



Republic of the Philippines
Department of Education
REGION III
SCHOOLS DIVISION OFFICE OF BATAAN

DIVISION MEMORANDUM
No. 263 s. 2025

JUN 27 2025

DISSEMINATION OF MEMORANDUM OM-OUOPS-2025-02-03451
RE: REMINDERS ON CLEAR COMMUNICATION OF DEPED ISSUANCES
AND SWIFT ACTION ON PAROCHIAL CONCERNS

To: Assistant Schools Division Superintendent
Chief Education Supervisors
Education Program Supervisors
Public Schools District Supervisors
Public School Principals
DepEd Personnel
All Others Concerned

1. This Office hereby disseminates **Memorandum OM-OUOPS-2025-02-03451** dated June 20, 2025 signed by **Malcolm S. Garma, Asst. Secretary, Officer-in-Charge, Office of the Undersecretary for Operations** which was issued relative to the Implementing Rules and Regulations (IRR) of Republic Act No. 11032, titled "*Ease of Doing Business and Efficient Government Service Delivery Act of 2018.*"
2. Emphasis is placed on ensuring clear, coherent, and open communication concerning DepEd issuances and directives, thereby facilitating continuous improvement and streamlining of processes to ensure efficient resolution of client concerns and timely service delivery.
3. As stipulated in the IRR, simple, complex, and highly technical transactions shall be processed within three (3), seven (7), and twenty (20) working days, respectively. However, applications or requests with activities deemed detrimental to public health, safety, morals, or policy shall not be acted upon beyond twenty (20) working days.
4. Attached are the copies of OM-OUOPS-2025-02-03451 and DepEd Order No. 049, s. 2022 titled "Amendments to DO 047, s. 2022 (Promotion of Professionalism in the Implementation and Delivery of Basic Education Programs and Services," for information and guidance.



Republic of the Philippines
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REGION III
SCHOOLS DIVISION OFFICE OF BATAAN

5. Immediate and wide dissemination and strict compliance of the Memorandum is desired.

CAROLINA S. VIOLETA, EdD, CESO V
Schools Division Superintendent

Enclosure: As stated
To be included in the Perpetual Index
Under the following subjects

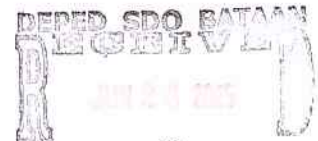
Compliance	Personnel
Efficiency	Services
Effectiveness	Quality

SOS
June 26, 2025



Republika ng Pilipinas
Department of Education

OFFICE OF THE UNDERSECRETARY FOR OPERATIONS



BY:

MEMORANDUM
OM-OUOPS-2025-02-03451



TO : ALL REGIONAL DIRECTORS
ALL SCHOOLS DIVISION SUPERINTENDENTS
ALL SCHOOL HEADS
ALL OTHERS CONCERNED

FROM : ATTY. FATIMA LIPP D. PANONTONGAN
Undersecretary and Chief of Staff

MALCOLM S. GARMA
Assistant Secretary, Officer-in-Charge,
Office of the Undersecretary for Operations

SUBJECT : REMINDERS ON CLEAR COMMUNICATION OF DEPED
ISSUANCES AND SWIFT ACTION ON PAROCHIAL CONCERNS

DATE : June 20, 2025

With the desire to consistently strengthen the demonstration of accountability and transparency on the delivery of basic education services across all governance levels, the Implementing Rules and Regulations (IRR) of Republic Act No. 11032, titled "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," shall be enforced. Specifically, emphasis is placed on **ensuring clear, coherent, and open communication concerning DepEd issuances and directives**. Thus, facilitating continuous improvement and streamlining of processes for the **efficient turnaround and resolution of the clients' concerns**.

As prescribed in the aforesaid IRR, simple, complex, and highly technical transactions shall be processed within three (3), seven (7), and twenty (20) working days, respectively. Those applications or requests with activities deemed detrimental to public health, safety, morals, or policy shall not be acted upon beyond twenty (20) working days.

DepEd Order (DO) No. 049, s. 2022, titled "Amendments to DO 047, s. 2022 (Promotion of Professionalism in the Implementation and Delivery of Basic Education Programs and Services)", directs all DepEd officials and employees to **adhere to the internal protocols concerning communication, correspondence, and other appropriate work processes**. Issues and concerns regarding basic education must be duly communicated to the DepEd Offices concerned, without resorting to other unsuitable means.

