



CITIZEN'S CHARTER

2026 1st Edition

**Camarin
Elementary School**



- **School External Services**
- **School Internal Services**
- **Client Satisfaction Measurement**

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 Camarin ElemSchool



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SCHOOL EXTERNAL SERVICES

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1. Acceptance of Employment Application for Teacher I Position – Online

In line with DepEd Order No. T, s. 2023 entitled "Guidelines on Recruitment, Selection and Appointment in the Department of Education", schools have provided teacher-applicants an online option where complete application requirements may be submitted, for onward submission to the Schools Division Office for evaluation and assessment. This is only for the acceptance of employment applications for Teacher I positions online.

This service charter outlines the steps in the acceptance of employment applications for Teacher I positions through online means.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)
Who May Avail:	Teacher-applicant
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
Teacher applicants are requested to scan original or certified true copy (one copy only) of each requirement and upload to the preferred School website	
Letter of Intent addressed to the Head of School	Client
Duly accomplished Personal Data Sheet (DS Form No. 212 Revised 2020) with Work Experience Sheet	Civil Service Commission
Valid and updated PRC License	Philippine Regulatory Commission
Certificate of Eligibility/Record of Rating, if applicable	Philippine Regulatory Commission
Scholarship academic records such as, but not limited to, Transcript of records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees with CAW, if applicable	Last school attended
Certificate of Trainings, if applicable	Training providers
Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is more applicable	Previous/Current Employer
Proof of Residency (e.g. Voter's ID)	COMELEC/Bureau
Latest Appointment, if applicable	Previous/Current Employer
Performance Rating in the last rating period (s) covering one (1) year performance in the current / latest position prior to the deadline of submission, if applicable	Previous/Current employer
Checklist of Requirements and Omnibus Sworn Statement and the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form pursuant to RA No. 10173 (Data Privacy Act of 2012), notarized by authorized Official, and Other documents as may be required by the HRMPSB for Comparative Assessment which includes, but not limited to:	Annex C of DepEd Order No. T, s. 2023 p.100



i. Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning and Development reckoned from the date of last issuance of appointment; and ii. Photocopy of the Performance Rating obtained from the relevant work experience, if Performance Rating in Item 20(i) is not relevant to the position to be filled, if applicable.				
CLIENT STEPS	AGENCY ACTION	FEED TO BE PROVIDED	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements provided by the School	1.1 Acknowledge receipt of email and download submitted documents	None	10 minutes	Administrative Officer II
	1.2 Check documents for completeness, accuracy, veracity and authenticity and fill out checklist	None	1 hour	School Screening Committee
	1.3 Fill out checklist of requirements	None	10 minutes	School Screening Committee
	1.4 Sign the checklist of requirements	None	1 hour	School Head
	1.5 Inform applicants of next steps via email.	None	10 minutes	School Screening Committee
TOTAL:		None	2 hours, 30 minutes	

Note: The documents will be forwarded to the Division Sub-Selection Committee in School for the initial evaluation of the applicant's qualifications.

2. Acceptance of Employment Application for Teacher I Position – Walk-in

In line with DepEd Order No. 7, s. 2023 entitled "Guidelines on Recruitment, Selection and Appointment in the Department of Education", schools have provided teacher-applicants an avenue to submit their complete application requirements to the school, for onward submission to the District/Schools Division Office for evaluation and assessment. This is only for the acceptance of employment applications for Teacher I positions for walk-in.

This service charter outlines the steps in the acceptance of employment applications for Teacher I positions through walk-in.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)



Who may avail:	Teacher applicant
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Teacher-applicants are requested to bring one (1) original/verified true copy and one (1) photocopy of each requirement.	
Letter of Intent addressed to the Head of School	Client
Duly accomplished Personal Data Sheet (DS Form No. 212 Revised 2005) with Work Experience Sheet	Civil Service Commission
Valid and updated PRC License	Philippine Regulatory Commission
Certificate of Eligibility/Record of Rating, if applicable	Philippine Regulatory Commission
Scholastic/ academic records such as, but not limited to, Transcript of records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if applicable	Last school attended
Certificate of Trainings, if applicable	Training provider/s
Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is more applicable	Previous/Current Employer
Latest Appointment, if applicable	Previous/Current Employer
Performance Rating in the last rating period (a) covering one (1) year performance in the current / latest position prior to the deadline of submission, if applicable.	Previous/Current employer
Checklist of Requirements and Ombudsman Sworn Statement and the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form pursuant to RA No. 10173 (Data Privacy Act of 2012), notarized by authorized Official, and Other documents as may be required by the HRMPSB for Comparative Assessment which includes, but not limited to: i. Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning and Development reckoned from the date of last issuance of appointment, and ii. Photocopy of the Performance Rating obtained from the relevant work experience, if Performance Rating in Item 20(i) is not relevant to the position to be filled, if applicable.	Annex C of DepEd Order No. 7, s. 2023 p.100
For authorized representative	
Authorization Letter – One (1) Original Copy	Client
Identification Card – One (1) photocopy of any government issued valid ID of the requesting person, which may include, but is not limited to, the following:	Client



- Philippine ID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID				
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person, which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID		Authorized Representative of the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1.1 Receive documents and stamp "RECEIVED" and provide working copy	None	5 minutes	Administrative Aide I Administrative Officer II School Head
	1.2 Check documents for completeness, accuracy, validity and authenticity and fill out checklist of requirements	None	30 minutes	Administrative Officer II School Head
	Note: In case of lacking documents inform applicants of the lacking documents needed, and to submit before the deadline.			
	1.3 Forward the documents with the checklist of requirements to the School Head for signature	None	10 minutes	Administrative Officer II
	1.4 Sign the checklist of requirements	None	30 minutes	School Head
	1.5 Inform applicant of next steps*	None	5 minutes	Administrative Officer II/School Head
TOTAL:		None	1 hour, 25 minutes	

*Note: The documents will be forwarded to the Division Sub-Division Committee at School for the initial evaluation of the applicant's qualifications.



3. Administration of the Philippine Early Childhood and Development (ECD) Checklist

This service charter details the process of administering the Philippine Early Childhood and Development (ECD) Checklist to children who will turn five (5) years old from November 1st to December 31st who did not complete an Early Childhood Care and Development (ECCD) program for one (1) year for the purpose of being eligible to enroll into Kindergarten in alignment with the provision of DepEd Order No. 15, s. 2025.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	Q2C (Government to Citizen)			
Who may avail:	Children (or parents of children) who will turn five (5) years old from November 1st to December 31st within the school year, intending to enroll in kindergarten, who did not complete an Early Childhood Care and Development (ECCD) program for one (1) year			
CHECKLIST OF REQUIREMENTS				
Standard Requirement				
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • Certificate of Live Birth (Local Civil Registry) – One (1) original copy and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents, and Affidavit of Undertaking to be executed by parents (1 original copy, 1 photocopy) - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1.1 Receive the documents and verify if the child will turn five (5) years old from November 1st to December 31st within the same school year.	None	5 minutes	Kindergarten Teacher



	1.1 Inform the parent on taking the ECD Checklist <i>Note: If the child is present, the ECD Checklist must be undertaken. If the child is not present, schedule the administration of the ECD Checklist.</i>	None	5 minutes	Kindergarten Teacher
2. Take the ECD Checklist	2.1 Administer the ECD Checklist to the child	None	1 hour	Kindergarten Teacher
	2.2 Release the results of the ECD Checklist	None	20 minutes	Kindergarten Teacher
3. Accept the ECD Checklist results and proceed to enrollment.	3.1 Assist the Client in starting the enrollment process*	None	5 minutes	Kindergarten Teacher
TOTAL:		None	3 hours, 25 minutes	

Note: Refer to the service charter on "Enrollment"

4. Borrowing of Learning Materials from the School Library / Learning Resource Center

The School Library / Learning Resource Center (SLRC) provides learners and faculty with access to a wide range of print and non-print materials that support classroom instruction, independent study, and academic enrichment. The borrowing service allows users to temporarily take out learning resources for use inside or outside the school premises, following established policies to ensure responsible and equitable access.

Office of Division:	Schools
Classification:	Single
Type of Transaction:	OSC (Government to Citizen)
Who may avail:	Learners, Parents, Guardians, Teachers, and Non-Teaching Personnel
CHECKLIST OF REQUIREMENTS	
Standard Requirement	
Library Card – One (1) a school rate	School Library
Valid Identification Card, which may include, but is not limited to, the following:	Client
• Student ID • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID	



• Philippine Postal ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the logbook	1.1 Check entries in the logbook for completeness	None	2 minutes	Librarian / Designated School Librarian
2. Fill-out Library Card and present it to the Librarian	2.1 Receive and check the Library Card	None	3 minutes	Librarian / Designated School Librarian
	2.2 Check card catalogue for the requested Learning Material	None	7 minutes	Librarian / Designated School Librarian
	2.3 Provide Client with the Borrower's Card	None	2 minutes	Librarian / Designated School Librarian
3. Fill-out Borrower's Card	3.1 Check Borrower's Card and clip it with the Library Card, then issue the Learning Material	None	3 minutes	Librarian / Designated School Librarian
	3.2 Provide Client with reminders on the rules on the utilization of the Learning Material	None	3 minutes	Librarian / Designated School Librarian
TOTAL:		None	20 minutes	

5. Distribution and Usage of Printed Self-Learning Modules in Distance Learning Modality

In line with DepEd Order No. 22, s. 2024 as well as to ensure learning continuity during class suspensions and in situations wherein online learning is not possible, schools shall adapt modular distance learning modality. Parents, guardians, and learners are oriented on how learning at home will be facilitated through self-learning modules (SLMs). Upon receipt of the modules from the Central/Regional/Division office, schools shall immediately distribute them to learners to ensure the timely utilization of SLMs during class suspensions.

