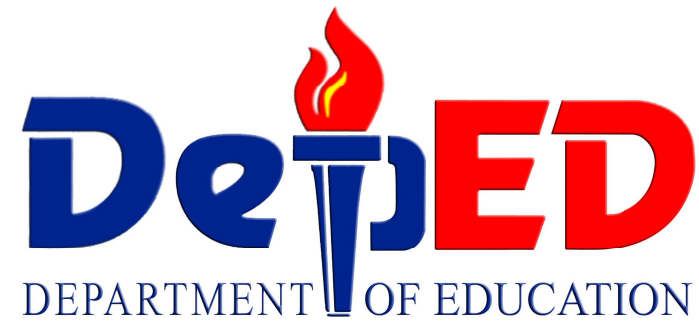


Department of Education



Division of Davao City

Citizen's Charter

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VISION

A Division of City Schools that advocates and practices service to the people with utmost responsibility, integrity, loyalty and efficiency.

MISSION

The Division of Davao City Schools shall:

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

Performance Pledge

[Adopted from the Performance Pledge provided in the CSC Citizen Charter]

WE, the officials, teachers and employees of the Division of Davao City Schools, 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 the CSC Citizen's Charter Feedback and Redress Mechanism]

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

➤ Inform us your feedback through the following:

Telephone numbers:

[082] 224-0100/221-1762/227-4726/221-0059/222-1672

221-8587/224-0854/225-3600

Fax Number:

[082] 224-3274

E-mail Address:

<http://www.deped-davaocity.ph>

Or visit us at:

DepEd-Division of Davao City Schools
Quirino Avenue, Davao City

DIVISION OF DAVAO CITY SCHOOLS

Frontline Services

- Issuance of Certificate of Employment, Certificate of Appearance, Certificate of Appointment & Other certificates
- Update of Employee Records [Form 212, SR & BIR Forms]
- Issuance of Clearance – Retirement/Resignation/Vacation & Sick Leave/Travel Abroad
- Application for Vacation/Sick/Maternity/Paternity Leave
- Application for Terminal Leave
- Application for Retirement
- Application for Loans/Leave/Claims
- Application for Provident Fund Loan
- Enrolment
- Recruitment, Evaluation, Selection and Appointment for TI Positions
- Appointment and Promotion of Other Teaching, Related 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 DepEd employees
- Payment of Travel Expenses of DepEd employees

- **Alternative Learning System**
- **Continuing education-Accreditation and Equivalency System [A&E]**
- **Special Education**
- **Application for Philippine Education Placement Test [PEPT]**
- **Issuance of Certified true Copy/Photocopy of Personnel files and Other Miscellaneous Files**
- **Issuance of requested Files**
- **Application for Correction of Name**
- **Filing of Complaints/Appeals/Motion for Reconsideration**

ISSUANCE OF EMPLOYEE CERTIFICATION AND OTHER CERTIFICATIONS

Schedule of Availability of Service

Monday – Friday

8:00 AM – 5:00 PM [No Noon Break]

Who May Avail of the Service?

Officers/Teachers and Employees of Division of City Schools

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 Circumstance]	Person In-Charge	Fee	Form
1	Accomplish and Submit the Request Slip	Receive the duly filled up Request slip	Within 10 minutes	Admin. Asst. or Authorized Personnel		Request Slip
2	Wait while the certification is being processed	Forward the request slip to the assigned employee	Within 5 minutes	Admin. Asst. or Authorized Personnel		
3		Check the record of Requesting party to prepare the certification	Within 30 minutes	Authorized Employee		
4		Receive the certification for signature	Within 20 minutes	AO V		Certification
5		Forward signed certification for releasing to authorized employee	Within 10 minutes	Authorized Personnel		
6	Get the Certification	Release of the signed certification	Within 5 minutes	Authorized Personnel		
			End of Transaction			

UPDATE OF EMPLOYEE RECORDS [Form 212, SR & BIR Form]

Schedule of Availability of Service

Monday – Friday

8:00AM – 5:00 PM [No Noon Break]

Who May Avail of the Service?

