



**Bagong Silang  
High School**



# **CITIZENS CHARTER HANDBOOK**

**2026 (1<sup>st</sup> Edition)**



## I. Brief History of the Philippine Education System

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

Table 1. Evolution of the Official Name of Department of Education and Its Titular Head

Year	Official Name of Department	Office Titular Head	Legal Bases
1898	Department of Secretaryship of Police and Internal Peace and Order, Justice, Education and Hygiene	Department Secretary	Decree of June 23, 1898 of President Emilio Aguinaldo
1901 – 1916	Department of Public Instruction	General Superintendent	Act. No. 74 of the Philippine Commission, Jan. 21, 1901
1916 – 1942	Department of Public Instruction	Secretary	Organic Act Law of 1916 (Jones Law)
1942 – 1944	Department of Education, Health and Public Welfare	Commissioner	Renamed by the Japanese Executive Commission, June 11, 1942
1944	Department of Education, Health and Public Welfare	Minister	Renamed by the Japanese-Sponsored Philippine Republic
1944	Department of Public Instruction	Secretary	Renamed by Japanese-Sponsored Philippine Republic
1945 – 1946	Department of Public Instruction and Information	Secretary	Renamed by the Commonwealth Government
1946 – 1947	Department of Instruction	Secretary	Renamed by the Commonwealth Government
1947 – 1975	Department of Education	Secretary	E.O. No. 94 October 1947 (Reorganization Act of 1947)
1975 – 1978	Department of Education and Culture	Secretary	Proc. No. 1081, September 24, 1972
1978 – 1984	Ministry of Education and Culture	Minister	P.D. No. 1397, June 2, 1978
1984 – 1986	Ministry of Education, Culture and Sports	Minister	Education Act of 1982
1987 – 1994	Department of Education, Culture and Sports	Secretary	E.O. No. 117. January 30, 1987
1994 –	Department of	Secretary	RA 7722 and RA 7796,

2001	Education, Culture and Sports		1994 Trifocalization of Education Management
2001 – Present	Department of Education	Secretary	RA 9155, August 2001 (Governance of Basic Education Act)

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

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

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

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

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

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

## **II. Mandate**

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

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

## **III. Vision**

We dream of Filipinos who passionately love their country and whose values and competencies enable them to realize their full potential and contribute meaningfully to nation building.

As a learner-centered public institution, the Department of Education continuously improves itself to better serve its stakeholders.

## **IV. Mission**

To protect and promote the right of every Filipino to quality, equitable, culture-based, and complete basic education, where:

- a. Students learn in a child-friendly, gender-sensitive, safe, and motivating environment. Teachers facilitate learning and constantly nurture every learner.
- b. Administrators and staff, as stewards of the institution, ensure an enabling and supportive environment for effective learning to happen.
- c. Family, community, and other stakeholders are actively engaged and share responsibility for developing life-long learners.

## **V. Service Pledge**

The Department of Education is committed to providing learners with quality basic education that is accessible, inclusive, and liberating through:

- Proactive leadership
- Shared governance
- Evidence-based policies, standards, and programs



- A responsive and relevant curriculum
- Highly competent and committed officials, and teaching and non-teaching personnel
- An enabling learning environment

The Department upholds the highest standards of conduct and performance to fulfill stakeholders' needs and expectations by adhering to constitutional mandates, statutory, and regulatory requirements, and sustains client satisfaction.

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## 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.

<b>Office or Division:</b>	Assistant School Principal
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2G (Government to Government)
<b>Who may avail:</b>	Teacher-Applicant
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Standard Requirements</b>	
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’s provider
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:	Annex C of DepEd Order No. 7, s. 2023 p.100



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.				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit the complete requirements	1.1 Receive documents and stamp "RECEIVED" and provide receiving copy	None	5 minutes	Assistant School Principal
	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	Assistant School Principal
	1.3 Forward the documents with the checklist of requirements to the School Head for signature	None	10 minutes	Assistant School Principal
	1.4 Sign the checklist of requirements	None	30 minutes	School Head
	1.5 Inform applicant of next steps*	None	5 minutes	Assistant School Principal
<b>TOTAL</b>		<b>None</b>	<b>1 hour, 20 minutes</b>	

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

## Borrowing of Learning Materials from the School Library / Learning Resource Center and Utilization of E-Library

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.

