



# Citizen's Charter

## DEPED Vision

WE DREAM OF FILIPINOS WHO PASSIONATELY LOVE THEIR COUNTRY AND WHOSE VALUES AND COMPETENCIES ENABLE THEM TO REALIZE THEIR FULL POTENTIAL AND CONTRIBUTE MEANINGFULLY TO BUILDING THE NATION.

AS A LEARNER - CENTERED PUBLIC INSTITUTION, THE DEPARTMENT OF EDUCATION CONTINUOUSLY IMPROVES ITSELF TO BETTER SERVE ITS STAKEHOLDERS.

## DEPED Mission

TO PROTECT AND PROMOTE THE RIGHT OF EVERY FILIPINO TO QUALITY, EQUITABLE, CULTURE-BASED, AND COMPLETE BASIC EDUCATION WHERE: STUDENTS LEARN IN A CHILD-FRIENDLY, GENDER-SENSITIVE, SAFE AND MOTIVATING ENVIRONMENT.

TEACHERS FACILITATE LEARNING AND CONSTANTLY NURTURE EVERY LEARNER.

ADMINISTRATORS AND STAFF, AS STEWARDS OF THE INSTITUTION, ENSURE AN ENABLING AND SUPPORTIVE ENVIRONMENT FOR EFFECTIVE LEARNING TO HAPPEN.

FAMILY, COMMUNITY AND OTHER STAKEHOLDERS ARE ACTIVELY ENGAGED AND SHARE RESPONSIBILITY FOR DEVELOPING LIFE-LONG LEARNERS.

## Feedback Mechanisms

PLEASE HELP US SERVE YOU BETTER BY DOING ANY OF THE FOLLOWING:

- SEND YOUR FEEDBACK THROUGH CLIENT SATISFACTION SURVEY FORM OR MAY CALL US AT (0929)138-3314
- TALK TO THE DESIGNATED OFFICER OF THE DAY





## RECRUITMENT, SELECTION and PLACEMENT

### WHO MAY AVAIL OF THE SERVICE?

- TEACHING AND NON-TEACHING PERSONNEL
- TEACHER APPLICANTS
- APPLICANTS FOR PROMOTION
- JOB SEEKERS

### REQUIREMENTS FOR APPLICANTS

- LETTER OF INTENT ADDRESSED TO THE HEAD OF OFFICE;
- DULY ACCOMPLISHED ORIGINAL COPY OF PERSONAL DATA SHEET (CS FORM NO. 212, REVISE 2017) WITH WORK EXPERIENCE SHEET
- PHOTOCOPY OF CERTIFICATE OF ELIGIBILITY / RATING / LICENCE / ID;
- PHOTOCOPY OF SCHOLASTIC /ACADEMIC RECORDS, SUCH AS BUT NOT LIMITED TO TRANSCRIPT OF RECORDS (TOR) AND DIPLOMA;
- PHOTOCOPY OF SERVICE RECORDS OR CERTIFICATE OF EMPLOYMENT, IF APPLICABLE
- PHOTOCOPY OF CERTIFICATE OF TRAINING, IF APPLICABLE;
- PHOTOCOPY OF THE PERFORMANCE RATING FOR THE LAST THREE (3) RATING PERIOD, IF APPLICABLE
- OMNIBUS SWORN STATEMENT;
- CHECKLIST OF REQUIREMENT; AND
- OTHER DOCUMENT AS MAY BE REQUIRED

