

Department of Education
CITIZEN'S CHARTER
Manual





Table of Contents

3-5	DepEd History
6-7	DepEd Structure
8	DepEd Mandate, Vision, Mission, and Core Values
10	List of Frontline Services in the Central Office
12-16	Personnel Division
17-23	Employee Account Management Division
24-29	Bureau of Educational Assessment
30-33	Records Division
34-38	Legal Affairs



DEPED History

Education in the Philippines has undergone several stages of development from the pre-Spanish times to the present. In meeting the needs of the society, education serves as focus of emphases/priorities of the leadership at certain periods/epochs in our national struggle as a race.

As early as in pre-Magellanic times, education was informal, unstructured, and devoid of methods. Children were provided more vocational training and less academics (3 Rs) by their parents and in the houses of tribal tutors.

The pre-Spanish system of education underwent major changes during the Spanish colonization. The tribal tutors were replaced by the Spanish Missionaries. Education was religion-oriented. It was for the elite, especially in the early years of Spanish colonization. Access to education by the Filipinos was later liberalized through the enactment of the Educational Decree of 1863 which provided for the establishment of at least one primary school for boys and girls in each town under the responsibility of the municipal government; and the establishment of a normal school for male teachers under the supervision of the Jesuits. Primary instruction was free and the teaching of Spanish was compulsory. Education during that period was inadequate, suppressed, and controlled.

The defeat of Spain by American forces paved the way for Aguinaldo's Republic under a Revolutionary Government. The schools maintained by Spain for more than three centuries were closed for the time being but were reopened on August 29, 1898 by the Secretary of Interior. The Burgos Institute in Malolos, the Military Academy of Malolos, and the Literary University of the Philippines were established. A system of free and compulsory elementary education was established by the Malolos Constitution.

An adequate secularized and free public school system during the first decade of American rule was established upon the recommendation of the Schurman Commission. Free primary instruction that trained the people for the duties of citizenship and avocation was enforced by the Taft Commission per instructions of President McKinley. Chaplains and non-commissioned officers were assigned to teach using English as the medium of instruction.

A highly centralized public school system was installed in 1901 by the Philippine Commission by virtue of Act No. 74. The implementation of this Act created a heavy shortage of teachers so the Philippine Commission authorized the Secretary of Public Instruction to bring to the Philippines 600 teachers from the U.S.A. They were the Thomasites.

Year	Official Name of Department	Official Titular Head	Legal Bases
1863	Superior Commission of Primary Instruction	Chairman	Educational Decree of 1863

Department of Education CITIZEN'S CHARTER Manual



1901-1916	Department of Public Instruction	General Superintendent	Act. No. 74 of the Philippine Commission, Jan. 21, 1901
1916-1942	Department of Public Instruction	Secretary	Organic Act Law of 1916 (Jones Law)
1942-1944	Department of Education, Health and Public Welfare	Commissioner	Renamed by the Japanese Executive Commission, June 11, 1942
1944	Department of Education, Health and Public Welfare	Minister	Renamed by Japanese Sponsored Philippine Republic
1944	Department of Public Instruction	Secretary	Renamed by Japanese Sponsored Philippine Republic
1945-1946	Department of Public Instruction and Information	Secretary	Renamed by the Commonwealth Government
1946-1947	Department of Instruction	Secretary	Renamed by the Commonwealth Government
1947-1975	Department of Education	Secretary	E.O. No. 94 October 1947 (Reorganization Act of 1947)
1975-1978	Department of Education and Culture	Secretary	Proc. No. 1081, September 24, 1972
1978-1984	Ministry of Education and Culture	Minister	P.D. No. 1397, June 2, 1978
1984-1986	Ministry of Education, Culture and Sports	Minister	Education Act of 1982
1987-1994	Department of Education, Culture and Sports	Secretary	E.O. No. 117. January 30, 1987
1994-2001	Department of Education, Culture and Sports	Secretary	RA 7722 and RA 7796, 1994 Trifocalization of Education Management
2001 – present	Department of Education	Secretary	RA 9155, August 2001 (Governance of Basic Education Act)

The high school system supported by provincial governments, special educational institutions, school of arts and trades, an agricultural school, and commerce and marine institutes were established in 1902 by the Philippine Commission. In 1908, the Philippine Legislature approved Act No. 1870 which created the University of the Philippines.

The Reorganization Act of 1916 provided the Filipinization of all department secretaries except the Secretary of Public Instruction.

Japanese educational policies were embodied in Military Order No. 2 in 1942. The Philippine Executive Commission established the Commission of Education, Health and Public Welfare and schools were reopened in June 1942. On October 14, 1943, the Japanese – sponsored

Department of Education CITIZEN'S CHARTER Manual



Republic created the Ministry of Education. Under the Japanese regime, the teaching of Tagalog, Philippine History, and Character Education was reserved for Filipinos. Love for work and dignity of labor was emphasized. On February 27, 1945, the Department of Instruction was made part of the Department of Public Instruction.

