



Republic of the Philippines  
DEPARTMENT OF EDUCATION  
REGION IV-A CALABARZON



**CITIZEN'S CHARTER**  
**REGIONAL OFFICE FRONTLINE SERVICES**

Type of Frontline Services	Client/Requesting Party	Documentary Requirement	Step/Procedure	Forms to fill out	Fees	Processing Time	Office/Person Responsible
<b>FINANCE DIVISION</b>							
<b>Terminal Leave Benefits Retirement Gratuity Benefits (For Payment)</b>	<ul style="list-style-type: none"> <li>Teacher</li> <li>Employees (Division/District/School)</li> </ul>	<ul style="list-style-type: none"> <li>Validated documents from the Administrative Division</li> </ul>	<ol style="list-style-type: none"> <li>Received documents from Administrative Division</li> <li>Validation of documents</li> <li>Prepared letter-request to DBM for the issuance of SARO after the approval of Chief Admin. Officer before RD's signature.</li> <li>Prepared letter-request to the SDS informing him/her that the RO already requested the payment of the retiree.</li> <li>Forward documents to Records Section</li> </ol>	None	None	20 Minutes	<ul style="list-style-type: none"> <li>Personnel In-Charge (Budget Unit)</li> <li>Administrative Officer V (Budget Unit)</li> <li>Regional Director</li> </ul>
<b>Processing of Payments</b> (Immediately after the processing of Obligation Request from the Budget Section)							
<b>A. For Services Rendered</b>	<ul style="list-style-type: none"> <li>Employees</li> <li>Teaching and Non-teaching personnel from the field offices.</li> </ul>	A. Billing requests, DTRs, Accomplishments Reports per COA Circular No. 2012- 001 as amended & GPR RA 9184 as amended.	<ul style="list-style-type: none"> <li>Receive and record billing statement</li> </ul>	None	None	2-3 days	<ul style="list-style-type: none"> <li>Accountant III (Accounting Unit)</li> <li>Chief Administrative Officer</li> <li>Regional Director</li> </ul>
<b>B. For Purchases of Goods/Services</b>	Suppliers	B. Accomplished PR, Canvass, Abstract of Bids, PO and other pertinent documents per COA Circular No. 2012-001 as amended & GPR RA9184 as amended.	<ul style="list-style-type: none"> <li>Supply Unit Staff forwards duly accomplished PR, canvass, Abstract of bids and PO, Invoice and other pertinent documents.</li> </ul>	None	None	2-3 days	<ul style="list-style-type: none"> <li>Accountant III (Accounting Unit)</li> <li>Chief Administrative Officer</li> <li>Regional Director</li> </ul>
<b>C. For Travels (Official within CALABARZON)</b>	<ul style="list-style-type: none"> <li>Employees ROP</li> <li>Teaching and Non-teaching personnel from the field offices.</li> </ul>	C. Accomplished Itinerary of Travel, Authority of Travel, Certificate of Appearance, Memo and Tickets	<ul style="list-style-type: none"> <li>Employees submit itinerary, authority to travel and other documents.</li> </ul>	None	None	2-3 days	<ul style="list-style-type: none"> <li>Accountant III (Accounting Unit)</li> <li>Chief Administrative Officer</li> <li>Regional Director</li> </ul>
<b>D. For Reimbursements</b>	<ul style="list-style-type: none"> <li>Employees ROP</li> <li>Teaching and Non-teaching personnel from the field offices.</li> </ul>	D. Official receipts, trip tickets, authority to travel and other required documents (e.g. Memo, attendance, approved budget)	<ul style="list-style-type: none"> <li>Employees submits OR, Trip Tickets, Authority to Travel and other required documents</li> </ul>	None	None	2-3 days	<ul style="list-style-type: none"> <li>Accountant III (Accounting Unit)</li> <li>Chief Administrative Officer</li> <li>Regional Director</li> </ul>