**DURATION OF ACTIVITIES: 7 HOURS, 5 MINUTES**

**FEES: NONE**

## APPOINTMENT PROCESSING

### WHO MAY AVAIL OF THE SERVICE?

- *TEACHING AND NON-TEACHING PERSONNEL*
- *NEWLY HIRED TEACHERS AND NON-TEACHING PERSONNEL*

### HOW TO AVAIL OF THE SERVICE?

- **FOR ORIGINAL APPOINTMENT**
  - PERSONAL DATA SHEET-REVISED 2017 (COMPUTERIZED) (2 ORIGINAL COPIES)
  - WORK EXPERIENCE SHEET (3 ORIGINAL COPIES)
  - AUTHENTICATED PRC LICENSED ID (DULY AUTHENTICATED BY PRC) (2 ORIGINAL COPIES)
  - POSITION DESCRIPTION FORM ( 3 ORIGINAL COPIES)
  - OATH OF OFFICE-REVISED 2017 (3 ORIGINAL COPIES)
  - PSA BIRTH CERTIFICATE (1 ORIGINAL COPY)
  - GSIS MIS FORM (1 ORIGINAL COPY)
  - TRANSCRIPT OF RECORDS (1 AUTHENTICATED PHOTOCOPY)
  - CS FORM 211 NO. MEDICAL CERTIFICATE-REVISED 2017 (DULY CERTIFIED BY THE GOVERNMENT PHYSICIAN) (1 ORIGINAL COPY)
- **FOR PROMOTION AND RECLASSIFICATION**
  - PERSONAL DATA SHEET-REVISED 2017 (COMPUTERIZED) (3 ORIGINAL COPIES)
  - WORK EXPERIENCE SHEET (3 ORIGINAL COPIES)
  - AUTHENTICATED PRC LICENSED ID (DULY AUTHENTICATED BY PRC) (2 ORIGINAL COPIES)
  - POSITION DESCRIPTION FORM (3 ORIGINAL COPIES)
  - OATH OF OFFICE-REVISED 2017 (3 ORIGINAL COPIES)
  - TRANSCRIPT OF RECORDS (1 AUTHENTICATED PHOTOCOPY)
  - UPDATED SERVICE RECORD (1 ORIGINAL COPY)
  - IPCRF FOR THE LAST RATING PERIOD (1 AUTHENTICATED COPY)
  - LAST APPROVED APPOINTMENT (1 AUTHENTICATED PHOTOCOPY)
  - NEURO PSYCHIATRIC EXAM/PSYCHOLOGICAL EXAM (FOR TRANSFER/HEAD TEACHER/SCHOOL PRINCIPAL POSITIONS ONLY) (1 AUTHENTICATED PHOTOCOPY)
  - PSA BIRTH CERTIFICATE (1 AUTHENTICATED PHOTOCOPY)



## HOW TO AVAIL OF THE SERVICE?

- FOR TRANSFER
  - 3 ORIGINAL COPIES OF PERSONAL DATA SHEET-REVISED 2017 (COMPUTERIZED)
  - 3 ORIGINAL COPIES OF WORK EXPERIENCE SHEET
  - 2 ORIGINAL COPY OF AUTHENTICATED PRC LICENSED ID (DULY AUTHENTICATED BY PRC)
  - POSITION DESCRIPTION FORM (3 ORIGINAL COPIES)
  - OATH OF OFFICE-REVISED 2017 (3 ORIGINAL COPIES)
  - TRANSCRIPT OF RECORDS (1 AUTHENTICATED PHOTOCOPY)
  - UPDATED SERVICE RECORD (1 ORIGINAL COPY)
  - IPCRF FOR THE LAST RATING PERIOD (1 AUTHENTICATED PHOTOCOPY)
  - LAST APPROVED APPOINTMENT (1 AUTHENTICATED PHOTOCOPY)
  - NEURO PSYCHIATRIC EXAM/PSYCHOLOGICAL EXAM (FOR TRANSFER/HEAD TEACHER/SCHOOL PRINCIPAL POSITIONS ONLY) (1 AUTHENTICATED PHOTOCOPY)
  - PSA BIRTH CERTIFICATE (1 AUTHENTICATED PHOTOCOPY)
  - SCHOOL/DIVISION CLEARANCE (2 ORIGINAL COPIES)
  - CERTIFICATION OF LAST DAY OF SERVICE (2 ORIGINAL COPIES)
  - CERTIFICATION OF LAST PAYMENT RECEIVED (2 ORIGINAL COPIES)