In 1947, by virtue of Executive Order No. 94, the Department of Instruction was changed to Department of Education. During this period, the regulation and supervision of public and private schools belonged to the Bureau of Public and Private Schools.

In 1972, it became the Department of Education and Culture by virtue of Proclamation 1081 and the Ministry of Education and Culture in 1978 y virtue of P.D. No. 1397. Thirteen regional offices were created and major organizational changes were implemented in the educational system.

The Education Act of 1982 created the Ministry of Education, Culture and Sports which later became the Department of Education, Culture and Sports in 1987 by virtue of Executive Order No. 117. The structure of DECS as embodied in EO No. 117 has practically remained unchanged until 1994 when the Commission on Higher Education (CHED), and 1995 when the Technical Education and Skills Development Authority (TESDA) were established to supervise tertiary degree programs and non-degree technical-vocational programs, respectively.

The Congressional Commission on Education (EDCOM) report provided the impetus for Congress to pass RA 7722 and RA 7796 in 1994 creating the Commission on Higher Education (CHED) and the Technical Education and Skills Development Authority (TESDA), respectively.

The trifocal education system refocused DECS' mandate to basic education which covers elementary, secondary and nonformal education, including culture and sports. TESDA now administers the post-secondary, middle-level manpower training and development while CHED is responsible for higher education.

In August 2001, Republic Act 9155, otherwise called the Governance of Basic Education Act, was passed transforming the name of the Department of Education, Culture and Sports (DECS) to the Department of Education (DepEd) and redefining the role of field offices (regional offices, division offices, district offices and schools). RA 9155 provides the overall framework for (i) school head empowerment by strengthening their leadership roles and (ii) school-based management within the context of transparency and local accountability. The goal of basic education is to provide the school age population and young adults with skills, knowledge, and values to become caring, self-reliant, productive and patriotic citizens.



DEPED MANAGEMENT STRUCTURE

To carry out its mandates and objectives, the Department is organized into two major structural components. The Central Office maintains the overall administration of basic education at the national level. The Field Offices are responsible for the regional and local coordination and administration of the Department's mandate. RA 9155 provides that the Department should have no more than four (4) Undersecretaries and four (4) Assistant Secretaries with at least one Undersecretary and one Assistant Secretary who are career service officers chosen among the staff of the Department.

In 2015, the Department underwent a restructuring of its office functions and staffing. The result of which was the Rationalization Plan for the new organizational structure. Details of the new structure are further explained in DO Series 2015 No. 52, also known as the New Organizational Structures of the Central, Regional, and Schools Division Offices of the Department of Education.

At present, the Department operates with four (4) Undersecretaries in the following areas:

- Curriculum and Instruction
- Finance and Administration
- Governance and Operations
- Legal and Legislative Affairs

Four (4) Assistant Secretaries are assigned in the following areas:

- Curriculum and Instruction
- Finance and Administration
- Governance and Operations
- Legal and Legislative Affairs

Supporting the Office of the Secretary (OSEC) at the Central Office are the different strands, services, bureaus, and divisions.

There are five (5) strands under OSEC:

- Curriculum and Instruction
- Finance and Administration
- Governance and Operations
- Legal and Legislative Affairs
- Strategic Management

Five (5) attached agencies:

- Early Childhood Care and Development (ECCD) Council
- National Book Development Board (NBDB)
- National Council for Children's Television (NCCT)

Department of Education CITIZEN'S CHARTER Manual



- National Museum
- Philippine High School for the Arts

Three (3) coordinating councils:

- Adopt-a-School Program (ASP) Coordinating Council
- Literacy Coordinating Council (LCC)
- Teacher Education Council (TEC)

At the sub-national level, the Field Offices consist of the following:

- Seventeen (17) Regional Offices, and the Autonomous Region in Muslim Mindanao (ARMM*), each headed by a Regional Director (a Regional Secretary in the case of ARMM).
- Two hundred twenty-one (221) Provincial and City Schools Divisions Offices, each headed by a Schools Division Superintendent. Assisting the Schools Division Offices are 2,602 School Districts, each headed by a Public School District Supervisor.

Under the supervision of the Schools Division Offices are 62,605 schools, broken down as follows:

- 49,209 elementary schools (38,648 public and 10,561 private)
- 13,396 secondary schools (7,976 public and 5,420 private)



MANDATE

The Department of Education was established through the Education Decree of 1863 as the Superior Commission of Primary Instruction under a Chairman. The Education agency underwent many reorganization efforts in the 20th century in order to better define its purpose vis a vis the changing administrations and charters. The present day Department of Education was eventually mandated through Republic Act 9155, otherwise known as the Governance of Basic Education act of 2001 which establishes the mandate of this agency.

The Department of Education (DepEd) formulates, implements, and coordinates policies, plans, programs and projects in the areas of formal and non-formal basic education. It supervises all elementary and secondary education institutions, including alternative learning systems, both public and private; and provides for the establishment and maintenance of a complete, adequate, and integrated system of basic education relevant to the goals of national development.