<b>Office or Division:</b>	Schools Division Office – Caloocan Bagong Silang High School			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Learners, Parents, Guardians, Teachers, and Non- Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Library Card – One (1) original copy		School Library		
Valid Identification Card, which may include, but is not limited to, the following: <ul style="list-style-type: none"> <li>• Student ID</li> <li>• Philippine ID</li> <li>• Passport</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Postal ID</li> </ul>		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to the logbook	1.1 Check entries in the logbook for completeness	None	2 minutes	Librarian / Designated School Librarian
2. Fill-out Library Card and present it to the Librarian	2.1 Receive and check the Library Card	None	3 minutes	Librarian / Designated School Librarian
	2.2 Check for the requested Learning Material	None	7 minutes	Librarian / Designated School Librarian
	2.3 Provide Client with the Borrower's Card	None	2 minutes	Librarian / Designated School Librarian
3.Fill-out Borrower's Card	3.1 Check Borrower's Card and clip it with the Library Card, then	None	3 minutes	Librarian / Designated School Librarian

	issue the Learning Material			
	3.2 Provide Client with reminders on the rules on the use/return of the Learning Material	None	3 minutes	Librarian / Designated School Librarian
<b>TOTAL:</b>		None	20 minutes	
<b>UTILIZATION OF E-LIBRARY</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to the logbook counter/Present Library Card	1.1 Check entries in the logbook for completeness 1.2 Receive and check the Library Card	None	2 minutes	Librarian / Designated School Librarian
2. Proceed to the computer terminal	2.1 Library personnel assist the researchers for online database access  2.1.1 Register client to the different learning resource portals  <ul style="list-style-type: none"> <li>▪ STARBOOKS</li> <li>▪ <a href="https://lrmds.deped.gov.ph">https://lrmds.deped.gov.ph</a></li> <li>▪ <a href="https://portal.depedncrlrms.com">https://portal.depedncrlrms.com</a>,</li> <li>▪ <a href="https://lrcalocan.wixsite.com/portal">https://lrcalocan.wixsite.com/portal</a></li> </ul>	None	7 minutes	Librarian / Designated School Librarian
	2.2 Check for the Learning Material/Educational-related material	None	2 minutes	Librarian / Designated School Librarian
	2.3 If learning resources is available from the system, students are allowed to use the computer to	None	30 minutes – 1hour	Librarian/Designated School Librarian

	<p>search and study inside the library.</p> <p>2.4 Provide Client with reminders on the rules on using the computer carefully and searching educational materials only.</p>			
3.Log-out to the logbook counter/Claim library card	<p>3.1 Check if online database access is properly signed out.</p> <p>3.2 Check entries in the logbook for completeness</p> <p>3.3 Return the library card</p>	None	2 minutes	Librarian / Designated School Librarian
<b>TOTAL:</b>		None	30 minutes – 1 hour	

## SCHOOL LEARNING RESOURCES MANAGEMENT AND DEVELOPMENT SYSTEM (LRMDS)

The Learning Resources Management and Development System (LRMDS) is designed to support increased distribution and access to learning, teaching and professional development resources at the Region, Division and School/Cluster levels of DepED. (<https://lrmds.deped.gov.ph>)

The School Learning Resources Management and Development System (LRMDS) offers tools to facilitate access to high-quality teaching and learning resources. It provides users with access to digital resources and acts as a central intermediary for learning, teaching, and professional development materials in both digital and non-digital formats. Access to all services is through the school e-library following its existing policies and procedures.