**DURATION OF ACTIVITIES: 7 DAYS, 2 HOURS, 40 MINUTES**

**FEES: NONE**

## PROCESSING OF INITIAL PAYMENT

### WHO MAY AVAIL OF THE SERVICE?

- SUBSTITUTES, NEWLY HIRED, TRANSFERRED

### HOW TO AVAIL OF THE SERVICE?

- FORM 48 (DTR) (2 ORIGINAL COPY)
- ASSIGNMENT ORDER (1 PHOTOCOPY)
- APPOINTMENT (1 PHOTOCOPY)
- CERTIFICATION OF 1ST DAY AND LAST DAY OF SERVICE (ONLY FOR SUBSTITUTE) (1 PHOTOCOPY)
- PHOTOCOPY OF TIN ID
- STATEMENT OF ASSETS, LIABILITIES AND NET WORTH (SALN) (1 ORIGINAL COPY)
- ATM ACCOUNT (1 PHOTOCOPY):(CURRENT FOR PERMANENT SAVINGS FOR SUBSTITUTE)
- PAG-IBIG MID # (ONLY FOR PERMANENT PERSONNEL) (1 PHOTOCOPY)
- SIGNED OATH OF OFFICE (ONLY FOR PERMANENT PERSONNEL) (1 PHOTOCOPY)

**DURATION OF ACTIVITIES: 23 MINUTES**

**FEES: NONE**

## FILING OF ADMINISTRATIVE COMPLAINTS

### WHO MAY AVAIL OF THE SERVICE?

- ANY PERSON MAY FILE AN ADMINISTRATIVE COMPLAINT AGAINST ANY OFFICER OR EMPLOYEE OF THE DEPARTMENT OF EDUCATION

### HOW TO AVAIL OF THE SERVICE?

#### A COMPLAINT SHALL BE UNDER OATH AND CONTAIN THE FOLLOWING:

- FULL NAME AND ADDRESS OF THE COMPLAINT
- FULL NAME AND ADDRESS OF THE PERSON COMPLAINED OF, AS WELL AS HIS POSITION AND OFFICE IN THE DEPED
- A NARRATION OF THE RELEVANT AND MATERIAL FACTS WHICH SHOWS THE ACTS OR IMMISIONS AS ALLEGEDLY COMMITTED BY THE PERSON COMPLAINED OF
- CERTIFIED TRUE COPIES OF DOCUMENTARY EVIDENCE AND AFFIDAVITS OF HIS WITNESSES, IF ANY;
- CERTIFICATE OF NON - FORUM SHOPPING
- COMPLAINT SHALL BE UNDER OATH

**DURATION OF ACTIVITIES: 10 MINUTES**

**FEES: NONE**



## ISSUANCE OF CERTIFICATE OF NO PENDING ADMINISTRATIVE CASE

### WHO MAY AVAIL OF THE SERVICE?

- DEPED - SDO CATANDUANES EMPLOYEE

### HOW TO AVAIL OF THE SERVICE?

- REQUEST FORM (1 COPY)
- SERVICE RECORD (ORIGINAL COPY)

**DURATION OF ACTIVITIES: 10 MINUTES**

**FEES: NONE**

## PROCESSING OF TERMINAL LEAVE BENEFITS

### WHO MAY AVAIL OF THE SERVICE?

- DEPED SDO EMPLOYEES

### HOW TO AVAIL OF THE SERVICE?

- LETTER REQUEST (1 ORIGINAL COPY)
- SERVICE RECORD (1 ORIGINAL COPY)
- GSIS RETIREMENT VOUCHER (1 ORIGINAL COPY)
- GSIS RETIREMENT CLEARANCE (1 ORIGINAL COPY)
- CERTIFICATE OF LAST PAYMENT (1 ORIGINAL COPY)
- CLEARANCES (MONEY & PROPERTY ACCOUNTABILITIES (3 ORIGINAL COPY)
- LATEST NOTICE OF SALARY ADJUSTMENT (NOSA)- (1 ORIGINAL COPY)
- CERTIFICATION OF ACCUMULATED LEAVE CREDITS BY THE DIVISION PERSONNEL OFFICER- (1 ORIGINAL COPY)
- STATEMENT OF VACATION LEAVE & SICK LEAVE CREDITS
- MUNICIPAL / FISCAL CLEARANCE (1 ORIGINAL COPY)
- FOR DECEASED EMPLOYEE
  - DEATH CERTIFICATE (1 PHOTOCOPY)
  - MARRIAGE CERTIFICATE (1 PHOTOCOPY)
  - SURVIVORSHIP (IF APPLICABLE) (1 PHOTOCOPY)
  - SPECIAL POWER OF ATTORNEY (1 ORIGINAL COPY, 2 PHOTOCOPIES)
  - BIRTH CERTIFICATE OF CHILDREN (IF EMPLOYEE HAS NO LIVING SPOUSE) (1 PHOTOCOPY)

