



Republic of the Philippines
Department of Education
REGION V
SCHOOLS DIVISION OF MASBATE

CITIZEN'S CHARTER

Cash/Disbursement



Address: Rodeo Road, Brgy. Centro, Masbate City
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ISSUANCE OF OFFICE RECEIPT

Service Description: Official Receipt are issued to clients where transactions have corresponding payments as an acceptable evidence or proof of receipt of payment for disbursements where payee/recipient is a dealer, supplier or business establishment. Official Receipts issued to clients may vary depending on the type, purpose of the transaction and specific fund it belongs.

Office or Division:	Cash Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form (2 Original Copy)		<ul style="list-style-type: none"> • For payment for bid documents: Bids and Awards Committee • For School permits: Quality Assurance Division • For Appeal Fee: Legal Unit • Disallowance: Finance Division/Accounting Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment form from Accounting Section	1.1 Issue Order of Payment form	None	5 minutes	Accounting Staff/ Accountant
2. Bring the duly filled-out Order of Payment form	2.1 Verify the completeness of the filled-out Order of Payment form with corresponding fee	None	2 minutes	Collecting Officer
	2.2 Accept the payment and encode the details to the Office receipt	None	3 minutes	Collecting Officer
3. Check and receive the Office Receipt	3.1 Issue the Office Receipt	None	3 minutes	Collecting Officer
TOTAL:		None	13 Minutes	





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DISBURSEMENT THRU CHECKS AND LDDAP/ADA

Service Description: The disbursement through Checks and List of Due and Demandable Accounts Payable-Advice to Debit Accounts (LDDAP-ADA) is facilitated by the Cash Section.

Office or Division:	Cash Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teaching and Non-Teaching Staff, External Creditors, Suppliers, Contractors, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Vouchers with complete supporting documents		1. Personnel, Budget and Accounting		
2. At least 2 Valid Identification Card		2. Payee/Claimant		
3. Notarized SPA in the absence of the claimant		3. Payee/Claimant		
4. Official Receipts		4. External Creditors, Suppliers and Contractors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive and record the disbursement vouchers, LDDAP/ADA in the logbook	None	5 minutes	Cash Unit Personnel
	2. Prepare check and AIC	None	20 minutes	Cash Unit Personnel
	3. Email the soft copy of ACIC to the bank and back up in the system	None	3 minutes	Cash Unit Personnel
3. Check and receive the Office Receipt	4. Record & post the total ACIC & LDDAP in the CDR	None	5 minutes	Cash Unit Personnel
	5. Reviews and signs the checks, ACIC,	None	15 minutes	Cashier
	6. Forwards the checks, ACIC, ADA, LDDAP, DV and its	None	5 minutes	Cash Unit Personnel





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	supporting documents			
	7. Sign the checks, ADA, LDDAP,	None	30 minutes	SDS
	8. Receive and classify the signed checks, LDDAP/ADA	None	10 minutes	Cash Unit Personnel
	9. Segregate the ACIC, LDDAP & SLIIE for Cash, Budget and Bank File.	None	10 minutes	Cash Unit Personnel
	10. Submit the signed ACIC, LDDAP and SLIE for Cash Unit, Budget Unit, and bank file	None	15 minutes	Cash Unit Personnel
	11. Record the signed checks to the check register or release book	None	10 minutes	Cash Unit Personnel
2. Receive the check and sign the DV and logbook and present 2 valid IDs. In the absence of the claimant, Notarized SPA is required and Official Receipts in case of suppliers and contractors.	12. Release the checks to the concerned payee/claimants	None	3 minutes	Cash Unit Personnel
	TOTAL:	None	2 hours and 11 minutes	





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REQUEST AND RELEASE OF CASH THROUGH PETTY CASH FUND

Service Description: Petty cash is requested and released to the DepEd employees for expenditure on small items subject to approval of the Schools Division Superintendent.

Office or Division:	Cash Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All SDO Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Petty Cash Voucher (PCV)		1. Petty Cash Custodian (Cashier's Office)		
2. RIS, PR, Job Order, Inspection Report, Canvass Papers		2. Requestor		
3. Official Receipts		3. Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out PVC and submit required documents	1.1 Check the completeness and validity of the request together with the supporting documents presented	None	5 minutes	Cashier
	1.2. Forward the PCV and its supporting documents to SDS for approval	None	5 minutes	Cash Unit personnel
	1.3. Approve the request	None	30 minutes	SDS
	1.3. Receive and review the approved PCV and its supporting documents	None	5minutes	Cashier
2. Receive the cash and acknowledge receipt in the PCV and release book	2. Release cash to the requestor	None	2 minutes	Cashier
TOTAL:		None	47 Minutes	



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LIQUIDATION OF CASH ADVANCE THROUGH PETTY CASH FUND

Service Description: Processing of liquidation of cash advance through petty cash fund is facilitated by the Cash Unit.

Office or Division:	Cash Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All SDO Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Petty Cash Voucher (PCV)		1. Petty Cash Custodian (Cashier's Office)		
2. RIS, PR, Job Order, Inspection Report, Canvass Papers		2. Requestor		
3. Official Receipts		3. Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the official receipts, inspection report and other documents for liquidation	1.1 Receive the documents for liquidation	None	3 minutes	Cashier
	1.2. Record paid petty cash voucher in the Petty Cash Fund Record	None	3 minutes	Cashier
	1.3. Prepare replenishment report and forward to SDS for approval	None	10 minutes	Cashier
	2. Prepare the DV and submit to the accounting section.	None	10 minutes	Cashier
TOTAL:		None	26 Minutes	





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HANDLING OF CASH ADVANCES

Service Description: Issuance of Cash Advance to Requesting DepEd Office. The Cashier is allowed for advances especially on cases where payment of cash is necessary. However, the grant of cash advances to Cashier is still based on the general accounting rules and regulations

Office or Division:	Cash unit			
Classification:	Simple			
Type of Transaction:	G2G - Government To Government			
Who may avail:	DepEd Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authority to Cash Advance (1 Original Copy)		Accounting Unit		
2. Certification of No Liquidated CA's		Respective office/bureau/service		
3. Documentary requirements				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Authority to Cash Advance and Certification of No Liquidated CA's	1.1 Issue the Authority to Cash Advance and Certification of No Liquidated CA's	None	20 minutes	Accounting Staff
2. Forward to Head of Office for Approve, then prepare DV and ORS and attached documentary requirements needed for Cash Advances	2.1 Sign the documentary requirements needed for Cash Advance	None	15 minutes	Head of Office





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3. Prepare DV and ORS and attached documentary requirements needed for Cash Advances	3.1 Forward the ORS/DV to signatories	None	1 day	Records
	3.2 Receive complete, accurate and approved DV, ORS, ADA and supporting documents from the Head of Office	None	10 minutes	Cash Personnel
	3.3 Prepare Payroll Credit System Validation (PACSVL)	None	2 hours	Cash Personnel
	3.4 Forward the PACSVL to Accountant for review and signature	None	20 minutes	Accountant
	3.5 Prepare Advice of Check Issued and Cancelled (ACIC)	None	30 minutes	Cash Personnel
	3.6 Review the ADA details against ACIC	None	20 minutes	Cashier
	3.7 Sign the ADA, PACSVL and ACIC	None	10 minutes	Cashier
	3.8 Forward ADA, PACSVL and ACIC to the Head of Office for signature	None	5 minutes	Cash Personnel
	3.9 Sign the ADA, PACSVL and ACIC	None	30 minutes	Head of Office





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	3.10 Receive the signed ADA, PACSVAL and ACIC	None	10 minutes	Cash Personnel
	3.11 Submit the ADA, PACSVAL and ACIC to the bank	None	1 hour	Cash Personnel
	3.12 Notify the clients that the Cash Advances are already credited to ATM	None	15 minutes	Cash Personnel
	TOTAL	None	1 day, 6 hours	





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Legal Unit



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FILING OF ADMINISTRATIVE COMPLAINT

Service Description: Administrative complaint may be filed for any of the following grounds for disciplinary action. This refers to the process of receiving formal administrative complaints against DepEd personnel filed before the appropriate Disciplining Authority. A party who is adversely affected by any offenses punishable under D.O. 47 may file a complaint with the disciplining authority

Office or Division:	Legal Services Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen and G2B - Government to Business
Who may avail:	Any person complaining

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Written complaint under oath containing the following: <ol style="list-style-type: none"> a. Full name and address of the complainant b. Full name and address of the person complained of, as well as his position in the Department of Education c. A narration of the relevant and material facts which shows the acts or omissions allegedly committed by the person complained of d. Certified true copies of the documentary evidence and affidavits of witnesses, if any e. Certificate or Statement of Non-Forum Shopping 	1. Certified true copies of documentary evidence may be secured: <ol style="list-style-type: none"> a. In case of public documents, from the public officer in custody thereof b. In case of private documents, copy certification may be performed by a notary public <p>The complaint and Certificate Non-Forum Shopping may be subscribed and sworn to before a notary public or any person authorized to administer oaths.</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint with supporting evidence, if necessary	1.1 Assess the complaint as to compliance with the required form and substance based on D.O. 49, s. 2006 1.2. Provide technical advice/ assistance to	None	20 minutes	Legal Officer





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	the complainant and return the complaint if it is not compliant with the requirements			
2. Revise the complaint and/or provide the required attachment, if necessary	2.1 Re-assess the same for compliance with the required form and substance 2.2 Advise the complainant to file the complaint with the proper disciplining authority: a. With the Regional Director if the person complained of is a teaching personnel b. With the Schools Division Superintendent if the person complained of is a non-teaching personnel.		20 minutes	
TOTAL:		None	40 minutes	
REMARKS: For Request sent electronically				
1. Submit electronically (thru official email) the formal complaint with supporting evidence, if necessary	1.1 Evaluate the complaint using the formal requirements under D.O. 49, s. 2006 a. Non-compliant: respond with the checklist of the requirements and give appropriate advice and request client to acknowledge receipt of response/action taken.	None	20 minutes	Legal Unit Staff/Legal Officer





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	b. Compliant: Acknowledge receipt of the email, print and forward to Records Section for processing and require complainant to send physical copy through registered mail or private courier			
TOTAL:		None	20 Minutes	





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CORRECTION OF ENTRIES IN THE SCHOOL RECORDS

Service Description: This process covers the rectification of personal information in scholastic records. It is a remedy for any student whose school records contain error/s which is/are purely typographical in nature, and which can be corrected by the issuance of a Resolution directing the correction of such error/s.

Office or Division:	Legal Services Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen and G2C - Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application indicating the entry/entries to be corrected (1 original copy)	Requesting Party
2. Certificate of Live Birth issued by Philippine Statistics Authority (1 original, 1 photocopy)	PSA
3. Certified true copy of Form 137 or FS 9 or Diploma whichever is applicable (1 original, 1 photocopy)	School
4. Affidavit of Two Disinterested Persons applicable (1 original, 1 photocopy)	Affiants
5. Other documents that may be required by the Attorney III of the Division Office in order to prove the application	Requesting Party
6. Authorization Letter or Special Power of Attorney (if the application is filed by the person other than the owner of the record)	Requesting Part
7. Data Privacy Consent Form	Legal Services Unit
8. Official email address	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents and fill out the application form for Correction of Entries in the School Records	1.1 Review and check all the requirements submitted as to completeness. a. If complete, proceed to verification and evaluation of documents. b. If incomplete, return the documents to the applicant with an advice as to how to acquire his/her deficiency	None	10 minutes	Legal Unit Staff/Legal Officer





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	1.2 Verify the authenticity of all required documents and run the original PSA Birth Certificate under the UV Blue Lamp to determine existence of PSA seal	None	5 minutes	Legal Unit Staff/Legal Officer
2. Fill out and sign the Data Privacy Consent Form	2.1 Verify the completeness of the filled-out of form	None	2 minutes	Legal Unit Staff/Legal Officer
	2.2 Endorse /recommend to the SDS or in his absence, the ASDS, the granting of the application.	None	5 minutes	Legal Officer
	2.3 Issue a signed Order to the public or private school to change the entries in the school records of the applicant	None	1 day	SDS/ASDS
3. Receive the copy of the order/acknowledge receipt of the email.	3.1 Release a copy of the Order to the applicant and to the concerned school either in hard copy or through email.	None	3 minutes	Legal Unit Staff/Legal Officer
TOTAL:		None	1 day and 25 minutes	





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ISSUANCE OF CERTIFICATE OF NO PENDING CASE

Service Description: Upon request and after verification of records, the Legal Unit issues certificates of no pending case to applicants found to have no formal charge issued against them by the disciplining authority.

