



AUG 03 2009

DepED MEMORANDUM
No. **342**, s. 2009

ADOPTION AND IMPLEMENTATION OF A CITIZEN'S CHARTER
OF THE DEPARTMENT OF EDUCATION IN COMPLIANCE
WITH REPUBLIC ACT NO. 9485 (ANTI-RED TAPE ACT OF 2007)
AND ITS IMPLEMENTING RULES AND REGULATIONS

To: Undersecretaries
Assistant Secretaries
Bureau Directors
Directors of Services, Centers and Heads of Units
Regional Directors
Schools Division/City Superintendents
Head, Public Elementary and Secondary Schools

1. Republic Act No. 9485, entitled "An Act to Improve Efficiency in the Delivery of Government Services to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor" otherwise known as the "Anti-Red Tape Act 2007", reads, among other things, that:

"Section 6. Citizen's Charter – All government agencies including departments, bureaus, offices, instrumentalities, or government-owned and/or controlled corporations, or local government or district units shall set up their respective service standards to be known as the Citizen's Charter in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous places, and in the form of published materials written either in English, Filipino, or in the local dialect, that detail:

- a. the procedure to obtain a particular service;
- b. the person/s responsible for each step;
- c. the maximum time to conclude the process;
- d. The document/s to be presented by the customer, if necessary;
- e. The amount of fees, if necessary; and
- f. The procedure for filing complaints."

2. Moreover, the Implementing Rules and Regulations (IRR) of Republic Act No. 9485 provides, among other things, that:

"RULE III. Re-Engineering of Systems and Procedures

Section 1. Within one (1) year from effectivity of the Rules, each office or agency shall:

- a. Determine which processes or transactions constitute frontline service;

- b. Undertake reengineering of transaction systems and procedures, including time and motion studies, if necessary; and after compliance thereof;
- c. Set up their respective service standards to be known as the Citizen's Charter.

Section 2. The reengineering process shall include a review for the purposes of streamlining of the following:

- a. Steps in providing the service;
- b. Forms used;
- c. Requirements;
- d. Processing time; and
- e. Fees and charges.

There shall be a review of the location of the offices providing frontline services and directional signs to facilitate transactions.

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“RULE IV. CITIZEN’S CHARTER

Section 1. The Citizen’s Charter shall include the following information:

- a. Vision and mission of the government office or agency;
- b. Identification of the frontline services offered, and the clientele;
- c. The step-by-step procedure to obtain a particular service;
- d. The officer or employee responsible for each step;
- e. The maximum time to conclude the process;
- f. Document/s to be presented by the client, with a clear indication of the relevancy of said document/s;
- g. The amount of fees, if necessary;
- h. The procedure for filing complaints in relation to requests and applications, including the names and contact details of the officials/channels to approach for redress;
- i. Allowable period of extension due to unusual circumstances; i.e. unforeseen events beyond the control of concerned government office or agency; and
- j. Feedback mechanisms, contact numbers to call and/or persons to approach for recommendations, inquiries, suggestions, as well as complaints.

Section 2. The Citizen’s Charter shall be in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous places, and in the form of published materials written either in English, Filipino, or in the local dialect.

Section 3. The head of office or agency shall constitute a task force to prepare a Citizen's Charter pursuant to the provisions of the Act and these Rules, taking into consideration the stakeholders, users and beneficiaries of the frontline services, and shall conduct consultative formulation and refinement of the provisions of the Charter. The participation of non-government organizations and other concerned groups shall be encouraged. The head of office or agency shall formally issue and release the Charter and shall monitor and periodically review the implementation. Offices and agencies with existing service standards shall evaluate these standards to ensure compliance with the provisions of this Rule.

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3. Pursuant to the foregoing provisions of Republic Act No. 9485 and its IRR, all concerned are hereby informed of the adoption by this Department of the Citizen's Charter of the Department of Education (copy of which can be downloaded in the DepED website: www.deped.gov.ph). Moreover, all concerned are hereby directed to cause the proper dissemination of, in accordance with said IRR, and to implement said Citizen's Charter.

4. Further, those with existing Citizen's Charter are hereby directed to continue implementing the same, until further notice, and to immediately submit a copy of said Citizen's Charter for review by the Office of the Secretary.

5. All existing DepED Memoranda, Orders and other administrative issuances of similar nature which are inconsistent with this Order are hereby deemed repealed and superseded accordingly.

6. Immediate and wide dissemination of and compliance with this Order is directed.


FRANKLIN C. SUNGA
Undersecretary

Reference:

DepED Memorandum: No. 307, s. 2009

Allotment: 1—(D.O. 50-97)

To be indicated in the Perpetual Index
under the following subjects:

BUREAUS & OFFICES
EMPLOYEES

LEGISLATIONS
RULES & REGULATIONS

Sally: citizens charter in compliance with R.A. No. 9485
July 28, 2009

Department of Education



Citizen's Charter

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VISION

A Department of Education that advocates and practices service to the people with utmost responsibility, integrity, loyalty and efficiency.

MISSION

The Department of Education shall:

- At all times be accountable to the people
- Reduce bureaucratic red tape and processing time by rendering fast, efficient, convenient and reliable services to the public.

Performance Pledge

(Adopted from Performance Pledge provided in CSC Citizen's Charter)

We, the officials and employees of the Department of Education, pledge to:

Serve you promptly, efficiently, and with utmost courtesy;

Ensure strict compliance with service standards;

Respond to your complaint about services as soon as possible;

Value every citizen's comments, suggestions, and needs;

Empower the public through 24/7 access to information on our policies, programs, activities and services;

All these we pledge
Because YOU deserve no less.

Feedback and Redress Mechanism

(Based on CSC Citizen's Charter Feedback and Redress Mechanism)

Please let us know how we have served you by doing any of the following:

- Send your feedback through e-mail (action@deped.gov.ph) or text us at 0919-4560027
- Talk to our Officer of the Day

If you are not satisfied with our service, your written / verbal complaints shall immediately be attended to by the Officer of the Day at the Public Assistance and Complaints Desk.

THANK YOU for helping us continuously improve our services.

CENTRAL OFFICE

Frontline Services

- ✎ **Issuance of Certificate of Employment, Certificate of Appearance, Certificate of Appointment & Other Certificates -- Personnel**
- ✎ **Update of Employee Records (Form 212, SR and BIR Form)**
- ✎ **Issuance of Clearance - Retirement/Resignation/Vacation And Sick Leave/Travel Abroad**
- ✎ **Application for Loans/Leave/Claims**
- ✎ **Application for Provident Fund Loan**
- ✎ **Application for Philippine Validating Test**
- ✎ **Application for Philippine Educational Placement Test**
- ✎ **Issuance of Certified True Copy/Photocopy Personnel Files and other Miscellaneous Files**
- ✎ **Issuance of Requested Files**
- ✎ **Application for Tax Exemption**
- ✎ **Application for Correction of Name**
- ✎ **Filing of Complaints/Appeals/Motions for Reconsideration**

ISSUANCE OF EMPLOYEE CERTIFICATION & OTHER CERTIFICATIONS – PERSONNEL DIVISION

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. NO noon break

Who May Avail of the Service?

Officers/Employees of DepEd Central Office, Regional Directors, Assistant Regional Directors, Superintendents and Assistant Superintendents

What are the Requirements?

Accomplished Request Slip

Duration: within 60 minutes

How to avail of the Service?

Step	Applicant/client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Fill up Request Slip and submit the duly filled up form	Receive the duly filled up Request Slip	within 10 minutes	Admin. Asst. 2/ authorized employee		Request slip
2	Wait while the requested certification is being processed	Forward the Request Slip to the assigned employee	within 5 minutes	Admin. Asst. 2/ authorized employee		
3		Check the record of the	within 30 minutes	Admin. Officer		

		requesting party & prepare the certification		4/authorized employee		
4		Receive the certification for signature/actual signing	within 5 minutes	Admin. Officer 5/ authorized employee		Certification
5		Forward signed certification for releasing to authorized employee	within 5 minutes	Admin. Officer 4/authorized employee		
6	Get the Certification	Release of the signed certification	within 5 minutes	Admin. Asst. 2/ authorized employee		
			END OF TRANSACTION			

UPDATE OF EMPLOYEE RECORDS (Form 212, SR and BIR Form) – PERSONNEL DIVISION

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. NO noon break

Who May Avail of the Service?

