

CITIZENS CHARTER



Republic of the Philippines
DEPARTMENT OF EDUCATION
Region 02-Cagayan Valley
SCHOOLS DIVISION OFFICE OF CAGAYAN
Regional Government Center (RGC), Carig Sur, Tuguegarao City, Cagayan 3500
www.deped-sdocagayan.com.ph
Tel. No.: (078)-377-1065



OUR VISION

We Dream of Filipinos who passionately love their country and whose values and competencies enable them to realize their full potential and contribute meaningfully to building the nation.

As a learner-centered public institution, the Department of Education continuously improves itself to better serve its stakeholders.

OUR MISSION

To protect and promote the right of every Filipino to quality, equitable, culture-based, and complete basic education where:

- * Students learn in a child-friendly, gender-sensitive, safe and motivating environment
- * Teachers Facilitate learning and constantly nurture every learner
- * Administrators and staff, as stewards of the institution, ensure an enabling and supportive environment for effective learning to happen
- * Family, community and other stakeholders are actively engaged and share responsibility for developing life-long learners

OUR CORE VALUES

- *Maka-Diyos*
- *Maka-tao*
- *Makakalikasan*
- *Makabansa*

PERFORMANCE PLEDGE

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

- S**erve you promptly, efficiently, and with utmost courtesy;
 - E**nsure strict compliance with service standards;
 - R**espond to your complaint about services as soon as possible;
 - V**alue every citizen's comments, suggestions, and needs;
 - E**mpower the public through 24/7 access to information on our policies, programs, activities and services;
- All these we pledge
Because **YOU** deserve no less.

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

FRONTLINE SERVICES

- ✓ Recruitment, Evaluation, Selection and Appointment for Teacher I Position in Public Kindergarten, Elementary, Junior High School and Senior High Schools
 - Recruitment, Evaluation, Selection, Appointment and/or Promotion of Teaching and other Teaching Related Positions like Master Teachers, School Heads, Teacher 2 and 3, Guidance Counselors, Education Program Supervisor, Public Schools
 - District Supervisor and Non-Teaching Positions
- ✓ Payment of Salaries and Other Emoluments of Teachers and Employees of DepED
- ✓ Payment of Travel Expenses to DepED Employees
- ✓ Processing of Application for Certification, Authentication & Verification (CAV) for Alternative Learning System (ALS) and Philippine Educational Placement Test (PEPT)
- ✓ Assessing the Completeness of Documents for the Renewal of Permits and Application for Recognition
- ✓ Processing of Application/Request for Service Record
- ✓ Processing of Application/Request for Copy of Pertinent Documents in their 201 Files
- ✓ Processing of GSIS Agency Remittance Advice (ARA Form A to E)
- ✓ Form A – Membership
- ✓ Form B – Transfer
- ✓ Form C – Notice of Salary Adjustment (NOSA)/Notice of Step Increment (NOSI) and Appointments for Promotion
- ✓ Form D – Resigned, Retired and Deceased
- ✓ Form E – Correction of Date of Birth, Place of Birth and Change of Status
- ✓ Confirmation of GSIS Loans
- ✓ Acceptance of Administrative Complaints
- ✓ Conduct Fact Finding Investigation and provision of Assistance to the Formal Investigation

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 (sdo.cagayan@deped.gov.ph) or text us at 078-377-1065
- 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.

"SDO Cagayan: Standing Together for Education"

CITIZENS CHARTER

RECRUITMENT, EVALUATION, SELECTION AND APPOINTMENT OF TEACHER I POSITION IN PUBLIC ELEMENTARY, SECONDARY and SENIOR HIGH 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 as per DepEd Order No. 7, s 2015 for elementary and secondary and DepEd Order No. 3, s. 2016 for senior high school.
- ✓ 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 or province in the Personal Data Sheet
- ✓ List of candidates who obtained a minimum score of seventy points (70) for elementary and secondary, and sixty five points (65) for senior high school and above based on the criteria of DepEd Order No. 7, s 2015 for elementary and secondary and DepEd Order No. 3, s. 2016 for senior high school.

Fees: None

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?