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.

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.

Core Values

- Maka-Diyos
- Makatao
- Makakalikasan
- Makabansa



CENTRAL OFFICE FRONT-LINE SERVICES

Department of Education CITIZEN'S CHARTER Manual



What service?	Who may avail?	Where?	How long?	How much?
1. Issuance of employee certification & other certifications –	Internal	PERSONNEL DIVISION	60 minutes	N/A
2. Update of employee records (FORM 212, SR AND BIR FORM) –	Internal	PERSONNEL DIVISION	60 minutes	N/A
3. Issuance of clearance - retirement/resignation –	Internal	PERSONNEL DIVISION	Within 10 working days	N/A
4. Application for loans/leave/claims –	Internal	PERSONNEL DIVISION	Within 5 working days	N/A
5. Application for Provident Fund Loan –	Internal	EAMD		
6. Application For Philippine Educational Placement Test –	External	BEA	Within 30 working days	Php 200
7. NCAE	External	BEA	Within 30 working days	Before 2006 – Php 100 After 2006 – Php 200
8. Issuance of Certified True Copy/Photocopy Personal Files And Other Miscellaneous Files –	Internal and External	RECORDS DIVISION	Within 3-5 working days	N/A
9. Issuance of Requested Documents –	Internal & External	RECORDS DIVISION	Within 1 working day	N/A
10. Application for Tax Exemption –	External	LEGAL DIVISION	15 working days	N/A
11. Filing of Complaints/Appeals/Motions for Reconsideration –	External	LEGAL DIVISION		N/A

Department of Education CITIZEN'S CHARTER Manual



ISSUANCE OF CERTIFICATIONS FOR EMPLOYMENT, APPEARANCE, APPOINTMENT AND OTHERS

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. No noon break

Who May Avail of the Service?

Officers/Employees of DepEd Central Office, Regional Directors, Assistant Regional Directors, Superintendents and Assistant Superintendents

What are the Requirements?

Accomplished Request Slip

Duration: within 60 minutes

How to avail of the Service?

Step	Applicant/ client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Fill up Request Slip and submit the duly filled up form	Receive the duly filled up Request Slip	within 10 minutes	Admin. Asst. 2/ Authorized employee		Request slip
2	Wait while the requested certification is being processed	Forward the Request Slip to the assigned employee	within 5 minutes	Admin. Asst. 2/ Authorized employee		
3		Check the record of the requesting party & prepare the certification	within 30 minutes	Admin. Officer 4/ Authorized employee		
4		Receive the certification for signature/ actual signing	within 5 minutes	Admin. Officer 5/ Authorized employee		Certification
5		Forward signed certification for releasing to	within 5 minutes	Admin. Officer 4/ Authorized employee		

Department of Education
CITIZEN'S CHARTER
 Manual



		authorized employee				
6	Get the Certification	Release of the signed certification	within 5 minutes	Admin. Asst. 2/ Authorized employee		
END OF TRANSACTION						

Department of Education CITIZEN'S CHARTER Manual



UPDATE OF EMPLOYEE RECORDS (FORM 212, SR AND BIR FORM)

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. No noon break

Who May Avail of the Service?

Officers/Employees of DepEd Central Office, Regional Directors, Assistant Regional Directors, Superintendents and Assistant Superintendents

What are the Requirements?

Accomplished CS Form 100 for Examination Taken
Accomplished BIR Form No. 1902 & 2305 for Application of TIN & Updates of BIR Exemptions respectively (with supporting documents, i.e. Marriage Contract, Birth certificate of child)

Duration: within 60 minutes

How to avail of the Service?

Step	Applicant/client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge (Personnel Division)	Fees	Form
1	Accomplish CS Form 100 (BIR Form 1902/2305) and submit the duly filed up forms	Receive the duly filled up CS Form 100, BIR 1902/2305	within 10 minutes	Admin. Asst. 2/ authorized employee		CS Form 100/BIR Form 1902/2305
2		Forward the CS Form 100 to the assigned employee	within 5 minutes	Admin. Asst. 2/ authorized employee		
3		Check the form and update employee file/records	within 40 minutes	Admin. Officer 4/ authorized employee		
4		Release the form for filing to concerned agency	within 5 minutes	Admin. Officer 2/ authorized employee		
END OF TRANSACTION						

Department of Education CITIZEN'S CHARTER Manual



ISSUANCE OF CLEARANCE- RETIREMENT/RESIGNATION

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m.

Who May Avail of the Service?

Officers/Employees of DepEd Central Office, Regional Directors, Assistant Regional Directors, Superintendent and Assistant Superintendents.

What are the Requirements?

Accomplished Request Slip

Duration: within 10 days

How to avail of the Service?