This service charter outlines the procedures from the distribution of the SLMs to segregation of returned SLMs.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Students/Learners/Parents of Students/Learners
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
None	None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent/ guardian report to the designated area of modules distribution	1.1 Record the name of the Learner in the attendance logbook and ensure that the parent/authorized representative affix their signature	None	7 minutes	Class Adviser / Teacher-in-Charge
	1.2 Release the modules to the client and provide necessary reminders (e.g. schedule of submission of SLM)	None	10 minutes	Class Adviser / Teacher-in-Charge
2. Return the completed SLMs on the scheduled date	2.1 Receive the completed SLMs and verify their completeness using the module monitoring checklist	None	10 minutes	Class Adviser / Teacher-in-Charge
	2.2 Record the name of the Learner in the attendance logbook and ensure that the parent/authorized representative affix their signature	None	7 minutes	Class Adviser / Teacher-in-Charge
3. Segregate the submitted SLMs and answer sheets	3.1 Assist in placing received SLMs and answer sheets in designated boxes and release them to the assigned teacher	None	5 minutes	Class Adviser / Teacher-in-Charge
TOTAL:		None	64 minutes	

6. Enrollment – Online

In line with DepEd Order No. 17, s. 2025, and to ensure timely enrollment of learners, schools are encouraged to offer online enrollment modalities. This can be facilitated by filling-out digital forms and submitting requirements through the official email address of the school or any available online platforms provided authorized by the school.

Office or Division:	School
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Learners/ Parents/ Guardians
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
Basic Education Enrollment Form (BEEF) – One (1) scanned copy (digital copy)	Downloadable from DepEd Order No. 17, s. 2025



Confirmation Slip – One (1) scanned copy (digital copy)	School
For students from private school with remaining balance	
Notarized Affidavit of Undertaking (for the temporary enrollment of transferring learners/students unable to provide proof of grade level due to having a remaining balance in a private school) – One (1) original copy	Client
Kindergarten Kindergarten Eligibility Standards from DepEd Order No. 15, s. 2020: • Children aged five (5) years old by October 31st of the school year they enrolled in; or • Children who will turn five (5) years old from November 1st to December 31st provided that they have completed an Early Childhood Care and Development (ECCD) program for one (1) year; or • Children who will turn five (5) years old from November 1st to December 31st provided they undergo and meet the standards in the Philippine Early Childhood and Development Checklist (ECD) administered by the kindergarten teachers of the receiving school during the enrollment period until the first week of classes	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registrar) - One (1) original copy and one (1) photocopy • Philippine ID – One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a founding, an NGO or PSA issued Certificate of Founding - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	Client



In addition to the PSA Birth Certificate, children deemed eligible by having completed an Early Childhood Care and Development (ECCD) program for one (1) year: • Certificate of Completion/Attendance - One (1) original copy	Public or private Child Development Centers (CDCs)/Learning Centers (LCs) that are granted with permit or recognition
In addition to the PSA Birth Certificate, children deemed eligible by undergoing and meeting the standards in the Philippine Early Childhood and Development Checklist (ECDC): • ECDC Checklist - One (1) original copy	School
Grade 1 Grade 1 Eligibility Standards from DepEd Order No. 17, s. 2025 • Students who have completed or are candidates for completion in the Kindergarten Program in DepEd-authorized schools and centers; or • Students who have completed or are candidates for completion in any form of Kindergarten Program in schools without a government permit or recognition (i.e., Home)	
PSA Birth Certificate (formerly NSO) - One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID - One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry) - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents (e.g., Affidavit of Undertaking to be executed by parents) - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	Client



Kindergarten Certificate of Completion, if available at the time of early registration - One (1) original copy for verification, and one (1) photocopy	School
For learners deemed eligible by having completed or are candidates for completion in any form of Kindergarten Program in schools without a government permit or recognition: Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration - One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
Grade 7 Grade 7 Eligibility Standards from DepEd Order No. 17, s. 2020: - Grade 6 graduate (or Grade 6 candidates for graduation) - Philippine Educational Placement Test (PEPT) Passer - Accreditation and Equivalency (A&E) Passer	
PSA Birth Certificate (formerly NSO) - One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: - National ID - One (1) original copy for verification, and one (1) photocopy - Certificate of Live Birth (Local Civil Registry) - One (1) original copy and one (1) photocopy - PhilHealth ID - One (1) original copy and one (1) photocopy - Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy - PWD ID - One (1) original copy for verification, and one (1) photocopy - Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents; e.g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy - If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy - Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
School Form 9 (School Report Card) Grade 6 - One (1) original copy	School



For learners deemed eligible by passing the Philippine Educational Placement Test (PEPT): ● Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration (1 original copy, 1 photocopy)	Bureau of Education Assessment (BEA) DepEd Central Office
For learners deemed eligible by passing the Accreditation and Equivalency (A&E): ● A&E Certificate of Rating Presentation of Portfolio Assessment (PPA) Certificate (1 original copy, 1 photocopy)	School/Learning Center/Division Office
Grade 11	
Grade 11 Eligibility Standards from DepEd Order No. 17, s. 2021: ● Grade 10 completer or Grade 10 candidate for completion ● Philippine Educational Placement Test (PEPT) Passer ● Accreditation and Equivalency (A&E) Passer	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry) – One (1) original copy and one (1) photocopy ● PhilHealth ID – One (1) original copy and one (1) photocopy ● Marriage Certificate of parents – One (1) original copy for verification, and one (1) photocopy ● PWD ID – One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and names of parents (e.g. Affidavit of undertaking to be executed by parents) – One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA Issued Certificate of Foundling – One (1) original copy and one (1) photocopy ● Baptismal Certificate – One (1) original copy and one (1) photocopy	Client
School Form 9 (School Report Card) Grade 10 – One (1) original copy	School



For learners deemed eligible by passing the Philippine Educational Placement Test (PEPT):	Bureau of Education Assessment (BEA), DepEd Central Office
Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration (1 original copy, 1 photocopy)	
For learners deemed eligible by passing the Accreditation and Equivalency (A&E):	School Learning Center/Division Office
A&E Certificate of Rating / Presentation of Portfolio Assessment (PPA) Certificate (1 original copy, 1 photocopy)	
Basic-Aral Learner (Any Grade Level)	
Basic-Aral Learner Eligibility Standards from DepEd Order No. 17, s. 2020:	
- Philippine Educational Placement Test (PEPT) Passer - Accreditation and Equivalency (A&E) Passer	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided:	Client
- National ID – One (1) original copy for verification, and one (1) photocopy - Certificate of Live Birth (Local Civil Registry) – One (1) original copy and one (1) photocopy - PhilHealth ID – One (1) original copy and one (1) photocopy - Marriage Certificate of parents – One (1) original copy for verification, and one (1) photocopy - PWD ID – One (1) original copy for verification, and one (1) photocopy - Birthright certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents (e.g., Affidavit of undertaking to be executed by parents) – One (1) original copy and one (1) photocopy - If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Pounding – One (1) original copy and one (1) photocopy - Septimal Certificate – One (1) original copy and one (1) photocopy	
For learners deemed eligible by passing the Philippine Educational Placement Test (PEPT):	Bureau of Education Assessment (BEA), DepEd Central Office



Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration (1 original copy, 1 photocopy)	
For learners deemed eligible by passing the Accreditation and Equivalency (AEE): AEE Certificate of Rating / Presentation of Portfolio Assessment (PPA) Certificate (1 original copy, 1 photocopy)	School/Learning Center/Division Office
Special Needs Education Program Special Needs Education Program Eligibility Standards from DepEd Order No. 17, s. 2023: Children diagnosed with special needs aged five (5) years old by October 31st of the school year they enrolled in.	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: - National ID – One (1) original copy for verification, and one (1) photocopy - Certificate of Live Birth (Local Civil Registry) – One (1) original copy and one (1) photocopy - PhilHealth ID – One (1) original copy and one (1) photocopy - Marriage Certificate of parents – One (1) original copy for verification, and one (1) photocopy - PWD ID – One (1) original copy for verification, and one (1) photocopy - Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents e.g. Affidavit of undertaking to be executed by parents – One (1) original copy and one (1) photocopy - If, upon enrollment, the learner is determined to be a founding, an NSO or PSA issued Certificate of Foundling – One (1) original copy and one (1) photocopy - Baptismal Certificate – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
	Client
PWD I.D. – One (1) original copy for verification, and one (1) photocopy	Persons with Disability Affairs Office
If PWD I.D. is not available, a Medical evaluation and diagnosis may also be	Licensed Medical Professional



provided – One (1) original copy for verification, and one (1) photocopy	
Basic Literacy Program (BLP)	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided:	Client
● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry) – One (1) original copy and one (1) photocopy ● PhilHealth ID – One (1) original copy and one (1) photocopy ● Marriage Certificate of parents – One (1) original copy for verification, and one (1) photocopy ● PWD ID – One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents (e.g. Affidavit of undertaking to be executed by parents) – One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling – One (1) original copy and one (1) photocopy ● Baptismal Certificate – One (1) original copy and one (1) photocopy	
SF 9 (report card) or SF 10 (formerly called Form 137) – One (1) original copy	School
ALS Elementary	
ALS Elementary Eligibility Standards from DepEd Order No. 17, s. 2015:	
● BLP Completion Passer	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided:	Client
● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry) – One (1) original copy and one (1) photocopy ● PhilHealth ID – One (1) original copy and one (1) photocopy	



● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents (g. Affidavit of undertaking to be executed by parents) - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a founding, an NSO or PSA issued Certificate of Founding - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	
Kindergarten Certificate of Completion/ECCD Assessment Result/ PEPT Result, if available/ Most recent SF 9 (report card), if available - One (1) original copy and one (1) photocopy	School
ALS Junior High School	
ALS Junior High School Eligibility Standards from DepEd Order No. 17, s. 2015: ● Completer of Elementary Education ● PEPT Passer ● ASE Elementary Certification Passer	
Students who are eligible by completing elementary education may provide any of the following: ● Elementary School Diploma - One (1) original copy for verification, and one (1) photocopy ● SF 9 (Report Card) Grade 6 - One (1) original copy and one (1) photocopy ● SF 10 (if available) - One (1) original copy	School
Students who are eligible by passing the PEPT shall provide PEPT result. - One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
Students who are eligible by passing ASE Elementary Certification may provide any of the following: ● ASE Elementary Level Certificate of Rating - One (1) original copy and one (1) photocopy ● ALS Form 3 (if available) - One (1) original copy and one (1) photocopy	School/Learning Center/Division Office
ALS Senior High School	