Step	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE
1	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	SCHOOL HEAD/REPRESENTATIVE
2		2. Submit the list of applicants together with their pertinent documents to the Division Sub- Committee.	Within 10 minutes	SCHOOL HEAD
3		3. Receive the list of applicants with the corresponding documents.	Within 10 minutes	ROSAURO C. BELEN Administrative Officer IV/HRMO
4		4. Review documents submitted for completeness, accuracy, authenticity and veracity.	Within 1 day	<u>KINDERGARTED, ELEMENTARY & JUNIOR HIGH SCHOOL SCHOOL SCREENING COMMITTEE (SSC)</u> <ul style="list-style-type: none"> • The Committee at the Elementary Level shall be chaired by the School Head with four (4) teachers as members. In the case of primary, incomplete elementary and multi-grade (MG) schools, the Committee shall be chaired by the cluster School Head with four (4) teachers from the cluster schools as members. • The Committee at the Secondary Level shall be chaired by the School Head. The Department Head concerned and three (3) teachers from the different learning areas (as needed based on the school's vacancies) shall be members. For small secondary schools that do not have department heads, the School Head shall be the Committee Chair with four (4) subject leaders from the different learning areas as members.
5		5. Evaluate applicants on Education, Teaching Experience, LET/PBET Rating, Experiential Learning Course and Specialized Training Skills.	Within 1 day	
6		6. Conduct interview	Within 1 hour	
7		7. Observe and rate demonstration teaching of applicants	Within 1 hour	<u>DIVISION SCREENING COMMITTEE (DSC)</u> <u>For Elementary Schools</u> <ul style="list-style-type: none"> • Chair: ASDS • Members: <ul style="list-style-type: none"> ○ Three (3) Education Program Specialist (EPS) ○ Division Chapter President PESPA ○ Division President of the PTA ○ Authorized representative of an accredited Teachers' Union ○ <i>SPED Coordinator (for SPED Applicants)</i> ○ <i>MG Coordinator (for MG Applicants)</i>
8		8. Administer the English Proficiency Test	Within 2 hours	
9		9. Consolidate individual ratings and submit the initial rank list of qualified applicants to the Division Selection Committee	Within 2 days	<u>For Secondary Schools</u> <ul style="list-style-type: none"> • Chair: ASDS • Members: <ul style="list-style-type: none"> ○ Three (3) Education Program Specialist (EPS)

CITIZENS CHARTER

10	10. Review and consolidate the results of the individual rating of applicants -1 for elementary and 2 for secondary and 3 for SHS level by subject areas showing the scores they obtained in all the criteria for evaluation.	Within 3 days	<ul style="list-style-type: none"> o Division Chapter President NAPSSHI o Division President of the PTA o Authorized representative of an accredited Teachers' Union <p>SENIOR HIGH SCHOOL SCHOOL SCREENING COMMITTEE (SSC)</p> <ul style="list-style-type: none"> • Chair: School Head • Members: <ul style="list-style-type: none"> o Head Teacher for Core and/or Track subjects as needed based on the school's vacancies o Three (3) teachers from the different learning areas as needed based on the school's vacancies o President or authorized representative of the SGC or PTA <p>DIVISION SCREENING COMMITTEE (DSC)</p> <ul style="list-style-type: none"> • Chair: ASDS • Members: <ul style="list-style-type: none"> o One (1) Education Program Specialist (EPS) o Division Chapter President NAPSSHI or NASSPHIL o Authorized representative of an accredited or recognized teachers' association, organization, or union o One (1) Regional EPS as process observer
11	11. Prepare a division – wide rank list, one for elementary one for secondary and 1 for SHS	Within 2 days	
12	12. Prepare the Register of Qualified Applicants (RQA).	Within 2 days	
13	13. Submit the complete results of the evaluation of applicants and records of deliberation to the SDS.	Within 1 day	BENITO S. ALIPIO JR., CESE Asst. Schools Division Superintendent, Chair, DSC
14	14. Post the complete results in at least three (3) conspicuous places in the Division for RDAs for secondary school/school district.	Within 30 minutes	ROSAURO C. BELEN - Administrative Officer IV/HRMO
15	15. 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).	Within 2 days	LEILA P. AREOLA, PhD, CESO VI Asst. Schools Division Superintendent Officer-in-Charge Office of the Schools Division Superintendent
16	16. Provide every elementary, secondary and SHS school and the Regional Director with copies of the RQA for posting in their area of jurisdiction.	Within 2 days	BENITO S. ALIPIO JR., CESE Asst. Schools Division Superintendent, Chair, DSC
17	17. Furnish the Local Government Unit (LGU) to encourage the hiring of licensed teachers to locally funded items.	Within 2 days	LEILA P. AREOLA, PhD, CESO VI Asst. Schools Division Superintendent OIC, Office of the Schools Division Superintendent

CITIZENS CHARTER

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
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
- Consultancy/Resource Speaker in Trainings/Seminars

How to avail of the Service?