In consonance with DO 1, s. 2003, "Promulgating the Implementing Rules and Regulations (IRR) of Republic Act No. 9155, Otherwise Known as the Governance of Basic Education Act of 2001", there shall be **feedback mechanisms at all governance levels**, and that the communication channels in the field shall be expanded to other government agencies, Local Government Units (LGUs), and Non-Government Organizations (NGOs) for effective governance.

For guidance and strict compliance.

Enclosure: as stated

IRR & KA 11032

For processes that involve several stages with corresponding prescribed requirements, the processing time for each stage commences on the date/time that the applicant has satisfactorily completed the requirements for the previous stage and has submitted all the requirements for the subsequent stage being applied for.

- b) The receiving officer or employee shall assign a unique identification number to an application or request, which shall serve as the identifying number for all subsequent transactions between the government and the applicant or requesting party regarding the subject application or request.
- c) The receiving officer or employee shall issue to the applicant an acknowledgement receipt signifying acceptance of a complete application or request, containing the unique identification number stamped therein as reference for all subsequent transactions, the seal of the agency, the name of the responsible officer or employee, his/her unit and designation, and the date and time of receipt of such request or application.

For online application or request, the agency shall provide a response containing the unique identification number as reference for all subsequent transactions, the seal of the agency, the name of the responsible officer or employee, his/her unit and designation, and the date and time of receipt of such request or application.

Section 3. Action of Offices

- a) All applications or requests for government service submitted shall be acted upon by the assigned officer or employee within the prescribed processing time stated in the Citizen's Charter which shall not be longer than three (3) working days in the case of simple transactions and seven (7) working days in the case of complex transactions from the date the request or complete application or request was received.

For applications or requests involving activities which pose danger to public health, public safety, public morals, public policy, and highly technical transactions, the prescribed processing time shall in no case be longer than twenty (20) working days or as determined by the government agency or instrumentality concerned, whichever is shorter.

- b) The maximum time prescribed in Section 9 (b) (1) of the Act may be extended only once for the same number of days, which shall be indicated in the Citizen's Charter.
 - i. Prior to the lapse of the processing time, the office or agency concerned shall notify the applicant or requesting party in writing of the reason for the extension and final date of release of the



Republic of the Philippines
Department of Education

DepEd ORDER
No. **049**, s. 2022

02 NOV 2022

AMENDMENTS TO DEPED ORDER NO. 047, S. 2022
(Promotion of Professionalism in the Implementation and Delivery of Basic Education Programs and Services)

To: Undersecretaries
Assistant Secretaries
Bureau and Service Directors
Regional Directors
Schools Division Superintendents
Public Elementary and Secondary School Heads
All Others Concerned

1. The **Promotion of Professionalism in the Implementation and Delivery of Basic Education Programs and Services** has been issued as DepEd Order (DO) No. 047, s. 2022. To further strengthen professionalism within the Department and integrate it in all areas of work and practice in the Department, DO 047, s. 2022 is amended to include additional provisions on employment and personnel relations, as well as the responsible use of social media.

2. Item numbers 1-4 of DO 047, s. 2022 on the Promotion of Professionalism in the Implementation and Delivery of Basic Education Programs and Services, are amended and shall be read as follows:

1. It is the policy of DepEd to promote effective and efficient policies and programs. To realize this, DepEd should be free from any partisan activities. As such, this Office reminds the officials and employees to practice the highest form of professionalism and to observe the following measures:
 - a. Refrain from seeking endorsements, recommendations, contributions, support, consideration, political accommodations, or any form of intervention from other government personnel or similar entities outside of DepEd;
 - b. Desist from soliciting favorable actions from politicians to facilitate the implementation of programs, projects, or activities, except those covered by the Adopt-a-School Program, initiated by the local government units, funded by the Special Education Fund (SEF), or covered by partnership agreements and/or allowed by law;
 - c. Refrain from requesting or obtaining support or endorsement from any third party in the hiring, transfer, promotion, removal, or any other personnel movement;
 - d. Follow the internal rules and regulations of the Department on protocols relative to communication,



correspondence, and other appropriate work processes;
and

- e. Raise issues and concerns regarding basic education via formal and appropriate DepEd channels, either directly to the Office of the Secretary or through the concerned Assistant Secretary or Undersecretary, without resorting to any political or third-party intervention or accommodation.

Failure to comply with any of the abovementioned acts shall mean outright denial of any request or appeal for consideration in the Office of the Secretary.