Office or Division:	Legal Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SDO – Masbate personnel applying for transfer, retirement, GSIS loans, monetization of leave credits and other transactions requiring a certificate of no pending case.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request and Information Slip.		Legal Services Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Fill up and submit request and information slip	Verify whether the requesting party has a pending administrative case based on latest inventory of cases Prepare the Certificate of No Pending Case Sign the Certificate of No Pending Case Release the Certificate of No Pending Case	None	5 minutes	Legal Assistant/ Legal Officer
Claim the signed Certificate of No Pending Case	Record the name and other details of requesting party in the issuance monitoring list	None	5 minutes	Legal Assistant
TOTAL:			10 minutes	





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REVIEW OF CONTRACTS, MEMORANDUM OF AGREEMENTS, DEED OF DONATIONS AND OTHER LEGAL DOCUMENTS

Service Description: The Legal Unit conducts review of legal instruments or documents to be executed relative to the operations and functions of the Schools Division Office and its personnel to determine compliance with laws, rules and regulations.

Office or Division:	Legal Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SDO – Masbate Province unit or personnel with project or activity requiring the execution of contracts, memorandum of agreements, deeds of donations and other legal documents or instruments.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Draft of instrument or document Endorsement from the SDS, ASDS or Division Chiefs		Provided by client Office of the SDS, ASDS or Division Chief		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Submit the draft of the instrument or document to the Legal Office	Review the contract, MOA, DOD, etc. for compliance with pertinent laws, rules and regulations Advise the client to make revisions, if necessary	None	1 hour	Legal Officer
Revise the instrument or document	Upon receipt of the revised instrument or document, reviews= again and put initials beside the name of signatory to signify conformity when all is in orders	None	30 minutes	Legal Officer
TOTAL:			1 hour and 30 minutes	





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PROVISION OF LEGAL ADVICE

Service Description: The Legal Unit provides legal assistance/advice/counseling on legal matters and issues relevant to the performance of SDO personnel official functions.

Office or Division:	Legal Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SDO – Masbate personnel who need legal assistance, advice or counseling on legal matters or issues relevant to the performance of their official functions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Provide the details of the legal matter, issue or concern	Evaluate the details of the issues presented Give legal advice and/or recommendation.	None	1 hour	Legal Officer
TOTAL:			1 hour	





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ACTION ON LETTER COMPLAINTS TRANSMITTED TO THE OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT

Service Description: The Legal Unit provides recommendation on proper response and action to be taken on letters coming from stakeholders addressed to the SDS and raising issues or concerns against SDO – Masbate personnel.

Office or Division:	Legal Unit			
Classification:	Complex			
Type of Transaction:	G2C, G2G – Government to Citizens, Government to Government			
Who may avail:	Any person who has an issue or concern against any teaching or non-teaching personnel of SDO – Masbate Province			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Submit the letter complaint to the office of the SDS	Upon receipt of letter complaint endorsed by the SDS, evaluate the same for validity of the issues or concerns raise. Give recommendation to the SDS on the proper response and action to be taken	None	1 hour	Legal Officer
	Draft a letter advising the person complained of to submit answer or comment to the letter complaint	None	1 hour	Legal Officer
	Upon receipt of the answer or comment, draft a response letter to the complainant showing the standpoint of the person complained of, the SDS's evaluation of the matter and details of further action or countermeasure to be implemented	None	2 hours	Legal Officer
TOTAL:			4 hours	





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SCHOOL SITE TITLING

Service Description: The Legal Office provides assistance to the school head in the application for issuance of Original Certificate of Title (OCT), Transfer Certificate of Title (TCT) or Special Patents (SP) for school sites.

Office or Division:	Legal Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	School heads who will process applications for issuance of school site OCT, TCT or SP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required documents necessary for titling: Copy of Deed of Donation, Deed of Sale, Deed of Exchange, etc.; Original copy of owner's duplicate of OCT/TCT; Copy of approved survey plan; Certified true copy of Tax Declaration; Certificate of no tax delinquency; Transfer tax; BIR clearance; and DAR clearance (if agricultural land/camotal land)		School files, SDO Legal Office, LGU, donor or vendor Previous owner DENR or private surveyor Municipal Assessor BIR BIR BIR DAR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Submit the required school site documents to the Legal Office	Evaluate the submitted documents for validity, completeness and applicability and informs the school head of any deficiency, if there is any	None	2 hours	Legal Officer
	Assist the school head in procurement of the missing requirements, if there is any	None	1 year	Legal Officer
	Work together/coordinates with the school head in the processing and submission of requirements to the RTC, LRA/RoD or DENR for the issuance of OCT, TCT or SP	None	1 year	Legal Officer
		TOTAL	2 years	





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Personnel Section



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SUBMISSION OF EMPLOYMENT APPLICATION (TEACHING RELATED)

Service Description: Any individual with interest in applying for a position in DepEd, and that is qualified for the position may submit his/her credentials and other requirements.

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	License Professional Teacher for Permanent Positions (Elem, JHS, and SHS; Not Eligible Teachers for Provisional Positions (SHS only)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent for teaching position (1 original)		Applicant		
2. Duly accomplished CSC Form 212 (Revised 2017)-Personal Data Sheet (2 original copies)		CSC		
3. Certified true copy of Professional Regulation Commission (PRC) Identification Card (1 original)		PRC or CSC		
4. Certified true copy of ratings obtained in the LET/PBET (1 original)		Applicant		
5. Service Record/Certificate of Employment, performance rating, and school's clearance for those with teaching experience (1 original)				
6. Certified true copy of Transcript of Record (1 Original Copy)				
7. Certificate of specialized trainings (1 Photocopy of each)				
8. NBI Clearance (1 Original Copy)				
9. Certified true copy of the Voter's ID and/or any proof of residency as deemed acceptable by the School Screening Committee (1 original)				
10. Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the applicant (2 original copies)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete pertinent documents to the	1.1 Receive and stamp and check completeness of the submitted	None	5 minutes	School Head/ Personnel





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school where vacancy regular and/or natural) exists	documents using the checklist			
2. Received receiving copy of the documents	2.1 Evaluate the documents submitted by the applicant/s for authenticity and veracity	None	15 minutes	School/District Screening Committee
	2.2 Submit a Soft and Hard copy of the result of pre- assessment at the HR Office through the Records Section	None	1 day	School/District Screening Committee
	2.3 Receive and stamp the hard copy of the result of Pre-assessment as received and forward to HR Office	None	5 minutes	Records Section Staff
	2.4 Receive the result of the pre- assessment	None	5 minutes	HRMO
	TOTAL:	None	1 day and 35 minutes	





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SUBMISSION OF EMPLOYMENT APPLICATION (NON-TEACHING RELATED)

Service Description: Any individual with interest in applying for a position in DepEd, and that is qualified for the position may submit his/her credentials and other requirements.

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any person who is eligible for the position

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter (1 original)	Applicant
2. Duly accomplished CSC Form 212 with the latest 2x2 ID picture (2 original copies)	Applicant
3. Government Issued ID (1 photocopy)	PRC or CSC
4. Certified true copy of Professional Regulation Commission (PRC) Identification Card (1 original)	PRC or CSC
5. Certified true copy of Transcript of Records or Certification, Authentication and Verification of TOR (1 original copy)	School/s attended
6. Certification of the Performance Ratings for the last 3 rating period (1 Photocopy)	Previous/Current employer
7. Trainings and Seminars attended (1 Photocopy each)	Applicant
8. Documentation of Outstanding Accomplishments (1 copy)	Applicant
9. Electronic copy of requirements/documents (if available)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete pertinent documents to the Records Unit	1.1 Stamp Receive, issue a receiving copy, and forward the pertinent documents to the HR Unit	None	10 minutes	Records Officer/AA VI
	1.2 Check completeness of documents submitted using the checklist	None	10 minutes	Personnel Unit Staff
2. Receive application receipt	2.1 Encode application details	None	10 minutes	Personnel Unit Staff/HRMO
TOTAL:		None	30 Minutes	



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PROCESSING OF APPOINTMENT (NATURAL VACANCY/OLD ITEM, NEW ITEM, RECLASS, ERF AND SUBSTITUTE)

Service Description: This service involves the preparation of appointment for the natural vacancy/old Item, new Item, reclassification, ERF and substitute.

Office or Division:	Personnel Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Teaching and Non-Teaching Personnel in the DepEd	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Assumption to Duty - 4 copies		HR Office
Oath of Office - 4 copies		HR Office
Position Description Form - 4 copies		HR Office
Verification (search by license) - 2 copies		PRC Website Online http://www.prc.gov.ph/services/?id=16
Personal Data Sheet Form 212 (2017) (Written or Computerized) - 4 copies		Online
Certificate of Good Standing (original authenticated by PRC) not expired - 2 copies		PRC
Report of Rating (original authenticated by PRC)- not expired - 2 copies		PRC
PRC LICENSE I.D. (original authenticated by PRC)-not expired - 2 copies		PRC
Marriage Contract (if married) - 2 copies		PSA
Authenticated copy of Transcript of Record and Special Order (College, Masters, Doctorate) issued by the issuing school – original copy - 2 copies		School graduated
Photocopy of Certificate of Live Birth (PSA) - 2 copies		PSA
Photocopy of previous appointment (approved by CSC) - 2 copies		Records Unit
Statement of Assets, Liabilities & Net Worth - SUBSCRIBED BY THE ATTY - 2 copies		Client
Clearance from property and money accountability (for promotion and transfer only) – 2 copies		School/Agency where the employee came from
Approved ERF (for promotion thru upgrading only) – 2 copies		HR Office
NOSCA (for promotion thru upgrading and reclass only) – 2 copies		HR Office





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Certificate of NC II/ NC III/ TMC I/ TMC II (<i>applicable for SHS applicant only</i>) – 2 copies		TESDA		
Certificate of TMC I for TVL track only (<i>applicable for SHS applicant only</i>) – 2 copies		TESDA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit complete set of requirements to	1.1. Screen/Check the requirements as to completeness and correctness of submitted documents by the applicants	None	10 minutes	Personnel Unit Staff at Window 3
	1.2. Prepare the appointment	None	30 minutes	Personnel Unit Staff at Window 1
	1.3. Forward the appointment for signature of the authorities	None	5 minutes	Personnel Unit Staff
	1.4 Sign the appointment	None	1 hour	HRMO, ASDS & SDS
2. Acknowledge receipt of information	1.5. Inform the client of the approval of the appointment which is for submission to CSC	None	2 minutes	Personnel Unit Staff at Window 1
TOTAL:		None	1 hour,40 minutes	





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CITIZEN'S CHARTER

PROCESS OF RECLASSIFICATION FOR MASTER TEACHER POSITION ELEMENTARY AND SECONDARY LEVEL AND HEAD TEACHER POSITION FOR SECONDARY LEVEL

Service Description: This service is availed of the personnel who apply for reclassification based on their qualification.