<b>Office or Division:</b>	Schools			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen) Government to Government (G2G)			
<b>Who may avail:</b>	Learners, Parents, Guardians, Teachers, and Non- Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Library Card – One (1) original copy		School Library		
Valid Identification Card, which may include, but is not limited to, the following: <ul style="list-style-type: none"> <li>• Student ID</li> <li>• Philippine ID</li> <li>• Passport</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Postal ID</li> </ul>		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to the LRMDS or E-Library logbook	<ul style="list-style-type: none"> <li>▪ Check the school ID card to verify if a bonafide student</li> <li>▪ Check the ID card presented by parents and stakeholders, for record purposes</li> </ul>	None	2 minutes	LR Coordinator/ Librarian / Designated School Librarian
2. Access to Learning Resource Portal	<ul style="list-style-type: none"> <li>▪ Click the icon of STARBOOKS in the desktop.</li> <li>▪ Log-in using the register</li> </ul>	None	30 minutes to 1 hour	LR Coordinator/ Librarian / Designated School Librarian

	<p>username and password</p> <ul style="list-style-type: none"> <li>▪ Select grade level</li> <li>▪ Select the learning area</li> <li>▪ Select desired topic/lesson</li> <li>▪ Click to view and explore</li> <li>▪ Click the STARBOOKS feedback form</li> <li>▪ Click Log-out</li> </ul> <p>Note: The same process applies to access other learning management portals.</p> <p>DepEd LMS:  <a href="https://lrmds.deped.gov.ph/">https://lrmds.deped.gov.ph/</a>  NCR LMS:  <a href="https://portal.depedncrlrms.com/">https://portal.depedncrlrms.com/</a>  SDO-Calocan  <a href="https://lrcalocan.wixsite.com/portal">https://lrcalocan.wixsite.com/portal</a></p>			
3. Generate Feedback	<ul style="list-style-type: none"> <li>▪ Accomplish the CSM survey form</li> <li>▪ Sign-out from the logbook</li> </ul>	None	2-3 minutes	LR Coordinator/ Librarian / Designated School Librarian
<b>TOTAL:</b>		None	1 hour 5 minutes	



## 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.

<b>Office or Division:</b>	Bagong Silang High School	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Citizen (G2C)	
<b>Who may avail:</b>	Learners / Parents / Guardians	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Standard Requirements</b>		
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	
<b>For students from private school with remaining balance</b>		
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	
<b>For Grade 12 Enrollment Requirements (Continuing Learner)</b>		
Basic Education Enrollment Form (BEEF) – One (1) scanned copy (digital copy)	Downloadable from DepEd Order No. 17, s. 2025	
Grade 11 Report Card (SF9) / School Clearance, if required by the school	Previous Adviser / School Registrar	
Confirmation Slip – One (1) scanned copy (digital copy)	School	
For Balik-Aral Learner Balik Aral Learner Eligibility Standards from DepEd Order No. 17, s. 2025:		
<ul style="list-style-type: none"> <li>● Philippine Educational Placement Test (PEPT) Passer</li> <li>● Accreditation and Equivalency (A&amp;E) Passer</li> </ul>		
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: <ul style="list-style-type: none"> <li>● National ID – One (1) original copy for verification, and one (1) photocopy</li> <li>● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy</li> <li>● PhilHealth ID - One (1) original copy and one (1) photocopy</li> <li>● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy</li> <li>● PWD ID - One (1) original copy for verification, and one (1) photocopy</li> <li>● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex,</li> </ul>	Client	



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 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		
<b>For Grade 12 (Transferee from Other School)</b>				
Grade 11 Report Card (SF9) – One (1) original copy and one (1) photocopy		Previous School		
Certificate of Good Moral Character – One (1) original copy		Previous School		
PSA Birth Certificate – One (1) photocopy		Philippine Statistics Authority / Local Civil Registrar		
Basic Education Enrollment Form (BEEF) – One (1) original copy		Downloadable from DepEd Order No. 17, s. 2025		
Clearance / Honorable Dismissal (if required)		Previous School		
ALS / PEPT / A&E Documents (if applicable)		Previous School		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<b>For Regular Enrollment</b>				
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  <i>Note: If requirements are incomplete, tag as temporarily enrolled.</i>	None	1 hour	Registrar / Teacher-in-Charge / Adviser
	1.2 Provide Client with the status of enrollment	None	5 minutes	Registrar / Teacher-in-Charge / Adviser
	1.3 Endorse list of enrollees to Records/Registrar of Incoming Grade 12 / Balik-Aral / Transferees	None	5 minutes	Registrar / Teacher-in-Charge / Adviser
<b>TOTAL</b>		<b>None</b>	<b>1 hour and 10 minutes</b>	



