TANDANG SORA ELEMENTARY SCHOOL

CITIZEN'S CHARTER

2026 (1st Edition)

Brief History of the Tandang Sora Elementary School

Banlat Elementary School The first unit used was a Nipa House where the Grade I pupils were taught. Through the concerted effort of MRS. AGNES C. Estelita G.

The Tandang Sora Elementary School formerly known as Banlat Elementary School was organized by a group of civic-minded citizens headed by Mr. Benito Ramos, the late father of Dr. Remedios Abarry, retired Division Supervisor in HEKASI, sometimes in the 1970's in the Division of City Schools, Quezon City. The open space of Galler Heights Subdivision with a total land area of TWO

THOUSAND SIX HUNDRED and THIRTY – TWO (2,632) square meters was used as the school site. NETHERSCOTT and DR. REMEDIOS ABARRY the site was donated to the City Government of Quezon City through the Deed of Donation where the legal ownership was formalized and in 1974 when the school got its name Banlat Elementary School. However, in 1995 the school was renamed Tandang Sora Elementary School in honor of the great Melchora Aquino, a native and resident of this place. Through the years the school made its name towards academic excellence bringing home the bacon in the field of Science, English, and Mathematics. This was through the cooperative and concerted efforts of the department heads, master teachers and seventy-two (72) strong and dedicated teachers with the leadership of the school head. All of them contributed in one way or another in producing quality graduates in the Elementary curriculum. As the school continues to work on the holistic growth of the child, it trains and develops children with the love and interest in music and dancing. For the last seven years from SY 2002-2003 – 2009-2010 it remains undefeated in music and Rondalla, Drum and lyre and other competitions through the expertise of Mrs. Judith Caluya and other teachers helping hand to bring certificate and medals in the school, this Division. The sound and well-balance management of its current school head, FERLINDA B. RIGO, the school was chosen as one of the pilot schools of the division on the LEAP Program sponsored by the ATENEO De Manila, the Division of City schools, Quezon City, the National Institute of Education, The TEMASEK Foundation both based in Singapore. The program will soon be implemented in SY 2008-2009 and hope to be in three (3) years time aimed at improving quality of education specifically at Tandang Sora Elementary School and in Quezon City in general. The realization of a pilot school dream is on the hands of the seventy – nine (79) strong and motivated teachers of this school under the pragmatic and progressive leadership of FERLINDA B. RIGO, the present school administrators in the past from 1975 to present are the following, who provided their expertise in the present status of the school now.

I. Mandate

Tandang Sora Elementary School, as a public elementary school under the Department of Education (DepEd), is mandated to provide accessible, quality, inclusive, equitable, and relevant basic education to learners from Kindergarten to Grade 6, in accordance with Republic Act No. 9155, or the Governance of Basic Education Act of 2001, and other applicable DepEd policies and standards.

The school implements a learner-centered curriculum and responsive programs that promote holistic development, foundational literacy and numeracy, academic excellence, values formation, creativity, critical thinking, and life skills. Through effective teaching, learner support, continuous professional development, evidence-based practices, and strong stakeholder partnerships, the school strives to ensure that every learner learns, grows, reaches their full potential, and becomes a responsible, competent, resilient, and productive citizen.

II. Vision

Tandang Sora Elementary School is all set to mold the school children with the proper values, knowledge and skills out of the basic curriculum.

III. Mission

Tandang Sora Elementary School is a friendly school reaching out to the community, especially to those who have less in life, in an effort to facilitate a positive transformation and lifelong learning through effective education The

IV. Service Pledge

Tandang Sora Elementary School is committed to providing quality, accessible, inclusive, equitable, and learner-centered education to all Kindergarten to Grade 6 learners through:

- Proactive and responsive school leadership
- Shared governance and meaningful stakeholder participation
- Evidence-based policies, programs, and interventions
- Relevant, responsive, and learner-centered curriculum implementation
- Competent, committed, and continuously developing teaching and non-teaching personnel
- Safe, inclusive, child-friendly, and enabling learning environments
- Responsive learner support, assessment, and intervention services
- Strong partnerships with parents, stakeholders, and the community

The school upholds integrity, professionalism, accountability, transparency, and service excellence in delivering quality basic education. Guided by DepEd policies and standards, Tandang Sora Elementary School commits to responding promptly to stakeholder needs, continuously improving its services, and ensuring the holistic development and success of every learner.