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction:	G2G– Government to Government
Who may avail:	Teaching Personnel in the DepEd

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR MASTER TEACHER POSITION - ELEMENTARY:	
1. Plantilla Allocation List (PAL) – 1 copy	1. HR Office
2. Matrix for funding requirements – 1 copy	2. HR Office
3. Duly accomplished Position Description Form, including Unique Item No. of the position to be reclassified per latest PSIPOP – 1 copy	3. HR Office
4. Statement of functions of the unit where the position belongs signed by the School Principal – 1 copy	4. Applicant
5. Justification for the Reclassification of Position signed by the SDS – 1 copy	5. HR Office
6. Certification that the incumbent fully meets the QS set by the CSC/DepEd for the position as reclassified signed by the Chairman of the HRMPSB/SDS – 1 copy	6. HR Office
7. Updated Service Record – 1 copy	7. HR Office
8. Original copy of rank list (for purposes of reclassification only) – 1 copy	8. HR Office
9. Waiver (if lone candidate) – 1 copy	9. Applicant
10. Duly-accomplished Evaluation Sheet by the HRMO/AO – 1 copy	10. HR Office
11. List of teachers by school in the district (to be prepared by the District Planning Officer & certified correct by the PSDS)-position title and item no. of every teacher must be indicated – 1 copy	11. District
12. Transcript of Records/Special Order – 1 copy	12. Applicant
13. Copy of the previous appointment – 1 copy	13. Applicant
14. PRC Certification of Good Standing – 1 copy	14. PRC
15. Teacher's License – 1 copy	15. PRC
16. Report of Board Rating – 1 copy	16. PRC
17. Certificates of Participation on relevant trainings attended – 1 copy	17. Applicant



Address: Rodeo Road, Brgy. Centro, Masbate City
Telephone No.: (056) 578-2544
Email: masbate@deped.gov.ph
Website: <http://depedmasbate.ph>





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<p>18. District Data Bulletin (to be prepared by the Division Planning Officer and certified correct by the SDS) – 1 copy</p> <p>19. Certification of no pending promotion, reclassification and resignation signed by the SDS – 1 copy</p> <p>20. Copy of the leaf of the current plantilla, indicated herein the name and the item no. of the recommendee – 1 copy</p> <p>FOR MASTER TEACHER & HEAD TEACHER POSITION - SECONDARY:</p> <ol style="list-style-type: none"> 1. Plantilla Allocation List (PAL) – 1 copy 2. Matrix for funding requirements – 1 copy 3. Duly accomplished Position Description Form, including Unique Item No. of the position to be reclassified per latest PSIPOP – 1 copy 4. Statement of functions of the unit where the position belongs signed by the School Principal – 1 copy 5. Justification for the Reclassification of Position signed by the SDS – 1 copy 6. Certification that the incumbent fully meets the QS set by the CSC/DepEd for the position as reclassified signed by the Chairman of the HRMPSB/SDS – 1 copy 7. Updated Service Record – 1 copy 8. Original copy of rank list (for purposes of reclassification only) – 1 copy 9. Waiver (if lone candidate) – 1 copy 10. Duly-accomplished Evaluation Sheet by the HRMO/AO – 1 copy 11. Transcript of Records/Special Order – 1 copy 12. Copy of the previous appointment – 1 copy 13. PRC Certification of Good Standing – 1 copy 14. Teacher's License – 1 copy 15. Report of Board Rating – 1 copy 16. Certificates of Participation on relevant trainings attended – 1 copy 17. Complete List of Teachers by Department (with position title and item number)-signed by the School Principal – 1 copy 18. BPS Form Nos. 29,30,31/ SF 7 and Class Program signed by the School Principal – 1 copy 19. Certification of no pending promotion, reclassification and resignation signed by the SDS – 1 copy 	<p>18. District</p> <p>19. HR Office</p> <p>20. HR Office</p> <ol style="list-style-type: none"> 1. HR Office 2. HR Office 3. HR Office 4. Applicant 5. HR Office 6. HR Office 7. HR Office 8. HR Office 9. Applicant 10. HR Office 11. Applicant 12. Applicant 13. PRC 14. PRC 15. PRC 16. Applicant 17. School 18. School 19. HR Office
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20. Latest copy of the PSIPOP of the school – 1 copy 21. List of teachers supervised (item number of every teacher must be indicated) signed by the School Principal – 1 copy (for HT applicant only) 22. Designation as TIC/Chairman of the Department – 1 copy (for HT applicant only)		20. HR Office, if non implementing / School, if implementing 21. School 22. School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit needed documents thru DTS	1.1. Receive signed updated district data bulletin thru DTS (For Elementary Level), and updated School Form 7 (For Secondary Level)	None	5 minutes	Personnel Unit Staff at Window 1
	1.2. Validate data as to correctness and check slots available per district and school	None	30 minutes	HRMO
	1.3. Inform PSDS (Elem) and School Head (Secondary) of their available slots	None	5 minutes	HRMO
2. Submit documents for preliminary assessment to the district to be forwarded to HRMO	2.1. Receive and check documents as to qualification, completeness and authenticity	None	5 minutes	Personnel Unit Staff at Window 1
	2.1. Prepare pool of applicants	None	3 hours	HRMO
3. Acknowledge receipt of information	3 For qualified applicants for assessment, prepare selection line-up copy furnished PSDSs/DPO and endorse to HRMPSB Chairman For disqualified, notice of disqualification will be sent to the applicant	None	5 minutes	Personnel Unit Staff at Window 1
TOTAL:		None	3 hours and 50 minutes	





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APPLICATION FOR ERF (EQUIVALENT RECORD FORM)

Service Description: The service is to validate the classification level I of teachers covered by the Teachers' Pay Preparation Schedule (TPPS). The Personnel Section will assess and validate the documents submitted to be endorsed to the Regional Office for approval. The processing of ERF is classified as highly technical since it requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof.

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Teaching Personnel in the DepEd

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished ERF – 3 copies	1. Applicant
2. Original copy of the Official Transcript of Records and Special Order and/or certification of graduation duly certified by the school concerned – 1 copy	2. Applicant
3. Sworn Statement of a teacher if units were earned in a private school – 1 copy	3. Applicant
4. Updated Service Record – 1 copy	4. HR Office
5. Original or certified xerox copy of an approved ERF as Teacher II, if any (for an application to Teacher III only) – 1 copy	5. Applicant
6. Certification from the school concerned regarding the no. of units for graduation in MA if claiming for T1 to T3 or Certification of Complete Academic Requirements (CAR) or Certification that the applicant has passed the Comprehensive Examination – 1 copy	6. School graduated
7. Original certificates of trainings/seminars attended (International, National, Regional and Division levels) – 1 copy	7. Applicant
8. Certification of IPCRF Rating – 1 copy	8. Records Section (Present signed copy of IPCRF)





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9. Certification of no pending promotion, reclassification, or resignation – 1 copy 10. Copy of leaf of plantilla – 1 copy	9. HR office 10. HR office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit documents for upgrading thru ERF go HR Office	1.1. Receive, check, and validate document as to completeness and authenticity	None	10 minutes	Personnel at Window 1
	1.2. Prepare endorsement and forwards documents for signature thru DTS	None	5 minutes	Personnel at Window 1
	1.3. Forward documents to authorized signatories for signature on ERF	None	3 minutes	Personnel at Window 1
	1.4. Sign/approve the ERF	None	1 hour	HRMO and SDS
	1.5 Endorse/mail documents to DepEd ROV for approval	None	10 minutes	Personnel at Window 1
TOTAL		None	1 hour, 28 minutes	





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CITIZEN'S CHARTER

APPLICATION FOR TRANSFER TO OTHER DIVISION

Service Description: This service is for non-teaching and teaching personnel who seek transfer to other division.

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teaching and Non-Teaching Personnel in the DepEd			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Intent letter – 3 copies 2. Endorsement letter from the school and district – 3 copies		1. Applicant 2. School only if Secondary, School and District if Elementary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit documents for transfer to SDS Office	1.1. Receive documents thru DTS	None	5 minutes	Personnel Unit Staff at Window 1
	1.2. Forward to SDS office	None	5 minutes	Personnel Unit Staff at Window 1
	1.3. Prepare endorsement to RO V	None	5 minutes	HRMO
	1.4. Forward documents for signature	None	3 minutes	Personnel Unit Staff at Window 1
	1.5. Approve the endorsement	None	1 hour	SDS
	1.5. Notify teacher to claim his/her endorsement	None	3 minutes	HRMO
2. Claim endorsement letter for mailing to regional office	2.1. Release endorsement to teachers	None	5 minutes	Personnel Unit Staff at Window 1
Total:		None	1 hour and 26 minutes	





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CITIZEN'S CHARTER

**APPLICATION FOR LEAVE/APPLICATION FOR LEAVE OF ABSENCE DUE TO QUARANTINE
(Vacation, Sick, Parental, Maternity, and Paternity Leave)**

Service Description: Leave of absence, for any person other than serious illness of an officer or employee or any member of his family, must be contingent upon the needs of the service. The grant vacation leave is discretionary on the part of the agency head or authority concerned; thus, mere filing of such leave application does not entitle an officer or employee to go on leave outright.

Office or Division:	Personnel Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who May Avail	Teaching and Non-Teaching Personnel in the DepEd	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. VACATION LEAVE/FORCED LEAVE/SPECIAL LEAVE <ul style="list-style-type: none"> ➤ Four (4) Original Copies of Duly Accomplished CSC Form 6 (Application for Leave) 	<ul style="list-style-type: none"> ➤ Client
	2. SICK LEAVE <ul style="list-style-type: none"> ➤ Four (4) Original Copies of Duly Accomplished CSC Form 6 (Application for Leave) ➤ Service Credits, if any (For Teaching Personnel) ➤ Proper Medical Certificate (in excess of five [5] days) 	<ul style="list-style-type: none"> ➤ Client ➤ Client ➤ Client
	3. PARENTAL LEAVE <ul style="list-style-type: none"> ➤ Four (4) Original Copies of Duly Accomplished CSC Form 6 (Application for Leave) ➤ Valid Photocopy of Solo Parent Identification Card 	<ul style="list-style-type: none"> ➤ Client ➤ Client
	4. MATERNITY LEAVE <ul style="list-style-type: none"> ➤ Four (4) Original Copies of Duly Accomplished CSC Form 6 (Application for Leave) ➤ Proper Medical Certificate ➤ School/District Clearance ➤ Certificate of Live Birth of child 	<ul style="list-style-type: none"> ➤ Client ➤ Client ➤ City/Municipal Health Office





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5. PATERNITY LEAVE ➤ Four (4) Original Copies of Duly Accomplished CSC Form 6 (Application for Leave) ➤ Marriage Contract ➤ Certificate of Live Birth of child				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit complete documentary requirements	1.1. Receive the document and encode data in the Electronic Document Tracking System.	None	3minutes	Records Unit Personnel
	1.2. Forward documents to Personnel Section	None	3 minutes	Records Section Personnel
	1.3. Check the received document as to completeness	None	5 minutes	Personnel Unit Staff at Window 2
	1.4. Record Leave Application in the Statement of Vacation and Sick Leave (For Non-Teaching) and in the Leave Card (For Non-Teaching)	None	10 minutes	Personnel Unit Staff at Window 2
	1.5. Determine whether leave of absence is With or Without pay	None	5 minutes	Personnel Unit Staff at Window 2
	1.6. Forward to HRMO for signature	None	5 minutes	Personnel Unit Staff at Window 2
	1.7. Forward document to ASDS/SDS Office for approval thru DTS	None	3 minutes	Personnel Unit Staff at Window 1
	1.8 Approve Form 6	None	30 minutes	ASDS/SDS
	1.9. Forward the approved Form 6 to the Records Section			ASDS/SDS Staff
2. Receive the approved Form 6	2. Release approved Form 6	None	5 minutes	Records Unit Personnel
TOTAL:		None	1 hour, 9 minutes	





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PROCESSING OF TERMINAL LEAVE BENEFITS

Service Description: Processing of Terminal Leave Benefits based on the accumulated leave credits of a DepEd personnel during his/her service in the agency. This is for those employees who have availed retirement/ resigned/ separated and should have payment for their remaining leave balances.

Office or Division:	Personnel Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who May Avail	Retired Non-teaching Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Duly Accomplished Retirement Form 2. Approved Letter of Intent to Retire 3. Fiscal's Clearance 4. SALN 5. GSIS Clearance 6. NSO marriage certificate-for change of name of married woman (if applicable) 7. Certification of No Pending Case issued by the Division 8. Certificate of Last Day of Service 9. Division Clearance 10. Updated Service Record 11. NOSA per Magna Carta for Public Teachers for teaching and teaching-related personnel (showing highest salary received) 12. Certification of Leave Without Pay 13. Endorsement from the SDS re: Claim for Terminal Leave Benefits 14. Certification of Non-Availability of Savings 15. Original Copy of CS Form 6(Application for Leave) 16. Statement of Vacation Leave and Sick Leave Credits/Report of Computation Certified by the HRMO 17. Unique Item no. of the Retiree per PSIPOP 18. Certificate of Last Payment(PSU/School) 19. Letter Request for Funding 20. List of Actual Retirees to be Paid(LARP)-signed by the Accountant and SDS) 		<ol style="list-style-type: none"> 1. Client 2. Client 3. Prosecutor's Office 4. Client 5. GSIS 6. Client 7. HR office 8. HR Office 9. HR Office 10. HR Office 11. HR Office 12. HR Office 13. HR Office 14. HR Office 15. Client 16. HR Office 17. HR Office 18. HR Office 19. Budget Office 20. HR Office
For Deceased Retiree:		
<ol style="list-style-type: none"> 1. 2 Photocopies of valid IDs (Payee and Claimant) 2. 1 Original and 3 Photocopies of Special Power of Attorney / Authorization Letter 		<ol style="list-style-type: none"> ➤ Client ➤ Client





