

Republika ng Pilipinas
(Republic of the Philippines)
KAGAWARAN NG EDUKASYON AT KULTURA
(DEPARTMENT OF EDUCATION AND CULTURE)
Manila

February 23, 1976

DEPARTMENT MEMORANDUM
No. 48, s. 1976

CHART OR OUTLINE OF STANDARD OPERATING PROCEDURES
OF DEO OFFICES AND UNITS

To the:

Bureau Directors
Regional Directors
Chiefs of Services and
Heads of Units

1. Inclosed is Memorandum Circular No. 856 of the Office of the President of the Philippines dated January 16, 1976, reiterating Memorandum Circular No. 315 dated January 30, 1970. These regulations require all government agencies, subdivisions and instrumentalities to make a chart or outline in simplified but comprehensive form of their respective standard operating procedures to be posted or displayed in appropriate conspicuous places in their office premises so that the general public will know how and to whom to present their complaints or problems and thus avoid unnecessary red tape and dispense with the employment, in certain cases, of middlemen. The suggested guidelines in the preparation and display of charts or outlines are inclosed.
2. Compliance therewith by all concerned is enjoined. Two copies of the chart or outline of the standard operating procedures should be submitted to this Office not later than March 15, 1976.
3. Preferential attention to this matter is desired.

(SGD.) JUAN L. MANUEL
Secretary of Education and Culture

Incls.:

As stated

Allotment: 1--(O.O. 1-76)

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

PLANS

OFFICIALS

RULES and REGULATIONS

(Inclosure No. 1 to Department Memorandum No. 48, s. 1976)

TANGGAPAN NG PANGULO NG PILIPINAS
(OFFICE OF THE PRESIDENT OF THE PHILIPPINES)

MEMORANDUM CIRCULAR NO. 886

ENJOINING ALL OFFICES, AGENCIES AND INSTRUMENTALITIES OF
THE GOVERNMENT TO COMPLY STRICTLY WITH THE REQUIRE-
MENTS OF MEMORANDUM CIRCULAR NO. 215 DATED
JANUARY 30, 1970.

Memorandum Circular No. 215 of this Office dated
January 30, 1970, requires all government agencies, sub-
divisions and instrumentalities to make a chart or out-
line of their respective standard operating procedures
for posting or displaying in appropriate conspicuous places
in their office premises, so that the general public will
know how and to whom to present their complaints or
problems, and thus avoid unnecessary red tape and dispense
with the employment in certain cases of "middlemen."

It has come to the attention of this Office that many
government entities and agencies have not up to this time
complied with the provisions of the said Circular. All
concerned are therefore hereby enjoined to do so not later
than February 29, 1976, furnishing the Complaints and
Investigation Office of the Office of the President,
which shall supervise the implementation of this Circular,
with copies of the required Standard Operating Procedures.

(SGD.) JACOBO C. CLAVE
Presidential Executive Assistant

Manila, January 16, 1976

10 -

CERTIFIED COPY:
(SGD.) MELQUIADES T. DE LA CRUZ
Presidential Staff Director
Records Officer

A Certified True Copy:
(SGD.) URBANO S. GARCIA 2/12/76
Acting Administrative Officer

C I C

/lfr

(Inclosure No. 2 to Department Memorandum No. 48, s. 1976)

TANGGAPAN NG PANGULO NG PILIPINAS
(OFFICE OF THE PRESIDENT OF THE PHILIPPINES)

MEMORANDUM CIRCULAR NO. 315

REQUIRING ALL GOVERNMENT AGENCIES, SUBDIVISIONS AND INSTRUMENTALITIES TO MAKE A CHART OR OUTLINE OF THEIR RESPECTIVE STANDARD OPERATING PROCEDURES FOR DISSEMINATION TO THEIR CLIENTELE AND INFORMATION OF THE GENERAL PUBLIC.

WHEREAS, the standard operating procedures observed by various government offices and entities in any matter of official business are mostly unknown to or not fully understood by the general public.

WHEREAS, such lack of adequate information has caused the public to engage the services of third parties (fixers) in transacting official business with government offices, agencies and instrumentalities, thereby creating a situation conducive to the perpetration of corrupt practices against which this administration is pursuing a determined campaign;

WHEREAS, it is believed that the publication of the aforesaid standard operating procedures would preclude the need of the public for outside assistance provided by "fixers" in dealing with the government and consequently eliminate source of graft and corruption;

It is, therefore, hereby directed that all government agencies, subdivisions and offices, including government-owned and/or controlled corporations, prepare a chart or outline, in simplified but comprehensive form, of their respective standard operating procedures for posting or display in appropriate conspicuous places in their office premises within three (3) months from the receipt of this circular.

Copies of said standard operating procedures shall be furnished the Presidential Agency on Reforms and Government Operations (PARGO) and the Management Service of the Budget Commission. The latter shall review and evaluate the SOPs submitted and recommend modifications and improvement.

The PARCO shall supervise the implementation of this Circular.

Done in the City of Manila, this 30th day of January, in the year of Our Lord, Nineteen Hundred and Seventy.

(SGD.) ERNESTO M. MACEDA
Executive Secretary

pai/PARGO
Feb. 6, 1976
LFF/CIC
2-11-76

A certified true copy:

(SGD.) ORBANO L. GARCIA 2/12/76
Acting Administrative Officer
C I C

(Inclosure No. 3 to Department Memorandum No. 48, s. 1976)

SUGGESTED GUIDELINES IN THE PREPARATION AND DISPLAY OF
CHARTS OR OUTLINES OF OFFICE SOPs

=====

1. Post in a conspicuous place immediately visible to persons who have official transaction with the office.
2. Additionally, provide Tagalog or local dialect versions for those who do not understand English.
3. Letters should be large enough to be readable at a distance of two (2) meters by persons with normal eyesight.
4. Language simple enough to be understood by persons with average educational attainment.
5. Comprehensive enough that persons reading the chart will know the following:
 - A. Whom (person/s) to approach in connection with his/her official transaction.
 - B. Steps to be followed in transacting official business.