REGIONAL MEMORANDUM
No. 06, s. 2021

AUG 17 2021

SUPPORTING DOCUMENTS TO DEPED STREAMLINING AND PROCESS IMPROVEMENT FOR THE GRANT OF FY 2020 PERFORMANCE-BASED BONUS (PBB)

To: All Schools Division Superintendents

1. This is in reference to the attached Memorandum DM-HROD-2021-0011 dated August 3, 2021 from Dir. Wilfredo E. Cabral, Regional Director, DepEd NCR and Officer-In-Charge, Office of the Secretary for Human Resource and Organizational Development, Department of Education regarding the supporting document to DepEd streamlining and process improvement for the grant of FY 2020 Performance-Based Bonus (PBB).

2. DepEd is mandated to comply with the Streamlining and Process Improvement (SPI) by ensuring the critical services declared in DepEd’s Citizen Charter (CC) 2020 have been streamlined and improved in consideration to the emerging challenges and concerns brought about by the COVID-19 pandemic. In line with this, Schools Division Offices with frontline services (Annex A) are requested to declare the digitization and streamlining initiatives showing the required improvements. Furthermore, the supporting documents are found in page 2, paragraph 2 of the said memorandum using the Annex B format to be submitted on or before August 18, 2021 through the link https://bit.ly/DepedDigitization2020. Please ensure the completeness of the documents for submission using the prescribed format.

3. For information, guidance and strict compliance.

TOLENTINO G. AQUINO
Director IV

Encl.: As stated
Reference: Memorandum DM-PHROD-2021-0423
To be indicated in the Perpetual Index

Under the following subjects:

POLICY
REQUIREMENTS
TEACHERS

POSITIONS
PROCEDURE
RULES AND REGULATIONS

AD/hfa/RM

DepEd Region 1: Built on character; empowered by competence.
MEMORANDUM
DM-HROD-2021-0011

TO : Regional Directors
     Schools Division Superintendents

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

SUBJECT : Supporting Documents to DepEd Streamlining and Process
           Improvement for the Grant of FY 2020 Performance-Based Bonus

DATE : 03 August 2021

The Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting System (AO 25 Secretariat) released Memorandum Circular No. 2020-1, or the Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2020, which stipulated under Section 5.2, Streamlining and Process Improvement (SPI) of Agency’s Critical Services as one of the criteria to qualify for the grant of PBB for FY 2020. With this requirement, the agency is therefore mandated to comply by ensuring that the critical services declared in the DepEd’s Citizen Charter (CC) 2020 have been streamlined and improved in consideration of the emerging challenges and concerns brought about by the COVID-19 pandemic.

In compliance with the Guidelines as well as in conformance with the requirements of the Anti-Red Tape Authority (ARTA), the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED) has initially reviewed DepEd’s Citizen Charter as a result of its capacity building activities wherein the best practices on process improvement of critical services from all governance levels have been shared and discussed.
It is on this regard that the BHROD-OED requests all Regional Offices (ROs) and Schools Division Offices (SDOs) with FRONLINE SERVICES (listed in Annex A) to declare the digitization and streamlining initiatives in 2020 showing any of these required improvements:

<table>
<thead>
<tr>
<th>Factor</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of steps</td>
<td>Lesser number of steps</td>
</tr>
<tr>
<td>Processing time</td>
<td>Shorter processing time</td>
</tr>
<tr>
<td>Number of signatures</td>
<td>Lesser than 3 signatories / removal of signatories</td>
</tr>
<tr>
<td>Number of required documents</td>
<td>Lesser documents / lesser copies</td>
</tr>
<tr>
<td>Transaction cost</td>
<td>Lower cost / removal of cost</td>
</tr>
</tbody>
</table>

The supporting documents required for submission are the following:

<table>
<thead>
<tr>
<th>Documents</th>
<th>Instructions/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Proof of implementation of digitization/streamlining</td>
<td>Use Annex C (enclosed) as guide in checking entries on Annex B</td>
</tr>
<tr>
<td>3. Results of Citizen/Client Satisfaction Survey (CCSS) for 2019 and 2020</td>
<td>Comparison of CCSS Reports underlining higher rating due to improvement in services</td>
</tr>
</tbody>
</table>

Submissions shall be made on or before 18 August 2021 through the link https://bit.ly/DepedDigitization2020

Only complete documents and submissions using the prescribed format (Annex B) shall be deemed compliant to the agency’s streamlining requirement for PBB 2020.