Officers/Employees of DepEd Central Office, Regional Directors, Assistant Regional Directors, Superintendents and Assistant Superintendents

What are the Requirements?

Accomplished CS Form 100 for Examinations Taken
Accomplished BIR Form No. 1902 & 2305 for Applications of TIN & Updates of BIR Exemptions respectively

(with supporting documents, i.e. Marriage Contract, Birth certificate of child)

Duration: within 60 minutes

How to avail of the Service?

Step	Applicant/client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge (Personnel Division)	Fees	Form
1	Accomplish CS Form 100 (BIR Form 1902/2305) and submit the duly filed up forms	Receive the duly filled up CS Form 100, BIR 1902/2305	within 10 minutes	Admin. Asst.2 / authorized employee		CS Form 100/ BIR Form 1902/2305
2		Forward the CS Form 100 to the assigned employee	within 5 minutes	Admin. Asst.2 / authorized employee		
3		Check the form and update employee file/records	within 40 minutes	Admin. Officer 4/ authorized employee		
4		Release the form for filing to concerned agency	within 5 minutes	Admin. Officer 2 / authorized employee		
			END OF TRANSACTION			

ISSUANCE OF CLEARANCE - RETIREMENT/RESIGNATION - PERSONNEL DIVISION

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. NO noon break

Who May Avail of the Service?

Officers/Employees of DepEd Central Office, Regional Directors, Assistant Regional Directors, Superintendents and Assistant Superintendents.

What are the Requirements?

Accomplished Request Slip

Duration: within 10 days

How to avail of the Service?

Step	Applicant/client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Accomplish Request Slip	Receive the duly filled up Request Slip	within 10 minutes	Admin. Asst.2 / authorized employee		Request Slip
2		Forward the Request Slip to the assigned employee	within 5 minutes	Admin. Asst.2 / authorized employee		
3		Check the record of the employee and prepare the clearance	within 1 day	Admin. Officer 4 /authorized employee		Clearance Form
4		Forward the clearance	within 8 days	Chief of the		Clearance Form

		for signature of the officers concerned/actual signing		concerned Division		
5	Receive the Clearance	Release the clearance	within 5 minutes	Admin. Asst. 2/authorized employee		Clearance Form
			END OF TRANSACTION			

APPLICATION FOR LOANS/LEAVE/CLAIMS – PERSONNEL DIVISION

Loans (Provident Fund, Manila Teachers, PPSTA, Pag-ibig, Final approval of GSIS Loan)

Leave (Vacation Leave, Forced Leave, Sick Leave, Study Leave, Special Privilege Leave, Paternity Leave, Maternity Leave)

Claims (Retirement Gratuity, Step Increment, Loyalty, Monetization, Terminal Leave Pay, Maternity Leave)

Schedule of Availability of Service:

Monday – Friday

8:00 a.m. – 5:00 p.m. No noon break

Who May Avail of the Service?

Loans – Officers/employees of DepEd Central Office only

Leave, Claims and Retirement – Officers/employees of DepEd Central Office

Regional Directors and Assistant Regional Directors

Superintendents and Assistant Superintendents

What are the Requirements?

Accomplished Application Form

Duration: within 5 days

How to avail of the Service?

Step	Applicant/client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Accomplish the Application Form	Receive the duly filled up Application Form	within 10 minutes	Admin. Asst.2 / authorized employee		Application Form
2		Forward the Application Form to the assigned employee	within 5 minutes	Admin. Asst.2 / authorized employee		
3		Check the records of the employee	within 2 days	Admin. Officer 4/authorized employee		
4		Forward the Application form for signature of the officer/actual signing	within 2 days	Chief of Divisions		
5		File the Application Form	within 5 minutes	Admin. Asst. 2 / authorized employee		
		END OF TRANSACTION				

APPLICATION FOR PROVIDENT FUND LOAN – EMPLOYEES WELFARE and BENEFITS
DIVISION

Schedule of Availability of Service:

Monday – Friday
 8:00 a.m. – 5:00 p.m. NO noon break

Who May Avail of the Service?

Officers/Employees of DepEd Central Office

What are the Requirements?

Accomplished Application Form
 Copy of Payslip
 Letter stating the purpose of loan

Duration: within 5 days

How to avail of the Service:

Step	Applicant/client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Accomplish the Application Form	Receive the duly filled up Application Form	within 10 minutes	Receiving clerk (EWBD)/ Authorized employee		Application Form
2		Forward the Application Form to the	within 3 days	Processing Clerk (Personnel Div.)/		

		Personnel/Legal/Finance: actual signing therein		authorized employee		
3		Prepare the Payroll (subject to availability of funds)	within 1 day	Processing clerk/authorized employee		
4	Receive the proceeds of the loan	Release the proceeds of the loan (subject to availability of funds)	within half of the day	Authorized employee		
			END OF TRANSACTION			

APPLICATION FOR PHILIPPINE VALIDATING TEST - NATIONAL EDUCATION TESTING & RESEARCH CENTER (NETRC)

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. –NO noon break

Who May Avail of the Service?

- Students who studied in schools operating without permit
- School dropouts
- Those who studied under an educational system which is different to that of the Philippines, whether local or foreign
- Other special cases deemed meritorious e.g. Children of foreign diplomatic officials and missionaries assigned in the Philippines, whose grade/year placement is not covered by existing DepEd regulations.

What are the Requirements?

- Written request to the Office of the Regional Director
- Request/Endorsement of the Principal of the previous school to the school where the student intends to enroll/transfer
- School Records
- Medical Certificate (if the failure of the student to study was due to illness)
- Endorsement of the Regional Director

Duration: within 5 days

How to avail of the Service?

Step	Applicant/client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	File a written request to the Office of the Regional Director concerned stating the nature of the case, enclosing the requirements	Receive the written request with the requirements	within 10 minutes	Receiving clerk/ authorized employee at the Regional Office		
2		Forward the written request to the Regional Director	Within 5 minutes	Receiving Clerk/ authorized employee at the Regional Office		
3		Prepare the Endorsement to the Central Office: signed endorsement by the Regional Director	Within 4 days	Regional Director		
4	Receive the Endorsement	Release the Endorsement	Within 5 minutes	Receiving Clerk/ authorized employee		

5	Present the Endorsement	Receive the endorsement at NETRC and inform client to pay to the cashier	Within 5 minutes	Receiving Clerk/ authorized employee		
6	Pay to the Cash Division at the Central Office	Process payment and issue OR	Within 10 minutes	Cashier	P100	
7	Present receipt at the NETRC and wait for the exam	Verify OR and forward to the employee administering the exam	Within 5 minutes	Receiving Clerk/ authorized employee		
8	Take the Exam	Administer the exam	Within 3 to 4 hours	Proctor		
9	Wait for the result of the exam	Check the test paper	Within 2 hours	Proctor		
10	Receive the result of the exam	Release the result of the exam	Within 5 minutes	Receiving Clerk/ authorized employee		
		END OF TRANSACTION				

APPLICATION FOR PHILIPPINE EDUCATIONAL PLACEMENT TEST - NATIONAL EDUCATION TESTING & RESEARCH CENTER (NETRC)

Schedule of Availability of Service:

1. Local Regular Examination
 - Registration: September and October
 - Examination: 3rd Sunday of November for Luzon
Last Sunday of November for Visayas and Mindanao
 - Place: Designated Testing Centers Nationwide
2. Walk-In Examination
 - Registration: 8:00 a.m. – 5:00 p.m.

Monday – Friday

Examination: Per Schedule

Place: NETRC, 2nd Flr., Mabini Bldg., Pasig City

3. Foreign Special Examination

As requested by the Consular Offices concerned

Who May Avail of the Service?

- Drop-outs from the Elementary and the Secondary Schools for at least one (1) year
- Have never attended a formal school
- Are presently employed and need to upgrade their academic level

What are the Requirements?

- Birth Certificate
- Latest Card or Form 137 (original and photocopy)
- Registration Fee-Regular – Php 50; Special and walk-in Php 200; foreign US\$100
- An individual is qualified to take the PEPT if he/she completed the grade/year as shown below:

Grade/Year completed	Age at the time of registration
No formal schooling	at least 7 years old
Grade 1	8 yrs. Old
Grade 2	9 yrs. Old
Grade 3	10 yrs. Old
Grade 4	11 yrs. Old
Grade 5	12 yrs. Old
Grade 6	13 yrs. Old
First Year	14 yrs. Old
Second Year	15 yrs. Old
Third Year	16 yrs. Old

Duration: depending on the exam

How to avail of the Service?

