

Republika ng Pilipinas  
(Republic of the Philippines)  
MINISTRI NG EDUKASYON, KULTURA AT ISPORTS  
(MINISTRY OF EDUCATION, CULTURE AND SPORTS)  
Maynila

May 15, 1985

MECS O R D E R  
No.31, s. 1985

PROMPT ACTION ON COMPLAINTS

To: Deputy Ministers  
Assistant Secretaries  
Bureau Directors  
Cultural Agency Directors  
Chief of Service and Heads of Units/Centers  
Schools Superintendents  
Vocational School Superintendents/Administrators  
Head Executive Assistant  
Chiefs of Divisions

1. Reports have been received in this Office that a number of properly executed complaints against certain MECS officials, teachers, and other employees are not promptly acted on or otherwise perfunctorily treated, thereby undermining the efforts of this Ministry to check irregular practices and rid itself of notoriously undesirable employees.

2. Regional directors and schools superintendents are reminded of rules and regulations in regard to action on disciplinary and administrative cases. They are hereby directed to immediately start appropriate administrative procedures upon receipt of a duly executed complaint against a school official or teacher, and to conduct the investigation process with dispatch. If necessary, preventive suspension of the respondent might be instituted to prevent the complainant from being harassed.

3. Attention, in this connection, is invited to paragraph (d) Section 38, Article IX, of P.D. 807, as follows:

(d) The investigation shall be held not earlier than five days nor later than ten days from the date of receipt of respondent's answer by the disciplining authority, and shall be finished within thirty days from the filing of the charges, unless the period is extended by the Commission in meritorious cases. The decision shall be rendered by the disciplining authority within thirty days from the termination of the investigation or submission of the report of the investigator, which report shall be submitted within fifteen days from the conclusion of the investigation.

4. This Office views with deep regret and displeasure the possibility that certain perpetrators of irregularities in the system still remain in office because of the indifference or lack of seriousness of responsible officials in handling legitimate complaints.

5. This Office hopes that the issuances of stern warnings or administration of sanctions would not be necessary in order to goad officials concerned into prompt action on matters like complaints.

(SGD.) JAIME C. LAYA  
Minister

Reference:

N o n e

Allotment: 1-2-3--(D.O. 1-76)

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