## 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.

<b>Office or Division:</b>	Bagong Silang High School	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Citizen (G2C)	
<b>Who may avail:</b>	Learners / Parents / Guardians	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Standard Requirements</b>		
Basic Education Enrollment Form (BEEF) – One (1) scanned copy (digital copy)		School Enrollment Desk
Confirmation Slip – One (1) scanned copy (digital copy)		School
<b>For students from private school with remaining balance</b>		
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
<b>For Grade 12 Enrollment Requirements (Continuing Learner)</b>		
Basic Education Enrollment Form (BEEF) – One (1) scanned copy (digital copy)		School Enrollment Desk
Grade 11 Report Card (SF9) / School Clearance, if required by the school		Previous Adviser / School Registrar
Confirmation Slip – One (1) scanned copy (digital copy)		School
For Balik-Aral Learner Balik Aral Learner Eligibility Standards from DepEd Order No. 17, s. 2025:		
<ul style="list-style-type: none"> <li>● Philippine Educational Placement Test (PEPT) Passer</li> <li>● Accreditation and Equivalency (A&amp;E) Passer</li> </ul>		
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy		Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided:		Client
<ul style="list-style-type: none"> <li>● National ID – One (1) original copy for verification, and one (1) photocopy</li> <li>● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy</li> <li>● PhilHealth ID - One (1) original copy and one (1) photocopy</li> <li>● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy</li> <li>● PWD ID - One (1) original copy for verification, and one (1) photocopy</li> <li>● 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</li> </ul>		



- 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 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		
<b>For Grade 12 (Transferee from Other School)</b>				
Grade 11 Report Card (SF9) – One (1) original copy and one (1) photocopy		Previous School		
Certificate of Good Moral Character – One (1) original copy		Previous School		
PSA Birth Certificate – One (1) photocopy		Philippine Statistics Authority / Local Civil Registrar		
Basic Education Enrollment Form (BEEF) – One (1) original copy		School Enrollment Desk		
Clearance / Honorable Dismissal (if required)		Previous School		
ALS / PEPT / A&E Documents (if applicable)		Previous School		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<b>For Regular Enrollment</b>				
1. Fill-out the BEEF	1.1 Check the completeness of information in the BEEF and other relevant requirements	None	15 minutes	Registrar / Teacher-in-Charge / Adviser
2. Submit complete requirements	2.1 Receive and log complete requirements  <i>Note: If submitted requirements are deemed incomplete, tag as temporary enrolled and require Client to submit an Affidavit of Undertaking.</i>	None	15 minutes	Registrar / Teacher-in-Charge / Adviser
	2.2 Provide client status of enrollment	None	10 minutes	
	2.3 Endorse list of enrollees to Records / Registrar of Incoming Grade 12 / Balik-Aral / Transferees	None		
<b>TOTAL</b>		<b>None</b>	<b>40 minutes</b>	



## SCHOOL REGISTRAR CITIZEN'S CHARTER

The School Registrar's Office provides efficient and reliable services related to student enrollment, registration, academic records, and document processing. It ensures the accuracy, confidentiality, and safekeeping of student information while assisting learners, parents, faculty, and other stakeholders with their academic and administrative needs. The office is committed to delivering timely, organized, and student-centered services in support of the school's educational mission.