Officers/Teachers/Employee of the Division of City Schools

What are the Requirements?

Accomplished BIR Forms No. 1902 & 2305

Duration

Within 60 minutes

How to Avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity [Under Normal Circumstance]	Person In Charge	Fee	Form
1	Accomplished Form 1920/2305 & submit duly filled up form	Receive the duly filled up form	Within 10 minutes	Authorized Personnel		Form 1902/2305
2		Forward to assigned personnel	Within 5 minutes	Authorized Personnel		
3		Check the form and update employee record/file	Within 40 minutes	Authorized Personnel		
4		Release the form for filing to concerned agency	Within 5 minutes	Authorized Personnel		
			End Of Transaction			

ISSUANCE OF CLEARANCE-RETIREMENT/RESIGNATION

Schedule of Availability of Service

Monday – Friday

8:00AM – 5:00PM [No Noon Break]

Who May Avail of Service?

Officers/Teachers and Employees of the Division of City Schools

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 Circumstance]	Person In Charge	Fee	Form
1	Accomplish Request Slip	Receive the duly accomplished request slip	Within 10 minutes	Authorized Personnel		Request Slip
2		Request the Request Slip to assigned personnel	Within 5 minutes	Authorized personnel		
3		Check the record of the employee and prepare the clearance	Within 1 day	Authorized Personnel		Clearance Form
4		Forward the Clearance for signature	Within 10 working days	Chief of Concerned Section		
5		Release the Clearance	Within 5 minutes	Authorized Personnel		
			End of Transaction			

APPLICATION FOR LOANS/LEAVE/CLAIMS-PERSONNEL SECTION

Loans [Provident fund, PAG-IBIG, Final Approval of GSIS Loan]

Leave [Vacation, Forced, Sick, Study, Special Leave Privileges, Paternity and Maternity]

Claims [Retirement Gratuity, Step Increment, Loyalty, Monetization, Terminal Leave and Maternity Leave]

Schedule of Availability of Service

Monday – Friday

8:00AM – 5:00PM [No Noon Break]

Who May Avail of the Service?

Loans-Officers/Teachers/Employees of the Division of Davao City

Leave, Claims and Retirement-Officers/Teachers/Employees of the Division of Davao City

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 Circumstance]	Personnel In- Charge	Fee	Form
1	Accomplish the application Form	Receive the dully filled up application form	Within 10 minutes	Authorized Personnel		Application Form
2		Forward the application form to the designated personnel	Within 5 minutes	Authorized Personnel		
3		Check the record of the employee	Within 2 days	Authorized Personnel		
4		Forward the application form for signature of the officer	Within 2 days	Chief of Section		
5		File the application form	Within 5 minutes	Authorized Personnel		
			End of Transaction			

APPLICATION FOR PROVIDENT FUND LOAN

Schedule of Availability of Service

Monday - Friday

8:00AM – 5:00PM [No Noon Break]

Who May Avail of the Service?

Officers/Teachers/Employees of the Division of Davao City

What are the Requirements?

Accomplished application Form

Copy of Pay Slip

Letter Stating the Purpose of Loan

Duration

Within 5 Days

How to Avail of the Service?

Step	Applicant/Client	Service Provider	Duration of the Activity [Under normal Circumstance]	Personnel In-Charge	Fee	Form
1	Accomplish the Application Form	Receive the dully filled up application form	Within 10 minutes	Receiving Clerk		Application Form
2		Forward the application form to the Personnel/Legal/Finance for actual signing	Within 3 Days	Processing Personnel		
3		Prepare the Payroll [subject to availability of funds]	7 Days	Processing Clerk/Authorized Personnel		
4	Receive the proceeds of the loan	Release the proceeds of the loan [subject to availability of funds]	1 day (30 Thousand & Below)			
			End of Transaction			

APPLICATION FOR THE PHILIPPINE PLACEMENT TEST [PEPT]

Schedule of Availability of Service

1. Local Regular Examination

Registration: September to October

Examination: Last Sunday of November

Place: Designated Testing Centers

2. Walk-In Examination

Monday to Friday

8:00AM-5:00PM [No Noon Break]

Examination: Per Schedule

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

3. Foreign Special Examination

As Requested by the Consular Office Concerned

Who May Avail of the Service?