Step	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE
1	Watch for published vacant positions in the CSC Bulletin	1. Publish vacant positions in the Civil Service Commission (CSC) Bulletin of vacancies or other modes of publication in the DepEd Office.	15 working days	ROSAURO C. BELEN - Administrative Officer IV/HRMO
2	File application for the position with the accompanying support documents	2. Announce vacant positions to be filled in at least 3 conspicuous places in the DepEd offices or schools.	10 MINUTES	ROSAURO C. BELEN - Administrative Officer IV/HRMO
3		3. List applicants for the vacant position both inside and outside of DepEd offices/schools.	10 MINUTES	ROSAURO C. BELEN - Administrative Officer IV/HRMO
4		4. Conduct preliminary evaluation of the qualification of applicants.	2 HOURS	BENITO S. ALIPIO JR., CESE Asst. Schools Division Superintendent, Chair, Personnel Selection Board
5		5. Prepare selection line-up reflecting the qualifications of all applicants.	10 MINUTES	ROSAURO C. BELEN - Administrative Officer IV/HRMO
6		6. Post selection line-up in 3 conspicuous places in the DepEd offices/schools indicating the date of posting.	5 MINUTES	ROSAURO C. BELEN - Administrative Officer IV/HRMO
7		7. Notify all applicants of the outcome of the preliminary evaluation.	2 HOURS	ROSAURO C. BELEN - Administrative Officer IV/HRMO
8		8. Submit the selection line-up to the Personnel Selection Board/Committee for deliberation en banc.	5 MINUTES	ROSAURO C. BELEN - Administrative Officer IV/HRMO
9		9. Evaluate and deliberate on the qualification of those listed in the selection line-up en banc.	10 MINUTES	<u>IN THE SCHOOLS DIVISION OFFICE</u> <ul style="list-style-type: none"> • Chair: ASDS • Members: <ul style="list-style-type: none"> ○ Head of the School where the vacancy exists ○ Administrative Officer V ○ Administrative Officer IV – Personnel ○ President of the DepED National Employees’ Union/PTA/Faculty Association, as the case may be <u>IN THE SCHOOL</u> <ul style="list-style-type: none"> • Central ES and Non-Central ES: <ul style="list-style-type: none"> ○ Chair: School head ○ Members: Four (4) members from among the Grade Level Chairpersons <ul style="list-style-type: none"> ▪ Elementary Schools with no School Head: <ul style="list-style-type: none"> • The SDS shall identify the committee of five (5) to take care of the entire group of schools of this type. Contiguous or proximate schools shall be clustered to complete the group of five. • Secondary Schools: <ul style="list-style-type: none"> ○ Chair: School Head ○ Members: <ul style="list-style-type: none"> ▪ Two (2) Department heads ▪ Administrative Officer
10		10. Make systematic assessment of the qualifications and competencies of candidates for appointment to the vacancy.		
11		11. Conduct further assessment such as written examination, skills tests, interview and others among qualified applicants.		

CITIZENS CHARTER

				<ul style="list-style-type: none"> ▪ President of the DepED National Employees' Union/President of the Non-Teaching Association
12		12. Submit to the appointing authority the short list of five ranking candidates based on assessment of determinant factors		BENITO S. ALIPIO JR., CESE Asst. Schools Division Superintendent, Chair, Personnel Selection Board
13		13. Assess the list of top five candidates submitted by the PSB/C.	Within 5 days	LEILA P. AREOLA, PhD, CESO VI Asst. Schools Division Superintendent OIC, Office of the Schools Division Superintendent
14		14. Select the most qualified for the appointment to the vacant position		LEILA P. AREOLA, PhD, CESO VI Asst. Schools Division Superintendent OIC, Office of the Schools Division Superintendent
15		15. Issue appointment in accordance with existing Civil Service rules and regulations.		LEILA P. AREOLA, PhD, CESO VI Asst. Schools Division Superintendent OIC, Office of the Schools Division Superintendent
16		16. Posting of appointment		ROSAURO C. BELEN - Administrative Officer IV/HRMO

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 and achievement under the qualification standard as prescribed in MEC order no. 10.s 1979/MEC Order no. 29 s. 1979 and Deped Order no. 39 s. 2007.

