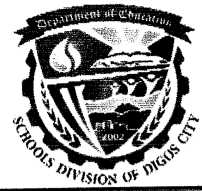




Republic of the Philippines
Department of Education
Region XI
SCHOOLS DIVISION OF DIGOS CITY
Digos City




DIVISION MEMORANDUM
No. 968, s. 2017


November 22, 2017

Dissemination of DepEd Order No. 31,s. 2017 entitled "Prescribed Timelines for the Processing of Requests, Documents and Applications from the General Public"

To: Public Schools District Supervisors
All Public Elementary and Secondary School Heads
All Division Personnel

1. For the information, guidance and strict adherence to the directives, attached is a copy of Unnumbered Regional Memorandum dated November 8, 2017 entitled "Dissemination of DepEd Order No. 31,s. 2017" which is the "Prescribed Timelines for the Processing of Requests, Documents and Applications from the General Public".
2. Immediate and wide dissemination and strict compliance is directed.


WINNIE E. BATOON, EdD
Officer in Charge
Office of the Schools Division Superintendent

DepEd Schools Division of Digos
RELEASED
12229
Date: 23 NOV 2017 Time: 4:37 PM
By: 

Encls: List Enclosures
References: DepEd Order
To be indicated in the Perpetual Index under the following subjects:
SUBJECT

Records Section AOIV: Dissemination of DepEd Order No. 31,s. 2017 entitled "Prescribed Timelines for the Processing of Requests, Documents and Applications from the General Public"

22 November 2017



Republika ng Pilipinas
KAGAWARAN NG EDUKASYON
REHIYON XI
Lungsod ng Davao



Address: F. Torres Street, Davao City

Telefax Nos.: (082) 291-1665; 221-6147; 224-0468; 225-0816

MEMORANDUM

TO : Schools Division Superintendents
Asst. Schools Division Superintendents

FROM : ATTY. ALBERTO T. ESCOBARTE, CESO III
Director IV

SUBJECT : *Dissemination of DepEd Order No. 31, s. 2017*

DATE : November 8, 2017

Schools Division of Davao

RECEIVED 12229

Date: 15 NOV 2017 Time: 4:30

By: *[Signature]*

[Signature]
TERESITA G. TAMBALAN
SIC. ASSISTANT REGIONAL DIRECTOR

For the information, guidance and strict adherence to the directives, attached is a copy of DepEd Order No. 31, s. 2017 entitled "*Prescribed Timelines for the Processing of Requests, Documents and Applications from the General Public.*"

It is reiterated that the timelines set in this Directive should be strictly complied by all concerned.

Immediate and wide dissemination and strict compliance is directed.

Incls.: As stated.

RAOI

DEPARTMENT OF EDUCATION ROXI
RECORDS SECTION
RELEASED
By: *[Signature]*
Date: 11-17-17 Time: 4:15



Republic of the Philippines
Department of Education

Department of Education ROXI
ADMINISTRATIVE SERVICES DIVISION

RECEIVED

OCT 23 2017 8:31

Signature

19 JUN 2017

DepEd ORDER
No. **31**, s. 2017

**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 routinary, 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.

Office of the President of the Philippines
PRESIDENTIAL MANAGEMENT STAFF
Malacañang

Presidential Directive no. 2017-0086-0087

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, Diliman, 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

DEPARTMENT OF EDUCATION
OFFICE OF THE UNDERSECRETARY
PLANNING AND FIELD OPERATIONS
MAR 09 2017

Ferdinand B. Coif Jr.
JUL 23 2017

By: *[Signature]* TIME: *[Signature]*
DOC #: 320718
Bureau of Human Resource & O
Development (BHROD)
Office of the Director
RECEIVED
NAME: *[Signature]* DATE: *[Signature]*

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)

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RECEIVED
Date: 03-21-17 Time: 9:00 AM
MIKE OP-RC-3436