Step	Applicant/client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Register in the nearest Division Office and submit the requirements	Register the applicant and inform client to pay the fee	Within 10 minutes	Receiving clerks/ authorized employee		
2	Pay to the Cashier at the Division Office	Process payment and issue OR	Within 5 minutes	Cashier	P50- 200	
3	Present receipt and wait for the exam at the designated testing center	Verify OR and forward to the employee administering the exam	Within 5 minutes	Receiving clerks/ authorized employee		
4	Take the exam on the scheduled date and place	Administer the exam	Within 3 to 4 hrs.	Proctor		
5		Check the test paper	Within 2 hours	Proctor		
6	Receive the result of the exam	Release the result of the exam	Within 4 months	Receiving clerks/ authorized employee		

**ISSUANCE OF CERTIFIED TRUE COPY/PHOTOCOPY PERSONAL FILES and
OTHER MISCELLANEOUS FILES – RECORDS DIVISION**

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. NO noon break

Who May Avail of the Service?

Officers/Employees of DepEd Central Office, Superintendents and other authorized individuals/officers.

What are the Requirements?

Accomplished Request Slip

Identification Card

Authorization or Special Power of Attorney – if the one requesting is another person

Duration: within 2 days

How to avail of the Service?

Step	Applicant/client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Accomplish Request slip and submit the duly filled up form	Receive the duly filled up Request Slip	Within 10 minutes	Receiving Clerk / authorized employee		Request Slip
2		Forward the Request Slip to the Records Officer	Within 5 minutes	Receiving Clerk / authorized employee		
3		Classify/Prepare the request documents be it for photocopy or certified true copy	Within 1 day	Records Officer		
4		Approve, review and affix initials to each actionable document	Within 45 minutes	Chief Admin. Officer		
5		Stamp release to each document: assigns numbers to the original	Within 10 minutes	Releasing Clerk/authorized employee		

		copy, copy to be furnished and to the file copy				
6	Pick up the requested document	Release the requested document	Within 10 minutes	Releasing Clerk/authorized employee		
			END OF TRANSACTION			

ISSUANCE OF REQUESTED FILES – RECORDS DIVISION

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. NO noon break

Who May Avail of the Service?

Officers/Employees of DepEd Central Office, Superintendents and other authorized individuals/officers.

What are the Requirements?

Accomplished Request Slip
Identification Card
Authorization or Special Power of Attorney – if the one requesting is another person

Duration: within 2 days

How to avail of the Service:

Step	Applicant/client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Accomplish Request slip and submit the duly filled up form	Receive the duly filled up Request slip	Within 10 minutes	Receiving Clerk / authorized employee		Request slip or
2		Forward the Request Slip to the Records Officer/authorized employee	Within 5 minutes	Receiving Clerk / authorized employee		
3		Search for the record: retrieve the file	Within 1 day	Records Officer/authorized employee		
4		Approve, review and affix initials to the requested document	Within 45 minutes	Chief Adm. Officer		
5		Forward to Releasing Clerk	Within 10 minutes	Releasing Clerk/authorized employee		
6	Pick up the requested document	Release the document	Within 10 minutes	Releasing Clerk/authorized employee		
			END OF TRANSACTION			

APPLICATION FOR TAX EXEMPTION – LEGAL DIVISION

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. NO noon break

Who May Avail of the Service?

Non-stock, non-profit Educational Institutions

What are the Requirements?

1. Letter-application for tax exemption by a duly authorized representative of the institution
2. Supporting documents:
 - a. Bill of Lading/Air Waybill, Invoice or Importation documents such as placement orders;
 - b. Deed of Undertaking duly notarized which must state categorically that the imported articles shall be used actually, directly and exclusively for educational purposes and shall not be resold, or transferred for a material consideration;
 - c. Certificate of DepED/CHED Permit / Recognition of School
 - d. Certified True Copy of Articles of Incorporation and By-Laws
 - e. If a University or College, Commission on Higher Education (CHED) Certification/Endorsement regarding the importation/requesting school
 - f. In case of Donations – Deed of Donation and the corresponding Deed of Acceptance

Duration: within 5 days

How to avail of the Service?

Step	Applicant/client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit all the requirements for tax exemption	Receive the requirements submitted by the applicant school	Within 10 minutes	Receiving Clerk/authorized employee		
2	Wait while the request/application for tax exemption is being processed	Forward the request/application to the designated employee	Within 5 minutes	Legal Asst. 2 /authorized employee		
3		Check if the requirements submitted are complete, If complete: >prepare an endorsement to the Undersecretary for Legal Affairs If not complete: >return the documents to the applicant school and require them to complete the requirements	Within 20 minutes			
4		Affix initials on the endorsement	Within 1 day	Chief of the Legal Division		
5		Forward the endorsement to the Office of the Undersecretary for Legal Affairs for signature; Actual signing	Within 2 days			
6		Forward to Records Division for releasing	Within 1 day	Computer Operator III /authorized employee		
7	Get photocopy of the indorsement for tax	Release the signed endorsement	Within 1 day			

	exemption					
		END OF TRANSACTION				

APPLICATION FOR CORRECTION OF NAME – LEGAL DIVISION

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. NO noon break

Who May Avail of the Service?

Private individuals who studied in the Elementary and Secondary Schools

What are the Requirements?

1. Original Birth Certificate issued by the National Statistics Office (NSO) or if there is no Certificate of Live Birth, proof of loss or non-availability thereof duly attested by the Local Civil Registrar concerned and/or the Civil Registrar General must be submitted together with the Baptismal Certificate of the student.
2. Joint Affidavit of two (2) disinterested persons attesting to the fact/among others, that the assumed name(s) and the legal name of the student refer to one and the same person.
3. Affidavit of the student if of legal age, or that of the parents or guardian, if still a minor, explaining the circumstances that led to use of the assumed/erroneous name or alias, attesting the same fact as called for in No.2 hereof.
4. Letter-request for correction of name addressed to the Secretary of Education specifying the schools attended/graduated from Elementary to Secondary, as the case maybe, and the name(s) used.
5. School records bearing the erroneous name: e.g. Diploma, Transcript of Record or Registration Card (any one of these school records will suffice except that when there are several name(s) appearing in the school records, each school record bearing different names must be submitted for purposes of verification and identification of the student requesting for correction of his/her name).

Duration: within 5 days

How to avail of the Service?

Step	Applicant/client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit the letter-application and the requirements needed for correction of names	Receive the letter-application and the requirements submitted by the applicant	Within 10 minutes	Receiving Clerk/authorized employee		
2		Forward the letter-application and the attached documents to the designated employee	Within 5 minutes	Legal Asst. 2/ authorized employee		
3		If requirements are complete: Prepare Resolution	Within 30 minutes	Legal Asst. 2/ authorized employee		
4		Affix initials on the draft Resolution	Within 1 day	Chief, Legal Division		
5		Forward to the Office of the Undersecretary for Legal Affairs for signature of Resolution/actual signing	Within 2 days			
6		Forward to Records Division for releasing	Within 1 day	Computer Operator III / authorized employee		
7	Get photocopy of the signed	Release the signed	Within 1 day	Releasing Clerk/		

	Resolution	Resolution to the concerned school		authorized employee		
			END OF TRANSACTION			

FILING OF COMPLAINTS/APPEALS/MOTIONS FOR RECONSIDERATION – LEGAL DIVISION

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. NO noon break

Who May Avail of the Service?

Any person may file an administrative complaint against any officer or employee of the Department of Education

What are the Requirements?