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TANDANG SORA ELEMENTARY SCHOOL

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SCHOOLS

EXTERNAL SERVICES

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

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 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:	Administrative/Personnel Office
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 (CS Form No. 212 Revised 2025) with Work Experience Sheet	Civil Service Commission
Valid and updated PRC License	Philippine Regulatory Commission
Certificate of Eligibility/Report 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 with CAV, if applicable	Last school attended
Certificate of training/s, if applicable	Training provider/s
Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable	Previous/Current Employer
Proof of Residency (e.g. Voter's ID)	COMELEC/Barangay
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. 7, 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**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the complete requirements provided by the School	1.1 Acknowledge receipt of email and download submitted documents	None	15 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 Print 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, 35 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:	Administrative/Personnel Office
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/certified true copy and one (1) photocopy of each requirement.	
Letter of Intent addressed to the Head of School	Client
Duly accomplished Personal Data Sheet (CS Form No. 212 Revised 2025) with Work Experience Sheet	Civil Service Commission
Valid and updated PRC License	Philippine Regulatory Commission
Certificate of Eligibility/Report 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 training/s, if applicable	Training provider/s
Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable	Previous/Current Employer
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: iii. 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 iv. 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 receiving copy	None	5 minutes	Administrative Aide / Administrative Officer II/ School Head
	1.2 Check documents for completeness, accuracy, veracity and authenticity and fill out checklist of requirements *Note: In case of lacking documents, inform applicants of the lacking documents needed, and to submit before the deadline.*	None	30 minutes	Administrative Officer II/ School Head
	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, 20 minutes**	

**Note: The documents will be forwarded to the Division Sub-Selection Committee in 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:	Administrative/Personnel Office/ Registrars Office
Classification:	Simple
Type of Transaction:	G2C (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	WHERE TO SECURE
Standard Requirement	
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: • 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	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

	1.2 Inform the parent on taking the ECD Checklist *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.*	None	5 minutes	Kindergarten Teacher
2. Take the ECD Checklist	2.1 Administer the ECD Checklist to the child	None	3 hours	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, 35 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 (LRC) 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 or Division:	School Library/Administrative/Personnel Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Learners, Parents, Guardians, Teachers, and Non-Teaching Personnel
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Library Card – One (1) original copy	School Library
Valid Identification Card, which may include, but is not limited to, the following: • Student ID • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID	Client

• 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 Teacher/ Library In-Charge/Property Clerk
2. Fill-out Library Card and present it to the Librarian	2.1 Receive and check the Library Card	None	3 minutes	Librarian Teacher/ Library In-Charge/Property Clerk
	2.2 Check card catalogue for the requested Learning Material	None	7 minutes	Librarian /Teacher/ Library In-Charge/Property Clerk
	2.3 Provide Client with the Borrower's Card	None	2 minutes	Librarian Teacher/ Library In-Charge/Property Clerk
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 Teacher/ Library In-Charge/Property Clerk
	3.2 Provide Client with reminders on the rules on the use/return of the Learning Material	None	3 minutes	Librarian Teacher/ Library In-Charge/Property Clerk
	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:	School Library/Administrative/Personnel Office
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 parents/authorized representative affix their signature	None	7 minutes	Class Adviser / Teacher-in-Charge/ Property Clerk
	1.2 Release the modules to the client and provide necessary reminders (e.g. schedule of return/submit SLM)	None	15 minutes	Class Adviser / Teacher-in-Charge/ Property Clerk
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/ Property Clerk
	2.2 Record the name of the Learner in the attendance logbook and ensure that the parents/authorized representative affix their signature	None	7 minutes	Class Adviser / Teacher-in-Charge/ Property Clerk
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/ Property Clerk
	TOTAL:	**None**	**44 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:	Schools Registrar Office
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 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. 15, 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: • 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	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 (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 • 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	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