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 under the qualification standard as prescribed in MEC order no. 10.s 1979/MEC Order no. 29 s. 1979 and Deped Order no. 39 s. 2007.

How to avail of the Service?

Step	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE
1	File an application letter for the vacant position with the supporting documents to the Schools Division Superintendent.	1. Receive, review and verify the application documents as to completeness and veracity.	5 minutes	ROSAURO C. BELEN - Administrative Officer IV/HRMO
2		2. Submit list of applicants to PSB for the schedule of the assessment.	within 1 day	ROSAURO C. BELEN - Administrative Officer IV/HRMO
3		3. Verify the documents submitted to ensure that all requirements to the position are met and further screen the candidates and deliberate on their rank.	within 2 days	PERSONNEL SELECTION BOARD (PSB) <ul style="list-style-type: none"> • Chair: ASDS • Members: <ul style="list-style-type: none"> ○ Administrative Officer V ○ Administrative Officer IV – Personnel ○ Representative 2nd Level ○ Representative 1st Level ○ President Secondary Schools Principals Association ○ President Elementary Schools Principals Association

CITIZENS CHARTER

4		4. Recommend the most qualified applicant to the Appointing Authority.	within 1 day	BENITO S. ALIPIO JR., CESE Asst. Schools Division Superintendent, Chair, PSB
5		5. Issue appointment in accordance with existing Civil Service rules and regulations.	within 1 day	LEILA P. AREOLA, PhD, CESO VI Asst. Schools Division Superintendent OIC, Office of the Schools Division Superintendent

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
 5. Specialized training
6. Leadership potential and achievement under the qualification standard as prescribed in DepEd Order No. 42, s. 2007 promulgated under DepEd Order no. 85, s. 2003 in pursuant to RA 9155 on the basis of merit, competence, fitness and equality.

How to avail of the Service?

Step	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE
1	File an application letter for the vacant position with the supporting documents to the Schools Division Superintendent.	1. Receive the application/s with supporting documents.	30 minutes	ROSAURO C. BELEN - Administrative Officer IV/HRMO
2		2. Review the application documents as to completeness and veracity.	10 minutes	ROSAURO C. BELEN - Administrative Officer IV/HRMO
3		3. Verify the authenticity and completeness of the application and its documents.	10 minutes	ROSAURO C. BELEN - Administrative Officer IV/HRMO
4		4. Verify the documents submitted to ensure that all requirements to the position are met and further screen the candidates and deliberate on their rank.	within 2 days	PERSONNEL SELECTION BOARD (PSB)
5		5. Recommend the top 5 most qualified applicant to the Appointing Authority.	10 minutes	BENITO S. ALIPIO JR., CESE Asst. Schools Division Superintendent, Chair, PSB
6		6. Review the recommendation of the PSB and appoint the most qualified applicant .	within 1 day	LEILA P. AREOLA, PhD, CESO VI Asst. Schools Division Superintendent OIC, Office of the Schools Division Superintendent

CITIZENS CHARTER

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

Who may avail of the Service?

Client

Step	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE
1	Submit documentary requirements for Payment of Salaries and other Emoluments.	Receive the vouchers for the fund transfer of salaries	within 10 minutes	CONCEPTION C. BANGAYAN – Administrative Officer IV Cashier Section
2		Prepare the fund transfer of salaries and the ACIC	3 hours	CONCEPTION C. BANGAYAN – Administrative Officer IV Cashier Section
3		Signing by concerned officials	within an hour	CONCEPTION C. BANGAYAN – Administrative Officer IV Cashier Section & LEILA P. AREOLA, PhD, CESO VI Asst. Schools Division Superintendent OIC, Office of the Schools Division Superintendent
4		Prepare the deposit slip	within 20 minutes	CONCEPTION C. BANGAYAN – Administrative Officer IV Cashier Section
5		Deposit the fund transfer	within 2 hours	CONCEPTION C. BANGAYAN – Administrative Officer IV Cashier Section
6		Submit the fund transfer to RO	within 1 hour	CONCEPTION C. BANGAYAN – Administrative Officer IV Cashier Section
7		Get the Treasury Warrant from RO	within 1 day	CONCEPTION C. BANGAYAN – Administrative Officer IV Cashier Section
8		Release the Treasury Warrant	3 days	CONCEPTION C. BANGAYAN – Administrative Officer IV Cashier Section