**DURATION OF ACTIVITIES: 2 HOURS**

**FEES: NONE**

## PROCESSING OF APPLICATION FOR MONETIZATION

### WHO MAY AVAIL OF THE SERVICE?

- NON-TEACHING AND TEACHING PERSONNEL

### HOW TO AVAIL OF THE SERVICE?

- LETTER REQUEST (3 ORIGINAL COPIES)
- FORM 6 (LEAVE FORM) (3 ORIGINAL COPIES)

**DURATION OF ACTIVITIES: 1 HOUR**

**FEES: NONE**

## AAO CONFIRMATION OF GSIS LOANS

### WHO MAY AVAIL OF THE SERVICE?

- ALL ELIGIBLE TEACHING AND NON-TEACHING DEPED PERSONNEL

### HOW TO AVAIL OF THE SERVICE?

- LATEST AVAILABLE PAYSリップ (1 ORIGINAL COPY, 1 PHOTOCOPY)

**DURATION OF ACTIVITIES: 15 MINUTES**

**FEES: NONE**



## ISSUANCE OF CERTIFICATE OF EMPLOYMENT

### WHO MAY AVAIL OF THE SERVICE?

- DEPED EMPLOYEE / FORMER EMPLOYEE

### HOW TO AVAIL OF THE SERVICE?

- DATA SHEET REQUEST FORM (1 COPY)
- LETTER REQUEST (FOR THOSE PERSONNEL NO LONGER CONNECTED IN THE DIVISION)
- IDENTIFICATION CARD (1 ORIGINAL COPY)

**DURATION OF ACTIVITIES: 5 MINUTES**

**FEES: NONE**

## APPLICATION FOR RETIREMENT

### WHO MAY AVAIL OF THE SERVICE?

- DEPED EMPLOYEES THAT REACHED THE RETIRING AGE REQUIREMENT

### HOW TO AVAIL OF THE SERVICE?

- LETTER OF INTENT (2 ORIGINAL COPY)
- APPLICATION OF RETIREMENT (3 ORIGINAL COPY) (GSIS)
- SCHOOL CLEARANCE (3 ORIGINAL COPY)
- DIVISION CLEARANCE (3 ORIGINAL COPY)
- LATEST SERVICE RECORD (4 ORIGINAL COPY)
- CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE (4 ORIGINAL COPY)
- CERTIFICATE OF LAST DAY OF SERVICE (4 ORIGINAL COPY)
- LEAVE OF ABSENCE WITHOUT PAY (4 ORIGINAL COPY)
- NOTICE OF STEP INCREMENT (NOSI) (4 ORIGINAL COPY)
- NOTICE OF SALARY ADJUSTMENT (NOSA) (4 ORIGINAL COPY)
- LANDBANK CERTIFICATION (1 ORIGINAL, 3 PHOTOCOPY)
- SWORN STATEMENT OF ASSETS, LIABILITIES AND NET WORTH (SALN) (3 ORIGINAL COPY)
- DAILY TIME RECORD (DTR) ( 2 ORIGINAL COPY)

**DURATION OF ACTIVITIES: 30 MINUTES**

**FEES: NONE**

## ISSUANCE OF CERTIFICATE OF SERVICES RENDERED AS ALS BARANGAY LITERACY VOLUNTEER )

### WHO MAY AVAIL OF THE SERVICE?

- ALL ALS BARANGAY LITERACY VOLUNTEERS

### HOW TO AVAIL OF THE SERVICE?

- NARRATIVE ACCOMPLISHMENT REPORT SIGNED BY THE PUBLIC SCHOOLS DISTRICT SUPERVISOR
- CERTIFICATION ON THE REPORTS SUBMITTED SIGNED BY DALC & PSDS
- NOTARIZED CONTRACT OF SERVICE