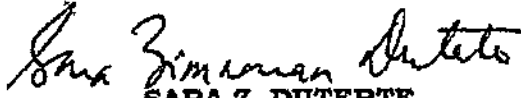
- 2. In defining acceptable norms of conduct and relationships in DepEd, officials and employees are reminded of the provisions of Republic Act No. 6713, otherwise known as the Code of Conduct and Ethical Standards for Public Officials and Employees, in line with this, DepEd officials and employees are expected to observe the following:

- a. Treat and approach DepEd colleagues, employees, learners and stakeholders with the highest degree of professionalism, skill, and excellence;
- b. Respect the rights of others and refrain from doing any act that is contrary to law, good morals, good customs, public policy, public order, public safety, and public interest;
- c. Serve and perform one's duties and responsibilities in a prompt, courteous, and fair manner;
- d. Refrain from engaging in any activity or any relationship that may impair one's ability in making objective decisions in the performance of his/her job functions;
- e. Avoid relationships, interaction, and communication, including following social media with learners outside of the school setting, except if they are relatives;
- f. Desist from any act that may compromise one's integrity as a government employee and that may compromise the honor of the DepEd.

- 3. Employees and officials must consider the legal restrictions imposed by existing statutes, rules, and DepEd Orders in the use of social media. Whether it be for personal use of the DepEd official or employee, or as an essential or an incidental tool in carrying out their mandate, social media rules should be complied with. As such, employees and officials of the DepEd:

- a. Shall exercise caution when sharing posts or other contents and should not participate in the spreading of rumors and false information;

- b. Shall not unduly post online attacks against fellow DepEd employees and must utilize legal and human resource mediation procedures; and
 - c. Shall not disparage DepEd and must always be mindful of the reputation and honor of the organization.
4. The use of DepEd email addresses shall only be for work-related subscriptions and applications. In no case shall the DepEd email address be used for any personal social media account, profile, or activity.
3. Immediate dissemination of and strict compliance with this Order is directed.


SARA Z. DUTERTE
Vice President and Secretary

Reference:

DepEd Order No. (047, s. 2022)

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

AMENDMENT
AUTHORITY
BUREAUS AND OFFICES
EMPLOYEES
OFFICIALS
POLICY
RULES AND REGULATIONS



SMMA/APA/MPC, DO Amendment to DO 047, s. 2022
0321 - October 25, 2022

from teachers, usually located in a building or a group of buildings in a particular physical or cyber site.

t) **Cluster of Schools** – is a group of schools which are geographically contiguous and brought together to improve the learning outcomes.

u) **Integrated Schools** – is a school that offers a complete basic education in one school site has unified instructional programs and under one (1) school head.

v) **Field Offices** – refer to the regional, division, school levels and learning centers.

w) **School Sports** – any sporting school activity which involves the students and school teachers/personnel as part of the school curriculum, focusing on physical fitness and sports development programs such as the training of school athletes, teachers coaches and officiating officials, and are engaged in intra-mural and extra-mural activities.

SECTION 1.5. Shared Governance. – i) Shared governance as a principle recognizes that every unit in the education bureaucracy has a particular role, task, and responsibility inherent in the office and for which it is principally accountable for outcomes.

ii) Democratic consultation shall be observed in the decision-making process involving shared goals at appropriate levels. Whenever and wherever appropriate and feasible, the students, as the object and subject of instruction, shall be consulted on matters that affect their welfare and

instructional needs. Operations shall be the responsibility of the operating officer concerned. Feedback mechanisms shall be established to ensure coordination and open communication, among the central office, the regional, division offices and school campuses.

iii) The principle of accountability and transparency shall be operationalized in the performance of functions and responsibilities at all levels.

iv) The communication channels of field offices shall strengthen and facilitate flow of information and expand linkages with other government agencies, local government units (LGUs) and non-government organizations (NGOs) for effective governance.

RULE II. THE SECRETARY

SECTION 2.1. Powers, Duties and Functions. – The Secretary of the Department of Education shall exercise overall authority and supervision over the operations of the Department.

In addition to his/her powers, the Secretary of the Department of Education, hereinafter referred to as the "Secretary", shall have the authority, accountability and responsibility for the following:

- 1) Formulating national educational policies;
- 2) Formulating a national basic education plan;
- 3) Promulgating national educational standards;
- 4) Monitoring and assessing national learning outcomes;