



Republic of the Philippines
Department of Education
Region V - Bicol



CATANDUANES DIVISION 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 @ (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, or to the highest human resource officer designated by the Head of Office (2 original copies)
 - Ominibus Certification of Authenticity and Veracity of Documents (Notarized) (1 original copy)
 - Duly accomplished PDS (CS Form No. 212, Revised 2017) (1 original copy)
 - Photocopy of Certificate of Eligibility/Rating/License/ID (2 authenticated copies)
 - Photocopy of scholastic/academic record, such as but not limited Transcript of Records (TOR) (2 authenticated copies)
 - Photocopy of Service of Record or Certificate of Employment, if applicable (2 authenticated copies)
 - Photocopy of Certificates of Training, if applicable (2 authenticated copies)
 - Photocopy of the latest Performance Rating covering one (1) year performance, if applicable (2 authenticated copies)
 - Checklist of Requirements
 - Other documents 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 Appointments**
 - 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)

a. Drug Test result (1 authenticated photocopy)
b. Blood Test result (1 authenticated photocopy)
c. Urinalysis result (1 authenticated photocopy)
d. X-ray result (1 authenticated photocopy)
e. Neuro Psychiatric Exam/Psychological Exam (1 copy)

 - NBI Clearance (1 authenticated photocopy)
 - **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)

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**

- 7days 2 hours 40 minutes

➤ **Fees:** None

PROCESSING OF INITIAL PAYMENT

➤ **Who may avail of the service?**

- Substitutes, Newly Hired, Transferred & Omitted in Payroll

➤ **How to avail of the service?**

- Assignment order (1 Photocopy)
- Form 48 (DTR) (2 Original Copy)
- Appointment (1 Photocopy)
- Certification of 1st day and last day of service (only for substitute) (1 Photocopy)
- BIR 2305 (only for permanent personnel) (1 Original Copy)
- 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?**

- 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**

- 30 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)
 - Certified Copies of Leave Cards- (1 original copy)
 - Certification of Leave Credits Earned- (1 original copy)
 - 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**
 - 3 hours, 55 minutes
- **Fees:** None

PROCESSING OF APPLICATION FOR MONETIZATION

- **Who may avail of the service?**
 - Non-Teaching and ALS Personnel
- **How to avail of the service?**
 - Letter request (3 original copy)
 - Form 6 (Leave Form) (3 Original Copy)
- **Duration of Activities**
 - 4 hours, 14 minutes
- **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 Payslip (1 original copy, 1 photocopy)
- **Duration of Activities**
 - 52 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)
 - 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)
 - BIR 2305 (3 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**
 - 38 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 months, 1 hour
- **Fees:** None