Balik-Aral Learner (Any Grade Level) Balik Aral Learner Eligibility Standards from DepEd Order No. 17, s. 2025: ● 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 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
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): ● 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. 2025: ● 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	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 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
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: ● 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	Client
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. 2025: ● BLP Completer/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 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	
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
***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 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 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	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 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 ● 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	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	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 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
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: ● 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	Client

● 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	
SF9 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 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 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
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: ● 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	Client

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/s / Administrative Assistant II
	1.2 Provide Client with the status of enrollment	None	5 minutes	Registrar/s / Administrative Assistant II
	1.3 Endorse list of enrollees to Records/ Registrar of Incoming Kindergarten/ Grade 1 / Grade 7 / Grade	None	5 minutes	Registrar/s / Administrative Assistant II

	11 / Balik-Aral / Transferees/ SNED			
	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:	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) 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. 15, 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: ● 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 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 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	
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 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	
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. 2025: ● 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	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 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	
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): ● 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
Balik-Aral Learner (Any Grade Level) Balik-Aral Learner Eligibility Standards from DepEd Order No. 17, s. 2025: ● 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 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 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. 2025: ● 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	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 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	
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 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: ● 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	Client

- 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. 2025: ● BLP Completer/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 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/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. 2025: ● Completer of Elementary Education ● PEPT Passer ● A&E 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 A&E Elementary Certification may provide any of the following: ● A&E 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. 2025: ● Completer of Junior High School Education ● PEPT Passer ● A&E 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 A&E Junior High School Certification may provide any of the following: ● A&E 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 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	
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 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	
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: ● 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	Client

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: ● 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	Client
SF9 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 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 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 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: ● 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	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: ● Philippine Identification System (Philsys) ID/ePhilID ● 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/ePhilID ● 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 BEEF	1.1 Check the completeness of information in the BEEF and other relevant requirements	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 an*	None	15 minutes	School Enrollment Focal Person

	Affidavit of Undertaking.			
	2.2 Provide Client status of enrollment	None	10 minutes	Teacher / Adviser
	2.3 Endorse list of enrollees to Records/ Registrar of Incoming Kindergarten/ Grade 1 / Grade 7 / Grade 11 / Balik-Aral / 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 requirements	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 Affidavit of Undertaking.*	None	15 minutes	School Enrollment Focal Person
	2.2 Endorse Client to the SNED Teacher, Designated Guidance Counselor and Principal for further Interview 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 (AF2) 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

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 level	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**	**40 minutes**	
TOTAL (SNED Learners):		**None**	**1 hour, 50 minutes**	
TOTAL (ALS – Elem and JHS):		**None**	**1 day, 3 hours**	

8. 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:	School Administrative/Personnel Office			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
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**	**30 minutes**	

9. 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:	Schools Registrar Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Past learners / Alumnae / Alumnus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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/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 ● Barangay ID	Clilent

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	Registrar/s / Administrative Assistant II

	Note: Inform Client that s/he will be notified once the requested document is complete.			
	1.2 Search for the academic school records as requested by the client (SF9 or SF10 whichever is available)	None	40 minutes	Registrar/s / Administrative Assistant II
	1.3 Check and validate the information in the Request letter and the available school records	None	5 minutes	Registrar/s / Administrative Assistant II
	1.4 Prepare certified learner's academic records (SF9 and SF10) and submit to School Head for signature	None	3 hours	Registrar/s / Administrative Assistant II
	1.5 Sign certified learner's academic records (SF9 and SF10) and forward to records officer for release	None	3 minutes	School Head
	1.6 Inform Client on the availability of the requested document	None	3 minutes	Registrar/s / Administrative Assistant II
2. Claim the requested document	2.1 Release the certified learner's academic records (SF9 and SF10) to the client	None	3 minutes	Registrar/s / Administrative Assistant II
	TOTAL:	**None**	**3 hours, 59 minutes**	

10. 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. 048, s. 2017.