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<ol style="list-style-type: none"> 3. Death Certificate issued by PSA 4. Marriage Contract issued by PSA 5. Proof of Surviving Legal Heirs 6. Birth Certificate of Legal Heirs issued by PSA 7. Judicial or Extra Judicial Settlement of Estate (duly notarized) <p>Note: Requirements must be in four (4) copies with two (2) folders. -One (1) folder for the Regional Office(PSU) with one 1 original and 2 photocopies (certified true copy by Records Section) of document. -One (1) folder for Personnel Section with 1 photocopy (certified true copy by Records Section) of all documents.</p>	<ul style="list-style-type: none"> ➤ Client ➤ Client ➤ Client ➤ Client ➤ Client
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the documentary requirements	1.1. Receive and record the document in the Electronic Document Tracking System and authenticates all photocopied documents	None	10 minutes	Records Section – Person in charge
	1.2. Forward the documents to Personnel Section	None	5 minutes	Records Section – Person in charge
	1.3. Check the document as to completeness and accuracy	None	10 minutes	Personnel Unit Staff at Window 2
	2. Prepare endorsement from the SDS re: Claim for Terminal Leave Benefits, Certification on Non-Availability of Savings, Original Copy of CS Form 6(Application for Leave), Statement of Vacation Leave and Sick Leave Credits / Leave Card	None	15 minutes	Personnel Unit Staff at Window 2
	3. Forward prepared documents to HRMO, Budget Officer and SDS for signature/approval	None	2 hours	Personnel Unit Staff at Window 1
	4. Prepare List of Actual Retirees to be Paid(LARP)	None	10 minutes	Personnel Unit Staff at Window 1
	5. Prepare letter request for funding	None	30 minutes	Budget Officer
	6. Forward verified documents to Regional Office V	None	10 minutes	HRMO
TOTAL		None	3 hours, 30 minutes	





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APPLICATION FOR RETIREMENT

Service Description: Retirement refers to the time of life when one chooses to permanently leave the workforce behind. The compulsory retirement age is 65 while optional is 60 years of age. It can be applied three months before retirement to ensure that retirement benefits will be enjoyed by the retiree after his/her retirement.

Office or Division:	Personnel Unit
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who May Avail	Retirees (Optional or Mandatory)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent to Retire signed by SDS	1. Client
2. School Clearance	2. Client
3. District Clearance (for Elem. Teacher)	3. Client
4. Latest SALN	4. Client
5. Latest approved IPCRF or OPCRF	5. Client
6. GSIS Application to Retire Form	6. GSIS MFO
7. Certification of No Pending Case	7. Legal Section
8. Latest Appointment	8. Records Section
9. Latest Pay slip	9. c/o applicant
10. Original DTR (1 month prior to retirement and for current month)	10. c/o applicant
11. Certification of Account Closure from DBP	11. DBP
12. Division Clearance	12. HR Office
13. Updated Service Record	13. HR Office
14. Copy of Updated Plantilla	14. HR Office
15. Endorsement from SDS	15. HR Office
16. Certification of Last Day of Service	16. HR Office
17. Certification of Last Payment Received	17. HR Office
18. Certificate of Non-Payment (salary and remittances if atm was closed prior to posting) signed by accountant	18. HR Office
19. Leave of Absence Without Pay	19. HR Office
20. Notice of Salary Adjustment (NOSA)	20. HR Office
21. Notice of Salary Increment (NOSI)	21. HR Office
Note:	
➤ One (1) set Original copies for the Applicant	➤ c/o applicant
➤ One (1) set Original copies for Personnel Section and;	➤ c/o applicant
➤ One (1) set Certified True Copies for PSU	





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For deceased retiree:				
<ul style="list-style-type: none"> ➤ 2 Photocopies of valid ID's (Payee and Claimant) ➤ 1 original and 3 photocopies of Special Power of Attorney/Authorization Letter 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the documentary requirement	1.1. Receive and record the documents in the Electronic Daily Tracking System and	None	10 minutes	Records Section – Person in charge
	1.2. Check and authenticate all photocopied documents	None	10 minutes	Records Officer
	1.3. Forward documents to Personnel Section	None	5 minutes	Records Section – Person in charge
	1.4. Check document as to completeness and accuracy	None	10 minutes	Person in charge at Window 2
	1.5. Prepare endorsement from SDS, updated service record, updated plantilla, certification of last day of service, certification of last payment received, leave of absence without pay, NOSA, NOSI and division clearance	None	30 minutes	Person in charge at Window 2
	1.6. Forward prepared documents for signature by HRMO II and SDS	None	5 minutes	Person in charge at Window 1
	1.7. Sign the documents	None	30 minutes	HRMO, SDS
	1.8. Forward the documents to HRM Office	None	5 minutes	SDS Staff
2. Claims original documents signed by SDS	2.1. Release client's copy	None	5 minutes	Person in charge at Window 2
	2.2. Forward documents to PSU for validation and preparation of certificate of last payment	None	20 minutes	HRMO
	TOTAL	None	2 hours, 10 minutes	





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RESIGNATION

Service Description: Resignation is quitting one's job or giving up one's position. The employee's intention to resign is processed through this service.

Office or Division:	Personnel Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who May Avail	Teaching and Non-Teaching Personnel in the DepEd			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Intent letter addressed to SDS – 3 copies 2. School and district clearance – 3 copies		1. Applicant 2. School only if Secondary, School and District if Elementary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit resignation letter	1.1. Receive resignation letter thru DTS	None	5 minutes	Records unit
	1.2. Forward to SDS office	None	5 minutes	Records unit
	1.3. Prepare division clearance & special order	None	5 minutes	Personnel Unit Staff at Window 1
	1.4. Prepare acceptance of resignation	None	5 minutes	Personnel Unit Staff at Window 3
	1.5. Forwards documents for signature	None	15 minutes	SDS
2. Receive signed acceptance of resignation	2.1. Release signed acceptance of resignation	None	5 minutes	Personnel Unit Staff at Window 2
TOTAL:		None	40 minutes	





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ISSUANCE OF CERTIFICATE OF EMPLOYMENT

Service Description: Certificate of employment is issued upon request of the employee which will be used to verify employment history of a certain employee of a former or current employer.

Office or Division:	Personnel Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who May Avail	Teaching and Non-Teaching Personnel in the DepEd			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Latest pay slip – 1 copy 2. Latest appointment – 1 copy 3. Updated service record – 1 copy			1. Client 2. Client 3. HR office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit requirements to HR office	1.1. Receive the document and verify record in PSIPOP	None	5 minutes	Personnel Unit Staff at Window 2
	1.2. Prepare certificate of employment and forward it to the HRMO for signature	None	7 minutes	Personnel Unit Staff at Window 2
	1.3. Sign the document	None	3 minutes	HRMO
2. Receive the certificate of employment	2. Release signed certificate of employment	None	5 minutes	Personnel Unit Staff at Window 2
TOTAL		None	20 minutes	





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CITIZEN'S CHARTER

REQUEST FOR CHANGE OF NAME

Service Description: This process is about updating or changing the marital status of the employees.

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail	Teaching and Non-Teaching Personnel in the DepEd			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of birth certificate – 2 copies 2. Photocopy of marriage certificate (PSA) – 2 copies 3. Photocopy of updated service record – 1 copy 4. Photocopy of latest appointment - 1 copy 5. Accomplished change of name form – 2 copies		1. Client 2. Client 3. HR office 4. Client 5. HR Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit requirements	1.1. Receive and check the submitted requirements and process request	None	5 minutes	Personnel Unit Staff at Window 3
	1.2. Forward to the office of SDS for signature	None	5 minutes	Personnel Unit Staff at Window 1
	1.3. Sign the certificate of change of name	None	30minutes	SDS
	1.4. Forward the certificate of change of name to HRM Office	None	3 minutes	SDS Staff
2. Receive certificate	2. Release certificate of change of name	None	5 minutes	Personnel Unit Staff at Window 1
TOTAL:		None	48 minutes	





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CITIZEN'S CHARTER

REQUEST TO TRAVEL ABROAD ON PERSONAL AND ON OFFICIAL BUSINESS / OFFICIAL TIME

Service Description: Processing of required documents for DepEd personnel who are going to travel outside the country for personal and official purposes.

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail	Teaching and Non-Teaching Personnel in the DepEd
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ON PERSONAL BUSINESS <ol style="list-style-type: none"> 1. Intent letter – 3 copies 2. Endorsement from the school and or district – 3 copies 3. Approved leave form indicating the country where leave will be spent – 3 copies 4. Schools and district clearance – 3 copies 5. Division Clearance – 1 copy 6. Certification of no pending administrative case – 3 copies 7. Medical Certificate (if nature of travel is sick leave) 8. Certification that his/her absence shall not hamper the operational efficiency of the agency and indicating therein the name of the personnel who will take over his/her place or assume his/her duties while on travel abroad duly approved by the SDS Endorsement letter from SDS – 3 copies 	<ol style="list-style-type: none"> 1. Client 2. School and District 3. Client 4. School and District 5. HR Office 6. Legal Section 7. Client 8. HR Office
ON OFFICIAL BUSINESS / OFFICIAL TIME <ol style="list-style-type: none"> 1. Letter of Intent with the following justifications: <ol style="list-style-type: none"> a. The purpose of the trip is strictly within the mandate of the requesting government official or personnel; b. The projected expenses for the trip are not excessive; and c. The trip is expected to bring substantial to the country. 2. Endorsement from the Schools Division Superintendent, Recommending Favorable Action 3. Division Clearance – 1 copy 	<ol style="list-style-type: none"> 1. Client 2. HR Office 3. HR Office





Republic of the Philippines
Department of Education
 REGION V
 SCHOOLS DIVISION OF MASBATE

CITIZEN'S CHARTER

APPLICATION FOR RETURN TO DUTY

Service Description: This service is availed of the personnel who have applied for a leave of absence.

Office or Division:		Personnel Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who May Avail		Teaching and Non-Teaching Personnel in the DepEd		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Division special order (Return to Duty) – 3 copies 2. CSC Form No. 211 (Application for RTD from Leave of Absence) – 3 copies 3. CSC Form No. 211 (Medical Certificate) – 3 copies 4. Approved Form 6 (Leave Form) – 3 copies 		<ol style="list-style-type: none"> 1. Office or Educational Supplies Store 2. Office or Educational Supplies Store 3. Office or Educational Supplies Store 4. Records Section 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit requirements to Records Section	1.1. Receive and check required documents submitted as to completeness	None	5 minutes	Records Section
	1.2. Forward to HR office for thorough checking	None	5 minutes	Records Section
	1.3. Check documents as to completeness	None	5 minutes	Personnel Unit Staff at Window 1
	1.4. Forward to ASDS office for signature thru DTS	None	5 minutes	Personnel Unit Staff at Window 1
2. Claim signed return to duty documents	2. Release signed return to duty documents to client	None	5 minutes	Records Section
TOTAL:		None	25 minutes	





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CITIZEN'S CHARTER

APPLICATION FOR BP ACCOUNT CREATION

Service Description: GSIS business partner (BP) number is used in transacting business with the GSIS. This may be obtained from their office's agency authorized officer or electronic remittance file handler, specifically from the Personnel Unit.

Office or Division:		Personnel Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who May Avail:		Teaching and Non-Teaching Personnel in the DepEd		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of appointment – 1 copy 2. Photocopy of service record, if previously employed in other government agency – 1 copy		1. Client/Records Section 2. Previous employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Fill-out form for BP creation and submits required documents	1.1. Receive and check required documents submitted as to completeness	None	5 minutes	Personnel Unit Staff at Window 1
	1.2. Encodes client details in the e-system	None	5 minutes	Personnel Unit Staff at Window 1
TOTAL:		None	10 minutes	





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CITIZEN'S CHARTER

ISSUANCE OF SERVICE RECORD

Service Description: Service record is a collection of either electronic or printed material which provides a documentary history of a person's employment including their filed leave with and without pay as well as their annual salary while serving as an employee of an organization.

