



Republic of the Philippines  
**DEPARTMENT OF EDUCATION**  
Region I  
**SCHOOLS DIVISION OFFICE**  
DAGUPAN CITY



Division Office Order No. 1 s. 2020

To : **Assistant Schools Division Superintendent**  
**Chiefs of Functional Divisions (CID & SGOD)**  
**Section Heads & Units**  
**Division Field Staff**  
**All Others Concerned**

From : *Maria Celia Junio Fernandez*  
**MARIA CELIA JUNIO FERNANDEZ EDD, MDM-SEC**  
**Schools Division Superintendent**

Date : **January 9, 2020**

Subject: **Observing Protocol & Facilitating Concerns with SDO Core Officials**

**RELEASED**  
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DATE: 1-10-2020  
BY: [Signature]

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1. For purposes of facilitating the efficiency and effectiveness in the delivery of services to our clientele and stakeholders, the Office of the Schools Division Superintendent (OSDS) reiterates the observance of protocol within and among the functional divisions, sections and units.
2. Strict observance of the Rationalized Organizational Flowchart as aligned to respective ISO Workflow charts is requested to all chiefs, section and unit heads. In no way shall any office act on matters not within the authority vested on their positions and offices.
3. All incoming/outgoing communications, especially those needing actions/approval must pass through the Records Section then to the Office of the Schools Division Superintendent or to the OIC of the SDS in her absence for proper routing to the concerned functional division, section and/or unit.
4. All personnel movement (designations, appointments, reassignments, transfers, detailments) shall be approved by the appointing authority, no other.
5. The Offices of the SDS, ASDS, and the Chiefs are open to particular and pressing concerns that need immediate attention and action.
6. For callers needing an audience with the SDS, the most convenient time to come is on a Monday since the Civil Service Commission (CSC) mandates government officials to be in their posts at the start of the week for the flag-raising ceremony per DepEd Order No. 50, s. 2015 and RA No. 8491, s.1998. The Head of Office has a very tight schedule attending different functions, monitoring schools, visiting and validating projects, meeting and linking with higher offices, government & non-government agencies and various stakeholders and attending to a myriad of other responsibilities to make education work. Thus, a planned visit to the SDO other than on a Monday shall be calendared and collaborated with the Office secretary to avoid waste of time waiting.
7. Follow protocol at all times and in every situation when transacting business in the SDO. If the SDS is not around fulfilling other duties outside the Office, please proceed to the Office of the ASDS. If the ASDS is also on official travel, proceed to the Chief of CID for concerns related to curriculum or to the Chief of SGOD for matters on school governance and operations. For administrative concerns, the Division Administrative Officer shall be contacted. All communications going out of DepEd and project proposals of other agencies shall pass through the Office of the SDS (OSDS).
8. Observing protocol is giving due courtesy and respect. This will facilitate communication and resolution of concerns and issues with propriety and harmony.
9. Please be guided accordingly.