Office or Division:	Schools Registrar Office
Classification:	Simple
Type of Transaction:	G2C (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 *Note: The birth certificate is for validation purposes only*	Philippine Statistics Authority (PSA)
Passport – one (1) photocopy of the bio page *Note: The passport is for validation purposes only*	Department of Foreign Affairs
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 employer/s – 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 employer/s – 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 CAV Form 1 to client	None	15 minutes	Registrar/s / Administrative Assistant II
2. Fill out CAV 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/s / Administrative Assistant II
	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*	None	30 minutes	Registrar/s / Administrative Assistant II

	request for a correction of school entries.			
	2.3 Photocopy the ASR and Diploma in two copies and stamp with "Certified True Copy"	None	20 minutes	Registrar/s / Administrative Assistant II
	2.4 Prepare transmittal letter and certification of graduation in two copies	None	30 Minutes	Registrar/s / Administrative Assistant II
	2.5 Forward the ASR with transmittal and certification of graduation to the School Head for signature	None	15 minutes	Registrar/s / Administrative Assistant II
	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/s / Administrative Assistant II
	2.8 Release the documents and inform the client to bring it to the Regional Office for CAV.	None	10 minutes	Registrar/s / Administrative Assistant II
3. Claim 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/s / Administrative Assistant II
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	15 minutes	Registrar/s / Administrative Assistant II
2. Fill out CAV Form 1 and submit	2.1 Receive the filled out form and search	None	2 hours	Registrar/s / Administrative Assistant II

to School Principal's Office	for the academic school record (ASR)			
	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/s / Administrative Assistant II
	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/s / Administrative Assistant II
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 Registrar Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Past learners / Alumnae / Alumnus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
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 (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	Registrar/s / Administrative Assistant II

	1.2 Prepare the reconstructed diploma submit to School Head for signature	None	2 days	Registrar/s / Administrative Assistant II
	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	Registrar/s / Administrative Assistant II
2. Claim the requested document	2.1 Release the requested document to the client	None	5 minutes	Registrar/s / Administrative Assistant II
	TOTAL:	**None**	**2 days, 23 minutes**	

12. Issuance of School Form 10 – Elementary

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 Registrar Office
Classification:	Complex
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen)
Who may 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/ Administrative Assistant II

	1.2 Prepare a Transmittal, along with the SF 10 and forward to the School Head for signing	None	3 days	Registrar/s / Administrative Assistant II
	1.3 Sign the Transmittal and SF 10, then return to the School Registrar for release	None	1 hour	School Head
	1.4 Process and send the SF 10 to the receiving school by hand or through a third-party courier. *Note: Client may track the status of delivery provided by the third-party courier.*	None	1 day	Registrar/s / Administrative Assistant II

13. 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:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Learners and/or Parents/Guardians

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Letter Request signed by the Parents/ Guardians stating the request for SF9 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/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 • 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: Inform Client that s/he will be notified once the requested document is complete.*	None	5 minutes	Registrar/s / Administrative Assistant II
	1.2 Verify with the Class Adviser the correctness of the information stated in the Request Letter	None	10 minutes	Registrar/s / Administrative Assistant II
	1.3 Prepare the School Form 9 and forward to the Class Adviser for signature	None	10 minutes	Registrar/s / Administrative Assistant II
	1.4 Affix signature on the School Form 9, and forward to the School Head for signature	None	15 minutes	Class Adviser
	1.5 Sign the School Form 9, and forward to records custodian for release	None	10 minutes	School Head
	1.6 Inform Client on the availability of the requested document	None	3 minutes	Registrar/s / Administrative Assistant II