ALS Senior High School Eligibility Standards from DepEd Order No. 17, s. 2020: ● Completion of Junior High School Education ● PEPT Passer ● AAE Junior High School Certification Passer	
Students who are eligible by completing elementary education may provide any of the following: ● Junior High School Diploma - One (1) original copy for verification, and one (1) photocopy ● SF 9 (Report Card) Grade 10 - One (1) original copy ● SF 10 (if available) - One (1) original copy and one (1) photocopy	School
Students who are eligible by passing the PEPT shall provide PEPT result - One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
Students who are eligible by passing AAE Junior High School Certification may provide any of the following: ● AAE Elementary Level Certificate of Proficiency - One (1) original copy and one (1) photocopy ● ALS Form 5 (if available) - One (1) original copy and one (1) photocopy	School/Learning Center/Division Office
*Learners from international schools with congressional franchise or Presidential Decree	
PSA Birth Certificate (formerly NSO) - One (1) original copy and one (1) photocopy If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID - One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry) - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents (e.g., Affidavit of Undertaking to be executed by parents) - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a transferee, an NSO	Philippine Statistics Authority / Local Civil Registrar Client



or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	
Non-Filipino learners may also provide authenticated birth certificate from the country of origin - One (1) original copy and one (1) photocopy	Client
Latest SP-9 (report card) or any equivalent academic record will be required for submission during the school year - One (1) original copy	School
*Learners from Philippine Schools Overseas (any grade level) and Foreign Schools Abroad	
PSA Birth Certificate (formerly NSO) - One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID - One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry) - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents; Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
Non-Filipino learners may also provide authenticated birth certificate from the country of origin - One (1) original copy and one (1) photocopy	Client
*Learners from schools without a government permit or recognition (at any grade level)	



PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided:	Philippine Statistics Authority / Local Civil Registrar Client
- National ID – One (1) original copy for verification, and one (1) photocopy - Certificate of Live Birth (Local Civil Registry) - One (1) original copy and one (1) photocopy - PhilHealth ID - One (1) original copy and one (1) photocopy - Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy - PWD ID - One (1) original copy for verification, and one (1) photocopy - Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents e.g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy - If, upon enrollment, the learner is determined to be a founding, an NSO or PSA issued Certificate of Founding - One (1) original copy and one (1) photocopy - Baptismal Certificate - One (1) original copy and one (1) photocopy	
PEPT result - One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
Displaced learners due to calamities and conflict	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided:	Philippine Statistics Authority / Local Civil Registrar Client
- National ID – One (1) original copy for verification, and one (1) photocopy - Certificate of Live Birth (Local Civil Registry) - One (1) original copy and one (1) photocopy - PhilHealth ID - One (1) original copy and one (1) photocopy - Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy - PWD ID - One (1) original copy for verification, and one (1) photocopy	



- Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy - If, upon enrollment, the learner is determined to be a foundling, an NGO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy - Baptismal Certificate - One (1) original copy and one (1) photocopy	
SFR or SF10 should be provided during the school year, subject to availability	School
*Persons Deprived of Liberty (PDLs) enrolling in ALS	
PSA Birth Certificate (formerly NGO) - One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided:	Client
- National ID - One (1) original copy for verification, and one (1) photocopy - Certificate of Live Birth (Local Civil Registry) - One (1) original copy and one (1) photocopy - PhilHealth ID - One (1) original copy and one (1) photocopy - Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy - PRID ID - One (1) original copy for verification, and one (1) photocopy - Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy - If, upon enrollment, the learner is determined to be a foundling, an NGO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy - Baptismal Certificate - One (1) original copy and one (1) photocopy	
If the PSA Birth Certificate or any of the secondary documents is not available during the time of enrollment, the Certificate of PDLs' identity may be provided - One (1) original copy	Bureau of Jail Management and Penology - Office of the Warden



*Residents of rehabilitation facilities enrolled in ALS				
PSA Birth Certificate (formerly NSO) - One (1) original copy and one (1) photocopy		Philippine Statistics Authority / Local Civil Registrar		
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided:		Client		
● National ID - One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry) - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents/g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a founding, an NSO or PSA issued Certificate of Founding - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents through the School's official platform/email address, along with the filled-out BEEF	1.1 Download and print received documents, and check for completion Note: If requirements are incomplete, tag as temporarily enrolled.	None	1 hour	Registrar / Teacher-in-Charge / Adviser
	1.2 Provide Client with the status of enrollment	None	5 minutes	Registrar / Teacher-in-Charge / Adviser
	1.3 Endorse list of enrollees to Records/ Registrar of Incoming Kindergarten/ Grade 1 / Grade 7 / Grade	None	5 minutes	Registrar / Teacher-in-Charge / Adviser



11 / Bulk / And / Transferee/ SHED			
TOTAL:	None	1 hour, 10 minutes	

7. Enrollment – Walk-in

This process details the procedure for formally accepting learners in the school for the school year. Clients shall complete the basic education enrollment form, confirmation slip, along with other specific requirements depending on their grade level and eligibility requirements.

Office or Division:	Schools
Classification:	Single
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Learners/ Parents/ Guardians
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Basic Education Enrollment Form (BEEF) – One (1) original copy and one (1) photocopy	School
Confirmation Slip – One (1) original copy and one (1) photocopy	School
For students from private school with remaining balance	
Notarized Affidavit of Undertakings (for the temporary enrollment of transferring learners/students unable to provide proof of grade level due to having a remaining balance in a private school) – One (1) original copy	Client
Kindergarten	
Kindergarten Eligibility Standards from DepEd Order No. 11, s. 2025:	
- Children aged five (5) years old by October 31st of the school year they enrolled in; or - Children who will turn five (5) years old from November 1st to December 31st provided that they have completed an Early Childhood Care and Development (ECCD) program for one (1) year; or - Children who will turn five (5) years old from November 1st to December 31st provided they undergo and meet the standards in the Philippine Early Childhood and Development Checklist (ECD) administered by the kindergarten teachers of the receiving school during the enrollment period until the first week of classes.	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided:	Client
- National ID – One (1) original copy for verification, and one (1) photocopy - Certificate of Live Birth (Local Civil Registry) – One (1) original copy and one (1) photocopy - PhilHealth ID – One (1) original copy and one (1) photocopy	



● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	
In addition to the PSA Birth Certificate, children deemed eligible by having completed an Early Childhood Care and Development (ECCD) program for one (1) year: ● Certificate of Completion/Attendance - One (1) original copy	Public or private Child Development Centers (CDCs)/Learning Centers (LCs) that are granted with permit or recognition
In addition to the PSA Birth Certificate, children deemed eligible by undergoing and meeting the standards in the Philippine Early Childhood and Development Checklist (ECD): ● ECD Checklist - One (1) original copy	School
Grade 1 Grade 1 Eligibility Standards from DepEd Order No. 17, s. 2025: ● Students who have completed or are candidates for completion in the Kindergarten Program in DepEd-authorized schools and center; or ● Students who have completed or are candidates for completion in any form of Kindergarten Program in schools without a government permit or recognition (i.e., Home)	
PSA Birth Certificate (formerly NSO) - One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID - One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry) - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy	Client



● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay verification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a founding, an NSO or PSA issued Certificate of Founding - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	
Kindergarten Certificate of Completion, if available at the time of early registration - One (1) original copy for verification, and one (1) photocopy	School
For learners deemed eligible by having completed or are candidates for completion in any form of Kindergarten Program in schools without a government permit or recognition: ● Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration - One (1) original copy and one (1) photocopy.	Bureau of Education Assessment (BEA), DepEd Central Office
Grade 7	
Grade 7 Eligibility Standards from DepEd Order No. 17, s. 2025: ● Grade 6 graduate or Grade 6 candidate for graduation ● Philippine Educational Placement Test (PEPT) Passer ● Accreditation and Equivalency (A&E) Passer	
PSA Birth Certificate (formerly NSO) - One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID - One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry) - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy	Client



● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay verification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents, g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a founding, on NGO or PSA issued Certificate of Founding - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	
School Form 9 (School Report Card) Grade 8 - One (1) original copy	School
For learners deemed eligible by passing the Philippine Educational Placement Test (PEPT):	Bureau of Education Assessment (BEA), DepEd Central Office
● Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration (1 original copy, 1 photocopy)	
For learners deemed eligible by passing the Accreditation and Equivalency (A&E):	School/Learning Center/Division Office
● A&E Certificate of Rating ● Presentation of Portfolio Assessment (PPA) Certificate (1 original copy, 1 photocopy)	
Grade 11	
Grade 11 Eligibility Standards from DepEd Order No. 17, s. 2025:	
● Grade 10 completor or Grade 10 candidate for completion ● Philippine Educational Placement Test (PEPT) Passer ● Accreditation and Equivalency (A&E) Passer	
PSA Birth Certificate (formerly NSO) - One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided:	Client
● National ID - One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry) - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy	



● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents (e.g., Affidavit of undertaking to be executed by parents) - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Backusul Certificate - One (1) original copy and one (1) photocopy	
School Form 9 (School Report Card) Grade 10 - One (1) original copy	School
For learners deemed eligible by passing the Philippine Educational Placement Test (PEPT):	Bureau of Education Assessment (BEA), DepEd Central Office
● Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration - (1 original copy, 1 photocopy)	
For learners deemed eligible by passing the Accreditation and Equivalency (A&E):	School/Learning Center/Division Office
● A&E Certificate of Rating / Presentation of Portfolio Assessment (PPA) Certificate (1 original copy, 1 photocopy)	
Basic-Aral Learner (Any Grade Level)	
Basic-Aral Learner Eligibility Standards from DepEd Order No. 17, s. 2015:	
● Philippine Educational Placement Test (PEPT) Passer ● Accreditation and Equivalency (A&E) Passer	
PSA Birth Certificate (formerly NSO) - One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided:	Client
● National ID - One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry) - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy	



● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents e.g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an MSO or PGS issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	
For learners deemed eligible by passing the Philippine Educational Placement Test (PEPT): ● Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration - (1 original copy, 1 photocopy)	Bureau of Education Assessment (BEA), DepEd Central Office
For learners deemed eligible by passing the Accreditation and Equivalency (A&E): ● A&E Certificate of Rating / Presentation of Portfolio Assessment (PPA) Certificate - (1 original copy, 1 photocopy)	School/Learning Center/Division Office
Special Needs Education Program Special Needs Education Program Eligibility Standards from DepEd Order No. 17, s. 2020: ● Children diagnosed with special needs aged five (5) years old by October 31st of the school year they enrolled in	
PSA Birth Certificate (formerly NSO) - One (1) original copy and one (1) photocopy If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID - One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry) - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar Client



● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a founding, on NSO or PSA issued Certificate of Founding - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	
PWD ID - One (1) original copy for verification, and one (1) photocopy	Persons with Disability Affairs Office
If PWD ID is not available, a Medical evaluation and diagnosis may also be provided - One (1) original copy for verification, and one (1) photocopy	Licensed Medical Professional
Basic Literacy Program (BLP):	
PSA Birth Certificate (formerly NSO) - One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided:	Client
● National ID - One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry) - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a founding, on NSO or PSA issued Certificate of Founding	



- One (1) original copy and one (1) photocopy - Barangay Certificate - One (1) original copy and one (1) photocopy	
SF 9 (report card) or SF 10 (formerly called Form 132) - One (1) original copy	School
ALS Elementary	
ALS Elementary Eligibility Standards from DepEd Order No. 17, s. 2015:	
III-P ComputerPasser	
PSA Birth Certificate (formerly NSO) - One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided:	Clerk
- National ID - One (1) original copy for verification, and one (1) photocopy - Certificate of Live Birth (Local Civil Registry) - One (1) original copy and one (1) photocopy - PhilHealth ID - One (1) original copy and one (1) photocopy - Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy - PWD ID - One (1) original copy for verification, and one (1) photocopy - Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents; g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy - If, upon enrollment, the learner is determined to be a founding, an NSO or PSA issued Certificate of Founding - One (1) original copy and one (1) photocopy - Barangay Certificate - One (1) original copy and one (1) photocopy	
Kindergarten Certificate of Completion/ECCD Assessment Result/ PEPT Result, if available/ Most recent SF 9 (report card), if available - One (1) original copy and one (1) photocopy	School
ALS Junior High School	
ALS Junior High School Eligibility Standards from DepEd Order No. 17, s. 2015:	
- Completer of Elementary Education - PEPT Passer - AME Elementary Certification Passer	



Students who are eligible by completing elementary education may provide any of the following: ● Elementary School Diploma - One (1) original copy for verification and one (1) photocopy ● SF 9 (Report Card) Grade 6 - One (1) original copy and one (1) photocopy ● SF 10 (if available) - One (1) original copy	School
Students who are eligible by passing the PEPT shall provide PEPT result - One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
Students who are eligible by passing ASE Elementary Certification may provide any of the following: ● ASE Elementary Level Certificate of Rating - One (1) original copy and one (1) photocopy ● ALS Form 5 (if available) - One (1) original copy and one (1) photocopy	School Learning Center/Division Office
ALS Senior High School ALS Senior High School Eligibility Standards from DepEd Order No. 17, s. 2015: ● Completion of Junior High School Education ● PEPT Passer ● ASE Junior High School Certification Passer	
Students who are eligible by completing elementary education may provide any of the following: ● Junior High School Diploma - One (1) original copy for verification and one (1) photocopy ● SF 9 (Report Card) Grade 10 - One (1) original copy ● SF 10 (if available) - One (1) original copy and one (1) photocopy	School
Students who are eligible by passing the PEPT shall provide PEPT result - One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
Students who are eligible by passing ASE Junior High School Certification may provide any of the following: ● ASE Elementary Level Certificate of Rating - One (1) original copy and one (1) photocopy ● ALS Form 5 (if available) - One (1) original copy and one (1) photocopy	School Learning Center/Division Office
*Learners from international schools with congressional franchise or Presidential Decree	
PSA Birth Certificate (formerly NSO) - One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the	Client



following secondary documents may be provided: ● National ID - One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry) - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents e. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NGO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	
Non-Filipino learners may also provide authenticated birth certificate from the country of origin - One (1) original copy and one (1) photocopy	Client
Latest SF-9 (report card) or any equivalent academic record will be required for submission during the school year - One (1) original copy	School
*Learners from Philippine Schools Overseas (any grade level) and Foreign Schools Abroad	
PSA Birth Certificate (formerly NSO) - One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID - One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry) - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy	Client



● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and names of parents (g. Affidavit of undertaking to be executed by parents) - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a founding, an NSO or PSA issued Certificate of Founding - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	
Non-Filipino learners may also provide authenticated birth certificate from the country of origin - One (1) original copy and one (1) photocopy	Client
*Learners from schools without a government permit or recognition (at any grade level)	
PSA Birth Certificate (formerly NSO) - One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided:	Client
● National ID - One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registrar) - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and names of parents (g. Affidavit of undertaking to be executed by parents) - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a founding, an NSO or PSA issued Certificate of Founding - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	



PEPT result - One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
*Displaced learners due to calamities and conflict	
PSA Birth Certificate (formerly NSO) - One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided:	Client
● National ID - One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registrar) - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents e. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a founding, an NSO or PSA issued Certificate of Founding - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	
SPV or SP10 should be provided during the school year, subject to availability	School
*Persons Deprived of Liberty (PDLs) enrolling in ALS	
PSA Birth Certificate (formerly NSO) - One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided:	Client
● National ID - One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registrar) - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy	



● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	
If the PSA Birth Certificate or any of the secondary documents is not available during the time of enrollment, the Certificate of PDL's identity may be provided - One (1) original copy	Bureau of Jail Management and Penology - Office of the Warden
*Residents of rehabilitation facilities enrolled in ALS	
PSA Birth Certificate (formerly NSO) - One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided:	Client
● National ID - One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry) - One (1) original copy and one (1) photocopy ● PwdHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	



For authorized representative				
Authorization Letter - One (1) Original Copy		Applicant / Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person, which may include, but is not limited to, the following: ● Philippine Identification System (PhilSys) ID/PhilID ● Philippine Passport ● Driver's License ● Philippine Regulation Commission (PRC) ID ● Unified Multi-Purpose ID (UMID) ● Voter's ID ● Senior Citizen ID ● Philippine Postal ID ● PhilHealth ID ● Barangay ID		Applicant / Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person, which may include, but is not limited to, the following: ● Philippine Identification System (PhilSys) ID/PhilID ● Philippine Passport ● Driver's License ● Philippine Regulation Commission (PRC) ID ● Unified Multi-Purpose ID (UMID) ● Voter's ID ● Senior Citizen ID ● Philippine Postal ID ● PhilHealth ID ● Barangay ID		Authorized Representative of the Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For regular enrollment				
1. Fill-out the DEEF	1.1 Check the completeness of information in the DEEF and other relevant requirements	None	15 minutes	School Enrollment Focal Person
2. Submit complete requirements	2.1 Receive and tag complete requirements Note: If submitted requirements are deemed incomplete, tag as temporarily enrolled and require Client to submit all	None	15 minutes	School Enrollment Focal Person



	<i>Advisal of Undertaking</i>			
	2.2 Provide Client status of enrollment	None	10 minutes	Teacher / Advisor
	2.3 Endorse list of enrollees to Records/ Registrar of Incoming Kindergarten/ Grade 1 / Grade 7 / Grade 11 / Basic-Axis / Transferees/ SNED			
For enrollment of SNED Learners				
1. Submit filled out the BEEF	1.1 Check the completeness of information in the BEEF and other relevant documents	None	15 minutes	School Enrollment Focal Person
2. Submit complete requirements	2.1 Receive and log complete requirements Note: If submitted requirements are deemed incomplete, tag as temporary enrolled and require Client to submit Advisal of Undertaking	None	15 minutes	School Enrollment Focal Person
	2.2 Endorse Client to the SNED Teacher, Designated Guidance Counselor and Principal for further Welfare and Assessment	None	10 minutes	School Enrollment Focal Person
	2.3 Conduct Assessment Test	None	1 hour	SNED Teacher
	2.5 Provide Client status of enrollment	None	10 minutes	School Principal/ SNED Teacher
For enrollment of ALS (Elementary and Junior High School)				
1. Submit filled out the ALS Enrollment Form (AFD) and required documents	1.1 Verify the authenticity of the submitted documents, then inform Client to take the Functional Literacy Test (FLT) assessment	None	30 minutes	Central School ALS Teacher



DepEd

2. Take the Functional Literacy Test (FLT) assessment	2.1 Administer the Functional Literacy Test to the client Note: Inform Client that s/he will be informed once result is available	None	1 day	Central School ALS Teacher
	2.2 Identify reading, writing, and numeracy skill	None	30 minutes	Central School ALS Teacher
	2.3 Determine placement results, inform Client of the result, and instruct the Client to fill-up the Individual Learning Agreement (ILA)	None	1 hour	Central School ALS Teacher
3. Submit the filled up the Individual Learning Agreement (ILA)	3.1 Register the learner in the ALS Learners Information System (LIS)	None	1 hour	Central School ALS Teacher
TOTAL (for regular enrollment):		None	42 minutes	
TOTAL (SHED Learners):		None	1 hour, 50 minutes	
TOTAL (ALS – Elem and JHS):		None	1 day, 3 hours	

A. Handling of Incoming Documents

Incoming documents are official mails, letters, correspondence, and communications from external and internal clients of the school, addressed to school personnel. These documents shall be received by the Office of the School Head for recording and routing to the concerned office or person.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may use it:	All			
CHECKLIST OF REQUIREMENTS				
Standard Requirement				
Official Communication addressed to the School / School Head				
Client				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of letter/official communication	1.1 Receive the official communication, log in to the incoming communication	None	5 minutes	Administrative Officer II / Designated Personnel



	logbook, and forward to the School Head			
	1.2 Provide instructions for the routing of communication	None	10 minutes	School Head
	1.3 Route the official communication to the concerned personnel	None	15 minutes	Administrative Officer II / Designated Personnel
TOTAL:		None	25 minutes	

3. Issuance of Learners' Academic Records for Certification for Local Employment

This service charter outlines the procedure for securing certified learners' academic records to ensure their authenticity and legitimacy as required by local employers.