Step	Applicant/ client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge (Personnel Division)	Fees	Form
1	Accomplish request Slip	Receive the duly filled up Request Slip	within 10 minutes	Admin . Asst. 2/ authorized employee		Request Slip
2		Forward the Request Slip to the assigned employee	within 5 minutes	Admin. Asst. 2/ authorized employee		
3		Check the record of the employee and prepare the clearance	within 1 day	Admin. Officer 4/ authorized employee		Clearance Form
4		Forward the clearance for signature of the officers concerned/actual signing	within 8 days	Chief of the concerned Division		
5	Receive the Clearance	Release the Clearance	within 5 minutes	Admin. Asst. 2/ authorized employee		Clearance Form
END OF TRANSACTION						



APPLICATION FOR LOANS/LEAVE/CLAIMS

Loans (Provident Fund, Manila Teachers, PPSTA, Pag-ibig, Final approval of GSIS Loan)
 Leave (Vacation Leave, Forced Leave, Sick Leave, Study Leave, Special Privilege Leave, Maternity Leave)
 Claims (Retirement Gratuity, Step Increment, Loyalty, Monetization, Terminal Leave Pay, Maternity Leave)

Schedule of Availability of Service:

Monday – Friday
 8:00 a.m. – 5:00 p.m. No noon break

Who May Avail of the Service?

Loans – Officers/employees of DepEd Central Office only
 Leave, Claims and Retirement – Officers/employees of DepEd Central Office
 Regional Directors and Assistant Regional Directors
 Superintendent and Assistant Superintendents

What are the Requirements?

Accomplished Application Form

Duration: within 5 days

How to Avail of the Service?

Step	Applicant/client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Accomplish the Application Form	Receive the duly filled up Application Form	within 10 minutes	Admin. Asst. 2/ authorized employee		Application Form
2		Forward the Application Form to the assigned employee	within 5 minutes	Admin. Asst. 2/ authorized employee		
3		Check the records of the employee	within 2 days	Admin. Officer 4/ authorized employee		
4		Forward the Application form for signature of the officer/actual signing	within 2 days	Chief of Division		

Department of Education
CITIZEN'S CHARTER
Manual



5		File the Application Form	within 5 minutes	Admin Asst. 2/ authorized employee		
END OF TRANSACTION						

Department of Education CITIZEN'S CHARTER Manual



DepEd Central Office Provident Fund Loan Citizen's Charter

The Department of Education Provident Fund (PF) Program, pursuant to Administrative Order No. 279 series of 1992, aims to provide DepEd officials and employees with benefits and loans for emergency needs; for their education and that of their children; for their hospitalization and that of their immediate dependents; for minor but immediately needed repair of houses; and for other similar purposes to be determined by the National Board of Trustees (NBT). This charter covers the loan application process for DepEd Central Office (CO) personnel, from the filing of loan application to the releasing of check containing the loan proceeds, which is managed by the Employee Account Management Division (EAMD), the Secretariat of the DepEd PF NBT.

Schedule of Availability of Service: Monday to Friday, 8:00 a.m. to 5:00 p.m.

Who May Avail of Service: DepEd CO Employees holding plantilla positions
[Including Baguio Teachers Camp (BTC) Employees]

What are the Requirements?

For All Types of Loans:

- a. Completely filled out Loan Application Form (LAF), endorsed by Personnel Division and Legal Service
- b. Authorization to Deduct (ATD)
- c. Copy of latest available pay slip
- d. Notarized Contract of Service for the last five (5) years - first page only (for Co-Terminus employees who also served as COS)

Additional requirements for Additional Loans:

- a. Letter-request addressed to the Chairperson of the NBT
- b. Hospitalization/Medical Expenses/Medical Abstract/Certificate/Prescription/Diagnosis, as applicable
- c. Death Certificate of the deceased family member of the loan applicant within the third civil degree of consanguinity/affinity, as applicable

Additional requirement for Calamity Loans:

- a. Barangay/LGU Certificate/Resolution declaring the borrower's place under State of Calamity

Duration of the Service: 190 minutes (for EAMD controlled steps)

How to Avail of the Service:

Department of Education CITIZEN'S CHARTER Manual



Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in charge	Fees	Form
1	Obtains and accomplishes PF LAF	Provides two (2) copies of the LAF and ATD.	Two (2) minutes	Administrative Assistant II (EAMD)	None	
2	Secures signatures of the Personnel Division and Legal Service for the Certificate of Employment and Credibility portion of the LAF.	Certifies status of employment, net pay, and correctness of information in the LAF.		(Personnel Division)	None	
		Certifies that the loan applicant has no pending administrative charge filed against him/her.		(Legal Service)	None	
3	Submits accomplished LAF, together with other applicable requirements, to EAMD. Note: For BTC personnel, the accomplished LAFs and other requirements are submitted by the loan applicant to the BTC liaison	Receives and records submitted requirements.	Five (5) minutes	Administrative Assistant II (EAMD)	None	LAF and ATD

