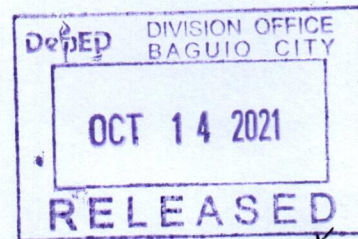




Republic of the Philippines  
Department of Education  
Cordillera Administrative Region  
**SCHOOLS DIVISION OFFICE OF BAGUIO CITY**



October 11, 2021

DIVISION MEMORANDUM  
No. 264, s. 2021

**COMPLIANCE WITH RA 11032-RELATED ACTIVITIES AND  
UPDATING OF CITIZEN'S CHARTER**

To: All Public Schools District Supervisors  
Public School Heads  
Others Concerned

1. Pursuant to DM-HROD-2021-0242 on Updating the DepEd Citizen's Charter for FY 2021 and in support to the DepEd's implementation on Ease of Doing Business and Efficient Government Service Delivery, this Office directs all school heads to facilitate the immediate compliance through implementing the following activities:

1.1. Submission of Anti-Red Tape Focal Persons and TWG Members through the link: <https://bit.ly/ARTFocals2021>

Lead: School Head  
Members: (1) Teacher-designate  
(1) Non-teaching personnel)

\*From among the ART Focal Persons, ART Leads shall designate members of the **Citizens Charter TWG** who shall review and consolidate the School Citizen's Charter.

1.2. Submission of the reviewed/consolidated Citizen's Charter 2021 through email: [bgodivision.personnel@gmail.com](mailto:bgodivision.personnel@gmail.com)

\*Please refer to the attached template and guide for the Citizen's Charter.

1.3. Completion of the online survey on the Citizen's Charter 2021 by the designated TWG members via the survey form link: <https://bit.ly/SchoolCC2021>

2. The implementation of the said activities is in compliance with the Performance Based Bonus (PBB) requirements for Fiscal Year 2020.

3. For more inquiries, please contact Ms. Patricia Veronica B. Torres at CP No. 09178855130 or email: [patriciaveronica.torres@deped.gov.ph](mailto:patriciaveronica.torres@deped.gov.ph)

4. Immediate dissemination and strict compliance with this memorandum are desired.

**FEDERICO P. MARTIN, EdD, CEEd, CESO V**  
Schools Division Superintendent



"DepEd SDO Baguio City: We Serve, We Care."

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ISO 9001:2015 Certified  
Quality Management System  
CRN RU-19.2560.026  
Issued on 12/27/2019

## Template and Guide for the Citizen's Charter

### 1. Name of the Service

(description)

#### **SERVICE NAME**

- Official Name of the Service
- Shall be numbered

#### **SERVICE DESCRIPTION**

- Purpose of the service as well as other pertinent information about it, i.e., legal basis.

<b>Office or Division:</b>				
<b>Classification:</b>	Simple / Complex / Highly Technical			
<b>Type of Transaction:</b>	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>TOTAL:</b>				

**# SERVICE NAME**  
Description of the Service

Service Information 1

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

Complete Checklist of Requirements 2

Client Steps 4

Agency Action 5

Who May Avail 3

Fees To Be Paid Per Step 6

Processing Time Per Step 7

Responsible Person Per Step 8

Total Fees To Be Paid 9

Total Processing Time 10

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>TOTAL:</b>				

**Guide in checking entries on your Citizen's Charter  
(based on ARTA's feedback on DepEd Citizen's Charter 2020)**

1. Service Name
  - Official name of service
  - Shall be numbered
2. Service Description
  - Purpose of the service and other pertinent information such as the legal basis
3. Office or Division
4. Classification - each government service may fall under one classification only. Classify each transaction properly as this will signal to the clients the intricacy and length of the process
  - Simple – applications/requests which only require ministerial action or present only inconsequential issues for resolution.
  - Complex – applications/requests which necessitate evaluation in the resolution of complicated issues.
  - Highly Technical – transaction which requires the use of technical knowledge, specialized skills and/or training in the processing or evaluation thereof.
5. Type of Transaction - each government service may fall under more than one type.
  - G2B – client is a business entity
  - G2C – client is the general public
  - G2G – client is another government agency/employee/ official, including DepEd employees/officials
6. Who may avail – use the type of transaction as basis for listing the clients:
  - For G2B + G2C + G2G – write “All”.
  - For services targeted at specific clients, list the clients one by one.
7. Checklist of Requirements
  - Ensure that all requirements are completely listed as anything not on the checklist will be considered invalid and thus considered additional requirements.
  - Indicate the number of copies needed per document, indicate “one/1 copy” after the requirement. ex. Letter of Intent (1 copy)
  - For services that do not need requirements, write “None”.
8. Where to secure
  - Drill-down to the most specific office/division/desk to identify where the requirement is issued.
  - Do not lump requirements to “private entities” and the like, especially if some of the requirements needs to be certified/accredited by government agencies.
9. Client Steps
  - Add the location of the client action.
10. Agency Action
  - Use 1.1, 1.2...

### 11. Fees to be paid

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

### 12. Processing Time – time consumed from the acceptance of an application/request with complete requirements, accompanying

- 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".
  - Use the proper time conversions (example: 8 hours = 1 day).
  - Processes should not exceed the 3-7-20 prescribed processing times.
  - Total processing time 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.
- ✓ 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.

### 13. Person Responsible

- 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).

### 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.).