Drop-outs from Elementary and Secondary Schools for at least 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 P50, Special and Walk-In P200; foreign US\$100

Normal Formal Schooling at least 7 years old

Grade I 8 years old

Grade II 9 years old

Grade III 10 years old

Grade IV 11 years old

Grade V 12 years old

Grade VI 13 years old

First Year 14 years old

Second Year 15 years old

Third Year 16 years old

Duration

Depending on the Exam

How to Avail of the Service?

Step	Applicant/Client	Service Provider	Duration of the Activity [Under normal Circumstance]	Personnel-In-Charge	Fee	Form	
1	Register in the nearest Division Office	Register the applicant and inform him/her to pay the fee	Within 10 minutes	Authorized Personnel			
2	Pay to the cashier at the Division Office	Process payment and issue OR	Within 5 minutes	Cashier	P 50/250		
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	Authorized Personnel			
4	Take the exam on the scheduled date and place	Administer the exam	Within 3-4 hours	Proctor			
5		Check the paper	Within 2 hours	Proctor			
6	Receive the result of the exam	Release the result of the exam	Within 4 hours	Authorized Personnel			
			End of Transaction				

ISSUANCE OF CERTIFIED TRUE COPY/PHOTOCOPY OF PERSONAL FILES AND OTHER MISCELANEOUS FILES

Schedule of Availability of the Service

Monday – Friday
8:00AM-5:00PM [No Noon Break]

Who May Avail of the Service?

Officers/Teachers/Employees of the Division of the City Schools

What are the Requirements?

Accomplished Request Slip
Identification Card
Authorized or Special Power of Attorney-[If the one requesting is another person]

How to Avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity [Under Normal Circumstance]	Personnel -In- Charge	Fee	Form
1	Accomplish request slip and submit the duly filled up form	Receive the duly filled up request slip	Within 10 minutes	Authorized Personnel		Request Slip
2		Forward the Request Slip to the Records officer	Within 5 minutes	Authorized personnel		
3		Classify/prepare the request document be it for photocopy or true copy	Within 1 day (except retirees/separated employees)	Records officer		
4		Approve, review and affix initials to each actionable document	Within 45 minutes			
5		Stamp release to each document: assigns number to the original	30 minutes	Releasing Clerk/Authorized Personnel		
6		Release the requested document	Within 10 minutes	Authorized Personnel		
			End of Transaction			

ISSUANCE OF REQUESTED FILES

Schedule of Availability of Service

Monday – Friday

8:00AM – 5:00PM [No Noon Break]

Who May of the Service?

Officers/Teachers/Employees of the Division of City Schools

What are the Requirements?

Accomplished Request Slip

Identification Card

Authorization or Special Power of Attorney

Duration: Within 2 Days

How to Avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity [Under Normal Circumstance]	Person-In- Charge	Fee	Form
1	Accomplished request slip and submit the duly filled up form	Receive the duly filled up request slip	Within 10 minutes	Authorized Personnel		Request Slip
2		Forward the request slip to the Records Officer	Within 10 minutes	Authorized Personnel		
3		Retrieve the file	Within 1 day (except retirees/separated)	Authorized Personnel		
4		Approve, review and affix initials to the requested document	Within 60 minutes	Chief Admin Officer		
5		Forward to releasing clerk	Within 10 minutes	Releasing Clerk/Authorized Personnel		
6	Pick up the requested document	Release the document	Within 10 minutes	Authorized Employee		
		End of Transaction				

APPLICATION FOR CORRECTION OF NAME

Schedule of Availability of Service

Monday – Friday

8:00AM – 5:00PM [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 or if there is no certificate of Live Birth, proof of loss or non-availability thereof duly attested by the Local Civil Registrar concerned or 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 circumstance that led to the 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 Schools Division Superintendent specifying the school 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 Records or Registration Card [any 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 the correction of his/her name].