Office or Division Classification:	Schools			
Type of Transaction:	GC (Government to Citizen)			
Who may avail:	Past learners / Alumnas / Alumnus			
CHECKLIST OF REQUIREMENTS				
Standard Requirement				
Letter Request – One (1) original copy	Client			
Any government-issued valid ID – One (1) original and one (1) photocopy	Client			
For authorized representative				
Authorization Letter – One (1) Original Copy	Client			
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person, which may include, but is not limited to, the following: ● Philippine Identification System (PhilSys) ID/PhilID ● Philippine Passport ● Driver's License ● Professional Regulation Commission (PRC) ID ● Unified Multi-Purpose ID (UMID) ● Voter's ID ● Senior Citizen ID ● Philippine Postal ID ● PhilHealth ID ● Barangay ID	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive and check the submitted requirements	None	5 minutes	School Designated Registrar



	1.1 Inform Client that s/he will be notified once the requested document is complete.			Records Custodian/
	1.2 Search for the academic school records as requested by the client (SF9 or SF10 whichever is available).	None	40 minutes	School Designated Registrar/ Records Custodian/
	1.3 Check and validate the information in the Request letter and the available school records.	None	5 minutes	School Designated Registrar/ Records Custodian/
	1.4 Prepare certified learner's academic records (SF9 and SF10) and submit to School Head for signature.	None	3 hours	School Designated Registrar/ Records Custodian/
	1.5 Sign certified learner's academic records (SF9 and SF10) and forward to records officer for release.	None	5 minutes	School Head
	1.6 Inform Client on the availability of the requested document.	None	5 minutes	School Designated Registrar/ Records Custodian/
2. Claim the requested document	2.1 Release the certified learner's academic records (SF9 and SF10) to the client.	None	5 minutes	School Designated Registrar/ Records Custodian/
TOTAL:		None	3 hours, 54 minutes	

18. Issuance of Academic School Records (ASR) for Certification, Authentication and Verification (CAV)

This service pertains to the issuance of Academic School Records Form (ASR) for past and current learners for the application of Certification, Authentication, and Verification (CAV) in accordance with DepEd Order No. 648, s. 2017.

Office or Division:	Schools
Classification:	Single
Type of Transaction:	OSC (Government to Citizen)
Who may avail:	Past and current learners



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
CAV Form 1 – one (1) original copy	School
For Elementary and Secondary Graduates	
Diploma – one (1) original copy and two (2) certified true copies	Applicant / Client
Form 137/School Form 10 – two (2) certified true copies	School attended
Certificate of Completion – two (2) original copies	School attended
School Transmittal Letter – one (1) original copy	School attended
PSA Birth Certificate – one (1) photocopy	Philippine Statistics Authority (PSA)
<i>Note: The birth certificate is for validation purposes only</i>	
Passport – one (1) photocopy of the two pages	Department of Foreign Affairs
<i>Note: The passport is for validation purposes only</i>	
Latest passport-size picture – two (2) pieces	Applicant / Client
Long Brown Envelope – one (1) piece	Applicant / Client
If Lost Diploma	
Sworn Statement of any two (2) of the applicant's classmates, principals, or teachers, and supported by either the school graduation photos, souvenir program, or graduation program – one (1) original copy	Applicant / Client
Duly certified copy of either Form 137 or Form 138 of the learner on file in any Tertiary Learning Institutions; or diploma / transcript of records on file in the learner's current / previous employers – one (1) original copy	Applicant / Client
In case of non-availability of Form 137	
Sworn Statement of any two (2) of the applicant's classmates, principals, or teachers, and supported by either the school graduation photos, souvenir program, or graduation program – one (1) original copy	Applicant / Client
Duly certified copy of either Form 137 or Form 138 of the learner on file in any Tertiary Learning Institutions; or diploma / transcript of records on file in the learner's current / previous employers – one (1) original copy	Applicant / Client
For authorized representative	
Authorization Letter – One (1) Original Copy	Applicant / Client
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person, which may include, but is not limited to, the following:	Applicant / Client



- Philippine Identification System (PhilSys) ID/ePhilID - Philippine Passport - Driver's License - Professional Regulation Commission (PRC) ID - Unified Multi-Purpose ID (UMID) - Voter's ID - Senior Citizen ID - Philippine Postal ID - PhilHealth ID				
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person, which may include, but is not limited to, the following: - Philippine Identification System (PhilSys) ID/ePhilID - Philippine Passport - Driver's License - Professional Regulation Commission (PRC) ID - Unified Multi-Purpose ID (UMID) - Voter's ID - Senior Citizen ID - Philippine Postal ID - PhilHealth ID		Authorized Representative of the Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If Academic School Records (ASR) is available at the School Level				
1. Submit the required documents to the School Principal's Office	1.1 Receive and check the authenticity of the submitted documents and issue GAV Form 1 to client	None	15 minutes	Registrar/Designated School Records Custodian
2. Fill out GAV Form 1 and submit to School Principal's Office	2.1 Receive the filled out form and search for the academic school record (ASR)	None	2 hours	Registrar/Designated School Records Custodian
	2.2 Countercheck the accuracy of entries in the academic school records (ASR) with the submitted documents Note: If documents were found to have a discrepancy with school records, inform the Client to proceed to SDO to	None	10 minutes	Registrar/Designated School Records Custodian



	request for a correction of school entries			
	2.3 Photocopy the ABR and Diploma in two copies and stamp with "Certified True Copy"	None	20 minutes	Registrar/ Designated School Records Custodian
	2.4 Prepare transmittal letter and certification of graduation in two copies	None	30 Minutes	Registrar/ Designated School Records Custodian
	2.5 Forward the ABR with transmittal and certification of graduation to the School Head for signature	None	10 minutes	Registrar/ Designated School Records Custodian
	2.6 Check the accuracy and veracity of the Academic School Records and Certification, and affix signature	None	1 hour	School Head
	2.7 Dry seal the CAV documents and put it in a sealed brown envelope	None	10 minutes	Registrar/ Designated School Records Custodian
	2.8 Release the documents and inform the client to bring it to the Regional Office for CAV	None	10 minutes	Registrar/ Designated School Records Custodian
3. Close the documents sealed in a brown envelope and sign the logbook	3.1 Inform the Client to bring the documents to the Regional Office for CAV	None	5 minutes	Registrar/ Designated School Records Custodian
If Academic School Records (ASR) is not available at the School Level				
1. Submit the required documents to the School Principal's Office	1.1 Receive and check the authenticity of the submitted documents and issue CAV Form 1 to client	None	10 minutes	Registrar/ Designated School Records Custodian
2. Fill out CAV Form 1 and submit	2.1 Receive the filled out form and search	None	2 hours	Registrar/ Designated School



To School Principal's Office	For the academic school record (ASR)			Records Custodian
	2.2 Countercheck the accuracy of entries in the academic school records (ASR) with the submitted documents. Note: If documents were found to have a discrepancy with school records, instruct the Client to proceed to SDO to request for a correction of school entries.	None	30 minutes	Registrar Designated School Records Custodian
	2.3 Prepare a School Referral Form (CAV-2) and advise Client to submit the filled-out CAV-2 Form to the Schools Division Office	None	15 minutes	Registrar Designated School Records Custodian
TOTAL (if ASR is available at the School level)		None	5 hours, 15 minutes	
TOTAL (if ASR is not available at the School level)		None	3 hours	

11. Issuance of Reconstructed Diploma

This service charter outlines the procedures in requesting the issuance of a reconstructed diploma in case of damage and loss, as requested by the receiving client. The reconstruction of diploma is only allowed for CAV purposes, as of DepEd Order No. 48, s.2017.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	OSC (Government to Citizen)
Who may avail:	Past learners / Alumni / Alumnas
CHECKLIST OF REQUIREMENTS	
Standard Requirement	
Sworn Statement of any two (2) of the applicant's classmates, principals, or teachers; and supported by either the school graduation photo, souvenir program, or graduation program (1 Original, 1 Photocopy)	Client
Duly certified copy of Form 137 or Form 138 of the learner on file in any Tertiary Learning Institutions; transcript of records on file in the learner's current / previous employer/s	Client



If alumna is already married				
Marriage Certificate for married women – One (1) original and one (1) photocopy		Philippine Statistics Authority		
For authorized representative				
Special Power of Attorney (SPA) - One (1) original and one (1) photocopy		Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person, which may include, but is not limited to, the following: - Philippine ID/National ID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive and check the submitted requirements. Note: Inform Client that s/he will be notified once the requested document is available	None	5 minutes	School Designated Registrar/ Records Custodian
	1.2 Prepare the reconstructed diploma submit to School Head for signature	None	2 days	School Designated Registrar/ Records Custodian
	1.3 Sign the reconstructed diploma and forward to records officer for release	None	10 minutes	School Head
	1.4 Inform Client on the availability of the requested document	None	3 minutes	School Designated Registrar/ Records Custodian
2. Claim the requested document	2.1 Release the requested document to the client	None	5 minutes	School Designated Registrar/ Records Custodian
TOTAL:		None	2 days, 23 minutes	



12. Issuance of School Form 10 – Elementary and Junior High School

This service charter outlines the procedures of the issuance of School Form 10 (Form 137) from the originating school to the receiving school upon the transfer of the elementary and junior high school student/learner, requested through the Learners Information System (LIS). DepEd Order No. 54, s. 2016 mandates schools to deliver the SF 10 within thirty (30) days.

This service charter outlines the procedures starting from the receipt of the request from the receiving school to the release of the requested SF 10 by the outgoing school for delivery through hand-carry or third-party courier.