<b>Other Request from the Field Offices</b> <b>Issuance of Remittances (GSIS, Philhealth and HDMF)</b>	<ul style="list-style-type: none"> <li>Employees ROP</li> <li>Teaching and Non-teaching personnel from the field offices.</li> </ul>	<ul style="list-style-type: none"> <li>Payslip/ID with indicated Employee Number (in case of representative with proper authorization from the claimant).</li> </ul>	<ol style="list-style-type: none"> <li>Client proceed to the personnel in-charge from the Payroll Unit (Accounting)</li> <li>Personnel in-Charge generate the remittance from the database.</li> <li>Proceed to the Accounting Unit for signature of the Accountant III.</li> </ol>	None	None	10 minutes	<ul style="list-style-type: none"> <li>Personnel In-Charge of Database (Payroll-RPSU) Administrative Unit.</li> <li>Accountant III (Accounting Unit)</li> <li>Regional Director</li> </ul>
<b>CURRICULUM and LEARNING MANAGEMENT DIVISION</b>							
<b>Request for a copy of the K to 12 Basic Education Curriculum</b>	<ul style="list-style-type: none"> <li>Private School Owners/Administrators</li> <li>Parents</li> <li>Teachers</li> <li>School Heads</li> <li>NGO</li> </ul>	<ul style="list-style-type: none"> <li>Letter of Request/CLMD Request Form</li> </ul>	<ol style="list-style-type: none"> <li>Submit the letter of Request/CLMD Request Form</li> <li>The requesting party will be allowed to bring the requested copy outside the office to be photocopied and returned within the day</li> </ol>	CLMD Form 1	None	Within the day.	EPS per learning area/Office Clerk
<b>Guidelines/Memorandum/DepEd Order on different Issues and Concern in Education especially in the implementation of the curriculum (time allotment for the different learning areas, grading system, selection of honor students, Kindergarten, Senior High School)</b>	<ul style="list-style-type: none"> <li>Private School Owners/Administrators</li> <li>Parents</li> <li>Teachers</li> <li>School Heads</li> <li>NGO</li> </ul>	<ul style="list-style-type: none"> <li>Letter of Request/CLMD Request Form</li> </ul>	<ol style="list-style-type: none"> <li>Submit the letter of Request/CLMD Request Form</li> <li>The requesting party will be allowed to bring the requested copy outside the office to be photocopied and returned within the day.</li> </ol>	CLMD Form 1	None	Within the day.	EPS concerned with the assistance of the clerk
<b>Inquiry on the Existing Policy on Field Trips, Assignments, Report Card, Special Education and other Special Programs</b>	<ul style="list-style-type: none"> <li>Private School Owners/Administrators</li> <li>Parents</li> <li>Teachers</li> <li>School Heads</li> <li>NGO</li> </ul>	<ul style="list-style-type: none"> <li>Letter of Request/CLMD Request Form</li> </ul>	<ol style="list-style-type: none"> <li>Submit the letter of Request/CLMD Request Form</li> <li>The requesting party will be allowed to bring the requested copy outside the office to be photocopied and returned within the day.</li> <li>(Inquiry could be done through phone calls with proper identification.)</li> </ol>	CLMD Form 1	None	It depends on the availability of the documents or data requested.	EPS concerned with the assistance of the clerk
<b>Copy of the List of Schools Offering Special Programs (SPED Centers, Special Science Elementary School, SPA, SPS, Science and Technology Engineering Schools, Regional Science High School, Tech-Voc School)</b>	<ul style="list-style-type: none"> <li>Private School Owners/Administrators</li> <li>Parents</li> <li>Teachers</li> <li>School Heads</li> <li>NGO</li> </ul>	<ul style="list-style-type: none"> <li>Letter of Request/CLMD Request Form</li> </ul>	<ol style="list-style-type: none"> <li>Submit the letter of Request/CLMD Request Form</li> <li>The requesting party will be allowed to bring the requested copy outside the office to be photocopied and returned within the day.</li> </ol>	CLMD Form 1	None	It depends on the requesting party.	EPS per learning area. Filing Clerk