Duration

Within 5 Days

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of the Activity	Person-In-Charge	Fee	Form
1	Submit the letter-application and the requirement needed for correction of names	Receive the letter-application and the requirements submitted by the applicant	Within 10 Minutes	Authorized Personnel		
2		Forward the letter-application and the attached document to the designated employee	30 minutes	Within 5 Minutes		
3		If requirements are complete: Prepare resolution	Within 60 minutes	Authorized Personnel		
4		Affix initials on draft resolution	1 Day	Legal Section		
5		Forward to the office of the Superintendent for actual signing	2 Days	Schools Division Superintendent		
6		Forwards to records section	Within 10 minutes	Authorized Personnel		
7		Release the signed resolution	Within 5 minutes	Authorized Personnel		
		End of Transaction				

APPLICATION FOR PERMIT AND RECOGNITION OF PRIVATE SCHOOLS

Schedule of Availability of Service

The DEADLINE for the submission of applications for government recognition on or before September, 2009.

Who May Avail of the Service?

Private Schools

What are the Requirements?

1. Sets of documents submitted [preferably 3 sets]
___Original
___Photocopy[ies]
2. Indorsement from the Schools Dib

ENROLMENT

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 the Availability of the Service

1. Pre-School and Elementary: Two[2] Weeks Before the Start of the Academic SY
2. Secondary : April to May

Requirements for Enrolment

1. Pre-School and Elementary
 - >Birth Certificate for Pre-School and Grade I Pupils
 - >Report Card for Grade II – VI pupils
2. Secondary
 - >Birth Certificate for First Year Student
 - >Report card
 - >Certificate of Good Moral Character
 - >2 ID pictures for First Year
3. Transferees
 - >Certificate of Good Moral Character
 - >Form 137 and 138
 - >Reading ability assessment/Placement Test

Duration

Half-Day [Elementary and Secondary]

How to avail of the Service?

[ELEMENTARY]

Step	Applicant/Client	Service Provider	Duration of Activity	Person-In-Charge	Fee	Form
1	Submit Birth Certificate for Grade II-VI and Report Card for pre-School and Grade I	Receive, assess and evaluate report card and 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 release books	Within 30 minutes	Teacher-In-Charge		
		End of Transaction				

[SECONDARY]

Step	Applicant/Client	Service Provider	Duration of Activity	Person-In-Charge	Fee	
1	Submit Birth Certificate for First Year Students; Form 137 & 138 and Certificate of Good Moral Character for Transferees	Receive, assess and evaluate Report Cards and Birth Certificates	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		
		End of Transaction				

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 Record (F-137)
2. Diploma
3. Certificate of Graduation issued by the School Head
4. Certification from SDS

b. Private School

1. Student Permanent Record (F-137)
2. Diploma
3. Certificate of Graduation issued by the 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 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 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	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		Received and record application complete requirements which shall be processed within (3) working days	Within 30 minutes	Adm. Aide IV/ Authorized Employee		
5		Issue claim stub	Within 10 minutes	Adm. Aide		

		indicating the date of release at DFA (five (5) working days from date of transmittal)		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 5 minutes	AO I/(Records Officer Authorized Employee		
9		Refer to School/Division concerned in case of discrepancy	Within 5 minutes	AO I/(Records Officer Authorized Employee		
10		Affix signature in the	Within 5 minutes	AO		

		application form		I/(Records Officer Authorized Employee)		
11		Refer to encoder for numbering and preparation of CAV form	Within 5 minutes	AO I/(Records Officer Authorized Employee)		
12		Preparation of CAV form, to be numbered and initialed	Within 5 minutes	AO I/(Records Officer Authorized Employee)		
13		Review and initial for recommending approval	Within 5 minutes	AO I/(Records Officer Authorized Employee)		
14		Approval/Signature by RD/Authorized Representative	Within 5 minutes	AO I/(Records Officer Authorized Employee)		
		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 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 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 accomplishe CS Form
3. Clearance from money and property accountabilities from District/Division Offices for Authority to Travel Abroad