Office or Division:	Schools			
Classification:	Complete			
Type of Transaction:	Q2B (Government to Business) Q2C (Government to Citizen)			
Who was avail:	Receiving School			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
LIS Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the LIS and request for the SF 10 of incoming Elementary and JHS	1.1 Generate the requested information and notify the School Registrar to prepare the SF 10 of the concerned learners	None	1 hour	LIS-in-Charge
	1.2 Prepare a Transmittal, along with the SF 10 and forward to the School Head for signing	None	3 days	School Registrar
	1.3 Sign the Transmittal and SF 10, then return to the School Registrar for release	None	1 hour	School Head
	1.4 Printouts and send the SF 10 to the receiving school by hand or through a third-party courier	None	1 day	School Registrar
Note: Client may track the status of delivery provided by the third-party courier				
TOTAL:		None	4 days, 2 hours	



13. Issuance of School Form 10 – Senior High School

This service pertains to the issuance of School Form 10 (Form 137) from the outgoing Senior High School learner to the receiving higher learning institution.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizens)			
Who may avail:	Receiving School			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement:				
Letter request from the receiving school		Client		
Any government-issued valid ID		Client		
For authorized representative				
Authorization Letter – One (1) Original Copy		Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person, which may include, but is not limited to, the following: - Philippine Identification System (PhilSys) ID/PhilID - Philippine Passport - Driver's License - Professional Regulation Commission (PRC) ID - Unified Multi-Purpose ID (UMID) - Voter's ID - Senior Citizen ID - Philippine Postal ID - PhilHealth ID - Barangay ID		Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person, which may include, but is not limited to, the following: - Philippine Identification System (PhilSys) ID/PhilID - Philippine Passport - Driver's License - Professional Regulation Commission (PRC) ID - Unified Multi-Purpose ID (UMID) - Voter's ID - Senior Citizen ID - Philippine Postal ID - PhilHealth ID - Barangay ID		Authorized Representative of the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the requested documents	1.1 Receive submitted documents and stamp "RECEIVED" Note: if there is lacking documents, inform the client that the request will be accepted, but will push through upon submission/ completion of the requirements.	None	5 minutes	School Records Custodian
	1.2 Verify through the LIS the details based on school records of the learner's whose record is being requested	None	10 minutes	School Records Custodian
	1.3 Prepare photocopy of SF 10 and Stamp Certified True Copy	None	1 hour	School Records Custodian
	1.4 Sign Certified True Copy of SF10 and forward to School Records Custodian for release	None	10 minutes	School Head
	1.5 Notify the Client that the requested document is available for release	None	5 minutes	School Records Custodian
2. Claim SF 10 from the originating school	1.6 Release the requested document	None	15 minutes	School Records Custodian
TOTAL:		None	1 hour, 45 minutes	

14. Issuance of School Form 9 (SF 9), Good Moral Certificate, and Certificate of Enrollment

This service pertains to issuance of pertinent school records and certifications related to the learner that are in the custody of school and may be requested for the purpose of transferring the learner to another school or for any other legal purposes as deemed necessary.

Office or Division:	Schools
Classification:	Single
Type of Transaction:	GOC (Government to Citizen)
Who may avail:	Learners and/or Parents/Guardians
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement:	



Letter Request signed by the Parental Guardians stating the request for SFB of the learner - One (1) original copy and one (1) photocopy	Client			
Any government-issued valid ID - One (1) original and one (1) photocopy	Client			
For authorized representative				
Authorization Letter - One (1) original copy	Client			
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person, which may include, but is not limited to, the following: - Philippine Identification System (PhilSys) ID/PhilID - Philippine Passport - Driver's License - Professional Regulation Commission (PRC) ID - Unified Multi-Purpose ID (UMID) - Voter's ID - Senior Citizen ID - Philippine Postal ID - PhilHealth ID - Barangay ID	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For School Form 9				
1. Submit required documents	1.1 Receive and check the submitted requirements for completion Note: Advise Client that s/he will be notified once the requested document is complete.	None	5 minutes	School Designated Registrar/Records Custodian
	1.2 Verify with the Class Adviser the correctness of the information stated in the Request Letter	None	10 minutes	School Designated Registrar/Records Custodian
	1.3 Prepare the School Form 9 and forward to the Class Adviser for signature	None	10 minutes	School Designated Registrar/Records Custodian
	1.4 Affix signature on the School Form 9, and forward to the School Head for signature	None	15 minutes	Class Adviser



I. Claim the requested document	1.5 Sign the School Form 9, and forward to records custodian for review	None	10 minutes	School Head
	1.6 Inform Client on the availability of the requested document	None	3 minutes	School Designated Registrar/ Records Custodian
	2.1 Release the signed SF 9 to the Client	None	3 minutes	School Designated Registrar/ Records Custodian
	2.2 Record in the School log book the name of the Client and teacher and the type of document issued by the school (SF 9). Note: Ensure that the client affixes Adulter signature in the log book.	None	3 minutes	School Designated Registrar/ Records Custodian
For Good Moral Certificate and Certificate of Employment				
1. Submit request documents	1.1 Receive and check the submitted requirements for completion Note: Inform Client that after will be notified once the requested document is complete	None	5 minutes	School Designated Registrar/ Records Custodian
	1.2 Verify with the Teacher Adviser and/or Guidance Counselor for the correctness of the information stated in the Request Letter	None	10 minutes	School Designated Registrar/ Records Custodian
	1.3 Prepare the requested document and forward to the School Head for signature	None	10 minutes	Designated Guidance Counselor/ Registrar
	1.4 Sign the requested document and put in a sealed envelope	None	10 minutes	School Head



	1.5 Put the requested document in a sealed envelope	None	10 minutes	School Designated Registrar/ Records Custodian
	1.6 Inform Client on the availability of the requested document	None	3 minutes	School Designated Registrar/ Records Custodian
2. Claim the requested document	2.1 Release the signed and sealed document to the Client	None	5 minutes	School Designated Registrar/ Records Custodian
	2.2 Record in the School log book the name of the Client and learner and the type of document issued by the school Note: Ensure that the client affixes his/her signature in the log book.	None	3 minutes	School Designated Registrar/ Records Custodian
TOTAL (School Form B)		None	58 minutes	
TOTAL (Good Moral Certificate and/or Certificate of Enrollment)		None	34 minutes	

15. Public Assistance (Email / Social Media)

For the ease of doing business, schools started to accommodate queries and complaints through their official email address and social media accounts.

Office or Division	Schools			
Classification	Simple			
Type of Transactions	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Why may email	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Complete information regarding the concern		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicate details of concern via school's official email address or	1.1 Record the communication via tracking logbook, download attachment if any.	None	5 minutes	School Public Assistance Coordinator



social media account	1.2 For general questions or simple concerns, reply immediately. <i>Note: For complex concerns that need the discretion and/or technical knowledge of the school head or higher officials, refer the concern to the said office, and reply to the client's email/message with an acknowledgment informing the client further that they will receive a separate answer or instruction for the next step.</i>	None	15 minutes	School Public Assistance Coordinator
TOTAL:		None	20 minutes	

18. Public Assistance (Walk-in)

Schools need to work with different individuals and organizations to strengthen partnerships that would benefit the learners and the DepEd community. Consequently, schools also have to address the concerns of their clients.

Office or Division:	Schools			
Complexity:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS				
Standard Requirement				
Complete information regarding the concern	Client			
Intake Sheet – One (1) original copy	School Information Coordinator/Guidance Counselor/Advocate			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out intake sheet	1.1 Note the client concern/ ask client to fill out intake sheet	None	15 minutes	School Information Coordinator (SIC) Guidance Counselor/Advocate



1.2 Provide an immediate reply for simple concerns Note: Advise Client of next steps for complex concerns.	None	30 minutes	School Information Coordinator (SIC) Guidance Counselor/ Advocate
1.3 Provide copy of intake form to client (for walk-in clients) and route another copy to the concerned office (internal resolution center).	None	15 minutes	School Information Coordinator (SIC) Guidance Counselor/ Advocate
TOTAL:	None	1 hour	

17. Request for Certificate of Last Payment for Retired/Transferring Teaching/Non-Teaching Personnel (Implementing Unit)

This service charter outlines the steps for retired or transferring teaching and non-teaching personnel in requesting for a Certificate of Last Payment, for whatever purpose it may serve them.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	O2C (Government to Citizen) G2G (Government to Government)
Who may avail:	Retired or transferring teaching and non-teaching personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
Requestor Slip – One (1) original copy	School
For authorized representative	
Authorization Letter – One (1) Original Copy	Client
Special Power of Attorney – One (1) original copy and one (1) photocopy	Client
Identification Card – One (1) original and one (1) photocopy of any government-issued valid ID of the requesting person, which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID	Client
Identification Card – One (1) original and one (1) photocopy of any government-issued valid ID of the authorized person, which may include, but is not limited to, the following:	Authorized Representative of the Client



- Philippine ID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request slip	1.1 Check the request and retrieve the Client's latest pay slip	None	30 minutes	Administrative Assistant III
	1.2 Prepare the requested document for signature	None	20 minutes	Administrative Assistant III
	1.3 Sign the document	None	10 minutes	School Head
	1.4 Release the document to the Client	None	5 minutes	Administrative Assistant III
2. Sign the logbook upon the receipt of the document	2.1 Check the entries on the logbook	None	5 minutes	Administrative Assistant III
TOTAL:		None	1 hour, 10 minutes	

18. Reservation Process for the Use of School Facilities

Schools regularly receive requests from other government agencies and private organizations to use classrooms or other school facilities for different purposes such as the conduct of CBC examinations, board exam review, or coop membership meetings.

This service charter outlines the procedures for requests received directly from clients and out through the Regional Office or the Schools Division Office.