<b>Office or Division:</b>	Schools Division Office – Caloocan Bagong Silang High School
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B Government to Business G2C Government to Citizen G2G Government to Government
<b>Who may avail:</b>	Learners / Parents / Guardians
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<b>Standard Requirements</b>	
<b>For Correction of Name</b> 1. Personal Request 2. One (1) photocopy of the requesting person's valid ID (ID must have a signature) 3. PSA Birth Certificate ▪ Original ▪ 2 xerox copies 4. Diploma ▪ Original ▪ 2 xerox copies 5. CAV Form 1 6. Affidavit of discrepancy 7. Affidavit of two disinterested persons 8. If with representative, secure Special Power of Attorney (SPA) with ID	Applicant / Client
	Registrar Office
	Notary Public
<b>For Abroad</b> 1. Personal Request 2. One (1) photocopy of the requesting person's valid ID (ID must have signature) 3. PSA Birth Certificate ▪ Original ▪ 2 xerox copies 4. Diploma ▪ Original ▪ 2 xerox copies 5. CAV Form 1 6. If with representative, secure Special Power of Attorney (SPA) with ID	Applicant / Client
	Registrar Office
	Notary Public
<b>For Diploma</b> 1. Personal Request 2. One (1) photocopy of the requesting person's valid ID (ID must have a signature) 1. PSA Birth Certificate ▪ Original	Applicant / Client



<ul style="list-style-type: none"> <li>▪ 1 xerox copy</li> <li>2. Affidavit of loss</li> <li>3. If with representative, secure an authorization letter with ID.</li> </ul>		<hr/> <p style="text-align: center;">Notary Public</p> <hr/> <p style="text-align: center;">Applicant / Client</p>		
<p><b>For SF10 / Form 137</b></p> <ul style="list-style-type: none"> <li>1. School Request with complete Info.</li> <li>2. Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person (ID must have a signature). This may include, but is not limited to the following: <ul style="list-style-type: none"> <li>• Passport</li> <li>• Driver's License</li> <li>• PRC ID</li> <li>• Philippine Postal ID</li> </ul> </li> </ul>		<p style="text-align: center;">Present School</p> <hr/> <p style="text-align: center;">Applicant / Client</p>		
<p><b>For SF 9 / Card</b></p> <ul style="list-style-type: none"> <li>1. Personal Request</li> <li>2. One (1) photocopy of the requesting person's valid ID (ID must have a signature)</li> <li>3. Affidavit of loss</li> <li>4. If with representative, secure an authorization letter with ID</li> </ul>		<p style="text-align: center;">Applicant / Client</p> <hr/> <p style="text-align: center;">Notary Public</p> <hr/> <p style="text-align: center;">Applicant / Client</p>		
<p><b>For School Certification</b></p> <ul style="list-style-type: none"> <li>1. Personal Request/Agency request</li> <li>2. Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person (ID must have a signature). This may include, but is not limited to the following: <ul style="list-style-type: none"> <li>• Passport</li> <li>• Driver's License</li> <li>• PRC I</li> <li>• Philippine Postal ID</li> </ul> </li> </ul>		<p style="text-align: center;">Applicant / Client / Government Agency</p> <hr/> <p style="text-align: center;">Applicant / Client</p>		
Client Steps		Fees to be Paid	Processing Time	Person Responsible
	Applicant / Client			
1. Submit request and complete requirements	1.1. Received the request form and other requirements.	None	1 minute	Teacher Registrar
	1.2. Check the completeness of the submitted requirements and acknowledge receipt of the request.  <i>Note: Inform Client of lacking documents, if any.</i>	None	2 minutes	AM Ms. Jhovie Lapastora Ms. Norie Baluyut Ms. Ruby Sanchez Ms. Jhes Marohomsalic  PM Ms. Angie Sumait Ms. Donna Saverola



	<p>1.3. Search for the appropriate Academic School Records (ASR)</p> <p>a. If the records are available, proceed to 2.1.</p> <p>b. If records are not available, proceed to 2.1.b.</p>	None	5 minutes	<p>Teacher Registrar</p> <p>AM</p> <p>Ms. Jhovie Lapastora Ms. Norie Baluyut Ms. Ruby Sanchez Ms. Jhes Marohomsalic</p>
	1.4. Prepare the Validated Academic School Records (ASR)	None	3 minutes	<p>PM</p> <p>Ms. Angie Sumait Ms. Donna Saverola</p>
	1.5. Inform Client that requested documents are available for pick up	None	1 minute	
	1.6. Release the requested documents in a sealed brown envelope	None	1 minute	
	<p>2.1. Check and validate the correctness and completeness of the information in the RF</p> <p>a. if no discrepancy/ies proceed to 1.4.</p> <p>b. If with discrepancy/ies, inform the client and refer to the process on the correction of school entries proceed to 2.2</p>	None	2 minutes	<p>Teacher Registrar</p> <p>AM</p> <p>Ms. Jhovie Lapastora Ms. Norie Baluyut Ms. Ruby Sanchez Ms. Jhes Marohomsalic</p> <p>PM</p> <p>Ms. Angie Sumait Ms. Donna Saverola</p>
	2.2. Inform the Applicant/client that there is no school record.			
<b>TOTAL</b>		<b>None</b>		<b>15 minutes</b>