Office or Division:		Personnel Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who May Avail:		Teaching and Non-Teaching Personnel in the DepEd		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For newly hired and substitute: 1. Approved appointment from CSC – 1 copy 2. First day of service – 1 copy 3. Personal data sheet – 1 copy		1. Records Section 2. School 3. CSC Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit required documents to HR section	1.1. Receive documents and prepare service record	None	5 minutes	Personnel Unit Staff at Window 1 and Window 2
	1.2. Forward documents for signature	None	5 minutes	HRMO
2. Receives signed copy of service record	2. Release service record signed by the HRMO	None	5 minutes	Personnel Unit Staff at Window 1
TOTAL:		None	15 minutes	





Republic of the Philippines
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SCHOOLS DIVISION OF MASBATE

CITIZEN'S CHARTER

PREPARATION OF NOTICE OF STEP INCREMENT (NOSI) AND NOTICE OF SALARY ADJUSTMENT (NOSA)

Service Description:

Office or Division:		Personnel Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who May Avail:		Teaching and Non-Teaching Personnel in the DepEd who rendered 3 years in the service of same position for NOSI and Newly promoted teaching and non-teaching personnel in the DepEd for NOSA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NOSI: 1. Photocopy of latest pay slip – 4 copies 2. Photocopy of service record – 4 copies NOSA: 1. Photocopy of CSC approved appointment – 4 copies 2. Photocopy of service record – 4 copies 3. Photocopy of pay slip – 4 copies		1. Client 2. HR Office 1. Records Section 2. HR Office 3. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit required documents to HR office	1.1. Receive and check the document submitted as to completeness	None	5 minutes	Personnel Unit Staff at Window 1
	1.2. Encode/prepare NOSI/NOSA	None	5 minutes	Personnel Unit Staff at Window 2
	1.3. Review NOSI/NOSA	None	5 minutes	HRMO
	1.4. Forward NOSI/NOSA to SDS for signature thru DTS	None	5 minutes	Personnel Unit Staff Window 1
	1.5. Prepare ARA (Agency Remittance Advice)	None	10 minutes	Personnel Unit Staff at Window 2
	1.6. Mail NOSI/NOSA and ARA to RPSU	None	15 minutes	Personnel Unit Staff at Window 2
TOTAL:		None	45 minutes	





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CITIZEN'S CHARTER

REQUEST FOR SUPPLEMENTARY PAYROLL

Service Description: Supplementary payrolls are prepared by the Personnel Unit. This service is availed of the newly-hired regular teachers and non-teaching personnel, substitute teachers, among others.

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	Teaching and Non-Teaching personnel in the DepEd whose salary has been cut-off due to several reasons

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cut-off due to unknown reason (3 copies each and certified true photocopy by the Records Officer) <ul style="list-style-type: none"> ➤ DTR for at least 3 previous months ➤ CSC approved appointment ➤ Updated service record ➤ Duly signed DTR (Form 48) 	<ul style="list-style-type: none"> ➤ Client ➤ Records Section ➤ HR Office ➤ Client
2. Cut-off due to maternity leave (3 copies each and certified true photocopy by the Records Officer) <ul style="list-style-type: none"> ➤ Approved leave form ➤ Approved application for return to duty ➤ Approved return to duty form ➤ Latest pay slip ➤ Medical certificate (Forms 211 and 41) ➤ Birth certificate of the child ➤ Updated service record 	<ul style="list-style-type: none"> ➤ Client ➤ Client ➤ Client ➤ Client ➤ Client ➤ Client ➤ HR Office
3. Cut-off due to late or non-submission of DTR (3 copies each and certified true photocopy by the Records Officer) <ul style="list-style-type: none"> ➤ DTR for 3 previous months ➤ CSC approved appointment ➤ Form 7 for the three (3) previous months 	<ul style="list-style-type: none"> ➤ Client ➤ Records Section ➤ Client
4. Cut-off due to error/s in Form 7 (3 copies each and certified true photocopy by the Records Officer) <ul style="list-style-type: none"> ➤ Corrected form 7 ➤ CSC approved appointment ➤ Updated service record ➤ DTR for three (3) previous months before the cut-off month of salary 	<ul style="list-style-type: none"> ➤ Client and/or district ➤ Records Section ➤ HR Office ➤ Client





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<p>5. Cut-off due to transfer (3 copies each and certified true photocopy by the Records Officer)</p> <ul style="list-style-type: none"> ➤ Re-assignment order (if elementary) ➤ CSC approved appointment (if secondary and if transferred due to promotion) ➤ Updated service record ➤ Certificate of first day of service ➤ Certificate of last day of service ➤ District clearance (if elementary) ➤ School clearance (if secondary) <p>6. Cut-off due to sick leave, vacation leave and current absences (3 copies each and certified true photocopy by the Records Officer)</p> <ul style="list-style-type: none"> ➤ Approved leave form ➤ Approved application for return to duty ➤ Approved return to duty form ➤ Latest pay slip with current absences that were not incurred ➤ Letter request asking for refund of current absences deducted ➤ Corrected form 7 for three (3) previous months 	<ul style="list-style-type: none"> ➤ Client ➤ Records Section ➤ HR Office ➤ Client ➤ Client ➤ Client ➤ Client ➤ Client ➤ Client ➤ Client ➤ Client ➤ Client ➤ Client and/or district
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit required documents to HR office	1.1. Receive and check the document submitted as to completeness	None	5 minutes	Personnel Unit Staff at Window 1
	1.2. Encode/prepare supplementary payroll and memo	None	20 minutes	Personnel Unit Staff at Window 2
	1.3. Review supplementary payroll and memo	None	10 minutes	HRMO
	1.4. Forward supplementary payroll and memo to SDS for signature thru DTS	None	5 minutes	Personnel Unit Staff at Window 1
	1.4. Prepare transmittal	None	10 minutes	Personnel Unit Staff at Window 2
	1.5. Mail supplementary payroll request to RPSU	None	10 minutes	Personnel Unit Staff at Window 2
TOTAL		None	1 hour	





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CITIZEN'S CHARTER

PROCESSING OF GSIS LOAN APPROVAL

Service Description: This service pertains to the approval and verification of Loans from GSIS of teaching and non-teaching employees in DepEd non-implementing units.

Office or Division:		Personnel Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who May Avail:		Teaching and Non-Teaching personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original latest pay slip verified and approved by authorized GSIS verifier – 1 copy		1. client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit verified document to HR office	1.1. Receive and check submitted documents	None	5 minutes	Personnel Unit Staff at Window 2
	1.2. Evaluate loan application if eligible	None	5 minutes	Personnel Unit Staff at Window 2
	1.3. If found in the system, approve, and confirm verified loans of borrowers	None	2 minutes	Personnel Unit Staff at Window 2
2. Receive the pay slip stamped with loan approval	2. Return the pay slip	None	1 minute	Personnel Unit Staff at Window 2
TOTAL:		None	18 minutes	





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CITIZEN'S CHARTER

REQUEST FOR MONETIZATION

Service Description: Monetization of leave credits is the payment of the money value of accumulated vacation and/or sick leave credits without actually going on leave of absence.

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	Teaching and Non-Teaching personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter for monetization approved by SDS – 3 copies	1. Client
2. Updated statement for VL/SL – 3 copies	2. Records Section
3. Certification of no pending administrative case	3. Legal Office
4. Latest service record	4. HR Office
5. Latest pay slip	5. Client
6. Form 6	6. Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit complete documents to Records Section thru DTS	1.1. Receive and check submitted documents	None	5 minutes	Records Section
	1.2. Prepare statement of VL and SL	None	30 minutes	Personnel Unit Staff at Window 2
	1.3. Review and sign the documents	None	10 minutes	HRMO
	1.4. Forward to SDS office for signature	None	20 minutes	Personnel Unit Staff at Window 1
	1.5. Consolidate documents and wait for the request of budget	none	30 minutes	HRMO
	1.6. Prepare transmittal to Budget office for request of fund allocation	None	5 minutes	HRMO
TOTAL:		None	1 hour, 40 minutes	





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CITIZEN'S CHARTER

Records Section



Address: Rodeo Road, Brgy. Centro, Masbate City
Telephone No.: (056) 578-2544
Email: masbate@deped.gov.ph
Website: <http://depedmasbate.ph>





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CITIZEN'S CHARTER

ISSUANCE OF REQUESTED DOCUMENTS (NON-CTC)

Service Description: Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees who have misplaced or lost their documents. The non-CTC document copy is issued to authorized requesting person if document secured in the Records Section is not originated/created by the Agency. The said document can be issued if requested by the owner himself and or authorized person.

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip (1 copy)		Records Unit		
2. Valid ID – Original ID		Requesting person and/or Authorized Person		
3. Authorization Letter (1 copy)		Requesting Person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2. Submit the accomplished requisition slip with valid ID or authorization letter of the requesting party and the original ID of the authorized person	2.1 Receive the form, forward to the records custodian. (Custodian search the requested documents through the file locator system)	None	3 minutes	Administrative Staff (Records)
3. Receive the requested document	3.1 Prepare, print and give the document to the client	None	15 minutes	Administrative Staff (Records)
TOTAL:		None	23 Minutes	





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CITIZEN'S CHARTER

ISSUANCE OF REQUESTED DOCUMENTS (CTC AND PHOTOCOPY OF DOCUMENTS)

Service Description: CTC document copy is issued to authorized requesting person if document secured in the Records Section is originated/created by the Agency. The said document can be issued if requested by the owner himself and or authorized person. Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees whose documents were misplaced, lost, burned, eaten by termites or beyond recovery due to wear and tear to be used for appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer and for other legal purposes

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip (1 copy)		Records Unit		
2. Valid ID – Original ID		Requesting person and/or Authorized Person		
3. Authorization Letter (1 copy)		Requesting Person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2. Submit accomplished requisition slip with valid ID or authorization letter with ID of Requesting Party (xerox copy) and original ID of the authorized person	2.1 Receive the form, forward to the records custodian. (Custodian search the requested documents through the locator system)	None	5 minutes	Administrative Staff (Records)
	2.2. Prepare, print or photocopy the requested document	None	20 minutes	Administrative Staff (Records)
	2.3. Once the document is obtained, Records Officer will review and verify the document and certify true copy	None	5 minutes	Administrative Staff (Records)
3. Receive the requested document	3.1. Release the document to the client	None	10 minutes	Administrative Staff (Records)
TOTAL:		None	38 Minutes	





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CITIZEN'S CHARTER

CERTIFICATION, AUTHENTICATION, VERIFICATION (CAV)

Service Description: Official and formal processes and acts of checking, reviewing, and certifying to the genuineness and veracity of available academic school records of a learner duly performed by the DepEd and the DFA pursuant to existing arrangements by the said Departments; and shall be issued to the applicant only for the following applicable purposes required by DFA: (a)Employment abroad; (b)Seaman's Book /Seafarer's Registration Certificate; (c)Migration abroad; (d)Student visa; (e)Tourist visa; (f)Fiancé visa; (g)Descendant's visa; (h)Reimbursement of education allowance / tuition fee of children of Overseas Filipino Workers (OFW); (i)Such other purposes as maybe required inwriting by the DFA.

Office or Division:	Records Unit	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
High School/Elementary Graduates:		
1.CAV Form 2 – School Referral Form (SRF)	School Attended	
2.Certificate of Enrollment/ Completion/ Graduation - CAV Form 4 (1 original and 2 photocopies)	School Attended	
3.Diploma (1 Original and 2 certified true copies certified by the School Head)	School Attended	
4.PSA Birth Certificate Copy (1 Original and 2 photocopies)	PSA	
5.List of Graduates certified correct by authorized official (1 original and 2 photocopies)	School Attended	
6.Latest passport size ID Pictures (2 copies)	Client	
7.Valid ID	Client	
8.Authorization Letter (If the requesting party is not the record owner) (1 original copy)	Requesting Person and/or Authorized Person	
9. Valid Special Power of Attorney (SPA) for the authorized representative (1 original copy)	Requesting Person	
<i>Additional Requirement for Undergraduates:</i>		
10.Student Permanent Record (Form 137) (1 Original and 2 photocopies certified by the School Head/ Records Custodian/ Registrar)	School Attended	
11.Transmittal (1 Original and 2 photocopies certified by the School Head)		





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<i>Additional Requirements for Graduates from private schools:</i> 12. Special Order (1 Original and 2 photocopies certified by the School Head)	School Attended			
Graduate and undergraduate from public schools:				
1. List of Approved CAV Request – CAV Form 6, CAV Form 14, CAV 14 (1 original and 2 photocopy)	School Attended (for CAV form 6) Division Office (for CAV form 14)			
2. Request Form for ALS & PEPT Result Rating – CAV Form 10 (1 original and 2 photocopies)	School Attended/ BEA			
3. Indorsement from School Division – CAV Form 13 (1 original and 2 photocopies)	Division Office			
4. Diploma (1 Original and 2 certified true copies certified by the School Head)	School Attended			
5. ALS Accreditation & Equivalency Test Result (for ALS) (1 original and 2 certified true copies)	Division Office			
6. PEPT Test Result Rating (1 original and 2 certified true copies)	Division Office/BEA			
7. PSA Birth Certificate Copy (1 Original and 2 photocopies)	Client			
8. Latest Passport size ID picture (2 copies)	Client			
9. Documentary Stamp 2 pcs	BIR			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for and completely fill-out the CAV Application Form from the Records	1.1 Receive and check the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal using the checklist.	None	5 minutes	Administrative Staff (Records)
	1.2 Assign specific CAV number and print 2 copies of CAV certificates; 1 original to be sendtoff to the applicant and one for filing	None	5 minutes	Administrative Staff (Records)
2. Verify the accuracy of the data encoded to the CAV	2.1 Attach picture, documentary stamp and dry seal then present it	None	10 minutes	Administrative Staff (Records)





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certificate then return to the processor	to the client for final verification			
	2.2 Forward printed CAV to Records Officer for initial then to the Chief Admin Officer of the Admin for signature	None	15 minutes	Administrative Staff (Records)
	2.3 Scan and send the CAV certificate and the attached Academic School Records to the DFA official email address. While sending, seal the CAV certificate in a brown envelope and paste the DFA Authentication section addresses at the back	None	10 minutes	Administrative Staff (Records)
3. Receive the completed CAV documents	3.1 Inform client of step 5 to avoid tampering or forging any of the documents subject of the CAV and that the DFA shall honor documents hand- carried by the applicant only when the scanned copy of the same have been properly received in advance by the DFA then release it to the client	None	10 minutes	Administrative Staff (Records)
TOTAL:		None	55 Minutes	





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CITIZEN'S CHARTER

RECEIVING AND RELEASING OF INCOMING AND OUTGOING COMMUNICATION

Service Description: This is the procedure for proper receiving and releasing of communications.