	2.1 Release the signed SF 9 to the Client	None	3 minutes	Registrar/s / Administrative Assistant II
	2.2 Record in the School log book the name of the Client and learner and the type of document issued by the school (SF 9). Note: Ensure that the client affixes his/her signature in the log book.	None	3 minutes	Registrar/s / Administrative Assistant II
For Good Moral Certificate and Certificate of Employment				
1. Submit required documents	1.1 Receive and check the submitted requirements for completion *Note: Inform Client that s/he will be notified once the requested document is complete.*	None	5 minutes	Registrar/s / Administrative Assistant II
	1.2 Verify with the Teacher Adviser and/or Guidance Counsellor the correctness of the information stated in the Request Letter	None	10 minutes	Registrar/s / Administrative Assistant II
	1.3 Prepare the requested document, and forward to the School Head for signature	None	10 minutes	Designated Guidance Counsellor/ Registrar/s / Administrative Assistant II
	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	Registrar/s / Administrative Assistant II
	1.6 Inform Client on the availability of the requested document	None	3 minutes	Registrar/s / Administrative Assistant II
	2.1 Release the signed and sealed document to the Client	None	3 minutes	Registrar/s / Administrative Assistant II

	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	Registrar/s / Administrative Assistant II
TOTAL (School Form 9):		**None**	**59 minutes**	
TOTAL (Good Moral Certificate and/or Certificate of Enrollment:		**None**	**54 minutes**	

14. 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 account/s.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	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 tracker/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. *Note: For complex concerns that need the discretion and/or technical knowledge of the school head or higher office(s), 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.*	None	15 minutes	School Public Assistance Coordinator
	TOTAL:	**None**	**20 minutes**	

15. 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 Guidance Advocate			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
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 owner).	None	15 minutes	School Information Coordinator (SIC)/ Guidance Counselor/ Advocate
	TOTAL:	**None**	**1 hour**	

16. 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 Administrative Office
Classification:	Simple
Type of Transaction:	G2C (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	
Requisition 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 requisition slip	1.1 Check the request and retrieve the Client's latest payslip	None	30 minutes	Administrative Officer II
	1.2 Prepare the requested document for signature	None	20 minutes	Administrative Officer II
	1.3 Sign the document	None	10 minutes	School Head
	1.4 Release the document to the Client	None	5 minutes	Administrative Officer II
2. Sign the logbook upon the receipt of the document	2.1 Check the entries on the logbook	None	5 minutes	Administrative Officer II
	TOTAL:	**None**	**1 hour, 10 minutes**	

17. 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 CSC examinations, board exam review, or coop membership meetings.

This service charter outlines the procedures for requests received directly from clients and not through the Regional Office or the Schools Division Office.

Office or Division:	Schools Administrative Office
Classification:	Complex
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Letter Request – Two (2) original copies	Client
Request/Checklist 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 II / Admin Aide, School
	1.2 Receive the Request Letter and stamp "RECEIVED"	None	2 minutes	Administrative Officer II, School
	1.3 Provide Client the Request/Checklist Form	None	1 minute	Administrative Officer II, School
2. Accomplish Request/Checklist Form for reservation	2.1 Receive Form, and check for completion *Note: Inform Client that s/he will be notified once the result of request is available*	None	5 minutes	Administrative Assistant II, School
	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

	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 Reviews Endorsement from School and prepares 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**	

SCHOOLS

INTERNAL SERVICES

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 Administrative Office
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 concurred by theimmediate supervisor - 1 original	Teaching Personnel - SO for Service Credits Non-teaching - CTO Credits
2. Duly signed DTR/Biometric Report ofAttendance (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: 5. Certificate of Attendance (*for BrigadaEskwela*)	School Head
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	Administrative Officer II/Admin Assistant II/ Aide
	1.2 Acknowledge client request and advise of next steps, i.e. request will be forwarded to the SDO and SDO will provide document toschool. School will inform the client when the document is available forrelease.	None	15 minutes	Administrative Officer II/Admin Assistant II/ Aide
	1.3 Log and collate requests for SDO, prepare transmittal letter to be signed by the school head	None	1 day	Administrative Officer II/Admin Assistant

				II/ Aide
	1.4 Sign the transmittal letter	None	5 minutes	School head
	1.5 Forward the collated requests to SDO	None	once aweek	Administrative Officer II /Admin Assistant/Aide
	1.6 Follow-up statusof request with SDO	None	2 days after submission	Administrative Officer II /Admin Assistant/Aide
	1.7 Upon advice of SDO, pick-up requested documents	None	once aweek	Administrative Officer II/Admin Assistant II/ Aide
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	Administrative Officer II/Admin Assistant II/ Aide
	TOTAL:	**None**	**1 day, 40 minutes**	