## Issuance of Card (Form 138) and Good Moral Certificate

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.

<b>Office or Division:</b>	Bagong Silang High School – Guidance & Support Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Learners and/or Parents/ Guardians			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirements (upon request)</b>				
Letter Request signed by the Parents/Guardians stating the request for Form 138 and good moral certificate, reason for request, and name of school to be transferred in		<b>Client</b>		
Any government-issued valid ID with signature – One (1) original and one (1) photocopy		<b>Client</b>		
<b>For authorized representative (upon claiming)</b>				
Authorization letter– One (1) original copy		<b>Client</b>		
Any government-issued valid ID of the <i>requesting person</i> with signature – One (1) original and one (1) photocopy		<b>Client</b>		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit required documents	1.1 Receive and check the submitted requirements for completion.  <i>Note: Inform Client when to claim the requested document.</i>	None	5 minutes	Guidance advocate
	1.2 Verify with the Adviser the correctness of the information stated in the request letter; ask adviser to prepare the Form 138	None	10 minutes	Guidance advocate
	1.3 Prepare the requested documents and forward to the School Head for signature	None	10 minutes	Guidance advocate/adviser



2. Claim the requested document <b>TOTAL</b>	2.1 Release the signed and sealed document to the Client	None	10 minutes	Guidance advocate
	2.2 Record in the school logbook the name of the Client, learner and the type of document issued by the school.  <i>Note: Ensure that the client affixes his/her signature in the logbook</i>	None	10 minutes	Guidance advocate
		<b>None</b>	<b>45 minutes</b>	

### Public Assistance (E-mail/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.

<b>Office or Division:</b>	Bagong Silang High School – Guidance & Support Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	Learners, Parents, Guardians, Teachers, and Non-Teaching Personnel, other Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirements</b>				
Complete information regarding the concern		<b>Client</b>		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Communicate details of concern via the office's official email address or social media account	1.1 Record the communication via tracker/logbook, download attachment (if any).	None	5 minutes	Guidance advocate
	1.2 For general questions or simple concerns, reply immediately.  <i>Note: For complex concerns, refer the concern to the concerned office; and reply to the client's message with</i>	None	15 minutes	Guidance advocate



	<i>an acknowledgement informing the client further that they will receive a separate answer or instruction for the next step.</i>			
<b>TOTAL</b>		<b>None</b>	<b>20 minutes</b>	

### 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.

<b>Office or Division:</b>	Bagong Silang High School – Guidance & Support Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	Learners, Parents, Guardians, Teachers, and Non- Teaching Personnel, other Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirements</b>				
Intake form – One (1) original copy		<b>Guidance advocate</b>		
Valid Identification Card, which may include, but is not limited to, the following: <ul style="list-style-type: none"> <li>• Student ID</li> <li>• Philippine ID</li> <li>• Passport</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Postal ID</li> </ul>		<b>Client</b>		
<b>Situational Requirements (if applicable)</b>				
Referral form – One (1) original copy		<b>Guidance advocate</b>		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Proceed to the Guidance Office and communicate the concern or request assistance	1.1 Receive the client; identify the nature of concern and provide an immediate reply for simple concerns	None	5 minutes	Guidance advocate
	1.2 Provide an intake form if needed	None	5 minutes	
2. Fill out and submit required information or intake form	2.1 Review submitted information and assess the concern	None	10 minutes	Guidance advocate



