

## 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
ADMINISTRATIVE PERSONNEL DIVISION							
Study Leave	DepeED Officials, Teachers, Personnel	<ol> <li>At least 7 years in service</li> <li>Recommendation from the Superintendent</li> <li>Study Leave Agreement</li> <li>Schedule of Study leave</li> <li>Form 6</li> <li>Updated Service Record</li> <li>Performance Rating</li> <li>School/Division Clearances</li> <li>Medical Certificate</li> </ol>	<ol> <li>Receive documents from the Records Section</li> <li>Assess/Evaluate documents as to the completeness of requirements</li> <li>Take appropriate action</li> <li>Forward to Chief Administrative Officer for initial</li> <li>Forward docs to ARD/RD for approval or disapproval</li> </ol>	None	None	10 mins.	Personnel Section  • Nimfa  • Marichu
Retirement	DepeED Officials, Teachers, Personnel	<ol> <li>Duly accomplished application</li> <li>Clearances/Declaration of Pendency/Non-Pendency of Case (School/Division/Ombudsman)</li> <li>Updated Service Record</li> <li>Certificate of Last Payment</li> <li>Certification of No Pending Administrative Case from the Legal Unit</li> <li>Indorsement from the Superintendent</li> </ol>	<ol> <li>Receive documents from the Records Section</li> <li>Assess/Evaluate documents as to the completeness of requirements</li> <li>Take appropriate action</li> <li>Forward to Chief Administrative Officer for initial</li> <li>Forward docs to ARD/RD for approval or disapproval</li> </ol>	None	None	10 mins.	Personnel Section  • Nimfa  • Marichu  • Geleen
Authority to Travel Abroad (Vacation/Sick Leave, Official Business/Time)	DepeED Officials, Teachers, Personnel	(For Vacation/Sick Leave)  1. Recommendation from the Superintendent  2. Letter-request of the requesting personnel  3. School/Division Clearances  4. Medical Certificate (Sick Leave)  5. Form 6  (For Official Business/Overtime)  1. Received by the Regional Office at least 30 days before departure per D.O. No. 43, s. 2014  2. Recommendation from the Superintendent  3. Duly filled-up/signed Travel Authority Request Form A  4. Invitation/Memo/Order in relation to the travel abroad	<ol> <li>Receive documents from the Records Section</li> <li>Assess/Evaluate documents as to the completeness of requirements</li> <li>Take appropriate action</li> <li>Forward to Chief Admin. Officer for initial</li> <li>Forward docs to ARD/RD for approval or disapproval</li> </ol>	None	None	10 mins.	Personnel Section  • Nimfa  • Marichu  • Geleen
Equivalent Record Form (ERF)	Teachers	1.Official TOR for Masteral Units 2.Updated Service Record 3.Performance Rating 4.Seminars Attended 5.Indorsement from the Superintendent	<ol> <li>Receive documents from the Records Section</li> <li>Assess/Evaluate documents as to the completeness of requirements</li> <li>Take appropriate action</li> <li>Forward to Chief Administrative Officer for initial</li> <li>Forward docs to ARD/RD for approval</li> </ol>	None	None	10 mins.	Personnel Section • Nimfa
Terminal Leave Benefit	DepED Officials, Retired Teachers	Three (3) authenticated copies of the following documents:  1. Approved Application for Terminal Leave/CSC Form 6 2. Certificate of Last Payment 3. Complete Service Record 4. Certificate of Leave of Absences and T/L Computation 5. Certification on the Conversion of VL/SL (that no payment of PVP was made) 6. Statement of Vacation/Sick Leave Credits (Certified by the HRMO) 7. Certificate of Highest Salary Received from the Personnel Section of DepED-RO 8. Memo to BFDRO for the Commutationof the Money Value of the Accumulated Leave Credits 9. Clearance from Money and PropertyAccountabilities from District and DO 10. Clearance/Approval from GSIS 11. Copy of Last Appointment/CSC Appointment 12. Statement of Assets, Liabilities and Networth (SALN) 13. Latest NOSI/NOSA 14. PSIPOP (Plantilla) 15. Original Leave Card 16. Copy of GSIS Application for Retirement and Other Social Insurance Benefits 17. Approved Letter of Intent to Retire 18. NSO Marriage Certificate for Change of Name of married women 19. Special Order (if any)  For Superintendents only 20. Clearance from DepED Regional Office and DepED Central Office	<ol> <li>Receive documents from the Records Section</li> <li>Assess/Evaluate documents as to the completeness of requirements</li> <li>Take appropriate action</li> <li>Forward to Chief Administrative Officer for initial</li> <li>Forward docs to RD for signature.</li> <li>Forward docs to Records Section for release to Finance Division</li> </ol>	None	None	1-3 days	Personnel Section  • Nimfa  • Marichu  • Geleen
