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
Office in Charge
Office of the Schools Division Superintendent

Ends: 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”
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

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.
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
Malacau\nsing

Presidential Directive no. 2017-0008-0037

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 09
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, regardless if these
request merit approval or not; and

2. All Department Directors to process requests, licenses, and permits within
fifteen (15) working days, 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

FERDINAND E. CUNAO
MINISTER
PLANNING AND DEVELOPMENT

MAR. 09 2017

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