Department of Education CITIZEN'S CHARTER Manual



	officer, who submits the same to EAMD.					
4		<p>Checks completeness and veracity of submitted requirements and signs on the Secretariat's Assessment/Evaluation in part A and B of the LAF.</p> <ul style="list-style-type: none"> ▪ If incomplete, returns to loan applicant for rectification/completion. ▪ If any requirement is not authentic, informs loan applicant that loan application will be forwarded to the NBT for instruction. ▪ If submitted requirements are complete and in order, forwards to Loan Processor. 	Ten (10) minutes	Administrative Officer II (EAMD)	None	
5		<p>Checks eligibility of loan applicant and co-maker</p> <ul style="list-style-type: none"> ▪ If eligible, proceeds with Computation of Loan. ▪ If ineligible, returns LAF to staff in charge of initial screening for applicant's compliance/information. 	Ten (10) minutes	Administrative Officer II or IV (EAMD)	None	
6		Prints and signs the Amortization Schedule and	Ten (10) minutes	Administrative Officer	None	LAF, ATD SOA and Amortizati

Department of Education CITIZEN'S CHARTER Manual



		Statement of Account (SOA), if loan applicant has existing loan.		II or IV (EAMD)		on Schedule
7		Fills out the Computation of Loan in the LAF, signs on the Secretariat's Assessment/Evaluation in part C of the LAF, and stamps and indicates pertinent details on the pay slip.	Ten (10) minutes	Administrative Officer II or IV (EAMD)	None	
8		E-mails a scan of the stamped pay slip to the DepEd CO/BTC Verifier, copy furnished the loan applicant, to check if the loan amortization can be accommodated in the payroll.	Ten (10) minutes	Administrative Officer II or IV (EAMD)	None	LAF and
9		Determines if the stamped monthly amortization can be accommodated in the loan applicant's salary based on latest payroll files and replies assessment to the Loan Processor, copy furnished the loan applicant.		Administrative Officer IV or V (Personnel Division or BTC)	None	ATD
10		Checks and prints assessment of the Verifier and signs on the Secretariat's Assessment/Evaluation in part D (Processed by) of the LAF. <ul style="list-style-type: none"> ▪ If can be accommodated in the payroll, forwards application to Reviewer. 	Ten (10) minutes	Administrative Officer II or IV (EAMD)	None	LAF, ATD SOA and Amortization Schedule

Department of Education CITIZEN'S CHARTER Manual



		<ul style="list-style-type: none"> ▪ If not, informs the applicant and files the application. 			
11		<p>Reviews the application.</p> <ul style="list-style-type: none"> ▪ If in order, signs on the Secretariat's Assessment/Evaluation in part D (Reviewed by) of the LAF, Amortization Schedule, and SOA, if any. ▪ If not, returns to the loan processor or staff in charge of initial screening for appropriate action. 	Twenty (20) minutes	Supervising Administrative Officer (EAMD)	None
12		<p>Reviews the application.</p> <ul style="list-style-type: none"> ▪ If in order, signs on the Action Taken – Recommending Approval portion of the LAF, Amortization Schedule, and SOA, if any. ▪ If not, notes deficiencies/ discrepancies and returns to the Reviewer for appropriate action 	Five (5) minutes	Chief Administrative Officer (EAMD)	None
13		Releases to the Office of the Director for Finance Service – Disbursements and Accounting (DA).	Ten (10) minutes	Administrative Assistant II (EAMD)	None
14		<p>Reviews the application.</p> <ul style="list-style-type: none"> ▪ If in order, signs his initials on the Action Taken – Approved/ 		Officer-in-Charge, Office of the Director IV, Finance	None

Department of Education CITIZEN'S CHARTER Manual



		<p>Disapproved portion of the LAF and forwards it to the Chairperson of the NBT, or, in her absence, to the Vice Chairperson.</p> <ul style="list-style-type: none"> ▪ If not, returns to the Head, PF Secretariat, NBT, for appropriate action. 		Service – DA		
15		<p>Checks either Approve or Disapprove and signs on the Action Taken portion of the LAF and returns the approved/disapproved LAF to EAMD.</p>		Chairperson of the NBT, or, in her absence, the Vice Chairperson	None	
16		<p>Receives and records signed LAF.</p> <ul style="list-style-type: none"> ▪ If approved, forwards to staff in charge of payroll preparation. ▪ If disapproved, files LAF and informs the loan applicant. 	Ten (10) minutes	Administrative Assistant II (EAMD)	None	
17		<p>Prepares payroll and signs initials.</p>	One (1) hour	Administrative Officer II or IV (EAMD)	None	Payroll LAF, ATD SOA and Amortization Schedule
18		<p>Reviews payroll and signs initials under “Certified: Disbursements necessary, lawful and incurred under my direct supervision.” of the payroll.</p>	Ten (10) minutes	Supervising Administrative Officer (EAMD)	None	
19		<p>Reviews and signs on “Certified: Disbursements necessary, lawful and incurred under my direct supervision.” of the payroll.</p>	Five (5) minutes	Chief Administrative Officer (EAMD)	None	