Duration: 2 days

How to avail 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 10 minutes	Adm. Aide II/ Authorized Employee		
3		Prepare indorsement to field office personnel	Within 10 minutes	Adm. Aide II/ 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, 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. Statements of Assets and Liabilities
8. GSIS approval of retirement
9. Original Leave Cards

Duration: 10 days

How to avail 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 service credit balance	Within 1 day	Adm. Aide IV/ 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 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 Officer		
8		DBM releases fund advise				
		END OF TRANSACTION				

APPLICATION FOR RETIREMENT UNDER RA 8291, PD 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 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 Request for the Certification of Last Payment from the Regional Payroll Service Unit	Within 30 minutes	Adm. Aide IV/ Authorized Employee		
3		Prepare indorsement to the GSIS Branch Office	Within 30 minutes	Adm. Aide IV/ Authorized Employee		
4		Approval/Signature by RD/Authorized Representative	Within 4 days	RD/CAO/AO II		
5		Release indorsement through the Records Section	Within 10 minutes	AO I (Records Officer) /Authorized Officer		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 no 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 complaint
2. Full Name and address of the person complained of, as well as his position 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 witness, 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 for the appeal fee

Filing for Motion for Reconsideration

1. Motion for Reconsideration

Duration:

Filing of complaints – 30 minutes

Filing of appeal – 30 minutes

Filing of Motion for Reconsideration

How to avail 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 Office of the Regional Director	Received 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 Appeal

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 Office of the Regional Director	Received 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 the payment and Issue Official Receipt (O.R.)	Within 15 minutes	Cashier		
3	Return to the receiving office	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 Motion 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	Received the motion for reconsideration and issue the receiving copy to the client	Within 10 minutes	Receiving Clerk/Authorized Employee	none	

RECRUITMENT, EVALUATION, SELECTION AND APPOINTMENT FOR 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 a School Division
- Bonafide resident of a particular barangay, municipality, city of province for at least six months who declared himself/herself as a resident of a particular barangay, municipality, city of province in the Personal Data Sheet
- List of candidates who obtained who obtained an overall score 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 Division Superintendent to be posted in conspicuous place

Requirements for Enrollee

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 service record, performance rating and school clearance for those with teaching experience
7. Certificate of specialized training, if any

How to avail of the Service?

(Secondary)

Applicant/Client	Service Provider	Duration of Activity	Person In Charge
<p>Submit a written application with the required documents to the nearest elementary or secondary school head</p>	<p>1. Receive application and verify documents submitted as to the completeness and authenticity.</p>	<p>Within 10 minutes</p>	<p>a. Elementary - School Head - 4 Master Teachers/Best Performing Teachers-Members</p>
	<p>2. Submit the list of applicants together with their pertinent documents to the Division Sub-Committee.</p>	<p>Within 10 minutes</p>	<p>b. Secondary - School Head – Chair - Dept. Head concerned - 3 teachers members From the different learning areas</p>
	<p>3. Receive the list of</p>	<p>Within 1 day</p>	

applicants with the corresponding documents.

