documents.

It should be emphasized that these RA 11032-related activities shall be conducted not only to prevent corruption and improve service delivery but also, 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.

Enclosures:

Annex A: Activities for Anti-Red Tape Focal Persons

Annex B: Endorsement Letter for CC 2021

Annex C: Endorsement Letter for Reports for FY 2021 PBB

Training Design

Template and Guide for the Citizen's Charter



Republika ng Pilipinas


Department of Education

OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
OM-HROD-2021-0461

TO : **ATTY. ANNE RACHEL MIGUEL**
Director IV
Bureau of Human Resource and Organizational Development

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

SUBJECT : **Updating of Citizen's Charter of the Office of the Undersecretary
for Human Resource and Organizational Development for FY
2021**

DATE : 23 November 2021

This is in reference to OM-HROD-2021-0414 titled *Updating the Citizen's Charter of the DepEd Central Office for FY 2021* which mentions that all CO units are requested to review the existing DepEd Citizen's Charter 2020, and update their Citizen's Charter.

Please be advised that OUHROD has no critical, external services not covered by any other DepEd units (i.e., BHROD). The SHS Voucher Program and Private Education, previously handled by this Office, has been transferred to Office of the Undersecretary for Finance.

Thank you very much.