**DURATION OF ACTIVITIES: 26 MINUTES**

**FEES: NONE**



## ISSUANCE OF ALS ACCREDITATION & EQUIVALENCY (A&E) TEST PASSER CERTIFICATION AND CERTIFICATE OF RATING (COR)

### WHO MAY AVAIL OF THE SERVICE?

- ALL ALS ACCREDITATION & EQUIVALENCY TEST PASSERS

### HOW TO AVAIL OF THE SERVICE?

- ID/PROOF OF IDENTIFICATION
- AUTHORIZATION LETTER (FOR REPRESENTATIVE)

**DURATION OF ACTIVITIES: 15 MINUTES**

**FEES: NONE**

## MEDICAL AND DENTAL CERTIFICATION

### WHO MAY AVAIL OF THE SERVICE?

- STUDENTS AND DEPED PERSONNEL

### REQUIREMENTS TO AVAIL OF THE SERVICE?

- MEDICAL AND DENTAL CLEARANCE FORMS
- MEDICAL CLEARANCE FOR EMPLOYMENT
- CERTIFIED TRUE COPIES OF LATEST REQUIRED LABORATORY RESULTS (COMPLETE BLOOD COUNT, URINALYSIS, CHEST XRAY, DRUG TESTING; AND NEUROLOGICAL AND PSYCHOLOGICAL EXAMINATION)

**DURATION OF ACTIVITIES: 2 HOURS**

**FEES: NONE**

## VALIDATING SCHOOL BASIC INFORMATION SYSTEM PROFILE

### WHO MAY AVAIL OF THE SERVICE?

- SCHOOL HEADS / SCHOOL ICT COORDINATORS

### REQUIREMENTS TO AVAIL OF THE SERVICE?

- ACCOMPLISH TEMPLATES FOR SCHOOL PROFILE ENCLOSED IN THE MEMORANDUM PER DEPED ORDER NOS. 3, 2018 AND 027, S. 2019
- ATTEND THE ORIENTATION/WORKSHOP
- SUBMIT HARD COPY OF THE SCHOOL PROFILE TO THE PLANNING OFFICER FOR VALIDATION
- UPLOAD VALIDATED SCHOOL PROFILE TO THE SYSTEM
- FURNISH THE PRS HARD COPY OF THE VALIDATED SCHOOL PROFILE

**DURATION OF ACTIVITIES: 2 MONTH, 1 HOUR**

**FEES: NONE**

## HANDLING OF CASH ADVANCE

### WHO MAY AVAIL OF THE SERVICE?

- CASHIER / CASH PERSONNEL / SCHOOL HEAD

### REQUIREMENTS TO AVAIL OF THE SERVICE?

- AUTHORITY TO HANDLE CASH ADVANCE
- CERTIFICATION OF NO UNLIQUIDATED CASH ADVANCE FROM ACCOUNTANT

**DURATION OF ACTIVITIES: 2 DAYS, 4 HOURS, 45 MINUTES**

**FEES: NONE**

# 2022 CITIZEN'S CHARTER POSTED ON OFFICIAL WEBSITE

The screenshot displays the official website of the Schools Division Office (SDO) of Catanduanes. The page features a navigation menu at the top with the following items: [About Us](#), [Programs](#), [Updates](#), [Inquiries](#), [Articles](#), [Downloads](#), [Gallery](#), [Contact Us](#), and a [Search](#) box. The main content area is titled "Department of Education - Division of Catanduanes" and includes the text "Please click to see files 2022 Citizen Charter Manual" and a link for "2022 Citizen Charter". The page also features the Philippine national flag, the SDO Catanduanes logo, and the text "Republic of the Philippines, Department of Education, Region V - Bicol, CATANDUANES DIVISION". A large yellow banner at the bottom of the page reads "Citizen's Charter". The background of the page is decorated with a repeating pattern of the SDO Catanduanes logo.



