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Republic of the Philippines
Department of Education
Region IV-A
SCHOOLS DIVISION OF QUEZON PROVINCE



16 November 2022

DIVISION MEMORANDUM
DM No. 979, s. 2022

**ETHICAL PRACTICES IN THE IMPLEMENTATION AND DELIVERY OF
FRONTLINE SERVICES IN SDO QUEZON**

To: Assistant Schools Division Superintendents
Division Chiefs
Unit/Section Heads
Public Schools District Supervisors
Elementary and Secondary School Heads
All Others Concerned

1. This Office values the integration of ethical practices in the implementation and delivery of frontline services in SDO Quezon. In this regard, everyone is reminded to observe the following measures:
 - a) **Division Personnel shall strictly comply with the internal policies** relative to processing incoming and outgoing documents and are **discouraged to give favorable acts to their associates**. All incoming and outgoing documents shall go through the Records Section either in Sub-Offices or SDO Pagbilao for proper recording. *This policy may only be limited to Legal matters.*
 - b) **Field personnel**, including PSDSs, School Heads/Principals, Teachers, and non-teaching personnel, **shall refrain from soliciting assistance and endorsements** from the Division Personnel **to have special and favorable support** on their submitted documents.
 - c) **Teachers and Principals shall strictly comply with Item No.5 of Division Memorandum No. 678, s.2022** (*Proper Handling of Documents and Implementation of Cut-Off Time in Receiving Documents in the Sub-Offices*) which states that ***"In the exigency of the service, teachers and principals are advised to coordinate with their respective Liaison Officer and are **HIGHLY DISCOURAGED TO DIRECTLY TRANSMIT** to the Sub-Offices and the Division Office for the submission of their documents, especially during teaching hours.*** However, for practical purposes, Teachers/Principals

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who are on his/her **OFFICIAL LEAVE** and/or on **OFFICIAL BUSINESS** to Sub-Office / SDO / Lucena City and have **NO CLASS that may be interrupted** may facilitate transactions to respective Sub-Office or SDO.

- d) Transactions relative to **PERSONAL MATTERS of teachers and principals SHALL BE LIFTED in the responsibilities of the assigned Liaison Officer.** This includes processing the renewal of IDs, updating personal information, paying personal bills, and other personal errands.
2. For reference and guidance, a copy of the Duties and Responsibilities of the Liaison Officer is attached to this Memorandum.
 3. The guidelines stated herein shall remain in effect, unless replaced, amended, or rescinded.
 4. For the information and guidance of all concerned, immediate dissemination of this Memorandum is hereby desired.

ELIAS A. ALICAYA, JR., EdD
Assistant Schools Division Superintendent
Officer-in-charge
Office of the Schools Division Superintendent *ao*

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DUTIES AND RESPONSIBILITIES

LIAISON OFFICERS AND ALTERNATE LIAISON OFFICERS

- Checks submitted documents as to **completeness and accuracy**.
Completeness of documents based on the:
 - checklist provided by the action unit/section.
 - no. of copies required by the action unit/section.*Accuracy of documents based on the:*
 - instruction given by the action unit/section.
 - name/s of the signatory.
 - template utilized.
- Ensures **attachment of checklist** to applicable documents submitted.
Example: Documents relative to Human Resource Management and Administrative Services
- Ensures utilization of **ear tags** for documents requiring a signature.
- **Encodes duly examined documents** in Quezon's Online Document Tracking System (QODTS).
- **Delivers all official and duly examined documents** to respective sub-office and/or Division Office, Records Section.
- Keeps **updated on the latest information** and issuances of the Division Office thru the Division's Website.
- **Disseminates issuances** to the School Head and school personnel.
- **Provides technical assistance** to the school personnel relative to the preparation of documents to be submitted.
- **Double checks the accuracy of acted documents** and completeness of signature before receiving them from the Records Section.
- Receives outgoing documents/acted documents and **disseminates to the document owners** within 2-working days, except during Fridays, holidays, unwanted events, and other acceptable reasons.