PROVISION ON PAYMENT OF TRAVEL EXPENSES TO DEPED EMPLOYEES

Step	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE
1	Submit documentary requirements for Payment of Salaries and other Emoluments.	Receive the vouchers with complete supporting documents from the Accounting	within 10 minutes	CONCEPTION C. BANGAYAN – Administrative Officer IV Cashier Section
2		Review/scrutinize documents submitted	within 30 minutes	CONCEPTION C. BANGAYAN – Administrative Officer IV Cashier Section
3		Prepare the check of the voucher and the ACIC	within 30 minutes	CONCEPTION C. BANGAYAN – Administrative Officer IV Cashier Section
4		Signing by concerned officials	within 2 hours	CONCEPTION C. BANGAYAN – Administrative Officer IV Cashier Section & LEILA P. AREOLA, PhD, CESO VI Asst. Schools Division Superintendent OIC, Office of the Schools Division Superintendent
5		Submit the ACIC to the bank	within 1 hour	CONCEPTION C. BANGAYAN – Administrative Officer IV Cashier Section
6		Release the check to the payee.	within 1 hour	CONCEPTION C. BANGAYAN – Administrative Officer IV Cashier Section

CITIZENS CHARTER

APPLICATION FOR CERTIFICATION, AUTHENTICATION & VERIFICATION FOR ALS & PEPT

Who may avail of the Service?

Applicant/Client

What are the requirements?

1. Accomplished Request Slip (forms available at the Records Section) for the issuance of Certification, Authentication and Verification of ALS & PEPT

Duration: 30 minutes (under normal circumstances)

How to avail of the Service?

Step	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE
1	Accomplished Request Slip (forms available at the Records Section)	Receive request	Within 2 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section
2		Prepare requested Certification of ALS & PEPT	Within 10 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section
3		Review the document	Within 10 minutes	ANTONIO N. BALISI – Administrative Officer IV Records Section
4		Signature by the Authorized Representative	Within 3 minutes	LEILA P. AREOLA, PhD, CESO VI Asst. Schools Division Superintendent OIC, Office of the Schools Division Superintendent
5		Record and release document to client	Within 5 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section

APPLICATION FOR SERVICE RECORD

Who may avail of the Service?

Teachers and personnel in the Division level

What are the requirements?

1. Accomplished Request Slip (forms available at the Records Section) for the issuance of service record.

Duration: 25 minutes (under normal circumstances)

How to avail of the Service?

Step	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE
1	Written request (secure a request form at the Records Section)	Receive request	Within 2 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section
2		Prepare requested Service Record	Within 10 minutes	ANTONIO N. BALISI – Administrative Officer IV Records Section
3		Review the document	Within 5 minutes	ANTONIO N. BALISI – Administrative Officer IV Records Section
4		Signature by the Authorized Representative	Within 3 minutes	ANTONIO N. BALISI – Administrative Officer IV Records Section or ROSAURO C. BELEN – Administrative Officer IV Personnel Section or JOSE G. TALOSIG – Administrative Officer V General Services
5		Record and release document to client	Within 5 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section

CITIZENS CHARTER

APPLICATION/REQUEST FOR COPY OF PERTINENT DOCUMENTS IN THEIR 201 FILES

Who may avail of the Service?

Teachers and personnel in the Division level

What are the requirements?

1. Accomplished Request Slip (forms available at the Records Section) for the retrieval of a certain requested document like appointment, special order, form 6, retirement, NOSI & NOSA.

Duration: 25 minutes (under normal circumstances)

How to avail of the Service?