Office or Division:	Schools
Classification:	Complex
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)
Who may avail:	All
CLIENTS OF REQUIREMENTS	
Standard Requirement	
Letter Request – Two (2) original copies	Client
Request/Checked Form – One (1) original copy	School
For authorized representative	
Authorization Letter – One (1) Original Copy	Client
Identification Card – One (1) original and one (1) photocopy of any government-issued valid ID of the requesting person, which may include, but is not limited to, the following:	Client



- Philippine ID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID				
Identification Card - One (1) original and one (1) photocopy of any government-issued valid ID of the authorized person, which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID		Authorized Representative of the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter Request addressed to the School Head/Principal	1.1 Log-in in the School Logbook	None	1 minute	Administrative Officer I / Admin Aide, School
	1.2 Receive the Request Letter and stamp "RECEIVED"	None	2 minutes	Administrative Officer I, School
	1.3 Provide Client the Request/Checklist Form	None	1 minute	Administrative Officer I, School
2. Accomplish Request/Checklist Form for reservation	2.1 Receive Form and check for completion	None	5 minutes	Administrative Assistant II, School
	Note: Inform Client that s/he will be notified once the status of request is available			
	2.2 Review and evaluate Letter Request and Request/Checklist Form	None	3 minutes	School Head
	2.3 Conduct initial inspection of the facilities for reservation	None	15 minutes	Supply Officer / School Head
	2.4 Prepare and sign the Endorsement Letter and forward to the Schools Division	None	30 minutes	School Head

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	Superintendent (SDS) for approval			
	2.5 Forward the signed Endorsement Letter to the Schools Division Office	None	1 day	Administrative Officer II, School
	2.6 Receive Endorsement Letter and forward to the Office of the Schools Division Superintendent	None	30 minutes	Records Officer, Schools Division Office
	2.7 Review Endorsement from School and prepare Endorsement for SDS' signature	None	30 minutes	Administrative Aide, Office of the Schools Division Superintendent
	2.8 Review, approve, and affix signature in the Endorsement Letter	None	2 days	Schools Division Superintendent, Schools Division Office
	2.9 Forward the signed Endorsement Letter to Records for release	None	15 minutes	Administrative Aide, Office of the Schools Division Superintendent
	2.10 Prepare signed Endorsement Letter for release to School	None	30 minutes	Records Officer, Schools Division Office
	2.11 Get the Endorsement Letter from SDO Records Section and inform client to pick up the signed letter at the school	None	1 day	Administrative Officer II, School
3. Claim the signed Endorsement Letter	3.1 Release the signed Endorsement Letter	None	15 minutes	Administrative Officer II, School
TOTAL:		None	4 days, 2 hours, 57 minutes	





SCHOOL INTERNAL SERVICES

 136634@deped.gov.ph

 Camarin ElemSchool



1. Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits

Vacation service credits are given for work beyond regular functions or beyond regular work hours/days where payment of honorarium or overtime pay is not possible. In addition, there are situations where extraordinary work is demanded from teachers including those which expose their lives to certain risks and for which monetary compensation is not enough. Thus, extra non-monetary compensation is justified.

Office or Division:	Schools - Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Active DepEd Teaching/non-teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplishment report duly signed by the grantee and consumed by the immediate supervisor - 1 original		Teaching Personnel - SO for Service Credits Non-teaching - CTD Credits		
2. Duly signed DTR/Biometric Report of Attendance (CS Form 48) - 1 original		School Head		
3. Memorandum re. activity conducted		DepEd SDO/School Official Website/Principal's Office		
4. Certificate of Appearance		School Head/Program Facilitator		
As applicable		School Head		
5. Certificate of Attendance (for Brigada Eskwera)				
6. COMELEC Appointment (for National, Local and Barangay Election)		COMELEC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Check submitted requirements	None	15 minutes	AO/Admin Assistant
	1.2 Acknowledge client request and advise of next steps. I.e. request will be forwarded to the SDO and SDO will provide document to school. School will inform the client when the document is available for release.	None	15 minutes	AO/Admin Assistant
	1.3 Log and color request for SDO, prepare transmittal letter to be signed by the school head	None	1 day	AO/Admin Assistant
	1.4 Sign the	None	5 minutes	School head



	1.5 Forward the isolated requests to SDO	None	one week	AO/Admin Assistant/Node
	1.6 Follow-up status of request with SDO	None	2 days after submission	AO/Admin Assistant
	1.7 Upon advice of SDO, pick-up requested documents	None	one week	AO/Admin Assistant/Node
2. Sign the logbook upon receipt of requested document	2.1 Release document 2 working days upon receipt of documents from SDO	None	5 minutes	AO/Admin Assistant
TOTAL:-		None	1 day, 40 minutes	

2. Laboratory and School Inventory

Schools are required to properly account its school buildings and facilities such as office, classrooms, laboratories, materials, and equipment. Personnel who perform the task are trained on the set of standards being followed on the classification of school buildings.

Office or Division:		Schools		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		LDO, School Head, SDO, RO, CO		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School Inventory Form		School Property Custodian/ Supply Officer/Teacher-in-Charge		
2. National School Building Inventory Form (NSBIF)		School Property Custodian/ Supply Officer/Teacher-in-Charge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the kind of inventory	1.1 Gather data on inventory from class advisers, laboratory custodian, etc. at the end of each school year or as needed	None	2 days	Class Advisers/ Property custodian / Physical Facility Coordinator



	1.2 Consolidate school inventory and submit to school head for signature	None	1 day	Supply Officer/ Property Custodian / Physical Facility Coordinator/ School EBEIS Coordinator
	1.3 Review and sign the report	None	10 minutes	School Head
	1.4 Submit School Inventory Report in SDO via hard copy/email	None	30 minutes	Property Custodian / School EBEIS Coordinator
TOTAL		None	3 days, 40 minutes	

3. School Learning and Development

It is a school strategic initiative based from the result of Electronic-Self Assessment Tool (e-SAT) and other similar needs assessments to address any competency gaps that affect or contribute to the school's performance. This could be done through School Learning Action Cell (SLAC), Coaching and Mentoring, In-Service Training (INSET), Work Immersion, or Team Development.

Office or Division:	Schools	
Classification:	Single	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	Teachers or Teaching Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. School Action Plan Form - 1 copy		LAC Coordinator
2. Accomplished Individual Performance Commitment and Review Form (IPCRF) - 1 photocopy		HRE/Teacher/School Head/Department Head
3. Accomplished e-SAT		ICT Coordinator
4. Accomplished Development Plan		Head Teacher, School Planning Team
5. Project Training/SLAC Proposal -for INSET		PMT, SLAC Coordinator/Master Teacher
6. Monitoring & Evaluation Form		LAC Coordinator/Master Teacher



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Check submitted requirements	None	5 minutes	School Training Coordinator/ PMT/ SLAC Coordinator/ Master Teacher/ Head Teacher/ ICT Coordinator / School Head
	1.2 Identify needs of teachers based on documents	None	1 day	
	1.3 Craft an action SLAC plan/proposal	None	1 day	
2. Attend learning and development activity and provide feedback	2.1 Implement SLAC	None	1 hour	ICT Coordinator / School Head
	2.2 Conduct Monitoring and Evaluation	None	30 minutes	
TOTAL:		None	2 days, 3 hours, 35 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

The mechanism applicable to the governance level shall be posted at the main entrance or most conspicuous place of service as a poster or tarpaulin at the CO/RO/SDO (on-site) or in the "Contact Us" tab in the RO/SDO website (online).

	Central Office	Regional Office	Schools Division Office
How to send feedback	Walk-in: Fill out the Walk-in Client Form at the Public Assistance Action Center (PAAC).	Walk-in: Visit the (specify office if PAU or RPAC) to record your feedback.	Walk-in: Visit the (specify office if OSDS or DPAC) to record your feedback.
	Online: Email the PAAC at depedmarikina@deped.gov.ph	Online: Email (insert email address) or fill out the RO online feedback form at (insert CSM link or QR code).	Online: Email (insert email address) or fill out the SDO online feedback form at (insert CSM link or QR code).
	Phone: Call the PAAC at (+63 2) 8636-1663 8633-1942	Phone: Call the (specify office if PAU or RPAC) at (insert phone no. here)	Phone: Call the (specify office if OSDS or DPAC) at (insert phone no. here)
	SMS: Send a text message to PAAC at 0919-456-0027 (Smart) 0995-921-8461 (Globe)	SMS: Send a text message to (specify if PAU or RPAC) at (insert phone no. here)	SMS: Send a text message to (specify if OSDS or DPAC) at (insert phone no. here)
How feedback is processed	For feedback coured through PAAC: Feedback shall be recorded and referred to the concerned officials with a request to address the feedback. Any action undertaken shall be communicated by the concerned office's directly to client, CC: PAAC.	For feedback coured through (specify if PAU or RPAC): Feedback shall be recorded and referred to the concerned officials with a request to address the feedback. Any action undertaken shall be communicated by the concerned office's directly to client, CC: PAAC.	For feedback coured through (specify if OSDS or DPAC): Feedback shall be recorded and referred to the concerned officials with a request to address the feedback. Any action undertaken shall be communicated by the concerned office's directly to client, CC: PAAC.
	For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly	For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly	For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly



	by the concerned office and communicated to the client.	by the concerned office and communicated to the client.	by the concerned office and communicated to the client.
How to file a complaint	Walk-in: Fill out the Walk-in Client Form at the PAAC.	Walk-in: Visit the (insert name of office in RO in charge of receiving complaints) for assistance.	Walk-in: Visit the (insert name of office in SDO in charge of receiving complaints) for assistance.
	Online: Email the PAAC at: depeddivisionoffice@deped.gov.ph	Online: Email the (insert name of office in RO in charge of complaints) at (insert email address) or fill out the online complaint form at (insert link).	Online: Email the (insert name of office in SDO in charge of complaints) at (insert email address) or fill out the online feedback form at (insert link).
	Phone: Call the PAAC at: (+63 2) 8638-1963 8633-1942	Phone: Call the (insert name of office) at (insert phone no. here)	Phone: Call the (insert name of office) at (insert phone no. here)
	SMS: Send a text message to PAAC at 0919-458-0027 (Smart) 0995-921-8461 (Globe)	SMS: Send a text message to (insert name of office) at (insert phone no. here)	SMS: Send a text message to (insert name of office) at (insert phone no. here)
	Upon receipt of complete information and/or documentation, the office personnel designated to receive the complaint shall record the concern on the database and inform the client of the next steps to be undertaken to resolve the issue and how the resolution shall be communicated to the client.		
Contact Information of 8888, ARTA, and CSC-CCB	8888: Call 8888 Text 8888 Visit https://8888.gov.ph/ ARTA: Call 0968-257-7242 or 0928-690-4080 Email complaints@arta.gov.ph Civil Service Commission-Contact Center ng Bayan (CSC-CCB): Call 1-6965 Text 0908-881-6965 Visit https://contactcenternbayan.gov.ph/contact-us		



