



Republic of the Philippines
Department of Education
Region III
SCHOOLS DIVISION OF BULACAN

January 25, 2022

DIVISION MEMORANDUM

No. 029 s. 2021

**ORIENTATION ON EASE OF DOING BUSINESS AND EFFICIENT
GOVERNMENT SERVICE DELIVERY ACT OF 2018 AND THE
ANTI RED TAPE ACT (ARTA) AND SDO'S CITIZEN'S CHARTER**

To : Assistant Schools Division Superintendents
CID and SGOD Chiefs
Unit Heads
Select Participants
All Others Concerned

1. Republic Act No. 11032 or the Ease of Doing Business and Efficient Delivery of Government Services Act of 2018 mandates all government agencies to regularly review existing processes to reduce bureaucratic red tape, processing time and costs toward improved delivery of public service.
2. In conformance with the said law and related issuances from the DepEd Bureau of Human Resource and Organizational Development (BHROD), through the Organization Effectiveness Division (OED) and Regional Office, this Schools Division Office has introduced the following activities:
 - 2.1 Streamlining and process improvement of critical services
 - 2.2 Digitization of processes
 - 2.3 Proposed transaction monitoring
 - 2.4 Designation of Committee on Anti-Red Tape Act (CARTA) and Citizen's Charter Focal Persons
 - 2.5 Update of the SDO Citizen's Charter
 - 2.6 Citizen/Client Satisfaction Survey
3. One of the activities included in the plans is the capacity building of the SDO personnel on RA 11032, ARTA, and Citizen's Charter. Included in this is the orientation that will be conducted on February 3, 2022 at 8:00 - 5:00 via MS Teams. The TWG and resource persons will stay at the SDO Conference Hall.





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4. This capacity building activity aims to:
 - 4.1 present the roles/responsibilities of the Citizen's Charter Focal Persons and Members (Unit Heads)
 - 4.2 facilitate discussion on challenges and opportunities in work processes during the pandemic;
 - 4.3 discuss RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018
 - 4.4 present, review and update of the SDO Citizen's Charter based on feedback from ARTA and Citizen/Client Satisfaction Survey (CCSS) results
 - 4.5 present proposed innovations on efficient government service delivery and Citizen's Charter
5. The matrix of the activity is found in Enclosure no. 1.
6. The participants to this activity include the SDS, ASDSs, Chiefs, Unit Heads, and select personnel. See Enclosure No. 2 for the list of participants.
7. Expenses to be incurred in this activity shall be charged against Division MOOE subject to the accounting and auditing rules and regulations.
8. Immediate and wide dissemination of this Memorandum is desired.


ZENIA G. MOSTOLES, EdD CESO V
Schools Division Superintendent

/OASDS-rtq
Jan. 25, 2022



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Enclosure no. 1 to Division Memorandum no. 029 s. 2021

MATRIX OF ACTIVITIES

TIME	ACTIVITY	IN-CHARGE
8:00 – 8:30	Registration	Maribel Enriquez ADAS II, OASDS
8:30 – 9:00	Opening Program	SGOD HRDS
9:00 – 10:00	ARTA Briefer with MO 2020-06	Atty. Elmer Lopez Legal Officer III
10:00 – 10:30	Health Break	
10:30 – 12:00	Citizen's Charter	Rowena T. Quiambao, CESE ASDS Citizen's Charter Focal Person
12:00 – 1:00	Lunch Break	
1:00 – 1:15	Unfreezing Activity	Office of the AO V
1:15 – 3:00	Reporting of each unit on external and internal services based on the Citizen's Charter and streamlining and digitization initiatives	Facilitator: Josefina S. Pedroche AO V Citizen's Charter Co-Focal Person
3:00 – 3:30	Health Break	
3:30 – 4:30	Client/Citizen Satisfaction Survey	Richard Biglete ITO
4:30 – 5:00	Closing Program	SGOD HRDS



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Enclosure no. 2 to Division Memorandum no. 029 s. 2021

A. OSDS - 25

- 1 SDS
- 1 SDS secretary
- 2 ASDSs
- 2 ASDSs' secretaries
- 1 Accountant
- 1 Accounting Unit personnel
- 1 Budget Officer
- 1 Budget Unit personnel
- 1 Legal Officer
- 1 Legal Assistant
- 1 ITO
- 1 ICT Unit personnel
- 1 Administrative Officer V
- 1 Office of AO V personnel
- 1 HRMPSB Secretary
- 1 AO IV of the Personnel Unit
- 1 Personnel Unit staff
- 1 AO IV of the Cash Unit
- 1 Personnel of the Cash Unit
- 2 Personnel from the Records Unit
- 1 AO IV of the Property and Supply Unit
- 1 Property and Supply Unit personnel

B. CID - 15

- 1 Chief
- 1 secretary
- 4 EPSs
- 1 EPS -ALS
- 2 EPSAs- ALS
- 1 LRMDs EPS
- 1 LRMDs personnel
- 4 PSDSs (EDDIS Chairs)



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C. SGOD - 20

- 1 Chief
- 1 Secretary
- 1 EPS
- 1 Planning Officer
- 1 Engineer
- 1 Medical Officer
- 2 Nurses
- 1 Dentist
- 2 from SMME
- 2 from HRD
- 2 from SocMob
- 2 from Planning and Research
- 1 PDO - DRRM
- 2 PDO - YFP

Total - 60 personnel

