



Republic of the Philippines
Department of Education

04 SEP 2013

DepEd ORDER
No. **37**, s. 2013

**REITERATING COMPLIANCE TO ADMINISTRATIVE ORDER NO. 241 ENTITLED
MANDATING THE SPEEDY IMPLEMENTATION OF REPUBLIC ACT NO. 9485
OTHERWISE KNOWN AS THE "ANTI-RED TAPE ACT OF 2007" AND ITS
IMPLEMENTING RULES AND REGULATIONS AND STRENGTHENING
THE APPLICATION THEREOF"**

To: Undersecretaries
Assistant Secretaries
Bureau Directors
Directors of Services, Centers and Heads of Units
Regional Directors
Schools Division/City Superintendents
All Others Concerned

1. Pursuant to Republic Act No. 9485, the Department of Education (DepEd) reiterates its compliance to Administrative Order No. 241 dated October 2, 2008, entitled *Mandating the Speedy Implementation of Republic Act No. 9485 Otherwise Known as the "Anti-Red Tape Act of 2007"* and Its Implementing Rules and Regulations and Strengthening the Application Thereof" which was disseminated in DepEd Memorandum No. 502, s. 2008.

2. All offices from the national to the school level of this Department are hereby directed to:

- a. Set-up and maintain a *Public Assistance Desk (PAD)* at a readily accessible and conspicuous area preferably near the Visitors' Main Entrance gate of the DepEd Central Office and in all its regional offices, division offices and schools
 - i. where an officer or employee knowledgeable on frontline services shall at all times be available for consultation and advice;
 - ii. which shall be attended to even during break time; and
 - iii. where clients may adequately express their complaints, comments or suggestions.
- b. Post within the *PAD* service area or within its immediate vicinity, a *Citizen's Charter*, which shall be written either in English, Filipino, or in the local dialect, that contains the following:
 - i. Vision and Mission Statements of DepEd, including its core values (copy of which can be downloaded at the DepEd website: www.deped.gov.ph);
 - ii. Identification of the frontline services offered, and the clientele;
 - iii. The step-by-step procedures to obtain a particular service;
 - iv. The officer or employee responsible for each step;
 - v. The maximum time to conclude the process;
 - vi. Document/s to be presented by the client;
 - vii. The amount of fees, if necessary;
 - viii. The procedure for filing complaints in relation to requests and applications, including the names and contact details of the officials/channels to approach for redress;

- ix. Allowable period for extension due to unusual circumstances; and
 - x. Feedback mechanisms, contact numbers to call and/or persons to approach for recommendations, inquiries, as well as complaints.
- c. Make available at the *PAD* sufficient copies of information brochures highlighting the duly-validated functions and achievements of each office within the Department, and the latter in general.
 - d. Submit a Compliance Report on the foregoing Items a-c to the Office of the Secretary, DepEd through the Office of the Director, Administrative Service, within 60 calendar days from issuance of this Order enclosing therewith photograph showing full compliance herewith.
3. All existing DepEd Memoranda, Orders and other administrative issuances of similar nature which are inconsistent with this Order are hereby deemed repealed and superseded accordingly.
 4. Immediate dissemination of and strict compliance with this Order is directed.



BR. ARMIN A. LUISTRO FSC
Secretary

References:

DepEd Memorandum: Nos. 342, s. 2009 and 502, s. 2008
Office Order dated October 13, 2009

To be indicated in the Perpetual Index
under the following subjects:

BUREAUS & OFFICES
EMPLOYEES
LEGISLATION
OFFICIALS
POLICY
RULES & REGULATIONS
TEACHERS