LIST OF OFFICES

Central Office

Office	Address	Contact Information
Administrative Service - Cash Division	1F, Alonzo Building, DepEd Central Office, Mericao Avenue, Pasig City	8637-2406/ 8637-7225/ as.cd@deped.gov.ph
Administrative Service - Records Division (AS-RD)	1F, Mabini Building, DepEd Central Office, Mericao Avenue, Pasig City	8637-7213/ 8637-1449/ as.rd@deped.gov.ph
Bureau of Curriculum Development - Special Curricular Programs Division	18 th Floor TechZone, Gil Fuyat Avenue, Makati City	8632-7586/ 8632-0170
Bureau of Education Assessment - Education Assessment Division (BEA-EAD)	1F, Mabini Building, DepEd Central Office, Mericao Avenue, Pasig City	8631-2589/ 8631-2571
Bureau of Human Resource and Organizational Development - Personnel Division	17 th Floor TechZone, Gil Fuyat Avenue, Makati City	8633-0345/ 8633-8862/ hr.od@deped.gov.ph
Education Facilities Division	17 th Floor TechZone, Gil Fuyat Avenue, Makati City	8638-7110/ edf.od@deped.gov.ph / edf@deped.gov.ph
Finance Service - Accounting Division	2F, Alonzo Building, DepEd Central Office, Mericao Avenue, Pasig City	8633-7961/ 8633-7213/ 8633-7201/ fs.ad@deped.gov.ph
Finance Service - Budget Division	2F, Alonzo Building, DepEd Central Office, Mericao Avenue, Pasig City	8637-4214/ 8637-6203/ fs.bd@deped.gov.ph
Finance Service - Employee Account Management Division	17 th Floor TechZone, Gil Fuyat Avenue, Makati City	8633-7248/ 8638-8640/ fs.am@deped.gov.ph
Information and Communications Technology Service - Technology Infrastructure Division	17 th Floor TechZone, Gil Fuyat Avenue, Makati City	8633-2363/ its.ti@deped.gov.ph
Information and Communications Technology Service - Solutions Development Division	17 th Floor TechZone, Gil Fuyat Avenue, Makati City	8633-2092/ its.sdd@deped.gov.ph



Information and Communications Technology Service - User Support Division	17 th Floor TechZone, Gil Puyat Avenue, Marikina City	8635-7360 / icta.mari@deped.gov.ph
Legal Service - Investigation Division	3F, Mabini Building, DepEd Central Office, Morisco Avenue, Pasig City	8631-6773 / ls.invest@deped.gov.ph
Legal Service - Legal Division	3F, Mabini Building, DepEd Central Office, Morisco Avenue, Pasig City	8637-6266 / ls.law@deped.gov.ph
National Educators' Academy of the Philippines - Professional Development Division	2F, Mabini Building, DepEd Central Office, Morisco Avenue, Pasig City	8715-9919 / neap.pdd@deped.gov.ph
National Educators' Academy of the Philippines - Quality Assurance Division	2F, Mabini Building, DepEd Central Office, Morisco Avenue, Pasig City	8635-7207 / neap.qad@deped.gov.ph
Public Affairs Service - Public Assistance Action Center (PAS-PAAC)	1F, Mabini Building, DepEd Central Office, Morisco Avenue, Pasig City	8638-8841/8635-7530 / depedactioncenter@deped.gov.ph
Public Affairs Service - Publications Division	18 th Floor TechZone, Gil Puyat Avenue, Marikina City	8633-9341 / pas.pc@deped.gov.ph

Regional Offices

	Address	Contact Information
Region I	Flores St., Catbangen, San Fernando City, La Union	(072) 662-2324 loc. 101, 102, 104, 106, 107 region1@deped.gov.ph
Region II	Regional Government Center, Cag. Sur, Tuguegarao City	(078) 304-3855 loc. 122 region2@deped.gov.ph
Region III	Matalino St., D.M. Government Center, Marikina City of San Fernando	(046) 590-8580 to 89; 402-7000 to 88 region3@deped.gov.ph
Region IV-A	Karangalan ES, Karangalan Village, Cainta, Rizal	(02) 682-2114 region4a@deped.gov.ph
Region IV-B	Morisco Ave. corner St. Paul Road, Pasig City	(02) 631-4070 region4b@deped.gov.ph
Region V	Rawis, Legazpi City	(052) 482-0046 (f), 620-8404, 482-0373 820-2683; 820-4045; 482-0523



		region6@deped.gov.ph
Region VI	Duran St., Iloilo City	(033) 337-0149 loc 1014 region6@deped.gov.ph
Region VII	Sudlon, Lahug, Cebu City	(032) 231-13-09; 414-73-99; 255-45-42; 255-13-13; 414-73-26 region7@deped.gov.ph
Region VIII	Gov't Center, Candahug, Palo, Leyte	(053) 323-7031; 524-9120 323-3156 (f); 323-0077 region8@deped.gov.ph
Region IX	Triguna, Airport Road, Pagadian City	(062) 215-37-53; 215-37-51; 991-19-07; 215-37-89 region9@deped.gov.ph
Region X	Masterson Avenue, Zone 1, Upper Bulaong, Cagayan De Oro City	098) 860-7071; 860-70-72; 860-20-87 862-20-23 region10@deped.gov.ph
Region XI	F. Torres St., Davao City	(082) 227-93-42; 227-11-02; 291-16-65 221-61-47; 221-84-89 region11@deped.gov.ph
Region XII	Carpenter Hill, Koronadal City	(083) 228-8825; 228-1893; 228-8824 228-9753 region12@deped.gov.ph
Region XIII – CARAGA	Kin. 3, Libertad St. Butuan City	(085) 342-82-67; 342-82-07; 342-03-02; 342-59-89 342-21-98; 815-20-21; 342-82-67 region13@deped.gov.ph
Cordillera Administrative Region	Wangal, La Trinidad, Benguet	(074) 422-1314; 422-4074; 422-4075 car@deped.gov.ph
National Capital Region	Misamis St., Bago Bantay, Quezon City	8522-9412; 8522-9372 nr@deped.gov.ph
Negros Island Region	Dumaguete City, Negros Oriental	nir@deped.gov.ph



Client Satisfaction Measurement

 136634@deped.gov.ph

 Camarin ElemSchool



Republic of the Philippines
Department of Education
 NATIONAL CAPITAL REGION
 SCHOOLS DIVISION OFFICE OF CALOOCAN CITY
 CAMARIN ELEMENTARY SCHOOL
 AREA 1, BRG. 175, CAMARIN, CALOOCAN CITY

SELF-ASSESSMENT QUESTIONNAIRE

This School Self-Assessment Measurement (SSAM) tracks the customer experience of government officials. Your feedback on your recently completed transaction will help this office provide a better service. Personal information shared will be kept confidential, and we assure that the office is not aware of this form.

Client Type: ☐ Other ☐ Business ☐ Government (Employee or another agency)

Name (Optional): _____

Date: _____ Sex: ☐ Male ☐ Female Age of customer: _____ Age: _____

IDENTIFIED SERVICE

- ☐ Administrative Office ☐ Property ☐ Grade 1
☐ Records Office ☐ Learning Resources ☐ Grade 2
☐ Technology Office ☐ Grades ☐ Grade 3
☐ Library ☐ Grade 1 ☐ Alternative Learning System (ALS)
☐ Clinic ☐ Grade 2 ☐ Reading Room
☐ Other ☐ Grade 3 ☐ Other _____

ISSUES RAISED

INSTRUCTIONS: Check Mark (✓) your answer for the Office's Charter (CC) questions. The Office's Charter is an official document that reflects the services of a government agency including its requirements, flow, and processing times among others.

Q1. Which of the following best describes your awareness of a CC?

- ☐ 1. I know what a CC is and use the office's CC.
☐ 2. I know what a CC is but I do not use the office's CC.
☐ 3. I heard of the CC only when I use the office's CC.

- ☐ 4. I heard from what a CC is and did not take one to the office.

Q2. If aware of CC (answered 1, 2 or 3), would you say that the CC of this office is?

- ☐ 1. Easy to use ☐ 2. Not visible at all
☐ 3. Somewhat easy to use ☐ 3. Not
☐ 4. Difficult to use

Q3. If aware of CC (answered 1, 2 or 3), how much of the CC helps you solve the problem?

- ☐ 1. Helps very much ☐ 4. Not at all
☐ 2. Somewhat helpful ☐ 3. Not

Additional Notes:

For Q1-Q3, please put a check mark (✓) on the column that best corresponds to your answer.

	Q1 (Q1-Q3)	Q2	Q3 (Q1-Q3)	Q4	Q5 (Q1-Q3)	Q6
Q1. I am confused with the concept of the CC.	1	2	3	4	5	6
Q2. I agree, a reasonable amount of time for the CC.						
Q3. The office follows the measure's requirements and steps based on the information provided.						
Q4. The steps (including payments) included in the CC are clear, easy to use, and simple.						
Q5. I agree, I would recommend the CC to my customer when the office is in a hurry.						
Q6. I am not completely aware of the CC for the measure.						
Q7. I agree, the office was able to provide a better service.						
Q8. I agree, the office was able to provide a better service.						
Q9. I agree, the office was able to provide a better service.						
Q10. I agree, the office was able to provide a better service.						
Q11. I agree, the office was able to provide a better service.						
Q12. I agree, the office was able to provide a better service.						
Q13. I agree, the office was able to provide a better service.						
Q14. I agree, the office was able to provide a better service.						
Q15. I agree, the office was able to provide a better service.						
Q16. I agree, the office was able to provide a better service.						
Q17. I agree, the office was able to provide a better service.						
Q18. I agree, the office was able to provide a better service.						
Q19. I agree, the office was able to provide a better service.						
Q20. I agree, the office was able to provide a better service.						

Suggestions on how we can further improve our services (Optional): _____

Client Address (Optional): _____



Address: Area 1, Brg. 175, Camarin, Caloocan City
 Telephone No.: (02) 2810-3790/3810-3790
 Email Address: 28103790@deped.gov.ph
 Website: www.depedcaloocan.com



Client Satisfaction Measurement