Department of Education CITIZEN'S CHARTER Manual



20		Records and releases payroll to Accounting Division.	Five (5) minutes	Administrative Assistant II (EAMD)	None	
21		Pre-audits and certifies funds availability on the payroll.		(Accounting Division)	None	
22		Approves payroll.		Officer-in-Charge, Office of the Director IV (Finance Service – DA)	None	
23		Prepares and signs check.		(Cash Division)	None	
24		Counter-signs check.		Officer-in-Charge, Office of the Director IV (Finance Service – DA)	None	Check, Payroll, LAF, ATD SOA and Amortization Schedule
25		Releases check.		(Cash Division)	None	
26	Receives check.				None	Check
END OF TRANSACTION						



Walk-in Examination: National Career Assessment Examination

Schedule of Availability of Service

Monday – Friday
 8:00 a.m. – 5:00 p.m.
 (For registration and scheduling of exam)

Who May Avail of Service?

The test may be administer to A Filipino Citizen who:

- Is in Grade 9, currently enrolled in either a public school or private school with government permit or recognition
 Note: Learners with special needs may also be assessed provided that test accommodations as articulated in Test Accommodations for Learners with Special Needs, are met.

What are the Requirements?

If In School:

1. Recommendation letter from the principal
2. Letter of intent (coming from the parent/s of the examinee).

If Out-School-Youth (OSY)

1. Letter of intent (coming from the examinee)

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	For In-School Examinee: -Submit letter of intent from parent/s -Gets an endorsement letter from the principal of the school where					

Department of Education CITIZEN'S CHARTER Manual



	<p>he/he is enrolled</p> <p>For OSY Examinee: -Prepares his/her own letter of intent</p>					
2	Presents the documents to BEA-Education Assessment Division (EAD) Room for the approval of the request	Receives the request	Within 5 minutes	Assigned Personnel		
3	Proceeds to the verification Room of EAD for the scheduling of exam	Schedules the date of examination	Within 5-10 minutes	Evaluator		
4	Takes the examination on scheduled date	<p>a) Administer the test. Examiner gives to the examinees the telephone number of EAD for inquiry of their test results.</p> <p>b) Edits and processes the answer sheets; subsequently, a Certificate of Rating (COR) is generated.</p>	<p>Within 5 hrs</p> <p>Within 2 weeks after taking the test</p>	<p>Examiner (EAD)</p> <p>Processing Unit Staff</p>		
5	Pays a Testing fee at the Cashier's Office, Ground	Issues Official Receipt (OR) upon payment	Within 5-10 minutes	Authorized Cashier	Graduated beyond 2006:	

Department of Education
CITIZEN'S CHARTER
 Manual



	Floor Teodora Alonzo Bldg.				Php200.00 Before 2006: Php100.00	
6	Claims/receives the Certificate of Rating(COR) by presenting the examinee stub and the OR in the Verification and Releasing Room of EAD	Release the Certificate of Rating	15-22 days after taking the test	Verification Room Staff		
END OF TRANSACTION						



Walk-in Examination for Philippine Educational Placement Test (PEPT)

Schedule of Availability of Service

Monday – Friday
8:00 a.m. – 5:00 p.m.
(For registration and scheduling of exam)

Who May Avail of Service?

The test may be administer to the following:

- Learners from school without a government permit
- Learners from non-formal and informal education programs
- Learners who have incomplete or no record of formal schooling
- Learners with back subjects
- Learners who need grade level standards assessment
- Learners who are overage for their grade levels

What are the Requirements?

1. Birth Certificate – issued by the NSO or Local Civil Registrar duly authenticated(Original plus two(2) photo copies_
2. Pictures – two (20 identical and recently taken photos (size 1"x1")
3. School Records: Elementary Level – Original F137/F138 with two (2) photocopies
Secondary Level - Original F137 with two (2) photocopies
4. School Permit – Certified true copy of School Permit to operate/Government recognition (For Applicants from Private Schools only)
(for Private Schools operating without permit, endorsement from DepEd Regional Office is required.
5. Registration Fee – Two Hundred Pesos (Php 200.00)

NOTE:

Form 137 - Transcript of Records with School Seal and Signatures(s) of Principal/Registrar
Form 138 - Report Card with School Seal and Signature(s) of Principal /Registrar

Department of Education CITIZEN'S CHARTER Manual



Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submits personally all the requirements to Education Assessment Division (EAD) Registration Room	<p>a) Evaluates the validity/authenticity of the supporting papers; who then issues the order of payment to be given to the Cashier</p> <p>b) Verifies the School Permit/ Govt Recognition for applicants from Private Schools to the Regional Offices</p> <p>c) Fills up the referral slip for the approval/signature of the Client/Asst. Chief</p>	Within 15 mins	Evaluator		See above for required documents, Referral slip, PEPT Registration Form
2	Pays the registration fee at the Cashier's Office Ground Floor Teodora Alonzo Bldg.	Cashier demands an Order of Payment from the applicant and issues the Official Receipt	Within 5-10 mins	Authorized Cash Division employee	200.00	Order of Payment
3	Returns to the Evaluator to present his/her official receipt	Issues the Registration Form to the applicant who fills up the needed information	Within 5 - 10 mins	Evaluator		PEPT Registration Form