<b>Indorsement to be exempted from taking Citizenship Army Training (CAT)</b>	Girl Scout Council Coordinators	<ul style="list-style-type: none"> <li>Recommendation from the Girl Scout Regional Executive Director and letter of Indorsement from the SDS</li> </ul>	<ol style="list-style-type: none"> <li>Submit the documentary requirements to the Regional Office addressed to the Regional Director</li> <li>Documents will be appraised and processed.</li> <li>If found valid, certification on exemption will be signed by the Regional Director</li> </ol>	None	None	1 day	Mrs. Fe V. Enguero
<b>QUALITY ASSURANCE DIVISION</b>							
<b>Application of Permit/Recognition for private schools</b>	<ul style="list-style-type: none"> <li>School Administrator/Principal</li> </ul>	<ol style="list-style-type: none"> <li>Checklist for New Permit (1-13)</li> <li>Checklist for Recognition/Permit (1-8)</li> </ol>	<ol style="list-style-type: none"> <li>Online Submission</li> <li>Evaluate &amp; process the docs.</li> <li>Issuance of Order of Payment if documents are complete.</li> <li>Ocular Inspection/Video Conference (by schedule)</li> <li>Preparation of permit/recognition</li> <li>For signature of Director</li> <li>Records section for release</li> </ol>	<ol style="list-style-type: none"> <li>Application for New Permit</li> <li>Application for Recognition/Renewal Permit</li> </ol>	P2,000 + P20 (LRF)	<ol style="list-style-type: none"> <li>30 mins.</li> <li>30 mins.</li> <li>15 mins</li> <li>by schedule</li> <li>3 mins.</li> <li>3 mins.</li> </ol>	Edenia O. Libranda Danilo Ilagan Lourdes Catolico Paz Lungcay Manuel Gibas Eliño García Jerome Chavez
<b>Establishment of Public Junior HS and Senior HS</b>	<ul style="list-style-type: none"> <li>Principal</li> <li>Head Teacher</li> <li>OIC</li> <li>TIC</li> </ul>	<ol style="list-style-type: none"> <li>SDS Indorsement</li> <li>Legal Basis</li> <li>Sangguniang Bayan/City Resolution</li> <li>Division Review &amp; Evaluation Committee</li> </ol>	<ol style="list-style-type: none"> <li>Evaluate and process all docs.</li> <li>Forward to RD's for signature</li> <li>Forward to Records Section for release</li> </ol>	Forms for Establishment of JHS or SHS	None	20 mins.	Edenia O. Libranda Danilo Ilagan Lourdes Catolico Paz Lungcay Manuel Gibas Eliño García Jerome Chavez
<b>Summer Permit</b>	<ul style="list-style-type: none"> <li>Administrator/Principal</li> </ul>	<ol style="list-style-type: none"> <li>SDS Indorsement</li> <li>School Calendar</li> <li>Schedule</li> <li>List of Teachers</li> <li>Tuition Fee</li> </ol>	- do -	None	None	15 mins.	Edenia O. Libranda Danilo Ilagan Lourdes Catolico Paz Lungcay Manuel Gibas Eliño García Jerome Chavez
<b>Special Order for JHS students</b>	<ul style="list-style-type: none"> <li>Administrator/Principal</li> </ul>	<ol style="list-style-type: none"> <li>Permanent Records from Elem. &amp; Sec.</li> <li>Form 9</li> <li>Enrolment List</li> </ol>	<ol style="list-style-type: none"> <li>Records Section receive the docs.</li> <li>Evaluate &amp; process the docs.</li> <li>For signature of RD</li> <li>Records Release</li> </ol>	Form 9	None	15 mins. per student	Edenia O. Libranda Danilo Ilagan Lourdes Catolico Paz Lungcay Manuel Gibas Eliño García Jerome Chavez
<b>Selection of Honor students</b>	<ul style="list-style-type: none"> <li>Administrator/Principal</li> </ul>	<ol style="list-style-type: none"> <li>Letter request</li> <li>Detailed Grades for 8 subjects</li> </ol>	- do -	None	None	4 hours	- do -
<b>Validating, PEPT, Transfer, Subject overload, Diploma translation, and Certification</b>	<ul style="list-style-type: none"> <li>Administrator</li> <li>Principal</li> <li>Registrar</li> <li>Parents</li> <li>Guardian</li> </ul>	<ol style="list-style-type: none"> <li>Letter request</li> <li>Class schedule</li> <li>Original Copy of Diploma</li> </ol>	- do -	None	None	15 mins.	- do -