4. Review documents submitted for completeness, accuracy, authenticity and veracity.

Within 1 day

5. Evaluate applicants on Education, Teaching Experience, LET/PBET Rating, Experiential Learning Course and Specialized Training Skills

Within 1 hour

Within 1 day

6. Conduct interview

Within 2 hours

7. Observe and rate demonstration teaching applicants

Within 2 days

8. Administer the English Proficiency Test

- Public School District Supervisor Coordinating Chair
Principal of the District
- 4 School Heads-Members

Elementary

	<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</p> <p>13. Prepare the Register of Qualified Applicants (RQA)</p>	<p>Within 6 hours</p> <p>Within 3 days</p> <p>Within 2 days</p> <p>Within 2 days</p> <p>Within 1 day</p> <p>Within 30 minutes</p>	<p>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 Educ. Supervisor I – Members - President of
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who obtained total score of fifty (50) points or above by school district for elementary and by school for secondary level, by subject area.

14. Submit the complete results of the evaluation of applicants and records of deliberation to the SDS

15. Post of the complete results in at least three (3) conspicuous place in the Division for RDAs for Secondary school/school district

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

Within 2 days

Within 2 days

the PESPA (Div. Chapter)
- President of the Teachers Association (Div. Level
- Personnel in-charge of Personnel Action (Secretariat Service and keeps records of proceedings of deliberation)

Schools Division Superintendents

other pertinent laws, rules and regulations)

17. Provide every elementary and secondary school and the Regional Director with copies of the RQA for posting in their area of jurisdiction.

18. Furnish the Local Government Unit (LGU) to encourage the hiring of licensed teachers to locally funded items.

Schools Division Superintendents

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 Enrollee

1. Copies of performance ratings for the last three (3) ratings 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
7. Certificate of Participation as Chairperson/Co-chair in a technical/planning committee

of the qualifications of all applicants.

5. Prepare selection line-up reflecting the qualifications of all applicants.

6. Post selection line-up in 3 conspicuous places in the DepEd offices/schools indicating the date of posting.

7. Notify all applicants of the outcome of the preliminary evaluation.

8. Submit the selection line up to the Personnel Selection Board/ Committee for deliberation en banc.

9. Evaluate and

Personnel Selection Board (PSB)

Schools Division
Chairperson:
Assistant Schools Division Superintendent

Members:
Head of the school where the vacancy exists
Administrative Officer V

deliberate on the qualification of those listed in the selection line-up en banc.

10. Make systematic assessment of the qualifications and competencies of candidates for appointment to the vacancy.

11. Conduct further assessments such as written examination, skills, tests, interview and others among qualified applicants.

12. Submit to the appointing authority the list of five ranking candidates based on assessment of determinant factors

Administrative Officer II (HRMO)
President of the Division DepEd Employees' Union /Non-Teaching Association/Faculty Association
In the School

- Central and non-central elementary school

Chairperson: Principal/School Head

Members: Four (4) Members from the Grade Level

Chairpersons

- Elementary schools with no school head SDS identifies the committee of 5 from clustered

			<p>schools</p> <ul style="list-style-type: none">• Secondary schools with existing department heads <p>Teaching Positions Chairperson: Principal/School Head 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 designates among the
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	<p>13. Assess the list of top five candidates submitted by the PSB/C.</p>		<p>faculty on the basis of qualification and demonstrated credible competence</p> <p>Non Teaching Positions Chairperson: Principal/School Head Members: 2 Dept. Heads Administrative Officer, President of the Non-Teaching Association</p> <p>Schools Division Superintendent</p>
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14. Select the most qualified for appointment to the vacant position.

Issue appointment accordance with existing Civil Service rules and regulations

Posting of appointment

Personnel Office

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 performance rating as MT or ESP I
3. Bachelor's degree for teacher or its equivalent as provided in the Magna Carta for Teachers plus completion of Academic Requirements 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?