	2.2 Route to the concerned office or schedule interview	None	10 minutes	
3. Participate in an initial interview or discussion regarding the concern	3.1 Conduct initial interview and determine appropriate support needed; log the session	None	20-40 minutes (depending on concern)	Guidance advocate/Child Protection Officer
	3.2 Provide recommendations and close the case if resolved or continue support when needed.	None		
<b>TOTAL</b>		<b>None</b>	<b>Up to 1 hour depending on the concern</b>	



## 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.

<b>Office or Division:</b>	Schools			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	Retired or transferring teaching and non-teaching personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Requisition Slip – One (1) original copy		School		
<b>For authorized representative</b>				
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 <b>requesting person</b> , which may include, but is not limited to, the following: <ul style="list-style-type: none"> <li>• Philippine ID</li> <li>• Passport</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Philippine Postal ID</li> </ul>		Client		
Identification Card - One (1) original and one (1) photocopy of any government-issued valid ID of the <b>authorized person</b> , which may include, but is not limited to, the following: <ul style="list-style-type: none"> <li>• Philippine ID</li> <li>• Passport</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Philippine Postal ID</li> </ul>		Authorized Representative of the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the requisition slip	1.1 Check the request and retrieve the Client's latest payslip	None	30 minutes	Administrative Assistant III
	1.2 Prepare the requested document for signature	None	20 minutes	Administrative Assistant III
	1.3 Sign the document	None	10 minutes	School Head
	1.4 Release the document to the Client	None	5 minutes	Administrative Assistant III
2. Sign the logbook upon the receipt of the document	2.1 Check the entries on the logbook	None	5 minutes	Administrative Assistant III
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 10 minutes</b>	



## 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.

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



	transmittal letter			
	1.5 Forward the collated requests to SDO	None	once a week	AO/Admin Assistant/Aide
	1.6 Follow-up status of request with SDO	None	2 days after submission	AO/Admin Assistant
	1.7 Upon advice of SDO, pick-up requested documents	None	once a week	AO/Admin Assistant/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	AO/Admin Assistant
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 40 minutes</b>	

## 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.

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



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

### 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.

<b>Office or Division:</b>	Schools
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	Teachers or Teaching Personnel
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
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	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Check submitted requirements	None	5 minutes	School Training Coordinator/ PMT/ SLAC Coordinator/ Master Teacher/ Head Teacher/ ICT Coordinator / School Head
	1.2 Identify needs of teachers based on documents	None	1 day	
	1.3 Craft an action/SLAC plan/proposal	None	1 day	
2. Attend learning and development activity and provide feedback	2.1 Implement SLAC	None	1 hour	
	2.2 Conduct Monitoring and Evaluation	None	30 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 3 hours, 35 minutes</b>	

## Health Services/School Clinic Citizen's Charter

To provide accessible, safe, and quality health services that promote the well-being of learners, teachers, and school personnel. The school clinic is committed to delivering prompt and efficient basic healthcare services, health education, and emergency assistance to support a healthy school environment.

<b>Office or Division:</b>	Bagong Silang High School – School Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Learners, Parents, Guardians, Teachers, and Non- Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
School ID Incident report record Logbook Gate Pass/ Permit Pass (if the learners will send home)		Clinic		
Valid ID of Parents, Guardians		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Log-in to the logbook	1.1 Check entries in the logbook (learner's basic information)	None	2 minutes	Learners, Parents or Guardians
2.Assess the condition of the learner	2.1 Check the body temperature, vital signs and pulse rate of the learners	None	3 minutes	School Clinician
	2.2 Interview the learners about their unnecessary feelings.	None	5 minutes	School Clinician
	2.3 Give first aid if needed.	None	2 minutes	School Clinician
	2.4 Records treatment given.	None	3 minutes	School Clinician
3.Fill-out fetcher's logbook (if the learners need to send home)	3.1 Check the ID and entries of the fetchers in the logbook.	None	3 minutes	School Clinician
	3.2 Inform the Parents or Guardians of the learners about the	None	3 minutes	School Clinician

	learners' health condition.			
	3.3 If the condition of the learners needed immediate care refer them to the nearest hospital for medical evaluation and treatment.	None	5 minutes	School Clinician
4. Fill-out the Gate Pass/ Permit Pass	4.1 The Learners and the Parents or Guardians will fill-out the permit pass before going outside the school premises.	None	2 minutes	Learners, Parents or Guardians
	4.2 The permit pass with the school clinician signature and fetchers' signature will be given to the guard stationed at the gate.	None	2 minutes	Learners, Parents or Guardians
<b>TOTAL:</b>		None	30 minutes	