Aside from the documents stated, ROs are requested to nominate at least five (5) SDOs with service innovations, regardless whether the frontline service is included in Annex A.

For more information, please contact Ms. Pia Pangilinan through mobile number at 0917-8725850 or Ms. Diane-Joyce Perez through email at citizenscharter@deped.gov.ph.

For compliance. Thank you.

BHROD-OED/Pangilinan
ANNEX A: List of Frontline Services in ROs and SDOs

Regional Office - External Services

Office Services

A. Cash Section
- Issuance of Official Receipts
- Payment of Obligation

B. CLMD
- Access to LRMDC Portal
- Procedure for the Use of LRMDS Computers

C. HRDD
- Issuance of Certification as Principal's Test Passer
- Application for Scholarship

D. Legal Unit
- Filing of Complaint
- Request for Correction of Entries in School Record
- Legal Assistance to Walk-in Clients

E. NEAP - RO
- Recognition of Professional Development at the NEAP Regional Office

F. Personnel Section
- Issuance of Clearance from Money Accountability or Overpayment
- Submission of Employment Application

G. Public Affairs Unit
- DepEd RO Action through Email
- Hotline and Walk-in Facilities
- Standard Freedom Of Information (FOI) Request through Walk-in Facility and Mail

H. Policy, Planning and Research Division
- Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)
- Request for Basic Education Information and Data
- Request for Reversion

I. Quality Assurance Division
- Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools
- Application for Special Orders (SO) of Private Schools/Technical Vocational Institutions
- Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools
- Application for the Opening/Additional Offering of SHS for private Schools

J. Records Section
- Issuance of Requested Documents (Non-CTC)
- Issuance of Requested Documents (CTC and Photocopy of Documents)
- Certification, Authentication, Verification (CAV)

Schools Division Office - External Services

Office of the Schools Division Superintendent

A. Cash Unit
- Issuance of Official receipt

B. Legal Unit
- Filing of Complaint
- Correction of Entries in the School Records
C. Personnel Unit

Submission of Employment Application (Teaching Related)
Submission of Employment Application (Non-Teaching Related)

D. Property and Supply

Acceptance and Distribution of Textbooks, Supplies and Equipment

E. Records Unit

Issuance of Requested Documents (Non-CTC)
Issuance of Requested Documents (CTC and Photocopy of Documents)
Certification, Authentication, Verification (CAV)
Receiving and Releasing of Incoming and Outgoing Communications

F. CID

Access to LRMDC Portal
Borrowing Procedures for Books and Other Materials Over Night
ALS Enrolment

G. SGOD-Planning and Research Section

Request for Basic Education Data (External Stakeholder)
ANNEX B: Updated service/s reflecting digitization and streamlining initiative/s for 2020

- This is the format prescribed by the ARTA. Please do not change the font (Arial size 12), table, and columns. However, rows may be added for the checklist and client steps.

Request for Correction of Entries in School Record (SAMPLE)

Service Description: This process covers the rectification of personal information in scholastic records. It is a remedy for any student whose school records contain error/s which is/are purely typographical in nature, and which can be corrected by the issuance of a Resolution directing the correction of such error/s.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Classification:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Transaction:</td>
<td>Who may avail:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>

TOTAL:
ANNEX C:

Guide in Checking Entries on Annex B
(Based on ARTA’s feedback on DepEd Citizen’s Charter 2020)

1. Checklist of Requirements
   - Include the required number of copies and type of copies.
   - Specify all supporting documents that may be required.

2. Where to secure
   - Indicate the specific bureau/office issuing the requirement.
   - Do not lump requirements to “private entities” and the like, especially if some of the
     requirements needs to be certified/accredited by government agencies.

3. Client Steps
   - Add the location of the client action.

4. Fees to be Paid per Step
   - Indicate what the fees are intended for.
   - Indicate the fees to be paid per step.

6. Processing Time per Step
   - 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”.

✓ 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.

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

8. Person Responsible per Step
   - 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).
   - Show the office of the person responsible per step.

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.)