2. Laboratory and School Inventory

Schools are required to properly account its school buildings and facilities such as offices, 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 Administrative Offiice			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	LGU, 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 InventoryForm (NSBIF)		School Property Custodian/ SupplyOfficer/Teacher-In-Charge		
CLIENT STEPS	**AGENCY ACTION**	**FEES TOBE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Request the conduct of inventory	1.1 Gather data on inventory from class advisers, laboratory custodian, etc. at theend of each school year or as needed	None	2 days	Class Advisers/ Property custodian / Physical Facility Coordinator
	1.2 Consolidate school inventory andsubmit 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 toSDO 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 gap/s 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 orDivision:	Schools Administrative Office			
Classification:	Simple			
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		HR/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 TOBE PAID**	**PROCESSIN GTIME**	**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	
	2.2 Conduct Monitoring and Evaluation	None	30 minutes	
	TOTAL:	**None**	**2 days, 3 hours, 35minutes**	

4. Application for Leave of Absence (Sick, Vacation, Maternity, Travel Abroad), Resignation, Retirement, ERF, Permit to Study and Reinstatement

Office or Division:	Administrative/Personnel Office
Classification:	Complex **Duration:** Maximum of 3 to 5 working days
Type of Transaction:	Government to Government (G2G)
Schedule of availability of Service:	Monday-Friday 8:00am-5:00pm No noon break
Who may avail:	All Teaching and Non-Teaching Personnel of Tandang Sora Elementary School

CHECKLIST OF REQUIREMENTS		**SECURE**	**PERSON RESPONSIBLE**
PERMIT TO STUDY:			Administrative Officer II/Admin Assistant II/ Aide
1. Letter of Intent		2 cps.	
2. Indorsement from the school		3 cps.	
3. Duly Accomplished Application for Dean/Registrar's Signature of the school where you are going to enroll		4 original cps.	
4. Certified True Xerox Copy of Prospectus/			
5. Explanation Letter (for those who are		2 copy	
		4 original cps.	
ERF:			Administrative Officer II/Admin Assistant II/ Aide
1. Indorsement from the School Department	-	4 cps.	
2. Duly Accomplished Sworn Statement Form with 1 doc. Stamp)	-	4 original cps.	
3. Duly Accomplished ERF Form	-	6 original cps.	
4. Latest Performance Rating	-	2 cps. (orig or xerox)	
(Justification for Outstanding)	-	4 copies	
6. Renewed PRC License	-	2 xerox cps.	
7. Permit to Study	-	1 original copy and 1 xerox copy	
8. Transcript of Records (Basic and Masteral)	-	1 original copy and 1 xerox copy	
9. Service Record	-	2 original cps.	
10. Latest Payslip	-	2 xerox cps.	
11. Latest Appointment	-	2 xerox cps.	
12. Trainings/ Certificates	-	1 xerox copy	
13. Explanation Letter (If no permit to study)	-	4 original cps.	
SICK LEAVE: **One Day**			Administrative Officer II/Admin Assistant II/ Aide
1. Form 6		1 cp	
2. **Explanation Letter**		1 cp	

Department 1. Indorsement from the School - 4 cps. 2. Letter from the teacher concerned - 4 original cps. 3. Form 6 - 4 cps. / 4. D.O. Clearance - 4 cps. 5. Teachers Clearance - 4 cps. 6. Last Day of Service - 4 cps. 7. Medical Form 41(with 1 doc. stamp) - 4 cps. / 1 cp with Letter (5 days) 8. Leave Card - 2 xerox cps.	