Filing of Complaints

1. Full name and address of the complainant
2. Full name and address of the person complained of, as well as his position and office in the Department of Education
3. A narration of the relevant and material facts which shows the acts or omissions as allegedly committed by the person
4. Certified true copies of documentary evidence and affidavits of his witnesses, if any
5. Certification of Non-Forum Shopping
6. Complaint shall be under oath

Filing of Appeals

1. Notice of Appeal
2. Appeal Memorandum (3 copies)
3. Proof of payment of the appeal fee

Filing of Motions for Reconsideration

1. Motion for Reconsideration

Duration:

Filing of Complaints – 10 minutes

Filing of Appeals – 10 minutes

Filing of Motions for Reconsideration – 10 minutes

How to avail of the Service:

Filing of Cases

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	File the complaint along with the requirements either at the Office of the Secretary or Records Division	Receive the complaint and other documents, if any	Within 10 minutes	Receiving Clerk/ authorized employee		
2	Receive copy of the complaint filed	Issue the copy of the complaint filed to the client	Within 10 minutes	Receiving Clerk/ authorized employee		
3		Forward the complaint to the Office of the Undersecretary for Legal Affairs	Within 1 day	Authorized employee		
4		Endorse to Legal Division to prepare draft of the actionable document	Within 2 days	Authorized employee		
5		Return to the Office of the	Within 3 days			

		Undersecretary for Legal Affairs for signing of endorsement/actual signing				
6		Forward to Records Division for releasing	Within 1 day	Computer Operator III/ authorized employee		
7		Release to the Office concerned	Within 1 day	Releasing Clerk/ authorized employee		

Filing of Appeals

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	File the appeal along with the requirements either at the Office of the Secretary or Records Division	Receive the notice of appeal/appeal memorandum and other documents, if any, and require the client to pay the filing fee	Within 10 minutes	Receiving Clerk/ authorized employee		
2	Pay to the cashier	Process payment and issue Official Receipt (O.R.) and Notice of Payment	Within 10 minutes	Cashier	P300 .00	
3	Return to the receiving office. Present Proof of Payment and O.R.	Receive Proof of Payment and the appeal	Within 5 minutes	Receiving Clerk/ authorized employee		
4	Receive a copy of the appeal filed	Issue copy of the appeal filed to the client	Within 5 minutes	Receiving Clerk/ authorized		

				employee		
5		Forward the Appeal filed to the Office of the Undersecretary	Within 1 day	Authorized employee		
6		Endorse to Legal Division for appropriate action	Within 3 days	Authorized employee		

Filing of Motions for Reconsideration

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	File the motion for reconsideration at Office of the Secretary	Receive the motion for reconsideration and issue the receiving copy to the client	Within 10 minutes	Receiving Clerk/ authorized employee	none	
2		Forward the Appeal filed to the Office of the Undersecretary	Within 1 day	Authorized employee		
3		Endorse to Legal Division for appropriate action	Within 3 days	Authorized employee		

DEPED REGIONAL OFFICE

Frontline Services

- ✎ Application For Permit And Recognition of Private Schools
- ✎ Application for Certification, Authentication and Verification (CAV)
- ✎ Application for Service Records/Certification of Employment
- ✎ Application for Claims for Vacation/Sick/Maternity Leave/ Paternity Leave/Authority to Travel Abroad
- ✎ Application for Claims for Terminal Leave
- ✎ Application for Retirement under RA 8291, PD 1146, RA 660 (Pension Plan) and RA 1616
- ✎ Filing of Complaints/Appeals/Motions for Reconsideration

APPLICATION FOR PERMIT AND RECOGNITION OF PRIVATE SCHOOLS

Schedule of Availability of Service:

Deadline of submission of applications for government permit and recognition is on or before September 30, 2009.

Who may avail of the Service?

Private Schools

What are the requirements?

1. Sets of documents submitted (preferably 3 sets)
 - ___ Original
 - ___ Xerox copy (ies)
2. Indorsement from the Schools Division Superintendent as proof that the documents have passed the Division Office
 - ___ Date when application was received
 - ___ Date when application was acted upon
3. Inspection Report prepared by the Division Supervisor-in-Charge of Private Schools
 - ___ Date of school inspection
 - ___ Who inspected the school
 - ___ Findings
 - ___ Recommendations
4. Xerox copy of Government Permit issued for the previous year
 - ___ Date approved
 - ___ Government Permit No./s
5. Application and Inspection Fee (Php 2,000.00) paid every year
 - ___ Date of payment
 - ___ O.R. No.
6. School Bond (Php 1,000.00) paid during the initial operation of the school
 - ___ Date of payment

- ___ O.R. No.
7. Letter of Request/Board Resolution stating the purpose of the application, the school year and the course offered
___ Certified of the School Head/Chairman of the Board
 8. Feasibility study, certified true and correct and duly notarized, must including the following:
 - ___ Purpose and objectives of the proposed school or course
 - ___ Existing schools offering the same course within the locality and distance to the applicant school
 - ___ Demand for the establishment of the school (enrolment in existing school, number of students in the locality and facilities, standards & supportive provisions for effective
 - ___ Availability & adequacy of the school sites
 - ___ Documents of ownership
 - ___ Location Plan (in relation to recreational places and other factors that may not be conducive to the learning process and far from noises /unpleasant odor or dust)
 - ___ Campus Development and Landscaping Plans
 - ___ Pictures
 - ___ Architect's Plan of the building
 - ___ Itemized cost of the project (site development, school buildings, quarters, classrooms, equipment, facilities, library, laboratory, annual salaries, maintenance)
 - ___ Financial capacity to sustain and maintain school (resources besides students' fees)
 - ___ Proposed faculty line-up, administrative and supervisory staff with their corresponding qualifications and intended salaries
 9. Articles of Incorporation and By-Laws duly registered with Securities and Exchange Commission
 - ___ Stock/Non-Stock
 - ___ Date of Issuance of SEC Registration Certificate
 - ___ Registration Certificate No.
 - ___ Term of Corporate Existence
 - ___ Number of Directors/Trustees
 - ___ Amount of Capital Stock and share per trustee
 - ___ Status of School Site
 10. Documents of Ownership (all in the name of the school)
 - ___ Certificate of Title in the Name of the School
 - ___ Total Lot Area / Total Floor Area
 - ___ Number of buildings and classrooms
 - ___ Building Permit No., date and place of issuance

- Sanitary Permit No., date and place of issuance
- Business Permit No., date and place of issuance
- DTI Permit No., date and place of issuance
- 11. Certificate of Registration
 - BIR Registration Certificate
 - SSS Registration Certificate/ID
 - Philhealth Registration Certificate/ID
 - Pag-ibig Registration Certificate/ID
 - Others
- 12. Complete set of Financial Statements for the previous calendar/fiscal year notarized
 - Audited by a Certified Public Accountant (name)
 - Income Statement
 - Balance Sheet
 - Cash Flow Statement
 - Note of Financial Statements
 - Copy of the Income Tax Return filed to the BIR
 - Proof of Remittances
 - BIR 1601C
 - SSS
 - Philhealth
 - Pag-ibig
 - Other related institutions
- 13. Proposed Annual Budget and Annual Expenditures for the school year
 - Annual salaries
 - Maintenance Expenses
 - Capital Expenditures (Buildings, Property & Equipment)
- 14. Proposed Tuition and other School Fees
 - Tuition Fee
 - Miscellaneous Fees (Books, Uniforms, School Supplies, IDs, Filed Trips, Laboratory
 - Other Fees
- 15. Proposed Curriculum patterned with the Basic Education Curriculum (BEC) standards and requirements
 - Number of Units Offered

- ___ Number of Subjects
- ___ Number of minutes per subject
- ___ Other curriculum used
- 16. Enrolment Report
 - ___ Girls
 - ___ Boys
- 17. School Calendar
 - ___ No. of School Days
 - ___ No. of Holidays
- 18. Classroom Program prepared and certified by the School Head/Administrator
- 19. Teacher Program individually prepared and certified by every teacher of the school
- 20. Members of the Board of Trustees and List of School Administrator/s
 - ___ Job description and requirements
 - ___ Educational Qualifications
 - ___ Field of Specialization
 - ___ Certificates of Training
 - ___ Copy of Employment Contractual duly notarized
 - ___ Copy of Transcript of Records certified true copy
 - ___ Salaries (per hour/month) and benefits in
 - ___ Full time/Part time (number of teaching/working
 - ___ Outside Employment
- 21. List of academic and Non-Academic Personnel
 - ___ Job description and requirements
 - ___ Educational Qualifications
 - ___ Field of Specialization
 - ___ Certificates of Training
 - ___ Copy of Employment Contractual duly notarized
 - ___ Copy of Transcript of Records certified true copy
 - ___ Salaries (per hour/month) and benefits in
 - ___ Full time/Part time (number of
 - ___ Teaching Load
 - ___ Outside Employment

