

Republika ng Pilipinas
(Republic of the Philippines)
KAGAWARAN NG EDUKASYON, KULTURA AT ISPORTS
(DEPARTMENT OF EDUCATION, CULTURE AND SPORTS)
Maynila

June 26, 1989

DECS O R D E R
No. 57, s. 1989

GUIDELINES ON THE HANDLING OF OFFICIAL MATTERS PURSUANT
TO REPUBLIC ACT NO. 6713 AND CSC IMPLEMENTING RULES

To: Undersecretaries
Assistant Secretaries
Bureau Directors/Cultural Agency Directors
Regional Directors
Schools Superintendents
Chiefs of Services and Heads of Units/Centers
Presidents, State Colleges and Universities
Vocational School Superintendents/Administrators

To effectively and efficiently implement the State's policy to promote a high standard of ethics in public service, to restore the faith and confidence of the Filipino people on the government and its officials, and to upgrade the quality of the front line services of DECS, especially in its dealings with its own officials and employees and the general public, these guidelines are issued to govern the performance of the official duties of all concerned.

1. Coverage - All officials and employees, whether appointive, permanent, temporary, contractual or casual, of the Department of Education, Culture and Sports, including those in state colleges and universities, in the career or non-career service, shall be governed by these specific guidelines and the provisions of Republic Act No. 6713, otherwise known as the "Code of Conduct and Ethical Standards for Public Officials and Employees and Its Implementing Rules as issued by the Civil Service Commission.
2. Official Courtesy and Service - All DECS officials and employees shall at all times extend efficient, courteous and swift service to everyone, without distinction and discrimination, and do away with "red tape" in the processing and handling of official papers.
3. Guidelines on the Handling of Official Matters - The following guidelines shall be observed in the handling of official matters and of requests/petitions from the general public.

Action on Official Matters

1. Matters within DECS jurisdiction:

- a. All requests or petitions, oral or written, must be disposed of promptly and expeditiously, when the referral is within the DECS jurisdiction or competence, both in the central and regional offices.
- b. Action needed in routine matters: write a note or letter of acknowledgement specifying the date when the matter will be disposed/acted upon and the name of the official/employee in charge;
- c. Action needed in non-routine matters: write a note or letter of acknowledgement informing of the action to be taken or when the matter can be acted upon. If additional information, requirements or documents, are needed, the acknowledgement note/letter shall so indicate, stating the period when such additional submissions have to be submitted, and the name of the official or employee in-charge of handling the matter.

When the additional submissions as needed to the satisfaction of the requesting agency are submitted, the official or employee in-charge shall inform the interested party of the action to be taken and when such action or disposition can be expected, barring unforeseen circumstances.

2. Matters outside of DECS jurisdiction:

On matters outside the jurisdiction of the DECS, central or regional: refer the matter to the proper department or agency and simultaneously acknowledge the request/petition advising the interested party of the action taken, attaching a copy of the referral letter.

B. Period for Action:

1. No prescribed period for action:

Within fifteen (15) days to be counted from date of receipt of the oral or written request or petition;

2. With prescribed period for action:

Within the period prescribed by law or rules for an action or decision to be taken.

C. Handling of Official Papers and Documents:

1. All official papers and documents must be processed and completed within a reasonable time from preparation thereof.

2. Reasonable time shall be determined by the following rules:

a. when the law or rule prescribes a period within which a decision is to be rendered or an action taken.

b. in accordance with the rules issued by the Department taking into account the following factors:

(1) nature of the simplicity or complexity of the subject matter being processed;

(2) completeness of the submissions, evidentiary or documentary, necessary for making a decision;

(3) lack of resources (manpower or financial) caused by circumstances beyond the control of the affected DECS office or agency;

(4) legal constraints such as restraining orders and injunctions, issued by judicial or administrative authorities;

(5) the fault or failure or negligence of the interested party which renders decision or action not possible or premature; and

(6) fortuitous events or force majeure.

D. Signing Protocol:

1. Except when required by law or regulation, and as may be expedient any written action or decision must have no more than three (3) initials or signature.
2. In the absence of the authorized signatory, the next-in-rank official or officer-in-charge shall sign for and in behalf of the authorized signatory, except in cases of delegated authority which cannot be sub-delegated.
3. As indicated in existing DECS issuances or amendments thereof, and as may be issued later as regards signing protocol in the absence of the regular signatory.

4. Accomplishment and Status Report: Every section, division, unit, and office shall maintain a logbook to record all requests/petitions from any interested party, referrals from other departments, the actions taken, the referrals made and the status of pending matters, which entries shall be summarized at the end of the month into a consolidated report of the division, bureau, center or regional office. The consolidated report shall be forwarded to the Central Office every month for purpose of the annual report of performance and accomplishments, as required by Republic Act No. 6713.

5. Assistance Desks: Every section, division, unit and office are enjoined to establish an assistance desk to attend to requests/petitions, whether in person or in writing, and to provide initial information, requirements, guides on referrals to appropriate unit, and the responsible employee assigned to handle the matter.

6. Effectivity and Compliance: This Order shall be effective upon its approval, and strict compliance thereof is enjoined.

(SGD.) LOURDES R. QUISUMBING
Secretary

Reference:
DECS Order: No. 53, s. 1989

Allotment: 1-2-3---(M.O. 1-87)

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