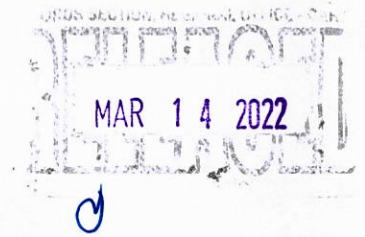




Republic of the Philippines
Department of Education
CARAGA REGION



March 14, 2022

REGIONAL MEMORANDUM
No. 0183, s. 2022

To: ASSISTANT REGIONAL DIRECTOR
SCHOOLS DIVISION SUPERINTENDENTS
ASSISTANT SCHOOLS DIVISION SUPERINTENDENTS
This Region

SUBMISSION OF STREAMLINING/DIGITIZATION REPORT FOR FY 2021

1. This Office hereby reminds all the schools division offices on their submission of Streamlining/Digitization Report for FY 2021 with supporting documents (Annex C) and its endorsement by the head of Office (Annex D) for FY 2021 as required in DM-HROD-2021-0644 relative to PBB 2021 Requirements.
2. Supporting documents may be in the following formats: narrative with links, photos/screenshots, or customer feedback recognizing the positive changes, or working links for the email services/websites/apps used.
3. These reports shall be submitted via email to citizenscharter@deped.gov.ph, using the subject line: Name of Unit – Streamlining/Digitization Report 2021. Considering that these reports were past due on January 15, 2022 and extended on Feb. 11, 2022 submission shall be completed on or before March 22, 2022 for compliance.
4. As emphasized in ARTA MC No. 2021-10, the Charter of each governance unit shall be posted in the following forms:

Form	Description	Location
1. Citizen's Charter Information billboard	Interactive information kiosks, electronic billboards, posters, tarpaulins, etc.	· Posted at the main entrance of the office or at the most conspicuous place of all the said service offices
2. Citizen's Charter Handbook	Aligned with Reference B of ARTA MC No. 2019-002	· Placed at the window/counter of each frontline office to complement the information on the services indicated in the Information Billboard · Offices are only required to post/print hard copies of pages on the Handbook related to the service/s they offer



Address: J.P. Rosales Avenue,
Butuan City
Trunkline No: (085) 342-8207
Telefax No: (085) 342-5969
Email: caraga@deped.gov.ph



2022-03-2946

Document Control No:
DepEdRO13-F-REC-013/R3/02-18-2020

Form	Description	Location
3. Official website/ Online Posting	CC Handbook is uploaded on the website or any online platform available through a tab or link specifically for the Citizen's Charter	· Located at the most visible space/area of the official website or the online platform available

5. Enclosed please find Annex C, Annex D and the copy of the Unified Citizen's Charter with complete details of these services published online at [DepEd Citizen's Charter 2021](#).

6. Immediate, wide dissemination and strict compliance of this Memorandum is highly desired.


MA. GEMMA MERCADO LEDESMA
Regional Director 

Encl.: as stated
References: DM-HROD-2021-0644
To be indicated in the Perpetual Index
under the following subjects:
CITIZEN'S CHARTER DIGITIZATION PBB 2021 REPORT

ASD/mcd
03/14/2022



Republic of the Philippines
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Encl. No.1 of RM No. 0183, s. 2022

ANNEX C: STREAMLINING/DIGITIZATION REPORT FY 2021

(1)	NAME OF DEPARTMENT/AGENCY	
(2)	NAME OF CO UNIT/RO/SDO/SCHOOL	
(3)	NAME OF SERVICE	
(4)	SPECIFIC RESPONSIBLE DELIVERY/PROCESSING UNIT	

(4) Identified Client/Customer(s)	(5) Number of clients served in 2021	(6) Volume of Transactions in 2021

CRITERIA	STATUS AS OF FY 2020	STATUS AS OF FY 2021	REMARKS (10)
1. Number of Steps			
2. Turnaround Time (TAT)			
3. Number of Signatures			
4. Number of Required Documents			
5. Transaction Costs			
5.1 Primary transaction cost/fees			
5.2 Other Transaction cost			

CRITERIA		STATUS AS OF FY 2020	STATUS AS OF FY 2021	REMARKS (10)
6. Substantive Compliance Cost				
7. Client/Citizen Satisfaction Result				

Prepared by:

Name & Designation Date: _____

Certified by:

Unit Head/Chief

Approved by:

Office Head Date: _____



Republic of the Philippines
Department of Education
CARAGA REGION

Encl. No.2 of RM No. 0183, s. 2022

ANNEX D Endorsement Letter for Streamlining/Digitization Report 2021

Please transfer this template to the office letterhead before filling out and signing.

TO : **WILFREDO E. CABRAL**
Regional Director, DepEd NCR and
Officer-In-Charge, Office of the Undersecretary
Human Resource and Organizational Development

ATTN: **Bureau of Human Resource and Organizational Development -
Organization Effectiveness Division**

FROM : (Insert Name of Head of Office)
(Insert Designation here)

SUBJECT : **Endorsement of (Insert Name of Office here)
Streamlining/Digitization Report 2021**

DATE : Insert date here

In compliance with DM-HROD-2021-0644 issued by the Office of the Undersecretary for Human Resource and Organizational Development, the (insert name of office) respectfully endorses its Streamlining/Digitization Report for 2021.

With this submission, I hereby declare that the report is the result of collaboration among the Anti-Red Tape Focals and chiefs of functional divisions in the (name of office). Thus, it is true and correct to the best of my knowledge. I undertake the responsibility to inform you of any changes therein, immediately.



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