Department of Education CITIZEN'S CHARTER Manual



4	Submits the accomplished Registration Form to the evaluator	<p>Checks the entries and writes the last level completed and schedule of examination.</p> <p>Also reminds/instructs the applicant to bring Lead #2 pencils with erasers and his/her copy to the Registration Form and the required time to be at BEA on the examination day.</p>	Within 5 - 10 mins			
5	Take the test as schedules	<p>a) Administers the test. Examiner gives to examinees EAD's telephone number for inquiry of their test results.</p> <p>b) Edits and processes the answer sheets</p>	<p>a) Depending on the last grade/year level completed and age of examinee</p> <p>b) Within 2 weeks after taking the test</p>	<p>Examiner (BEA)</p> <p>Processing Unit Staff</p>		
6.	Claims/receives the Certificate of Rating(COR) by presenting the examinee stub in the Verification and Releasing Room of EAD	Release the Certificate of Rating	15-22 days after taking the test	Verification Room Staff		
END OF TRANSACTION						



ISSUANCE OF REQUESTED DOCUMENTS

SCHEDULE OF AVAILABILITY OF SERVICES:

Monday – Friday
 8:00 a.m – 5:00 p.m NO NOON BREAK

WHO MAY AVAIL OF THE SERVICE?

DepEd Officials/Employees, DepEd Offices, Stakeholders, Students/Learners,
 Government Agencies, Private Companies

WHAT ARE THE REQUIREMENTS?

- Request Slip
- Identification Card
- If the one requesting is another person
 1. Accomplished Request Slip
 2. Authorization Letter
 3. I.D of authorizing person
 4. I.D of authorized person

DURATION:

- Within the day

HOW TO AVAIL OF THE SERVICE?

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Accomplish request slip; and submit the duly filled-up request slip and Identification Card	Receive the duly accomplished request slip and Identification Card	Within 10 minutes	Receiving personnel / authorized employee	None	Request slip
2		Search the requested document	Within 20 minutes	Administrative Officer / authorized employee	None	None
3		Photocopy Identification Card	Within 3 minutes	Releasing personnel / authorized employee	None	None
4	Receive the requested document	Release the requested document	Within 5 minutes	Releasing personnel / authorized employee	None	None
END OF TRANSACTION						

Department of Education CITIZEN'S CHARTER Manual



ISSUANCE OF REQUESTED CERTIFIED TRUE COPY AND/OR PHOTOCOPY OF DOCUMENTS

SCHEDULE OF AVAILABILITY OF SERVICES:

Monday – Friday
8:00am – 5:00 p.m. NO NOON BREAK

WHO MAY AVAIL OF THE SERVICE?

DepEd Employees/Offices, Stakeholders, Students/Learners, Government Agencies, Private Companies

WHAT ARE THE REQUIREMENTS?

- Accomplished Request Slip
- Identification Card
- If the one requesting is another person
 5. Accomplished Request Slip
 6. Authorization Letter
 7. I.D. of authorizing person
 8. I.D. of authorized person

DURATION:

- Within 1-2 working days for document/s consisting of less than 50 pages and current year
- Within 3-5 working days for document/s consisting of more than 50 pages and previous years
- Within 3-5 working days for document/s requiring legal clearance from the Office of the Undersecretary for Legal and Legislative Affairs or depending on the action of said office

HOW TO AVAIL OF THE SERVICE?

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Accomplish request slip and submit the duly filled-up request slip	Receive duly accomplished request slip; and forward to concerned Records Officer	Within 5 minutes	Receiving personnel / authorized employee	None	Request slip

Department of Education
CITIZEN'S CHARTER
 Manual



2		Search, retrieve, verify, and photocopy the requested document	<ul style="list-style-type: none"> • Within 1-2 working days for document/s consisting of less than 50 pages and current year • Within 3-5 working days for document/s consisting of more than 50 pages and previous years • Within 3-5 working days for document/s requiring legal clearance from the Office of the Undersecretary for Legal and Legislative Affairs or depending on the action of said office 	Administrative Officer/ authorized employee	None	
3		Review and verify the document requested; and certify true copy if the request is for certified true copy	Within 20 minutes or depending on the volume of the documents to be certified	Administrative Officers or Supervising Administrative Officer	None	
4		Affix initial in the request slip and recommends approval to the Chief	Within 2 minutes	Administrative Officer V and Supervising Administrative Officer		

Department of Education
CITIZEN'S CHARTER
 Manual



5		Review document and approve request slip	Within 10 minutes or depending on the volume of the documents that were certified	Chief Administrative Officer	None	
6	Pick-up and receive the requested document	Release the documents	Within 5 minutes	Releasing personnel / authorized employee	None	
END OF TRANSACTION						

Department of Education CITIZEN'S CHARTER Manual



REQUEST FOR TAX EXEMPTION AND DUTY-FREE IMPORTATION CERTIFICATION

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. No noon break

Who May Avail of the Service?