(Secondary)

Applicant/Client	Service Provider	Duration of Activity	Person In Charge
File application letter for the vacant position to the Office of Schools Division Superintendent.	<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>Examine/Verify the application and its supporting papers with the Sub-committee who ranks the applicants on the basis of</p>	<p>Within 30 minutes</p> <p>Within 1 day</p>	<p>Principal/Head teacher</p> <p>Public School District Supervisor 4 School Heads</p>

<p>Appear before the Division Sub – Committee to answer questions regarding the documents attached the application</p>	<p>their documents</p> <p>Evolve a listing of the applicant/s 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>Recommend to the appointing Authority the name of the most qualified applicant for the vacant position based on the ranking and assessment made</p> <p>Make the final recommendations for the appointment of the Master Teachers to the existing vacancy to the Regional Director</p>	<p>Within 2 days</p>	<p>(Division Personnel Selection Board)</p> <p>Asst. Schools Division Superintendent 2 Educ. Supervisors HRMO</p> <p>Schools Division Superintendent</p>
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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

Requirements 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 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
5. Specialized training

How to avail of the Service?

Applicant/Client	Service Provider	Duration of Activity	Person In Charge
<p>File an application letter for the vacant position with the supporting documents to the Schools Division Superintendent.</p>	<p>Review the application documents as to completeness and veracity; endorse the application to the District Office for Action.</p> <p>Receive the application/s with supporting documents.</p> <p>Verify the authenticity and completeness of the application and its documents.</p> <p>Evaluate the paper of the candidates for the vacant position.</p> <p>Pre-evaluate the application with the District Selection Committee and prepare the list of applicants according to rank.</p> <p>Transmit the application and list of applicants to the Division office.</p>	<p>30 minutes</p> <p>within 1 day</p>	<p>Principal/Teacher In-Charge</p> <p>Public School District Supervisor</p>

Verify the documents submitted to ensure that all requirements to the position are met and further screen The candidates and deliberate on their rank.

Recommend the most qualified applicant to the Appointing Authority.

Review the recommendation of the PSB and recommend the appointment of the most qualified applicant to the Regional Director

within 2 days

within 1 day

Assistant Schools
Division
Superintendent
HRMO
Administrative
Officer

Schools Division
Superintendent

PROVISIONS ON PAYMENT OF SALARIES AND OTHER EMOLUMENTS OF TEACHERS AND EMPLOYEES OF DEPED

Requirements: None

Service Schedule

Monday to Friday

8:00 am – 12:00 pm

1:00 pm – 5:00 pm

How to avail of the Service?

Payment of Salaries and other Emoluments

Applicant/Client	Service Provider	Duration of Activity	Person In Charge
	Review the voucher for the fund applicant to the Regional Director	Within 10 minutes	Cashier
	Prepare the fund transfer of salaries and the ACIC	3 hours	Cashier
	Prepare the deposit slip	Within 20 minutes	Cashier/SDS
	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

PROVISIONS ON PAYMENT OF TRAVEL EXPENSES TO DEPED EMPLOYEES

Requirements: None

Service Schedule

Monday to Friday

8:00 am – 12:00 pm

1:00 pm – 5:00 pm

How to avail of the Service?

Payment of Travel and other Benefits

Applicant/Client	Service Provider	Duration of Activity	Person In Charge
	Review the voucher with complete documents from the Accounting	Within 10 minutes	Cashier
	Review and 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 Treasury Warrant	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	Person In Charge
<ol style="list-style-type: none"> 1. Submit name for inclusion 2. Secure schedule of sessions 3. Attend sessions 4. Attend Culminating activity 	<p>Conduct information dissemination and advocacy efforts in the different barangays and identify prospective learners</p> <p>Record names of applicants Schedule the sessions when the minimum number has been reached</p> <p>Conduct learning session</p> <p>Conduct culminating activity</p>	<p>Within 2 hours</p> <p>Within 30 minutes Depends on attainment of minimum number required</p> <p>200 hours</p>	<p>Mobile Teachers</p> <p>Barangay official concerned</p> <p>Mobile Teachers</p>

PROVISIONS ON CONTINUING EDUCATION – ACCREDITATION AND EQUIVALENCY SYSTEM

(A&E)

Who May Avail of the Service?