		Additional Requirements in case of death claim:  21. Decision/Designation of Beneficiaries from the Legal Unit-RO  22. Affidavit of Next of Kin/Legal Heirs  23. Marriage Contract  24. Death Certificate  25. Birth Certificate of Beneficiaries  26. GSIS Application for Survivorship  27. Waiver of Rights (Optional)					
Reclassification/Upgrading	Teachers	<ol> <li>Recommendation from the Superintendent</li> <li>Performance Rating (3 Consecutive Rating Period)</li> <li>Updated Service Record</li> <li>Personal Data Sheet (PDS)</li> <li>Position Description Form (PDF)</li> <li>Ranklist</li> <li>Photo copy of latest approved Appointment</li> <li>Photo copy of Post-audited Plantilla of Personnel</li> </ol>	<ol> <li>Receive documents from the Records Section</li> <li>Assess/Evaluate documents to the completeness of requirements</li> <li>Prepare transmittal to DBM</li> <li>Forward docs to RD's Office for signature</li> <li>Forward to Records Section/Finance Division for release to DBM</li> </ol>	None	None	1-2 days	Personnel Section
Request for Transfer Assignment/Station	Teachers, Personnel	<ol> <li>Recommendation from the Superintendent</li> <li>Letter-request of the requesting teacher/personnel</li> </ol>	<ol> <li>Receive documents from the Records Section</li> <li>Assess/Evaluate documents as to the completeness of requirements</li> <li>Forward to CAO for initial</li> <li>Forward documents to the Office of the RD/ARD for signature</li> </ol>	None	None	10 mins.	Administrative Division  Liza Personnel Section  Nimfa Geleen Beng Marichu
Certification of Last Payment (CLP) for Retirement/Deceased/ Resigned/Transfer of Assignment/Station	DepED Officials, Teachers, Personnel	<ol> <li>Indorsement/Letter from the Division for CLP</li> <li>Latest Service Record (duly signed)</li> <li>Notice of Salary Increment (NOSI)</li> </ol>	<ol> <li>Receive documents from the Records Section</li> <li>Assess/Evaluate documents as to the completeness of requirements</li> <li>Take appropriate action (deletion/inactivation in the Payroll system)</li> <li>Prepare CLP</li> <li>Forward to CAO for signature</li> <li>Return to Schools Division Office concerned for processing of Clearances, etc.</li> </ol>	If there is salary, the must settle/	person bay the	10 mins.  Dayment of concerned overpayment ice of CLP	Payroll Services  • Beng  • Michelle  • Warren  • Jacky  • Genevieve  • Kenneth  • John  • Riel  • CAO
Request for Stoppage of Insurances	DepED Officials, Teachers, Personnel	<ol> <li>Letter-request of the requesting Personnel</li> <li>Photocopies of DepED ID and recent payslip</li> </ol>	<ol> <li>Receive by the division-in-charge in the Payroll Services</li> <li>Check documents as to the completeness of requirements</li> <li>For deletion to regular payroll every on-line of the payroll system only</li> </ol>	None	None	Every on-line of the payroll system (Last week of the month to First week of succeeding month)	<ul><li>Jacky</li><li>Kenneth</li><li>Riell</li></ul>
Request for Stoppage/Deletion of Accredited PLI Loans	DepED Officials, Teachers, Personnel	<ol> <li>Letter-request for the stoppage/deletion of loans with valid/justifiable reason/s</li> <li>Photocopies of DepED ID and Payslip (at least 3 copies)</li> </ol>	<ol> <li>Receive at the Payroll Services</li> <li>Check documents as to the completeness of requirements</li> <li>Take appropriate action</li> <li>Forward to CAO for initial/signature or to RD for signature (signatory varies depending on the gravity of the request)</li> </ol>	None	None	10 minutes	• Genevieve • CAO