



RELEASED
 OCT 11 2019
 DEPED-CAR

October 9, 2019

REGIONAL MEMORANDUM

No. 344.2019

LIST OF PARTICIPANTS TO THE CLIENT FEEDBACK AND SATISFACTION MECHANISM WORKSHOPS

**To: Regional Office Legal Unit, HRDD Chief, ORD
 Schools Division of Baguio City**

1. Pursuant to DM-PHRODFO-2019-00834 entitled Client Feedback and Satisfaction Mechanism Workshop, the Bureau of Human Resource and Organizational Development Division – Organization Effectiveness Division (BHROD - OED) will be conducting series of Client Feedback and Satisfaction Mechanism Workshops at Eugenio Lopez Center, Sumulong Highway, Antipolo City.

2. The workshop objectives are as follows:

- a. Provide technical guidance on the implementation of RA No. 11032;
- b. Map, streamline, and classify the critical processes into simple, complex and highly technical transactions across governance levels;
- c. Develop Standardized Client Satisfaction Mechanism for the entire agency; and
- d. Gather inputs for Client Satisfaction Procedures in the National Quality Management System (QMS) Procedures and Work Instructions Manual (PAWIM).

3. The participants to the workshop which will be conducted in three clusters are as follows:

Batch 1 October 14 – 16, 2019	Batch 2 October 23 – 25, 2019	Batch 3 November 5 – 7, 2019
Legal/Legal Unit: • Atty. Vanessa B. Flora Attorney IV Head, RO Legal Unit	Budget: • Belen R. Tomin AO V (Budget Officer III) SDO Baguio City	Regional Director and HRDD Chief • May B. EClar, CESO V • Carmel F. Meris

4. Attached is the List of Processes/Critical Services for Streamlining and Process Improvements for your reference.

5. Each participant is encouraged to bring their laptops.

HRDD/cfm/dot

Contact Numbers (Area Code: 074):

Office of the Regional Director	422-1318	Administrative Division	422-1804	CLMD	422-7096	HRDD	422-9590
Fax	422-4074	Cash Section	423-2215	LRMDS	422-0815	NEAP-R	422-5500
Office of the ARD	422-9590	Payroll Section	424-3993	ESSD	423-2218	PPRD	422-9590
ICT Unit	422-1318	Records Section	423-2213	Finance Division	422-5155	QuAD	422-5187
Public Affairs Unit	422-1318	Supply Section	422-2198	FTAD	424-5187	COA	422-7434
Legal Unit	423-2214	General Services Unit	422-1804				


6. Travel expenses of participants shall be charged against their respective local funds while board and lodging shall be charged against OPDNSP funds subject to usual accounting and auditing rules and regulations.

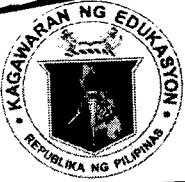
7. Kindly take note of the following administrative arrangements:

Date	First Meal	Last Meal
Cluster 1: October 14 – 16, 2019	Breakfast, October 14, 2019	PM Snacks, October 16, 2019
October 23 – 25, 2019	Breakfast, October 23, 2019	PM Snacks, October 25, 2019
November 5 – 7, 2019	Breakfast, November 5, 2019	PM Snacks, November 7, 2019

8. Participants for the 1st and 2nd cluster workshops are requested to confirm their attendance on or before October 11, 2019 through email address: bhrod.oed@deped.gov.ph or telephone no. (02) 633 – 5375. Coordinate with Ms. Pia Pangilinan or Ms. Arly Jane.

9. Immediate dissemination of and strict compliance to this Memorandum is directed.


MAY B. ECLAR, Ph.D., CESO V
Regional Director



Republic of the Philippines
Department of Education

Tanggapan ng Pangalawang Kalihim
 Office of the Undersecretary

DEPARTMENT OF EDUCATION
 RECORDS DIVISION
RELEASED
 22286
 Date: OCT 01 2019

MEMORANDUM
 DM-PHRODFO-2019-20934

TO: Bureau and Service Directors
 Regional Directors
 Schools Division Superintendents
 All Others Concerned