22. Retirement Plan registered with the Securities and Exchange Commission (SEC) or other related institutions
___ Date of Issuance of SEC Registration Certificate
___ Registration Certificate No.
___ terms of Benefits
23. List of Athletic facilities, equipment, supplies and materials certified by the school head
___ Number of Items
___ Term of procurement/donation from other institutions
24. List of laboratory facilities, equipment, furniture
___ Number of Items
___ Term of procurement/donation from other institutions
25. List of Library Holdings
___ List of books per subject area
___ No. of books per subject area
___ Term of procurement/ donation from other institutions
___ Category (Cultural, Filipiniana, Professional)
26. Original Pictures
___ Classrooms
___ School Buildings
___ Restrooms
___ Laboratories
___ Library
___ Medical and Dental Clinic
___ School Canteen
___ Playground
___ School Stage
___ Flagpole
___ Principal's Office
___ Faculty Room
___ Computer/IT/Multimedia Room
___ Others
27. Inspection Report of the RQATPPS
___ Date of Inspection

- ___ Findings
- ___ Recommendations

Duration: within 1 month under normal circumstances

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Submit the documents to the Records Section	Received the documents	Within 10 minutes	Records Officer/ Authorized Employee	None	None
2	Go to Cashier Section for payment of fees	Pay the required fees to the Cashier	Within 30 minutes	Cashier	Php 2,000	
3	Forward the documents to the RQATPPS by the Records Section	Received the documents	Within 10 minutes	Authorized Employee	None	None
4		Initial processing/Evaluation of Documents	Within 2 weeks to complete from initial processing	RQATPPS Members	None	None
5		Deliberation by the RQATPPS on the application and supporting documents presented	Within 2 days	RQATPPS Members	None	None
6		Ocular inspection of Schools (to be scheduled)	Within 5 days to complete	RQATPPS Members	None	None
7		Deliberation of the RQATPPS on the results of ocular	Within 2 days	RQATPPS Members	None	None

		inspection					
8		Release of Certificate/s of Government Permit/Recognition	of	Within 1 week from the completion of the deliberation of results of ocular inspection.	Authorized Employee	None	None

APPLICATION FOR CERTIFICATION, AUTHENTICATION and VERIFICATION (CAV)

Schedule of Availability of Service:

Monday – Friday
8:00 am - 5:00 pm no noon break

Who May Avail of the Service?

Students of elementary and secondary schools in the region/division/school levels

What are the Requirements?

a. Public School

1. Student Permanent Records (F-137)
2. Diploma
3. Certificate of Graduation issued by School Head
4. Certification from SDS

b. Private School

1. Student Permanent Records (F-137)
2. Diploma

3. Certificate of Graduation issued by school head
4. Special Order for graduates of secondary schools issued by the Division Office for two-level schools or by the Regional Office for the three-level schools
5. Certification from SDS

c. ALS, A&E and PEPT Passers

1. Diploma
2. PEPT or A&E Result
3. Certification from the Central Office (BALS and NETRC)
4. Certification from SDS

Duration: 5 days

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in- Charge	Fees	Form
1	Secure application form from the DepED Regional Office, Records Section		Within 10 minutes	Adm. Aide II/ Authorized Employee		
2	Submit the accomplished application form with complete required documents to the Regional Office, Records Section	Check as to the completeness of the requirements	Within 10 minutes	Adm. Aide IV/ Authorized Employee		
3		Refer to the Legal Unit in case of discrepancy in the name/date of birth/place of birth etc.	Within 10 minutes	Adm. Aide IV/ Authorized Employee		
4		Receive and record application with	Within 30 minutes	Adm. Aide IV/ Authorized		

		complete requirements which shall be processed within three (3) working days		Employee		
5		Issue claim stub indicating the date of release at DFA (five (5) working days from date of transmittal)	Within 10 minutes	Adm. Aide IV/ Authorized Employee		
6		Advise applicant to claim his/her documents at the DFA on date indicated in the claim stub	Within 5 minutes	Adm. Aide IV/ Authorized Employee		
7		Retrieval of file of applicant	Within 5 minutes	AO I (Records Officer)/ Authorized Employee		
8		Verify the authenticity of school records	Within 30 minutes	AO I (Records Officer)/ Authorized Employee		
9		Refer to School/Division concerned in case of discrepancy	Within 30 minutes	AO I (Records Officer)/ Authorized Employee		
10		Affix signature in the application form	Within 30 minutes	AO I (Records Officer)/ Authorized Employee		
11		Refer to encoder for	Within 10 minutes	AO I (Records		

		numbering and preparation of CAV form		Officer)/ Authorized Employee		
12		Preparation of CAV form, to be numbered and initialed	Within 30 minutes	Adm. Aide IV/ Authorized Employee		
13		Review and initial for recommending approval	Within 30 minutes	AO I (Records Officer)/ Authorized Employee		
14		Approval/Signature by the RD/Authorized Representative	Within 4 days	RD/CAO/AO II		
			END OF TRANSACTION			

APPLICATION FOR SERVICE RECORDS/CERTIFICATION OF EMPLOYMENT

Schedule of Availability of Service:

Monday – Friday
8:00 am - 5:00 pm no noon break

Who May Avail of the Service?

Officers/employees at the regional level inclusive of officials/employees at the Division/District/school levels.

What are the Requirements?

1. Written request for the issuance of service record/certification of employment.

Duration: 2 days

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in- Charge	Fees	Form
1	Written requests	Prepare the requested Service Record/Certification of Employment	Within 10 minutes	Adm. Aide IV/ Authorized Employee		
2		Approval/Signature by the RD/Authorized Representative	Within 4 days	RD/CAO/AO II		

APPLICATION FOR CLAIMS FOR VACATION/SICK/MATERNITY LEAVE/PATERNITY LEAVE/AUTHORITY TO TRAVEL ABROAD

Schedule of Availability of Service:

Monday – Friday
8:00 am - 5:00 pm no noon break

Who May Avail of the Service?

Officers/employees at the regional level inclusive of officials/employees at the Division/District/School levels.

What are the Requirements?

1. Indorsement from the Division Office
2. Duly accomplished CS Form
3. Clearance from money and property accountabilities from District/Division Offices for Authority to Travel Abroad

Duration: 2 days

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in- Charge	Fees	Form d
1	Present documents to the Records Section of the RO	Stamp documents as received	Within 10 minutes	Adm. Aide II/ Authorized Employee		
2	Proceed to the Personnel Section with duly stamped documents	Evaluate supporting documents	Within 10 minutes	Adm. Aide IV/ Authorized Employee		
3		Prepare the indorsement to field office personnel	Within 10 minutes	Adm. Aide IV/ Authorized Employee		
4		Approval/Signature by the RD/Authorized Representative	Within 4 days	RD/CAO/AO II		
5		Release documents through the Records Section	Within 10 minutes	AO I (Records Officer)/ Authorized Employee		
			END OF TRANSACTION			

APPLICATION FOR CLAIMS FOR TERMINAL LEAVE

Schedule of Availability of Service:

Monday – Friday
8:00 am - 5:00 pm no noon break

Who May Avail of the Service?

Officers/employees at the regional level inclusive of officials/employees at the Division/District/School levels.

What are the Requirements?

1. Indorsement from the Division Office/District/School
2. Approved application for Terminal Leave (CS Form 6)
3. IBM Certificate of Last Payment
4. Complete Service Record
5. Clearance from money and property accountabilities from District/Division Offices
6. Certificate of Highest Salary Received (Personnel Section – R.O.)
7. Statement of Assets and Liabilities
8. GSIS approval of retirement
9. Original Leave Cards

Duration: 10 days

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in- Charge	Fees	Form
1	Present documents to the Records Section of the RO	Stamp documents as received	Within 10 minutes	Adm. Aide II/ Authorized Employee		
2	Proceed to the Personnel Section with duly stamped documents	Evaluate supporting documents	Within 30 minutes	Adm. Aide IV/ Authorized Employee		
3		Check the accuracy of	Within 1 day	Adm. Aide IV/		

		service credit balance		Authorized Employee		
4		Prepare memorandum for the Chief, BFD	Within 1 day	Adm. Aide IV/ Authorized Employee		
5		Prepares Certification of Highest Salary Received	Within 1 day	Adm. Aide IV/ Authorized Employee		
6		Approval/Signature by the RD/Authorized Representative	Within 4 days	RD/CAO/AO II		
7		Release documents through the Records Section	Within 10 minutes	AO I (Records Officer)/ Authorized Employee		
8		Budget and Finance Division requests fund from DBM				
9		DBM releases fund advise				
			END OF TRANSACTION			

APPLICATION FOR RETIREMENT UNDER RA 8291, PD 1146, RA 660 (PENSION PLAN) & RA 1616

Schedule of Availability of Service:

Monday – Friday
8:00 am - 5:00 pm no noon break

Who May Avail of the Service?