RETURN TO DUTY FROM SICK LEAVE: 1. Indorsement from the School Department - 4 cps. 2. Letter from the teacher concerned - 4 original cps. 3. First Day of Service - 4 cps. 4. X-Ray Results - 4 xerox cps. 5. Urinalysis - 4 xerox cps. 6. Medical Certificate from Private/ Personal - 2 xerox cps 7. Medical Form 86 (Noted by DO Doctor) and 3 xerox cps. - 1 original	Administrative Officer II/Admin Assistant II/ Aide
MATERNITY LEAVE: 1. Indorsement from the School Department - 4 cps. 2. Letter from the teacher concerned 4 cps. 3. Form 6 4 cps. 4. D.O. Clearance 4 cps. 5. Teachers Clearance 4 cps. 6. Last Day of Service 4 cps. 7. Medical Form 41 (with 1 doc. stamp) 4 cps. 8. Leave Card 2 xerox cps. 9. Explanation Letter (for late filing only) 4 original cps.	Administrative Officer II/Admin Assistant II/ Aide
RETURN TO DUTY FOR MATERNITY LEAVE: 1. Indorsement from the School Department -4 cps. 2. Letter from the teacher concerned -4 original cps. 3. First Day of Service -4 cps. 4. X-Ray Results -4 xerox cps. 5. Urinalysis -4 xerox cps. 6. Medical Form 86 1 original and (Noted by DO Doctor) 3 xerox cps. 7. Birth Certificate of Child with Registry No .-4 xerox cps. 8. Hispathological Report (if miscarriage) - 4 xerox cps.	Administrative Officer II/Admin Assistant II/ Aide

VACATION LEAVE: 1. Indorsement from the School Department 2. Letter from the teacher concerned 3. Form 6 4. D.O. Clearance 5. Teachers Clearance 6. Last Day of Service 7. Leave Card	 -4 cps. -4 original cps -4 cps. -4 cps. -4 cps. -4 cps. -2 xerox cps.	Administrative Officer II/Admin Assistant II/ Aide
RETURN TO DUTY FROM VACATION LEAVE: 1. Indorsement from the School Department 2. Letter from the teacher concerned 3. First Day of Service	 -4 cps. -4 original cps. -4 cps.	Administrative Officer II/Admin Assistant II/ Aide
TRAVEL ABROAD (VACATION LEAVE): 1. Indorsement from the School 2. Letter from the teacher concerned Department 3. Form 6 4. D.O. Clearance 5. Administrative Clearance 6. Teachers Clearance 7. Last Day of Service 8. Invitation (if official) 9. Certification of Expected Date of Departure 10. Certification of Bonafide Employee 11. Service Record 12. Certificate of Employment and Compensation 13. Leave Card 14. Teacher's Profile	 -4 cps. -4 original cps. -4 cps. -4 cps. -4 cps. -4 cps. -4 cps. -2 cps. -4 cps. -4 cps. -4 cps. -4 cps. -2 xerox cps. -2 cps.	Administrative Officer II/Admin Assistant II/ Aide
RESIGNATION 1. Indorsement from the School Department 2. Resignation Letter 3. . Administrative Clearance 4. . Last Day of Service 5. . Teachers' Clearance 6. . D.O. Clearance 7. . Assets and Liabilities 8. . Latest Performance Rating 9. . Latest Pay Slip 10. Latest Performance Rating 11. Service Record 12. Leave Card	 4 cps. 4 original cps. 4 cps. 4 cps. 4 cps. 4 cps. 4 cps, 4 cps. 4 cps. 4 cps. 4 cps. 2 xerox cps.	Administrative Officer II/Admin Assistant II/ Aide

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/TSES (onsite) or in the "Contact Us" tab in the RO/SDO/TSES website (online).

