



Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY FOR OPERATIONS

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



Ministry of Health and Family Welfare
Government of India
New Delhi

Ministry of Health and Family Welfare

REC-57-03000

Subject: [Illegible text]

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