## FEEDBACK AND COMPLAINTS MECHANISM

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

	<b>Central Office</b>	<b>Regional Office</b>	<b>Schools Division Office</b>
How to send feedback	Walk-in: Fill out the Walk-in Client Form at the Public Assistance Action Center (PAAC)	Walk-in: Visit the (specify office if PAU or RPAC) to record your feedback.	Walk-in: Visit the (specify office if OSDS or DPAC) to record your feedback.
	Online: Email the PAAC at <a href="mailto:depedactioncenter@deped.gov.ph">depedactioncenter@deped.gov.ph</a>	Online: Email ( <u>insert email address</u> ) or fill out the RO online feedback form at ( <u>insert CSM link or QR code</u> )	Online: Email ( <u>insert email address</u> ) or fill out the SDO online feedback form at ( <u>insert CSM link or QR code</u> )
	Phone: Call the PAAC at (+63 2) 8636-1663   8633-1942	Phone: Call the (specify office if PAU or RPAC) at ( <u>insert phone no. here</u> )	Phone: Call the (specify office if OSDS or DPAC) at ( <u>insert phone no. here</u> )
	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 ( <u>insert phone no. here</u> )	SMS: Send a text message to (specify if OSDS or DPAC) at ( <u>insert phone no. here</u> )
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 client, CC: PAAC.	For feedback coursed through (specify if PAU or RPAC): 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 client, CC: PAAC.	For feedback coursed through (specify if OSDS or 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 by the concerned office/s directly to client, CC: PAAC.
	<i>For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly</i>	<i>For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly</i>	<i>For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly</i>



	<i>by the concerned office and communicated to the client.</i>	<i>by the concerned office and communicated to the client.</i>	<i>by the concerned office and communicated to the client.</i>
How to file a complaint	Walk-in: Fill out the Walk-in Client Form at the PAAC.	Walk-in: Visit the (insert name of office in RO in charge of receiving complaints) for assistance.	Walk-in: Visit the (insert name of office in SDO in charge of receiving complaints) for assistance.
	Online: Email the PAAC at <a href="mailto:depedactioncenter@deped.gov.ph">depedactioncenter@deped.gov.ph</a>	Online: Email the (insert name of office in RO in charge of complaints) at (insert email address) or fill out the online complaint form at (insert link).	Online: Email the (insert name of office in SDO in charge of complaints) at (insert email address) or fill out the online feedback form at (insert link).
	Phone: Call the PAAC at (+63 2) 8636-1663   8633-1942	Phone: Call the (insert name of office) at (insert phone no. here)	Phone: Call the (insert name of office) at (insert phone no. here)
	SMS: Send a text message to PAAC at 0919-456-0027 (Smart)   0995-921-8461 (Globe)	SMS: Send a text message to (insert name of office) at (insert phone no. here)	SMS: Send a text message to (insert name of office) at (insert phone no. here)
	Upon receipt of complete information and/or documentation, the office personnel designated to receive the complaint shall record the concern on the database and inform the client of the next steps to be undertaken to resolve the issue and how the resolution shall be communicated to the client.		
Contact Information of 8888, ARTA, and CSC-CCB	8888: Call 8888   Text 8888   Visit <a href="https://8888.gov.ph/">https://8888.gov.ph/</a> ARTA: Call 0969-257-7242 or 0928-690-4080   Email <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Civil Service Commission-Contact Center ng Bayan (CSC-CCB): Call 1-6565   Text 0908-881-6565   Visit <a href="https://contactcenterngbayan.gov.ph/contact-us">https://contactcenterngbayan.gov.ph/contact-us</a>		