FROM: 
 JESUS L.R. MATEO
 Undersecretary

SUBJECT: Client Feedback and Satisfaction Mechanism Workshops

DATE: 27 September 2019

In compliance with R.A. No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018) which aims to promote integrity, accountability, and proper management, as well as establish effective practices in government toward the efficient, transparent, and accountable delivery of services to the public, the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED) shall be conducting a series of **Client Feedback and Satisfaction Mechanism Workshops** in order to update the Citizen's Charter across the Department's governance levels. **The workshop objectives are as follows:**

- Provide technical guidance on the implementation of RA No. 11032;
- Map, streamline, and classify the critical processes into simple, complex and highly technical transactions across governance levels;
- Develop a standardized Client Satisfaction Mechanism for the entire agency; and
- Gather inputs for Client Satisfaction Procedures in the National Quality Management System (QMS) Procedures and Work Instructions Manual (PAWIM).

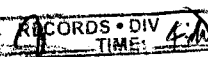

The workshops shall be conducted in three clusters on the following dates:

Batch 1 (October 14-16, 2019)	Batch 2 (October 23-25, 2019)	Batch 3 (November 5-7, 2019)
<ul style="list-style-type: none"> Records Cash Unit Personnel Legal/Legal Unit BEA QAD Public Assistance Unit 	<ul style="list-style-type: none"> Human Resource Development Division Planning Accounting Budget Curriculum and Learning Management 	<ul style="list-style-type: none"> Superintendents/ Assistant Superintendents or Chiefs Regional Director or Assistant Regional Director or Chiefs Central Office Directors and Chiefs

BHROD-OED/ Pangilinan

DepEd Complex, Meralco Ave., Pasig City 1600 ☎ 633-7206 ☎ 631-8494

www.deped.gov.ph

DEPARTMENT OF EDUCATION
RECEIVED
 OCT 01 2019
 RECORDS DIV
 BY:  TIME: 



Republic of the Philippines
Department of Education

Tanggapan ng Pangalawang Kalihim
Office of the Undersecretary

In this connection, the **Regional Directors and/or Heads of Office** are hereby requested to **identify a representative from each of the units or frontline services specified above** (e.g. *Region III shall send one (1) representative from the Records Unit to attend the workshop for Batch 1*). Representatives of the activity must be:

1. **Senior Technical Staff** involved in managing the frontline and non-frontline **processes or critical services** of their respective divisions;
2. **Knowledgeable on QMS** particularly Quality Control Plans (QCPs) and QMS of their **respective offices**; and
3. **Well-versed with the processes** indicated in Enclosure 2 as the workshop shall include streamlining and process improvement of the Department's frontline services.

Kindly take note of the following administrative arrangements:

Date	First Meal	Last Meal	Venue
Cluster 1: Oct. 14-16, 2019	Breakfast, Oct. 14, 2019	PM Snacks, Oct. 16, 2019	Eugenio Lopez Center, Sumulong Highway, Antipolo City
Cluster 2: Oct. 23-25, 2019	Breakfast, Oct. 23, 2019	PM Snacks, Oct. 25, 2019	
Cluster: Nov. 5-7, 2019	Breakfast, Nov. 5, 2019	PM Snacks, Nov. 7, 2019	

- **Travel expenses of participants from the Central Office and field offices shall be charged against their respective local funds** while board and lodging shall be charged against OPDNSP funds under **Activity Request No. AR-2019-CO-00798**.
- All expenses are subject to the usual accounting and auditing rules and regulations.
- Participants are encouraged to bring their laptops.

The following are attached for your reference:

- List of Participants
- List of Processes/Critical Services for Streamlining and Process Improvements

Participants for the 1st and 2nd cluster workshops are requested to confirm their attendance on or before **October 7, 2019** through email and contact number provided below.

For queries and other concerns, please coordinate with **Ms. Pia Pangilinan** or **Ms. Arly Jane Alcantara** through email address: bhrod.oed@deped.gov.ph or telephone no.: (02) 633-5375.

For your appropriate action.

