



Republic of the Philippines
DEPARTMENT OF EDUCATION
Negros Island Region

SCHOOLS DIVISION OF NEGROS ORIENTAL
Office of the School Governance and Operations Division
Capitol Area, Dumaguete City

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July 31, 2016


DIVISION MEMORANDUM

No. 445 s. 2016

**IMPLEMENTATION OF SERBISYONG MABILIS/MAAYOS IALAY LAGI SA
EDUKASYON (SMILE) IN ALL SCHOOLS, DISTRICTS, DIVISIONS AND
REGIONAL OFFICES IN DEPED NEGROS ISLAND REGION (NIR)**

TO: Chiefs, CID and SGOD
DEPS/SEPS/EPS/Section Heads
District Supervisors/District In-Charge
Elementary and Secondary School Heads
All Others Concerned

1. Attached is NIR Regional Memorandum No. 163, s. 2016, disseminating the **Implementation of Serbisyong Mabilis/Maayos Ialay Lagi sa Edukasyon (SMILE) In All Schools, Districts, Divisions and Regional Offices in DepEd Negros Island Region (NIR)**.
2. For details, see attached communication.
3. All DepEd personnel in this Division is mandated to fully observe the **SMILE** service through the **"3 3 3 strategy"** as hereto attached.
4. Wide dissemination and strict compliance to this memorandum is desired.


LELANIE T. CABRERA, CESE
Assistant Schools Division Superintendent
Officer In-Charge
08/01/16

2 AUG 2016



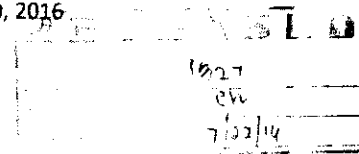
REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF EDUCATION
NEGROS ISLAND REGION



July 20, 2016

REGIONAL MEMORANDUM

No. 16 s. 2016



**IMPLEMENTATION OF SERBISYONG MABILIS/MAAYOS IALAY LAGI SA EDUKASYON
(SMILE) IN ALL SCHOOLS, DISTRICTS, DIVISIONS AND REGIONAL OFFICES
IN DEPED NEGRDS ISLAND REGION (NIR)**

TO : Asst. Regional Director
Regional Office Staff
Schools Division Superintendents
Asst. Schools Division Superintendents
Division Chiefs and Supervisors
Public Schools District Supervisors and Administrative Officers
Elementary and Secondary School Heads

1. Consistent with the provisions of RA 9485 known as Anti-Red Tape Act of 2007, all offices in DepED Negros Island Region (NIR) from the region, divisions, districts and schools shall adopt and implement the **SMILE (Serbisyon Mabilis/Maayos Ialay Lagi sa Edukasyon)** quality of service.
2. To fully observe the **SMILE** service, a "3 3 3 strategy" or 3 minutes, 3 hours and 3 days scheme, is hereby adopted for both on-line and face to face transactions, such that:

3 Minutes	Transactions that need initials and signatures of receiving/validating staff and head of office that are routine in nature like local Travel Order, Certification, payment or issuance of receipt, receiving or accepting documents/reports, and other similar documents that do not need further review and verification. The 3-minute scheme is allocated to every attending personnel per transaction or document for as long as the document will not stay for more than 3 minutes in every person or office except on very valid reason. The Receiving and Releasing section shall also be allocated 3 minutes.
Within 3 Hours	Transactions that need the initial/signature of the head of office or its equivalent office/rank that are also considered routine but need further review and verification by the staff or by the in-charge personnel such issuance of CAV, travel order abroad, Form 137, restructured diploma, certificate of graduation/completion, school/district clearances, research and project proposals, recommendation for appointment, deployment report, assignment order, job order contract, service record, endorsement of application for transfer, and other similar transactions that will only require verification where data are available within the office or in nearby offices.
Within 3 days	Transactions that need signature of the head of office or its equivalent rank/office like processing of vouchers for payment of utilities, salaries/benefits, issuance of checks for MOOE and other transactions that need legal reviews.

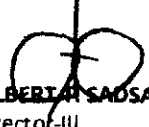
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3. Transactions that need more time for review and validation of documents and other attachments like payment for construction/repair of facilities, procurement of supplies and equipment, administrative complaints, and other similar transactions, the number of days maybe extended to 5 days or more but not more than 15 days provided written notification to the person/owner of the documents/complainants must be done within the first 3 days by stating the reason/s for the extension of action.
4. Every school official or head of section/unit and/or office must designate an alternate official for and on behalf of him/her to sign routine transactions/documents in case the head is out and on official business except in the signing of appointment and other documents that required only the signature of the head of office.
5. All offices shall review and update their respective existing Citizen Charter and shall be posted conspicuously in every office.
6. All heads of offices are required to conduct assessment and review the quality of the delivery of frontline services and to limit the number of signatories per transaction.
7. Transparency Board must also be set up in all schools, districts and division offices including the region by posting all transactions, procurement and funds whether received from Government Agencies or downloaded and/or donated.
8. Lounge for clients must be set up in every Schools Division office in order to provide a client friendly environment with provision of clean restrooms and free flowing coffee/water.
9. Frontline service personnel must always give a heart-warming smile to clients. Client feedback form must also be available in all offices. Feedback form must be designed by the concerned office probably using the different smiley faces.
10. For information and compliance.


GILBERT A. SADSAD, CESO V
Director-III
Officer-in-charge

ORD/gts