	Central Office	**Regional Office**	**Schools Division Office**	**Tandang Sora Elementary School**
How to send feedback	Walk-in: Fill out the Walk-in Client Form at the Public Assistance Action Center (PAAC)	Walk-in: Visit the (PAU or RPAC) to record your feedback.	Walk-in: Visit the if OSDS or DPAC) to record your feedback.	Walk-in: Visit the Administrative to record your feedback.
	Online: Email the PAAC at depedactioncenter @ deped.gov.ph	Online: Email ncr@deped.gov.ph pau.ncr@deped. gov.ph.	Online: Email **sdo.quezoncity @ deped.gov.ph.** helpdesk@ quezoncity.gov.ph	Online: Email **136515@deped.gov.ph**
	Phone: Call the PAAC at (+63 2) 8636-1663 | 8633-1942	Phone: Call the ((02) 8522-9412	Phone: Call the 122 (02) 8538-6900	**Call the 7-002-97-19**
	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 0927-405-7248	N/A	SMS: Send a text message **09462078371**
How feedback is processed	For feedback coursed through PAAC: Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be communicated by the concerned office/s directly to	For feedback coursed through PAU Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be	For feedback coursed through DPAC: Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be communicated	For feedback coursed through TSES Adminstrative Office : Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be communicated by

	client, CC: PAAC.	communicated by the concerned office/s directly to client, CC: PAAC.	by the concerned office/s directly to client, CC: PAAC.	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*	*For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly*

How to file a complaint	Walk-in: Fill out the Walk-in Client Form at the PAAC.	Walk-in: Visit the PAU of office in RO in charge of receiving complaints) for assistance.	Walk-in: Visit the Help Desk and Public Assistance area of office in SDO in charge of receiving complaints for assistance.	Walk-in: Visit the Administrative Office in charge of receiving complaints for assistance.
	Online: Email the PAAC at depedactioncenter @ deped.gov.ph	Online: Email ncr@deped.gov.ph pau.ncr@deped. gov.ph.	Online: Email **sdo.quezoncity @ deped.gov.ph**. helpdesk@ quezoncity.gov.ph	Online: Email **136515@deped.gov.ph**
	Phone: Call the PAAC at (+63 2) 8636-1663 | 8633-1942	Phone: Call the ((02) 8522-9412	Phone: Call the 122 (02) 8538-6900	**Call the 7-002-97-19**
	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 0927-405-7248	N/A	SMS: Send a text message **09462078371**
	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 0969-257-7242 or 0928-690-4080 | Email complaints@arta.gov.ph Civil Service Commission-Contact Center ng Bayan (CSC-CCB): Call 1-6565 | Text 0908-881-6565 | Visit https://contactcenterngbayan.gov.ph/contact-us

CONTACT INFORMATION

Tandang SoraElementary School
#10 Galler St., Tandang Sora , Quezon City

Office Hours:
Monday–Friday
8:00 AM – 5:00 PM

School Head:
Dr. Josefina A. Almarez

Division Office:
Schools Division Office – Quezon City

Civil Service Commission:
8888 Citizens' Complaint Hotline

ARTA Complaints:
Anti-Red Tape Authority

CLIENT FEEDBACK FORM

Rate the service you received.

Criteria	Excellent	Very Satisfactory	Satisfactory	Needs Improvement
Courtesy	☐	☐	☐	☐
Processing Time	☐	☐	☐	☐
Efficiency	☐	☐	☐	☐
Transparency	☐	☐	☐	☐
Overall Satisfaction	☐	☐	☐	☐

Comments/Suggestions:

_____
_____
_____
_____
_____

Control No: ___

(On-Site Version)

ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION
MEASUREMENT FORM
PSA Approval No.: ARTA-2242-3
Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)

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

Region of residence: _____ Service Availed: _____

INSTRUCTIONS: **Check mark (☐)** your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?
- ☐ 1. I know what a CC is and I saw this office's CC.
- ☐ 2. I know what a CC is but I did NOT see this office's CC.
- ☐ 3. I learned of the CC only when I saw this office's CC.
- ☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was …?
- ☐ 1. Easy to see
- ☐ 2. Somewhat easy to see
- ☐ 3. Difficult to see
- ☐ 4. Not visible at all
- ☐ 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- ☐ 1. Helped very much
- ☐ 2. Somewhat helped
- ☐ 3. Did not help
- ☐ 4. N/A

INSTRUCTIONS:
For SQD 0-8, please put a **check mark (☐)** on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "*walang palakasan*", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

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

_____

_____

Email address (optional): _____

THANK YOU!