Officers/employees at the regional level inclusive of officials/employees at the Division/District/School levels.

What are the Requirements?

1. Application Form for Retirement, duly accomplished.
2. Service Records
3. Latest notice of Salary Adjustment
4. Clearance from money/property accountabilities.
5. Indorsement of the Schools Division Superintendent.

Duration: 5 days

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in- Charge	Fees	Form
1	Present documents to the Records Section	Stamp documents as received	Within 10 minutes	Adm. Aide II/ Authorized Employee		
2	Proceed to the Personnel Section with duly stamped documents	Evaluate supporting documents at the RO Request for the Certification of Last Payment from the Regional Payroll Services Unit	Within 30 minutes	Adm. Aide IV/ Authorized Employee		
3		Prepare indorsement to	Within 30 minutes	Adm. Aide IV/		

		the GSIS Branch Office concerned		Authorized Employee		
4		Approval/Signature by the RD/Authorized Representative	Within 4 days	RD/CAO/AO II		
5	Indorsement to the GSIS Branch Office	Release indorsement through the Records Section	Within 10 minutes	AO I (Records Officer)/ Authorized Employee		Indorsement to the GSIS
			END OF TRANSACTION			

FILING OF COMPLAINTS/APPEALS/MOTIONS FOR RECONSIDERATION

Schedule of Availability of Service:

Monday-Friday
8:00 am – 5:00 pm without noon break

Who may avail of the Service:

Any person may file an administrative complaint against any DepEd Officials at the Regional Office and against teaching personnel from the different divisions.

What are the Requirements:

Filing of Complaint

1. Full name and address of the complainant
2. Full name and address of the person complained of, as well as his position and office in the Department of Education

3. A narration of the relevant and material facts which show the acts or omissions as allegedly committed by the person
4. Certified true copies of documentary evidence and affidavits of his witnesses, if any
5. Certificate of Non-Forum Shopping
6. Complaint shall be under oath

Filing of Appeals

1. Notice of appeal
2. Appeal Memorandum (3 copies)
3. Proof of payment of the appeal fee

Filing of Motions for Reconsideration

1. Motion for Reconsideration

Duration:

- Filing of complaints – 30 minutes
- Filing of appeal – 30 minutes
- Filing of Motions for Reconsideration – 10 minutes

How to avail of the Service:

Filing of Cases

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person Charge	in Fees	Form
1	File the complaint along with the requirements at Office of the Regional Director	Receive the complaint and other documents, if any	within 30 minutes	Receiving clerk/ authorized employee		

2	Receive the copy of the documents/complaint	Issue the receiving copy to the client	within 30 minutes	Receiving clerk/authorized employee		

Filing of Appeals

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person Charge in	Fees	Form
1	File the appeal along with the requirements at Office of the Regional Director	Receive the notice of appeal/appeal memorandum and other documents, if any, and require the client to pay the filing fee	within 30 minutes	Receiving clerk/authorized employee		
2	Pay to the cashier	Process payment and issue Official Receipt (O.R.)	within 15 minutes	Cashier-	P300.00	
3	Return to the receiving office. Present O.R.	Receive Proof of Payment (O.R.) and the appeal	within 5 minutes	Receiving clerk/authorized employee		
4	Receive the receiving copy of the appeal	Issue the receiving copy to the client	within 5 minutes	Authorized employee		

Filing of Motions for Reconsideration

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	File the motion for reconsideration at Office of the Regional Director	Receive the motion for reconsideration and issue the receiving copy to the client	within 10 minutes	Receiving clerk/authorized employee	none	

DEPED DIVISION OFFICES AND SCHOOLS

Frontline Services

- ✧ Enrolment (Pre-School, Elementary and Secondary)
- ✧ Recruitment, Evaluation, Selection and Appointment for Teacher I Position in Public Elementary and Secondary Schools
- ✧ Appointment and Promotion of other Teaching, Related Teaching and Non-Teaching Positions
- ✧ Selection, Promotion and Designation of Master Teachers
- ✧ Selection, Promotion and Designation of School Heads
- ✧ Payment of Salaries and Other Emoluments of Teachers and Employees of DepEd
- ✧ Payment of Travel Expenses to DepEd Employees
- ✧ Alternative Learning System
- ✧ Continuing Education – Accreditation and Equivalency System (A&E)
- ✧ Special Education
- ✧ Filing Of Complaints/Appeals/Motions For Reconsideration

ENROLMENT – ELEMENTARY

Who may avail of the Service?

1. Pre-School age – (5-6 years old)
2. Elementary age – (6-11 years old)
3. Secondary age - (11-15 years old)

Schedule of Availability of Service:

1. Pre-School and Elementary: two (2) weeks before the start of the academic school year
2. Secondary : April – May

Requirements for Enrollee:

1. Pre-School and Elementary

- Report card for Grade II – VI pupils/students
- Birth Certificate for Pre-school and Grade I pupils

2. Secondary

- Birth certificate for first year students
- Report card
- Certificate of good moral conduct
- 2 ID pictures for first year

3. Transferees

- Certificate of good moral conduct
- Forms 137 and 138
- Reading ability assessment / Placement test

Duration: half day (Elementary and Secondary)

How to avail of the Service (ELEMENTARY)

Applicant/Client	Service Provider	Duration of Activity	Person In Charge
1. Submit Birth certificate for Grade II – VI students and Report card for Pre-school and Grade I students	Receive, assess and evaluate Report cards & Birth certificates	Within 10 minutes	Teacher-in-charge
2. Undergo assessment test/interview (for Grade I and transferee)	Conduct assessment test/interview	Within 30 minutes	Teacher-in-charge
3. Enroll and receive books	Accept pupils and distribute books	Within 30 minutes	Teacher-in-charge

How to avail of the Service (SECONDARY)

Applicant/Client	Service Provider	Duration of Activity	Person In Charge
1. Submit Birth certificate for first year students; Forms 137 &138 and Certificate of good moral conduct for transferees	Receive, assess and evaluate Birth certificates, Forms 137 &138 and certificate of good moral conduct	Within 10 minutes	Teacher-in-charge
2. Undergo reading ability assessment/ placement test (for transferee)	Conduct reading ability assessment test/ placement test	Within 30 minutes	Teacher-in-charge
3. Enroll and receive books	Accept students and distribute books	Within 30 minutes	Teacher-in-charge

RECRUITMENT, EVALUATION, SELECTION AND APPOINTMENT OF TEACHER I POSITION IN PUBLIC ELEMENTARY AND SECONDARY SCHOOLS

Who may avail of the Service?

- Applicants who hold a valid certificate of registration/professional license as a teacher from the Professional Regulation Commission (PRC) seeking to be appointed to a Teacher I position
- Qualified applicant who is with a valid professional license issued by the Philippine Regulation Commission and who meets the requirements of the evaluation selection applied by the a School Division
- Bonafide resident of a particular barangay, municipality, city or province for at least six months who declared himself/herself as a resident of a particular barangay, municipality, city or province in the Personal Data Sheet
- List of candidates who obtained an overall score of fifty (50) points and above based on the criteria provided in the hiring guidelines during the evaluation and screening by a School Division

Fees: None

Schedule of Availability of Service:

January 15 to March 15	- Filing of application
March 16-31	- Interview of applicants
April 1-15	- Ranking of applicants
April 16-30	- Submission of Rank list to the Schools Division Superintendent to be posted in conspicuous places

Requirement for Applicants:

1. Applicant letter
2. CSC Form 212 (revised 2005) in 2 copies with the latest 2x2 ID picture
3. Certified photocopy of the PRC Certificate of Registration/License
4. Certified photocopy of ratings obtained in the Licensure Examination for Teachers/Professional Board Examination for Teacher
5. Certified copies of Transcript of Records for baccalaureate course

- 6. Copies of the service record, performance rating and school clearance for those with teaching experience
- 7. Certificates of specialized training, if any

How to avail of the Service?