BHROD-OED/ Pangilinan

LIST OF PARTICIPANTS
Eugenio Lopez Center, Antipolo City
October 14-16, 2019
(Workshop 1)

PARTICIPANTS	Records	Cash	Personnel	Legal	BEA	QAD (Private School)	Public Assistance Unit
Central Office	1	1	2	2	2	1	1
Regional Office							
NCR		1			-		1
Region I				1	-		
CAR					-	1	
Region II					-		
Region III	1				-		
Region IV-A			1		-		
Region IV-B			1		-		1
Region V					-	1	
Region VI					-	1	
Region VII					-		
Region VIII	1				-		
Region IX		1			-		
Region X				1	-		
Region XI			1		-		
Region XII	1				-		
Region XIII				1	-		
Schools Division Office (SDO)							
SDO Cavite City			1		-		1
SDO Cabadbaran					-	1	
SDO San Fernando					-		
SDO San Juan	1				-		
SDO Oriental Mindoro				1	-		
SDO Antipolo		1			-	1	
SDO Surigao					-		
SDO Tuguegarao	1				-		
SDO Leyte		1			-		
SDO Cagayan			1		-		1
SDO Davao					-		
SDO General Santos City			1		-		
SDO Manila				1	-		1
SDO Pasig City					-		
SDO Cebu			1		-		
SDO Camarines Sur	1				-		

Secretariat - 8 pax
Participants- 42 pax

TOTAL: 50 participants

LIST OF PARTICIPANTS
 Eugenio Lopez Center, Antipolo City
 October 23-25, 2019
 (Workshop 2)

PARTICIPANTS	Human Resource and Development	Planning	Accounting	Budget	Curriculum and Learning Management
Central Office	2	2	2	2	-
Regional Office					
NCR			1		
Region I	1				
CAR				1	
Region II					1
Region III		1			
Region IV-A	1				
Region IV-B		1			
Region V			1		
Region VI				1	
Region VII			1		
Region VIII				1	
Region IX		1			
Region X					1
Region XI	1				
Region XII		1			
Region XIII				1	
Schools Division Office (SDO)					
SDO Batac			1		
SDO Iriga	1				
SDO Dumaguete				1	
SDO Siargao					1
SDO Legaspi		1			
SDO Bacolod	1				
SDO Makati			1		
SDO Baguio				1	
SDO Negros Occidental					1
SDO Bohol		1			
SDO Masbate			1		
SDO Tacurong City			1		1
SDO Palawan				1	
SDO Marikina		1			
SDO Iloilo	1				
SDO Quezon City			1		

Secretariat: 10 pax
 Participants: 40 pax

TOTAL: 50 pax

LIST OF PARTICIPANTS
 Eugenio Lopez Center, Antipolo City
 November 5-7, 2019
 (Workshop 3)
 (Management and Senior Technical Staff)

		PARTICIPANTS
Central Office		
Bureau of Human Resource and Organization Development (BHROD)		Each office is allotted one (1) slot for the <i>Director or Chief</i> designated/assigned by the Director/Head of Office
Administrative Service (AS)		
Legal Service (LS)		
Bureau of Education Assessment (BEA)		
Finance Service (FS)		
Planning Service (PS)		
Public Affairs Service (PAS)		
Regional Office		
NCR	Region VI	Each office is allotted one (1) slot for <i>Regional Director or Assistant Regional Director or Chiefs (QAD, FTAD, HRDD, AD etc.)</i> to be identified by the Regional Director.
Region I	Region VII	
CAR	Region VIII	
Region II	Region IX	
Region III	Region X	
Region IV-A	Region XI	
Region IV-B	Region XII	
Region V	Region XIII	
Schools Division Office (SDO)		
SDO Cavite City		Each office is allotted one (1) slot for <i>Superintendents/ Assistant Superintendents or Chiefs</i> to be identified by the School Division Superintendents
SDO Cabadbaran		
SDO San Fernando		
SDO San Juan		
SDO Oriental Mindoro		
SDO Antipolo		
SDO Surigao		
SDO Tuguegarao		
SDO Leyte		
SDO Cagayan		
SDO Davao		
SDO Manila		
SDO Cebu		
SDO Iloilo		
SDO Camarines Sur		
SDO Quezon		
SDO Koronadal		
SDO Marikina		
SDO General Santos City		
SDO Pasig City		

