DIVISION MEMORANDUM
No. 099, s. 2017

TO:  OIC - Asst. Schools Division Superintendent
     Chief Education Supervisors, CID & SGOD
     Education Program Supervisors / Coordinators / District Supervisors
     Public Elementary & Secondary School Heads / OICs
     All Concerned

FROM:  Schools Division Superintendent

DATE:  July 6, 2017

SUBJECT:  PRESCRIBED TIMELINES FOR THE PROCESSING OF REQUESTS,
          DOCUMENTS AND APPLICATIONS FROM THE GENERAL PUBLIC

Attached is DepEd Order No. 31, s. 2017 dated June 19, 2017, on the above-captioned title, contents of which are self-explanatory, for the information and guidance of all concerned.

Particular attention is invited to paragraph nos. 5 and 6.

Immediate and wide dissemination of this Memorandum is desired.

MAURO C. DE GULAN, Ed. D.
Schools Division Superintendent
PREScribed TIMelines FOR THE PROCESSING OF REQUESTS, DOCUMENTS
AND APPLICATIONS FROM THE GENERAL PUBLIC

To: Undersecretaries
    Assistant Secretaries
    Bureau and Service Directors
    Regional Directors
    Schools Division Superintendents
    Division Chiefs
    Public Elementary and Secondary Schools Heads
    All Others Concerned

1. For the information and guidance of all concerned, enclosed is a copy of
   Presidential Directive No. 2017-0086-0087, directing all Cabinet Secretaries and Heads
   of Agencies to process all requests and/or applications within a maximum period of one
   month, regardless if this merits approval or not.

2. As a general rule, all Department Directors are likewise directed to process
   requests, licenses, and permits within 15 working days, regardless if this merits approval
   or not.

3. The abovementioned directive shall cover requests, which can be disposed of
   promptly, and expeditiously, communications or requests within the jurisdiction of the
   office or agency, and matters, which are routine, or the action desired may be acted
   upon in the ordinary course of business of the office or agency.

4. Excluded from this directive are requests for investigation, resolution of
   administrative complaints, grievance machinery, and alternative dispute resolution,
   subject to disciplinary and administrative proceedings of the Department, which shall be
   resolved within a reasonable period.

5. Further, this is to reiterate that the same is provided under Section 5 (a), (b), and
   (c) of Republic Act No. 6713, otherwise known as the Code of Conduct and Ethical
   Standards for Public Officials and Employees:

   SECTION 5. Duties of Public Officials and Employees. In the performance
   of their duties, all public officials and employees are under obligation to:

   (a) Act promptly on letters and requests.— All public officials and
       employees, shall, within fifteen (15) working days from receipt thereof, respond
       to letters, telegrams or other means of communication sent by the public. The
       reply must contain the action taken on the request.
   (b) Submit annual performance reports.— All heads or other responsible
       officers of offices and agencies of the government and of government-owned or
       controlled corporations shall, within forty-five (45) working days from the end
       of the year, render a performance report of the agency or office or corporation
       concerned. Such report shall be open and available to the public within regular
       office hours.
(c) Process documents and papers expeditiously.— All official papers and documents must be processed and completed within a reasonable time from the preparation thereof and must contain, as far as practicable, not more than three (3) signatories therein. In the absence of duly authorized signatories, the official next-in-rank or officer-in-charge shall sign for and in their behalf.

6. DepEd officials and personnel determined to have violated this Order, after due process, shall be dealt with administratively. Furthermore, under the Revised Rules on Administrative Cases in the Civil Service promulgated on November 8, 2011, violation of this 15-day to respond requirement is a light offense punishable by reprimand for the first offense; suspension of one to 30 days for the second offense; and dismissal from service for the third offense.

7. All DepEd issuances, including provisions in the Citizen’s Charter, not otherwise inconsistent with this guidelines, shall remain in full force and effect.

8. This Order shall take effect within 15 days after its publication in the Official Gazette or in two newspapers of official circulation.

9. Immediate dissemination of and strict compliance with this Order is directed.

LEONOR MAGTOLIS BRIONES
Secretary

Encl.:
As stated

References:
DECS Order No. 53, s. 1989
DepEd Memorandum No. 342, s. 2009

To be indicated in the Perpetual Index
under the following subjects

BUREAUS AND OFFICES
COMPLAINTS
EMPLOYEES
LEGISLATION
OFFICIALS
POLICY
REQUESTS
RULES AND REGULATIONS

SMMA, DO Prescribed Timeliness for the Processing
0414 – May 9/June 1, 2017
Office of the President of the Philippines  
PRESIDENTIAL MANAGEMENT STAFF  
Malacañang

Presidential Directive no. 2017-0036-0087

FOR : All Heads of Agency
FROM : The Acting Head, Presidential Management Staff
SUBJECT : PRESCRIBED TIMELINES FOR THE PROCESSING OF REQUESTS, DOCUMENTS, AND APPLICATIONS FROM THE GENERAL PUBLIC
DATE : 15 February 2017

During the Housing Summit Part 1: Dialogue with Partner Communities at the Multi-purpose Covered Court, National Housing Authority, Dilliman, Quezon City on 08 February 2017 and the Manila Times 5th Business Forum at the Marco Polo, Davao City on 09 February 2017, the President directed the following:

1. All Cabinet Secretaries and Heads of Agency to process all requests and/or applications within a maximum period of one (1) month,¹ regardless if these merit approval or not; and

2. All Department Directors to process requests, licenses, and permits within fifteen (15) working days,² regardless if these merit approval or not.

We note that the above directives have been reiterated by the President in various engagements.

Kindly submit a report on your compliance with this directive, indicating the reference number above, not later than fifteen (15) days upon receipt of this memo, to the Presidential Management Staff through directives@pms.gov.ph.

For your guidance.

Copy furnished:
The Executive Secretary
The Cabinet Secretary
The Special Assistant to the President

¹ Reiterated directive during 38th National Convention of the Philippine Association of Water Districts in Davao City (02 February 2017)
² Reiterated directive during the 38th National Convention of the Philippine Association of Water Districts in Davao City (02 February 2017)