Authorized representatives of private non-stock corporation schools

What are the Requirements?

1. Special power of attorney of the authorized representative
2. Secretary's certificate of the Board Resolution
3. Letter-application by a duly authorized representative of the institution indicating that the requesting school is non-stock corporation
4. List of items to be imported
5. Bill of Lading/Air Waybill, Invoice or Importation documents such as placement orders
6. Deed of undertaking duly notarized which must state categorically that the imported articles shall be used actually, directly, and exclusively for educational purposes and shall not be resold, or transferred or material consideration.
7. Certificate of DepEd/CHED Recognition of School
8. Certified True Copy of Articles of Incorporation
9. Commission on Higher Education (CHED Certification/Endorsement regarding the importation/requesting school (for Colleges and Universities)
10. Deed of Donation and the corresponding Deed of Acceptance (for donations)

Duration: within 15 Days

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit documents	Receive documents	1 minute	ADASIII/ authorized employee of the Legal Affairs Helpdesk	none	See above for required documents
2		Check completeness	5 minutes	ADASIII/ authorized employee of the Legal Affairs Helpdesk		none

Department of Education CITIZEN'S CHARTER Manual



3		Encoding and Scanning	10 minutes	ADASIII/ authorized employee of the Legal Affairs Helpdesk		
4		Endorse to Legal Division	within the day	authorized employee		
5		Process request	13 days			
6		Endorsement of Director	30 minutes	Director for Legal Service		
7		Endorsement of Undersecretar y for Legal Affairs	30 minutes	Undersecretar y for Legal Affairs		
8		Release to Legal Affairs Helpdesk	5 minutes	authorized employee		
9		Release to Records Division	5 minutes			
10		Sending through mail	within the day			
End of Transaction						



FILING OF COMPLAINTS/APPEALS/MOTIONS FOR RECONSIDERATION

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. NO noon break

Who May Avail of the Service?

Complaint – any person

Appeal – parties adversely affected when decisions of the Regional Director is a penalty exceeding thirty (30) days suspension, or fine in an amount exceeding thirty (30) days salary.

Motion for Reconsideration- Party adversely affected by a decision stemming from the Central Office

What are the Requirements?

Complaint

- Full name and address of the complainant
- Full name and address of the person complained of as well as his position and office in the Department of Education
- A narration of the acts or omissions as allegedly committed by the person
- Certified true copies of documentary evidence and affidavits of witnesses if any
- Certification of non-forum shopping

Appeal

- Notice of appeal which shall specifically state the date of the decision appealed from and the date of receipt thereof
- Three(3) copies of appeal memorandum containing the grounds relied upon for the appeal
- Certified true copy of the previous decision, resolution, or order appealed from
- Certified copies of the documents or evidence

Motion for Reconsideration

- Motion for Reconsideration
- Certified true copy of the previous decision, resolution, or order appealed from

Note: For the submission to be considered a formal complaint, appeal, or motion for reconsideration, all required documents must be submitted. If documents are incomplete, documents will be treated as formal communications, the actions to which will depend on the discretion of the office, pending compliance of all requirements.

Duration: Receiving documents for Appeal 15 Minutes
 Receiving documents for Complaint 10 minutes
 Receiving documents for Motion for Reconsideration 10 Minutes

Department of Education CITIZEN'S CHARTER Manual



Complaint

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit documents	Receive complaint and other documents	8 minutes	ADASIII/ authorized employee		see above for required documents
2	Receive receiving copy of the complaint	Issue receiving copy of the complaint	2 minutes	ADASIII/ authorized employee		none
END OF TRANSACTION						

Appeal

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit documents	Receive appeal and other documents; require client to pay the appeal fee	4 minutes	ADASIII/ authorized employee		see above for required documents
2	Pay to the cashier	Process payment and issue Official Receipt (O.R.)	5 minutes	Cash Division authorized personnel	Php 300.00	none
3	Return to receiving counter. Attach copy of OR to appeal documents	Receive appeal and attached copy of OR	5 minutes	ADASIII/ authorized employee		none
4	Receive receiving copy of the appeal	Issue receiving copy of the appeal	1 minute	ADASIII/ authorized employee		none
END OF TRANSACTION						

Motion for Reconsideration

Department of Education CITIZEN'S CHARTER Manual



Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit documents	Receive motion for reconsideration	8 minutes	ADASIII/ authorized employee		see above for required documents
4	Receive receiving copy of the motion for reconsideration	Issue receiving copy of the motion for reconsideration	2 minutes	ADASIII/ authorized employee		none
END OF TRANSACTION						