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Private G2G - Government to Government			
Who may avail:	DepEd Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Communication		Records Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit official communication/s to the Records Receiving Area	1.1 Receives, reads, sorts, stamps RECEIVED with date, time, initial & ctrl no., logs in the e-DTS & routes communication to the Head of Office for notation (Incoming hard & electronic copy)	None	3 minutes	Administrative Staff (Records) Records Officer IV
	1.2 Notates on the communication and routes communication to the Action Unit/individual for action	None	5 minutes	SDS
	1.3 Acts on the communication & forwards to SDS for approval	None	5 minutes	Concerned Unit
	1.4 Approves communication and forwards approved communication to the Records Section for release	None	5 minutes	SDS
	1.5 Receives, reads, stamps released with date time, initial & ctrl no., logs, scans, renames, saves & emails to all recipients (outgoing)	None	2 minutes	Administrative Staff (Records)
TOTAL:		None	20 Minutes	





Republic of the Philippines
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CITIZEN'S CHARTER

Curriculum Implementation Division



Address: Rodeo Road, Brgy. Centro, Masbate City
Telephone No.: (056) 578-2544
Email: masbate@deped.gov.ph
Website: <http://depedmasbate.ph>





Republic of the Philippines
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 SCHOOLS DIVISION OF MASBATE

CITIZEN'S CHARTER

ACCESS TO LRMS PORTAL

Service Description: The LRMS provides access to quality resources from the Regions, Divisions, Cluster/School level including:

- information on quantity and quality and location of textbooks and supplementary materials, and cultural expertise,
- access to learning, teaching and professional development resources in digital format and locates resources in print format and hard copy,
- standards, specifications and guidelines for assessing & evaluating, acquiring & harvesting, modification, development and production of resources

Office or Division:	Curriculum Implementation Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Computer/Laptop and Internet	Client
2.Registered LR account a. DepEd Email for DepEd Employees b. Any active Email Address for Learners, Parents and Stake Holders	LR Portal (lrms.deped.gov.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Open any browser engine and go to www.lrms.deped.gov.ph	1.1 Assist Client (if necessary)	None	1 minute	Client/LR Staff/Librarian
2.Click the Begin Quick Tour for new users (Optional)	2.1 Assist Client (if necessary)	None	1 minute	Client/LR Staff/Librarian
3.Log-in to the LR portal	3.1 Assist Client (if necessary)	None	1 minute	Client/LR Staff/Librarian
4. Click the Resources Tab and select either K to 12 Resources, Alternative Learning System or Professional Development	4.1 Assist Client (if necessary)	None	1 minute	Client/LR Staff/Librarian
5.Select Grade Level	5.1 Assist Client (if necessary)	None	1 minute	Client/LR Staff/Librarian
6.Select desired learning area	6.1 Assist Client (if necessary)	None	1 minute	Client/LR Staff/Librarian



Address: Rodeo Road, Brgy. Centro, Masbate City
Telephone No.: (056) 578-2544
Email: masbate@deped.gov.ph
Website: <http://depedmasbate.ph>





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7. Select the content from the given list	7.1 Assist Client (if necessary)	None	1 minute	Client/LR Staff/Librarian
8.a. Select a title from the list. (The list could still be refined based on DepEd Special Programs such as IPEd, ALS, etc.) b. Use the search button to look for the desired Learning Resource	8.1 Assist Client (if necessary)	None	1 minute	Client/LR Staff/Librarian
9. Click view or download. (Guest can only browse and search for LRs in the Portal. Only registered users are given downloading privileges)	9.1 Assist Client (if necessary)	None	5 minutes	Client/LR Staff/Librarian
10. Copy or print the downloaded Learning Resource	10.1 Assist Client (if necessary)	None	3 minutes	Client/LR Staff/Librarian
11. Open feedback mechanism tab and accomplish Online Feedback form in the Contact Us Tab	11.1 Dispense Client Report	None	2 minutes	Client/LR Staff/Librarian
12. Log-out the LR Portal	12.1 Assist Client (if necessary)	None	2 minutes	Client/LR Staff/Librarian
TOTAL:		None	20 Minutes	





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CITIZEN'S CHARTER

BORROWING PROCEDURES FOR BOOKS AND OTHER MATERIALS OVER NIGHT

Service Description: DepEd recognizes the rights of every teacher and learner to access available learning resources, thus the Library Circulation Services. All schools/districts/ SDOs with established libraries offer the library services.

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Teaching Related Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 Original, 1 Photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Record Section	1.1 Receive the client's valid ID and conduct health checking	None	1 minute	Librarian/Library Staff
2. Log basic information in the logbook	2.1. Countercheck information in the ID presented	None	1 minute	Librarian/Library Staff
3. Request assistance in identifying related reading materials	3.1 Assist Client	None	3 minutes	Librarian/Library Staff
4. Check and browse available reading materials in the display shelves	4.1 Assist Client (if necessary)	None	5 minutes	Librarian/Library Staff
5. Select titles of reading materials to borrow	5.1. Check and record reading materials for lending	None	12 minutes	Librarian/Library Staff
	5.2 Accomplish two (2) copies of borrowing and Returning Transaction Form	None	3 minutes	Librarian/Library Staff
6. Receive reading materials with transaction form	6.1 Release reading materials and one (1) copy of transaction form	None	1 minute	Librarian/Library Staff
TOTAL:		None	26 Minutes	





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CITIZEN'S CHARTER

PROGRAM WORK FLOW OF SUBMISSION OF CONTEXTUALIZED LEARNING RESOURCES

Service Description: Submission of Teaching and Non-Teaching DepEd Personnel, LGUs and Stakeholders of Contextualized LRS. The CID-LRMS implements the Quality Assurance Process mandated by the Department of Education - Bureau of Education and Learning Resources (BLR) in the Design and Development, Production and Distribution of Contextualized Learning Resources (LRs).

Office or Division:	Curriculum Implementation Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Teaching and Non-Teaching Personnel, LGUs, Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Curriculum Guide (1 Original Copy and 1 Photocopy)	LR Portal
2. Contextualized Material Submitted (1 Original Copy and Soft Copy)	Author/ Owner
3. School/District Pre-Evaluation	Online Link
4. Indorsement from the Public Schools District Supervisor or District QAD (or School Heads in the absence of PSDS) (1 Original Copy and 1 Photocopy)	Office of the PSDS/Office of the CID
5. Accomplished Quality Assurance Tool	LR Office
6. Accomplished Metadata Template for Cataloguing	LR Office
7. Signed Sworn Certification/AntiPlagiarism Declaration	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit School's Needs Analysis (Least Mastered Competency) and LR Situational Reports	1.1. Review School's Needs Analysis and LR Situational	None	2 days	School Head, School LR Coordinator, Subject Area Coordinator, Division LR Supervisor





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	1.2. Prepare documents for capability building	None	1 day	School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist
2. Attend capacity building, write shop	2.1 Manage and facilitate the write shop	None	5 days	School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist
3. Submit contextualized LR to School Learning Resource Quality Assurance Team (SLRQAT)	3.1 Conduct level 1 quality assurance of submitted LR	None	5 days	SLRQAT
4. Finalize LR ready for endorsement to District/Division		None	1 day	Writer, School Head
5. Prepare endorsement communication to District/Division Quality Assurance Team	5.1 Accept endorsement communication	None	3 days	DLRQAT
	5.2 SDO does final review if final, recommend for pilot testing if not, recommend for revision	None	15 days	DLRQAT
6. Integrate recommendation based on pilot testing result or resubmit revised LRs to SDO (both hard and soft copy)	6.1 SDO finalizes the Learning Resource and submits LRs in hard and softcopy to the Regional Office	None	5 days	Division LR Supervisor
	6.2 RO finalizes the Quality Assurance of Learning Resource	None	5 days	Regional LREs





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7. Prepare endorsement for uploading to LR portal	7.1 Upload LR to portal for online QA	None	1 day	Writer, School Head, Division LR Supervisor
	7.2 Approve, produce and utilize to target users	None	1 day	Regional/ Division LR Supervisor
	7.3 RO informs SDO while SDO informs the writer through written communication of the approved and uploaded LRs	None	1 day	Regional/ Division LR Supervisor
TOTAL:		None	45 days¹	

¹ Contextualization of Learning Resources requires thorough review, analysis, quality assurance and pilot testing prior to uploading to be used by the Learners.





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CITIZEN'S CHARTER

Quality Assurance of Supplementary Learning Resource

Service Description: The Learning Resources Management Section (LRMS) is in-charge of the quality assurance of teacher-made or locally-developed supplementary learning materials to ensure the correctness and appropriateness as to content, language and layout.

Office or Division:	Curriculum Implementation Division
Classification:	Complex
Type of Transaction:	G2G - Government To Government
Who may avail:	DepEd employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Detailed Lesson Plan	Employee
2. School Quality Assurance Team (SQAT) Certification	
3. Supplementary Learning Resources (Soft and hard copy)	
4. Teacher User's Guide (For Manipulative Materials Only)	
5. Video of Demonstration Teaching	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly Accomplished requirements and the teacher-made Supplementary Learning Resources (SLR)	1.1 Check and log-in submitted teacher made Supplementary Learning Resources (SLR) together with other requirements	None	15 minutes	CID personnel





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2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2.1 Assess/evaluate The Supplementary Learning Resources	None	1 day	
3. Receive the Endorsement Letter from the Division Office	3.1 Prepare the summary of comments and recommendation as regards the SLR Evaluation	None	2 days	
4. Submit the corrected SLR	4.1 Draft the Schedule of the Final Presentation and inform the teacher through a division letter	None	2 days	
5. Present the Final Presentation of SLR	5.1 Review and evaluate the Final Presentation with evaluation tool	None	1 day	
6. Receive the certificate	6.1 Release the certificate	None	1 day	
	TOTAL	None	7 days and 15 minutes	





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CITIZEN'S CHARTER

ALTERNATIVE LEARNING SYSTEM (ALS) ENROLLMENT

Service Description: It provides all opportunities for out-of-school youth and adult (OSYA) to develop basic and functional literacy skills and to access equivalent pathways to complete basic education.

