



Republic of the Philippines
Department of Education
 Cordillera Administrative Region
SCHOOLS DIVISION OFFICE OF ABRA

OCT 29 2020

Office of the Schools Division Superintendent

DIVISION MEMORANDUM
 NO. 42, SERIES OF 2020

OCTOBER 29, 2020

CONDUCT OF WORKSHOP FOR THE STREAMLINING OF PROCESSES AND SERVICES, AND UPDATING OF SCHOOLS DIVISION OFFICE OF ABRA CITIZEN'S CHARTER

To: **Assistant Schools Division Superintendent
 Chief Education Supervisors, CID and SGOD
 Unit and Section Heads
 Overall Document Controller, Deputy Overall Document Controllers, and Document Controllers
 Selected Public Elementary and Secondary School Heads
 Selected Division Office Personnel
 All Others Concerned**

1. In compliance with the Memorandum DM-PHROD-2020-00364, or the Implementation of EODB-EGSD of ARTA and Updating of DepEd Citizen's Charter in compliance with the PBB requirements for Fiscal Year 2020, and the Republic Act No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", the Schools Division Office of Abra will conduct a workshop as part of its continuous efforts to improve its service delivery and support of the implementation of the said law.
2. The workshop aims to realize the following objectives:
 - a. Updating of Citizen's Charter;
 - b. Streamlining of processes by reducing the number of signatures to not more than three (3), documentary requirements, simplification of application forms, and turnaround time and completion of transactions within the maximum period of 3, 7, and 20 days based on RA 11032;
 - c. Creating flow process charts.
3. The participants to the workshop are as follows:
 - a. CID - 9 selected personnel;
 - b. OSDS - 18 selected personnel;
 - c. SGOD - 16 selected personnel
 - d. 4 selected School Heads; and
 - e. 3 selected personnel to help with the facilitation of the workshop.

The aforementioned includes the Deputy Overall Document Controllers and Overall Document Controller.

4. The participants are required to bring their laptops, Procedure Manuals, and other documents.



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5. After the workshop, the participants are expected to submit the following:
 - a. Annex A of Memorandum DM-PHROD-2020-00364;
 - b. Annex B of Memorandum DM-PHROD-2020-00364; and
 - c. Flow process charts and such other documents mentioned in Memorandum DM-PHROD-2020-00364.
6. Participants are expected to be present on October 30, 2020, 8:30 AM to 5:00 PM at the 3rd Floor Conference Hall of the Division Office.
7. Snacks, both for morning and afternoon, and meal for lunch shall be provided, which shall be charged from the local funds. Expenses incurred in this workshop are subject to the usual accounting and auditing rules and regulations.
8. Full cooperation of all concerned is desired to ensure the success of our undertakings.
9. Immediate dissemination of this memorandum is directed.


GLORIA B. BUYA-AO
Schools Division Superintendent

OSDS/LSU JMT



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