Out-of-School Youth and Adults

Service Schedule

Monday to Friday

8:00 am – 12:00 pm

1:00 pm – 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	Person In Charge
<ol style="list-style-type: none"> 1. Submit duly accomplished enrolment form with required documents (e.g. photocopy of certificate of live birth) 2. Undergo assessment/screening test to determine entry level 3. Select schedule of classes most convenient 4. Attend session 	<p>Conduct information dissemination and advocacy efforts in the different barangays and identify prospective learners</p> <p>Receive enrolment form and documents and assess/evaluate the educational level attained</p> <p>Conduct assessment/screening test in basic literacy and functional literacy test (situational analysis)</p> <p>Identify the entry level attained and group clientele/learners according</p>	<p>3 hours session</p> <p>Within 10 minutes</p> <p>1 hour</p> <p>Within 30 minutes</p> <p>Within 10 minutes</p>	<p>ALS Coordinators Instructional Managers ALS Mobile Teachers</p>

<p>5. Undergo A & E Test</p> <p>6. Check result of A & E Test</p> <p>7. Attend culminating Activity</p>	<p>to their literacy level</p> <p>Inform schedule of classes</p> <p>Conduct Learning sessions</p> <p>Conduct A & E Test</p> <p>Post results of A & E Test at the DepEd Office</p> <p>Conduct culminating activity for the passers and issue certificate of rating cards</p>	<p>600 hours</p> <p>5 hours</p> <p>4 hours</p>	<p>Bureau of Alternative Learning System Staff (DepEd Central Office)</p> <p>School Division Superintendent ALS Supervisor IMs/ALS Coordinators Mobile Teachers</p>
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PROVISION OF SPECIAL EDUCATION

Who May Avail of the Service?

Differently-abled pupils/children with special needs

Fees: None

Service Schedule

School Year Round

Requirement/s:

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

How to avail of the Service?

Applicant/Client	Service Provider	Duration of Activity	Person In Charge
<ol style="list-style-type: none"> 1. Submit requirements for assessment 2. Undergo interview with parent/guardian 3. Proceed to the designated venue 4. Attend Classes 	<p>Receive and assess documents</p> <p>Conduct interviews and assess the child's present performance level</p> <p>Accompany the child and parent to the designated venue</p> <p>Conduct classes</p>	<p>Within 10 minutes</p> <p>Within 20 minutes</p> <p>Within 10 minutes</p>	<p>Teacher-In-Charge</p> <p>Authorized employee</p> <p>Authorized employee</p> <p>SPED Teacher</p>

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 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 complaint
2. Full Name and address of the person complained of, as well as his position 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 witness, 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 for the appeal fee

Filing for Motion for Reconsideration

1. Motion for Reconsideration

Duration:

Filing of complaints – 10 minutes

Filing of appeal – 10 minutes

Filing of Motion for Reconsideration – 10 minutes

How to avail 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 Office of the Schools Division Superintendent	Received the documents, if any	3 minutes	Office Staff	P300.00	
2	Pay to the cashier	Process payment and issue Official Receipt (O.R.)	2 minutes	Office Staff		
3	Receive to the receiving office. Present O.R. and Proof of payment of Payment	Receive Proof of Payment and documents/complaint	2 minutes	Office Staff		
4	Receive the receiving copy of 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 Office of the Schools Division Superintendent	Received 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 the 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	Within 5 minutes	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	Received the notice of appeal/appeal memorandum and other documents, if any, and require the client to pay the filing fee	10 minutes	Office Staff	none	
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 Motion 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	Received 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 Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefore" otherwise known as the "Anti-Red tape Act of 2007", the Supervisor for Legal Matters respectfully recommends for adoption by the Department of Education the herein DepEd Citizen's Charter.

Pasig City, Metro Manila, 29 of September 2009.

Recommending Approval:

(SGD.) VIRGINIA J. NOCOS
EPS I

Approved:

(SGD.) HELEN D. PAGUICAN, Ph. D.
Schools Division Superintendent