Applicant/Client	Service Provider	Duration of Activity	Person In Charge
Submit a written application with the required documents to the nearest elementary or secondary school head	1. Receive application and verify documents submitted as to the completeness and authenticity.	Within 10 minutes	a. Elementary - School Head - Chair - 4 Master Teachers/Best Performing Teachers-Members
	2. Submit the list of applicants together with their pertinent documents to the Division Sub-Committee.		b. Secondary - School Head – Chair - Dept. Head concerned - 3 teachers } Members from the different learning areas
	3. Receive the list of applicants with the corresponding documents.	Within 10 minutes	- Public School District Supervisor/ Coordinating } Chair Principal of the
	4. Review documents submitted for completeness, accuracy, authenticity and veracity.	Within 1 day	District } - 4 School Heads-Members

	<p>5. Evaluate applicants on Education, Teaching Experience, LET/PBET Rating, Experiential Learning Course and Specialized Training Skills.</p> <p>6. Conduct interview</p> <p>7. Observe and rate demonstration teaching of applicants</p> <p>8. Administer the English Proficiency Test</p> <p>9. Consolidate individual ratings and submit the initial rank list of qualified applicants to the Division Selection Committee</p> <p>10. Prepare the written English Proficiency Test.</p> <p>11. Review and consolidate the results of the individual rating of applicants -1 for elementary and another for secondary level by subject areas showing the scores they obtained in all the criteria for evaluation.</p> <p>12. Prepare a division – wide rank</p>	<p>Within 1 day</p> <p>Within 1 hour</p> <p>Within 1 day</p> <p>Within 2 hours</p> <p>Within 2 days</p> <p>Within 6 hours</p> <p>Within 3 days</p> <p>Within 2 days</p>	<p>Elementary Level</p> <ul style="list-style-type: none"> - Asst. Schools Division Superintendent - Chair - 2 Educ. Supervisor I – Members - President of the PESPA (Div. Chapter) - President of the Teachers Association (Div. Level) <p>Secondary Level</p> <ul style="list-style-type: none"> - Asst. Schools Division Superintendent - Chair - 2 Education Supervisor I - President of the PAPSSA (Div. Chapter) - President of the Teachers Association (Div. Level)
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	<p>list, one for elementary and one for secondary.</p> <p>13. Prepare the Register of Qualified Applicants (RQA) who obtained total score of fifty (50) points or above by school district for elementary and by school for secondary level, by subject area.</p> <p>14. Submit the complete results of the evaluation of applicants and records of deliberation to the SDS</p> <p>15. Post the complete results in at least three (3) conspicuous places in the Division for RDAs for secondary school/school district.</p> <p>16. Appoint from the qualified applicants recommended by the School Selection Committee in the school/district where the vacancy exists consistent with the RA 8190 (Localization Law and other pertinent laws, rules and regulations)</p> <p>17. Provide every elementary and secondary school and the Regional Director with copies of the RQA for posting in their area of jurisdiction.</p>	<p>Within 2 days</p> <p>Within 1 day</p> <p>Within 30 minutes</p> <p>Within 2 days</p>	<p>- Personnel in-charge of Personnel Action (Secretariat Service and keeps records of proceedings of deliberation)</p> <p>Schools Division Superintendents</p>
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	18. Furnish the Local Government Unit (LGU) to encourage the hiring of licensed teachers to locally funded items.	Within 2 days	Schools Division Superintendent
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APPOINTMENT AND PROMOTION OF OTHER TEACHING, RELATED TEACHING AND NON-TEACHING PERSONNEL

Who may avail of the Service?

- Guidance Coordinators and other teaching and related teaching personnel except School Heads-Principals and Head Teachers; and all Non-Teaching Group

Fees: None

Requirements for Applicants:

1. Copies of performance ratings for the last three (3) rating periods
2. Certification of experience/s related to the position to be filled
3. Certified Xerox copy of outstanding accomplishments
 - Outstanding Employee Award
 - Innovations
 - Publication/Authorship
 - Consultancy/Resource Speaker in Trainings/Seminars
4. Certified Xerox copy of Transcript of Records
5. Certificate of trainings in education
6. Certificate of Specialized Training

	<p>7. Notify all applicants of the outcome of the preliminary evaluation.</p> <p>8. Submit the selection line-up to the Personnel Selection Board/Committee for deliberation en banc.</p> <p>9. Evaluate and deliberate on the qualification of those listed in the selection line-up en banc.</p> <p>10. Make systematic assessment of the qualifications and competencies of candidates for appointment to the vacancy.</p> <p>11. Conduct further assessment such as written examination, skills tests, interview and others among qualified applicants.</p> <p>12. Submit to the appointing authority the short list of five ranking candidates based on assessment of determinant factors</p>		<p>Personnel Selection Board (PSB)</p> <p><u>Schools Division</u></p> <p>Chairperson: Assistant Schools Division Superintendent</p> <p>Members: Head of the school where the vacancy exists Administrative Officer V Administrative Officer II (HRMO) President of the Division DepEd Employees' Union/Non-Teaching Association/faculty Association</p> <p><u>In the School</u></p>
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			<ul style="list-style-type: none"> • Central and non-central elementary school <p>Chairperson: Principal/School Head</p> <p>Members: Four (4) Members from the Grade Level Chairpersons</p> <ul style="list-style-type: none"> • Elementary schools with no school head SDS identifies the committee of 5 from clustered schools • Secondary schools with existing department heads <p>Teaching Positions</p> <p>Chairperson: Principal/School Head</p> <p>Members: Department Head where the vacancy exists, Administrative Officer, President of the Teacher's Association</p> <ul style="list-style-type: none"> • Secondary schools with no existing department heads, the School Head
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	<p>13. Assess the list of top five candidates submitted by the PSB/C.</p> <p>14. Select the most qualified for appointment to the vacant position.</p> <p>Issue appointment in accordance with existing Civil Service rules and regulations.</p> <p>Posting of appointment</p>	<p>Within 5 days</p>	<p>designates from among the faculty on the basis of qualification and demonstrated creditable competence</p> <p>Non Teaching Positions Chairperson: Principal/School Head Members – 2 Dept. Heads, Administrative Officer, President of Non-Teaching Association</p> <p>Schools Division Superintendent</p> <p>Personnel Office</p>
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SELECTION, PROMOTION AND DESIGNATION OF MASTER TEACHERS

Who may avail of the Service?

- Those who are actually teaching
- Teachers providing special services with regular teaching load
- Permanent teachers

Fees: None

Requirements for Applicants:

Master Teacher I

1. Permanent Teacher
2. Bachelor's degree for teacher or its equivalent
3. Very satisfactory performance rating for the last 2 years
4. At least 3 years experience
5. 25 points in Leadership potential/demonstration teacher on the district level + 15 points in leadership potential

Master Teacher II

1. Master Teacher I (or ESP) for at least one year
2. Very satisfactory rating as MT or ESP I
3. Bachelor's Degree for Teachers on its equivalent as provided in the Magna Carta for Teachers plus completion of Academic Requirement for MA
4. 30 points in Leadership potential and achievement on the Division Level plus 20 points in Leadership and Potential provided the activities have not been credited in an earlier promotion

How to avail of the Service?

Applicant/Client	Service Provider	Duration of Activity	Person In Charge
<p>File application letter for the vacant position to the Office of Schools Division Superintendent.</p> <p>Appear before the Division Sub-Committee to answer questions regarding the documents attached to the application.</p>	<p>Examine the application letter and its supporting documents for their completeness and veracity; and endorse the same to the next higher office</p>	<p>Within 30 minutes</p>	<p>Principal/Head Teacher</p>
	<p>Examine/Verify the application and its supporting papers with the Sub-Committee who ranks the applicants on the basis of their documents</p>	<p>Within 1 day</p>	<p>Public School District Supervisor 4 School Heads</p>
	<p>Evolve a listing of the applicants according to their rank and forward the same to the Division Personnel Selection Board (PSB)</p>		
	<p>Receive the application/s for Master Teacher; assess further the documents of the applicants and their ranks as endorsed by the District Office</p>		<p>(Division Personnel Selection Board)</p>
	<p>Recommend to the Appointing Authority the name of the most qualified applicant for the vacant position based on the ranking and</p>		<p>Asst. Schools Division Superintendent 2 Educ. Supervisors HRMO</p>

	assessment made Make the final recommendations for the appointment of the Master Teachers to the existing vacancy to the Regional Director	Within 1 day	Schools Superintendent	Division
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SELECTION, PROMOTION AND DESIGNATION OF SCHOOL HEADS

Who may avail of the Service?