Office or Division:	Curriculum Implementation Division (CID)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Latest 1x1 ID picture (2pcs.) with Client name tag	Client
2. Photocopy of Birth Certificate or Baptismal Certificate	Client
3. Valid ID (Driver's License, Postal ID, Voters ID)	Client
4. Functional Literacy Test (FLT)	CID
5. Assessment for Basic Literacy CID (ABL)	CID

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished enrolment form with required documents	1.1 Receive enrolment form and documents and record name of applicant	None	5 minutes	CID Personnel
	1.2 Conduct assessment/screening in basic literacy (ABL) and functional literacy test (FLT) And identify the entry level attained and group clientele/learners according to literacy level	None	1 hour	CID Personnel
2. Receive details and information regarding learning session	2.1 Inform schedule of learning session	None	5 minutes	CID Personnel
TOTAL:		None	1 hour and 10 Minutes	





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Online enrolment				
1. Accomplish the enrolment form through the online link.	1.1. Check the accomplished online enrollment form.	None	5 minutes	ALS Teacher/ALS Facilitator/ALS Instructional Manager
	1.2. 1.2 Conduct assessment/screening in basic literacy (ABL) and functional literacy test (FLT) And identify the entry level attained and group clientele/learners according to literacy level through Google Form	None	1 hour	ALS Teacher/ALS Facilitator/ALS Instructional Manager
2. Receive details and information regarding learning session	2.1. Inform schedule of learning session	None	5 minutes	ALS Teacher/ALS Facilitator/ALS Instructional Manager
TOTAL:		None	1 hour and 10 Minutes	





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CITIZEN'S CHARTER

Planning & Research Unit



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CITIZEN'S CHARTER

REQUEST FOR BASIC EDUCATION DATA (EXTERNAL STAKEHOLDER)

Service Description: Includes official certifications on enrolment, district data on Master list of schools, school heads and contact numbers, inventory of teachers and performance indicators. Data requests from school districts, public and private schools must be officially communicated through proper channels indicating the purpose of such requests.

Office or Division:	Planning and Research Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	External Stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter request address to SDS (1 Original Copy, 1 Photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request addressed to SDS	1.1. Receive the letter request from the client, log in the e-DTS and forward it to the SDS	None	10 minutes	Records Unit Personnel
	1.2. Refer letter request to Chief, SGOD	None	4 hours	SDS
	1.3. Refer the Letter request to Planning Officer	None	5 minutes	Chief, SGOD
	1.4. Make the necessary action undertaken to the said letter request	None	1 day	Clerk/Planning Officer
	1.5. Prepare the transmittal letter and attachments to be signed by SDS	None	15 minutes	Planning Officer
2.Receive the necessary documents	2.1 Release the documents to the End User			
Acknowledge receipt of the documents	For electronic copy, scan the documents and sent it to the email address or Messenger account of the client.	None	2 minutes	Planning and Research Unit Personnel
TOTAL:		None	1 day 4 hours, 32 minutes	





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CITIZEN'S CHARTER

REQUEST FOR BASIC EDUCATION DATA (INTERNAL STAKEHOLDER)

Service Description: Information generated from the Basic Education Information System Modules including education statistics, sector performance indicators and profile of public and private schools, learning centers and other education service providers.

Office or Division:	Planning Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Stakeholder			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request addressed to SDS (1 original copy)			Client	
2. Request Form (1 original copy)			Front Desk	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request and Filled-up form to the Records Unit	1.1. Receive letter request from the client and forward to the OSDS	None	10 minutes	Records Unit Staff/ ADA
	1.2. Refer letter request to Chief, SGOD	None	5 minutes	SDS
	1.3. Refer letter request to Planning Officer	None	5 minutes	Chief, SGOD
	1.4. Make the necessary action undertaken to the said letter request	None	2 days	Planning Officer
	1.5. Prepare the transmittal letter to be signed by SDS	None	15 minutes	Planning Officer
2. Receive the necessary documents	2.1 Release of the documents to the end user	None	2 minutes	Records Unit Staff/ ADA
TOTAL:		None	2 days, 4 hours, 32 minutes	





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REQUEST FOR DATA FOR EBEIS/LIS/NAT AND PERFORMANCE INDICATORS

Service Description: This service is intended for the processing of requests of data for EBEIS, LIS, NAT, and Performance Indicators.

Office or Division:		SGOD – Planning Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (original)		Station assignment (to be secured by the concerned employee)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary document	1.1 Receives letter request & to be forwarded to the SDS for referral of proper service provider	None	5 minutes	Planning and Research Unit
	1.2 Approval of letter request & referred to the Planning Unit	None	15 minutes	
	1.3 For Action & Provide Data Information needed by Clients	None	30 minutes	
TOTAL		None	50 minutes	





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CITIZEN'S CHARTER

Property & Supply Section



Address: Rodeo Road, Brgy. Centro, Masbate City
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CITIZEN'S CHARTER

ACCEPTANCE AND DISTRIBUTION OF TEXTBOOKS, SUPPLIES AND EQUIPMENT

Service Description: This service is the issuance and receiving of the textbooks and equipment that are needed for Elementary & Non-Autonomous Secondary Schools

Office or Division:	Property and Supply Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Delivery receipts			Supplier	
2. Inspection and Acceptance report/ Property Transfer Report			Employee/ Property and Supply Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the textbook and/or equipment together with the receipts	1.1 Receive textbooks and/or equipment from suppliers	None	1 day	Property and Supply Personnel
	1.2 Check the quantity of the items received through comparing the DR of delivered textbooks and/or equipment to the PO and/or Property Transfer Report of originating office	None		Property and Supply Personnel
	1.4 Prepare ICS for recipient schools	None	1 day	Property and Supply Personnel
	1.5 Review and Approve the ICS	None	1 day	Property and Supply Personnel
	1.6 Inform the Recipient Schools for the distribution of textbooks and/or equipment through the chat group of District Supply Officers	None	20 minutes	Property and Supply Personnel
2. Receive the textbooks and/or equipment	2.1 Forward the textbook and/or equipment together with the copy of signed Inventory Custodian Slip	None	2 hours	Property and Supply Personnel
TOTAL:		None	3 days and 2 hours and 20 minutes	





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CITIZEN'S CHARTER

REQUISITION OF SUPPLIES USING ELECTRONIC INVENTORY SYSTEM

Service Description: Real-time recording and monitoring of stock-in and stock-out of supplies thru Electronic Inventory System.

Office or Division: OSDS – Information and Communications Technology Unit				
Classification: Simple				
Type of Transaction: G2G				
Who may avail: Division Office Personnel				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Three (3) signed copies of the Requisition and Issue Slip (RIS). 			<ul style="list-style-type: none"> • Supply Section 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Accomplish three (3) signed copies of Requisition and Issue Slip (RIS)	1. Approve the RIS	None	5 minutes	Supply Officer
2.1. Submit the signed RIS to the ICTU for recording in the Electronic Inventory System	2.1. Record the requested supplies and check its availability in the system.	None	3 minutes	Division ITO/ICT Staff
2.2. Received the two copies of the stamped RIS	2.2. Stamp the RIS "RECORDED" and return the 2 copies to the requestor and file the remaining copy	None	3 minutes	Division ITO/ICT Staff
3. Present the RIS to the supply office for the release of supplies.	3. Receive the RIS	None	3 minutes	Supply Officer
4. Receive the supply requested	4. Release the available supplies to the requestor. For supplies not available at the supply office, the Supply Officer shall certify as its unavailability and can be charged to the petty cash fund for a maximum amount of Php 3,000.00.	None	10 minutes	Supply Officer
TOTAL:		None	24 minutes	



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CITIZEN'S CHARTER

PROPERTY AND EQUIPMENT CLEARANCE SIGNING

Service Description: This process is signing of PECF form retirement, resignation, transfer of division, leave or travel abroad.

Office or Division:	Property and Supply Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government To Government			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Property and Equipment Clearance Form (PECF) – 3 original copies and 1 photocopy		Supply Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form and turn over all the properties and equipment's (if any)	1.1 Receive the accomplished form and checks if the concerned employee has an accountability for property and equipment a. If employee has no accountability, supply officer signs clearance part on property and equipment. b. If concerned employee has accountability, supply officer will request employee to settle all accountability.	None	15 minutes	Property and Supply Unit Personnel
TOTAL		None	15 minutes	





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CITIZEN'S CHARTER

Budget Section



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CITIZEN'S CHARTER

PROCESSING OF OBLIGATION REQUEST AND STATUS (ORS)

Service Description: Obligation Request and Status (ORS) is a required document by commission on Audit for certification of allotment and obligation and for future adjustments of expense accounts. The Budget Office provides certification of availability of appropriation/allotment that has been made legally for the purpose. Program Implementers are being served in this process as they implement their Programs, Activities and Projects.

Office or Division:	Budget Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ORS (1 Original Copies, 2 Photocopy)	Accounting Unit
2. Disbursement Voucher (1 Original Copies, 2 Photocopy)	Accounting Unit
Purchase Orders (pre-audited)	
1. AR/ATC (1 Original Copies, 2 Photocopy)	Requesting Unit
2. Other supporting documents (1 Original Copies, 2 Photocopy)	Requesting Unit
Biddings	
1. Notice of Award (1 Original Copies, 2 Photocopy)	BAC Secretariat
2. Signed Contract (1 Original Copies, 2 Photocopy)	Requesting Unit
3. Sub-AROs (1 Original Copies, 2 Photocopy)	Requesting Unit/Budget
4. AR/ATC (1 Original Copies, 2 Photocopy)	Requesting Unit
Cash Advances for Travels	
1. Approved Travel Order (1 Original Copies, 2 Photocopy)	Requesting Unit
2. Memorandum (1 Original Copies, 2 Photocopy)	Requesting Unit
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)	Requesting Unit
4. AR/ATC (1 Original Copies, 2 Photocopy)	

Reimbursement of Travels	
1. Approved Travel Order (1 Original Copies, 2 Photocopy)	Requesting Unit
2. Memorandum (1 Original Copies, 2 Photocopy)	Requesting Unit
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)	Requesting Unit





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4. Certificate of Appearance/Participation/Attendance (1 Original Copies, 2 Photocopy)		Requesting Unit		
5. Certification of Travel Completed (1 Original Copies, 2 Photocopy)		Requesting Unit		
6. AR/ATC (1 Original Copies, 2 Photocopy)		Requesting Unit		
Cash Advances for school MOOE				
1. Purpose of cash advance (1 Original Copies, 2 Photocopy)		Requesting Unit		
2. Letter request (1 Original Copies, 2 Photocopy)		Requesting Unit		
3. WFP (1 Original Copies, 2 Photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward to budget	1.1. Receive the documents from the requesting party	None	2 minutes	ADAS
	1.2. Review, analyze and verify the documents	None	5 minutes	ADAS/Budget Officer III
	1.3. Verify the availability of allotments	None	3 minutes	Budget Officer III
	1.4. Record and posting of entries in BMS	None	5 minutes	ADAS
	1.5. Generate printout of ORS	None	2 minutes	ADAS
	1.6. Certification by the Head of the Budget Unit or his authorized representative on the existence of available appropriation (Box B)	None	5 minutes	Budget Officer III
	1.7. Certification by the Head of the Requesting Office or his authorized representative on the necessity and legality of charges to the appropriation/ allotment under his/her direct supervision (Box A)	None	5 minutes	Requesting Party
	1.8. Forward to Accounting Division	None	3 minutes	ADAS I
TOTAL:		None	30 minutes per transaction	





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CITIZEN'S CHARTER

POSTING/UPDATING OF DISBURSEMENT

Service Description: This is the updating of status of disbursement requests.

Office or Division:	Budget Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Learners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reports of Check Issued (RCI)		Cashier's Office		
2. Report of Advice to Debit Account Issued (RADAI)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required reports (RCI and RADAI)	1.1. Receive the reports	None	3 minutes	Receiving personnel
	1.2. Encode/post the data on the BMS	None	5 minutes	Budget officer/ADAS
TOTAL:		None	8 minutes	





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CITIZEN'S CHARTER

Information & Communications Technology Unit



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CITIZEN'S CHARTER

USER ACCOUNT MANAGEMENT FOR CENTRALLY MANAGED SYSTEMS

Service Description: Creation, deletion and renaming of user accounts, and resetting of passwords for the regular SDO proper and field personnel. This includes, but not limited to unless specified in different service, the DepEd Google for Education Accounts, DepEd Partnerships Database System, etc.

Office or Division:		ICT Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		SDO Personnel, School-based Personnel		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
• ICT Technical Assistance Form				• ICT Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" on the document	None	1 minute	Records Section
	1.2. Transmitting the stamped document to the ICT Unit	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.5. Create/ delete/ rename account or reset password of client account	None	15 minutes	ICT Unit





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	1.6. Give the credentials to the client	None	5 minutes	Client and ICT Unit
Total:		None	38 minutes	
2. Checking of email sent	2.1. None	None	2 minutes	ICT Unit
	2.2. Evaluate the document sent. If blurry or has erroneous entry, return to sender. If client has no signature, return to sender.	None	10 minutes	ICT Unit
	2.3. Create/ delete/ rename account or reset password of client account	None	15 minutes	ICT Unit
	2.4. Give the credentials to the sender	None	5 minutes	ICT Unit
Total		None	32 minutes	





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CITIZEN'S CHARTER

TROUBLESHOOTING OF ICT EQUIPMENT

Service Description: Evaluation, Assessment and Troubleshooting of government-procured ICT Equipment of SDO.