Secretariat: 7 pax
 Participants: 43 pax

TOTAL: 50 pax

LIST OF PROCESSES/CRITICAL SERVICES FOR STREAMLINING AND PROCESS IMPROVEMENTS
Workshop 1

OFFICE	PROCESS
Central Office Critical Services	
Bureau of Education Assessment (BEA)	<ul style="list-style-type: none"> • Application for Philippine Educational Placement test (PEPT) • Application for National Career Assessment Examination (NCAE)
Records Division	<ul style="list-style-type: none"> • Issuance of Requested Documents • Issuance of Requested Documents <ul style="list-style-type: none"> - Certified True Copy (CTC) - Photocopy Of Documents
Personnel Division	<ul style="list-style-type: none"> • Submission of Employment Application • Request for Information • Foreign Travel Authority Request on Official Time or Official Business • Foreign Travel Authority Request on Personal travel • Issuance of Certificate of Employment/ Service Record/ Clearance and Payroll-related documents • Issuance of Clearance for Retirement/Resignation • Application for Leave
Public Assistant Action Center (PAAC)	<ul style="list-style-type: none"> • 8888 Citizens' Complaint Center Portal & DepEd Action through Email • Walk-in Facility • Hotline Facility • Standard FOI Request through walk-in facility, action@deped.gov.ph, and Portal
Regional Office Critical Services	
Legal Unit	<ul style="list-style-type: none"> • Request for Correction of Entries in School Record • Filing of Complaint
Quality Assurance Division	<ul style="list-style-type: none"> • Availing Government Permit/ Recognition of Private Schools • Application for Establishment/Separation of Public Schools • Naming and Renaming of Schools
Personnel Unit	<ul style="list-style-type: none"> • Application for Retirement Under RA 8291 and Separation Benefits • Application for Service Records/ Certification of Employment and Other Personnel Records • Application for Leave • Travel Abroad • Special Order for Transfer/ Reassignment/ Designation
Records Unit	<ul style="list-style-type: none"> • Certification, Authentication, Verification (CAV)
Schools Division Office Critical Services	
Personnel Unit	<ul style="list-style-type: none"> • Processing and Updating GSIS Status • Application for Retirement • Certificate of Employment • Leaves (Maternity/Sick/Vacation/ Terminal) • Foreign Travel Authority • Service Record
Records Unit	<ul style="list-style-type: none"> • Certification, Authentication, and Verification of School Documents
Administrative	<ul style="list-style-type: none"> • Request for Form 137, Diploma, Certificate of Enrolment and other related

Section/ Personnel	forms
--------------------	-------

LIST OF PROCESSES/CRITICAL SERVICES FOR STREAMLINING AND PROCESS IMPROVEMENTS
Workshop 2

OFFICE	PROCESS
Central Office Critical Services	
Human Resource and Development	<ul style="list-style-type: none"> • Hiring, appointment and promotion of Teaching related and non-teaching personnel
Planning	<ul style="list-style-type: none"> • Request for basic education information and data
Accounting	<ul style="list-style-type: none"> • Processing of Disbursement Vouchers
Regional Office Critical Services	
Human Resource and Development	<ul style="list-style-type: none"> • Application for Scholarship • Application for NEAP Accreditation of Training as requirement for reclassification of positions • Hiring, appointment and promotion of Teaching related and non-teaching personnel
Planning	<ul style="list-style-type: none"> • Request for basic education information and data
Accounting/ Budget	<ul style="list-style-type: none"> • Issuance of Order of payment • Processing of payment of external creditors • Application for provident Fund Loan
Curriculum and Learning Management/ Curriculum Implementation Division	<ul style="list-style-type: none"> • Borrowing procedures for books and other materials over night • Procedure for the use of LRMDs computers • Access to LRMDc Portal
Schools Division Office Critical Services	
Human Resource and Development	<ul style="list-style-type: none"> • Hiring, appointment and promotion of Teaching related and non-teaching personnel
Planning	<ul style="list-style-type: none"> • Request for the basic statistical data
Accounting/ Budget	<ul style="list-style-type: none"> • Processing of Disbursement Vouchers
Curriculum and Learning Management/ Curriculum Implementation Division	<ul style="list-style-type: none"> • Checking and Evaluation of School Form and Curriculum Report Activities • Application for Permit/ to operate of private schools on the proposed curriculum and other curriculum permit

LIST OF PROCESSES/CRITICAL SERVICES FOR STREAMLINING AND PROCESS IMPROVEMENTS
Workshop 3

MANAGEMENT AND SENIOR TECHNICAL STAFF	PROCESS
Directors or Chiefs	Consolidation/ Validation of all identified frontline and critical services
Regional Director or Assistant Regional Director or Chiefs (QAD, FTAD, HRDD, AD etc.	
Superintendents/ Assistant Superintendents or Chiefs	