All qualified candidates from within and outside the division where the vacancy exists.

Fees: None

Requirement for Applicants:

For Teacher-In-Charge

- a. Three years teaching experience
- b. Pass the screening process to be conducted by the Division Office

For Principal I

1. Pass a qualifying test (PET)
2. Experience for at least 5 years in aggregate as Head Teacher, Teacher-In-Charge, Master Teacher and Teacher III
3. Very satisfactory performance rating for the last rating period prior to the screening
4. Outstanding accomplishment

	transfer of salaries		
	Prepare the fund transfer of salaries and the ACIC	3 hours	Cashier
	Signing by concerned officials	within an hour	Cashier/SDS
	Prepare the deposit slip	within 20 minutes	Cashier
	Deposit the fund transfer	within 2 hours	Cashier
	Submit the fund transfer to RO	within 1 hour	Cashier
	Get the Treasury Warrant from RO	within 1 day	Cashier
Sign the Payroll	Release the Treasury Warrant	3 days	Cashier

PROVISION ON PAYMENT OF TRAVEL EXPENSES TO DEPED EMPLOYEES

Requirements: None

Service Schedule:

Monday to Friday
8:00am – 12:00 pm
1:00 pm- 5:00 pm

How to avail of the Service?

Payment of Travels and other Benefits

Applicant/Client	Service Provider	Duration of Activity	Persons In Charge
	Receive the vouchers with	within 10 minutes	Cashier

	complete supporting documents from the Accounting		
	Review/scrutinize documents submitted	within 30 minutes	Cashier
	Prepare the check of the voucher and the ACIC	within 30 minutes	Cashier
	Signing by concerned officials	within 2 hours	Cashier/SDS
	Submit the ACIC to the bank	within 1 hour	Cashier
Sign the vouchers	Release the check to the payee.	within 1 hour	Cashier

ENROLMENT AT THE DEPED- ALTERNATIVE LEARNING SYSTEM (ALS)

Who May Avail of the Service?

Out-of-School Youth and Adults

Fees: Free of Charge

Schedule of Availability of Service:

Year round/continuing

How to Avail of the Service?

Applicant/Client	Service Provider	Duration of Activity	Persons In Charge
	Conduct information-dissemination and advocacy efforts in the different barangays and identify prospective learners	within 2 hours	Mobile Teachers

1. Submit name for inclusion	Record names of applicants	within 30 minutes	
2. Secure schedule of sessions	Schedule the sessions when the minimum numbers has been reached.	Depends on attainment of minimum number required	Barangay official concerned
3. Attend sessions	Conduct learning sessions	200 hours	Mobile Techers
4. Attend culminating activity	Conduct culminating activity	4 hours	

PROVISIONS ON CONTINUING EDUCATION – ACCREDITATION AND EQUIVALENCY SYSTEM (A&E)

Who May Avail of the Service?

Out-of-School Youth and Adults

Fees: None

Service Schedule:

Monday to Friday
8:00 am to 12:00 noon
1:00 am to 5:00 pm

Requirement/s:

- 1x1 colored ID picture (2pcs)
- Photocopy of Birth Certificate (BC) or Baptismal Certificate

How to Avail of the Service?

Applicant/Client	Service Provider	Duration of Activity	Persons In Charge
	Conduct information-dissemination and advocacy efforts in the different barangays and identify prospective learners	3 hours/session	
1. Submit duly accomplished enrolment form with required documents (e.g. photocopy of certificate of live birth)	Receive enrolment form and documents and assess/evaluate the educational level attained	within 10 minutes	
2. Undergo assessment/screening test to determine entry level	Conduct assessment/screening test in basic literacy and functional literacy test (situational analysis)	1 hour	
	Identify the entry level attained and group clientele/learners according to their literacy level	within 30 minutes	ALS Coordinators
3. Select schedule of classes most convenient	Inform schedule of classes	within 10 minutes	Instructional Managers ALS Mobile Teachers
4. Attend sessions	Conduct learning sessions	600 hours	
5. Undergo A & E Test	Conduct A & E Test	5 hours	Bureau of Alternative Learning System Staff (DepEd Central Office)

6.	Check result of A & E Test	Post results of A & E Test at the DepEd Office	within 10 minutes	
7.	Attend culminating activity	Conduct culminating activity for the passers and issue certificate of rating cards	4 hours	Schools Division Superintendent ALS Supervisor IMs/ALS Coordinators Mobile Teachers

PROVISION OF SPECIAL EDUCATION

Who May Avail of the Service?

Differently-abled pupils/children with special needs

Fees: None

Schedule of Availability of Service:

School year Round

Requirements:

- Birth Certificate
- Referral from a Physician/Psychologist/School Head/CSWDO
- Medical History (if any)

How to Avail of the Service?

Applicant/Client	Service Provider	Duration of Activity	Persons In Charge
1. Submit requirements for assessment	Receive and assess documents	within 10 minutes	Teacher-In-Charge
2. Undergo interview with parent/guardian	Conduct interviews and assess the child's present performance level	within 20 minutes	authorized employee
3. Proceed to the designated venue	Accompany the child and parent to the designated venue	within 10 minutes	authorized employee
4. Attend classes	Conduct classes		SPED teacher

FILING OF COMPLAINTS/APPEALS/MOTIONS FOR RECONSIDERATION

Schedule of availability of Service:

Monday – Friday
8:00 am -5:00 pm No noon break

Who May Avail of the Service?

Any person may file an administrative complaint against non-teaching personnel of the Schools and of the Division Office.

What are the Requirements?

Filing of Complaint

1. Full name and address of the complainant

2. Full name and address of the person complained of, as well as his position and office in the Department of Education
3. A narration of the relevant and material facts which show the acts or omissions as allegedly committed by the person
4. Certified true copies of documentary evidence and affidavits of his witnesses, if any
5. Certificate of Non-Forum Shopping
6. Complaint shall be under oath

Filing of Appeals

1. Notice of appeal
2. Appeal Memorandum (3 copies)
3. Proof of payment of the appeal fee

Filing of Motions for Reconsideration

1. Motion for Reconsideration

Duration:

- Filing of cases – 10 minute
- Filing of appeal – 10 minutes
- Filing of Motions for Reconsideration – 10 minutes

How to avail of the Service?

Filing of Cases

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	File the complaint along with the requirements at the office of the Schools Division Superintendent	Receive the complaint and other documents, if any	3 minutes	Office staff		

2	Pay to the cashier	Process payment and issue Official Receipt (O.R.)	2 minutes	Cashier-	P300.00	
3	Return to the receiving office. Present O.R. and Proof of payment of Payment	Receive Proof of Payment and the documents/complaint	1 minute	Office staff		
4	Receive the receiving copy of the documents/complaint	Issue the receiving copy to the client	1 minute	Office staff		

Filing of Appeals

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	File the appeal along with the requirements at the office of the Schools Division Superintendent	Receive the notice of appeal/appeal memorandum and other documents, if any, and require the client to pay the filing fee	10 minutes	Office staff		
2	Pay to the cashier	Process payment and issue Official Receipt (O.R.)	2 minutes	Cashier-	P300.00	
3	Return to the receiving office. Present O.R.	Receive Proof of Payment and the appeal	1 minute	Office staff		
4	Receive the receiving copy of the appeal	Issue the receiving copy to the client	1 minute	Office staff		

Filing of Motions for Reconsideration

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	File the motion for reconsideration at the office of the Schools Division Superintendent	Receive the motion for reconsideration and issue the receiving copy to the client	10 minutes	Office staff	none	

Pursuant to Republic Act No. 9485, which is “An Act to Improve Efficiency in the Delivery of Government Services to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor” otherwise known as the “Anti-Red Tape Act of 2007”, the Undersecretary for Legal and Legislative Affairs respectfully recommends for adoption by the Department of Education the herein DepEd Citizen’s Charter.

Pasig City, Metro Manila, 28 July 2009.

Recommending Approval:

ATTY. FRANKLIN C. SUÑGA
Undersecretary

Approved:

JESLI A. LAPUS
Secretary

Filing of Motions for Reconsideration

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	File the motion for reconsideration at the office of the Schools Division Superintendent	Receive the motion for reconsideration and issue the receiving copy to the client	10 minutes	Office staff	none	

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 Undersecretary

Approved:


 JESLI A. LAPUS
 Secretary