Office or Division:		ICT Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		SDO Personnel		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
• ICT Technical Assistance Form				ICT Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" on the document	None	1 minute	Records Section
	1.2. Transmitting the stamped document to the ICT Unit	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.5. Evaluate and analyze the ICT equipment	None	30 minutes to an hour	ICT Unit





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	1.6. Troubleshoot the equipment If troubleshooting is possible to finish within the day, troubleshoot the equipment If troubleshooting is not possible to finish within the day, give recommendation to the client for next step	None	1 hour	Client and ICT Unit
	1.7. Give recommendation	None	15 minutes	ICT Unit
	to the client on what to do			
	1.8. Return the equipment to the client	None	5 minutes	ICT Unit
	TOTAL	NONE	2 hours and 7 minutes	





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CITIZEN'S CHARTER

UPLOADING OF PUBLICATIONS

Service Description: This describes the procedures in the uploading of publications on the official website and Workplace group account.

Office or Division:	Information and Communications Technology (ICT) Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Uploading of Publications Request Sheet 2. Request Sheet – Certification of Published Article/s		ICT Unit		
3. Request Sheet 4. Announcements 5. Articles		Records Unit		
6. Issuances 7. Bidding Documents 8. Invitation to Bid 9. Request for Quotation 10. Notice of Award 11. Notice to Proceed		Bids and Awards Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Sheet	1.1 Give the Request Sheet and receive the document/s	None	2 minutes	
	1.2 Receive the document/s	None	2 minutes	
	1.3 Verify the document/s to be uploaded	None	2minutes	





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	1.4 Scan the document/s to PDF format	None	5 minutes	Administrative Assistant III / ICTU
	1.5 Upload the document/s on the website or Workplace	None	5 minutes	
	TOTAL	None	16 minutes	





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CITIZEN'S CHARTER

CREATION AND PASSWORD RESET OF DEPED EMAIL ADDRESS

Service Description: The ICT unit processes the request for creation and password reset of DepEd Email Address of DepEd permanent teaching and non-teaching employees.

Office or Division:	Information and Communications Technology Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All SDO personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Walk-in: <ul style="list-style-type: none"> • Request Form • Photocopy of appointment paper • Authorization Letter (representative) • Valid ID 2. Online: <ul style="list-style-type: none"> • Fill-out online request form • Scanned PDF copy of appointment paper 		1. OSDS Information and Communications Technology Unit 2. SDO Masbate Official Website (http://depedmasbate.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>Walk-in</u> 1. Fill-out request form 2. Submit the accomplished request form with attached photocopy of appointment paper to the ICT staff. 3. Present his/her valid ID.	1. Check the required requirements. Process the request.	None	5 minutes	Division ITO/ ICT Staff
<u>Online</u> 1. Access the link thru the SDO Masbate Website (http://depedmasbate.ph) 2. Fill-out all required field in the online request form. 3. Attach scanned PDF copy of appointment paper.	1. Check the required requirements. 2. Process the request. 3. Send the DepEd Email info to the client thru SMS/email.	None	5 minutes	Division ITO/ICT Staff
TOTAL:		None	15 Minutes	





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CREATION, UPDATING AND RESETTING PASSWORD OF o365 ACCOUNTS

Service Description: This is the processing of the request for creation, updating and resetting of password of o365 account of all permanent teaching and non-teaching employees.

Office or Division:	Information and Communications Technology Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DepEd permanent employees (teaching and non-teaching)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">• Fill-out online request form• Scanned PDF copy of appointment paper		<ul style="list-style-type: none">• SDO Masbate Official Website (http://depedmasbate.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Creation/Updating: 1.1. Access the link thru the SDO Masbate Website (http://depedmasbate.ph) 1.2. Fill-out all required field in the online request form. 1.3. Attach scanned PDF copy of appointment paper.	1.1. Check the required requirements.	None	2 minutes	Division ITO/ICT Staff ICTS Support Team
	2. Upload the credentials to the SDO IT Admin's shared folder.	None	3 minutes	Division ITO/ICT Staff ICTS Support Team
	3. Encode the request to the OAMF (Office 365 Account Management Form v3) form linked to the ICTS Central Office.	None	5 minutes	Division ITO/ICT Staff ICTS Support Team
TOTAL:		None	10 minutes	
Password Reset: 1.1. Access the link thru the SDO Masbate Website (http://depedmasbate.ph) 1.2. Fill-out all required field in the online request form.	Check the required requirements.	None	3minutes	Division ITO/ ICT Staff



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1.3. Attach scanned PDF copy of appointment paper.				
	Reset the password	None	2 minutes	
	Send the DepEd Email info to the client thru SMS/ email.		2 minutes	
	TOTAL:	None	7 minutes	





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School Governance And Operations Division



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CITIZEN'S CHARTER

REVIEW AND APPROVAL OF PPA PROPOSAL/ACCOMPLISHMENT/COMPLETION REPORTS

Service Description: Review and approval of documents related to innovation, research proposals and other documents like action plans, learning resource materials, and the likes is a required process in order to ensure quality and appropriateness of the personnel and stakeholder initiated programs, projects, and activities to be implemented in the schools, learning centers, sections, units, and divisions in the Schools Division of Masbate.

Office or Division:		SGOD and CID		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All teaching and non-teaching personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> PSDS-reviewed Proposal (IGP, Training, Innovation, Research) 		Client		
For completion report: <ul style="list-style-type: none"> Approved proposal Completion Report 		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the PSDS-reviewed proposal/plan/completion report	1.1. Receive and record the documents in the e-DTS	None	3 minutes	Records Unit personnel
	1.2. Forward the documents to the SGOD	None	3 minutes	Records Unit personnel
2.1. In case of attached remarks for compliance, resubmit the updated/edited plan/proposal/completion report	2. Review the plan/proposal/completion report.	None	1 hour	In charge of the education program
	3. Forward the approved plan/proposal/completion report to the approving authority.	None	5 minutes	Receiving personnel
	4. Approve the plan/proposal/completion report.	None	15 minutes	Approving authority





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	5. Forward the approved plan/proposal/completion report to SGOD.	None	5 minutes	OSDS Secretary
	6. Receive the approved plan/proposal/completion report	None	3 minutes	Receiving personnel
4. Claim approved plan/proposal/completion report.	7. Release the approved plan/completion report.	None	5 minutes	Receiving personnel
TOTAL:		None	1 hour and 39 minutes	
REMARKS: For documents sent electronically				
1. Submit electronically (thru official email) the documents to be reviewed	1. Acknowledge receipt of the proposal/plan/completion report and QA tool.	None	3 minutes	Receiving personnel
	2. Forward the documents to in charge of the education program	None	2 minutes	Receiving personnel
	2. Review the documents	None	1 hour	In charge of the education program
2.1. In case of attached remarks for compliance, resubmit the updated/edited plan/proposal/completion report until the education program in charge sends the notice for validation. 2.2. Acknowledge receipt of the in charge of the education program-reviewed plan/proposal/completion report and notice for approval.	2.1. Send the plan/proposal/completion report with attached remarks and/or notice for validation.	None	3 minutes	In charge of the education program





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3. Submit the hard copy of the updated/edited plan/proposal/completi on report for signature.	3.1. Receive the hardcopy of the reviewed plan/proposal/completion report and notice for validation. 3.2. Forward the plan/proposal/completion report to education program in-charge	None	5 minutes	DTS encoder – Records section
	4. Receive the approved plan/proposal/completion report.	None	3 minutes	In charge of the education program
	5 Sign the approved plan/proposal/completion report.	None	3 minutes	In charge of the education program
	6. Forward the approved plan/proposal/completion report to the approving authority.	None	5 minutes	Receiving personnel
	7. Approve the plan/proposal/completion report.	None	15 minutes	Approving authority
	8. Forward the approved plan/proposal/completion report to SGOD.	None	5 minutes	OSDS Secretary
	9. Receive the approved plan/proposal/completion report	None	3 minutes	Receiving personnel
	10. Contact the proponent to claim approved plan/proposal/completion report.	None	3 minutes	Receiving personnel
4. Claim approved plan/proposal/completi on report.	10. Release the approved plan/completion report.	None	5 minutes	Receiving personnel
TOTAL:		None	1 hour and 55 minutes	





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CITIZEN'S CHARTER

Accounting Section



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CITIZEN'S CHARTER

PROCESSING OF MOOE CASH ADVANCES (MOOE EXPRESS)

Service Description: MOOE Cash advances are granted to schools to finance their operations.

Office or Division:	Accounting Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	School Heads/Accountable Officers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Monthly Cash Program – 3 copies	Downloadable at their respective District's MOOE EXPRESS Chat Group or soft copy from Team Leaders

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Prepare, sign and submit three (3) copies of Monthly Cash Program (MCP) to the MOOE EXPRESS Team Leader	1.1. Receive, review, recompute and compare with budget allocation amounts indicated in the Monthly Cash Program (MCP)	None	3 minutes	Team Leader
	1.2. Prepare, generate, consolidate MCP and print 4 copies of Summary of MCP (SMCP) per fund (Elementary, JHS, SHS, SBFP, etc.), 3 copies Obligation Request Status (ORS), 3 copies Disbursement Voucher (DV), and 4 copies of Journal Entry Vouchers (JEV) with blank ORS No. and Activity Request (AR) No.	None	30 minutes	Team Leader
	1.3. Forward to DTS Bookkeeper	None	5 minutes	Team Leader
	1.4. Receive, record, encode to DTS and forward to AR Bookkeeper	None	4 minutes	AR Bookkeeper
	1.5. Receive docs, generate/print Activity Request, enter AR No. to	None	4 minutes	DTS Bookkeeper



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	JEV and forwards to DTS Bookkeeper			
	1.6. Sign ORS and DV	None	10 minutes	ASDS
	1.6. Sign ORS, SMCP	None	10 minutes	Budget Officer
	1.7. Forward DOCS to DTS Bookkeeper	None	3 minutes	Budget Unit Personnel
	1.8. Receive, record, encode, enter ORS No. and forward to Division Accountant	None	4 minutes	DTS Bookkeeper
	1.9. Review and sign the JEV, DV and SMCP and forwards to DV bookkeeper	None	10 minutes	Division Accountant
	1.10. Assign/Stamp Serial Number to JEV and stamp to DV and ORS; assign/stamp serial number to DV and stamps to supporting documents; furnish one (1) of JEV to eFRS bookkeeper and one (1) copy of ORS to Budget Section; one (1) copy of JEV and SMCP to Team Leader	None	8 minutes	DV Bookkeeper
	1.11. Forward the remaining documents to List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA) to DEPP Bookkeeper	None	2 minutes	DV Bookkeeper
	1.12. Receive and prepare ADA/Proofs list and forwards to LDDAP-ADA Bookkeeper; attach DEPP Files in LDDAP-ADA and forwards soft copy of LDDAP-ADA and DEPP	None	10 minutes	DEPP Bookkeeper
	1.13. Receive documents, encode, assign number and print LDDAP-ADA and Summary of LDDAP-ADAs Issued and Invalidated ADA Entries (SLIIE) and forward to Division Accountant for signature	None	45 minutes	AR/LDDAP Bookkeeper
	1.14. Upload via email soft copy of LDDAP-ADA to Data Execution Prevention/Pay File (DEPP)	None	5 minutes	DEPP Bookkeeper



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	1.15. Review, sign and return LDDAP-ADA & SLIIE and supporting docs to DTS Bookkeeper	None	7 minutes	Division Accountant, SDS
	1.16. Record and encode the documents to DTS and forward to Disbursing Section	None	2 minutes	DTS Bookkeeper
	1.17. Receive and record the LDDAP-ADA & SLIIE and supporting docs in the logbook	None	5 minutes	Cash Unit Personnel
	1.18. Sign the LDDAP-ADA	None	3 minutes	Cashier
	1.19. Forward the LDDAP-ADA to SDS Office	None	3 minutes	Cash Unit Personnel
	1.20. Sign the LDDAP-ADA	None	20 minutes	SDS
	1.21. Receive the signed LDDAP-ADA	None	3 minutes	Cash Unit Personnel
	1.22. Segregate the LDDAP & SLIIE for Cash, Budget, and Bank File	None	10 minutes	Cash Unit Personnel
Update passbook with the bank	1.23. Submit the signed LDDAP and SLIIE to Cash Unit, Budget Unit, and Bank	None	15 minutes	Cash Unit Personnel
	TOTAL:	None	2 hours and 41 minutes	