Step	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE
1	Written request (secure a request form at the Records Section)	Receive request	Within 2 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section
2		Retrieval of requested document in their 201 files	Within 10 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section
3		Review the document	Within 5 minutes	ANTONIO N. BALISI – Administrative Officer IV Records Section
4		Record and release document to client	Within 5 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section

GSIS AGENCY REMITTANCE ADVICE (ARA FORM A TO E)

Who may avail of the Service?

Teachers and personnel in the Division level

What are the requirements?

1. ARA Form A - Accomplished Membership Information Sheet (forms available at the Records Section) for the issuance of G SIS BP Number
2. ARA Form B – Received approved transfer
3. ARA Form C - Received approved NOSI/NOSA and Appointments for Promotion
4. ARA Form D – Received approved retirement, resignation and deceased papers
5. ARA Form E – Received original copy of NSO-Live birth and Marriage Contract

Duration: 25 minutes (under normal circumstances)

How to avail of the ARA-Form A Service?

Step	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE
1	Written request (secure a request form at the Records Section)	Receive request	Within 5 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section
2		Encode membership	Within 5 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section
3		Review the document	Within 5 minutes	ANTONIO N. BALISI – Administrative Officer IV Records Section
4		E-mail membership to G SIS Central Office	Within 10 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section
5		Issuance Of G SIS Business Partner Number	Within 3 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section

How to avail of the ARA-Form B Service?

Step	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE
1	Written request (secure a request form at the Records Section)	Receive request	Within 5 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section
2		Encode approved transfer	Within 5 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section

CITIZENS CHARTER

3		Review the document	Within 5 minutes	ANTONIO N. BALISI – Administrative Officer IV Records Section
4		E-mail membership to GSIS Central Office	Within 10 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section

How to avail of the ARA-Form C Service?

Step	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE
1	Written request (secure a request form at the Records Section)	Receive request	Within 5 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section
2		Encode approved NOSI/NOSA and Appointments for Promotion	Within 5 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section
3		Review the document	Within 5 minutes	ANTONIO N. BALISI – Administrative Officer IV Records Section
4		E-mail membership to GSIS Central Office	Within 10 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section

How to avail of the ARA-Form D Service?

Step	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE
1	Written request (secure a request form at the Records Section)	Receive request	Within 5 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section
2		Encode approved retirement, resignation and deceased papers Promotion	Within 5 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section
3		Review the document	Within 5 minutes	ANTONIO N. BALISI – Administrative Officer IV Records Section
4		E-mail membership to GSIS Central Office	Within 10 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section

How to avail of the ARA-Form E Service?

Step	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE
1	Written request (secure a request form at the Records Section)	Receive request	Within 5 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section
2		Scan original copy of NSO-Live birth and Marriage Contract	Within 5 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section
3		Review the document	Within 5 minutes	ANTONIO N. BALISI – Administrative Officer IV Records Section
4		E-mail membership to GSIS Central Office	Within 10 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section

APPLICATION FOR CONFIRMATION OF GSIS LOANS

Who may avail of the Service?

Teachers and personnel in the Division level

What are the requirements?

- Accomplished Membership Information Sheet (forms available at the Records Section) for the confirmation of loan.

Duration: 25 minutes (under normal circumstances)

How to avail of the Service?

CITIZENS CHARTER

Step	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE
1	Written request (secure a request form at the Records Section)	Receive original payslip	Within 5 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section
2		Review the original payslip if qualified	Within 5 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section
3		Prepare verifiers ledger	Within 5 minutes	ANTONIO N. BALISI – Administrative Officer IV/AAO Records Section or ANDREW TORIBIO B. TAACA - IT Officer I/Alternate AAO ICT Unit
4		Confirmation of loan	Within 10 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section

FILING OF COMPLAINTS

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

How to avail of the Service?

Step	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE
1	File the complaint along with the requirements at the office of the Schools Division Superintendent	Receive the complaint and other documents, if any	Within 3 minutes	VANESSA M. VENTURA – Administrative Aide VI Records Section
2	Receive the receiving copy of the documents/complaint	Issue the receiving copy to the client	1 minute	VANESSA M. VENTURA – Administrative Aide VI Records Section
3		Forward the document the to the Office of the Schools Division Superintendent	Within 5 minutes	ANTONIO N. BALISI – Administrative Officer IV Records Section

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.